

Job Aid

How to View and Receive Requisitions

Overview

Objective: To provide a detailed, step-by-step guide on how to view and receive requisitions in Panorama Guided Workflow (PGW).

Pre-Requisite: Access to the PGW system with appropriate permissions.

Audience: All PGW users with the following permissions: Guided Flow – All (Edit & View), Guided Flow – All (View Only), or Guided Flow – Inventory (Edit & View).

Note: Users with Guided Flow – All (View Only) access will only be able to view requisitions.

Note: Organizations will receive and process requisitions for **both COVID-19 and non-COVID-19 vaccines**. All requisitions should be marked as Received in PGW; however, **providers should only record the administration of COVID-19 vaccine doses in PGW**.

Best Practice: Users should only be using the previous and next buttons within PGW, and not the browser's buttons (i.e., forward, back and refresh).

Workaround: Dropdown field values may not appear in alphabetical order. Enter the first few characters of the desired value to display matching suggestions.

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Summary of Changes Since Last Version

Please see below for a summary of recent document changes:

Date	Reference	Description of Changes
09-02-2026	Overview – Page 1	Added new workaround for dropdown field values

Date	Reference	Description of Changes
09-02-2026	Key PGW Terminology – Page 2	Moved Key PGW Terminology table to the beginning of the document
09-02-2026	View a Requisition – Page 4	Added a new workaround for Ship To address
09-02-2026	Receive a Requisition – Page 5	Added a new note to ignore the error message that is displayed when receiving non-COVID-19 vaccine requisitions

Inventory | Key PGW Terminology

Term	Definition
Cold Chain Quarantine	This indicates whether items will be received into an HPL type that is “Cold Chain Quarantine” when a temperature excursion (cold chain break) occurs.
Holding Point (HP)	Any facility that stores inventory. A facility is assigned a Holding Point Code which is a unique identifier assigned by the PHU.
Holding Point Location (HPL)	Holding Point Locations (HPLs) represent physical locations (e.g., refrigerated lockers, freezers, shelves) within a Holding Point (HP) where inventory is managed and tracked.
Immunization Agent	The Immunizing Agent drop-down list in PGW contains all vaccines (agents) that are currently licensed for use in Canada. PGW users should only select COVID-19.
Organization	This is the name of the organization that the PGW user belongs to.
Requisition	A formal order for products.
Requisition ID	PGW system-generated number that uniquely identifies each requisition.

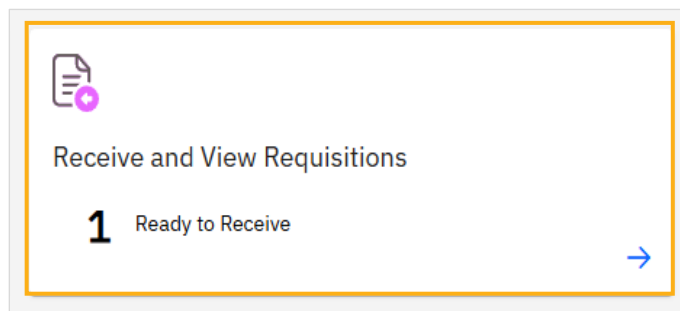
View a Requisition

This flow provides users the ability to search and receive shipments from their vaccine supply source. From the dashboard, you can easily view the number of requisitions that are “Ready to Receive”.

Follow these steps to view delivered requisitions once the physical vaccine has been received:

1. Click the **Receive and View Requisitions** tile to begin viewing a requisition.

Best Practice: The Receive and View Requisitions tile should be used to review the physical inventory every time you physically receive a shipment from your vaccine supply source.



2. Scroll down to see a list of all requisitions that are ready to be received in the Search Results.
3. Select the radio button beside the Requisition ID you would like to view.
4. Click **View** to display the details of the selected requisition.

Immunizing Agent
Select an option

Trade Name
Select an option

Product Lot
Select an option

Product Alternate ID
Select an option

Clear
Search

Search Results (1 Total Records)

Requisition ID	Ship To Holding Point	Ship From Holding Point	Delivered Date
☒ 21122990	Pharmacy-Rexal #203 - Rymal	McKesson Canada Corporation	2026 Jan 09

Page 1

View
Receive

5. Review the details of the shipment to ensure all information is accurate.

- Immunizing agents
- Trade names
- Lot numbers
- Expiry dates
- Delivered Qty (Doses)

Best Practice: A physical inventory count of the doses received should be completed to ensure that the doses received match the details of the requisition within PGW.

6. Click **Previous** to go back to the results page.

Receive Requisition

Guided workflow

Organization

Rexall - Store 203 - 305406

Requisition ID

21122990

Ship To Holding Point

Pharmacy-Rexal #203 - Rymal

Requestor Requisition Date

2026 Jan 09

Ship To Address

505 Rymal Road, Hamilton, Ontario, L8W 3X1, Canada

Requestor Contact Name

Ovxscab Favy

Requestor Telephone Number

905-118-5040

Dashboard / Receive & View Requisitions / View Shipment

View Shipment

Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	Received Qty (Doses)	Discrepancy Comment	Holding Point Location	Cold Chain Quarantine
COVID-19 mRNA	COVID-19 COMIR NATY 12yrs+ BioNTech	LN0605	2027 Dec 31	600	0			-
COVID-19 mRNA	COVID-19 SPIKEV AX Moderna	3053318	2027 Dec 31	500	0			-

Previous

Workaround: The **Ship To** address on the left panel may be displayed in a shortened format. Carefully review and validate the selected address based on the information displayed in the field.

Note: The expiry date displayed in Panorama is the manufacturer's labelled expiry date for frozen product. For thawed vaccine, refer to the Beyond Use Date (BUD) as indicated by your jurisdiction's guidelines, as this date is typically earlier than the labelled expiry date.

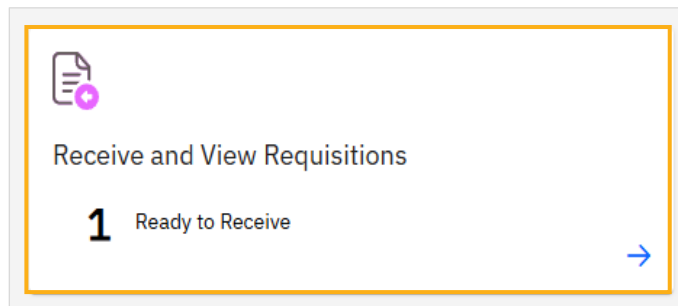
Receive a Requisition

Follow these steps to review and receive delivered requisitions:

If there is a discrepancy between the requisition in the system and the actual vaccine shipment received, the requisition should not be accepted. Instead, promptly contact your vaccine supply source to address and resolve the issue.

Note: Ensure the vaccines are placed in fridge and kept separate from the existing inventory.

1. Click the **Receive and View Requisitions** tile to begin receiving a requisition.



2. Scroll down to see a list of all requisitions that are ready to be received and select the desired requisition from the list.
3. Select the radio button beside the Requisition ID you would like to receive and click **Receive** when ready to proceed.

Immunizing Agent
Select an option

Trade Name
Select an option

Product Lot
Select an option

Product Alternate ID
Select an option

Clear
Search

Search Results (1 Total Records)

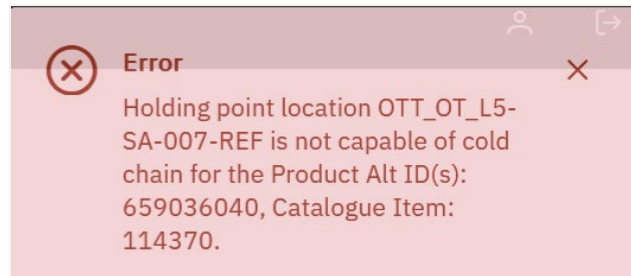
Requisition ID	Ship To Holding Point	Ship From Holding Point	Delivered Date
☒ 21122990	Pharmacy-Rexal #203 - Rymal	McKesson Canada Corporation	2026 Jan 09

Page 1

View
Receive

Note: When trying to receive a non-COVID-19 vaccine requisition, an error message will be displayed (see example below), ignore it and leave the requisition in the **Ready to Receive** tile on the Dashboard or in “Delivered”

Status. When this issue is fixed, you will receive an email to let you know that you can receive all outstanding requisitions.



4. Select the **Holding Point Location** (i.e., the physical location inside the fridge you are storing the vaccine).

Receive Shipment

Cold Chain Quarantine ☐

Holding Point Location

HAM_HM_00286_OP_F1

Apply Updates

Receiving Comments

Immunizing Agent	Trade Name	Lot	Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-1...	3053318	2027 Dec 31	500	0				

5. Click **Apply Updates**.

Receive Shipment

Cold Chain Quarantine ☐

Holding Point Location

HAM_HM_00286_OP_F1

Apply Updates

Receiving Comments

Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-1...	3053318	2027 Dec 31	500	0				

Save as Delivered

Complete Receiving

6. Verify that the **Holding Point Location** updates have been applied.

Receive Shipment

Cold Chain Quarantine ☐

Holding Point Location

HAM_HM_00286_OP_F1

Apply Updates

Receiving Comments

Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-1...	3053318	2027 Dec 31	500	0		HAM_HM_00286...		

Save as Delivered

Complete Receiving

7. Click the **Pencil** icon to update the **Received Qty (Doses)**.

Receive Shipment

Cold Chain Quarantine ☐ Holding Point Location: HAM_HM_00286_OP_F1 Apply Updates Receiving Comments:

Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-1...	3053318	2027 Dec 31	500	0		HAM_HM_00286...		

Save as Delivered Complete Receiving

8. Enter the **Received Qty (Doses)**. The number of doses received should be the same as what is listed in the Delivered Qty (Doses) field.

9. Click the **blue checkmark** to save the information.

Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-19 SPIKEVAX Moderna	3053318	2027 Dec 31	500	500		HAM_HM_00286_OP_F1	☐	 

10. Click **Complete Receiving** to confirm that the requisition has been successfully received.

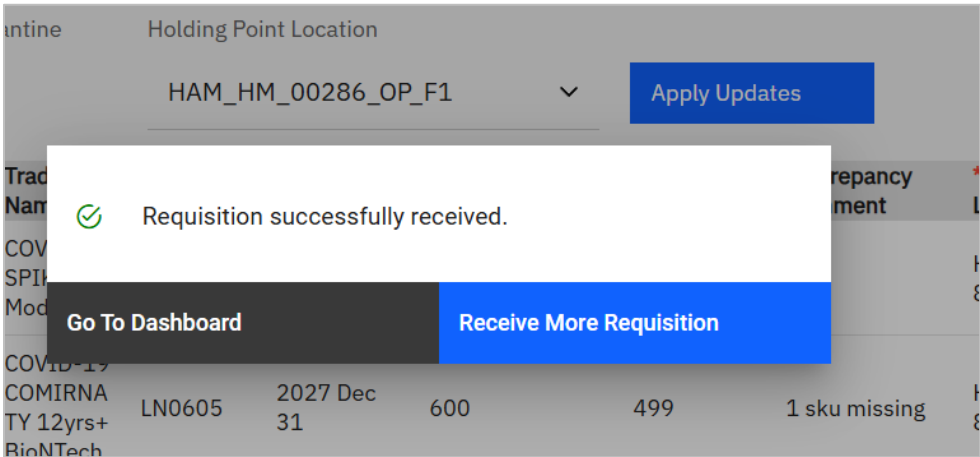
Immunizing Agent	Trade Name	Product Lot	Current Expiry Date	Delivered Qty (Doses)	* Received Qty (Doses)	Discrepancy Comment	* Holding Point Location	Cold Chain Quarantine	Action
COVID-19 mRNA	COVID-19 SPIKEVAX Moderna	3053318	2027 Dec 31	500	500		HAM_HM_00286_OP_F1	-	
COVID-19 mRNA	COVID-19 COMIRNATY 12yrs+ BioNTech	LN0605	2027 Dec 31	600	499	1 Sku missing	HAM_HM_00286_OP_F1	-	

Save as Delivered Complete Receiving

Note: The Cold Chain Quarantine functionality is not used at this stage. All products should be received as normal. If there are any cold chain issues and your Public Health Unit determines the products are unusable, they should be removed from

your inventory through an adjustment. Please refer to the Job Aid: Adjust Product Quantity for additional information.

- 11. A pop-up confirmation message will appear. Click **Receive More Requisition** to receive additional requisitions or click **Go to Dashboard** to return to the main dashboard.



Note: After you receive a requisition, the dashboard will automatically update to show the new, reduced number of requisitions awaiting receipt. You can also verify that your inventory has been updated by reviewing the inventory details to ensure the correct quantities are reflected.

Additional Support - Key Contacts

For additional support, reach out to the following contacts:

For PGW technical and ONE ID support	Ontario Health Service Desk Tel: 1-866-250-1554 Email: oh-servicedesk@ontariohealth.ca Note: When reporting an issue, never send personal health information, always refer to the client using their Client ID.
For inventory related questions	Your vaccine supply source Pharmacies Only: For inventory suspension issues contact the ministry at vaccinesupplyandlogistics@ontario.ca
For general questions related to the vaccine program	Your public health unit
For PGW onboarding	Panorama Guided Workflow Project Team Email: PanoramaGuidedWorkflow@ontario.ca