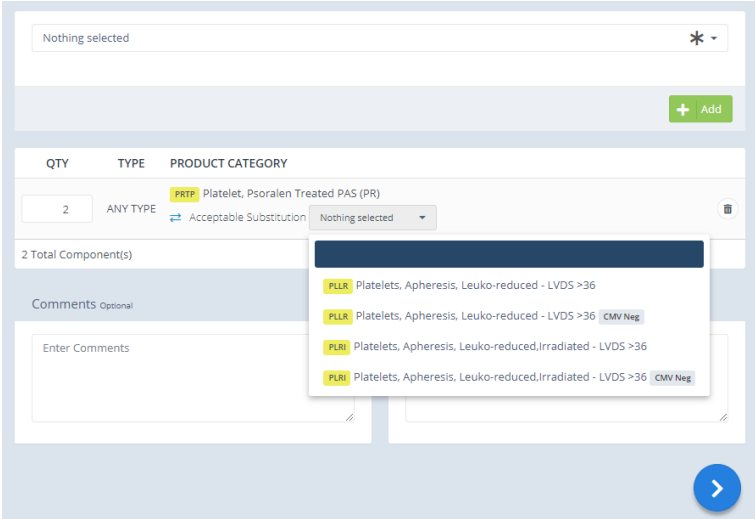| Function	Changes
Substitute Products – *Coming late May, not with the 9.1 release*	The Red Cross will transition to supplying pathogen reduced (PR) and LVDS 36-hour PAS platelets beginning June 1, 2021. The Red Cross will always endeavor to fill your order with your preferred product. However, there may be times when we must substitute a platelet product. The Red Cross will not backorder any platelets. Connect is being enhanced late May to provide additional support for this change. To ensure your platelet stock and transfusion needs are met, for all platelet orders you will be asked to provide a preferred substitution product should your first preference not be available. In the unlikely event that your 1st or 2nd choice are not available you will be contacted by a member of our Customer Service team. Beginning late May you will see a change to your platelet order screen asking for your substitution choice. Please note, CMV seronegative is not available for pathogen reduced platelets. Pathogen reduction of platelets meets the AABB Standard for qualification as CMV negative.

Similar Orders View	Connect offers a view to users of all orders that are open (not yet delivered) with similar products. The refinement of the view builds with each step of the order creation process until the visible orders match the products added to the new order. This new functionality is intended to help users prevent duplicating an order that is already been submitted.
Patient Sample Shipping	Red Cross has updated sample preparation and shipping guidelines for patient samples sent to the Red Cross testing laboratories. Details of the sample preparation and sample shipping can be found in the Hospital Partner Resource Guide (HPRG). The testing laboratory can provide you with any needed assistance. This update aligns with the Department of Transportation requirements for the shipment of biological specimens. *Sample Preparation and Shipment Conditions* *FOR ALL SAMPLES PLEASE PRINT THE REQUEST AND INCLUDE A PAPER COPY OF SERVICE REQUEST WITH THE SAMPLE SHIPMENT. SHIP PATIENT SPECIMENS ACCORDING TO DEPARTMENT OF TRANSPORTATION REGULATIONS FOR BIOLOGICAL SPECIMENS. Specifically, the Federal Department of Transportation has requirements when packaging biological specimens for testing that will be transported in a vehicle. The inner packaging must be leakproof, and the outer packaging must contain sufficient absorbent material to absorb the entire contents of the inner packaging. In addition, the outer container must be constructed of a rigid material resistant to punctures and securely closed to prevent leaks or punctures. OSHA also requires a biohazard label on the outside of the packaging*
Inventory Snapshot	The daily inventory snapshot on the Connect home page is being enhanced to show a 5 day view of projected inventory for platelets.

Some Connect Functionality that you may not be aware of or may not have adopted. The Red Cross asks that you review these and adopt them immediately if not already in practice. Contact your Account Manager if you have any questions.

Transfer of Blood Products	Transfer of Blood Products in Connect is an Inventory Transaction. Red Cross assists customers with the accounting related to the transfer of blood products when performed in Connect. Transfers must be performed on the account originally used for ordering the blood products and with the original product code. If you have multiple accounts, ensure that you are performing the Inventory Transaction on your Blood Products account.

	If you have been instructed to Return a product to the Red Cross, this should be performed as a Return Inventory Transaction. There is no application for transfer of product from your site to the Red Cross. Credit will not be provided for this. For additional information, please refer to Section 6e of the Connect User Guide, or Videos 9 and 12 on the Connect homepage.
Product Quality Issues - Return Blood Products to Red Cross	Return of products to the Red Cross for Quality reasons must begin with a Discard Transaction for a quality reason. If the product should be returned to the Red Cross, you will receive instructions in the Discard transaction. For additional information please refer to the Section 6d of the Connect User Guide or Videos 7 and 7a on the Connect homepage.
Customer Pickup of Blood Products	When placing an order in Connect that you will provide transportation for, it is very important that you utilize the Will Call toggle button. Use of this toggle prevents our automated transportation system from assigning a Red Cross courier to your order. We want to always provide transportation based on your instruction.