

# **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](mailto:nhsbtcustomerservice@nhsbt.nhs.uk)

## Overview

The credit form is available at [hospital.blood.co.uk/customer-service/request-for-credit/](https://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/](https://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/](https://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 in invalid credit requests. Any users experiencing difficulties in submitting credit forms should email: [nhsbtcustomerservice@nhsbt.nhs.uk](mailto: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](mailto: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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## Product Request Form

**Product Type:** Select Red Cells, Platelets, FFP, Cryo, or Granulocytes.

**Expiry Date:** Enter the expiry date of the unit you want to claim a credit for. Use the expiry date format dd/mm/yyyy.

**Returned:** If the unit was returned to NHSBT select yes, otherwise select no.

**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.

### Blood and Components Credit Request Form

#### Complete Yellow Cells

Pulse Code	ISBT Donation Number	Product Type	Credit Code	Credit Reason	Expiry Date	Returned	NHSBT Informed	Pack Number if applicable

**Pack Number:** State pack number of unit, if applicable. This is important for donation numbers that are associated with multiple packs (eg. neonatal red cells, apheresis platelets).

#### ISBT Donation Number:

Component unit number of the credit request. The unit number and check digit must not have spaces between digits. If an invalid number is entered an error message will be displayed.

Complete all Yellow cells before submitting credit

**Submit Credit**

Credit File for processing|||

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#### 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.

**Credit Code:** Select the code that best describes why the credit is being claimed. The available credit codes are available on pages 7-8 of this User Guide

**Credit Reason:** Select the specific reason for the credit request. The available credit reasons are available on pages 7-8 of this User Guide

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

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## Transport Request Form

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

**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.

### Transport Credit Request Form

Complete Yellow Cells

| Pulse Code | Request/Delivery Number | Credit Code | Credit Reason | NHSBT Informed |
|------------|-------------------------|-------------|---------------|----------------|
|            |                         |             |               |                |

Complete all Yellow cells before submitting credit

[Submit Credit](#)

Credit File for processing ||| Transport

~~PT~~03/09/2025~No~~

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

**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.

**Credit Code:** Select the code that best describes why the credit is being claimed. The available credit codes are available on pages 7-8 of this User Guide

**Credit Reason:** Select the specific reason for the credit request. The available credit reasons are available on pages 7-8 of this User Guide

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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<br>Port Problem<br>Damaged/Contaminated in Transit<br>Haemolysed<br>Clotted<br>Discoloured/Lipaemic/White Flakes<br>Labelling/Barcode Error<br>Other |
|              | DAT         | Positive DAT (Direct Agglutination Test) | DAT Positive                                                                                                                                                          |
|              | IRR         | Premium for Irradiated                   | Adval: CMV/IRR                                                                                                                                                        |
|              | PAC         | Packaging Error                          | Cold Chain / Wrong PCMs Used<br>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                                                                                                                                                          |
| Platelet     | CMV         | Premium for CMV                          | Adval: CMV/HLA/HPA/IRR                                                                                                                                                |
|              | DAP         | Damaged Platelet                         | Hole/Tear in Bag<br>Port Problem<br>Red Cell Contamination<br>Discoloured/Lipaemic/Turbid<br>Aggregates/White Flakes<br>Labelling/Barcode Error<br>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<br>Other                                                                                                                                 |
|              | REC         | Recalled Product                         | Recall                                                                                                                                                                |
|              | SEU         | Short Expiry                             | Short Expiry                                                                                                                                                          |

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



## 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](mailto: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](mailto:nhsbtcustomerservice@nhsbt.nhs.uk) for assistance.