



Carter BloodCare

We save lives by making transfusion possible.

To: Transfusion Services Managers
From: Hospital Relations Department
Date: August 20, 2015
Re: Computer Upgrade Issues

Regrettably, we have discovered several functionality issues with services originating from the computer upgrade on August 15 -16, 2015.

WWeBB online ordering is currently unavailable for Distribution and Reference & Transfusion orders. Please order via fax or telephone. Additionally, view/reprint of the debit memo is not operational.

All automatic emails that deliver return slips, debit memos, and credit memos stopped as of August 16, 2015. Copies of the return slips and credit memos are still accessible via WWeBB, however, debit memos must be requested from the Reference laboratory as appropriate.

We sincerely apologize for the disruption of service and any inconvenience you may experience. We urge you to please notify us of any issues that you may encounter as we work to correct the identified problems.