

General changes and fixes in the LTS release (as of October 2021)

The below notes contain summaries of the recent changes and software enhancements made available in the latest AMPAREX LTS release.

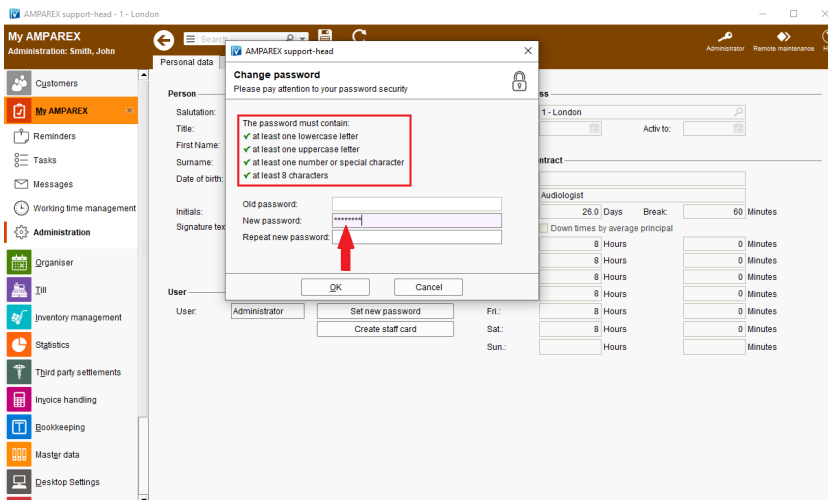
There is also a small modification concerning the version number of this new release. Up until now we have only used number combinations like: 4.7, 4.8 etc. to describe and differentiate between the releases.

In order to better define a release in terms of time, a year and the corresponding quarter of that year will be used to number a release from now on, example: LTS-2021.4

LTS stands for a Long Term Support release and STS for a Short Term Support.

Table of contents:

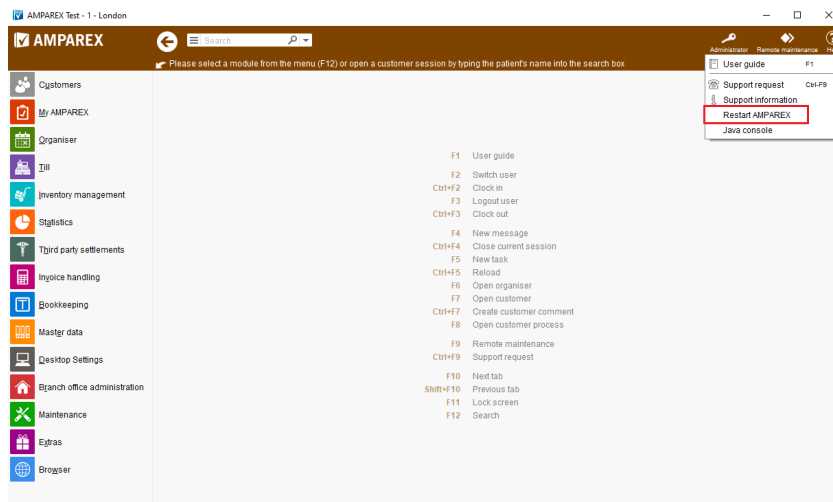
1.1. New password guidelines






	Reason for change <p>AMPAREX is an online system and access to all its features should be secured with a password. However the password assignment on AMPAREX was based on a point system which was no longer up to date/industry standards. Additionally in the >>Branch office administration it was possible to deactivate the password entry all together.</p>
	Solution <p>For reasons mentioned above, AMPAREX has adapted new password guidelines. This means that from 10.01.2021 onwards users will be requested to change their passwords if they do not comply with the new password guidelines. If passwords are not changed until 01.07.2022, a prompt to change the password will appear. After this date, it will no longer be possible to postpone the change, users will be logged off and requested to change their passwords. It will then no longer be possible to continue working without changing the password.</p> <p>Therefore, from 01.07.2022, the login password for AMPAREX users must meet the following criteria:</p> <ul style="list-style-type: none">• at least one lower case letter• at least one capital letter• at least one number or special character• at least 8 characters <p>When assigning a new password, a check will be made to see whether each requirement is met and marked with a green tick on the requirements list.</p> <p>The option of specifying the password strength in the branch chain settings will no longer be available.</p>
	Requirement(s) <ul style="list-style-type: none">• users with a password that does not comply with the new guidelines
	Availability <p>from Version 2021.4</p>



1.2. AMPAREX new start

1. General




	Reason for change If users wanted to switch between branches AMPAREX had to be restarted. Depending on the number of icons users had on their desktops, it could take some time to find AMPAREX one.
	Solution AMPAREX can be restarted directly from the >>Help menu.
	Availability from Version 2021.2



1.3. Displaying the release notes

	Solution A change log dialogue can be displayed on users PCs with each start of AMPAREX. As the change log is only available in the German language the feature has been switched off on your respective country server. The display of the log can be activated under >>My AMPAREX >>Administration >>Display change log for new version (in German). Furthermore, the release notes can be called up at any time via the Help menu.
	Availability from Version 2021.3




1.4. Multilingual SMS appointment reminder

	Solution In multilingual countries/regions an SMS (appointment) notification can be sent using the customer's respective language directly from the appointment.
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2. Master data

	<p>Requirement(s)</p> <ul style="list-style-type: none">• there must be an "Appointment reminder" document template formatted as "Plain text" available in the system,• the placeholders marked in BOLD, example below, must be added to that document template,• affected customers would have to have a respective language property added to their file. <pre><meta name="targetlanguage" content="\$firstof(receiver/language,sender/language)/selected('en','fr','de')"/> \${customer/lettersalutationname}, Nous attendons avec impatience de vous voir \${/appointment/startdate} \${/appointment/starttime} à heures Meilleures salutations Wir freuen uns auf Sie am \${/appointment/startdate} um \${/appointment/starttime} Uhr! Mit freundlichen Grüßen We are looking forward to seeing you \${/appointment/startdate} at \${/appointment/starttime} o'clock! Best regards </pre>
	<p>Availability</p> <p>from Version 2021.1</p>

1.5. AMPAREX Messages

	<p>Solution</p> <p>We at AMPAREX would like to have an option to send important messages to AMPAREX users (e.g. server restart needed, sudden system faults). So rather than to solely rely on email communication we'd like to have an option to sent important information on a user level. Receiving messages can be still customised either for the whole company under >>Branch office administration >>My AMPAREX or for each user under >>My AMPAREX >>Administration >>Notifications. In other words you can still decide if you want to use this feature or not. No advertising is going to be sent while using this function.</p> <div data-bbox="267 934 1421 1060"><p> Please note</p><p>The above settings can be overridden by AMPAREX if, for example, an "emergency deployment" or "unscheduled shutdown" are pending. A reply to such message from the recipient/user won't be possible.</p></div>
	<p>Availability</p> <p>from Version 2021.3</p>

2.1. Batch number and expiry date

2. Master data

The first screenshot shows the 'Master data' window for 'Article catalogue: 3 Series 110 BTE (13)'. The 'Inventory management' tab is active. The 'Type' is 'Serial number by manufacturer'. The 'Unit' is '1'. The 'Batch number' and 'Expiry date' fields are highlighted with a red box. The 'Default settings for receiving' table is empty.

The second screenshot shows the 'Inventory management' window for 'Goods received'. The 'Shipment information' section shows 'Supplier: STARKEY', 'Delivery Note No: 54321', 'DR-Date: 30/09/2021', and 'Delivery: 04/10/2021'. The 'Goods to be received' section shows a table with columns: Delivered, Quantity, Article, Serial No., EAN/GTN, Status, Owner, To stock, Return. A red arrow points to the 'Batch/Expiry' dialog box, which shows 'Batch number: 0003' and 'Expiry Date: 25/10/2021'.




The third screenshot shows the 'Inventory management' window for 'Item inventory'. The 'Stockkeeping units' section shows a table with columns: Quantity, Article, Manufacturer, Serial No., Article number, Status, Owner, Branch, Customer, Return. A red arrow points to the 'Batch/Expiry' dialog box, which shows 'Batch number: 0003' and 'Expiry Date: 25/10/2021'.



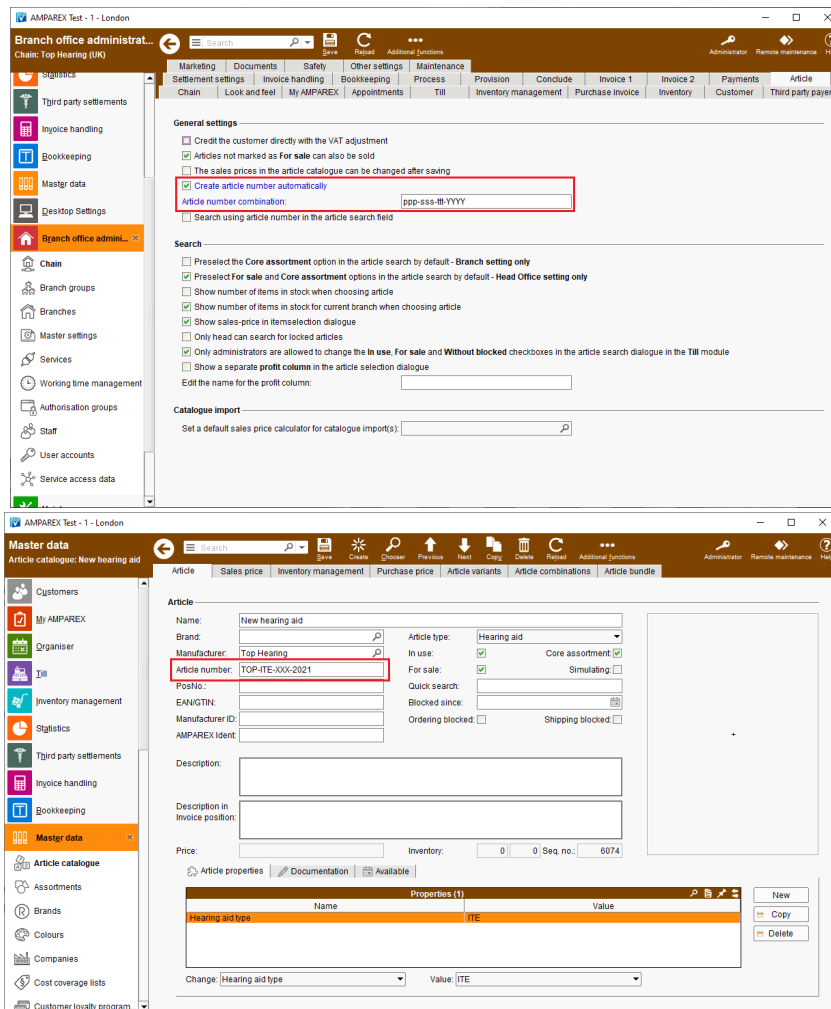
Reason for change

For a better traceability and/or for recall actions of articles with a limited shelf life, it is important to be able to enter a batch number and/or an expiry date, where applicable.


2. Master data

	<p>Solution</p> <p>The batch number and/or the expiry date enables article tracking within the following sections of AMPAREX:</p> <ul style="list-style-type: none"> • Goods received • Item inventory • Till (cash register) sales <p>AMPAREX can be used to control whether an article can be managed with a batch number and/or an expiry date (Inventory management Master data). In addition, AMPAREX can control whether the batch number and/or expiry date must be specified when selling using the cash register (Till Branch office administration).</p> <p>On the top of that >>Inventory management can be used to see where the article is currently located and whether it is about to expire by checking the expiry date column. If articles are also listed with a batch number, the article can be identified and returned to the manufacturer.</p>
	<p>Requirement(s)</p> <ul style="list-style-type: none"> • Activation of the batch number and/or expiry date in the >>Master data >>Article catalogue.
	<p>Availability</p> <p>from Version 2021.4</p>




2.2. Automatic article numbers



The screenshot displays two windows from the AMPAREX software. The top window, titled 'AMPAREX Test - 1 - London', shows the 'Branch office administration' interface. In the 'General settings' section, the option 'Create article number automatically' is checked, and the 'Article number combination' is set to 'ppp-sss-ll-YYYY'. The bottom window, also titled 'AMPAREX Test - 1 - London', shows the 'Master data' interface for 'Article catalogue: New hearing aid'. The 'Article number' field is highlighted with a red box and contains the value 'TOP-ITE-XXX-2021'.

	<p>Reason for change</p> <p>By applying the >>Branch Office Administration option "Generate article number automatically", article numbers could be assigned automatically when new articles are created. Until now, however, it was not possible to specify which article number combination should be used to create such article number.</p>
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2. Master data

	Solution For the automatic assignment of article numbers, an article number combination to generate them can be specified now. The article number combination can consist of placeholders and/or a free text. The placeholders 'p' (manufacturer short name), 's' (sub-type), 't' (item type) and/or 'Y' for the current year can be used.
	Requirement(s) <ul style="list-style-type: none">• the >>Branch Office Administration option "Generate article number automatically" is activated,• if the article type and/or a sub-type is used, an abbreviation must be entered in the properties.
	Availability from Version 2021.2

2.3. Different consignment arrangements

2. Master data

Customers

My AMPAREX

Organiser

Till

Inventory management

Statistics

Third party settlements

Invoice handling

Bookkeeping

Master data

Article catalogue

Assortments

Brands

Colours

Companies

Cost coverage lists

Customer loyalty program

Company

Addresses

Contacts

Bank account

Properties

Order/Delivery

Archive

Order

Customer nr. (current branch):

Order type: Print / Fax / E-Mail (PDF)

Email address: email@domain.com

☐ Use as default supplier

☐ Always direct order

Delivery

Default order owner: Stock

Consignment duration: 28 Days

Stock for credit duration: 28 Days

Standard delivery time: 1 Days

Electronic delivery note

☐ Enable creation of new brands

Import format:

Sender's email: email@domain.com

Purchase invoice

Import format:

Payment target: Days

Discount granted before: Days

Cash discount percentage rate: %

Catalog

Import format: AMPAREX default

Customer numbers

Customer numbers (2)

Branch

Customer number

1 - London

2 - Woking

Customer number:

Customers

My AMPAREX

Organiser

Till

Inventory management

Statistics

Third party settlements

Invoice handling

Bookkeeping

Master data

Article catalogue

Assortments

Brands

Colours

Companies

Cost coverage lists

Customer loyalty program

Article

Sales price

Inventory management

Purchase price

Article variants

Article combinations

Article bundle

Article

Name: Ace 7mi

Brand:

Article type: Hearing aid

Manufacturer: SIVANTOS

In use: ☒ Core assortment: ☒

Article number: SV-XXX-XXX-2021

For sale: ☒ Simulating: ☐

PosNo.:

Quick search:

EAN/GTIN:

Blocked since:

Manufacturer ID:

Ordering blocked: ☐ Shipping blocked: ☐

AMPAREX Ident.:

Description:

Description in invoice position:

Price:

Inventory: 0 0 Seq no.: 6075

Article properties

Documentation

Available

Valid from:

Valid until:

Delivery state:

Deliverable from:

Owner:

Consignment duration: 28

☐ Consignment not allowed (only valid for processing orders)

Customers

My AMPAREX

Organiser

Till

Inventory management

Statistics

Third party settlements

Invoice handling

Bookkeeping

Master data

Article catalogue

Assortments

Brands

Colours

Companies

Cost coverage lists

Customer loyalty program

Article

Sales price

Inventory management

Purchase price

Article variants

Article combinations

Article bundle

Search article variants

Search limit: 5,000

Search

Article variants (2)

Description

Valid from

Valid until

Delivery state

Deliverable from

Colour name

Base colour

Size

Ace 7mi grey

Deliverable

grey

grey

Ace 7mi blue

Deliverable

blue

blue

Description: Ace 7mi grey

Colour: grey

Size:

EAN/GTIN:

Order number:

Manufacturer ID:

AMPAREX Ident.:

Valid from:

Valid until:

Delivery state: Deliverable

Deliverable from:

Owner:

Consignment duration: 28

☒ Consignment not allowed (only valid for processing orders)

Documentation

Type Name Variant

Web ID

Document name

New

Delete

Import



Open

Type:



Name:

Variant:

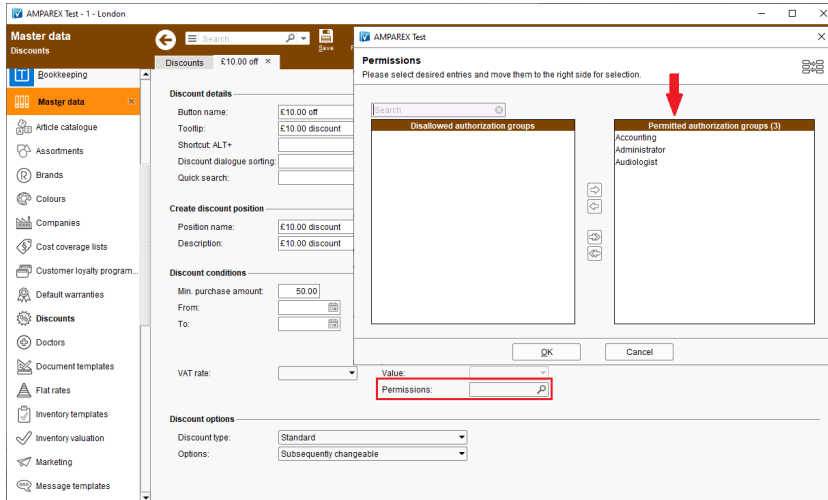
Web ID:





	Reason for change Until now, consignment arrangements for an article could only be defined on a supplier level. A different consignment arrangements definition for one article was not possible.
	Solution In addition to the consignment arrangements defined for a supplier a different consignment arrangements can be entered for an article or even article variant.

2. Master data

	Requirement(s) <ul style="list-style-type: none"> at least one consignment arrangements added for the respective supplier
	Availability from Version 2021.2

2.4. Restrict discounts to specific authorisation groups



	Reason for change Until now discounts added under >>Master data >>Discounts were accessible to all authorisation groups and couldn't be further restricted.
	Solution Chosen discount can be accessible to permitted authorisation groups only now. This can be edited directly on the discount edit page. For example, it is possible that a certain discount may only be accessible to an employee belonging to the authorisation group "Audiologist". Please note that during the creation each discount will be assigned to all authorisation groups by default.
	Requirement(s) <ul style="list-style-type: none"> at least two authorisation groups added to the system.
	Availability from Version 2021.2

2.5. Selling hearing or swim protection

2. Master data

AMPAREX support-head - 1 - London

Master data

Article catalogue: Hearing protection

Article | Sales price | Inventory management | Purchase price | Article variants | Article combinations | Article bundle

Master data

Article catalogue

Assortments

Brands

Colours

Companies

Cost coverage lists

Customer loyalty program...

Default warranties

Discounts

Doctors

Document templates

Fiat rates

Inventory templates

Inventory valuation

Marketing

Message templates

Process templates

Article

Name: Hearing protection

Brand: Top Hearing

Manufacturer: Top Hearing

Article number:

PosNo.:

EAN/GTIN:

Manufacturer ID:

AMPAREX ID:

Article type: Earmould

In use: ☒ Core assortment: ☐

For sale: ☒ Quick search: protect

Blocked since:

Ordering blocked: ☐ Create a provision: ☒

Shipping blocked: ☐

Description:

Description in invoice position:




Price: 100.00 Inventory: 200 0 Seq. no.: 30

Article properties | Documentation (1) | Available

Type	Name	Variant	Web ID	Document name

Type: Name: Variant: Web ID:

New Delete Import Open

	<p>Reason for change</p> <p>Previously, you could only sell a hearing or swim protection on its own (outside of a hearing aid provision) by applying the article type "Accessory" to the affected articles.</p>
	<p>Solution</p> <p>The above option has also been made available for the article type "Earmould". If this type is set, the hearing or swim protection article will be automatically listed in the customer's hearing systems under "Accessories" after the sale. On the one hand a hearing and/or swimming protection (without hearing aid) can be easily sold and on the other hand repaired using a >>Repair process.</p> <p>However, the above only has an effect if the hearing or swim protection is sold separately, i.e. not in connection with a hearing aid provision.</p>
	<p>Availability</p> <p>from Version 2021.4</p>

2.6. Article variants - receivers

2. Master data

The image displays two screenshots of the AMPAREX software interface, specifically the 'Master data' section for article variants and combinations.

Top Screenshot: Article variants

- The interface shows the 'Article variants' tab selected in the top navigation bar.
- A search bar at the top left contains the text 'Search article variants' and a search limit of 5,000.
- A table titled 'Article variants (4)' lists four variants: '2.0 M 0 left (transparent)', '2.0 M 0 right (transparent)', '2.0 M 1 left (transparent)', and '2.0 M 1 right (transparent)'. A red box highlights the first two rows.
- Below the table, there are input fields for 'Description', 'Colour', 'Valid from', 'Delivery state', 'Owner', 'Size', 'Valid until', 'Deliverable from', 'Consignment duration', 'EAN/GTIN', 'Order number', 'Manufacturer ID', and 'AMPAREX ID'.
- A 'Documentation' table is also visible, with columns for 'Type', 'Name', 'Variant', 'Web ID', and 'Document name'.
- Red arrows point to the 'Article variants' tab and the search bar.

Bottom Screenshot: Article combinations

- The interface shows the 'Article combinations' tab selected in the top navigation bar.
- A dropdown menu at the top indicates 'The article has to be sold combined with at least one of the following article types: Receiver'.
- A 'Restrict display to a selected article type' dropdown is set to 'Receiver'.
- A table titled 'Article combinations (1)' lists one combination: 'Receiver' (Type), 'Mini receiver MICON' (Articles), and 'PosNo.' (Hidden). A red arrow points to the 'Mini receiver MICON' entry.
- Below the table, there are input fields for 'Type', 'PosNo.', and 'Articles'.
- Red arrows point to the 'Article combinations' tab and the 'Mini receiver MICON' entry in the table.

2. Master data

AMPAREX support-head - 1 - London

Baker, Nora (24)
No.: 31, Code: z207607eh

AMPAREX support-head

Create new reservations
You can create new devices with the status Reserved hearing aid (R)

1. Devices
2. Pick list

Devices
Create hearing devices

Right - 2. -> Left

Instrument: Serial number: Reserved at: Earmould: Serial number: RIC receiver: Serial number: Battery: Private treatment: ☐

Accessory: Serial number:

Right / select additional article/s

Power: Size: Without tinnitus: ☐

Type	Articles	Postfix
Receiver	Mini receiver MICON	

3.

Article variants

- 2.0 M 0 left (transparent)
- 2.0 M 0 right (transparent)
- 2.0 M 1 left (transparent)
- 2.0 M 1 right (transparent)

1. Create reservation

Execute
Reset
Reprint
Copy

Please choose:
Return to stock
Order
New offer
Conclude

AMPAREX support-head

Create new reservations
You can create new devices with the status Reserved hearing aid (R)

1. Devices
2. Pick list

Devices
Create hearing devices

Right -> Left

Instrument: Ace 5mi Serial number: Reserved at: Earmould: Serial number: RIC receiver: Mini receiver MICON / 2.0 M 0 right (transparent) Serial number: Battery: Private treatment: ☐

Accessory: Serial number: Side:

AMPAREX support-head - 1 - London

Baker, Nora (24)
No.: 31, Code: z207607eh

AMPAREX support-head

Care overview
Hearing systems right
Hearing systems left
Accessory

Reserve to stock right (1)

Status	Article name	Serial number	Provision date	Handout on	Returned on	Return until
Reserved hearing aid (R)	Ace 5mi					

New
Delete

Hearing aid

Status: Reserved hearing aid (R) Free of own: ☐

Article name: Ace 5mi Serial number: Provision date: Repair: Put in stock
Fitting: Returned on: Return to stock
Return until: End of use: Properties
Warranty unit: Process: PR-1-0001-21 Private treatment: ☐

Show in care overview

Earmould RIC receiver Hearing system accessory Simulated with



Article name: Mini receiver MICON / 2.0 M 0 right (transparent) Serial number: Provision date: Returned on: Put in stock
Warranty unit: Return to stock
Properties



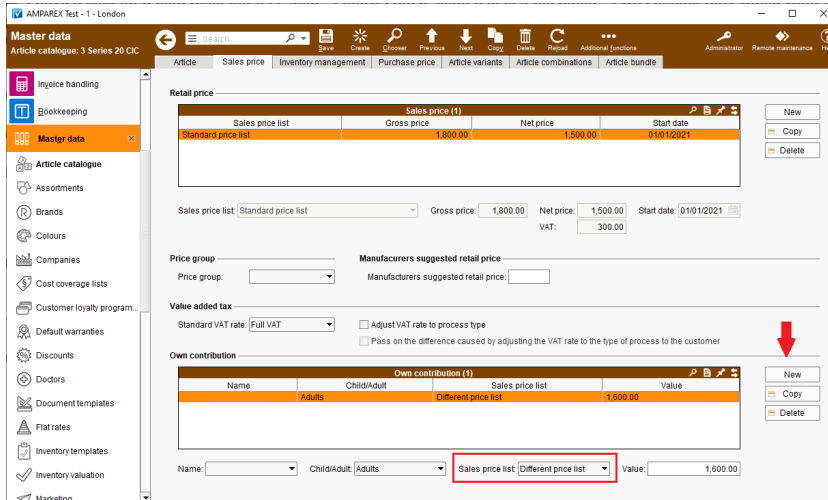
Reason for change

When dispensing or reserving a hearing aid, one often need to select a receiver with. The respective receiver variants can be defined in the master data. However, if only hearing aids were selected during the provision, the receiver: a) would not be removed from the inventory b) the provision would not be documented correctly in the customer file.





3. Statistics and selections

	Solution <p>In order to improve the maintenance of receiver variants, it is now possible to save receivers as an additional variant selection on the hearing aid. This way, the receiver can be easily selected during dispensing or reservation. The selected variant will be carried over throughout the entire hearing aid treatment, i.e. right up to the completion of the hearing aid process.</p> <p>On the top of it it is possible to keep only one receiver model as a main article and add its variants onto the >>Article variants tab in the >>Master data. The main receiver model could then be added to the respective hearing aid models on the >>Article combinations tab. When reserving a respective hearing aid for a customer it would all nicely link in the >>Create reservation wizard.</p>
	Availability <p>from Version 2021.2</p>

2.7. Varying own contribution

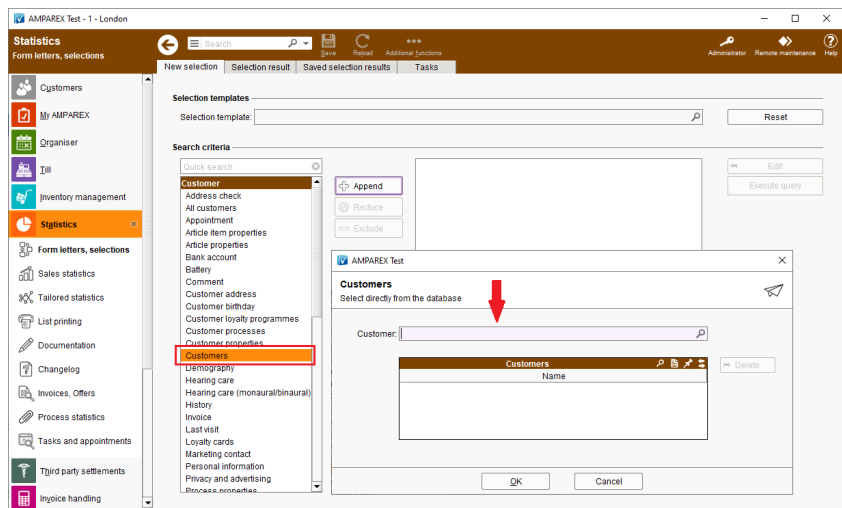


The screenshot shows the AMPAREX software interface. The 'Master data' tab is selected, and the 'Article variants' section is active. The 'Own contribution' table is visible, showing columns for Name, Child/Adult, Sales price list, and Value. The 'Sales price list' dropdown menu is highlighted with a red box, and a red arrow points to it. The 'Value' column shows a value of 1,600.00.

	Reason for change <p>Article's own contribution could be attached to a sales price list. But up until now it was impossible to work with branch-varying own contributions.</p>
	Solution <p>Sales price lists can be assigned to branches now which means that a different own contribution can be calculated in each case - or one branch can work with the own contribution and another branch can sell the item at a fixed sales price.</p>
	Requirement(s) <ul style="list-style-type: none">• at least one different sales price list
	Availability <p>from Version 2021.2</p>

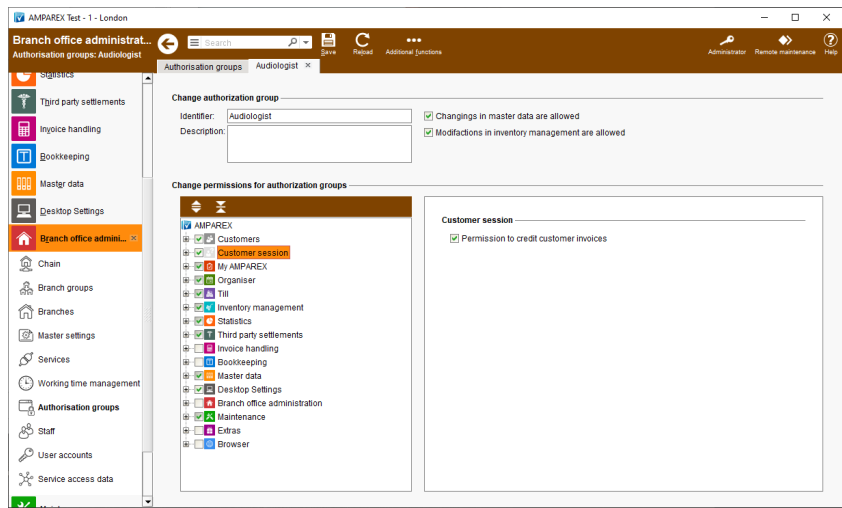
3.1. Select multiple customers

4. Branch office administration





	Reason for change Until now, multiple customers could only be added to a selection by repeatedly using the search criterion "Customer".
	Solution The search criterion "Customer" has been renamed to "Customers" in the new AMPAREX release. Using it now, one can choose several customers from one dialogue at once. It is also possible to use this criterion to scan customer numbers or barcodes using a scanner.
	Availability from Version 2021.1

4.1. Additional permissions

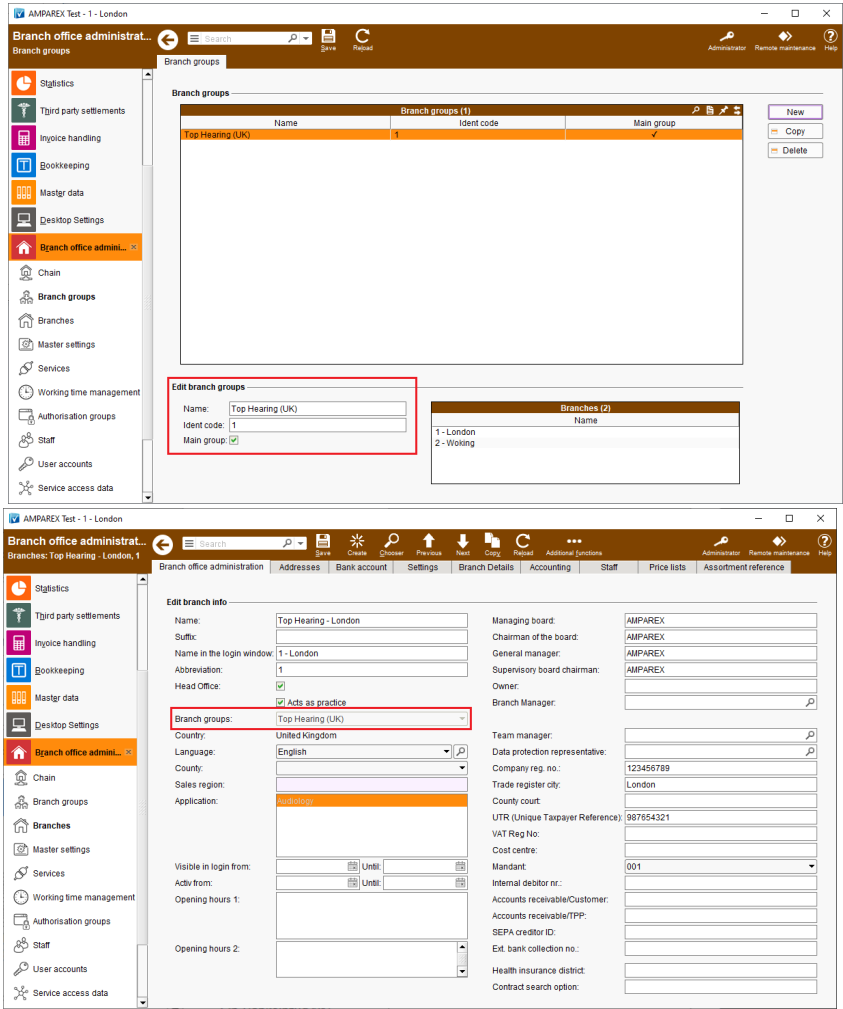





	Reason for change In AMPAREX, user group authorisations could only be assigned at the module, section or tab level. A finer subdivision of user rights was not possible in the past releases. For example, a user who had access to the "Invoice" tab could carry out all actions that were possible on this tab.
	Solution Starting with the new release more detailed authorisations can be assigned to each "Authorisation group" using the "Additional permissions" (options depend on the selection made in the authorisation menu) - e.g. the right to credit customer invoices.

4. Branch office administration

	Requirement(s) <ul style="list-style-type: none">• at least one additional authorisation group more than the default "Administrator" group added to the system.
	Availability <p>from Version 2021.3</p>

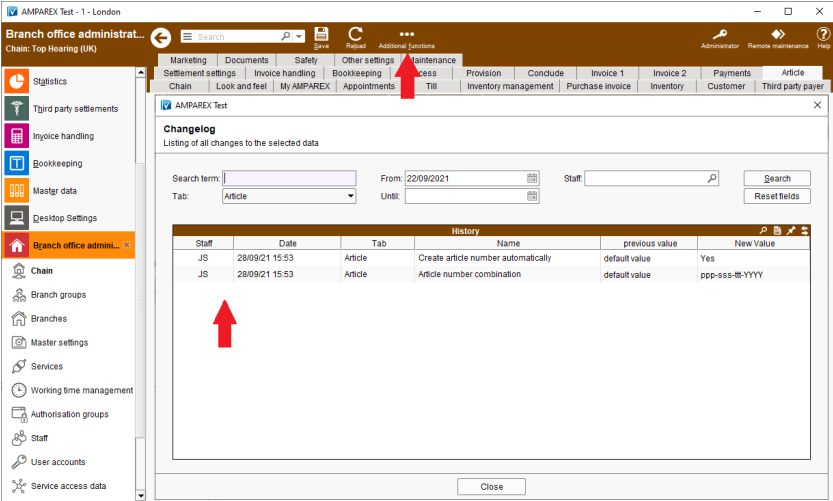
4.2. Branch groups



	Reason for change <p>Up to now, branches could only be marked as regular branches or head office branches. It was not possible to combine several (franchise) branches into one group.</p>
	Solution <p>Using the new branch groups, several branches can be combined into a group that, for example, can neither see the inventory nor the customers of another branch organisation. Branch groups can be created in the >>Branch Office Management module and individual branches can be then assigned to such groups.</p>
	Availability <p>from Version 2021.2</p>

4.3. Changelog for chain settings

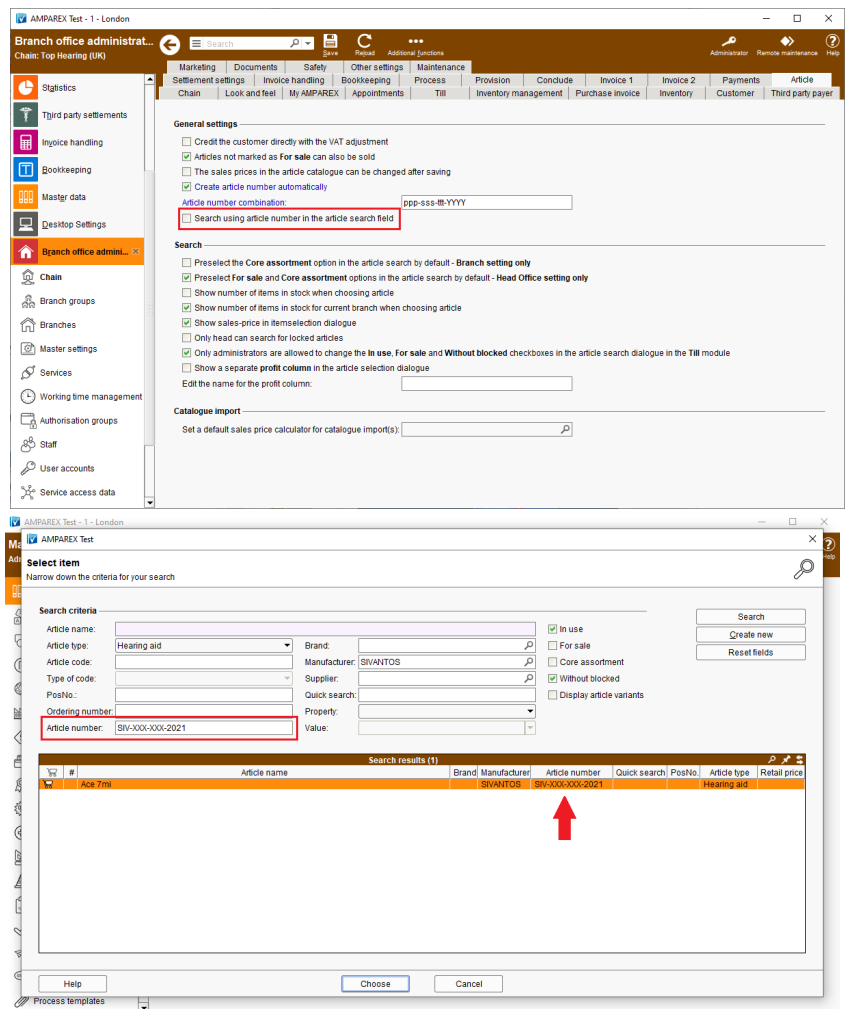
4. Branch office administration





	Reason for change Changes applied to the >>Chain settings could previously only be viewed by using the changelog option in the statistics.
	Solution Changes applied to the >>Chain settings can be viewed directly by using the "Additional features" changelog.
	Requirement(s) <ul style="list-style-type: none">• at least one change applied to the >>Chain options.
	Availability from Version 2021.2

4.4. Article number search

4. Branch office administration



	Solution If the function "Search using article number in the article search field" is activated, an additional search, using the article number, can be carried out in the article catalogue.
	Availability from Version 2021.2

4.5. Change customer status of several customers at once

4. Branch office administration

AMPAREX Test - 1 - London

Branch office administration

Master settings: For chain Top Hearing (UK)

Printer settings | Settings | Look and feel

Statistics

Third party settlements

Invoice handling

Bookkeeping

Master data

Desktop Settings

Branch office administration

Chain

Branch groups

Branches

Master settings

Services

Working time management

Authorisation groups

Staff

User accounts

Service access data

Settings (6)

Key	Value
collectinvoice editable	false
collectinvoice particdat	true
marketing_selection_modify_customer_status	true
noah enabled	true
noah unlocked	true
scheduler.datescroll.chooser	true

Change settings

Key:

Value:

AMPAREX support-head - 1 - London

Statistics

Form letters, selections

My AMPAREX

Organiser

Inventory management

Statistics

Form letters, selections

Sales statistics

Tailored statistics

List printing

Documentation

Changelog

Invoices, Offers

Process statistics

Tasks and appointments

Third party settlements

Invoice handling

Bookkeeping

New selection | Selection result | Saved selection result

Assign task

Assign customer property

Remove customer property

Assign customer programme

Reset advertising flags

Change status

Search results

Branch	Name	Postcode	City	Street	Phone 1	Phone 2	Email	Date of birth
1	Parmer, Robert	W1D 9BZ	London	1006 Walkers St	020 3459 3456			12/19/1965
1	Young, David	NW30 3NZ	London	9683 Richmond Road	0207 258 9647			05/11/1961

Customer status

Please enter status

Customer status:

Active

Advert only

Test customer

Inactive

Competitor

Moved

Deceased

Double

Remove

Open person

Exclude processed entries



Count processed: 0

Export lists

List printing

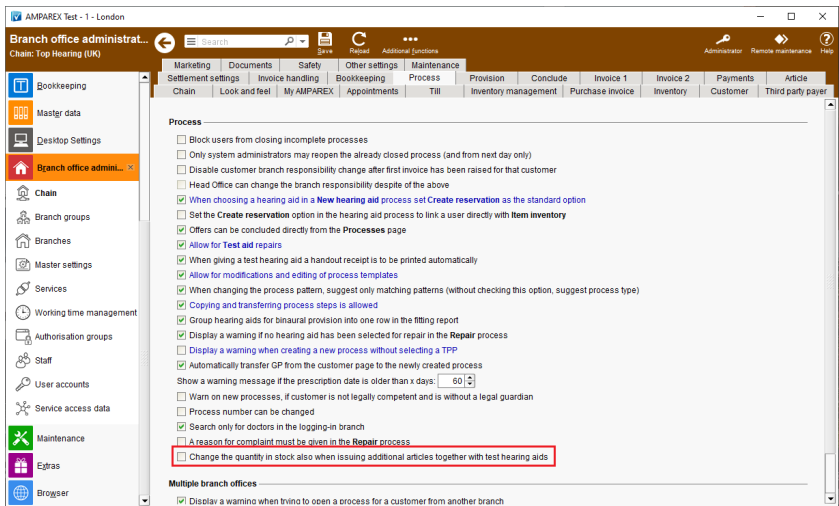
Print letter




Page: First Previous Next Last Lines: 1 To: 3 off total 3 Show

	Solution <p>The "Additional functions" menu can be extended with a function "Change status" by applying an additional setting to the >>Master setting, namely "marketing_selection_modify_customer_status" and assigning a "true" value to it. After completion a different status can be assigned to a selected group of customers.</p>
	Availability <p>from Version 2021.1</p>

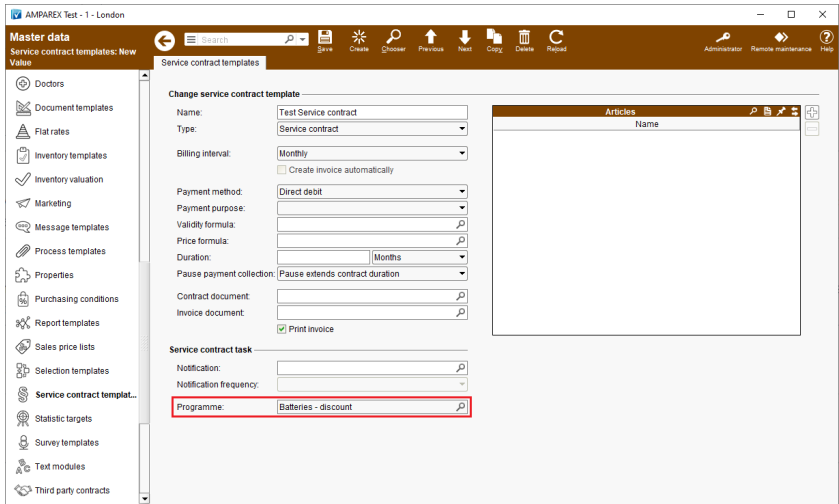
4.6. Change stock quantity for a provision of test hearing aid(s)



5. Service contracts





	Reason for change <p>If additional articles (e.g. batteries or receivers) were given to the customer together with the test hearing aids, then no stock movements were recorded for those articles until now meaning that the stock was not reduced and was not corrected when the test hearing aids (and the additional articles) were returned by the customer.</p>
	Solution <p>The above has been corrected in the new AMPAREX release. You would need to activate the option "Change the quantity in stock also when issuing additional articles together with test hearing aids" under >>Branch office administration >>Processes. This will trigger a stock movement for the test hearing aids and accompanying articles to be recorded. This means that the stock levels will be reduced during the hand out of test hearing aids (and accompanying articles). When the articles are returned by the customer, the stock level will go up again. If the stock has already been reduced by the output, no further action will take place during the sale.</p>
	Availability <p>from Version 2021.2</p>

5.1. Service contract templates with customer programmes

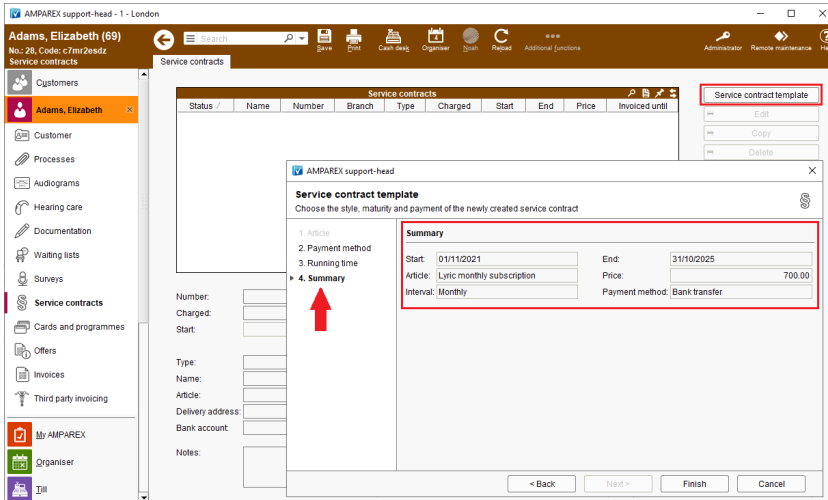


	Reason for change <p>Customer loyalty programmes and service contracts could have been used together, but until now they had to be created separately. It could have happened that only the service contract was created but the corresponding customer loyalty programme was forgotten to be added to the customer's file or vice versa.</p>
	Solution <p>An existing customer loyalty programme can be attached to the service contract template. If a service contract is created for a customer using such template, the stored customer loyalty programme will be automatically added to the selected customer's file and is immediately activated.</p>





5. Service contracts

	Requirement(s) <ul style="list-style-type: none"> at least one service contract template with a customer loyalty programme.
	Availability from Version 2021.2

5.2. Summary information in the Service Contract Wizard



The screenshot shows the AMPAREX support-head - 1 - London interface. The left sidebar contains a navigation menu with options like Customers, Customer, Processes, Audiograms, Hearing care, Documentation, Waiting lists, Surveys, Service contracts, Cards and programmes, Offers, Invoices, Third party invoicing, AMPAREX, Organiser, and Bill. The main area displays the 'Service contracts' wizard. The wizard has a 'Service contract template' tab selected. The wizard steps are: 1. Article, 2. Payment method, 3. Running time, and 4. Summary. The 'Summary' step is highlighted with a red arrow. The summary details are: Start: 01/11/2021, End: 31/10/2025, Article: Lyric monthly subscription, Price: 700.00, Interval: Monthly, Payment method: Bank transfer. The wizard also has a 'Service contract template' tab with options like Edit, Copy, and Delete.

	Reason for change As long as an appropriate service contract template was available in the system a service contract could be created with the help of the "Service Contract Wizard". However, in the wizard itself, the data was not accordingly summarised.
	Solution We've added a separate summary page in the above mentioned wizard with the most important points being displayed on it again for information. These are: Start, End, Article, Price, Billing mode (monthly, yearly) and the Payment type (only the type, not the complete bank details). The behaviour of the wizard has been adjusted so that the price of the respective article from the master data will be displayed on the first page of the wizard (article selection). Please note that this column will only be displayed if no "price formula" was stored in the service contract template.
	Requirement(s) <ul style="list-style-type: none"> at least one service contract template
	Availability from Version 2021.2

5.3. Duration in days

6. Invoices

AMPAREX support-head - 1 - London

Master data
Service contract templates





Service contract templates

Change service contract template

Name: Service contract template
Type: Lync
Billing interval: Monthly
Create invoice automatically
Payment method: Bank transfer
Payment purpose:
Validity formula:
Price formula:
Duration: 14 Days
Pause payment collection: Pause extends contract duration
Contract document:
Invoice document:
Print invoice

Service contract task
Notification:
Notification frequency:
Programme:

Articles (1)
Lync monthly subscription

	Reason for change The duration of a service contract could only be specified in months - a duration, e.g. of 14 days, was not possible.
	Solution In the service contract template, the duration can be specified not only in months but also in days now. The upper limit for entry in days is 1.000.
	Requirement(s) <ul style="list-style-type: none">at least one service contract template
	Availability from Version 2021.1

6.1. Customer invoices as PDF in the customer archive

AMPAREX support-head - 1 - London

Branch office administration
Chain: Top Hearing (IK)

Marketing Documents Safety Other settings Maintenance

Settlement settings Invoice handling Bookkeeping Process Provision Conclude Invoice 1 Invoice 2 Payments Article
Chain Look and feel My AMPAREX Appointments Till Inventory management Purchase invoice Inventory Customer Third party payer

Invoice settings



☒ Invoices and other numbered documents must include branch abbreviation
☒ Group statement of costs (SoC) into a single collective invoice
☐ Issue credit notes to third party payers only on an individual credit notes
☐ For statements of costs with status "Ready for invoicing" issue collective invoices
☐ Use current date to calculate payment due date
☐ When concluding an offers, display the option to create an individual invoice for the TPP
☐ Use only statement of costs from completed processes for collective invoicing
☐ Include positions with no reimbursement on the TPP invoice
☐ When issuing TPP invoices, activate the option not to export individual invoices
☐ Once issued, collective invoices cannot be changed before being exported to the Bookkeeping module
☒ Do not assign an invoice number if only the surcharge amount appears on the invoice
☒ Always save customer invoices as PDFs in the archive
☒ Assign separate numbers per branch for invoices and other num
☐ Issue a net invoice if the net amount is used for the TPP reimburs
☐ Assign the correct invoice number already when creating a sum
☒ The invoice date can be changed at the time of issue
☐ Synchronise invoice number and date in ascending order
☐ When issuing an invoice, set the release date of items to today by
☐ Collective invoice cannot be changed after its creation
Changes to collective invoices are permitted for up to X weeks after it
☒ In the "Branch overview" statistic, use the collective invoice date in

Settings for branches with Head Office functions

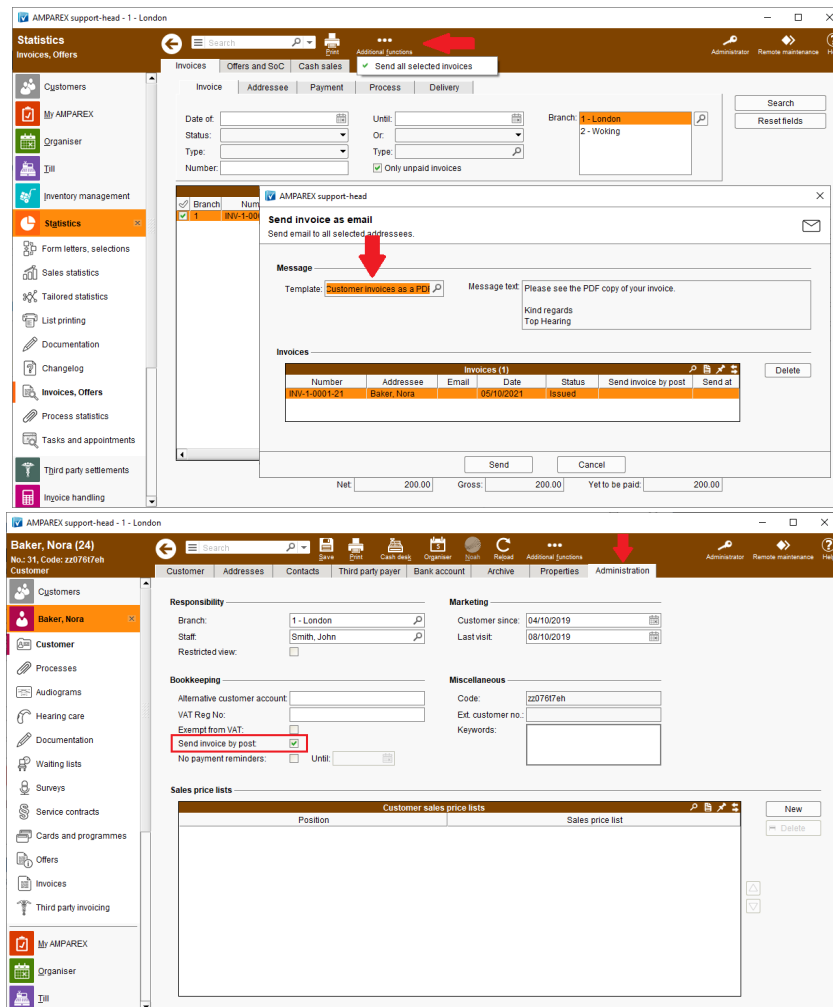
☒ Limit TPP invoicing visibility to a shared branch account number
☒ Display of the leading branch name instead of the IK if several branches with a common IK
☐ Head Office can make changes to "Completed" statements of costs
Branches can only invoice up to a certain amount:
Invoice type Maximum amount
New Hearing Aid
Implant
Service
Earmould
Maximum amount: Define
☒ Branches may create invoices for the third party payers (TPP)
☒ Branches may create statements of costs (SoC)
☒ Branches can set the default status of the created SoC to "Ready"
☐ Set state "Ready" as default on statements of cost
☐ Statements of costs can also be completed in branches other tha
Assign sales and payments during invoicing to the following bran

	Reason for change When an invoice was created in AMPAREX it was saved to the customer archive, provided the invoice template was set to be archived. However, the invoice was saved in its original LibreOffice .odt format.
---	--

6. Invoices

	Solution When raising an invoice, a .pdf copy of it can be automatically saved to the customer archive provided the setting "Always save customer invoices as PDFs to the archive" has been activated in the >>Chain settings.
	Availability from Version 2021.1

6.2. Send customer invoices as a PDF per e-mail



The screenshot shows the AMPAREX software interface. The top window is the 'Send invoice as email' dialog, which is open over the 'Invoices' overview. The dialog has a 'Message' section with a template 'Customer invoices as a PDF' and a message text 'Please see the PDF copy of your invoice. Kind regards Top Hearing'. Below this is a table of invoices to be sent. The bottom window shows the 'Administration' tab for a customer, where the 'Send invoice by post' option is checked under the 'Bookkeeping' section.

Send invoice as email dialog:




Branch: AMPAREX support-head
 Send email to all selected addressees.
 Message text: Please see the PDF copy of your invoice. Kind regards Top Hearing
 Invoices (1):

Number	Addressee	Email	Date	Status	Send invoice by post	Send at
INV-1-0001-21	Baker, Nora		05/10/2021	Issued		

Net: 200.00 Gross: 200.00 Yet to be paid: 200.00

Customer Administration tab:





Branch: 1 - London
 Staff: Smith, John
 Restricted view: ☐
 Bookkeeping: ☐ Exempt from VAT: ☐
 Send invoice by post: ☒
 No payment reminders: ☐ Unit:
 Marketing: Customer since: 04/10/2019 Last visit: 08/10/2019
 Miscellaneous: Code: z207607eh Ext. customer no.: Keywords:

	Reason for change If customers preferred to receive their invoices per e-mail as a .pdf, AMPAREX users had to open each customer individually in order to then send the invoices per email using the invoice preview function.
	Solution Invoices can be sent as .pdf attachments per mail directly using the "Additional functions" feature on the invoice overview page.
	Requirement(s) <ul style="list-style-type: none"> an SMTP interface must be activated on AMPAREX, customer "Invoice address" and a valid email address have to be added to the system, at least one "Customer Notification" document template must be available in the system, <input type="checkbox"/> the "Send invoices by post" option must be deactivated on the customer file.





6. Invoices

	Availability from Version 2021.2
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6.3. SEPA customer transfer file

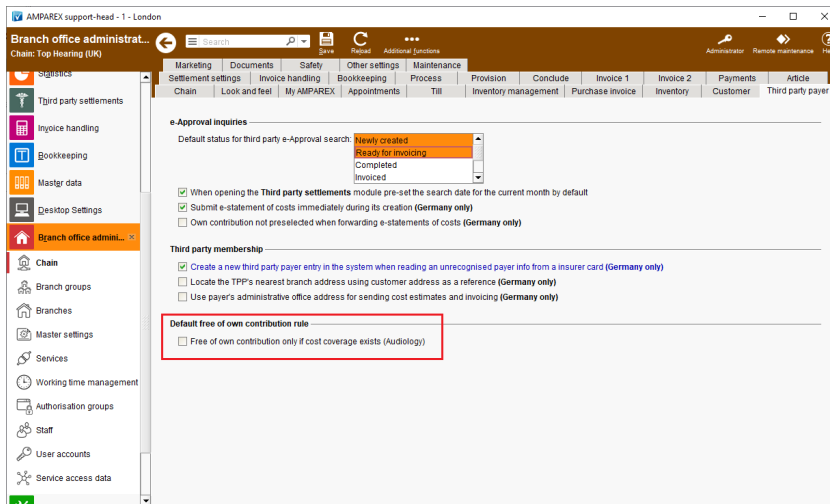
	Reason for change AMPAREX supports the creation of direct debit files for open invoices. Sometimes there are also overpaid invoices when payments were transferred twice by mistake. Some of you wished to be able to generate a SEPA transfer file for overpaid invoices as well so you could transfer this to your banking software.
	Solution Mark the corresponding invoices on the customer page and then select "SEPA transfer" from the "Additional functions" menu.
	Requirement(s) <ul style="list-style-type: none">• a valid IBAN must be saved in the customer's file and for the invoicing branch,• there must be at least one overpaid invoice in the customer's file,• AMPAREX user must have access rights to the customer bank information.
	Availability from Version 2021.2

6.4. SEPA supplier transfer file

	Reason for change Until now, it was not possible to create a SEPA transfer file for purchase invoices in the >>Inventory management module on AMPAREX.
	Solution To create a SEPA transfer file for a purchase invoice, first select the invoice, then select the command "SEPA transfer" from the >>Additional functions menu. In the following dialogue, the target directory of the SEPA file to be saved into could be specified.
	Requirement(s) <ul style="list-style-type: none">• a valid IBAN must be saved in the supplier's file and for the invoicing branch,• there must be at least one invoice in the supplier's file,• AMPAREX user must have access rights to the supplier bank information.
	Availability from Version 2021.2

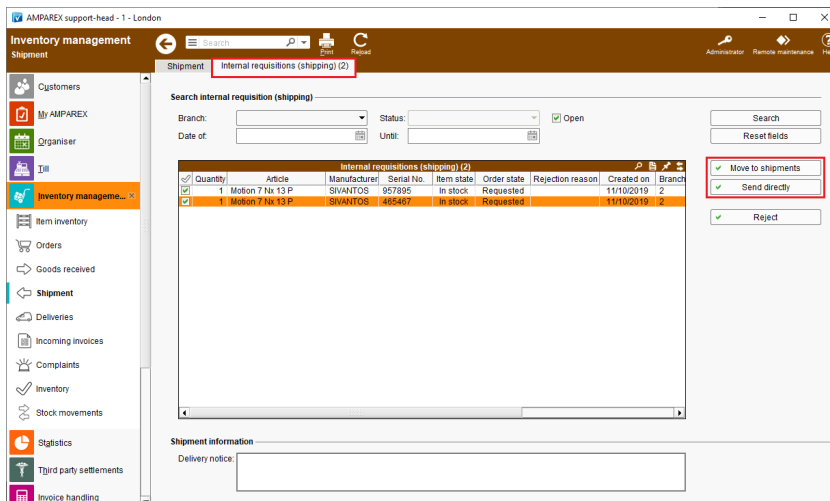
6.5. Cost coverage

7. Inventory management







	Reason for change <p>Setting the option "Free of own contribution" in the offer was meant to overwrite sales prices of all articles having cost coverage. In other words for the invoice positions without cost coverage, the sales price would be set to 0.00. This would create an own contribution free offer for the customer. However this would be done regardless, and if certain invoice positions should bring the costs the customer the system would zero them out.</p>				
	Solution <p>For the application types "Audiology" and "Optics", you can specify whether all offer positions are to be "Free of own contribution" or only those positions which have cost coverage.</p> <table border="1"> <tr> <td><input type="checkbox"/></td><td>Standard setting for "Audiology" -> always adjust</td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>Standard setting for "Optics" -> only adjust if cost coverage is available</td></tr> </table>	<input type="checkbox"/>	Standard setting for "Audiology" -> always adjust	<input checked="" type="checkbox"/>	Standard setting for "Optics" -> only adjust if cost coverage is available
<input type="checkbox"/>	Standard setting for "Audiology" -> always adjust				
<input checked="" type="checkbox"/>	Standard setting for "Optics" -> only adjust if cost coverage is available				
	Requirement(s) <ul style="list-style-type: none"> "Free of own contribution" offer positions with or without cost coverage 				
	Availability <p>from Version 2021.2</p>				

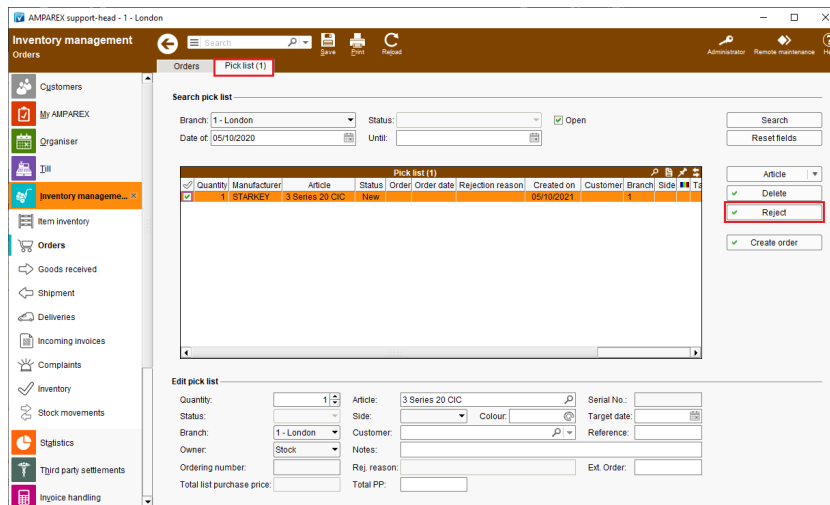
7.1. Internal requisitions







7. Inventory management

	Reason for change Internal requisitions could previously only be sent or rejected. No additional articles could have been added to a requisition and the quantity could not have been changed either. This meant that additional internal deliveries and delivery notes had to be created.
	Solution The "Internal requisition" tab has been enhanced with new features. There are now two options for sending requests from other branches: <ol style="list-style-type: none"> 1. "Send directly" - it behaves as before. The selected articles are sent directly. In addition, a delivery note can be printed. 2. "Move to shipments" - the selected articles will transferred to the >>Shipment tab. Additional articles can be added and the quantity of the requested articles can be adjusted (applies to quantity managed articles only).
	Requirement(s) <ul style="list-style-type: none"> • Internal requisition from at least one other branch
	Availability from Version 2021.2

7.2. Reject ordering - articles on a pick list



	Reason for change Branches could create order requests (>>Pick list) that were processed by the head office later. Up to now, it was not possible to reject such orders from the head office.
	Solution During the order requests processing, an order request can be rejected giving a reason. The ordering branch will receive a corresponding message.
	Requirement(s) <ul style="list-style-type: none"> • Order request from at least one other branch
	Availability from Version 2021.2

7.3. Different VAT rates in a purchase invoice

7. Inventory management

Inventory management
Incoming invoices: 112233

Invoice head
 Creditor: PHONAK | Invoice number: 112233 | Invoice date: 30/09/2021 | Total (Net/Gross): 0.00 / 0.00
 Status: Newly created | Cash discount: ☐ Paid: 0.00 | Date of receipt: 05/10/2021 | Invoice amount (Gross): 0.00
 Notes:
 Payment cond.
 Archive

Deliveries | Additional invoice positions

Including deliveries (1)

Status	Delivery order-no.	Sender	Addressee	Type	Total	Delivery	DR-Date	Staff
✓	112233	PHONAK	1 - London	Storage	0.00	05/10/2021	01/10/2021	JS

Invoice position of delivery (2)

Status	Quantity	Itemname / Description	Sma	Input VAT	Total price	Checked at	Checked by	Status (inventory)	Owner	Cost
✓	1	Audeo Venture V90 V-10	77889	20%	0.00			In stock	Stock	1 - L

Input VAT: Full VAT | Percentage: 20.00
Cost centre: No VAT | Status: ☐ **Reduced VAT Rate**
Full VAT

Total: 0.00 | Single: 0.00

Notes:
 Delivery
 Delivery (Serial No.)
 Delete
 Match
 Checked
 Selected
 All
 Delete

	Reason for change <p>In the past only a fixed VAT rate could be selected for each article, if there were different VAT rates from different accounting periods it wouldn't be possible to adjust them.</p>
	Solution <p>In addition to the current VAT rate any other VAT rate in percent can also be entered for each invoice position in a purchase invoice.</p>
	Requirement(s) <ul style="list-style-type: none"> different VAT rates for an article
	Availability <p>from Version 2021.1</p>

7.4. AMPAREX format for purchase invoices

Invoice handling
Incoming invoice import

Search incoming invoice imports
 Creation from: 01/04/2021 | Format:
 Creditor:
 Search
 New import
 Delete
 File
 Show invoice sums
 Reset
 Open
 Processed
 Checked



Incoming invoice import
 Choose criteria for import

Creditor:
 Format: AMPAREX
 Import file:
 Article type:
 Import positions with price zero
 OK
 Cancel

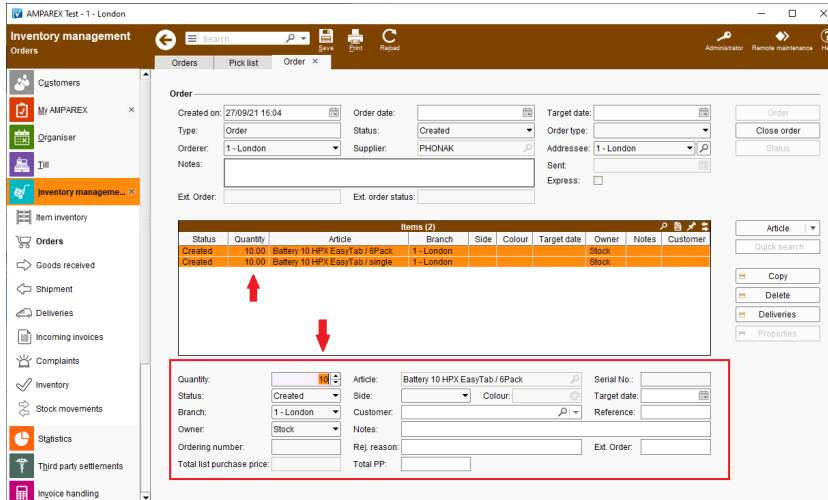
Delivery:
 Description:
 Article
 Serial No.
 Price
 VAT
 Description

	Solution <p>Electronic purchase invoices saved in AMPAREX format can be imported in AMPAREX.</p>
--	--

7. Inventory management

	Requirement(s) <ul style="list-style-type: none"> • CSV file (coded in UTF-8)
	Availability from Version 2021.2

7.5. Change several order positions



blocked URL	Reason for change Up to now, only a single position in an order could be adjusted. If an order had several similar articles and all of them had to be changed to the same quantity, it would only be possible to do so individually per article.
blocked URL	Solution Using the multiple selection, several articles can be selected at the same time. Then, the quantity can be changed in the "Quantity" field. If you change the quantity, this change will affect all selected positions. The same applies to all other editable fields. The only exceptions are the fields: "Article" and "Colour".
blocked URL	Requirement(s) <ul style="list-style-type: none"> • at least 2 article positions in one order
blocked URL	Availability from Version 2021.2

7.6. Saved inventory parameters

8. Services

The screenshot shows the 'Inventory parameters' window in the AMPAREX software. The window title is 'Inventory 1 - London 29.09.2021'. It contains fields for Name, Branch, Status, Start, and End. Below these are 'Selection parameters' including Article type, Manufacturer, Owner, Stocked from, Name, Brand, Status, Stocked until, Serial No., Inventory management, and Properties. There are also radio buttons for Selection: All, Open, Completed, Corrected, Confirmed, Scan error, and Quantity > 0. A red arrow points to the 'Inventory parameters' tab in the top navigation bar.

	Reason for change <p>Inventories can be created and edited in AMPAREX. However, if one wanted to find out which parameters were used to create an inventory, it was just not possible to do so. Until now, the parameters used to create an inventory were simply not saved. It was therefore not possible to trace down how the inventory was created.</p>
	Solution <p>The parameters with which an inventory was created (whether manually or using a template) will be saved in the respective inventory and can be viewed subsequently under >>Inventory >>Additional functions >>Show inventory parameters.</p>
	Requirement(s) <ul style="list-style-type: none"> at least one manually or automatically created inventory as of AMPAREX version 2021.2
	Availability <p>from Version 2021.2</p>




8.1. Connection to TIMIFY for online appointment booking

The screenshot shows the 'Services' section in the AMPAREX Branch office administration interface. It features a search bar and a table of services. The 'Timify appointment notification' service is highlighted in orange. A red box highlights the 'New' button in the top right corner.

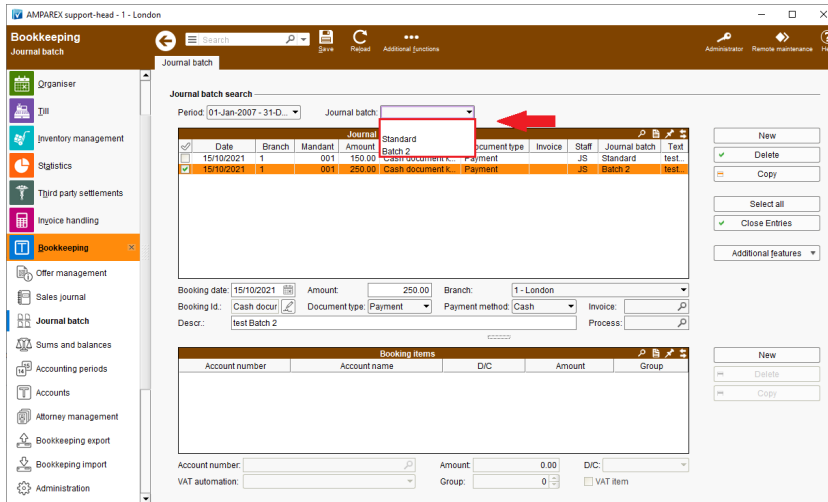
Group	Name	Branch	Server-side	Client-side	Start	Utilisation
Card reader	POS device driver					All workstations
Earmould order	Default order process					All workstations
Earmould order	Default order process EGGER					All workstations
Electronic Cash	With user confirmation					All workstations
Email	SMTP outgoing mail server					All workstations
Geo Services	Distance calculation (Google)					All workstations
Geo Services	Geolocalization (Google)					All workstations
Geo Services	Directions (Google Maps)					All workstations
Notification	System tray					All workstations
Short Message Service (SMS)	ringing					All workstations
Back Office	Timify appointment notification					All workstations

	Reason for change <p>TIMIFY is a software solution for online appointment booking and resource management. An overview of the services and functions of TIMIFY can be found here. Please note that currently AMPAREX only supports the Enterprise version of TIMIFY. For questions directly related to the TIMIFY interfaces (e.g. setup, operation, etc.), please contact the TIMIFY support directly.</p>
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9. Bookkeeping

	Solution A connection to TIMIFY can be set up via AMPAREX interface. You can find a detailed setup article (in German) here .
	Requirement(s) <ul style="list-style-type: none"> • access to AMPAREX API (incur further costs) • access to TIMIFY Enterprise (incur further costs)
	Availability from Version 2021.3

9.1. Define your own booking batches



The screenshot shows the 'Journal batch' interface in the AMPAREX system. The interface includes a search bar at the top with a dropdown menu for 'Journal batch'. A red arrow points to this dropdown menu. Below the search bar is a table of journal batches with columns: Date, Branch, Mandant, Amount, Standard, Batch 2, Document type, Invoice, Staff, Journal batch, and Text. The table contains one entry for '15/10/2021' with a branch of '1' and an amount of '250.00'. Below the table is a form for creating or editing a batch, with fields for 'Booking date', 'Amount', 'Branch', 'Booking id', 'Document type', 'Payment method', 'Invoice', and 'Process'. The 'Booking id' field is set to 'test Batch 2'. At the bottom, there is a 'Booking items' table with columns: Account number, Account name, DiC, Amount, and Group. The 'Account number' field is set to 'VAT automation'.

	Reason for change Several users work in parallel on the same booking batch and can potentially interfere with each other.
	Solution We've added a possibility to group booking batches and filter the list of booking batches accordingly. One or more selected booking batches can be assigned to a new booking batch. An existing booking batch can be selected or a new booking batch can be added. This way, each user can define own booking batches to be processed. When worked on, such groups will be removed.
	Availability from Version 2021.2

9.2. Writing off an unpaid invoice

10. Noah / Audiograms

	Reason for change <p>A bad debt could be written off in the >>Bookkeeping on AMPAREX. Having this information easily visible in the customer's file could be also very important, but it was not displayed until now.</p>
	Solution <p>If an invoice is written off in the >>Bookkeeping on AMPAREX, this information will appear in the customer overview in the field "Amount" (the field will be highlighted in yellow). In addition, a tooltip will indicate which invoice it is. Should the invoice be later paid by the customer, this yellow highlighting can be reset via the "Additional functions" menu under >>Invoices directly in the customer module.</p>
	Requirement(s) <ul style="list-style-type: none"> • a bad debt (open invoice)
	Availability <p>from Version 2021.2</p>

10.1. Noah Alert Dashboard

	Solution <p>The "Noah Alert Dashboard" was first introduced to Noah System 4.12. The feature can be potentially used to alert the hearing care professional to important information from customers.</p> <p>To send an alert, customers can send "alerts" messages to their hearing care professional using a mobile app (to be provided by the respective hearing aid manufacturer) - e.g. the customer is sitting in the restaurant in the evening and notices a malfunction in his hearing aid. He opens the hearing aid manufacturer app and sends an alert/info message to his audiologist. The next day, the audiologist sees this info on the >>My AMPAREX reminder page and can react to it. When the alert is read, the notification and info will be removed from the reminder page.</p> <div style="border: 1px solid red; padding: 10px; margin-top: 10px;"> <p> Please note</p> <p>As of October 2021, there are currently no manufacturers apps supporting this feature.</p> </div>
	Requirement(s) <ul style="list-style-type: none"> • Noah Mobile Setup • reminder activation in "My AMPAREX" settings • supporting hearing aid manufacturer's app
	Availability <p>from Version 2021.2</p>

10.2. Noah Engine 4.13

10. Noah / Audiograms

The screenshot shows the AMPAREX Desktop Settings window. The left sidebar contains a list of settings categories: Customers, My AMPAREX, Organiser, Tilt, Inventory management, Statistics, Third party settlements, Invoice handling, Bookkeeping, Master data, Desktop Settings (highlighted), Noah settings, Printer settings, Settings, Services, and Login settings. The main content area is titled 'Noah settings' and contains the following sections:

- Noah status:** A toggle switch indicating 'Noah is activated at the moment' with a 'Deactivate Noah' button.
- Licence information:** Fields for Status, Type of licence, Serial number, Max. number of users, Validity (days), and Retailer ID.
- Noah installation:** Fields for Version (4.12.1 (Build 4884)), Installation type, Optional components, and Installation status. A 'Download Noah 4.13' button is located below these fields.
- Licensed for:** Fields for Name, Company, Street, City, and Country.
- Contact information:** Fields for Phone, Fax, and Email.

A red arrow points to the 'Download Noah 4.13' button.



Solution

Noah Engine 4.13 is supported on AMPAREX and can be downloaded via the AMPAREX download page or using the "Download Noah 4.13" button >>Desktop settings >>Noah settings on AMPAREX.

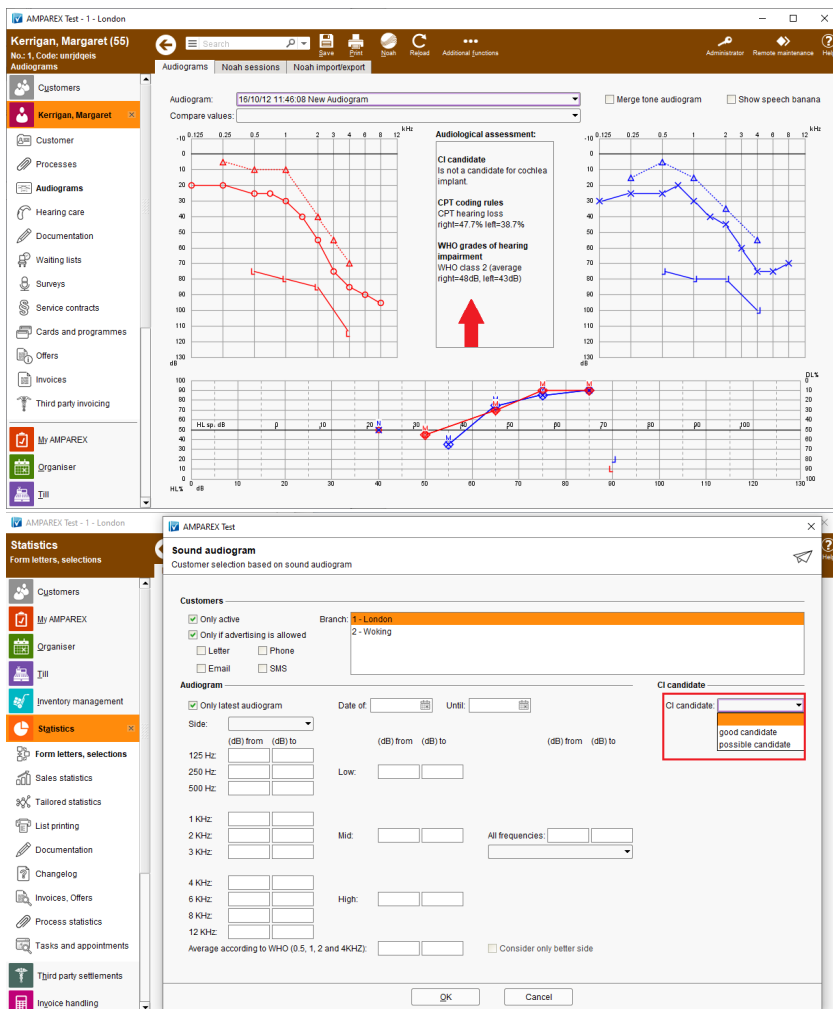






Availability

from Version 2021.3

10.3. Audiological assessment

10. Noah / Audiograms



	<p>Reason for change</p> <p>Access to Noah measurement's assessment (CI candidate, CPT coding rules, WHO grades of hearing impairment, total hearing loss (CH) or social index (CH)) was previously only possible via >>Additional functions menu under >>Audiograms. A comparative overview or a complete presentation was therefore not possible.</p>
	<p>Solution</p> <p>Country/region-specific assessment of a selected audiogram are displayed on the audiogram page now. Additionally, the selection for WHO grades of hearing impairment has been improved so that only the best side is automatically searched for.</p> <p>If the assessment of the audiogram shows that the customer is a potential CI candidate, an implant process can be started straight away by pressing the "Implant" button.</p> <p>Possible CI candidates can be searched for under >>Form letter, selection using the criterion "Sound audiogram", so that they can be contacted directly.</p> <p>The information from the CI assessments can be added to documents printed from AMPAREX. Please note that in order to do so document templates need to be enhanced with the following placeholders:</p> <ul style="list-style-type: none"> • CI candidate: <i>audiogram/evaluation(cicandidate)</i> • WHO grades of hearing impairment: <i>audiogram/evaluation(whoclassification)</i> • CPT coding rules: <i>audiogram/evaluation(cpthearingloss)</i> • Austrian grades of hearing impairment: <i>audiogram/evaluation(austria_classification)</i> • Total hearing loss (CH): <i>audiogram/evaluation(suisse_classification)</i>
	<p>Requirement(s)</p> <ul style="list-style-type: none"> • min. one measurement • implant process template (process type "Implant")
	<p>Availability</p> <p>from Version 2021.3</p>

10. Noah / Audiograms