

Som ACCOUNT

How to review and pay for orders

Learn how to pay for orders on SomAccount

51EN4-12006A (2025-05-29)





HOW TO REVIEW AND PAY FOR PAST ORDERS

The screenshot shows the SomAccount web application interface. At the top, there is a navigation bar with the following tabs: Dashboard, Patient Management, Order Management (highlighted with a red box), Products, and Help Centre. The user is logged in as 'Demo Dentist'. Below the navigation bar is a blue banner with the text 'SomACCOUNT New Saver Functionality' and a description: 'SomAccount now lets you save partially completed patient orders. You or your administrator can complete and submit them later at your convenience.' Below the banner, the user is greeted with 'Welcome, Demo Dentist' and their Customer ID: C515533:1. There is a search bar for patients. The main content area is divided into several sections: '+ Create Order' and '+ New Patient' buttons; 'My Preferences' section with a 'Show All' link; 'Repairs & Returns' section with a 'Serial Number' input field, a 'Check' button, and fields for Patient, Device, Warranty Start, and Warranty Expiration, along with a '+ Request Repair' button; and 'Shipping Label' section with a '+ Shipping Label Request' button. On the right side, there are summary cards for '0 Paid Orders', '0 Unpaid Orders', and '0 New Transfers'. Below these is a table of orders with columns for Date Created, Sales Order #, Status, and View Link. The table shows two orders: one from 10/10/2024 with status 'Dispatched / Invoiced' and one from 19/09/2024 with status 'Final QC Pending'.

Date Created	Sales Order #	Status	View Link
10/10/2024	SOAUS0062663	Dispatched / Invoiced	View
19/09/2024	SOAUS0062030	Final QC Pending	View

To review all your completed, in production or new orders click on the [Order Management](#) tab on your SomAccount home screen.



UNPAID ORDERS

Order History

Filter

Saved Orders Open Orders – Paid **Open Orders – Unpaid** Closed Orders

Date Created	Sales Order #	Invoice #	Patient	Total Paid	Invoice Due	ETA	Created by	Amount Due	Status	Action <input type="checkbox"/>
09/04/2025	Pending...	Pending...	Dan Jones	\$0.00			Demo Dentist	\$3.1	● Pending	View <input type="checkbox"/>
04/03/2025	SOAUS0063338	Pending...	Nicola Cagney	\$0.00			Demo Dentist	\$1.1	● Pending	View <input type="checkbox"/>
03/02/2025	SOAUS0063300	Pending...	Maddi Lee	\$0.00		10/03/2025	Demo Dentist	\$1	● Dispatched / Invoiced	View <input type="checkbox"/>
03/02/2025	SOAUS0063299	Pending...	Jessica Nelson	\$0.00		10/03/2025	Demo Dentist	\$3.1	● On Hold	View <input type="checkbox"/>
03/02/2025	SOAUS0063298	Pending...	Daniel Ryan	\$0.00		10/03/2025	Demo Dentist	\$2.1	● Final QC Pending	View <input type="checkbox"/>

Choose Order(s) to Pay

ORDERS TO PAY ON ACCOUNT

If you have opted to pay on account or would like to [Pay by Card](#) once the device has been manufactured, you will find these orders in the [Open Orders – Unpaid](#).


COMPLETED ORDERS

All completed orders will show in the [Closed Order](#) section.



PAID ORDERS

Order History

Filter 

Saved Orders **Open Orders – Paid** Open Orders – Unpaid Closed Orders

Date Created	Sales Order #	Invoice #	Patient	Serial/Lot #	ETA	Created by	Status	Action
08/04/2025	 SOAUS0063378	Pending...	Dan Smith		13/05/2025	Demo Dentist	● Pending	View
11/02/2025	 SOAUS0063301	Pending...	Rinky Test		18/03/2025	Demo Dentist	● Pending	View
31/01/2025	 SOAUS0063296	INAUS0068197	Kelly Ronald	-	07/03/2025	Demo Dentist	● Ready to dispatch	View
31/01/2025	 SOAUS0063295	INAUS0068198	John Peters	-	07/03/2025	Demo Dentist	● Ready to dispatch	View

ORDERS PAID VIA CREDIT CARD

If you have opted to pay for upfront when checking out for your order, this will show in the [Open Orders - Paid](#) section. Once the order is shipped, it will show up under [Closed Orders](#) as the device has been delivered and paid for.

COMPLETED ORDERS

All completed orders will show in the [Closed Order](#) section.



CLOSED ORDERS

Order History

Filter

Saved Orders	Open Orders – Paid	Open Orders – Unpaid	Closed Orders						
Date Created	Sales Order #	Invoice #	Patient	Serial/Lot #	Total Paid	ETA	Created by	Status	Action
29/01/2025	SOAUS0063292	INAUS0068195	Jim Jones	SP-282148	\$0.00	05/03/2025	Demo Dentist	● Completed	View
29/01/2025	SOAUS0063293	INAUS0068196	Shane Watson	SP-281505	\$0.00	05/03/2025	Demo Dentist	● Completed	View
30/07/2024	Pending...	Pending...	Kerry Smith		\$0.00		Demo Dentist	● Canceled	View

ORDERS SHIPPED & PAID



Once the order is shipped & paid for, it will show up under [Closed Orders](#) including cancelled orders.

You can revise previous orders that are completed including the unique [Serial numbers](#) for each device. You will need the serial number when placing a Repair/Return order on SomAccount.



ORDER STATUS

Saved Orders **Open Orders – Paid** Open Orders – Unpaid

Date Created	Sales Order #	Status	View Link
10/10/2024	 SOAUS0062663	● Dispatched / Invoiced	View
19/09/2024	 SOAUS0062030	● Final QC Pending	View



ORDER STATUS

You will also be able to see the status of your lab work in this section – your order will transition from Received, Manufacturing, through to Quality Control, then Invoiced and Dispatched.

If there are any concerns with your order it will be placed on Hold and you will be contacted separately for confirmation.



PAY AN INVOICE

Order History Filter ▾

Saved Orders Open Orders – Paid **Open Orders – Unpaid** Closed Orders

Date Created	Sales Order #	Invoice #	Patient	Total Paid	Invoice Due	ETA	Created by	Amount Due	Status	Action
09/04/2025	🛒 Pending...	Pending...	Dan Jones	\$0.00			Demo Dentist	\$3.1	● Pending	View <input type="checkbox"/>
04/03/2025	⚙️ SOAUS0063338	Pending...	Nicola Cagney	\$0.00			Demo Dentist	\$1.1	● Pending	View <input type="checkbox"/>
03/02/2025	🛒 SOAUS0063298	INAUS0068257	Daniel Ryan	\$0.00	06/08/2025	03/10/2025	Demo Dentist	\$ 2.1	● Completed	View <input checked="" type="checkbox"/>
03/02/2025	🛒 SOAUS0063297	INAUS0068258	Reynold Barker	\$0.00	06/08/2025	03/10/2025	Demo Dentist	\$1.1	● Completed	View <input type="checkbox"/>

Show: ▾

Pay by Card (Stripe)

..... 4242 ▾

Billing Address
SomnoMed Australia, Crows Nest, 20 Clarke Street, New South Wales, 2065

Total Amount Due ● \$7.4
Total Payable ● \$2.10

For orders to be paid post invoice creation you can [Choose order\(s\) to Pay](#) by card once the invoice has been created by clicking the [Action](#) check box on the right-hand side and selecting pay by card.

BANK TRANSFER

You can still pay by bank transfer as usual, please follow the instructions on your invoice to ensure you include the right reference number to complete the payment. When accounts have reconciled the payments, you will see this as Paid in the system



BANK TRANSFER & PHONE PAYMENTS



SOMNOMED LIMITED
Level 3, 20 Clarke Street
Crows Nest NSW 2065
Australia
ABN # 35 003 255 221

INAUS0068197

← Invoice number

Bill To	Dr Demo Dentist level 3 20 Clarke Street Crows Nest NSW 2065 Australia	Ship To	Dr Demo Dentist level 3 20 Clarke Street Crows Nest NSW 2065 Australia	Tax Invoice #	INAUS0056341
				Date	09/10/2023
				Due Date	08/11/2023 Net
				Terms	30 AUD
				Currency	
				PO #	
				Ship Date	09/10/2023

Customer ID →

SO # : Sales Order #SOAUS0054483
Customer ID: AU2843:1 Demo Dentist
Patient Name: Holly Penning
Memo:
Dentist: Dr Demo Dentist

Description	Serial #	Qty	GST	Rate	Amount
SomnoDent Avant Options: Anterior Option: Breathing Hole; Acculiner: No; No posterior contact: No	SP-8667896	1	\$0.00	\$0.00	\$0.00
Morning Repositioner	WOH87336 (1)	1	\$0.00	\$0.00	\$0.00
SomTabs (96 tablets)		1	\$0.00	\$0.00	\$0.00

Subtotal	\$0.00
Shipping	\$0.00
Discount	
Item GST	\$0.00
Shipping GST	\$0.00
Total GST	\$0.00
Total Amounts (GST inclusive)	\$0.00
Amount Paid /Credits Applied	\$0.00
Amount Remaining	\$0.00

BANK TRANSFER

Bank Name: Westpac Banking Corporation
Account Name: SomnoMed Limited
BSB: 032 002
Account number: 406246
Swift code: WPACAU2S

Bank Details: Bank Name: Westpac Banking Corporation
Account Name : SomnoMed Limited
BSB: 032 002
Account number: 406246
Swift code: WPACAU2S

PHONE PAYMENT

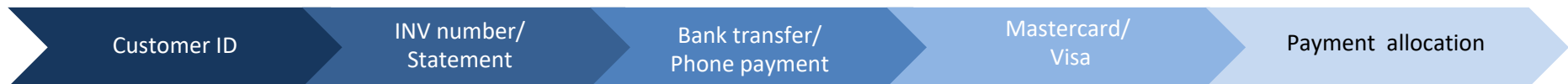
Phone: 61 02 9467 0400
Fax: 6 02 9467 0467
Email: accountsau@somnomed.com

Phone: 61 02 9467 0400
Fax: 61 02 9467 0467
Website: www.somnomed.com
Email: accountsau@somnomed.com

IMPORTANT: Please ensure you quote the invoice number with your payment or when paying multiple invoices include your customer number and send your remittance advice to accountsau@somnomed.com

BANK TRANSFER & PHONE PAYMENT

You can still pay by Bank Transfer and over the phone as usual. Please follow the instructions on your invoice to ensure you include the right reference number to complete the payment. When accounts have reconciled the payments, you will see this as Paid in the system which should reflect your end of month statements.





HELP & ASSISTANCE

DD Demo Dentist

Som ACCOUNT

Dashboard

Patient Management

Order Management

Products

Help Centre



Som ACCOUNT
New **Save** Functionality

SomAccount now lets you save partially completed patient orders. You or your administrator can complete and submit them later at your convenience.

SomnoMed

Welcome, Demo Dentist

Customer ID: C515533:1

Search Patients

+ Create Order

+ New Patient

0 Paid Orders

0 Unpaid Orders

0 New Transfers

Contact Us



Press

Contact Number:
(02) 9467 0400

Business Hours:
9am – 5pm AEST

1 SomCentre & Courier Bookings

2 Customer Service / Lab Support

3 General Enquiry

Frequently Asked Questions

Terms & Conditions

Have an Online Enquiry?

Billing Enquiry

Email Address

Message

+ Submit Enquiry

HELP & ASSISTANCE

If you require any additional help or urgent assistance, please reach out to us in the Help Centre or call us 61 02 9467 0400

E: contactaus@somnomed.com P: (02) 9467 0400 Lvl 3 20 Clarke Street, Crows Nest 2065, Sydney, Australia