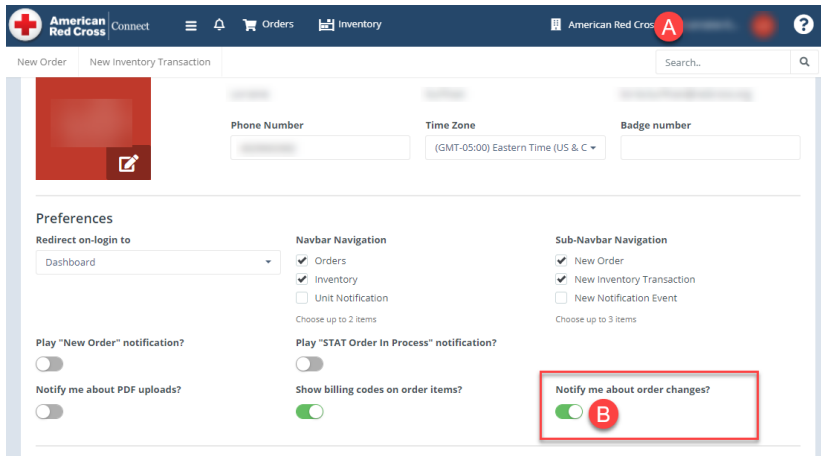
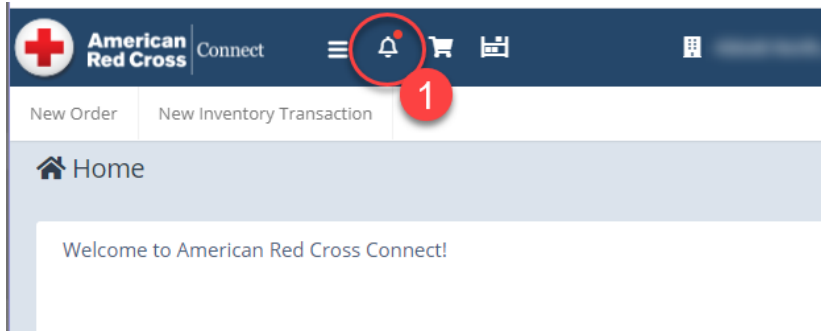




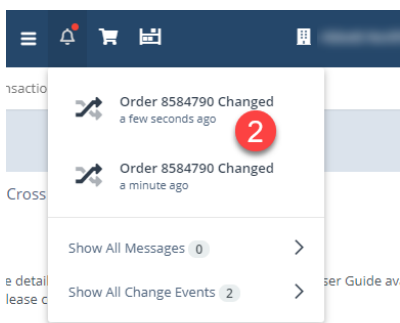
When a change is made to an order, the Red Cross desires the hospital to know immediately of that change, as customers have communicated this is important. To support this notification, we have enabled a new feature in Connect to provide the details of the change immediately while maintaining easy access to review the change at a future date. All users at a hospital will see a notification icon on the home page of Connect. Users can also opt to receive an email from support@bloodhub.com with details related to the change. Control of the email notification is managed on the user profile in Connect.



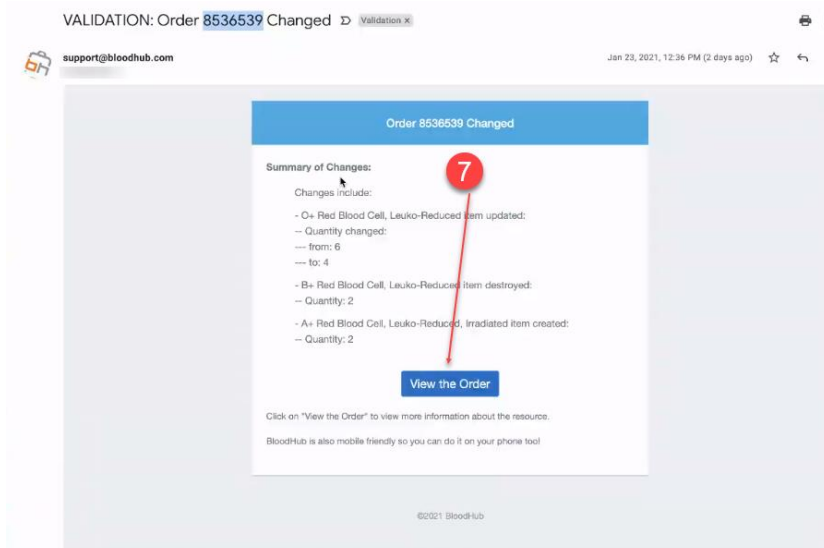
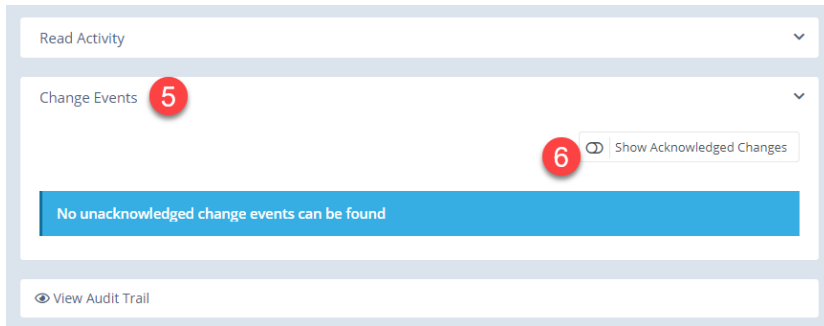
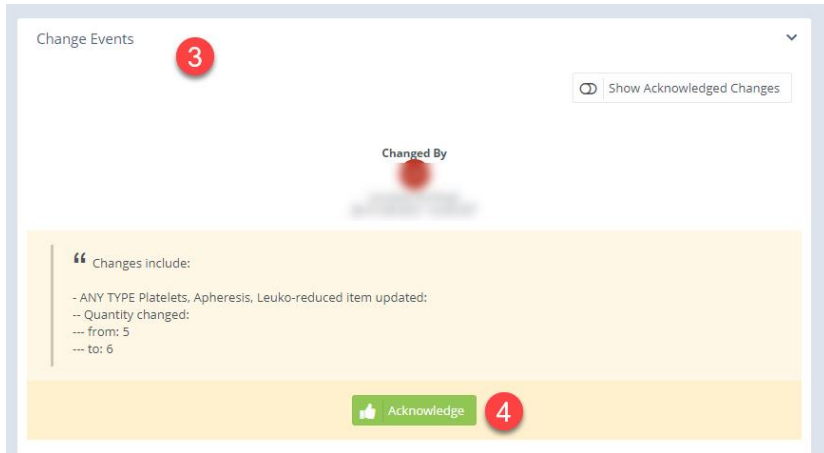
- A. To change the notification feature on a profile, select the username to open the profile settings from the Connect home page. Admins can select this option when creating a new user profile if notifications are desired.
- B. Use the toggle button to turn on (green) or off (gray).



- 1. When an order has changed, a notification bubble will appear on the Connect homepage.
- 2. When you select the notification, you will see what order(s) have been modified and you can use the hyperlink to access the order change details.



For Assistance Contact: ConnectHelp@RedCross.org



3. When the hyperlink is selected, the order change details is displayed.

4. After reviewing the changes, select Acknowledge and the notification will be turned off for all other users at your hospital. This will prevent a backlog of potential notifications should a user not be in Connect that day.

Note: If you believe that other users would want/expect to see the notification of a change, do not acknowledge until they have a chance to review.

5. At any time, you can access the change information on an order near the bottom of the screen in the Change Events section of the order.

6. If no changes are shown because they have been acknowledged, you can open a view of all previously acknowledged changes.

7. When a change it made, users who have subscribed to email notification will receive an email notice detailing the changes with a hyperlink to the order. This is additional to the icon on the Connect homepage.

Note: Please do not reply to the email with questions or acknowledgement. This is an unmanned email account. If you have any questions related to a change notice, please contact Red Cross Customer Service for assistance.



Each line item on the order that is changed will have a change order reason. Red Cross will use this data to support reporting metrics in our Customer Business Reviews. Following is a detailed view of how a reason is chosen and how this information will affect any reporting. If you have additional questions please contact your Account Manager.

| Order Change Reason | Explanation of Use | Reported in Fill Rate Report? |
|---|--|--|
| Customer Request to Change Order (decrease) | When a request to decrease quantity of an item on an order at the customer's request | No |
| Customer Request to Change Order (increase) | When a request to increase quantity of an item on an order at the customer's request | Yes, this will increase the total ordered qty |
| Product Substitution | When ARC requests that a product that is medically acceptable be shipped in place of the original ordered product | Yes, this will be reflected in the primary fill rate as not filled per order. The substituted product will be accounted for in total shipped value |
| Reduce Qty due to Inventory Restrictions | At times due to low inventory or no inventory ARC must reduce the quantity of an order | Yes, the fill rate will reflect this as an unfilled order |
| Split Order | If it is necessary for ARC to split an order to ship part now and part later, or ship part from one Distribution site and the rest from another | Yes, Fill Rate will be calculated on the total amount ordered and shipped |
| Update BECS ID | The ARC BECS is the system used to fulfill product orders and carries a unique order number tied to the Connect Order. If an order was placed in the BECS and needed to be cancelled or changed for any reason the BECS order number must be updated in Connect to support the Verification step | Yes, Fill Rate will be calculated on the total amount ordered and shipped |
| Wrong Product Shipped | If an order was shipped with the wrong product and a change was required after the fact to reflect this, there will be a note that an error was made | Yes, wrong product will be shown as not filled from the initial product ordered |