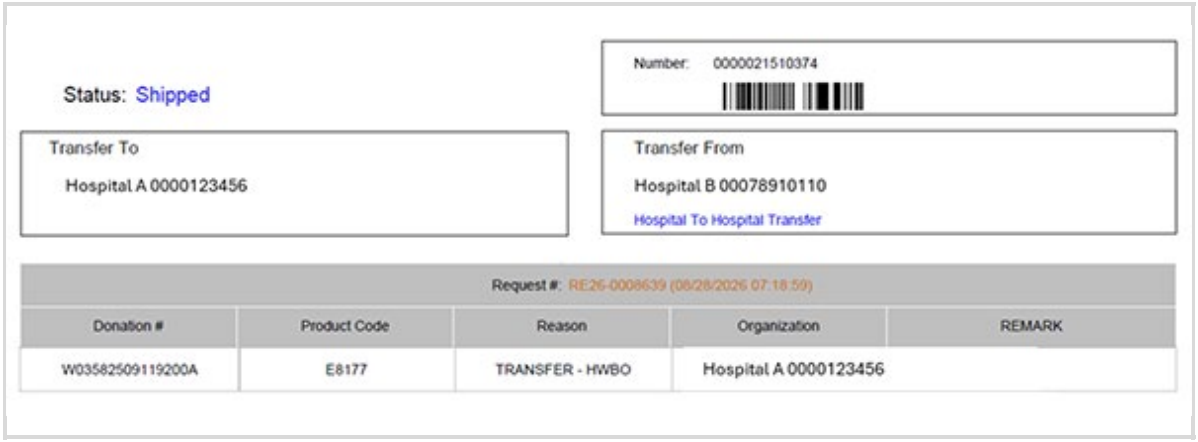
Oct. 5, 2026

Dear Valued Partner,

We’re excited to introduce our new customer portal enhancements, designed to make your ordering experience quicker and easier.

Highlights include:

- Hospital to hospital transfer report now includes scannable barcode and total components quantity, reducing the time needed to receive and process transfer orders.



Status: Shipped

Number: 0000021510374

Transfer To

Hospital A 0000123456

Transfer From

Hospital B 00078910110

Hospital To Hospital Transfer

Request #: RE26-0008639 (08/28/2026 07:18:59)

Donation #	Product Code	Reason	Organization	REMARK
W0358250911920OA	E8177	TRANSFER - HWBO	Hospital A 0000123456	

Note: Hospital facility names and codes have been modified in the screenshot and are not real ones

- You can cancel test orders in “received” status if the Vitalant lab hasn’t started processing them.

- More security: An advanced version of the Google reCAPTCHA security tool monitors user behavior without interrupting the user experience.

Please cascade this communication to all staff at your organization who use the customer portal.

These enhancements are part of Vitalant's ongoing commitment to improve customer service and become the blood partner of choice. They were developed in response to customer feedback. We value your insights and welcome your input as we expand these resources.

If you have questions, please contact your local center for assistance.