








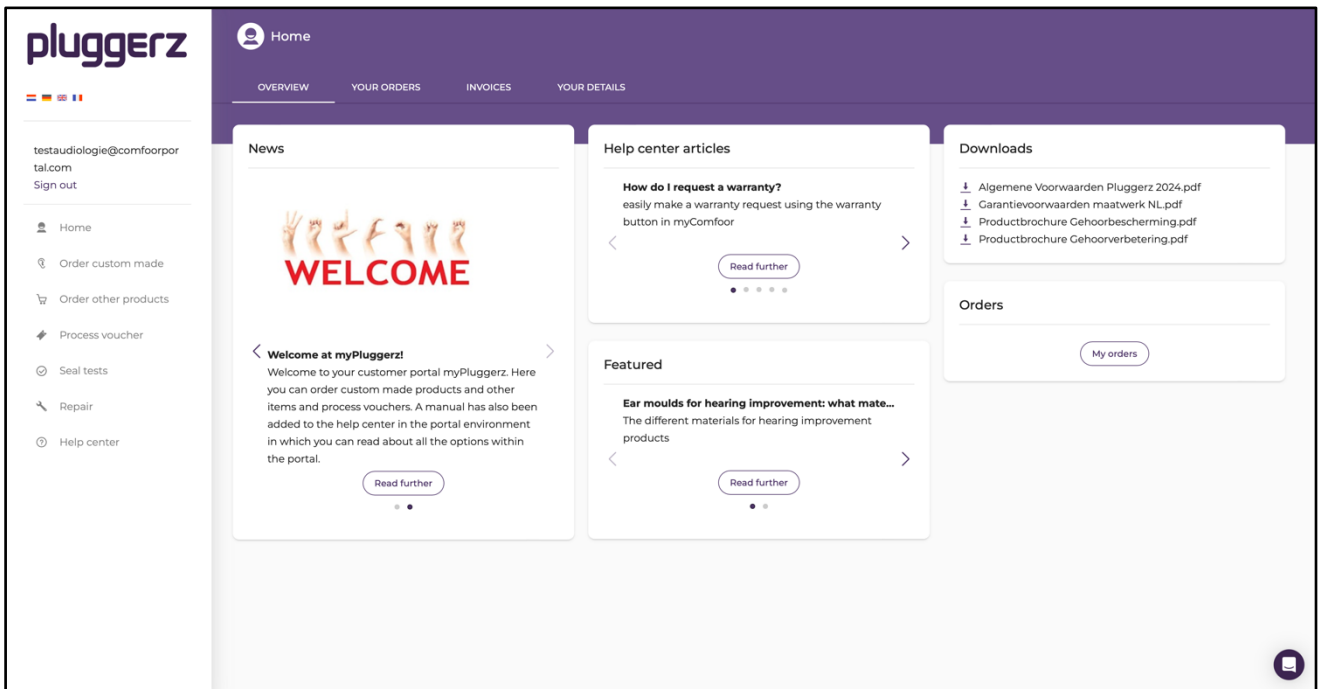
# my pluggerz

MANUAL FOR PLUGGERZ CUSTOMER PORTAL

# Contents

Click on a title to go to the relevant page.

 Home	3
Overview	
Your orders	
Your invoices	
Your details	
 Order Custom Made	5
 Order other products	6
Overview	
Shopping cart	
 Help centre	7
 Process voucher	8
Voucher via webshop (consumer)	
Voucher via industrial client	
 Seal tests	9
 Repair	10



## Overview

Overview is the portal dashboard. The dashboard consists of the following blocks:

- **News:** Product news, news from Pluggerz and news from the audiology world.
- **Help Centre articles:** The most recently added articles in the help centre.
- **Featured:** Featured articles from the help centre.
- **Orders:** All orders placed with Pluggerz and/or in production.
- **Downloads:** Various downloads such as brochures, price lists and general terms and conditions.

## Your orders

Here you will find an overview of all your orders, repair requests and ordered items. You can also look up an order here and filter orders by status and/or type.



custom made



other products



repairs

When you click on an order, the information of the order is retrieved from our system. You will then see the details of the order in question. The exact details of the order can be found under 'specifications'.

Your order can have different statuses:

- **Processing:** You will see this status from the moment of ordering until the moment of booking at Pluggerz.
- **In production:** You will see this status from the moment of booking until the final inspection of the product.
- **Production ready:** You will see this status when the product has been checked and is being prepared for shipping.
- **Dispatched:** You will see this status when the product has left Pluggerz and is on its way to your store.

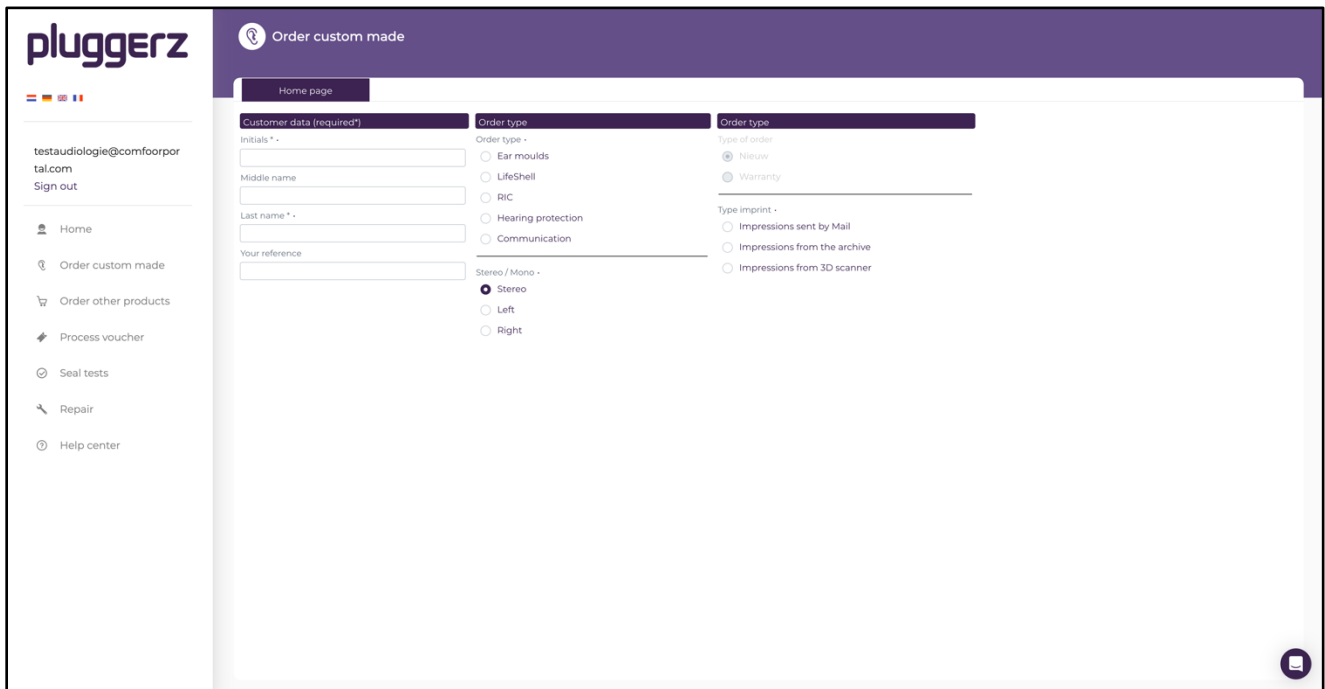
## **Invoices**

Under this tab you will find an overview of your invoices from the past 3 years. You can see the payment status of your invoices here and you can download invoices as PDF.

## **Your details**

This page contains your account information. You can change your delivery address, visiting address and billing address here. Contact our Audiology Helpdesk if you want to change other details:  
[audiology@plugggerz.com](mailto:audiology@plugggerz.com).

# Order Custom Made



pluggerz

Order custom made

Home page

Customer data (required\*)

Initials \* -

Middle name

Last name \* -

Your reference

Order type

Order type -

Ear moulds

LifeShell

RIC

Hearing protection

Communication

Stereo / Mono -

Stereo

Left

Right

Order type

Type of order

Nieuw

Warranty

Type imprint -

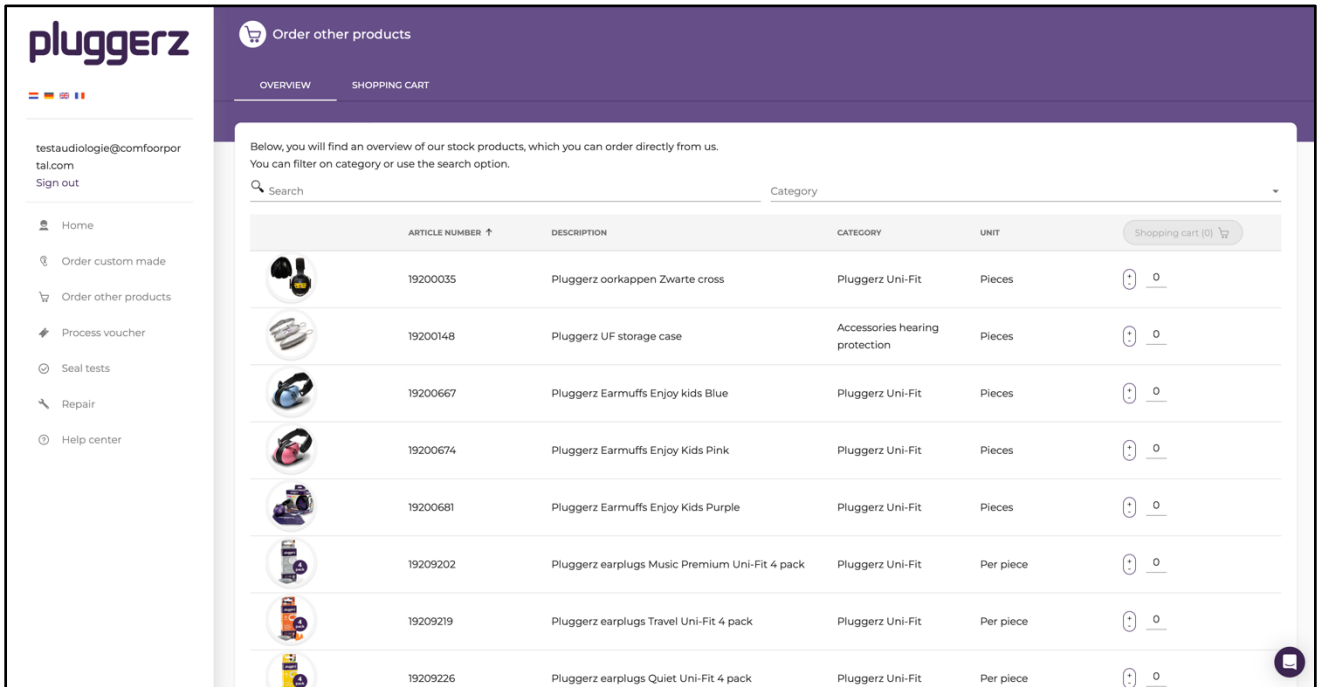
Impressions sent by Mail

Impressions from the archive

Impressions from 3D scanner

This link takes you to our Merkato order portal, where you can configure and order Pluggerz products.

# Order other products




The screenshot shows the 'Order other products' page on the Pluggerz website. The page has a purple header with the Pluggerz logo and a shopping cart icon. Below the header, there are two tabs: 'OVERVIEW' and 'SHOPPING CART'. The main content area displays a list of products with the following columns: ARTICLE NUMBER, DESCRIPTION, CATEGORY, UNIT, and a quantity selector. The products listed are:

ARTICLE NUMBER ↑	DESCRIPTION	CATEGORY	UNIT	Quantity
19200035	Pluggerz oorkappen Zwarte cross	Pluggerz Uni-Fit	Pieces	0
19200148	Pluggerz UF storage case	Accessories hearing protection	Pieces	0
19200667	Pluggerz Earmuffs Enjoy kids Blue	Pluggerz Uni-Fit	Pieces	0
19200674	Pluggerz Earmuffs Enjoy Kids Pink	Pluggerz Uni-Fit	Pieces	0
19200681	Pluggerz Earmuffs Enjoy Kids Purple	Pluggerz Uni-Fit	Pieces	0
19209202	Pluggerz earplugs Music Premium Uni-Fit 4 pack	Pluggerz Uni-Fit	Per piece	0
19209219	Pluggerz earplugs Travel Uni-Fit 4 pack	Pluggerz Uni-Fit	Per piece	0
19209226	Pluggerz earplugs Quiet Uni-Fit 4 pack	Pluggerz Uni-Fit	Per piece	0

## Overview

The overview contains all individual items that you can order from Pluggerz; from Pluggerz Uni-Fit to various consumables. Are there any products missing from your overview? Let us know via: [audiology@pluggerz.com](mailto:audiology@pluggerz.com).

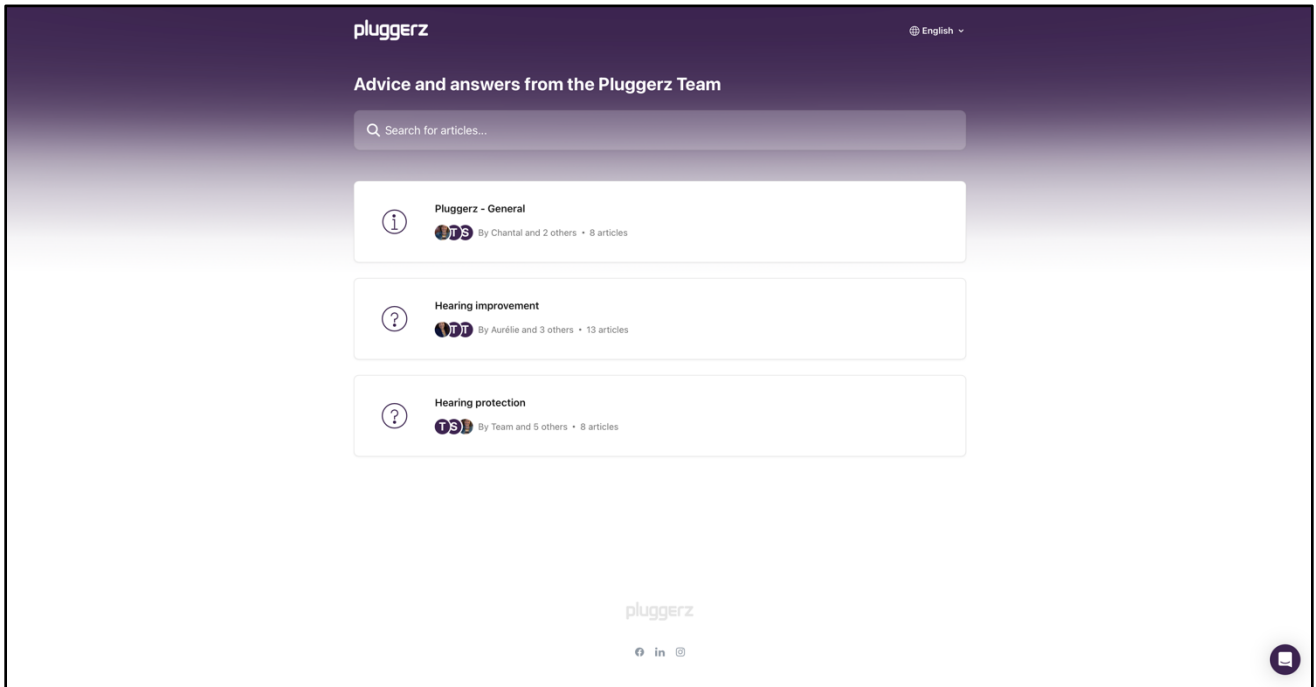
You can filter the items by category (Pluggerz Uni-Fit, Drill bits/milling cutters, connections, filters, equipment, impression material and accessories, cleaning items, adapters/springs/lacquer/other, shipping boxes, hearing protection accessories, demo materials). We calculate the prices of the items via your personal price list. You can also find them there.

Behind each item you can use the button  to select the number of products or enter the number you want to order yourself. Then click on the heading 'Shopping cart' to view and place your order.

## Shopping cart

You can view and place your entire order under the heading 'Shopping cart'. Under 'Place order' you enter a reference for the order. We will send the invoice separately. You can find this under the heading 'invoices' under [Home](#).

# Help centre



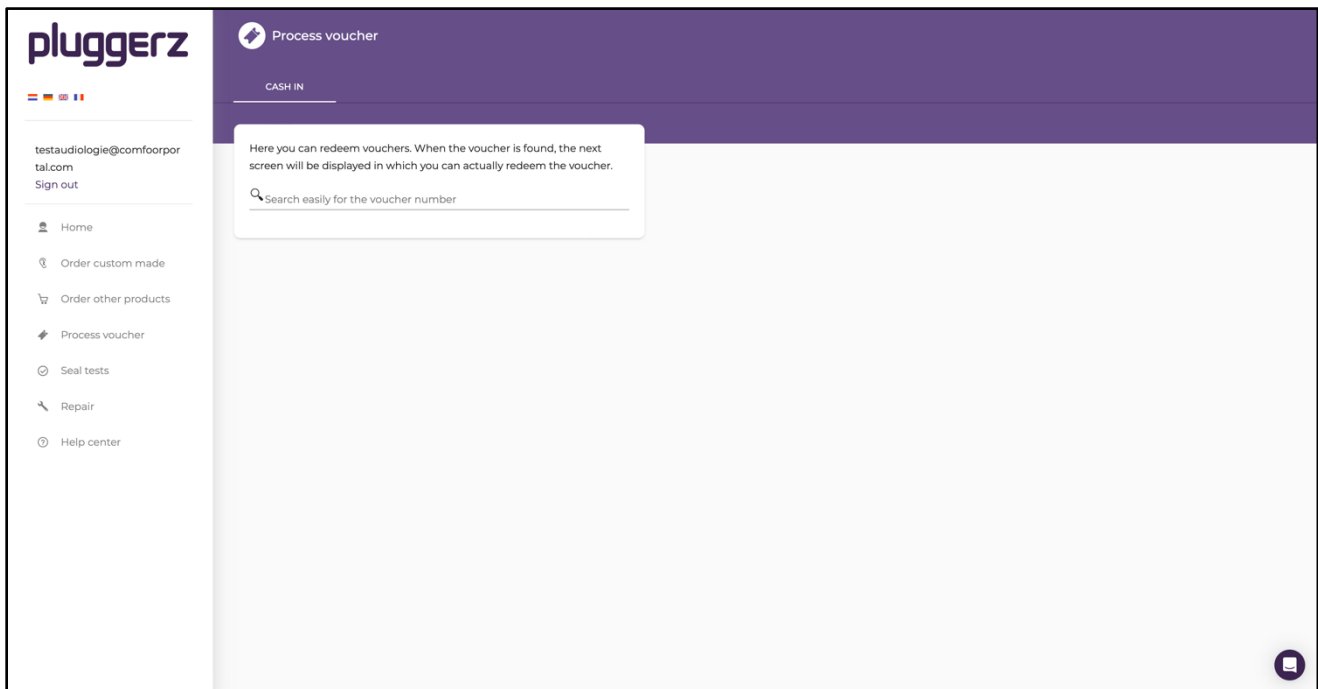
In the Help centre we have answered the most frequently asked questions about our processes and products. You can also find various work instructions regarding our products here.

There are 3 categories:

- **Pluggerz - General:** General articles and news items from Pluggerz.
- **Hearing improvement:** Information about and work instructions for our hearing improvement products.
- **Hearing protection:** Information about and work instructions for our hearing protection products.



Can't find an answer to your question? Please contact our Helpdesk. The chat is available on workdays between 08:30 and 17:00. To start a chat with one of our employees, click on the chat button at the bottom right of the page.



On the 'process vouchers' page you can process vouchers from customers who received a voucher via our webshop (shop.pluggerz.com) or via one of our industrial customers.

## Voucher via our webshop (consumer)

On the voucher, under 'Hearing care professional instruction', there are two codes, one with the suffix \_1 and one with the suffix \_2.

- xxxxxxxx\_1: for fitting the hearing protection.
- xxxxxxxx\_2: for the seal check upon delivery.

Enter the relevant code in the search field and then press Enter. Our system will search for the code. If the code is found, you will see a confirmation of the redemption of the code on the next screen. You can then perform further actions. Send the voucher with the prints you make.

The configuration that the customer has chosen is already in our system when entering the voucher code. If you want to change something here (for example a different filter, colour or material), please contact our Helpdesk via chat or email: [audiologie@pluggerz.com](mailto:audiologie@pluggerz.com).

## Voucher via an industrial client

For customers who have received a voucher from their employer, use the code with one of the following suffixes:

- xxxxxxxx\_1: for fitting the hearing protection.
- xxxxxxxx\_2: for the seal check upon delivery.
- xxxxxxxx\_3: for a new fitting after rejection of the delivery.

Enter the relevant code in the search field and then press Enter. Our system will search for the code. If the code is found, you will see a confirmation of the redemption of the code on the next screen. You can then perform further actions. Send the voucher with the prints you make.

The configuration of the product via the voucher is fixed and cannot be changed.

# Seal tests

testaudiologie@comfoorportal.com  
Sign out

- Home
- Order custom made
- Order other products
- Process voucher
- Seal tests
- Repair
- Help center

Seal tests

OVERVIEW

With the addition of hearing protection to the new European regulation, Category III, PPE (Personal Protective Equipment), it is required by law to register the results of a seal test. To help you register seal tests, you will find an overview of the custom-fit hearing protection that has been sent to you below. You can register whether each order of hearing protection is sufficient individually. Pluggerz hearing protection is sufficient when the seal tester indicates a 100% seal. Click here for more information on how to perform a seal test.

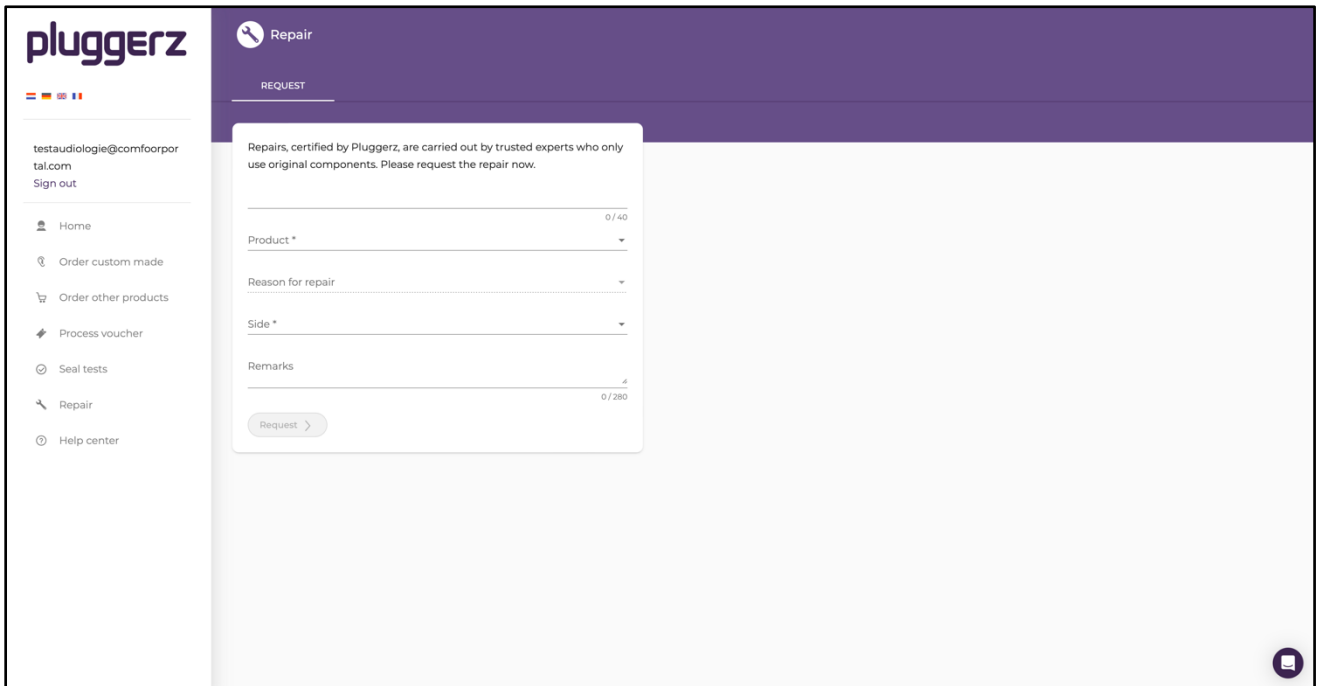
Search Check performed

CUSTOMER REFERENCE	ORDER NUMBER	SHIPPING DATE PLUGGERZ ↓	CHECK PERFORMED	DATE PERFORMED	RESULT
Moritz Beck	Artez	14-09-2023	Yes	29-09-2023	100%
Henk Reuter	Reuter	20-07-2023	Yes	16-08-2023	100%
Eric Bulsink	Moto Plus	27-03-2023	Yes	06-04-2023	100%
Niels den Kamp	Moto Plus	24-03-2023	Yes	06-04-2023	100%
Tanja van Hoef	Fontys Eindhoven	21-02-2023	Yes	12-05-2023	100%
Cindy Putto	Putto	09-10-2022	Yes	13-11-2023	100%
Tijde Smilda	Smilda	06-09-2022	Yes	14-09-2022	100%
E Schaik	Schaik	05-09-2022	Yes	16-04-2024	100%
Gerwin Bruijns	Bruijns	13-07-2022	Yes	18-10-2024	100%
S. Johanus	Johanus	24-06-2022	Yes	27-06-2022	100%

Results per page: 10 1 - 10 of 303

Are you delivering Pluggerz hearing protection? Then the (EU) 2016/425 CATIII regulations require a sealing check to be carried out. Every order you place for hearing protection is automatically added to the overview on this page. You can enter the result of the sealing test for the left and right side when you click on 'Register'.

N.B.: Orders for which you have redeemed a voucher are not shown here. The system processes the seal test via 'Process voucher'.



Do you want to send a custom-made earpiece or custom-made hearing protector to Pluggerz for repair? Then use this menu item 'request' to request a repair.

Fill in the required fields in this form:

- **Customer reference:** Number or name of the wearer, so that we can recognize the order.
- **Product:** Choice of hearing protection, RIC, LifeShell, earmold or communication.
- **Reason for repair:** Choice of different options, depending on the product chosen. Is the reason for repair not listed? Then click on 'other, see comments' and fill in the reason in the 'Comments' box.
- **Side:** Fill in here which side it concerns (left, right or both).
- **Remarks:** Add your remarks here. Is this a repair that is covered by the warranty? And have you have selected the option 'other, see remarks' for 'Reason for repair', than fill in the reason here.

If you click on the 'Request' button after you filled everything in, you will receive a confirmation of shipment. Download and print the PDF from this screen and put it in the shipping box together with the product to be repaired.