



**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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- 4 | Submit a reorder of medication



# 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

The screenshot displays the TCT homepage dashboard. At the top left is the Texas Health and Human Services logo. The top right navigation bar includes links for HELP, HOME, NOTIFICATIONS, REMINDER (with a checkmark), TASKS (with a menu icon), CLIENT SEARCH (with a magnifying glass), and LOGOUT. The main content area features a greeting: "Hello admin admin, Welcome to your Dashboard!". Below this is a grid of nine tiles: TASKBOARD, CLIENT, CONTRACTS, PHARMACY, REPORTS, ORDERS (highlighted with a red box), LETTERS, ADMIN, and SERVICE REFERRAL BOARD. Each tile contains an icon representing its function.

# 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.

Back to dashboard

Order History

Search Order History

TEXAS Health and Human Services | Texas Department of State Health Services

HELP HOME NOTIFICATIONS CLIENT SEARCH LOGOUT

### Orders

The orders screen allows you to view previously submitted and open orders. To create a new order, select the 'Add Order' button.

Order ID:

Order Submission Start Date:

Order Submission End Date:

Order Creation Start Date:

Order Creation End Date:

Status:

Client ID:

Order ID	Status	Created By	Order Creation Date	Order Submission Date	Shipping Status
42579	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>
42578	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>
42577	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>
42576	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>

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# Order Details

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

Order ID: 42579      Order Submitted Date: 11/10/2023      Order Status: Submitted

### Order Details

Please wait until 3 business days from when the Status for this Order is updated to Shipped, to indicate the Order Status and Medication Shipment information.

Client ID	Client First Name ⓘ	Client Last Name ⓘ
<input type="text"/>	<input type="text"/>	<input type="text"/>
D.O.B.	Pharmacy ID	Pharmacy Name ⓘ
<input type="text" value="MM/DD/YYYY"/> ⓘ	<input type="text"/>	<input type="text"/>

[Filter](#) [Clear Filters](#)

<b>Order Received Status</b> ⓘ	<input type="text" value="Select"/>
<b>Order Received Status Date</b>	<input type="text" value="MM/DD/YYYY"/> ⓘ

Back to dashboard

Order History ^

Search Order History



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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'.

Filter Clear Filters

Order Received Status

Order Received Status Date

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Medication Shipment Received	Medication Received Date	Client ID	Client Name	D.O.B	Medication Resubmitted	Select
148	EVOTAZ (30/btl)	Evotaz (atazanavir/cobicistat)	300;150	MG, MG	TAB	30	1			MM/DD/YY	Medication Shipment Received Medication Received	11/02/2022	426308	testauto, sunita	08/01/2000	--	<input type="checkbox"/>
148	NEBUPENT (300mg/vl)	Pentamidine	300	MG	PWD F/SOL	30	1			MM/DD/YY	Medication Shipment Received Medication Received	11/02/2022	426308	testauto, sunita	08/01/2000	--	<input type="checkbox"/>
148	ZIDOVUDINE OS (240 ml/btl)	Zidovudine OS (AZT)	10	MG/ML	SYRUP	30	1			MM/DD/YY	Medication Shipment Received Medication Received	11/02/2022	426308	testauto, sunita	08/01/2000	--	<input type="checkbox"/>

Showing rows 1 to 3 of 3



# 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.

Order Received Status: Partial Order Received  
 Order Received Status Date: MM/DD/YYYY

Print
PDF
Share

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Medication Shipment Received	Medication Received Date	Client ID	Client Name	D.O.B	Medication Resubmitted	Resubmitted Order ID	Select
148	ZIDOVIDINE OS (240 ml/btl)	Zidovudine OS (AZT)	10	MG/ML	SYRUP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Not Received"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Approved	42667	
148	ZIDOVIDINE OS (240 ml/btl)	Zidovudine OS (AZT)	10	MG/ML	SYRUP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Not Received"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		
148	SMZ/TMP (100/btl)	SMZ/TMP	800;160	MG	TAB	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		
148	SMZ/TMP (100/btl)	SMZ/TMP	800;160	MG	TAB	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Not Received"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	--		<input checked="" type="checkbox"/>
148	SMZ/TMP OS (473 ml/btl)	SMZ/TMP OS	200;40	S ML	SUSP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		
148	ACYCLOVIR (100/btl)	Acyclovir	200	MG	CAP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		
148	ZIDOVIDINE (100/btl)	Zidovudine (AZT)	100	MG	CAP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		
148	ZIDOVIDINE (100/btl)	Zidovudine (AZT)	100	MG	CAP	30	1			<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>	426496	issue, prod	07/31/1991	Pending Approval		

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Save
Resubmit Order
Transfer



# 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.

Order Received Status ⓘ

Order Received Status Date

X
W
P

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Medication Shipment Received	Medication Received Date	Client ID	Client Name	D.O.B	Medication Resubmitted	Select
148	NEBUPENT (300mg/vl)	Pentamidine	300	MG	PWD F/SOL	30	1			<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="Not Received"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	426463	Bhendetestone, sunita	03/03/2000	Pending Approval	
148	ZIDOVUDINE OS (240 ml/btl)	Zidovudine OS (AZT)	10	MG/ML	SYRUP	30	1			<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="Not Received"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	426463	Bhendetestone, sunita	03/03/2000	Pending Approval	
148	ZIDOVUDINE (100/btl)	Zidovudine (AZT)	100	MG	CAP	30	1			<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="Not Received"/>	<input style="width: 95%; border: 1px solid #ccc;" type="text" value="MM/DD/Y"/>	426463	Bhendetestone, sunita	03/03/2000	Pending Approval	

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Save
Resubmit Order
Transfer



# Submit a reorder of medication



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# Order Tile

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Order Creation End Date:

Status:

Client ID:

Order ID	Status	Created By	Order Creation Date	Order Submission Date	Shipping Status
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42578	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>
42577	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>
42576	Submitted	Pharmacyamex Pharmacyamex	11/01/2023	11/01/2023	<a href="#">Shipping Status</a>

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1



# 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

Order Received Status

Order Received Status Date

  

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Shipped Date	Tracking Number	Dispensed Date	Medication Shipment Received	Medication Received Date	Client ID	Client Name	D.O.B	Medication Resubmitted	Resubmitted Order ID	Select
906	Dovato (30/btl)	dolutegravir/lamivudine	50;300	MG;MG	TAB	30	1			<input type="text" value="MM/DD"/>	<input type="text" value="Not Received"/>	<input type="text" value="MM/DD"/>	424097	ARMENTA, Kalli	02/06/1995	--		<input checked="" type="checkbox"/>

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# Resubmit Order

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

Order ID: 42366 Order Submitted Date: 11/29/2023 Order Status: Shipped

### Review Order

Resubmit Reason \*

enter reason [here](#)

You have 983 characters remaining.

Pharmacy ID	Trade Name	Generic Name	Dosage Strength	Measure	Form	Day Supply	Quantity	Last Order Date	Medicaid/CHIP ID	Client ID	Client Name	D.O.B	Remove from Order?
906	Dovato (30/bt)	dolutegravir/lamivudine	50/300	MG/MG	TAB	30	1	08/17/2023		424097	ARMENTA, Kalli	02/06/1995	<a href="#">Remove</a>

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HIV/STD Testing  
HIV/STD Services  
Texas HIV Medication Program

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Texas Department of State Health Services

**Thank You!**