

## Creating a Special Order – Tip sheet

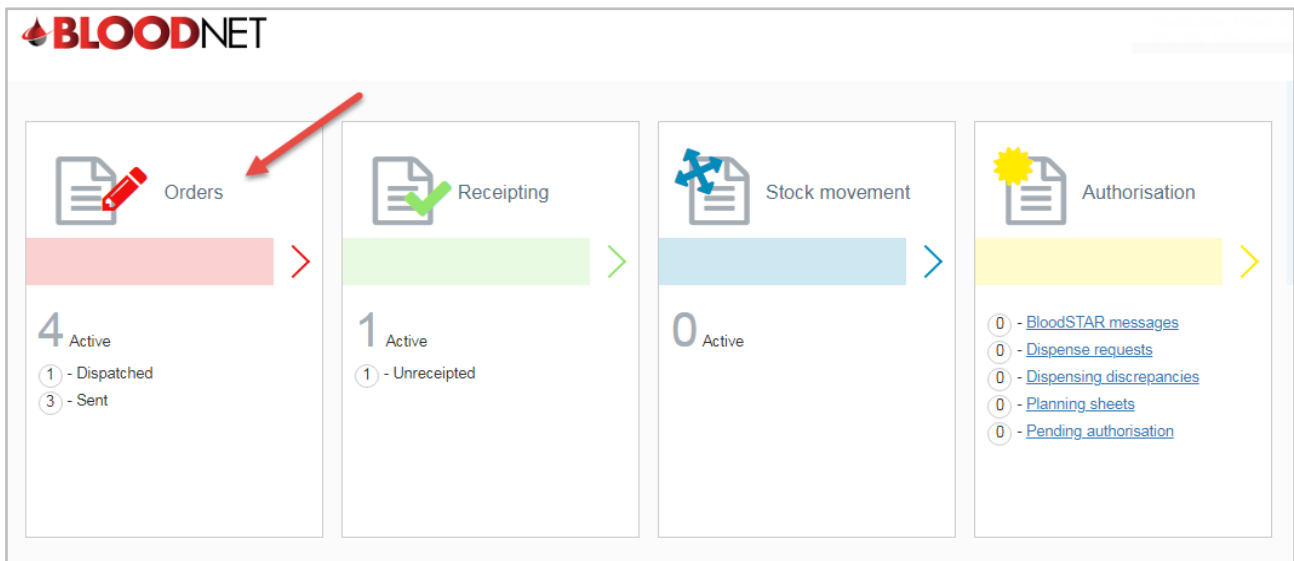
Special Orders are placed when a fresh product is required to have specific modifier(s), antigen requirements or if there is a need for it to be provided to you from Australian Red Cross Lifeblood for a specific patient.

Perform the following procedure to Create a Special Order in BloodNet:

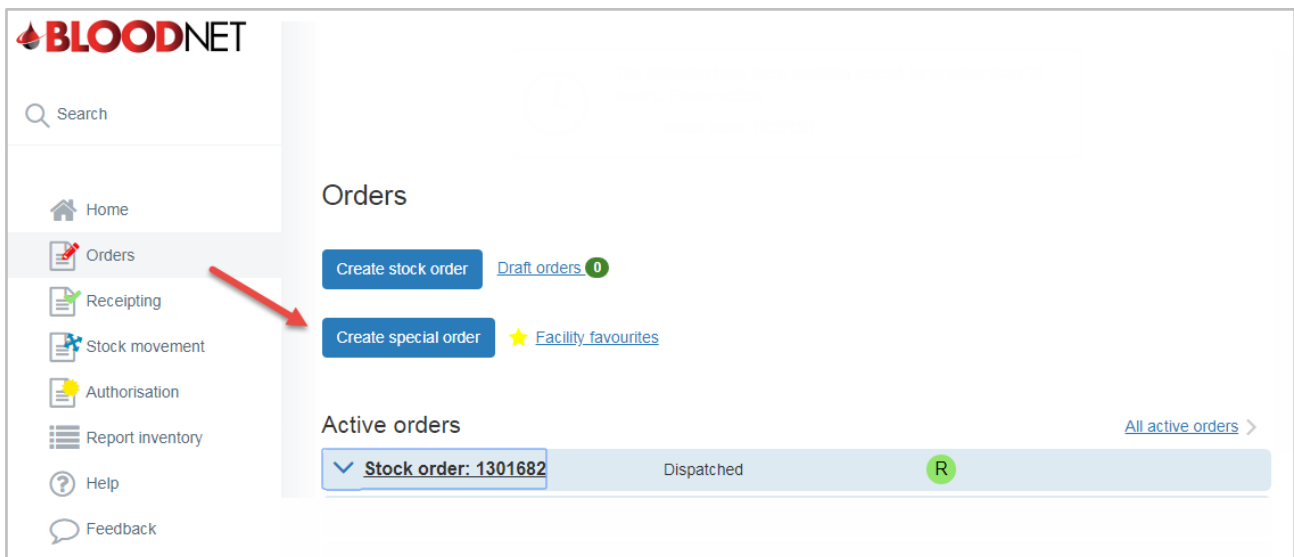


**Please note:** Patient information is not a mandatory requirement and should only be included if absolutely necessary for the order.

1. Click on the 'Orders' tile located on the left of the home page.

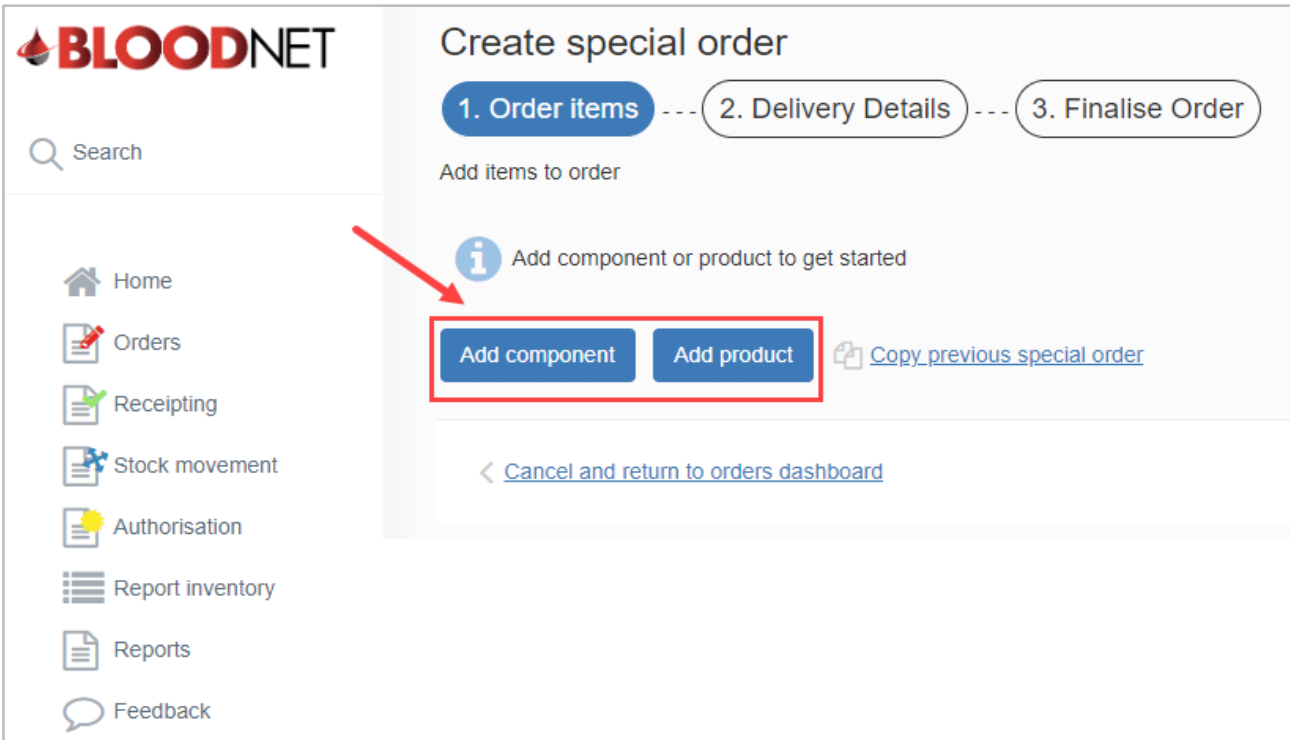


2. Click the 'Create Special Order' button.

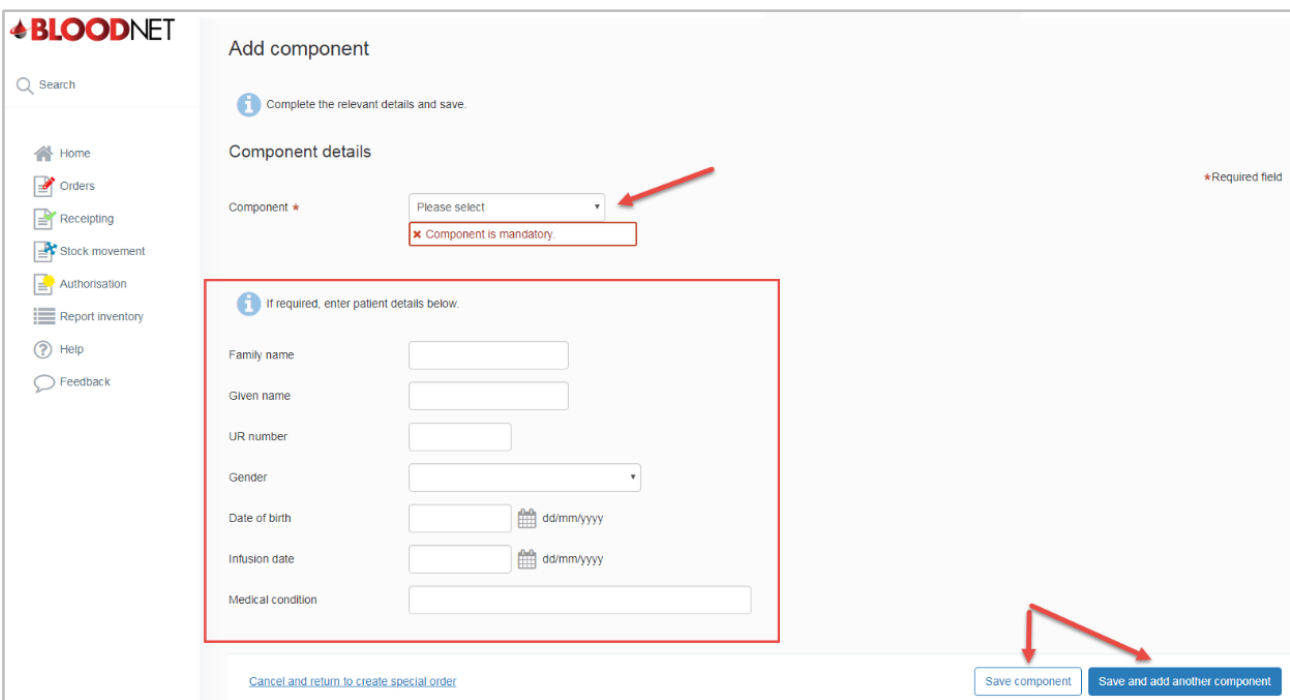


3. Add the required items by clicking **'Add Component'** or **'Add product'**.

 **Please note:** Fresh products are located in **'Add component'** and manufactured products are located in **'Add Product'**.



4. Once the component/product is selected, fill in all the required information and click either **'Save Component/Product'** or **'Save or add another component/product'** if more items are required.



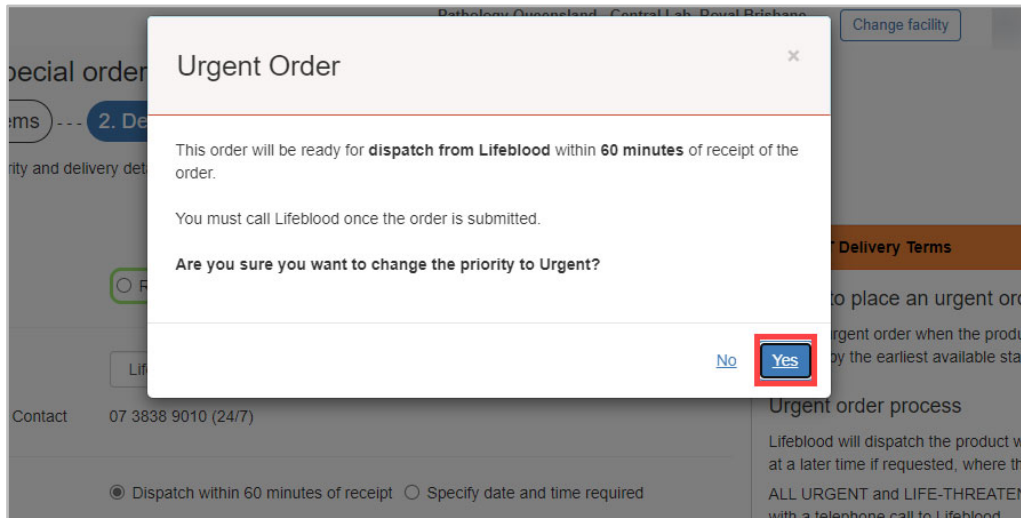
5. Review the order items and 'Edit' or 'Delete' as required and then click 'Next: delivery details'.

6. Enter the order **Priority**, **Delivery** details and add any relevant order/delivery comments. Click the 'Finalise Order' button.

**Please note:** When confirming the Delivery details for the Order, you can **Specify date and time required**.

**Please note:** If you wish to edit the order, click on 'Back to order items' hyperlink and amend the order as necessary.

- When placing an **Urgent** or **Life-Threatening** order, a pop out will appear. Click the 'Yes' button to confirm you would like to change the priority to Urgent.



- Click the 'Send order' button to send the order to the Australian Red Cross LifeBlood Distribution site.

**Item(s) without patient details**

Item	Code	Component	Blood group	Modifiers	Antigens	Item Price	Required	Line Total
1	E8770V00	Red Cells	O Positive		C negative	\$375.03	5	\$1,875.15
<b>Total</b>							5	\$1,875.15

**Please note:** If your order is **Urgent** or **Life-Threatening**, you **MUST** select the appropriate priority in step 6. Do not write the priority in the comments box. All **Urgent** or **Life-Threatening** orders **MUST** be followed up with a phone call to your local Lifeblood Customer Delivery Centre.

Order 2314466 has been sent. [What do the icons mean](#) Page refresh in 02:09

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### Orders

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**Special order: 2314466** Sent (Awaiting confirmation) R M Urgent

Sent: 16/08/2023 13:08 (AEST)  
Required: Next delivery run  
Distribution site: Lifeblood - Brisbane  
Quantity: 3  
Total price: \$2,346.35

**Call Lifeblood on 07 3838 9010 (24/7)**

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Scan or enter Donation/Lot number  Order number

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The following have been awaiting receipt for greater than 72 hours. Please action

- issue note: 0000016013823
- issue note: 0000016013824
- issue note: 0000016013825

The **Special Order** has been sent to the Australian Red Cross LifeBlood Distribution site successfully.