

Reagents Laboratory frequently asked questions (FAQ)

Question 1: I am a new customer and want to order blood grouping reagents, what is the process to follow to place an order?

Contact the SANBS Reagents Laboratory on Support.SLS-ReagentsLaboratory@sanbs.org.za / 031 719 6662/6604/6605/6689.

The Reagents Laboratory team will connect you with the relevant department to create your account. Once the account is created, the account number will be shared with the Reagents Laboratory team.

The customer may place an order via email after the account was created or they may request a quote from the Reagents Laboratory team.

Question 2: How long will I wait for my order to be delivered?

There is a production schedule available for the red cell reagents. This schedule is updated annually and loaded on the SANBS website and can be accessed the SANBS website sanbs.org.za/specialised-services/

Customers have the option to place a standing order or place an ad hock order. The standing orders will be distributed as soon as the latest batch passes the Quality Control testing. The ad hock orders have a 7-day turnaround time. We use an overnight courier service to ensure that the cold chain is maintained.

Question 3: What is the expiry date of the red cell reagents?

Test cells: (A₁, A₂, B, OR₁R₂, Or, Sensitised, Screen 1 and Screen 2 cells)- Prepared every 4-5 weeks. Have a 46-day expiry.

Panel cells: (Antibody identification red cell panel)- Prepared every 2 weeks. Have a 21-day expiry.

Question 4: How to report any issues with your reagent order?

Kindly liaise with the Reagents Laboratory directly to report any issues with your reagent order.

Support.SLS-ReagentsLaboratory@sanbs.org.za or by telephone on 031 719 6662/6604/6605/6689.

Report incomplete/incorrect deliveries or leaking vials as soon as your order was received. The incomplete/incorrect reagents supplied will be sent asap.

Question 5: What should I do if I receive my reagents out of temperature?

The Reagents Laboratory sent the reagents orders via courier, using the overnight service. The transport temperature for our reagents are 1-10°C, if you receive your reagents outside of this range, kindly discard the reagents and inform the Reagents laboratory. Your order will be replaced asap.

Question 6: I want to report a complaint/compliment, who should I contact?

If you as our customer have a complaint or want to compliment the Reagents Laboratory team, you are welcome to contact the Laboratory directly or the Supervisor on 031 719 6689 or the IMH Manager on 011 761 9210.

Question 7: When do I pay for the reagents received?

An invoice will accompany the reagents order and the SANBS Finance team will send a statement at the end of the month for payment. Please submit the invoice to your Finance Department for payment.