



COVID-19 Vaccine Management System (CVMS) Provider Portal

Documenting Insufficient Quantities Job Aid

Please follow the instructions below if you need to account for an 'Insufficient Quantity' event for a specific Vaccine Inventory record. Only users with a HEALTHCARE LOCATION MANAGER profile can account for Insufficient Quantity events.

1 When to document Insufficient Quantities

Examples of COVID-19 Insufficient Quantity events include any time less than the CDC standard doses are obtained from a vial for that specific vaccine manufacturer. Insufficient Quantities can be documented for any COVID-19 Vaccine Product.

Examples:

- If you are only able to extract 9 doses from a Moderna vial opposed to the standard 10
- If you are only able to extract 4 doses from a Janssen (Johnson & Johnson) vial opposed to the standard 5
- If you are only able to extract 5 doses from a Pfizer vial opposed to the standard 6

In CVMS, the field **Doses Available** will automatically recalculate to include Insufficient Quantity events documented. You will only be able to document Insufficient Quantity events after the Vaccine Inventory record is created.

Vaccine Inventory Lot 1234325					
Account Clinic Location1	Total Doses 1,000	Doses Available 967	Doses Administered 33	Doses Wasted 0	Doses Insufficient Quantity 0

2 How to create an Insufficient Quantity event

Scenario: A particular vial is being used to administer vaccines. However, the Healthcare Provider was only able to extract 9 doses from the manufacturer's vial opposed to the standard 10 doses per vial for this manufacturer.

In this scenario, you would account for insufficient dose(s) by creating an Insufficient Quantity event.

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)



2. Connect using your **NCID** username and password
3. Navigate to the **VACCINE INVENTORY** tab

The screenshot shows the NCDHHS CVMS Provider Portal. The navigation bar at the top includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory (highlighted with a red box), and More. Below the navigation bar, a message states "You are currently logged in as Clinic Location1" with a "Switch Locations" button. The main content area is divided into two sections: "Recipient Check-In" and "Today's Appointments". The "Recipient Check-In" section has a text input for "Appointment Confirmation Number" and a "Go" button. The "Today's Appointments" section displays a table with columns for TIME, DETAILS, CASE NUMBER, and LOCATION.

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 14, 21, 08:00 AM	TesterPerson2 TesterPerson2 Dose 1 Scheduled	03050121	Clinic Location1
Mar 14, 21, 08:30 AM	2 Person Dose 1 Scheduled	03050113	Clinic Location1
Mar 14, 21, 08:30 AM	TesterPerson TesterPerson Dose 1 Scheduled	03050119	Clinic Location1

4. Click **INSUFFICIENT QUANTITY** to initiate the process

The screenshot shows the Vaccine Inventory screen. The navigation bar at the top includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory (highlighted with a red box), and More. Below the navigation bar, there is a search bar labeled "Scan or type a barcode" and a row of buttons: Add, Waste, Insufficient Quantity (highlighted with a red box), Inbound Transfer, and Outbound Transfer. Below the buttons, there is a section for "Vaccine Inventories" with a dropdown menu set to "All Vaccine Inventories".

5. The **VACCINE INSUFFICIENT QUANTITY** screen will appear
Find the appropriate vaccine(s) on the list and select the check box next to it

The screenshot shows the "Vaccine Insufficient Quantity" screen. The navigation bar at the top includes links for Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory (highlighted with a red box), and More. Below the navigation bar, there is a "Previous" button. The main content area has a heading "Vaccine Insufficient Quantity" and a subheading "Please select the vaccines for which you would like to create an insufficient quantity event. The information will only have to be entered once for all vaccines selected." Below this is a table with columns for Vaccine Inventory Name, Product Name, Account Name, Status, Doses Available, and Lot. The table lists several vaccine inventory items, including "Neel Inventory", "JJSingleDose", "Tiny Inventory", "Delivery 03/05/2021", "Delivery 03/13/2021" (highlighted with a red box), "Negative Insufficient Quantity", and "Moderna UAT Dose2".

Vaccine Inventory Name	Product Name	Account Name	Status	Doses Available	Lot
<input type="checkbox"/> Neel Inventory	Pfizer-BioNTech (5 doses/vial) (19...	Clinic Location1	Available	2,237	50
<input type="checkbox"/> JJSingleDose	Janssen COVID-19 Vaccine	Clinic Location1	Available	289	Lot3321JJ
<input type="checkbox"/> Tiny Inventory	Pfizer-BioNTech (5 doses/vial) (19...	Clinic Location1	Available	3	111
<input type="checkbox"/> Delivery 03/05/2021	Janssen COVID-19 Vaccine	Clinic Location1	Available	94	4441241
<input checked="" type="checkbox"/> Delivery 03/13/2021	Moderna (10 MDV) COVID-19 Va...	Clinic Location1	Available	10	TEST-798
<input type="checkbox"/> Negative Insufficient Quantity	Pfizer-BioNTech (5 doses/vial) (19...	Clinic Location1	Available	13	12345
<input type="checkbox"/> Moderna UAT Dose2	Moderna (10 MDV) COVID-19 Va...	Clinic Location1	Available	191	Lot332021

6. Scroll to the bottom of the list and click **NEXT**



<input type="checkbox"/>	Moderna Delivery 02/09/2021	Moderna (10 MDV) COVID-19 Va...	Clinic ABC Loc 1	Available	198	Lot2021
<input type="checkbox"/>	Delivery 02/02/2021	TestVaccine1	Clinic ABC Loc 1	Available	1,099	test
<input type="checkbox"/>	Grace Moderna Inventory	Pfizer-BioNTech (5 doses/vial) (19...	Clinic ABC Loc 1	Available	35	990
<input type="checkbox"/>	SomTestInventoryUAT3-2	TestVaccine2	Clinic ABC Loc 1	Available	80	63241645
<input type="checkbox"/>	Delivery 01/26/2021	Pfizer-BioNTech (5 doses/vial) (19...	Clinic ABC Loc 1	Available	4	11101
<input type="checkbox"/>	Test0125-Delivery 01/25/2021	Moderna (10 MDV) COVID-19 Va...	Clinic ABC Loc 1	Available	997	L-88
<input type="checkbox"/>	Delivery 01/27/2021	TestVaccine1	Clinic ABC Loc 1	Available	17	3252342
<input type="checkbox"/>	Grace Pfizer Inventory	Pfizer-BioNTech (5 doses/vial) (19...	Clinic ABC Loc 1	Available	133	909
<input type="checkbox"/>	Expiration 1/13/2021 8:30	Pfizer-BioNTech (5 doses/vial) (19...	Clinic ABC Loc 1	Available	77	100

Next

7. Fill in the required fields:

- Event Date
- Doses Insufficient Quantity
- Select the appropriate reason from the drop-down

Previous

Vaccine Insufficient Quantity

* Insufficient Quantity Date

Mar 18, 2021

* Doses Insufficient Quantity

1

* Reason for Insufficient Quantity

None

None

Moderna (9 doses obtained from vial, expected 10)

Pfizer (4 doses obtained from vial, expected 5)

Pfizer (5 doses obtained from vial, expected 6)

Janssen (9 doses obtained from vial, expected 10)

Moderna (8 doses obtained from vial, expected 10)

Other



8. If the reason isn't listed on the dropdown, select **OTHER**, enter the reason, and click **NEXT**

9. A success screen will appear notifying you that the Insufficient Quantity Event has been created
Click **FINISH**

If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "Vaccine Provider" option to submit your question or issue.

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET
Saturday – Sunday: 10:00 AM – 6:00 PM ET