



## August 2020 Enhancements to Your Online Ordering System

On August 15, 2020, several enhancements were made to the Customer Portal. Below please find an outline of changes (some of which you may have seen or noticed already):

### Order Display

Impact: 13 new phenotypes will now display and be available for customers to select during order creation. Antigen Negative Confirmed modifier is no longer applicable and selection by customers is not required.

### Product Reception

Impact: The Component Code display was corrected to display the ISBT code on the Product Reception screen. This reduces confusion when performing product reception of divided products.

### Packing Slip

1. The packing slip has been revised to include the External Order # (same as Customer Portal order number).
2. Product specific service fee codes will be associated at the component level to help with reconciliation of invoices, as needed.
3. A table at the bottom of the packing slip will contain the summary of service fee codes associated with the entire order.

External Order #:	<b>1</b> OR20-0000491																									
Suppl	Donation No / Lot No	ABO	Unit	Qty	Collection Date	EXP	Modifiers	SFC																		
<b>Aph RBC ACD-A&gt;AS3/LR&lt;5lg6 1stcon (E4544V00)</b>																										
1001	W041020197273009	A +		1	05/27/2020	07/08/2020	23:59	CMV NEG																		
							<b>2</b> 40M																			
TOTAL DISTRIBUTION													A	A-	A+	AB	AB-	AB+	B	B-	B+	O	O-	O+	QTY	Vol
E4544V00															1										1	335
CUMUL															1										1	335
Service Fee Code	Description												Quantity													
40M	CMV Test-Donor												<b>3</b> 1													
45M	ASAP - Delivery												1													

### Automated Service Fees for CMV

Impact: CMV service fees are now linked to the product DIN.

As Vitalant works to streamline and simplify processes, this enhancement will facilitate easier reconciliation of invoices as the CMV charge will now be linked to the applicable unit. If you request that Vitalant divides a CMV unit, you will see the CMV charge for each unit produced. Below is an example of how this would appear on an invoice:

<u>Date</u>	<u>Shipment Number</u>	<u>Description</u>	<u>Donation/Ref</u>	<u>Qty</u>	<u>Price</u>
19-JUN-20	0000019219988	CMV TEST-DONOR	W041020325231009	1	\$XX.00

There are three main CMV ordering pathways:

1. When a CMV unit is ordered via the Customer Portal, the CMV attribute will be attached to the product ordered to include a CMV designation and all applicable charges will be invoiced.
2. When a pediatric CMV RBC product is ordered with the attribute to attach a quad set of pediatric bags, the unit fee, CMV fee, attach bag fee and sterile connection fee will be applied.
3. When a pediatric CMV divided unit is requested (units that are specifically manufactured for pediatric patients that contain a separate DIN and ISBT product code), the unit fee and CMV fee will be assessed per pediatric division.

Note: You do have the option to order the full unit along with attached bags and divide the product at your facility – this approach would allow your facility to avoid the per unit CMV cost as Vitalant would not perform the unit division and the CMV charge would only be applied to the “mother unit”. However, please note that your facility may need to be registered as a manufacturer with the FDA to divide the unit on your own.

Thank you for your ongoing partnership and collaboration. Please direct feedback and questions regarding the Customer Portal to your local contact so we can continue to assess and make enhancements to the system and your experience.