TEXAS
Health and Human Services

Texas Department of State Health Services

Log Receipt of Packages, Notify THMP of Missing Medications and Request a New Order

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Learning Objectives

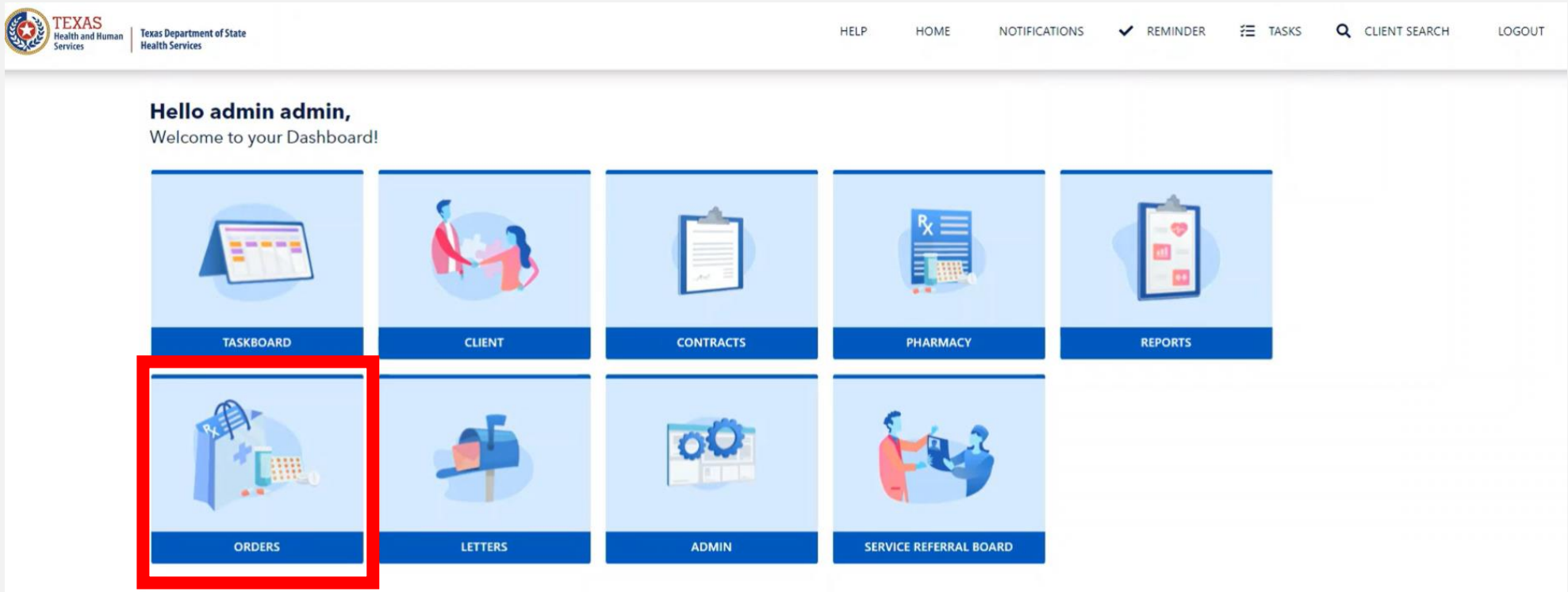
In this module, you will learn:

- How to log complete receipt of orders
- How to log partial receipt of an order
- How to log that the entire order has not been received
- How to request a reorder of some or all medication from an order

Log Receipt of Packages If All Medication Received

Order Tile

- To access information about a client's order, select the **Order** tile on the TCT homepage



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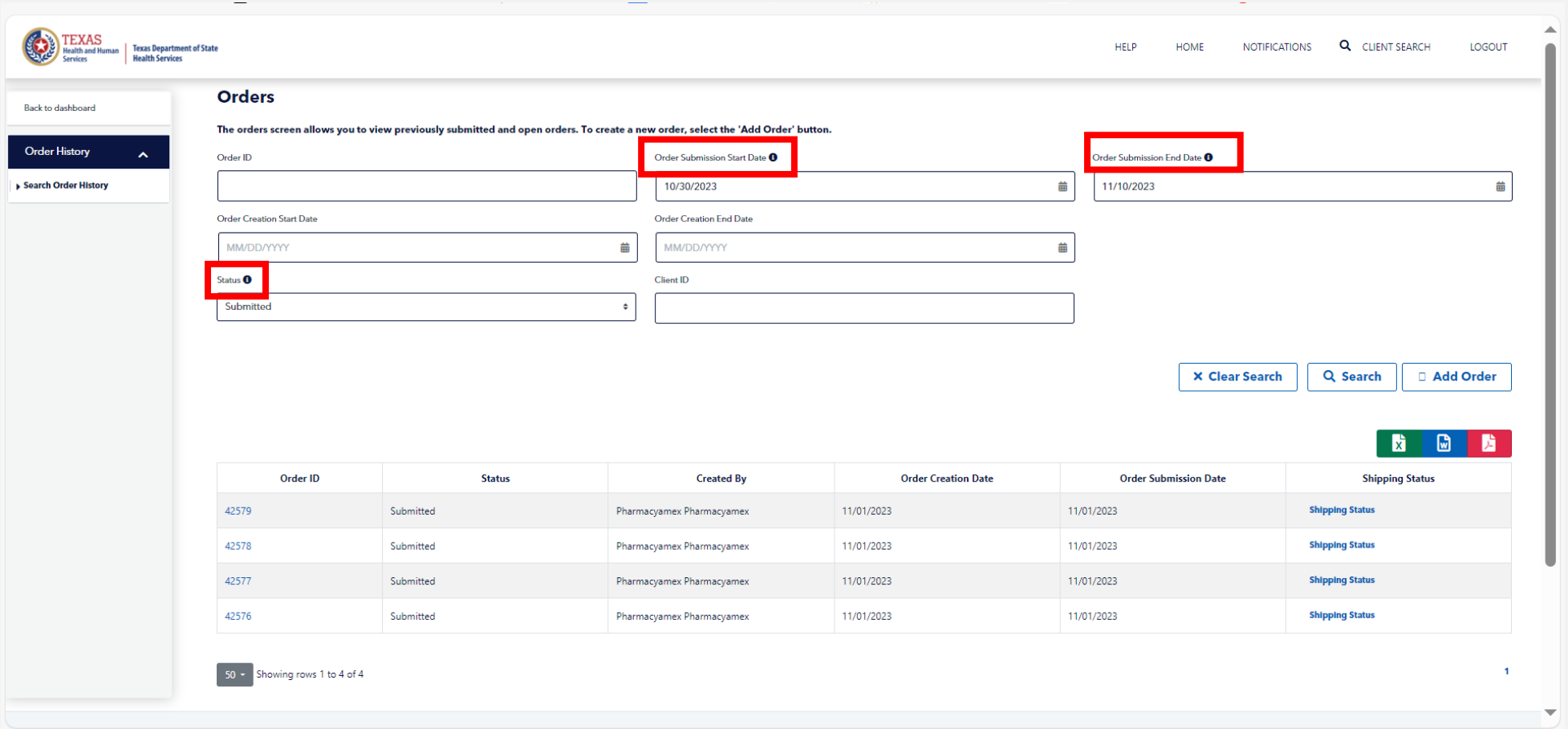
Search Order

- Fill in the **Order Submission Start Date**, **Order Submission End Date**, and **Status** as 'submitted'. You can also search by Order ID number if known.



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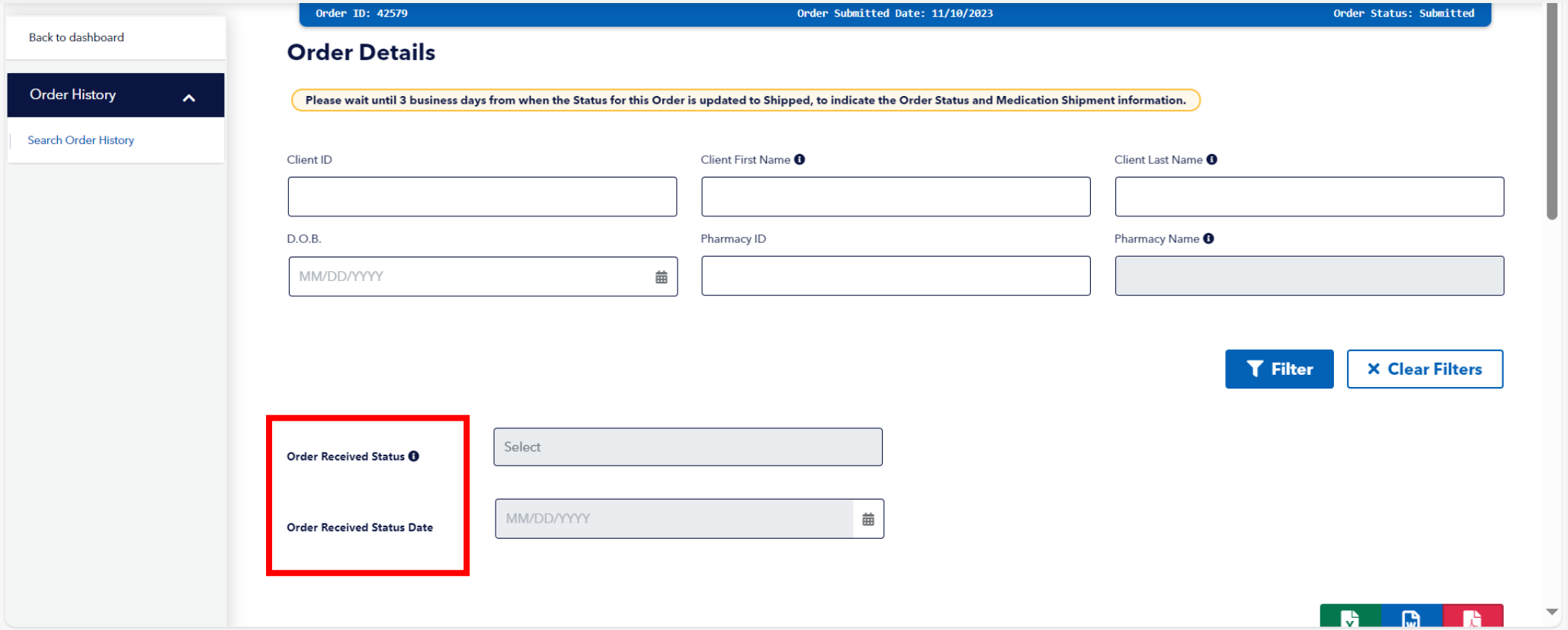
Order Details

- On the Order Details, you will select the **Order Received Status** and **Order Received Date**.



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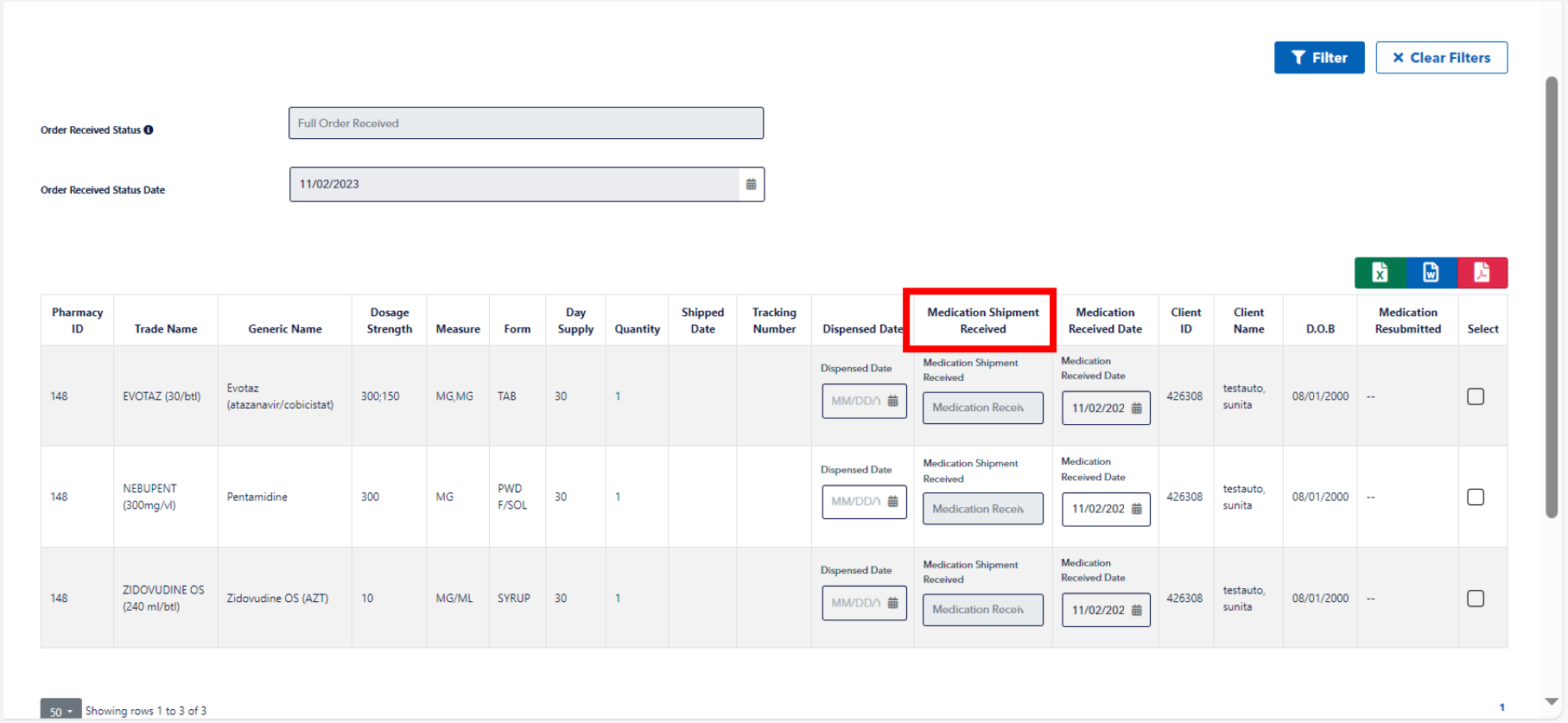
Order Details – All Medication Received

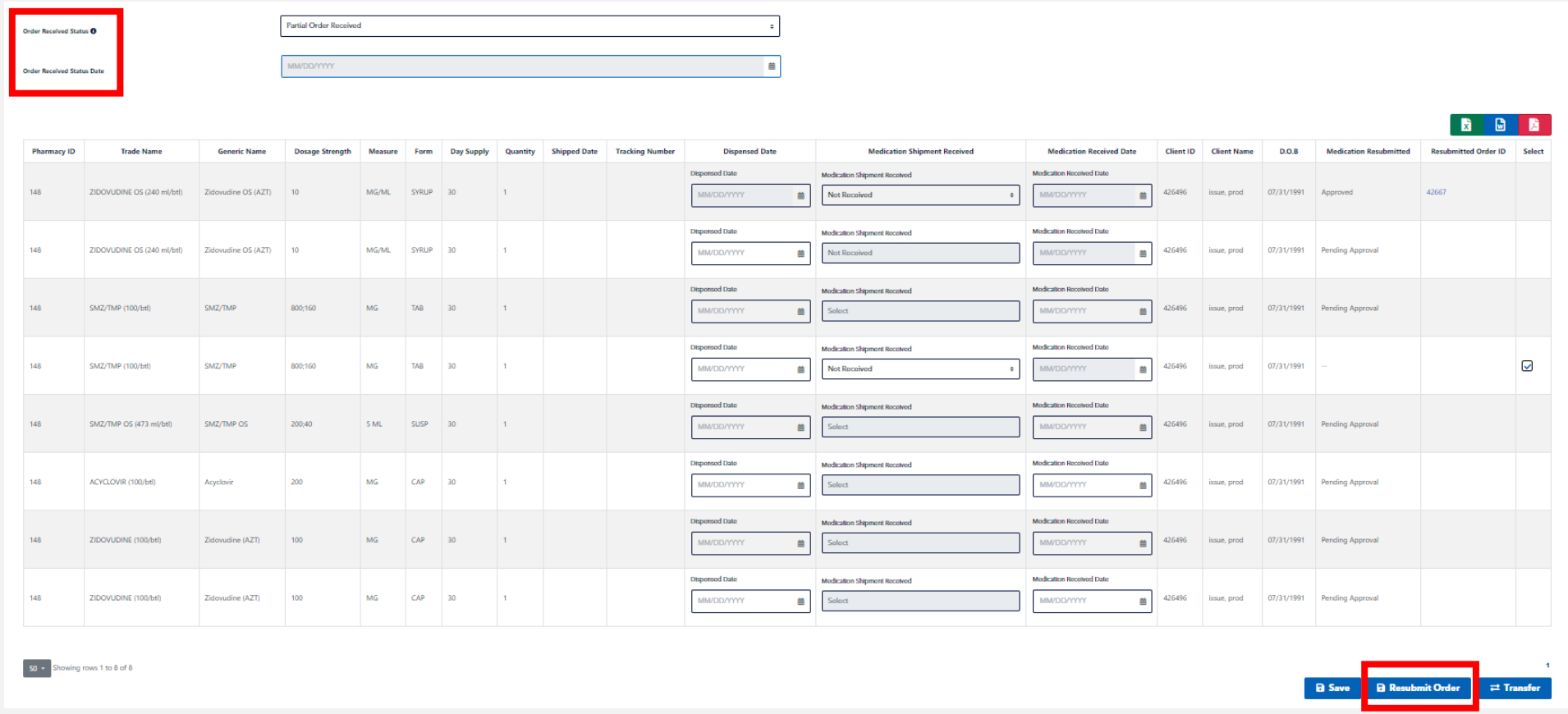
- Mark the **Order Received Status** as 'Full Order Received' and put the date order was received in **Order Received Status Date**. The column **Medication Shipment Received** will be marked 'Medication Received'.



Log Receipt of Packages If Partial Order Received

Order Details – Partial Order Received

Mark the **Order Received Status** as 'Partial Order Received'. In the column **Medication Shipment Received** mark which medications have been received and which have not been received. Select the ones that have been received and save the page.



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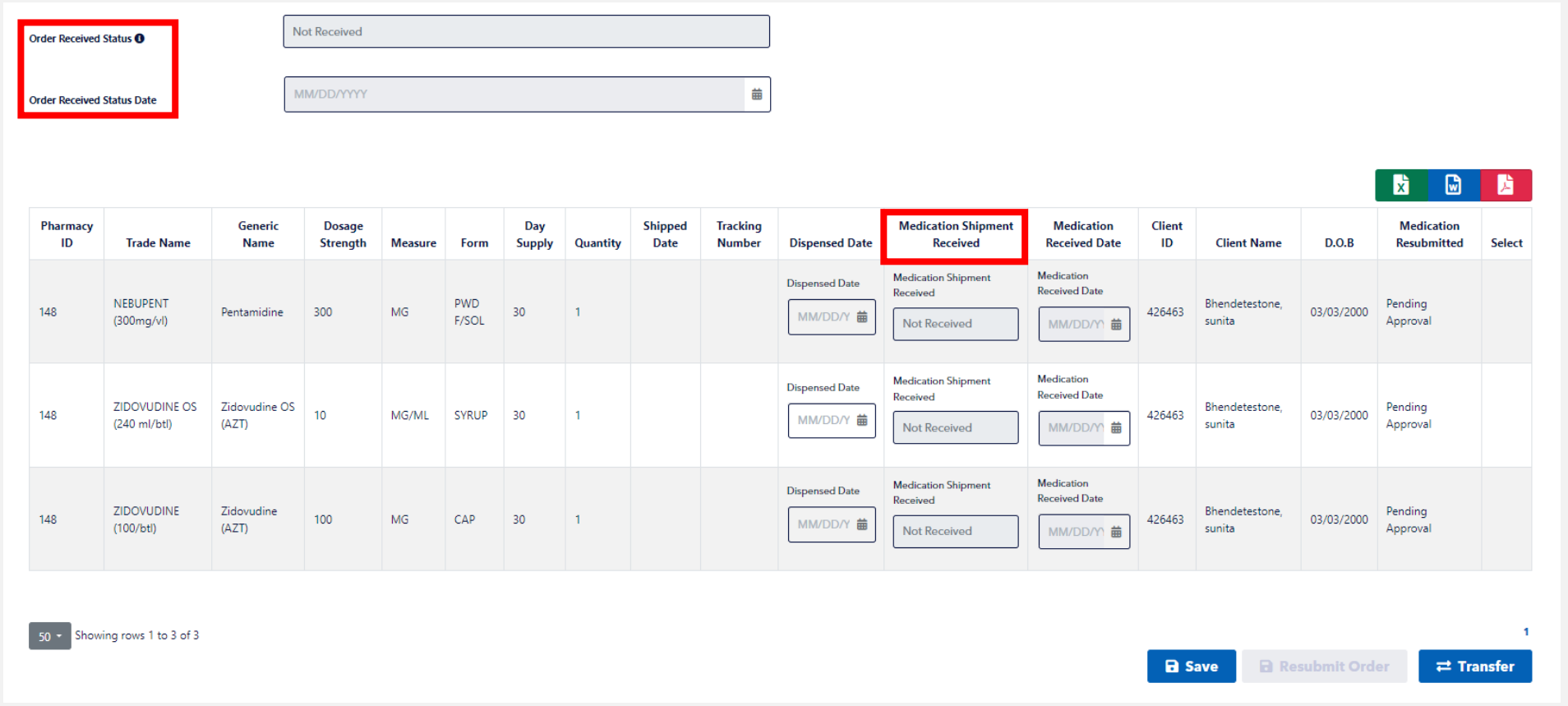
Log Receipt of Packages If No Medication Received

Order Details – Order Not Received

Mark the **Order Received Status** as 'Not Received'. In the column **Medication Shipment Received** mark 'Not Received' and save the page.



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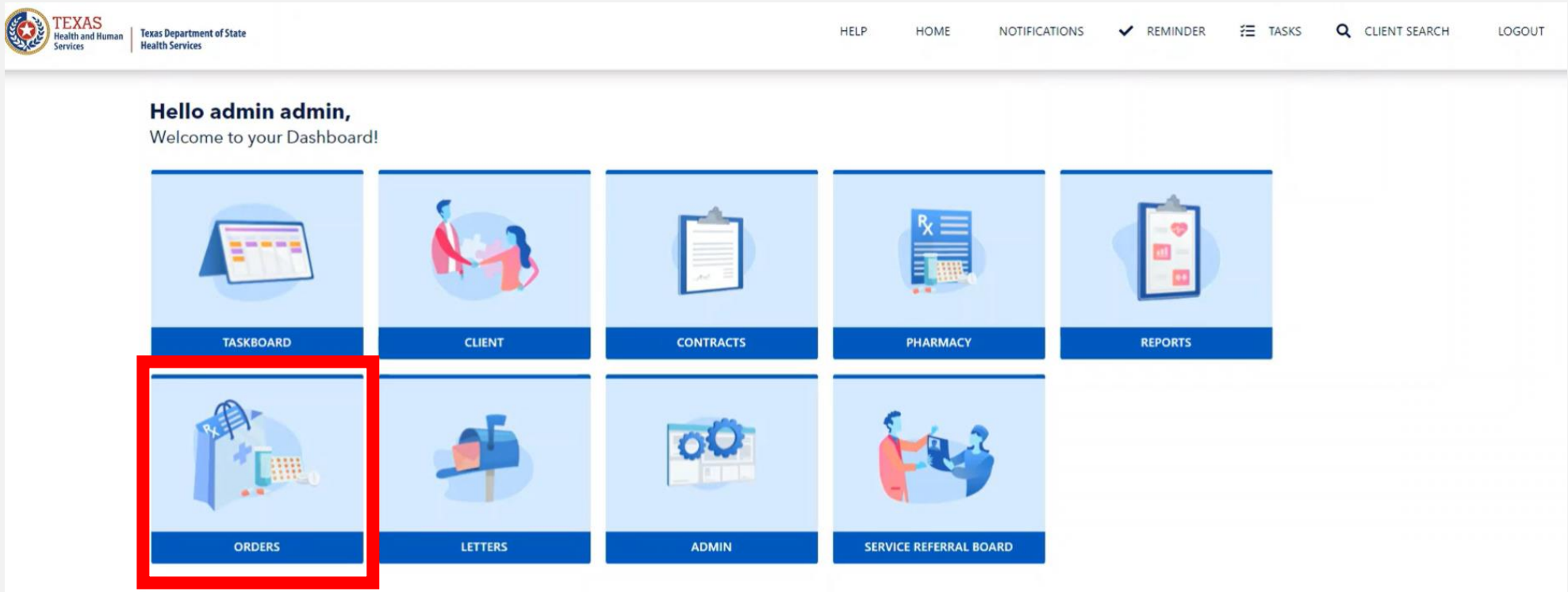
Submit a reorder of medication

Order Tile

- To access information about a client's order, select the **Order** tile on the TCT homepage



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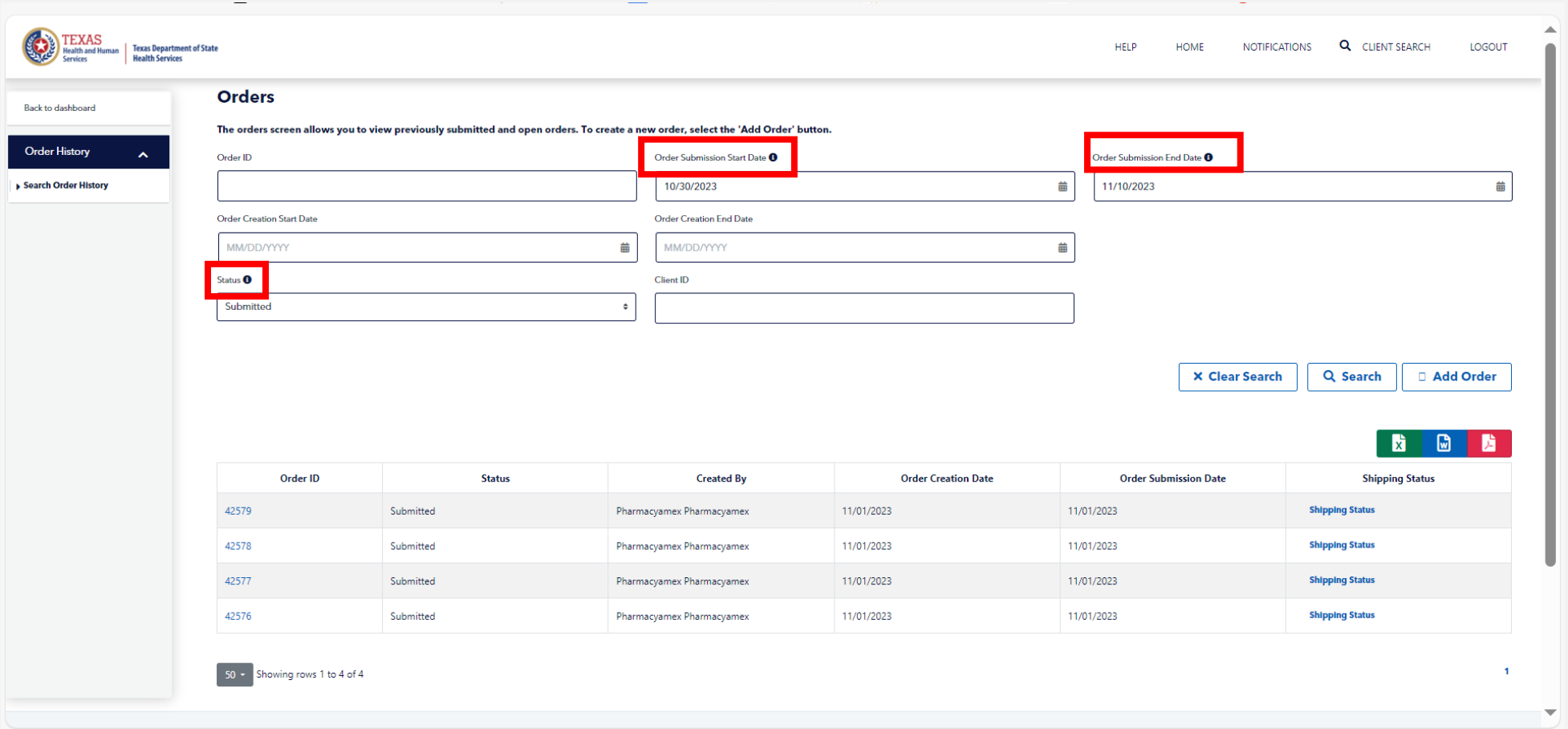
Search Order

- Fill in the **Order Submission Start Date**, **Order Submission End Date**, and **Status** as 'submitted'. You can also search by Order ID number if known.



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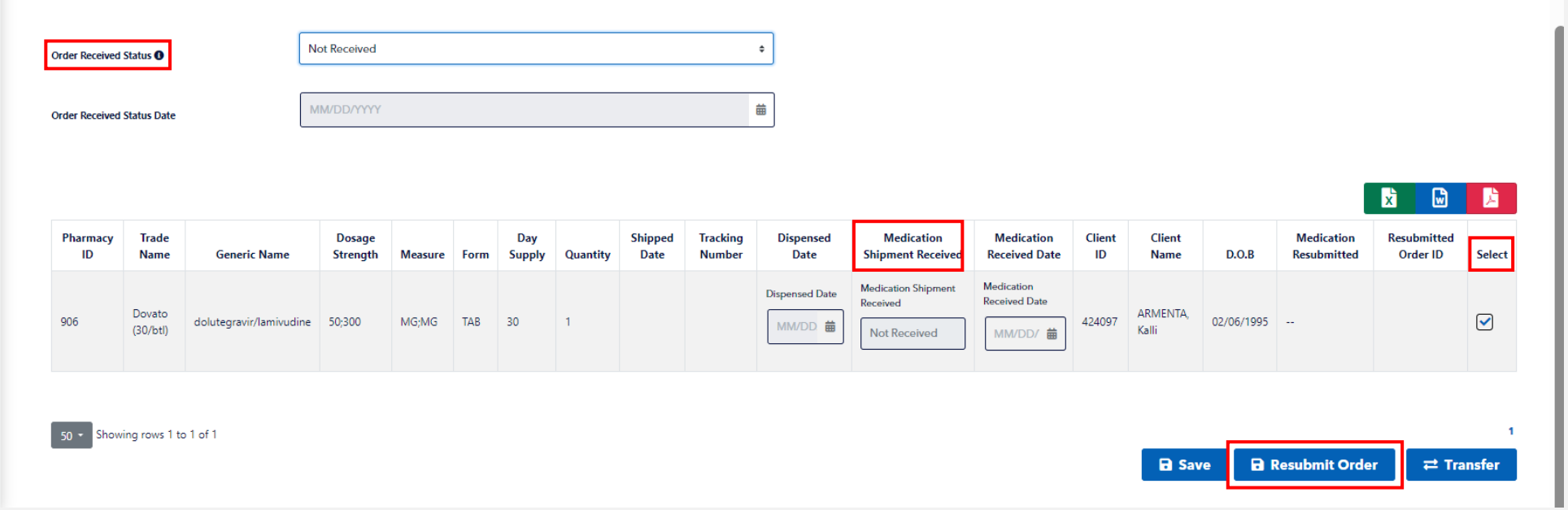
Resubmit Order

If the order has not been received, select ‘Not Received’ in the Order Received Status and then check the select box and click resubmit order



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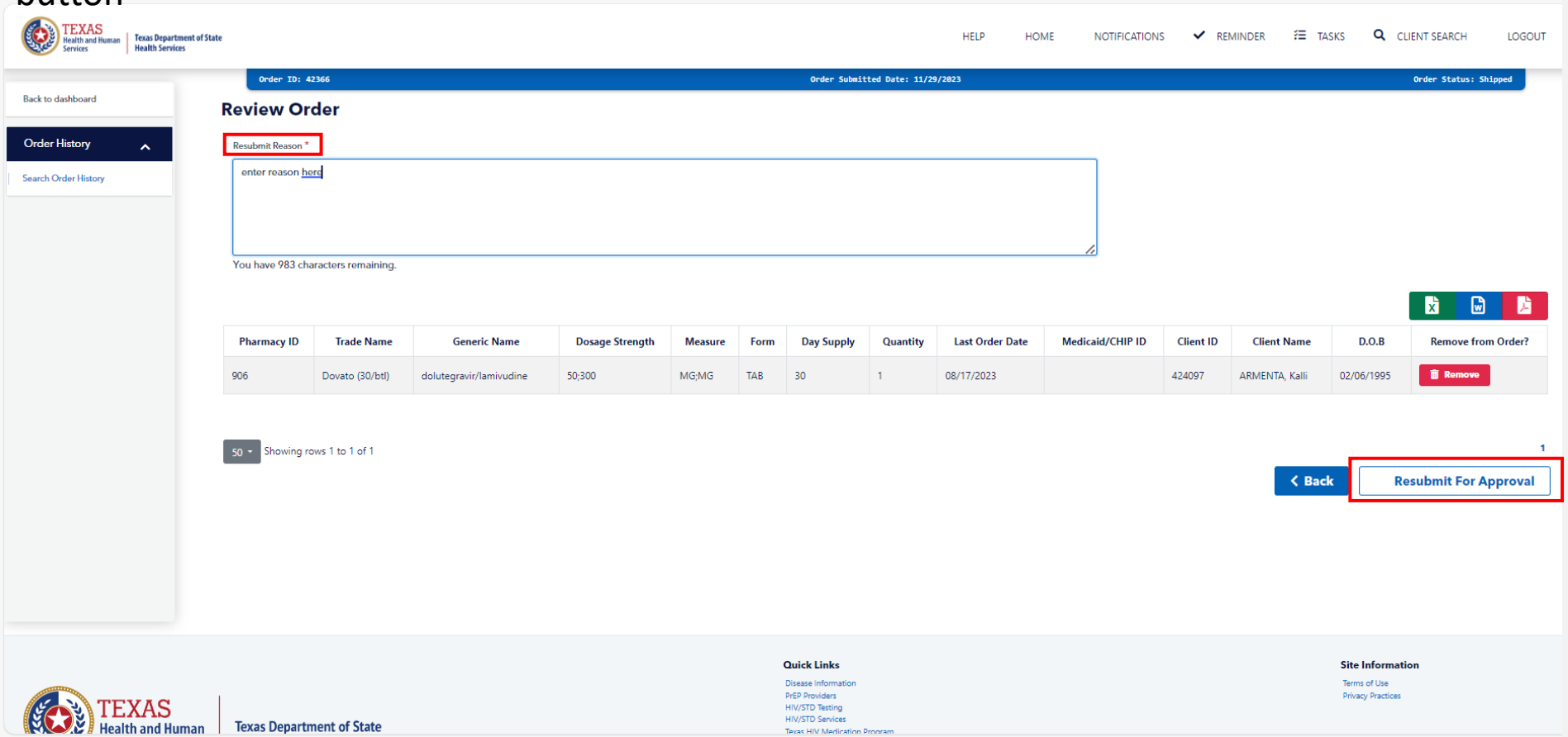
Resubmit Order

Enter reason to resubmit order in the text box and then select resubmit for approval button



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Thank You!