Ontario

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
October 8, 2026	Overview – Page 1	Added a new note around receiving requisitions and recording dose administration
	Inventory | Key PGW Terminology – Page 3	Updated the “Immunization Agent” terminology to “Immunizing Agent”
	Receive a Requisition – Page 5	Added a new note around if the requisition is not visible in PGW
		Updated the wording around what to do if there’s a discrepancy between the requisition in the system and the actual vaccine received
	Receive a Requisition – Page 6	Removed the workaround when receiving non-COVID-19 vaccine as this issue is now resolved
	Additional Support - Key Contacts – Page 11	Added contact information for user role and permission updates

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.

Term	Definition
Immunizing 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 via Panorama system-generated number that uniquely identifies each requisition.

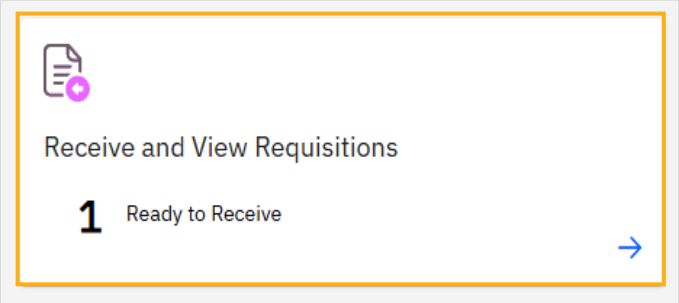
View a Requisition

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”.

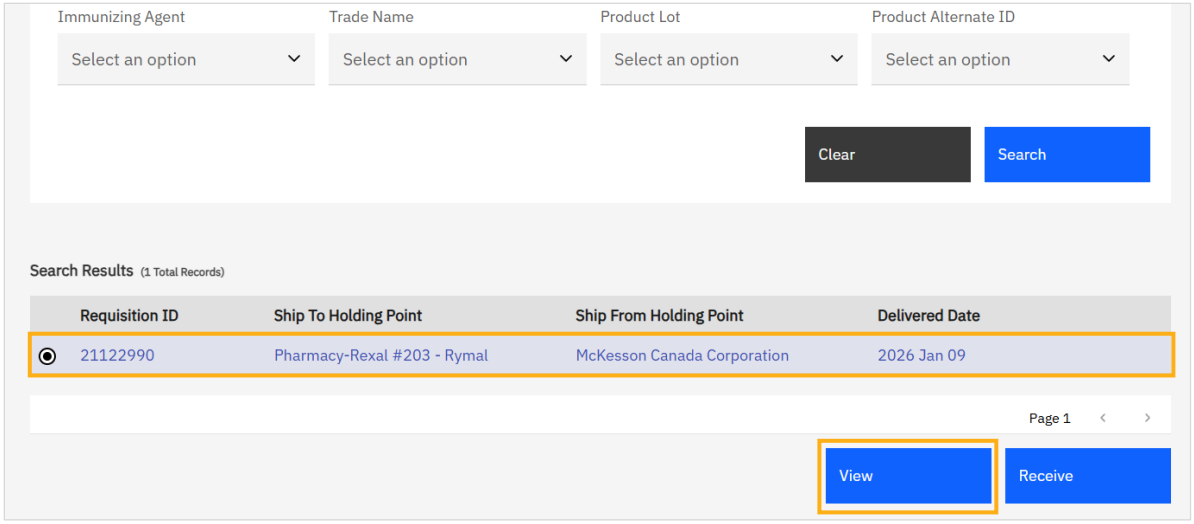
Follow these steps to view delivered requisitions once the physical vaccine has been received:

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.

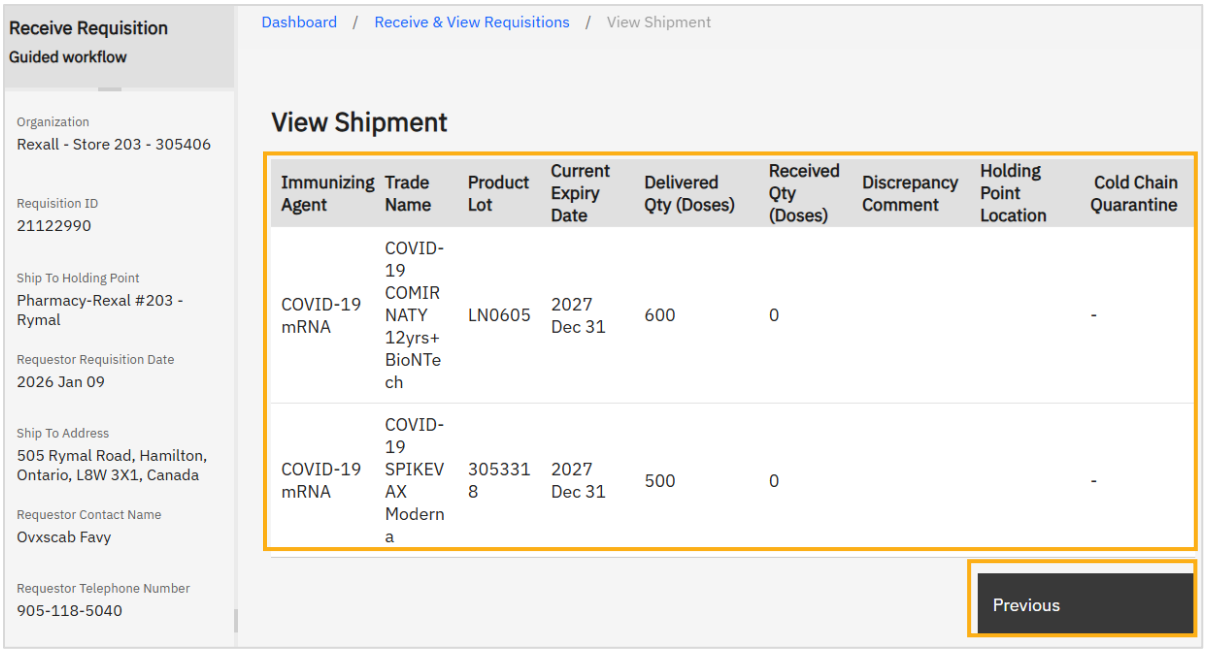


5. Review the details of the shipment to ensure all information is accurate.

   - **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.



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

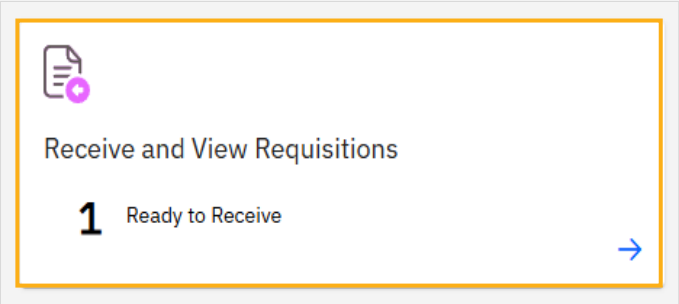
Follow these steps to review and receive delivered requisitions:

Note: Vaccines **must** be received in PGW before they can be administered. If a received requisition is not visible in PGW, contact your vaccine supply source. If the issue persists, contact the Ontario Health Service Desk at 1-866-250-1554 or **oh-servicedesk@ontariohealth.ca** for further support.

Upon receipt of the vaccine, users should count the physical inventory and verify the quantities against the packing slip as well as ensure the information matches what is in PGW. If the information differs (e.g., there is a discrepancy between the physical inventory and the packing slip or the lot number is different in PGW), do **not** receive the requisition and promptly contact your vaccine supply source to resolve the issue.

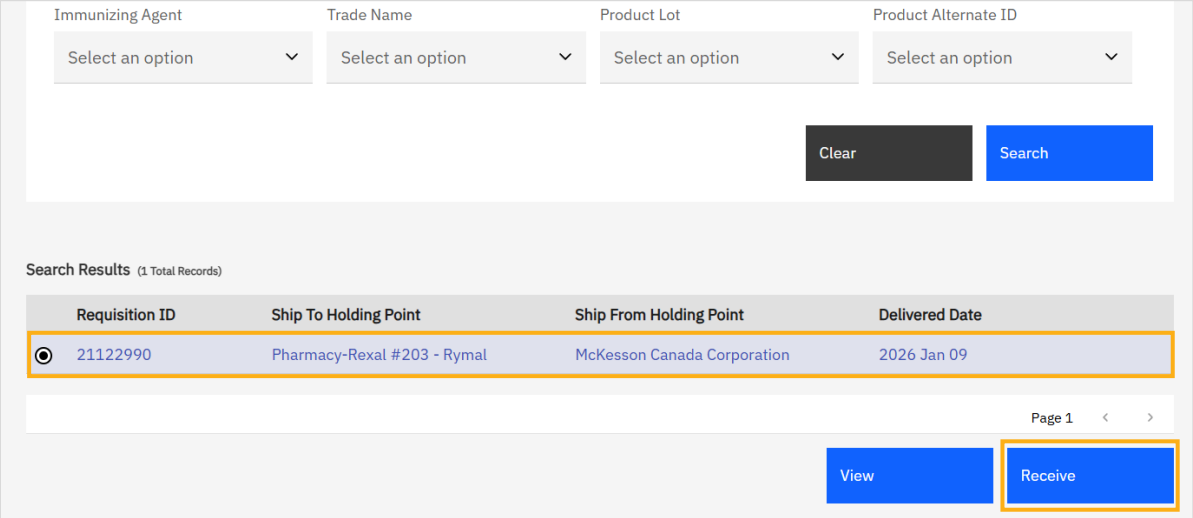
Note: Ensure the vaccines are placed in the fridge and kept separate from the existing inventory.

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

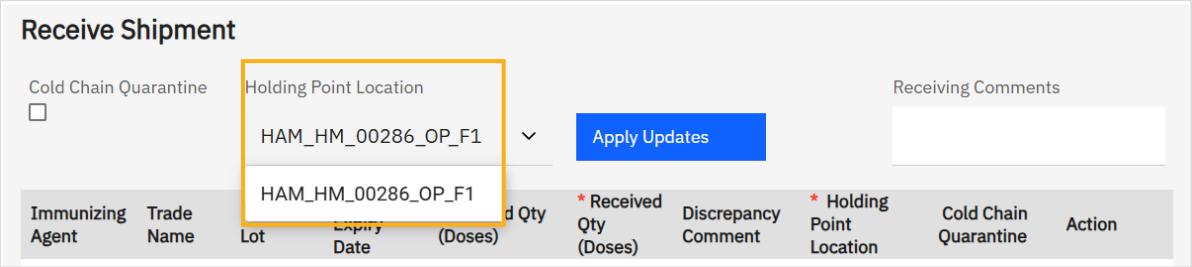


2. Scroll down to see a list of all requisitions that are ready to be received and select the desired requisition from the list.

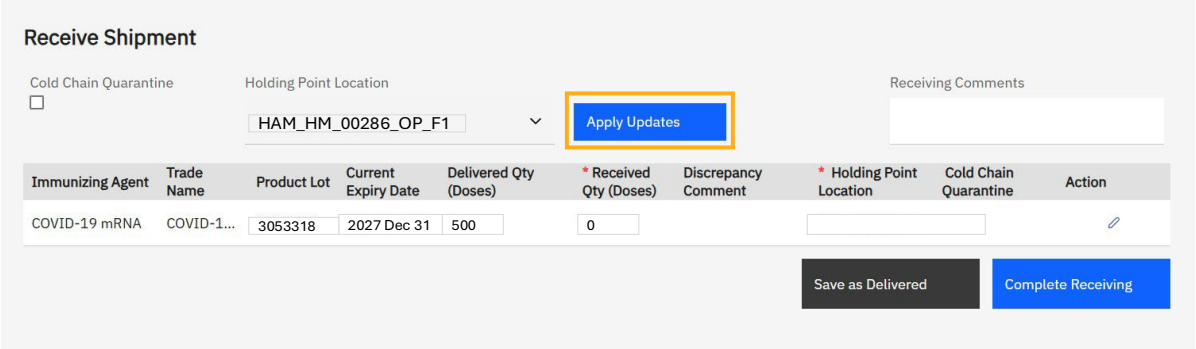
3. Select the radio button beside the Requisition ID you would like to receive and click **Receive** when ready to proceed.



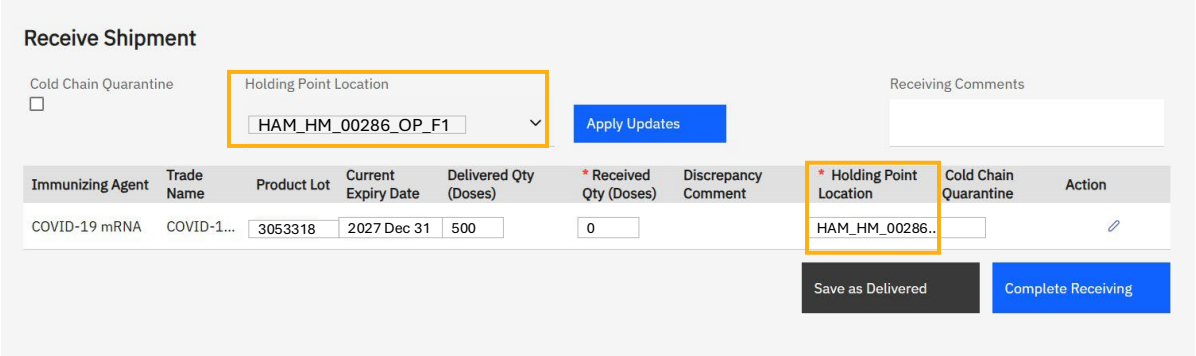
4. Select the **Holding Point Location** (i.e., the physical location inside the fridge you are storing the vaccine).



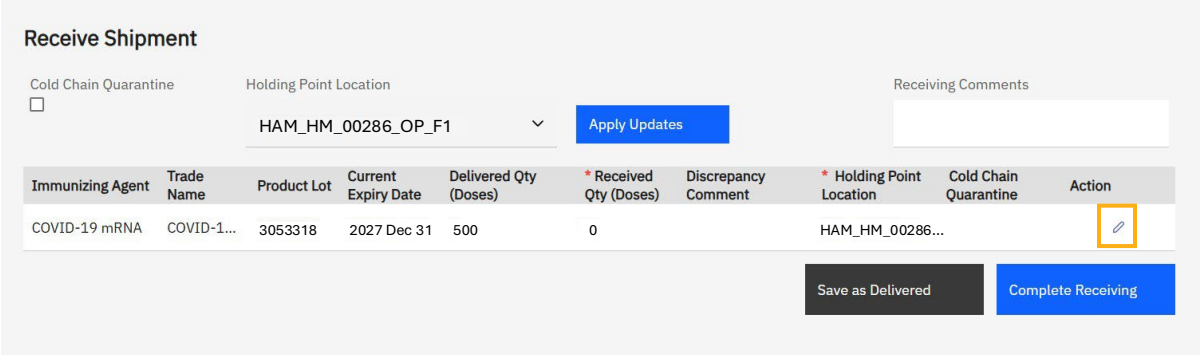
5. Click **Apply Updates.**



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

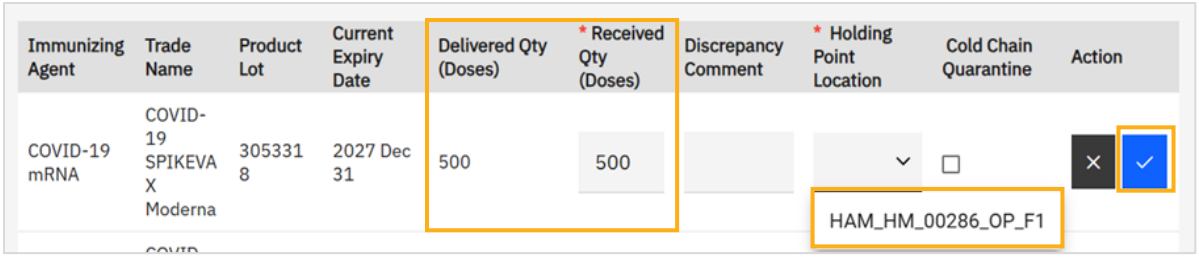


7. Click the **Pencil** icon to update the **Received Qty (Doses)**.

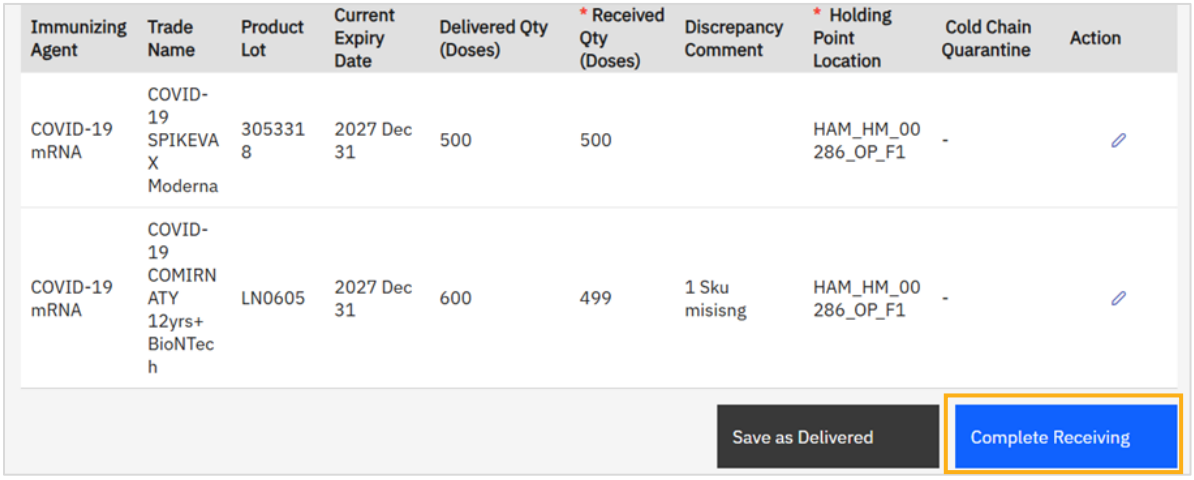


8. Enter the **Received Qty (Doses).** The number of doses received should be the same as what is listed in the Delivered Qty (Doses) field.

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

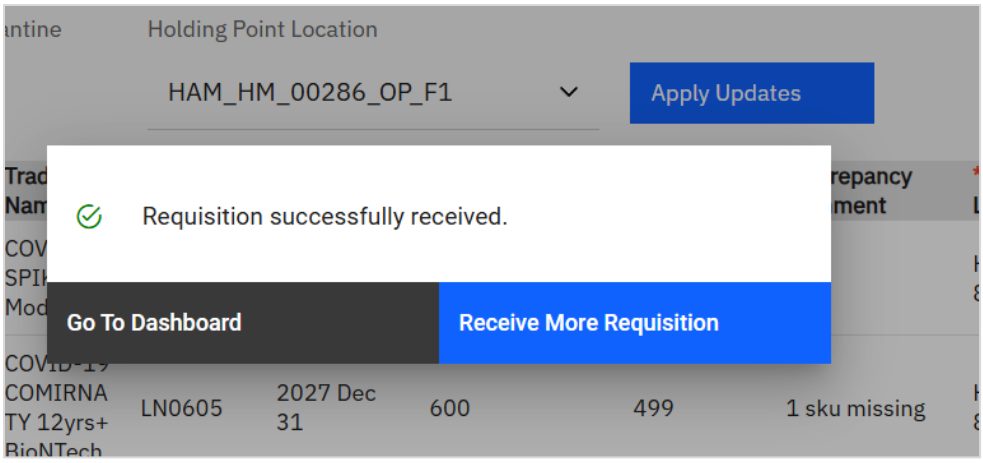


10. Click **Complete Receiving** to confirm that the requisition has been successfully received.



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 user role and permission updates	**Your organization's Local Registration Authority (LRA)** If you're unsure of who your organization's LRA is, please use the LRA search tool: onboarding.accessonehealth.ca/service/findlra or contact Ontario Health Service Desk at the information below.
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

APPENDIX

Summary of Previous Changes

Please see below for a summary of previous document changes:

Date	Reference	Description of Changes
September 2, 2026	Overview – Page 1	Added new workaround for dropdown field values
	Key PGW Terminology – Page 2	Moved Key PGW Terminology table to the beginning of the document
	View a Requisition – Page 4	Added a new workaround for Ship To address
	Receive a Requisition – Page 5	Added a new note to ignore the error message that is displayed when receiving non-COVID-19 vaccine requisitions