**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 local **Australian Red Cross Lifeblood Customer Service Delivery (CSD)** site for a specific patient.

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| Icon  Description automatically generated | **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:

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| **Create a Special Order** |
| 1. Select the **Orders** tilelocated on the left of the home page.

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| 1. Select the **Create special order** button.

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| 1. Add the required items by selecting **Add component** or **Add product**.

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| Icon  Description automatically generated | **Please note:** Fresh products are located in the components tab and manufactured products are located in the products tab. |

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| 1. 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.

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

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| 1. Enter the order **Priority**, **Delivery** details, and add any relevant order/delivery comments by selecting the **Add comment** button.

When placing a **Special Order** with a **Priority of:**1. **Routine** the system will automatically select the next available date and time for dispatch based on Lifeblood’s distribution run schedule and the time that the order needs to be placed by.

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| Icon  Description automatically generated | **Please note:** You will have the option to select a later dispatch date and time in line with the distribution run schedule or you can **Specify date and time required**. |

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| Icon  Description automatically generated | **Please note:** If you are in a rural/remote area, options for the next routine dispatch will not show and you will need to **Specify required date and time**. |

1. **Urgent** the system will automatically select the Delivery option *Ready for dispatch within 60 minutes of receipt*.

1. **Life Threatening** the system will not provide any Delivery option and will require a phone call to your local Lifeblood CSD.

Once complete, select **Finalise Order.**

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| Icon  Description automatically generated | **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. |
| Icon  Description automatically generated | **Please note:** 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** or **Life Threatening**. |

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| 1. Select the **Send order** button to send the order to the local **Lifeblood CSD** site.

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| Icon  Description automatically generated | **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 CSD** site. |
| Icon  Description automatically generated | **Please note:** When the selected distribution run is no longer available due to missing the cut-off time, a red error message will be displayed at the top of the page. The error message is as follows |

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| 1. 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.

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