

Online Ordering Instructions



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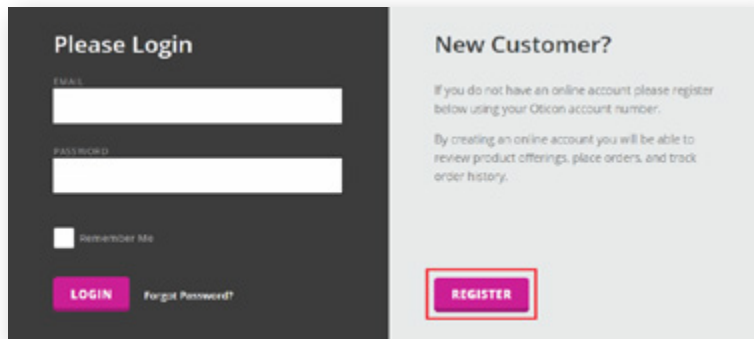
Website: orders.oticon.ca

Questions and Support:
eOrdering@Oticon.com or 1 (800) 263-8700 ext. 5050

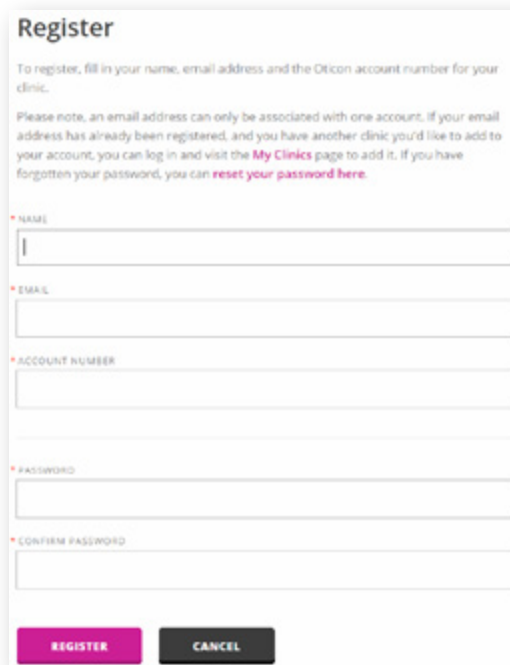
oticon
PEOPLE FIRST

REGISTER AN ONLINE ACCOUNT

First time site users will be required to create an online account. Begin by clicking on register in the bottom right corner and complete the registration form. You will be required to provide your Oticon account number to successfully register.



The image shows a user interface with two main sections. On the left, a dark grey box titled "Please Login" contains input fields for "EMAIL" and "PASSWORD", a "Remember Me" checkbox, a pink "LOGIN" button, and a link for "Forgot Password?". On the right, a light grey box titled "New Customer?" contains explanatory text and a pink "REGISTER" button.



The image shows a registration form titled "Register". It includes instructions and a list of required fields: NAME, EMAIL, ACCOUNT NUMBER, PASSWORD, and CONFIRM PASSWORD. At the bottom, there are "REGISTER" and "CANCEL" buttons.

Register

To register, fill in your name, email address and the Oticon account number for your clinic.

Please note, an email address can only be associated with one account. If your email address has already been registered, and you have another clinic you'd like to add to your account, you can log in and visit the [My Clinics](#) page to add it. If you have forgotten your password, you can [reset your password here](#).

* NAME
|

* EMAIL

* ACCOUNT NUMBER

* PASSWORD

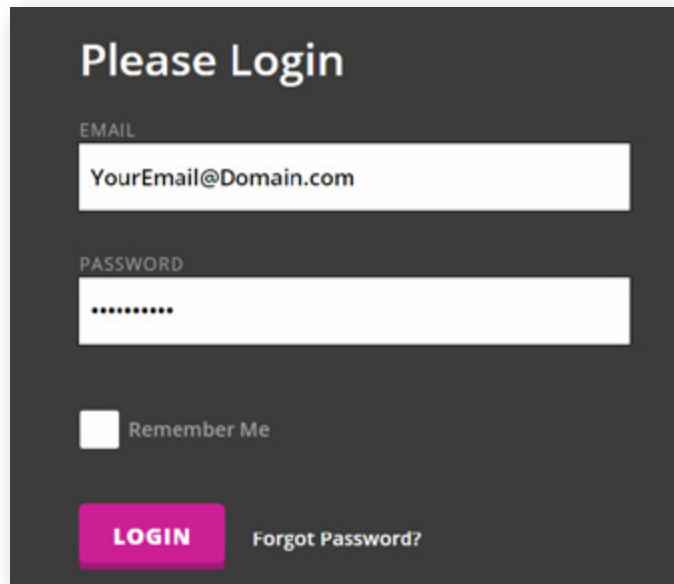
* CONFIRM PASSWORD

REGISTER CANCEL



LOG IN

Returning customers log in using the email address and password used to register. If you've forgotten your password, click the forgot password link and follow the instructions

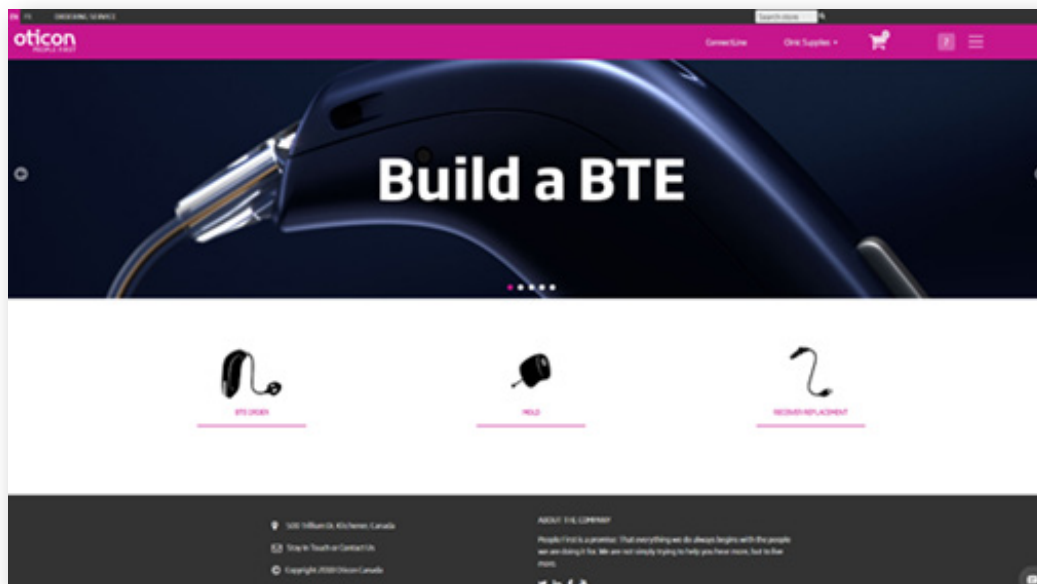


The login form is titled "Please Login" and is set against a dark grey background. It features two input fields: "EMAIL" with the placeholder text "YourEmail@Domain.com" and "PASSWORD" with a masked password of eight dots. Below the password field is a "Remember Me" checkbox. At the bottom left is a pink "LOGIN" button, and at the bottom right is a "Forgot Password?" link.

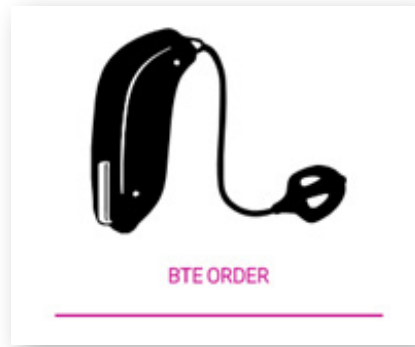
ORDER DASHBOARD

Once you've logged in, you will be directed to the order dashboard. From here, you will have the option to:

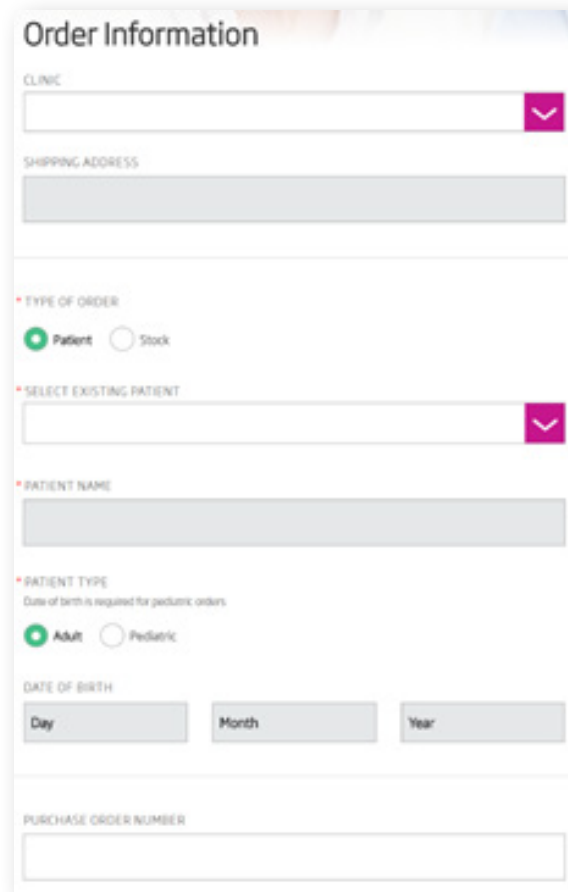
- Create a new BTE order, with or without Mold
- Create a Mold only order
- Submit a request for a Receiver Replacement
- Create order for Clinic Supplies (Wax guards, Domes and Receivers, Shipping supplies, etc.)



CREATING A BTE/RITE ORDER



After clicking the BTE (+ Mold) button, you will be brought to the Account and Patient Information screen. The clinic defaults to your Primary clinic, however you may choose from other clinics registered to your account from the drop down menu, if applicable. Information marked with a red Asterisk are required to continue.

A screenshot of a web form titled "Order Information". The form contains several sections: "CLINIC" with a dropdown menu; "SHIPPING ADDRESS" with a text input field; "TYPE OF ORDER" with radio buttons for "Patient" (selected) and "Stock"; "SELECT EXISTING PATIENT" with a dropdown menu; "PATIENT NAME" with a text input field; "PATIENT TYPE" with radio buttons for "Adult" (selected) and "Pediatric", and a note "Date of birth is required for pediatric orders"; "DATE OF BIRTH" with three input fields for "Day", "Month", and "Year"; and "PURCHASE ORDER NUMBER" with a text input field. Red asterisks are placed next to the "TYPE OF ORDER", "SELECT EXISTING PATIENT", and "PATIENT TYPE" labels.

Next, select the purchase type; whether it is through private pay, or third party billing.

Note: If a third party is selected, a claim number is required.



PURCHASE TYPE
(Claim number not required for Private or RAMQ)

| | |
|--------------------------------------|---|
| <input type="radio"/> Private | <input type="radio"/> SHP-MB |
| <input type="radio"/> SHP-SK | <input type="radio"/> RAMQ |
| <input type="radio"/> 3S Health | <input type="radio"/> AADL |
| <input type="radio"/> APSEA | <input type="radio"/> CSST |
| <input type="radio"/> Eastern Health | <input type="radio"/> FHP Entry Level 1 (DVA) |

BUILDING YOUR AID(S)

By default, the order form opens by default to our newest Velox platform, featured in Opn. To order previous models, you may scroll down and select the appropriate platform (Rise2, Inium, and Inium Sense) to order aids such as Alta2, Dynamo, Sensei and Agil, etc.

Velox

Inium Sense

HEARING AID

| | | | | |
|---------------------------------|----------------------------------|---------------------------------|------------------------------|---------------------------------|
| <input type="radio"/> Alta2 Pro | <input type="radio"/> Alta2 | <input type="radio"/> Nera2 Pro | <input type="radio"/> Nera2 | <input type="radio"/> Rise2 Pro |
| <input type="radio"/> Rise2 | <input type="radio"/> Sensei Pro | <input type="radio"/> Sensei | <input type="radio"/> Dynamo | |

Inium

Rise2




Once you have selected a platform and hearing aid, you will now choose the model style available for the specified selection. (Ex. MiniRITE T, BTE, DesignRITE, BTE Plus Power, etc.)

Velox

HEARING AID

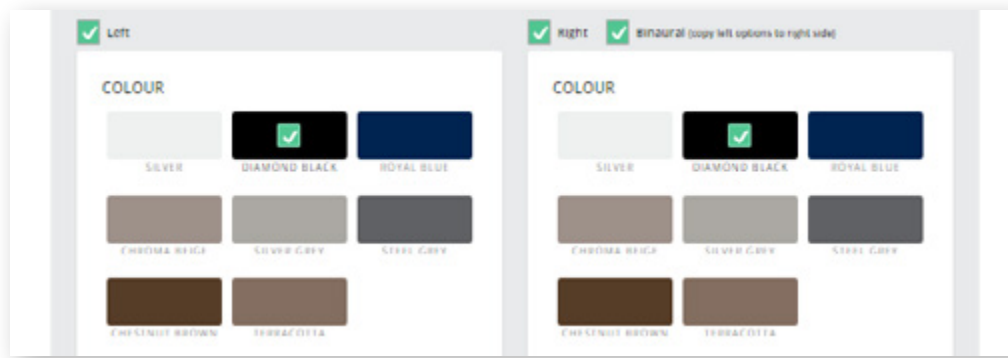
| | | |
|--|-----------------------------|-----------------------------|
| <input checked="" type="radio"/> OPN 1 | <input type="radio"/> OPN 2 | <input type="radio"/> OPN 3 |
|--|-----------------------------|-----------------------------|

STYLE

| | | |
|---|---|---|
|  MiniRITE |  MiniRITE T |  BTE Plus Power |
|---|---|---|

Now, select the check boxes for a left ear, right ear or a binaural order. Configure your selection by choosing the colour, and sizing for the Domes and Receivers, if applicable.





LEFT

COLOUR

SILVER **DIAMOND BLACK** ROYAL BLUE

CHROME BEIGE SILVER GREY STEEL GREY

CHESTNUT BROWN TERRACOTTA

RIGHT **BINAURAL** (copy left options to right side)

COLOUR

SILVER **DIAMOND BLACK** ROYAL BLUE

CHROME BEIGE SILVER GREY STEEL GREY

CHESTNUT BROWN TERRACOTTA

DOMES

| | 1 MM | 4 MM | 8 MM | 10 MM | 12 MM |
|--------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| BASS DOUBLE | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BASS SPEAKER | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| OPEN | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| POWER | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RECEIVER

| | R1 | R2 | R3 | R4 | R5 |
|-------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| MINI BT 100 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MINI BT 105 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MINI BT 110 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

GRIP TIP

| | LARGE | SMALL |
|---------|--------------------------|--------------------------|
| NO VENT | <input type="checkbox"/> | <input type="checkbox"/> |
| VENT | <input type="checkbox"/> | <input type="checkbox"/> |

DOMES

| | 1 MM | 4 MM | 8 MM | 10 MM | 12 MM |
|--------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| BASS DOUBLE | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BASS SPEAKER | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| OPEN | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| POWER | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RECEIVER

| | R1 | R2 | R3 | R4 | R5 |
|-------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| MINI BT 100 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MINI BT 105 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MINI BT 110 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

GRIP TIP

| | LARGE | SMALL |
|---------|--------------------------|--------------------------|
| NO VENT | <input type="checkbox"/> | <input type="checkbox"/> |
| VENT | <input type="checkbox"/> | <input type="checkbox"/> |

ADD MOLD

Once completed, you have the option to add a mold to your order. To do so, click the check box just above the "Next" button before continuing.

For Instructions on submitting a Mold order, [Click Here](#)

Next, you have the option of including additional accessories. Simply click to highlight the requested item(s) to be added to your order. Additional items vary by hearing aid platform, and only the compatible accessories will be shown.



Additional Items

CONNECTLINE



OTHER ITEMS



The final step in the BTE ordering process is to confirm your order. On this page, you will see the order details. Please confirm the information is correct, and add any special instructions, if necessary. If you need to change an item, you can use the back button located on the bottom left of the form, or simply click the area to be modified from the progress bar above.



Please scroll down to review and submit your order

| | | | |
|---|--|------------|--|
| WEB ORDER NUMBER | | ORDER TYPE | |
| ACCOUNT & PATIENT INFORMATION Bkx Clinic | | | |
| CLINIC | | | |
| SHIPPING ADDRESS | | | |
| PATIENT NAME | | | |
| DATE OF BIRTH / PATIENT ID# | | | |
| PURCHASE TYPE | | | |
| BUILD YOUR AID | | | |
| TYPE / BRAND | | | |
| PEARLING AID | | | |
| STYLE | | | |

| LEFT EAR | | RIGHT EAR | |
|----------------------|---|------------|---------------|
| COLOUR | Diamond Black | COLOUR | Diamond Black |
| DEPTH | Open 8 mm | DEPTH | Open 8 mm |
| RECEIVER | Model 60, #2 | RECEIVER | Model 60, #2 |
| BUILD YOUR MOLD | | | |
| LEFT EAR | | RIGHT EAR | |
| MOLD GROUP | 801E Mold | MOLD GROUP | 801E Mold |
| TYPE | Micro-mold | TYPE | Micro-mold |
| MATERIAL | Acrylic | MATERIAL | Acrylic |
| STYLE | Micro-mold | STYLE | Micro-mold |
| COLOUR | Clear Shell | COLOUR | Clear Shell |
| WAVE | 5.4 mm | WAVE | 5.4 mm |
| LEFT IMPRESSION | No impression uploaded / Impression will be sent by courier | | |
| RIGHT IMPRESSION | No impression uploaded / Impression will be sent by courier | | |
| SPECIAL INSTRUCTIONS | | | |
| | | | |



CREATING A STOCK ORDER

Creating a stock hearing aid order starts out the same as Building your Aid(s), however you then will select the "Stock" option under the order type.

Order Information

CLINIC

SHIPPING ADDRESS

* TYPE OF ORDER

Patient Stock

In the following screen, you can select the hearing aids you would like to add to your order. After choosing the platform style, and colour, a quantity box will appear. Enter the number of aids you would like of the selected configuration, then click the "Cart" icon to add the items to your order.

COLOUR

Silver

Diamond Black

Chroma Beige

Silver Grey

Steel Grey

Chestnut Brown

Terracotta

Royal Blue

Add Speakers and Domes

Note: You may add additional hearing aids of different platforms, styles and colours by making your selections, and clicking the cart icon to add them to your order.

miniRITE

miniRITE T

BTE Plus Power

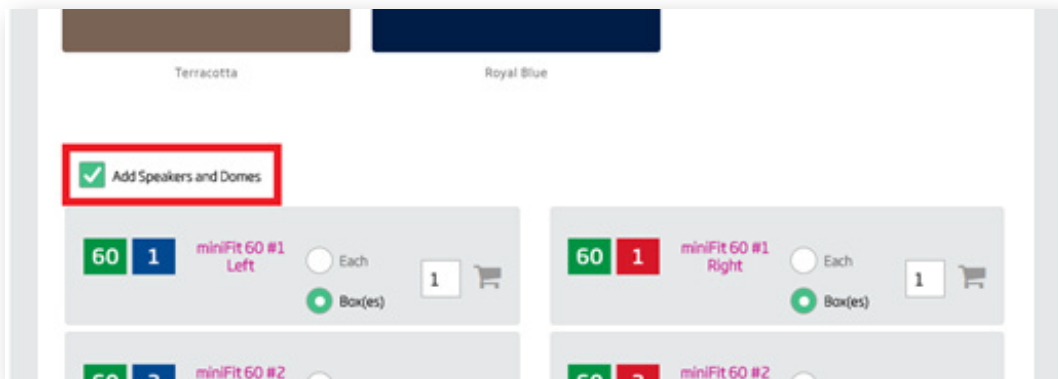
COLOUR

The "Hearing Aid" icon, located at the top right of the page keeps tally of how many hearing aids have been added to your cart.

Note: This icon keeps track of hearing aids in your order only. Domes and speakers do not affect this number.

To add speakers or domes to your order, select the highlighted checkbox, and the appropriate selections will appear.

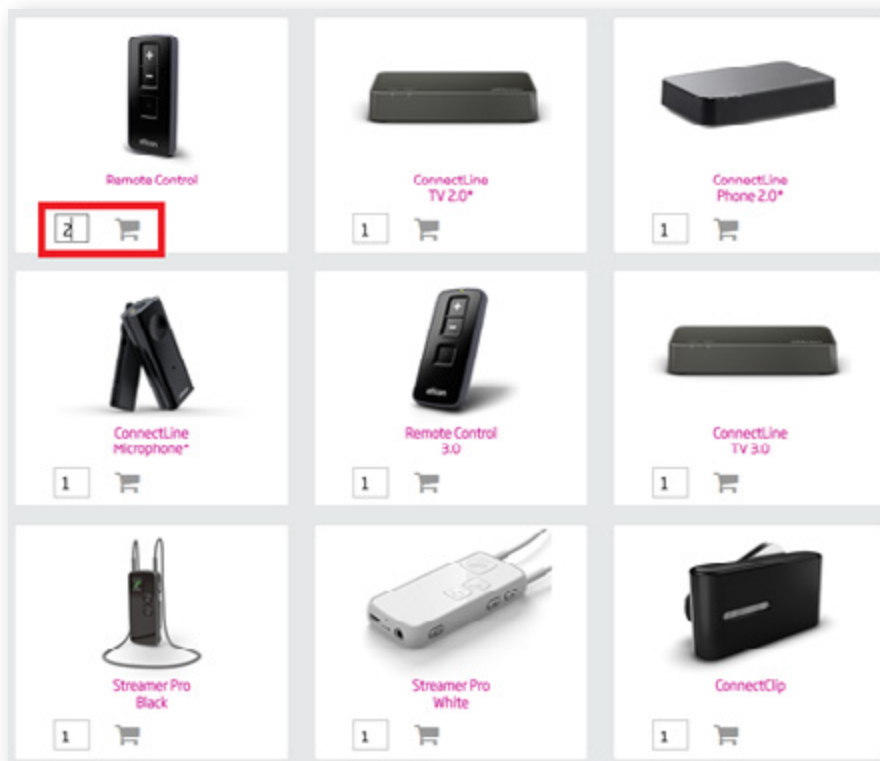




When adding Speakers and Domes to your order, select the unit of measure; whether you would like to order by box, or individual cards/items. After, type the quantity and click on the "cart" icon to add the items to your order.



Once you've finished adding hearing aids to your order, scroll down and click "Next". The following screen allows you to add any connectivity items. Enter in the quantity of the item you would like to add, then click the "Cart" icon to add the items to your order.



BTE / RITE ORDER: ORDER COMPLETE

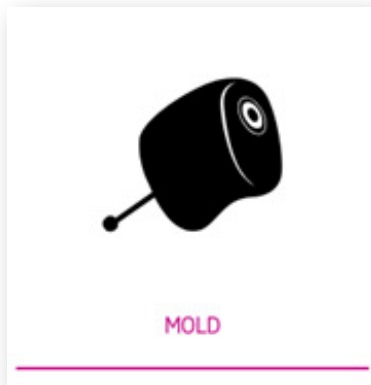
Your order has been submitted successfully!

Thank you for placing your order with Oticon Canada. A confirmation of your order has been sent to _____

Once the order has been placed successfully, you are taken to the order confirmation page. A copy of the order details will be sent to the email address listed on file. From this page, you may schedule an appointment for the patient.

For Instructions on using the Appointments feature, [Click Here](#)

MOLD ORDER: BUILDING YOUR MOLD



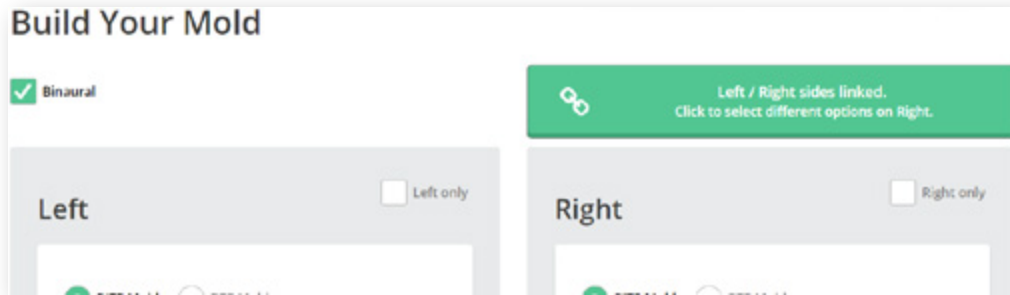
From this screen, you can specify the details of the mold request, selecting the Type, Material and Style. You may also add special instructions and additional options such as Removal Lines, Softcoat, Name/Initials on Shell, etc.

| Left <input type="checkbox"/> Left only | Right <input type="checkbox"/> Right only |
|--|--|
| <p>RITE Mold</p> <p>TYPE Select Type</p> <p>MATERIAL Select Material</p> <p>STYLE Select Style</p> <p>SHELL COLOUR Select Shell Colour</p> <p>FACEPLATE COLOUR Select Faceplate Colour</p> <p>VENT Select Vent</p> | <p>RITE Mold</p> <p>TYPE Select Type</p> <p>MATERIAL Select Material</p> <p>STYLE Select Style</p> <p>SHELL COLOUR Select Shell Colour</p> <p>FACEPLATE COLOUR Select Faceplate Colour</p> <p>VENT Select Vent</p> |
| <p>Options</p> <p><input type="checkbox"/> Removal Line <input type="checkbox"/> Large Color Dot</p> <p><input type="checkbox"/> Thermococh Lanyard <input type="checkbox"/> Softcoat</p> <p><input type="checkbox"/> Name on Shell <input type="checkbox"/> Initials on shell</p> <p><input type="checkbox"/> Select-A-Vent</p> | <p>Options</p> <p><input type="checkbox"/> Removal Line <input type="checkbox"/> Large Color Dot</p> <p><input type="checkbox"/> Thermococh Lanyard <input type="checkbox"/> Softcoat</p> <p><input type="checkbox"/> Name on Shell <input type="checkbox"/> Initials on shell</p> <p><input type="checkbox"/> Select-A-Vent</p> |



Tip:

Left and right sides are automatically linked. Any options selected on one side will be mirrored on the other. To select different options for the left and right sides, click the green link button at the top. When the link button turns grey, the right and left sides are unlinked, you will be able to select different options for each.



Continuing, you will be asked information regarding the impressions to be used. By default, the check box stating the impressions will be sent to Oticon via courier is selected. Once received, our technicians will begin to prepare your order.

Impression(s) will be sent by courier (Please indicate the web order number and patient name on the impression box)

If you would like to use impressions already sent in for a previous order, please indicate the order number, or serial number of the molds. Impressions received as of January 15, 2015 remain on file and are available for use with new mold orders.

Use Previous Impression

Please provide the order or serial number we can use to locate your impression. Order numbers start with SO or SV. Serial numbers can be found on the mold / custom hearing aid.

ORDER / SERIAL NUMBER

If you have a digital impression file, you can upload it to your order by clicking on "Choose a File". In the pop up window that appears, browse to find the location of the file and click upload. The file has been successfully uploaded when you see the name of the file below the "Choose a File" button.

Note:

You have the option to replace the file by redoing the previous step, and selecting a different file.

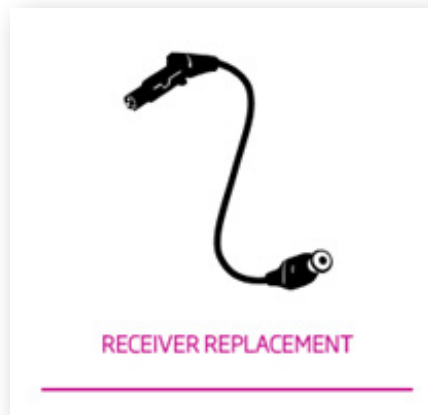
Upload Digital Impression

Accepted files are .stl (preferred), .hps, and .asc.

CHOOSE A FILE...



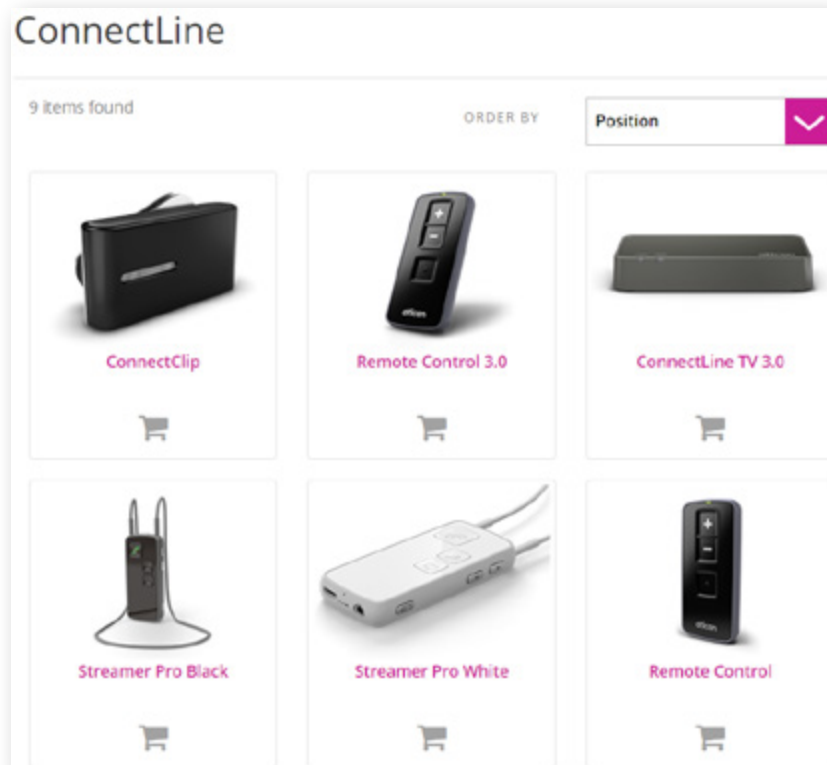
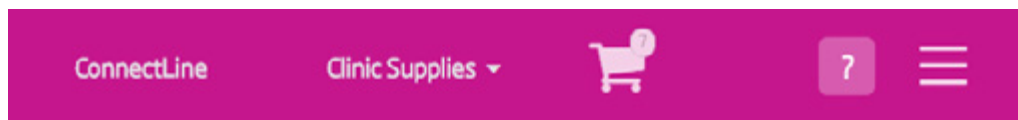
RECEIVER REPLACEMENT



To request a Receiver Replacement, select the icon shown above. After entering the patient information, you will be prompted to enter the serial number of the hearing aids assigned to the end user, as well as the requested length and fitting level of the receiver(s)

CLINIC SUPPLIES & ACCESSORIES

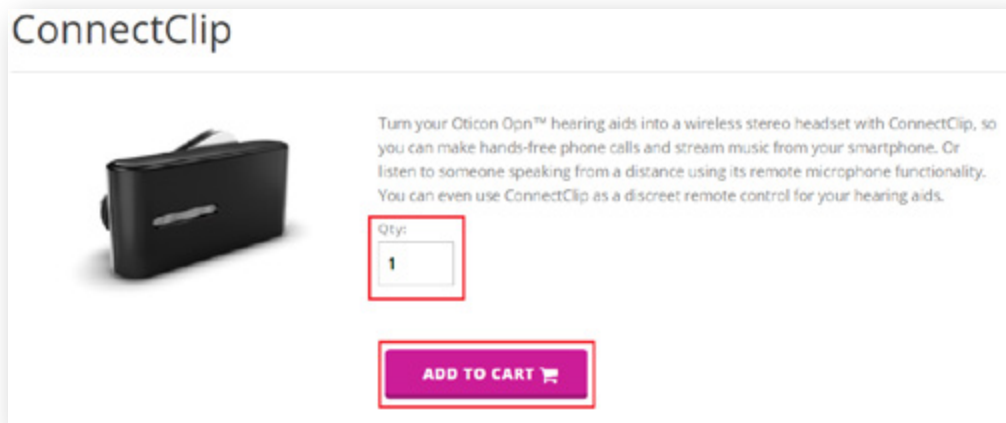
You may also order clinic supplies, accessories and ConnectLine products without placing a BTE order. Start by clicking "Clinic Supplies" located in the top navigation bar to access a drop-down menu of categories. You may also select "ConnectLine" for quick access to their page.



After your selection, you will see a grid of the products available for online ordering. To quickly add an item to your cart, simply enter the quantity and click the "Patient" icon to add to assign the product to an end user, or click the "Cart" icon, to add the item(s) to your Stock/Accessory order. More information on the shopping carts can be found [here](#).



By clicking on the product name*, you will be brought to the Product Page with more information. If you would like to proceed and purchase, enter the desired quantity, and click "Add to Cart".



*This feature has been disabled for some items

When an item has successfully been added to your cart, you will see a brief message appear, with a link to view your shopping cart.

The product has been added to your shopping cart

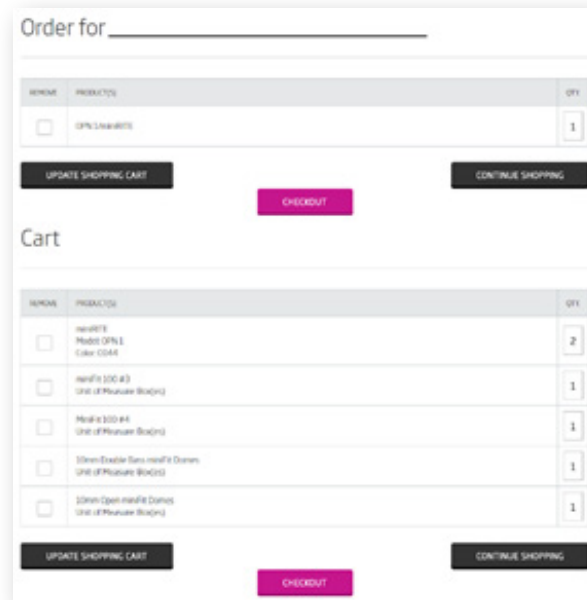


SHOPPING CART



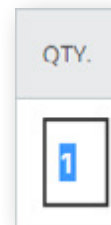
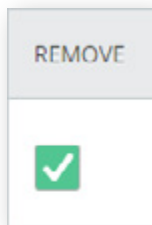
This is the Shopping Cart view. It allows you to preview items you have added to your cart, as well update quantities, or remove items. You will see **two** carts; the first is for any **Patient Orders** left incomplete, and the second is for **Stock, and accessory** orders that are not assigned to an end user.

To view the items currently in your shopping cart, click the above “Shopping Cart” icon located in the top navigation bar.



To remove an item, check the box beside the product name.

To update the quantity, highlight the current number entered, and type in the desired amount.



Once done, click “Update Shopping Cart” to submit the modifications. You now have the option to Continue Shopping, bringing you to the Order Dashboard, or Checkout and proceed to the [Patient and Account Information](#).



UPDATE SHOPPING CART

CONTINUE SHOPPING

CHECKOUT

Note:

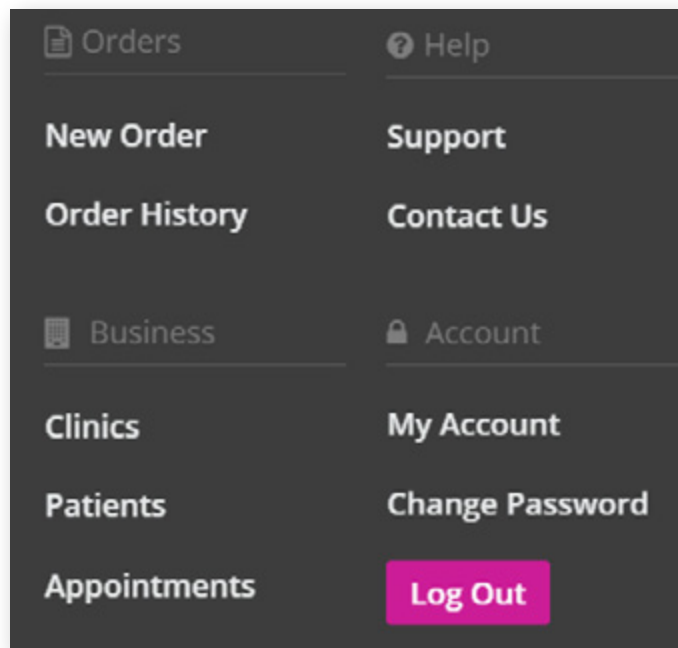
If you are checking out a stock or accessory order from this screen, and do not need to add items, click the "Skip to Order Review" button to jump to the confirmation screen.

SKIP TO ORDER REVIEW

MENU OPTIONS



Once logged in, clicking on this icon will bring up your account menu.



ORDER HISTORY

From this screen, you will have access to view previous online orders, as well view the order status, and tracking number, if shipped



To search for a specific order, key in the order number, or utilize the drop-down menus to narrow your search by Clinic, Date Range, and/or Status.

| WEB ORDER NUMBER | DATE PLACED | TYPE | ORDER DETAILS | TRACKING ORDER | STATUS |
|------------------|-------------|------|------------------------|----------------|---------|
| WS | | | Order For: Ship To: | Order Tracking | Shipped |

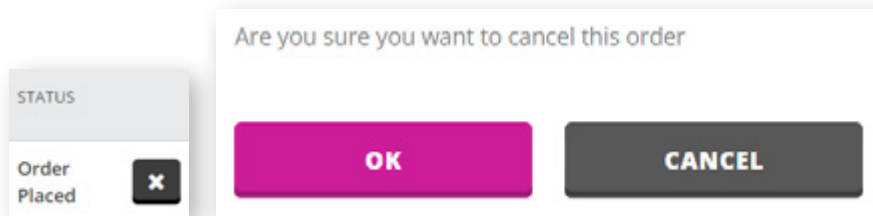
Click on the Web Order Number to see the order details for that order, or to print off a summary of the order.

The status column will provide updates on your order’s progress;

- Order Placed: Order has been placed with the online ordering system
- In Progress: Order is being picked and preparing to ship
- Shipped: Order has shipped, ICS tracking number will be listed below the status
- Back Order: One or more items are on back order, your order will ship as soon as stock becomes available
- Partially Shipped: One or more of the requested items are on back order, while the items that are in stock have shipped

Note:

You may cancel orders that have not yet shipped, and that have been submitted within 24 hours. To do so, click the “X” beside the order’s current status. You will be prompted to confirm your decision to cancel.



Clicking on “Order Tracking” will bring you to the progress screen. This will provide more detail as to the status of your order. If the order has been shipped, the tracking number for your order will appear here. This can be used to track shipping details through the courier.



MY CLINICS

From this page, you can view, add and remove clinics registered to your login.

| CLINIC | SHIPPING ADDRESS | ORDER CONFIRMATION EMAIL | ACTIONS |
|------------------|------------------|--------------------------|----------------------|
| [PRIMARY CLINIC] | | | EDIT |
| | | | EDIT |

[ADD CLINIC](#)

To add a new clinic, start by clicking on "Add Clinic" shown under your current list of clinics.

Add Clinic

ACCOUNT NUMBER

SHIPPING POSTAL CODE

ORDER CONFIRMATION EMAIL

This is the email address that order confirmations will be sent to. To change the login email please visit the [My Account](#) page.

[SAVE](#) [CANCEL](#)

Like registering a new login, enter in the new clinics account number and postal code. Click save to add the clinic to your list, allowing you to place orders for this location. Now, you may select this new location using the "Clinic" dropdown menu when placing a new order.

To set a different account as your primary, click "Edit" under the Actions tab. From this screen, click the check box stating, "Set as Primary Clinic". By doing so, this clinic will default automatically when creating new orders, however you still have the option to choose a different registered clinic, if necessary

Edit Clinic

To update clinic information please contact Oticon at 1-800-263-8700 or accounting@oticon.ca

Set as Primary Clinic

ACCOUNT NUMBER

CLINIC NAME

SHIPPING ADDRESS

ORDER CONFIRMATION EMAIL

SAVE **CANCEL**

You may also update the email address for the order confirmation to be sent to. To update the Clinic Name or Shipping Address, please contact our accounting department at 1 (800) 263-8700 or accounting@oticon.ca

MY PATIENTS

For your convenience, patient details are automatically saved to your account. These details are accessible under the Patient Name drop-down when ordering for previous clients. You may access, modify or remove that information from the My Patients page.

My Patients

| PATIENT NAME | PATIENT TYPE | DATE OF BIRTH | ACTIONS |
|--------------|--------------|---------------|-------------|
| | | | EDIT |
| | | | EDIT |
| | | | EDIT |

To edit patient details, click "Edit" beside the patient's name.

Edit Patient

CLINIC

PATIENT NAME

PATIENT TYPE
 Adult Pediatric

DATE OF BIRTH

SAVE **CANCEL**

From here, you can update the patient's name, along with Date of Birth, type, and which clinic they visit.





To permanently remove patient information, click the “Trash Can” icon, next to the patient’s name

Note:

After deleting a patient, previous orders will still appear in your Order History. However, this patient information will no longer be available from the drop-down when placing a new order.

MY ACCOUNT

To update your name, or email address, click the “My Account” tab. Enter your information, and click “Save”.

My Account

NAME

EMAIL

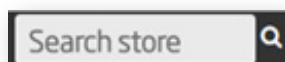
This email will be used to log into your account. Changing the email address here will also change the default order confirmation email address. If you would like order confirmations to be sent to a different email address, please visit the [My Clinics](#) page to change it there.

SAVE **CANCEL**

Note:

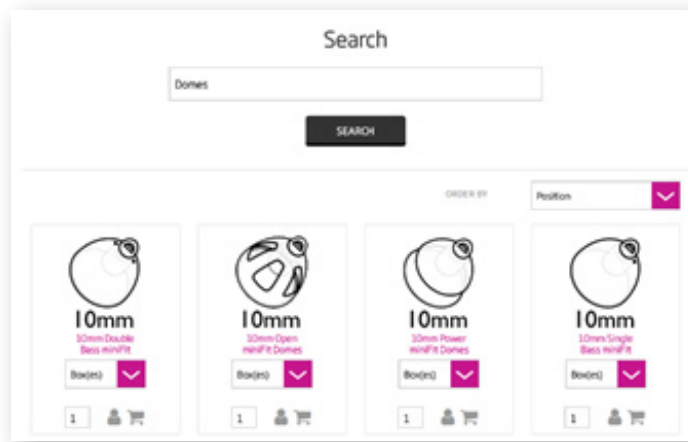
This only changes your login information. To update the email address for order confirmation, visit the “My Clinics” page, and edit the email address listed.

SEARCH



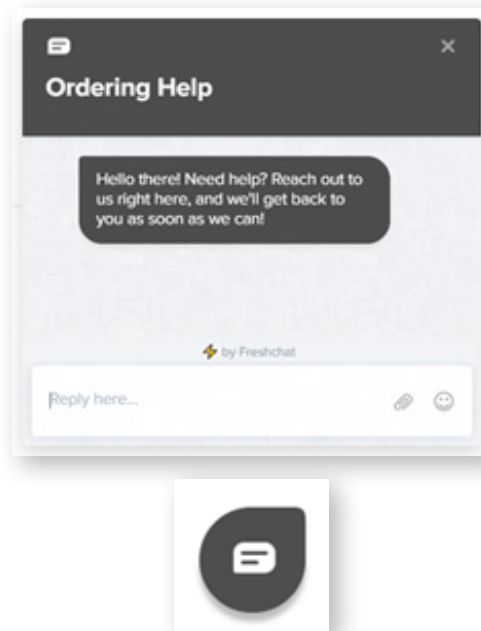
Located in the top right of the page is a search bar. This can be used to locate items available to order through the online store. Type in any search keyword(s), then hit “Enter” on your keyboard, or click the magnifying glass.





You will then see a selection of items matching the keyword(s) entered. From here, you may add the items to your order using the icons below the product or begin a new search.

CHAT



The icon above appears in the bottom right corner of each page. Clicking on it opens a live chat with one of our Client Services staff, who are there to answer any questions that you may have.

Questions & Support: eOrdering@Oticon.com or 1 (800) 263-8700 ext. 5050

