

When a change is made to an order, the Red Cross desires to 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 <a href="mailto:support@bloodhub.com">support@bloodhub.com</a> with details related to the change. Control of the email notification is managed on the user profile in Connect.





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- 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).
- 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

Show All Change Events 2

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- **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.

- 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.

## For Assistance Contact: ConnectHelp@RedCross.org

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

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