



Hearing Is Our Concern™

# ORDERING MADE EASY

## HOW TO ORDER NEW PRODUCTS USING THE ONLINE ORDER FORM

### ➤ Available Products

Products that are available to order using the Online Order Form include:

- All Standard Products
- Custom Products
- Absolute Power Receivers
- Earmolds

### ➤ Access the Online Order Form in two easy ways:

#### Through Inspire® software

Inspire features direct access to our Online Order Form. Select “Order” from the left navigation bar or using the shopping cart icon at the bottom of the screen. Then select “Hearing Aid Order” or “Earmold Order” to launch the web-based order form.

#### Or online at [Ordering.StarkeyPro.com](http://Ordering.StarkeyPro.com)

Go to [ordering.starkeypro.com](http://ordering.starkeypro.com) and click “Online Order Form.”

### ➤ Benefits of Online Ordering

- Ensures easy, accurate ordering of hearing aids and earmolds
- Provides a web-based ordering option
- Offers recommendations when appropriate, but allows for easy customization
- Allows for electronic order submission when an impression is not needed

### Filling out the Online Order Form is easy as 1, 2, 3.

#### 1. Enter Patient Information

The Patient Information form includes fields for:
 

- FIRST NAME
- LAST NAME
- DATE OF BIRTH (Month and Year dropdowns)
- SKIN TONE (dropdown)
- HAIR COLOR (dropdown)
- CANAL TEXTURE (dropdown)

 Below these is a section for Previous Hearing Aid with a checkbox for PREVIOUS USER? (Yes/No).

The audiogram section shows Right and Left ears with frequency ranges (250, 500, 750, 1k, 1.5k, 2k, 3k, 4k, 6k, 8k Hz) and response levels (AC, BC). It includes a 'Copy' button and instructions: 'Press "Y" to add or remove "No Response" to the entered threshold'. There are also input fields for SPEECH MCL and SPEECH UCL for Right (dB), Binaural (dB), and Left (dB).

#### 2. Enter Product Selection

The Product Selection form has radio buttons for Right Only, Binaural (selected), and Left Only. It includes checkboxes for:
 

- Wireless
- Wind
- Absolute Power Custom Receiver Only
- Earmold

 A grid on the right side of the form is used for selecting specific product options.

#### 3. Enter Order Information and Send to Starkey

The Order Information form includes:
 

- ACCOUNT ID
- CONTACT NAME
- CONTACT PHONE
- SERVICE (dropdown)
- SHIPPING (dropdown)
- P. O. #
- LANGUAGE BOOKLET (dropdown)
- Special Instructions (text area)

Contact the Technical Support Team at 800.328.8602 for Online Order Form support.

## ➤ Filling out the Online Order Form

**Patient Information** — This information is used to make recommendations or provide assistance to deliver the most appropriate matrix and best fitting hearing aid possible. Required fields are indicated by the\* **Note: The audiogram requirement will disappear when a standard product, specialty earmold or earplug is selected in the product section.**

If the Online Order Form is initiated through Inspire, session patient information including name, date of birth, and audiogram as well as account information will auto populate in the Online Order Form.

**Product** — Product selection progressively narrows options enabling a fast and accurate ordering experience. Please follow a top to bottom selection hierarchy when selecting product. This method ensures only compatible device options are selected.

Default product options will appear after a product has been selected. Many options allow for user selection. Options with a green checkmark indicate features that cannot be altered and are included for reference only.

Starkey Choice selects the best matrix and vent based on hearing loss, ear canal size, and fitting experience. To view or change recommendations, simply click on the “Change These Options” button.

**Order Information** — If not populated through Inspire, bill to and ship to account numbers are required to place the order. Other options are defaulted and are changeable to allow for shipping preferences, purchase order numbers, rush requests, and general instructions.

## ➤ Submitting the Online Order Form

**Custom Products** — On orders where impressions are required, select “Continue.” This will build a PDF order form that needs to be printed and sent along with the impressions to Starkey. The form can also be printed or saved for your records.

**Standard Products** — BTEs and RICs with stock receivers will have a “Submit” button at the bottom of the form. After required fields are validated by clicking “Submit” you will be prompted to enter an email address. The order will be electronically submitted to Starkey for processing. No further action is required. Select “Enter a New Order” to reset patient and product fields. Select “New Order” for same patient to order an earmold for the standard product.

## ➤ Other Helpful Tips

Account information (ship to/bill to) will be stored and auto populate provided 30 days has not elapsed since the last order.

Online orders will not be saved automatically in NOAH. If there is a need to save a copy, the PDF copy of the order form can be saved on a local computer or attached to the patient file in NOAH.

Upon clicking “Continue” or “Submit,” the form will validate that all required fields have been satisfied. If any required fields are not completed they will be highlighted in yellow.