

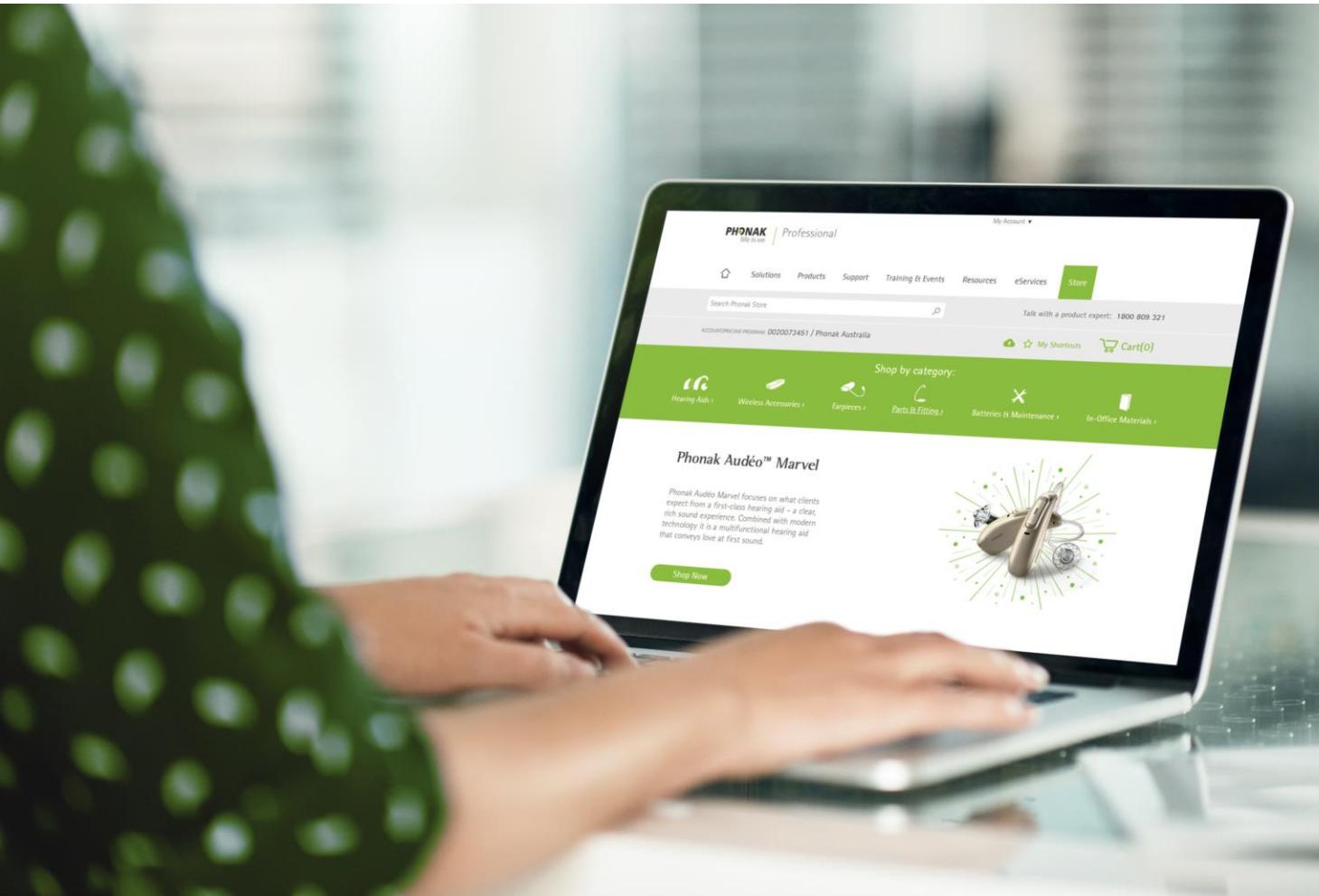
# Phonak e-Store Ordering – Troubleshooting Guide

August 2019

A Sonova brand

**PHONAK**  
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The 'Proceed to Checkout' button is not displaying on my cart page?

There are a variety of reasons why this issue can happen. The most common reasons is because a product may not have been ordered correctly. In this example, the cShell earpiece has not been configured. In this case, click the 'Configure' button to complete configuration and this should resolve the issue and the 'Proceed to Checkout' button will now be visible.

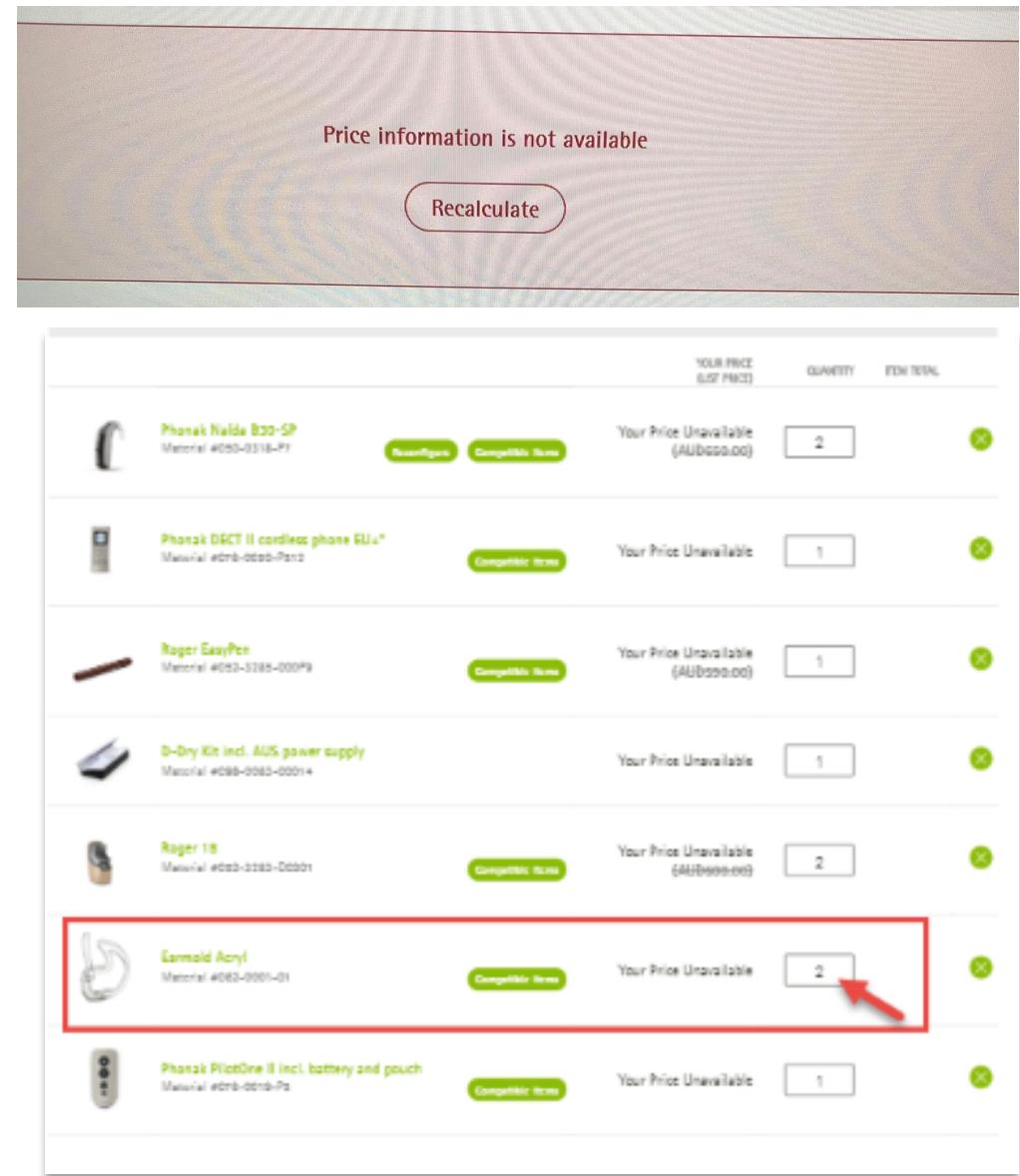
	Phonak Mini Charger Case Material #075-2009	AUD95.00	<input type="button" value="1"/>	AUD95.00			
	cShell 4.0 Acryl Material #062-0008-01 Configure, Side: Left, Shell: Pink, Faceplate: Pink.		AUD95.00	<input type="button" value="1"/>	AUD95.00		
	cShell 4.0 Acryl Material #062-0008-01 Configure, Side: Right			AUD95.00	<input type="button" value="1"/>	AUD95.00	
	TV Connector® Material #076-3008-08		AUD180.00	<input type="button" value="1"/>	AUD180.00		
List Price			AUD8,506.00	Sales Tax			
			AUD0.00				

# Cart Issue

## My pricing information is not displaying in my cart?

If you are receiving this pop-up and are not able to view pricing, it could be because you have a product in your cart that may not be configured correctly.

For example, you must configure each earpiece separately. If you need two of the same configuration, you are unable to configure the first one and then update the quantity to '2' in your cart. You must configure the second earpiece also then add it separately to the cart. Otherwise it will cause this issue.



The screenshot shows a shopping cart interface. At the top, a message reads "Price information is not available" with a "Recalculate" button. Below this, the cart contains the following items:

Product	Quantity	Item Total
Phonak Naida B30-SP Material #4050-0318-PT	2	
Phonak DCT II cordless phone EU+ Material #4050-0300-PA02	1	
Roger EasyPen Material #4050-3185-0001#	1	
D-Dry Kit incl. AUS power supply Material #4088-0080-00014	1	
Roger 18 Material #4050-3180-0001#	2	
<b>Lamold Acryl Material #4063-0001-01</b>	<b>2</b>	
Phonak PilotOne II incl. battery and pouch Material #4050-0300-PA	1	

A red box highlights the quantity input field for the "Lamold Acryl" item, which is set to 2. A red arrow points to this input field.

This symbol appears near the product in my cart, can I still add it to the cart?

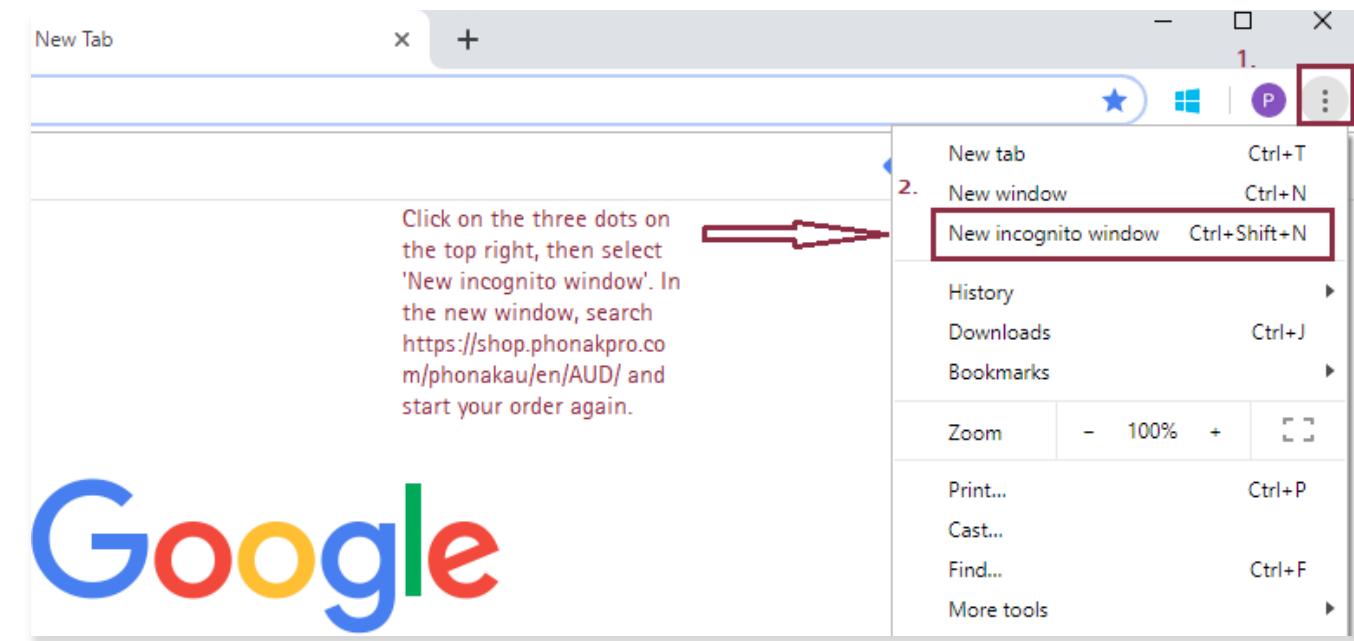


- You can still place your order if this symbol appears in your cart. This is an internal flag and will not affect your order, however, please alert Phonak if you see this symbol appear in your cart as it is an internal issue that we will need to amend.

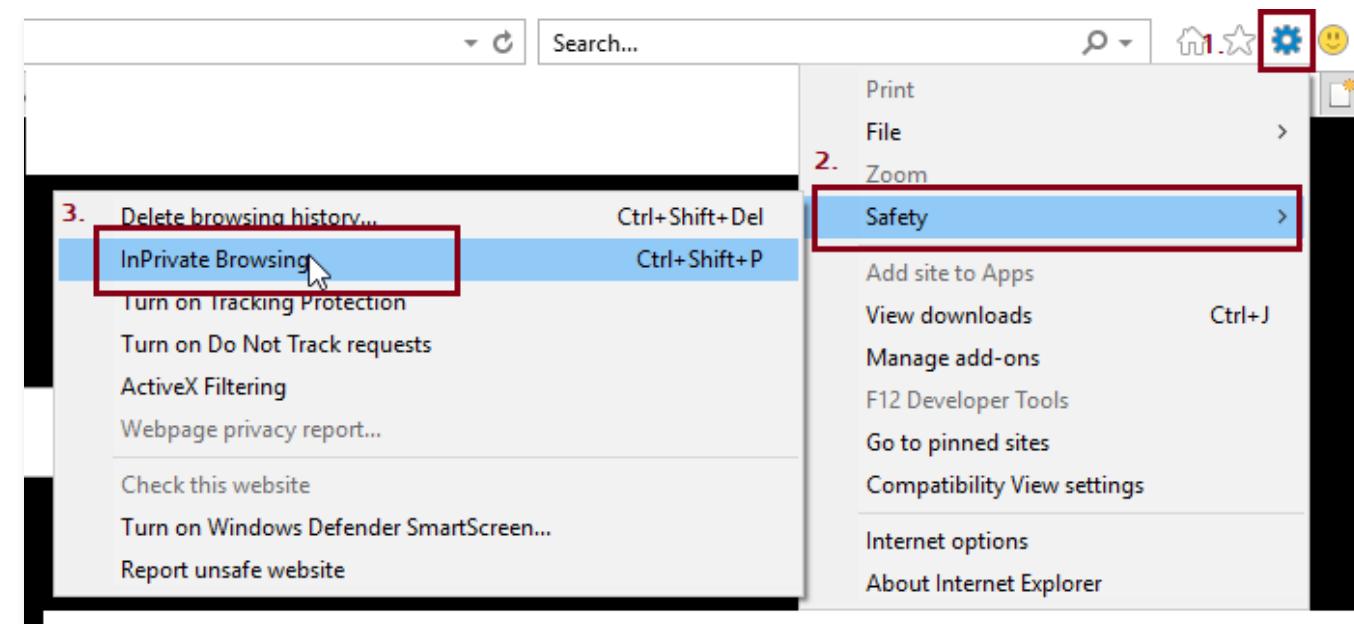
# Clearing your Cache

- If you are still experiencing issues after you have tried to rectify it, we recommend clearing your cache or otherwise referred to as your browsing history. Then try placing your order or complete your action again.
- Alternatively you can open a new window in private browsing mode. See across for how to do this in Internet Explorer and Chrome.
- If the issue still persists, please contact the Phonak Customer Service Team on 1800 809 321 or email [orders@Phonak.com.au](mailto:orders@Phonak.com.au).

## Chrome



## Internet Explorer



## Why can't I see my invoices?

You can only view invoices or financial data if your Account Manager has granted permission for you to do so.

## Why can't I see pricing?

You can only view pricing and financial date if your Account Manager has granted permission for you to do so.

Please ask your Account Manager to grant you permission to view financial data in the permissions area within your user profile.

Permissions

Permission	Account Manager	
Status	<input checked="" type="checkbox"/> Active	
Financial data	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Lyric account	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Screener Tool Access	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Remote Support	Yes	
Account Assignment	<input type="checkbox"/>	ACCOUNT NUMBER ADDRESS
	<input checked="" type="checkbox"/> 002XXXXXXX	Manning Audiology Pty Ltd, TAREE
	<input checked="" type="checkbox"/> 002XXXXXXX	Manning Audiology - Harrington, HARRINGTON
	<input checked="" type="checkbox"/> 0020XXXXXX	Manning Audiology - Tuncurry, TUNCURRY

## I can't place an order or ship to another clinic?

This may occur because you don't have permission to order for another clinic. You can only order and ship to clinics that have been assigned to your user profile by your Account Manager.

Check your user profile to see what clinics are assigned to you. If the clinic you are trying to order or ship to is not added to your profile, then contact your Account Manager to add that clinic to your user profile.

Please refer to the eStore Ordering – general tips guide to learn how to place an order for and ship to another clinic.

Permissions

Permission	Account Manager	
Status	<input checked="" type="checkbox"/> Active	
Financial data	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Lyric account	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Screener Tool Access	<input checked="" type="radio"/> No	<input type="radio"/> Yes
Remote Support	Yes	
Account Assignment	<input type="checkbox"/> ACCOUNT NUMBER	ADDRESS
	<input checked="" type="checkbox"/> 002XXXXXXX	Manning Audiology Pty Ltd, TAREE
	<input checked="" type="checkbox"/> 002XXXXXXX	Manning Audiology - Harrington, HARRINGTON
	<input checked="" type="checkbox"/> 0020XXXXXX	Manning Audiology - Tuncurry, TUNCURRY

**Assigned account(s) to user**

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we change lives