Module 8
ALP System Introduction
ALPS – Subscription and Stock System

- Phonak offers a subscription and stock system whereby the HCP manage the subscription in the web portal.
- Lyric web portal is integrated in the Phonak Professional website, which is linked with Phonak ERP system.
- Subscriptions and stock under control. Automatic ordering process where inserted devices will be replenished automatically.
With ALPS you Have Everything Under Control

- ALPS allows HCP to view all Lyric client and running subscription
- Set up clients with their device sizes and fitting parameters
- Optimized stock – always the oldest products will be allocated first
- Full overview about subscriptions, duration and used devices
- Documentation of serial numbers to fulfill legal requirements
- Standard contracts between you and your clients

*Customer data always stays anonymous. To track the devices, Phonak limits the data entry to the minimal legal requirements.*
Agenda: Training Cases

- How to access Lyric eServices and the ALPS portal
- How to set up a new client
- How to change parameters or refit an existing client
- How to cancel a subscription
- How to handle a Tourist Case
- Where do I find reports
Login

1. Enter user name and password
2. Click „LOGIN NOW“
3. Go to Lyric eServices
Access ALPS Portal
Automated Routing to ALPS

1. You will be automatically routed to ALPS

Hint: By clicking the Lyric News link in the lower left corner, you can go back to the Lyric eServices section on B2B eStore TES...

Welcome to Lyric eServices

News

ALPS

Authorized Lyric Partner Solutions, the subscription management and storage system.

Start here...

User Management

Manage users and determine their roles and right to access account information.

Start here...
Set up a new Client
Chose New Client

1. To start to set up a new client click on “New client”
Create a Client

1. Enter the client data
   - First name
   - First letter of the last name
   - Optional: Noah ID number or another number (possibility to match it with your office management system, like Noah)

2. Press 'Save'

Client information

Overview

Paul T.
Lyric ID P000002433
Noah ID 0000045678

Subscriptions

Expiry date
Remaining Devices

Devices

In warranty
Size

Fitting parameters

Sizing R / L

<table>
<thead>
<tr>
<th>Insertion depth (mm)</th>
<th>Insertion depth (mm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Device size</th>
<th>Device size</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

Device configuration R / L

<table>
<thead>
<tr>
<th>Soft Level Gain (SLG)</th>
<th>Soft Level Gain (SLG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Low Frequency Cut (LFC)</th>
<th>Low Frequency Cut (LFC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volume (Vol)</th>
<th>Volume (Vol)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Max Volume (Max Vol)</th>
<th>Max Volume (Max Vol)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>High Frequency Boost (HFB)</th>
<th>High Frequency Boost (HFB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Enter Sizing and Fitting Parameters

1. Enter Sizing and Fitting Parameters according to your fitting in the Phonak Target Software

2. Press “Save”

Hint:
Client information box on the left side shows the newly created client with the unique Lyric ID and your Noah ID
1. To select devices, click on “search device”

2. Click on a serial number to select a device

Hint:

a) Make sure you selected the correct Serial number

b) Systems shows only sizes according to the sizing parameters in order to minimize selection failures

c) System sorts expiry date
Select Subscription Type

1. Select a subscription variant:
   - Subscription type
   - Payment modality
   - Start date

2. Click on “continue”
Select Buying & Billing Address

A screen will show you the available Bill-To and Payer address

- Click on “Select” to move forward
Confirmation Screen

1. A final screen shows you an overview of what you created

2. Click “Confirm”
Ability to Print a Contract and a Lyric ID Card

1. Ability to print documents for the client you have successfully created
   - Subscription contract
   - Lyric IC card (important for clients when they are traveling)

Hints:

Clicking on “Finish” will bring you back to the home screen
@ Phonak

- When you click on “Finish”, the Subscription appears in Phonak ERP system
- Consignment device will be allocated to the subscription
- Bill will be sent depending on payment modality (Yearly upfront or Monthly)
Change Parameters or Refit an Existing Client
Select an Existing Client

1. To change parameters or refit an existing client, click on “Existing client”
Search an Existing Client

1. Enter the name or Lyric ID
2. Press “Search”

Hint:
Below the search function you have a list with your clients. You can also select a client from there.
Edit Devices

1. Click on “edit” to replace device(s)

Hints: Click on each section in the client info to get more details
Remove Device

1. Click on “Remove device” of the side you want to remove
Enter a Removal Reason

1. Select a removal reason
2. Press “Ok”

In case the removed device was under warranty, you need to print a return form and pack this instrument together with the form (Phonak requests back such devices in a single bag)
Insert a new Device

1. Click on “Devices” in the client information section
2. Click on “Add new device” on an empty side
Select a new Device

1. Click on a serial number to select a device

Hint:

a) Make sure you selected the correct SN

b) Systems shows only sizes according to the sizing parameters

c) System sorts expiry date
Confirm the new Device

1. Confirm the new device by clicking on “Add new device”

2. Afterwards you can close the existing client by clicking on “End session”
Cancel a subscription
Select an Existing Client

1. To change parameters or refit an existing client, click on “Existing client”
Search an Existing Client

1. Search with name or Lyric ID

**Hint:**

*Below the search function you have a list with your clients. You can also select a client from there.*
Select Subscription Screen

1. Click on “Subscriptions” in the client information section
Cancel a Subscription

1. Chose the side you want to cancel
2. Click the button “cancel subscription”

Attention:
Before you can cancel a subscription you have to remove the device. Follow the instruction to remove a device first.
Enter Cancellation Reason

1. Select cancellation reason
2. Press “Submit”
### Subscription R / L

<table>
<thead>
<tr>
<th>Subscription No</th>
<th>Subscription No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000003345</td>
<td>2000003344</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Noah ID</th>
<th>Noah ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>P000002432</td>
<td>P000002432</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lyric ID</th>
<th>Lyric ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>P000002432</td>
<td>P000002432</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>❌</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation in Trial</td>
<td>Trial</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subscription Type</th>
<th>Subscription Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-yr subscription</td>
<td>1-yr subscription</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Modality</th>
<th>Payment Modality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>22/11/2010</td>
<td>22/11/2010</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cancellation Date</th>
<th>Cancellation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>22/11/2010</td>
<td>22/11/2010</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cancellation Reason</th>
<th>Cancellation Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pain/Discomfort</td>
<td>Pain/Discomfort</td>
</tr>
</tbody>
</table>

- **End session**
- **Cancel subscription**
- **Add right Subscription**
- **Edit**
- **Print contract**
@ Phonak

- Cancellation in Trial
  - Subscription within the trial period, cancellation fee applies

- Cancellation of an Active subscription
  - This is only allowed by Phonak for medical reasons
  - HCP needs to inform Phonak of such cancellations
Handle a Tourist Case
1. If a client from another location needs a new device, click on “Tourist Case”
Request Tourist Client’s Sizing and Fitting Parameters

1. Enter Lyric ID and the client’s first name
2. Press “Select”
Get Tourist Client’s Fitting Information

If a correct Lyric ID / First Name combination was entered, you will get an overview of relevant information, also indicating the status of the subscription(s) of the client.

- Press “edit” to exchange device
- Afterwards exchange the device according to the instruction remove and add new device
1. Click on “Remove device” to replace device(s)

2. Choose Removal reason

3. Click on “OK” to continue
4. Click on “Add new device” to select device from stock.

5. Click on “Add new device” to confirm.
Client from another account

Client detail

| Lyric ID       | p000002432 | First Name | mae1 |

R Configuration / L Configuration

<table>
<thead>
<tr>
<th>Insertion depth (mm)</th>
<th>5</th>
<th>Insertion depth (mm)</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device size</td>
<td>SL</td>
<td>Device size</td>
<td>SL</td>
</tr>
<tr>
<td>Soft Level Gain (SLG)</td>
<td>Low</td>
<td>Soft Level Gain (SLG)</td>
<td>Low</td>
</tr>
<tr>
<td>High Frequency</td>
<td>On</td>
<td>High Frequency</td>
<td>On</td>
</tr>
<tr>
<td>Volume (Vol)</td>
<td>1</td>
<td>Volume (Vol)</td>
<td>2</td>
</tr>
<tr>
<td>Max Volume (Max Vol)</td>
<td>4</td>
<td>Max Volume (Max Vol)</td>
<td>3</td>
</tr>
<tr>
<td>High Frequency</td>
<td>On</td>
<td>High Frequency</td>
<td>On</td>
</tr>
<tr>
<td>Boost (HFB)</td>
<td></td>
<td>Boost (HFB)</td>
<td></td>
</tr>
</tbody>
</table>

Subscription R / L

- ![Invalid Subscription](image)
- ![Valid Subscription](image)

Devices R/L

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Serial Number</th>
<th>1042NY90LN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short description</td>
<td>Short description</td>
<td>Lyric left SL</td>
</tr>
<tr>
<td>Insertion date</td>
<td>Insertion date</td>
<td>22/11/2010</td>
</tr>
</tbody>
</table>
Find Reports
Enter Reports Section

- Click on “Reports”
Find Reports

1. Select one of the available reports (e.g. Active subscriptions)
### View Reports

**Remark:**

Reports are printable or can be exported to excel.

#### Active Subscription

**Report Generation Status:** Complete

**Report Options:**
- Run Report
- Hide Details
- **Printable View**
- Export Details

#### Generated Report:

Filtered By:
- State equals Trial/Active

<table>
<thead>
<tr>
<th>Subscription No</th>
<th>Lyric ID</th>
<th>Noah ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Side</th>
<th>State</th>
<th>Subscription Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000000001</td>
<td>P00000001466</td>
<td>12345</td>
<td>Emma</td>
<td></td>
<td>V</td>
<td>R</td>
<td>Active 1-yr subscription</td>
</tr>
<tr>
<td>2000000002</td>
<td>P00000001478</td>
<td>FR5432020</td>
<td>Jelson</td>
<td>M</td>
<td>L</td>
<td>L</td>
<td>Active 1-yr subscription</td>
</tr>
<tr>
<td>2000000003</td>
<td>P00000001478</td>
<td>FR5432020</td>
<td>Jelson</td>
<td>M</td>
<td>R</td>
<td>L</td>
<td>Trial 1-yr subscription</td>
</tr>
<tr>
<td>2000000004</td>
<td>P00000001552</td>
<td>D12346789</td>
<td>Demo</td>
<td>D</td>
<td>L</td>
<td>R</td>
<td>Trial 1-yr subscription</td>
</tr>
<tr>
<td>2000000005</td>
<td>P00000001552</td>
<td>D12346789</td>
<td>Demo</td>
<td>D</td>
<td>R</td>
<td>L</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000006</td>
<td>P00000001563</td>
<td>4060670787</td>
<td>Bob</td>
<td>S</td>
<td>L</td>
<td>R</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000007</td>
<td>P00000001583</td>
<td>4060670787</td>
<td>Bob</td>
<td>S</td>
<td>R</td>
<td>R</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000008</td>
<td>P00000001586</td>
<td>4060670787</td>
<td>Bob</td>
<td>S</td>
<td>L</td>
<td>R</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000009</td>
<td>P00000001586</td>
<td>4060670787</td>
<td>Bob</td>
<td>S</td>
<td>R</td>
<td>R</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000010</td>
<td>P00000001573</td>
<td>500507777</td>
<td>Jean-Paul</td>
<td>B</td>
<td>L</td>
<td>R</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000011</td>
<td>P00000001573</td>
<td>500507777</td>
<td>Jean-Paul</td>
<td>B</td>
<td>R</td>
<td>L</td>
<td>Trial 2-yr subscription</td>
</tr>
<tr>
<td>2000000012</td>
<td>P00000001574</td>
<td>1239132813</td>
<td>Jean-Paul</td>
<td>B</td>
<td>L</td>
<td>R</td>
<td>Trial 3-yr subscription</td>
</tr>
</tbody>
</table>
How you get help?

- Contact your local customer service: contact on Lyric eServices.