

Hospital Customer Service Customer Credit Request Form User Guide



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About

This guide outlines the process for customers to request appropriate reimbursement for components and delivery charges in the form of a credit from NHS Blood and Transplant (NHSBT).

This process is managed by NHSBT Hospital Customer Service. Any customer queries relating to credit requests should be directed to the local Customer Service Manager or email nhsbtcustomerservice@nhsbt.nhs.uk

Overview

The credit form is available at hospital.blood.co.uk/customer-service/request-for-credit/

All credit requests must be claimed within 3-months of the component expiry date or within 3-months of the date of delivery/collection for transport related claims. If credit requests are submitted outside of these timeframes they will be rejected.

There is no requirement to collate credit requests prior to submission. Individual credit requests should be submitted to NHSBT as and when required.

Only one component or one delivery charge can be claimed for with each credit form submitted. Multiple components or deliveries cannot be added to the same form.

If a credit is being requested due to an issue with a component or delivery, customers should notify NHSBT of the issue as soon as possible so this can be investigated as a complaint. The process for raising a complaint with NHSBT is available at hospital.blood.co.uk/customer-service/complaints-and-compliments/

The local Customer Service Manager will review all credit requests on a monthly basis. Customers will be informed of invalid credit submissions and may be contacted if additional information is required.

NHSBT has the final decision as to whether to issue a credit to the customer.

FRM7835: Request Form – Customer Credits

The form is available at hospital.blood.co.uk/customer-service/request-for-credit/

The credit request form is in Microsoft Excel format and has the following four tabs:

- General Guidance
- Form Field Guidance
- Product Request Form
- Transport Request Form

General Guidance

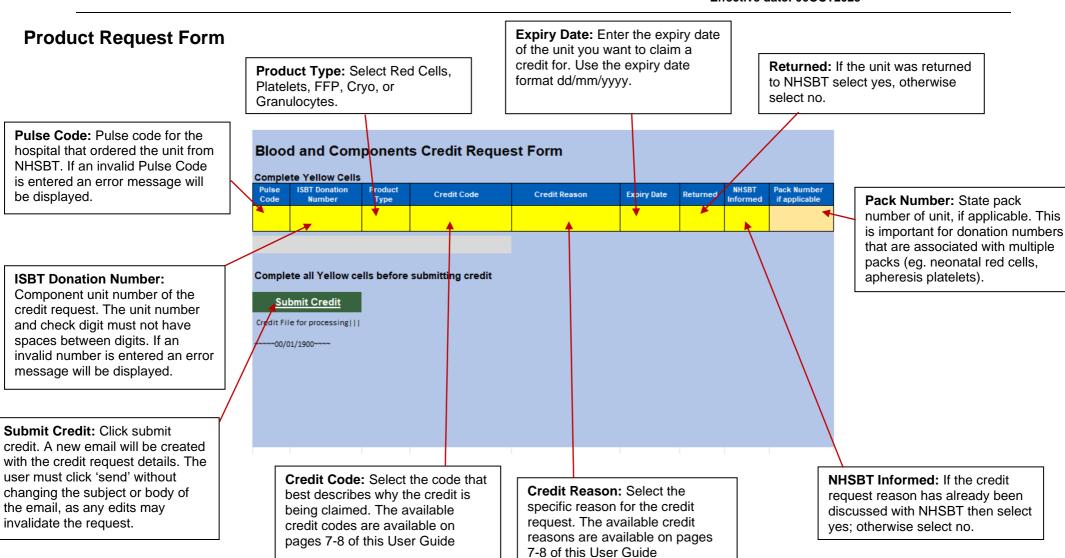
The general guidance tab contains the below information:

- 1. Only one component or one delivery charge can be claimed for with each credit form submission (for example, a credit request for 3 different components will require 3 credit request forms to be submitted).
- 2. There is no requirement to collate credit requests prior to submitting a form. Individual credit requests can be submitted when required.
- 3. The donation number and expiry date must be entered manually by typing these into the credit form. Users should not scan component barcodes directly into the credit form.
- 4. When a user clicks the 'submit credit' button on the form, a new email will be created which will contain the specific credit request details. The user should click the 'send button' on the email. No fields in the body of the email or subject line should be amended. Any amendments may result invalid credit requests. Any users experiencing difficulties in submitting credit forms should email: nhsbtcustomerservice@nhsbt.nhs.uk
- 5. The user will need to clear all fields (except Pulse code) on the form between each credit submission.
- 6. Copying and pasting information into the form is not advised as this may prevent the appropriate validation being performed.
- 7. If any credit requests are not valid or further information is required an NHSBT Customer Service Manager will contact you.
- 8. Component credit requests must be submitted within 90 days of the unit expiry date. Transport related credit requests must be submitted within 90 days of the delivery date. Any credit requests received beyond 90 days will automatically be rejected.
- 9. Any users experiencing difficulties completing or submitting the form should contact NHSBT Hospital Customer Services by emailing: nhsbtcustomerservice@nhsbt.nhs.uk

Form Field Guidance

The form should be completed by manually typing information into the form fields. Barcodes should not be scanned directly into the form.





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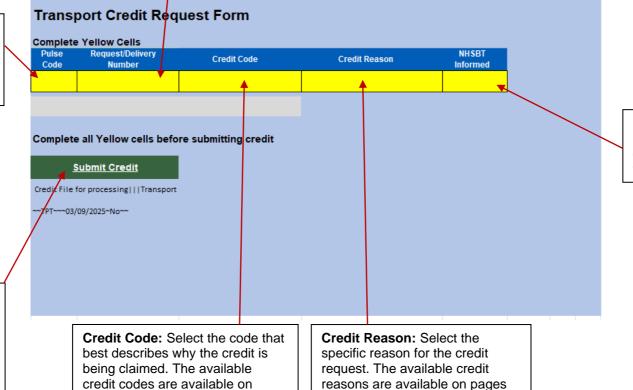


Transport Request Form

Pulse Code: Pulse code for the hospital that ordered the unit from NHSBT. If an invalid Pulse Code is entered an error message will be displayed.

Submit Credit: Click submit credit. A new email will be created with the credit request details. The user must click 'send' without changing the subject or body of the email, as any edits may invalidate the request.

Request/Delivery Number: Enter the order number for the delivery charge credit request



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NHSBT Informed: If the credit request reason has already been discussed with NHSBT then select yes; otherwise select no.

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Credit Codes and Reasons

The available credit codes, associated descriptions and reasons are listed the below. The relevant code and reason can be selected from the drop-down lists on the form.

Product Type	Credit Code	Description	Credit Reason
RBC	CMV	Premium for CMV	Adval: CMV/IRR
	DAR	Damaged RBC	Hole/Tear in Bag Port Problem Damaged/Contaminated in Transit Haemolysed Clotted Discoloured/Lipaemic/White Flakes Labelling/Barcode Error Other
	DAT	Positive DAT (Direct Agglutination Test)	DAT Positive
	IRR	Premium for Irradiated	Adval: CMV/IRR
	PAC	Packaging Error	Cold Chain / Wrong PCMs Used Other
	REC	Recalled Product	Recall
	UAB	Unused Group AB (UAB) Red Cell	UAB
	WRC	Premium for Washed Red Cell (WRC)	WRC
	SEU	Short Expiry	Short Expiry
	CMV	Premium for CMV	Adval: CMV/HLA/HPA/IRR
Platelet	DAP	Damaged Platelet	Hole/Tear in Bag Port Problem Red Cell Contamination Discoloured/Lipaemic/Turbid Aggregates/White Flakes Labelling/Barcode Error Other
	HLA	Premium for HLA	Adval: CMV/HLA/HPA/IRR
	HPA	Premium for HPA	Adval: CMV/HLA/HPA/IRR
	IRR	Premium for Irradiated	Adval: CMV/HLA/HPA/IRR
	PAC	Packaging Error	Cold Chain / Wrong PCMs Used Other
	REC	Recalled Product	Recall
	SEU	Short Expiry	Short Expiry



Product Type	Credit Code	Description	Credit Reason	
FFP	DAF	Damaged FFP	Spilt on Thaw/Hole in Pack Port Problem Discoloured/Lipaemic Aggregates/White Flakes Labelling/Barcode Error Other	
	PAC	Packaging Error	Cold Chain Error Other	
	REC	Recalled Product	Recall	
Cryo	DAC	Damaged Cryo	Spilt on Thaw/Hole in Pack Port Problem Discoloured/Lipaemic Lumpy/White Flakes Labelling/Barcode Error Other	
	PAC	Packaging Error	Cold Chain Error Other	
	REC	Recalled Product	Recall	
	CMV	Premium for CMV	Adval: CMV	
Granulocytes	PAC	Packaging Error	Cold Chain / Wrong PCMs Used Other	
	REC	Recalled Product	Recall	
	DAG	Damaged Granulocyte	Pack Defect Visual Abnormality Labelling/Barcode Error Damaged/Contaminated in Transit Other	
	DAT	Positive DAT	DAT Positive	
	SEU	Short Expiry	Short Expiry	
Transport	ADH	Ad-Hoc Delivery	Order Arrived on a Routine Run	
	COL	Collect Charge	Order Co-Loaded with an Ad-hoc Routine Delivery Requested	
	EMG	Emergency Delivery	Other	

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Credit Submission

When the relevant form fields have been completed, the user should click on the submit credit button on the form. A new email should be generated that is addressed to the NHSBT Blood Credits email address bloodcredits@nhsbt.nhs.uk

Important: In the new email the subject line and body of the email will contain the specific credit request details. This information must not be edited or changed. Any edits to this information will likely result in an invalid credit submission.

On submission of the credit, the user will receive an automated email response to confirm the request has been received.

If the default email is not Microsoft Outlook, this may cause difficulties in submitting the credit. In these cases please email nhsbtcustomerservice@nhsbt.nhs.uk for assistance.