Creating a Special Order

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 a state-local **Australian Red Cross Lifeblood Customer Service Delivery** site for a specific patient.
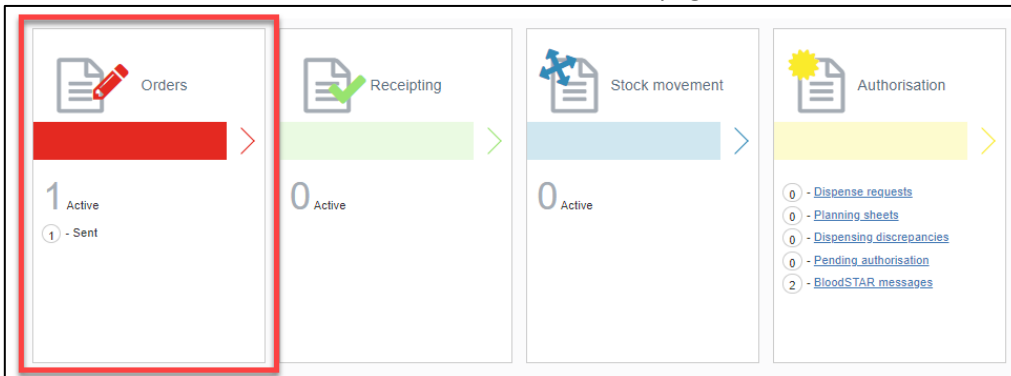
> **Please note:** Patient information is not a mandatory requirement and should only be included if absolutely necessary for the order.
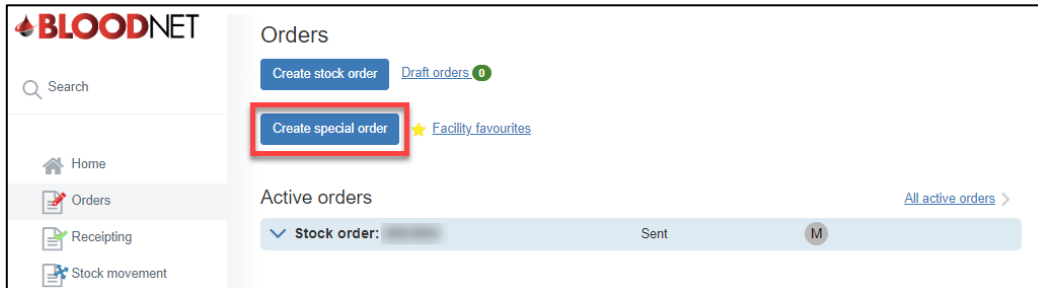
Perform the following procedure to Create a Special Order in BloodNet:

Create a Special Order
1. Select the **Orders** tile located on the left of the home page.
2. Select the **Create special order** button.

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3. Add the required items by selecting **Add component** or **Add product**.

Please note: Fresh products are located in the components tab and manufactured products are located in the products tab.

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

5. Review **1. Order items** and **Edit** or **Delete** as required and then select **Next: delivery detail.**

6. Enter the order **Priority**, **Delivery** details and add any relevant order/delivery comments by selecting the **Add comment** button. Once complete, select 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, select the **Back to order items** hyperlink found in the bottom left corner of the tab and amend the order as necessary.

7. When placing an **Urgent** or **Life Threatening** order, a pop up will appear. Select **Yes** to confirm you would like to change the priority to **Urgent/Life Threatening**.

8. Select the **Send order** button to send the order to the local Lifeblood distribution site.

  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 Service Delivery** site.

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9. Once the order has been sent to Lifeblood, it will remain under the **Active orders** section until all issue notes linked to the order are receipted. Once all components/products have been physically received, the order can be **finalised** in BloodNet.

  The **Special order** has been sent to your local Lifeblood distribution site.