



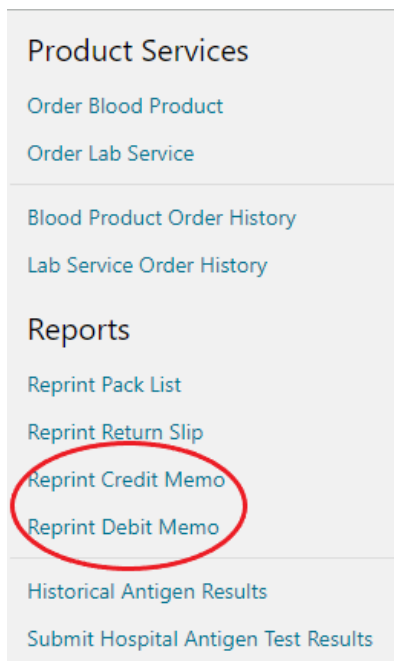
To: Carter BloodCare Customers
From: Hospital Relations Department
Date: May 16, 2023
Re: Credit and Debit Emails Notification Reminder

As a reminder, Carter BloodCare is no longer sending out the automatic emails for returns, debits, and credit memos. These are available through *W*ebb®. If you are having issues gaining access to *W*ebb®, please contact Hospital Relations at hospitalrelations@carterbloodcare.org.

Background

Earlier this year, Carter BloodCare introduced an update to *W*ebb® that allowed for hospital employees to gain access to *W*ebb® through a “self-user management” tool. Historically, adding a new user to *W*ebb® involved contacting Carter BloodCare and having the user manually added to the system. With this new feature available, Carter BloodCare will no longer send out the credit and debit automatic emails. Credit and debit memos are available in *W*ebb® and allow a user to search for these notifications and sort by date. The self-user management function allows for users to gain access to these notifications at the user’s convenience.

- As of Monday, May 1, 2023, Carter BloodCare will no longer send out credit and debit memos by automatic email.
- Credit and debit memos are available in *W*ebb® under “Reports.”



Please contact hospitalrelations@carterbloodcare.org with any questions.