COVID-19 Vaccine Management System (CVMS) - Provider Portal

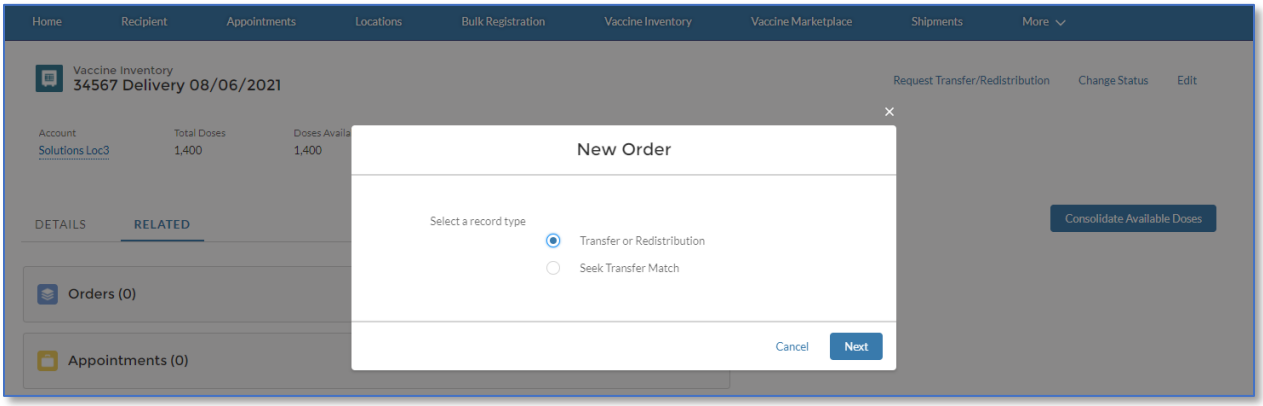
Inventory Transfers to Providers Not Using CVMS - Job Aid

Follow the instructions below if you are transferring any of your vaccine inventory to a provider that does not use CVMS.

CVMS is a unique platform developed specifically by and for the State of North Carolina. The system is designed to allow for transfers and redistributions of vaccine inventory supply within the State. However, this does not prevent providers for transferring vaccine inventory outside of the State to providers that do not have access to CVMS.

For example:

- A provider has surplus vaccine supply and is transferring to a provider in a neighboring state.
- A provider agrees to donate a portion of their vaccine supply to a mass-vaccination event at a pop-up site supported by NC but in a neighboring state.

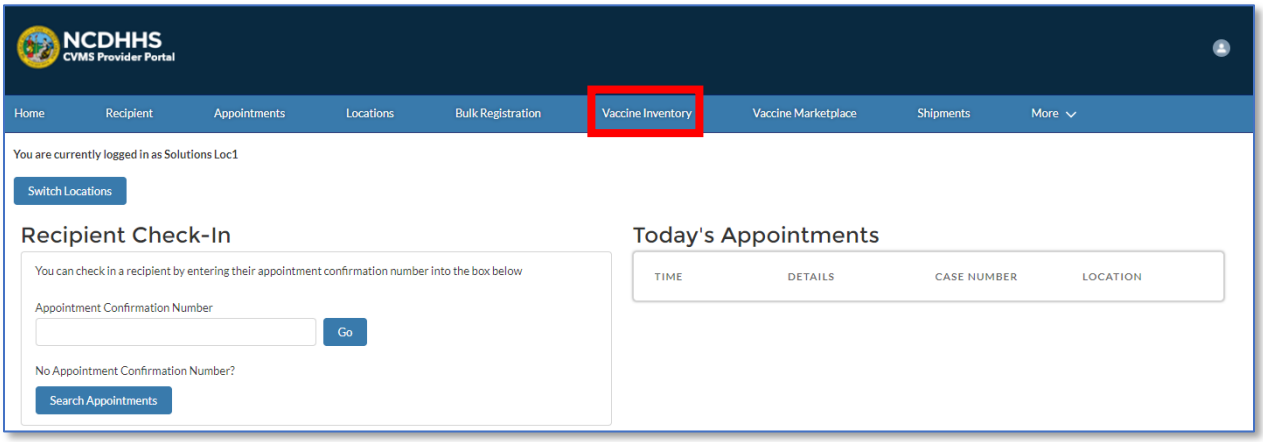


Only users with a HEALTHCARE LOCATION MANAGER profile can initiate transfers in the CVMS Provider Portal.

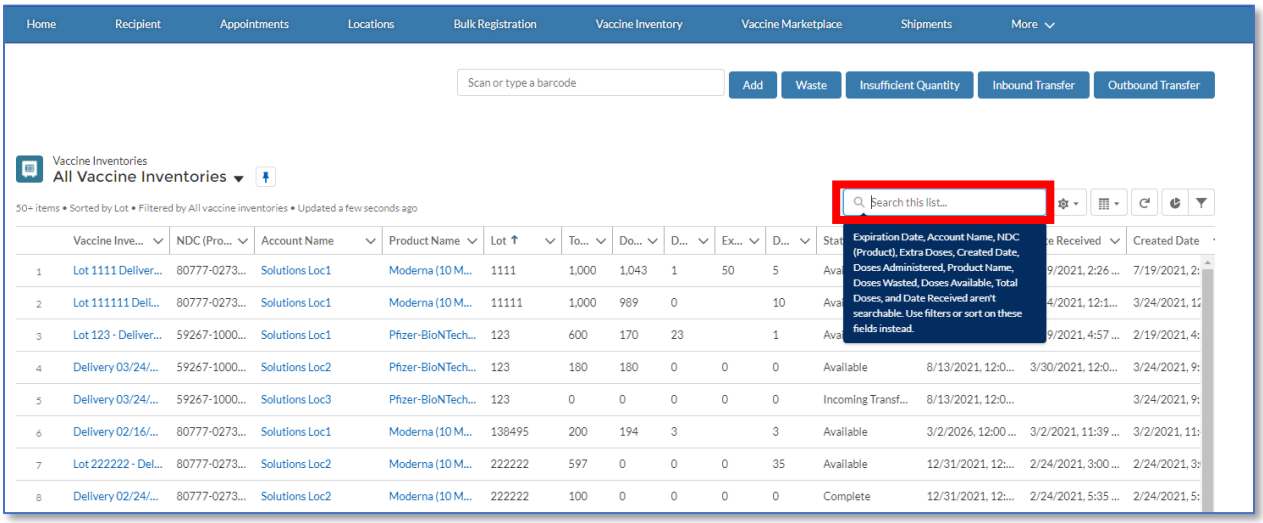
This process is similar to completing a regular transfer or redistribution in CVMS but contains a few additional steps.

Transfer Vaccine Inventory to an Entity Not Using CVMS

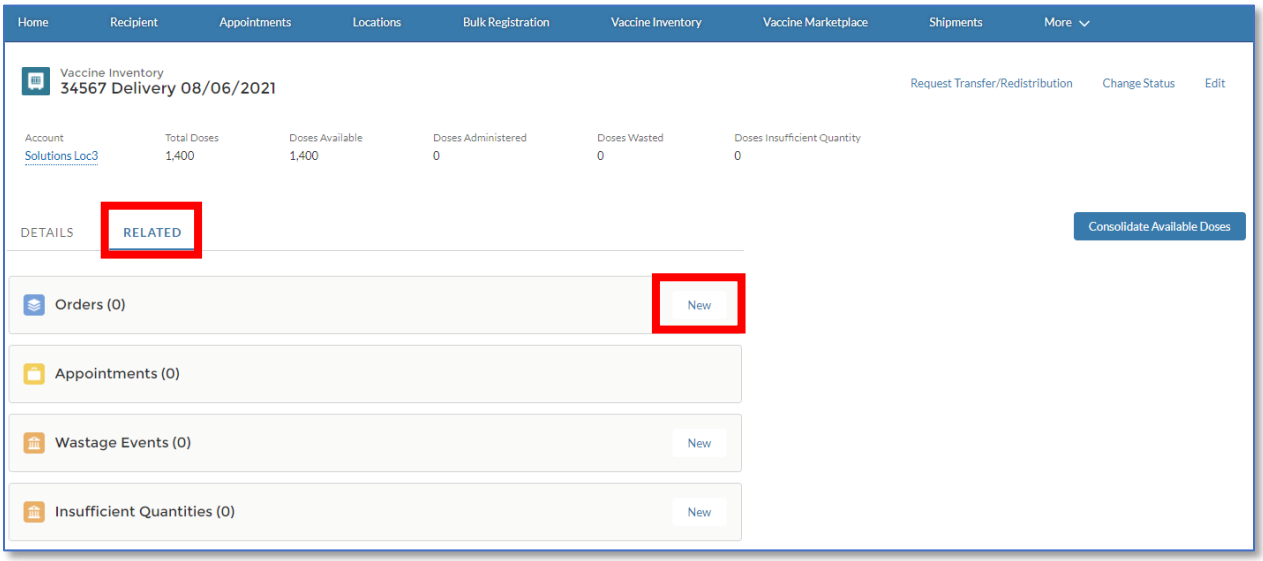
1. Navigate to the CVMS Provider Portal (https://covid-vaccine-provider-portal.ncdhhs.gov)
2. Connect using your NCID username and password
3. Navigate to the **VACCINE INVENTORY** tab



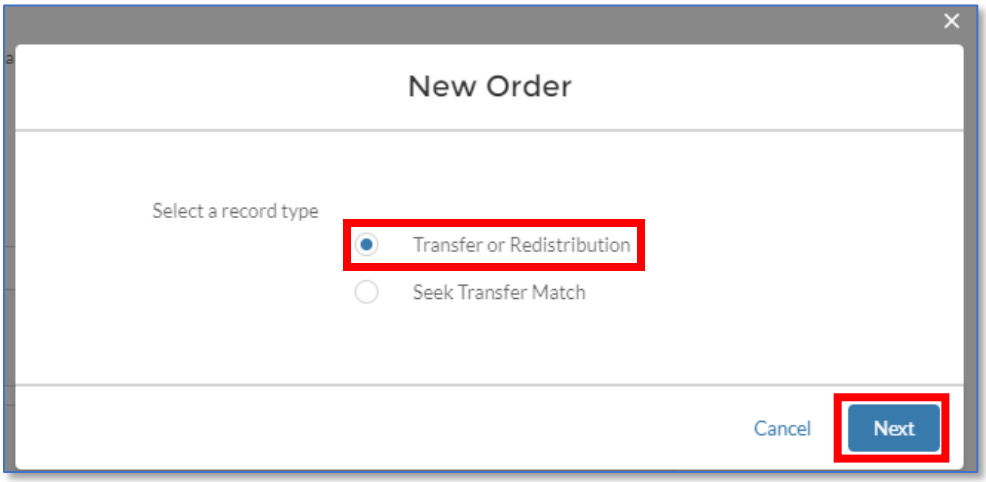
4. Search for the applicable inventory record



5. From the inventory record, navigate to the **RELATED** tab then go to **ORDERS** and click **NEW**



6. Select **TRANSFER OR REDISTRIBUTION** and click **NEXT**

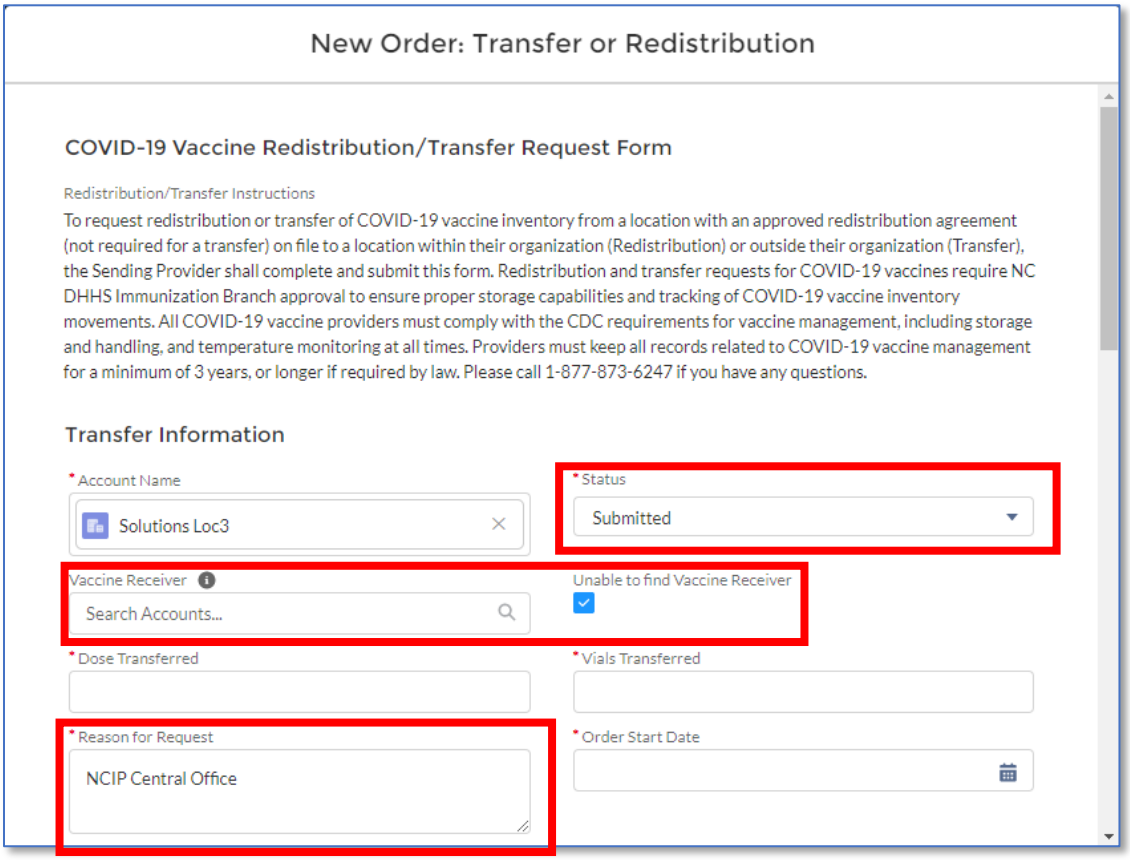


7. Fill in all required fields (identified by a red asterisk) and check the following:

a. Set **STATUS** as "Submitted"

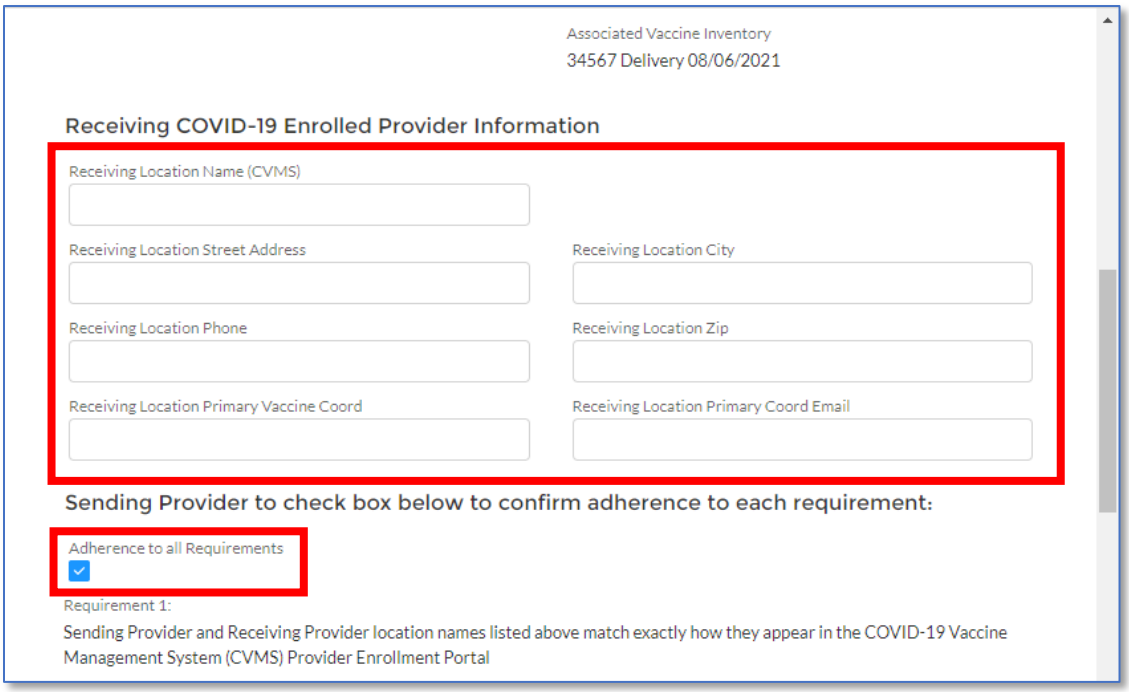
b. Leave **VACCINE RECEIVER** blank and check **UNABLE TO FIND VACCINE RECEIVER** box

c. Enter "NCIP Central Office" as **REASON FOR REQUEST**

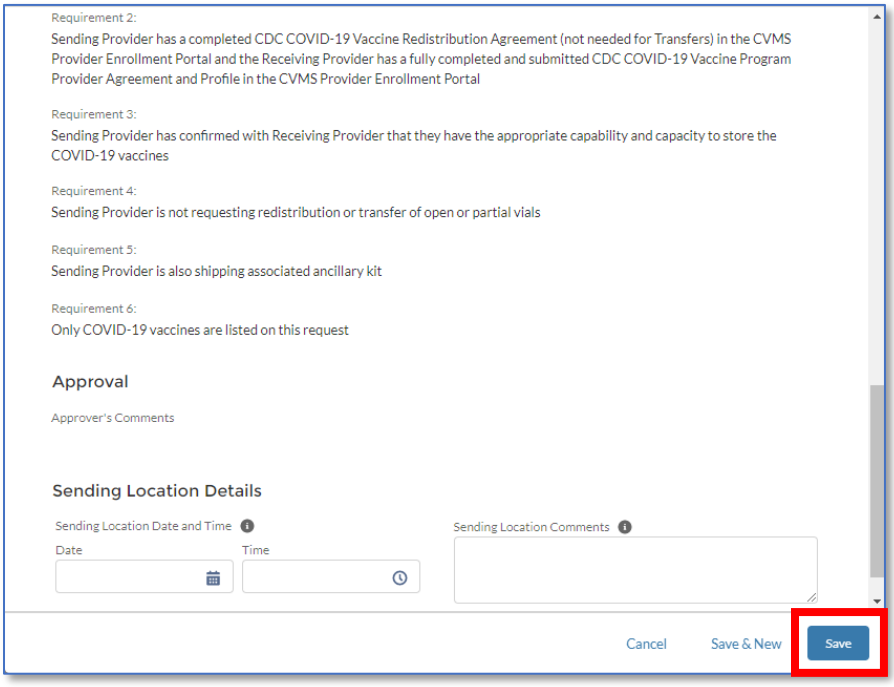


d. Enter all fields for the receiving location

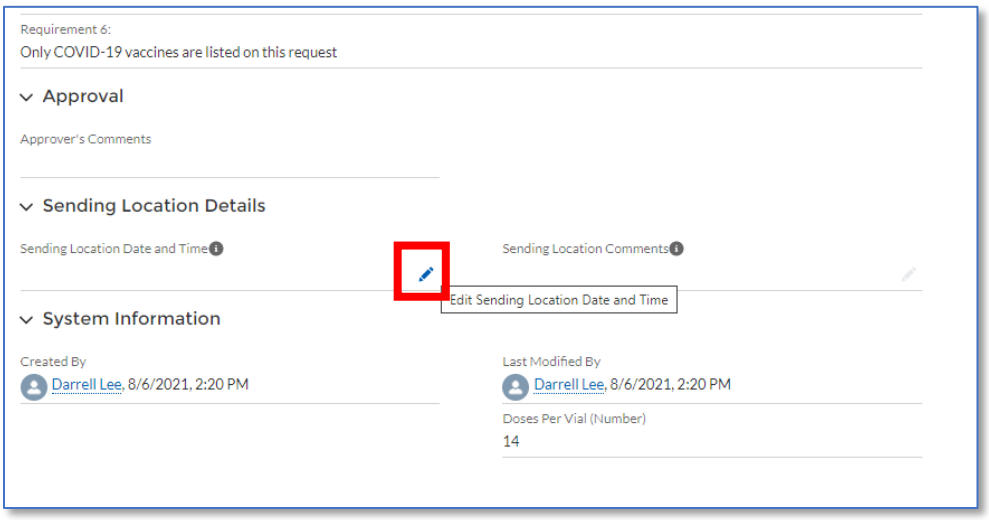
e. Read all requirements and check the **ADHERENCE TO ALL REQUIREMENTS** box



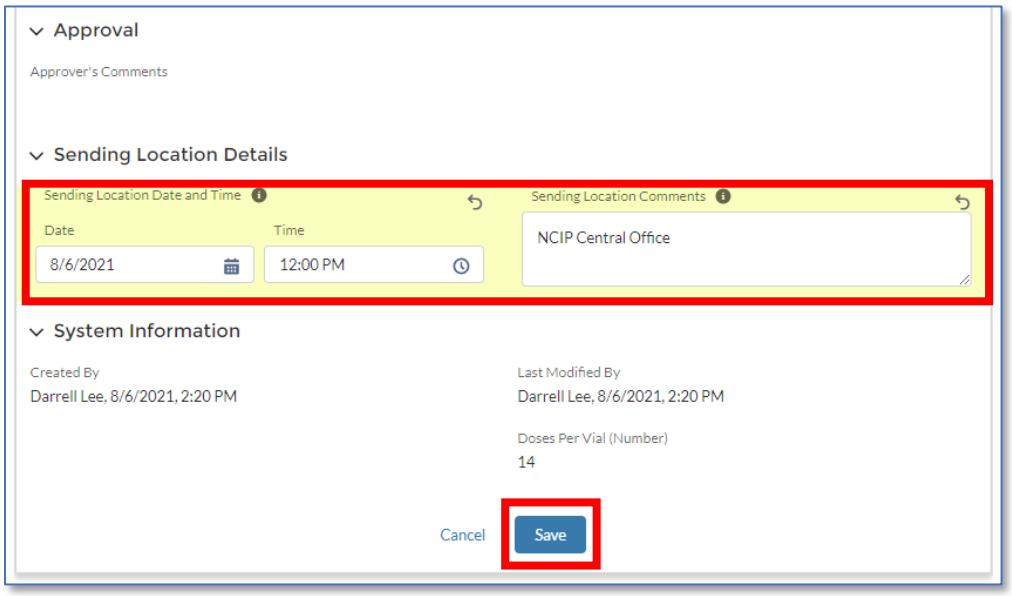
f. Click **SAVE**



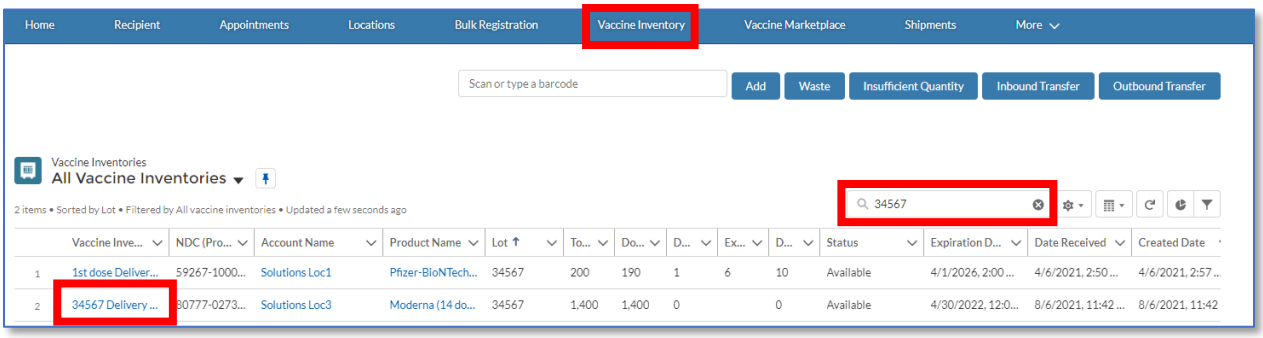
8. Once the transfer is approved, open the transfer order (see Step 5) and edit the **SENDING LOCATION DETAILS** by clicking on the pencil icon



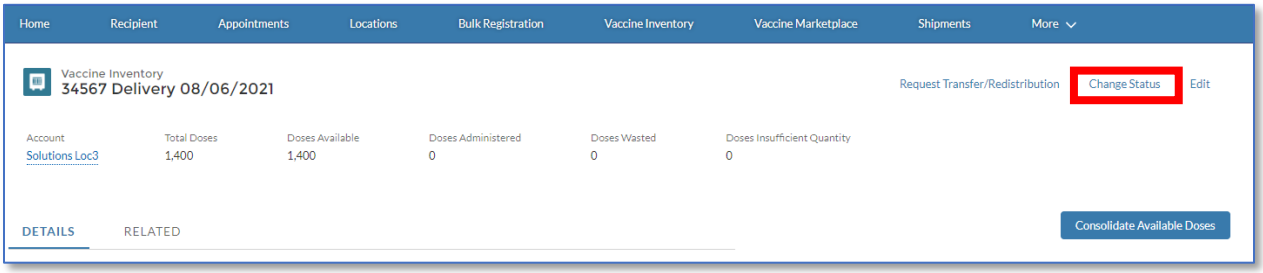
9. Enter the date and time of the transfer, enter "NCIP Central Office" in **SENDING LOCATION COMMENTS**, then click **SAVE**



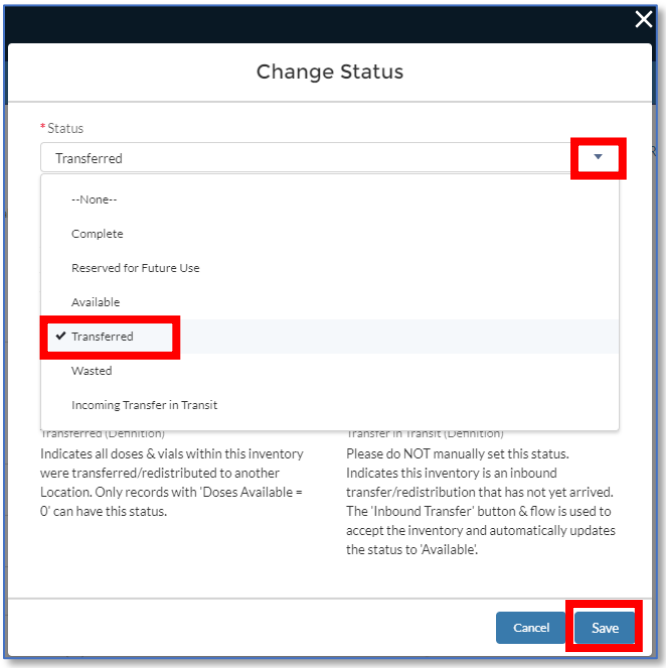
10. Navigate to the **VACCINE INVENTORY** tab and open the actual vaccine inventory record again



11. Click on **CHANGE STATUS**



12. From the drop-down, select “Transferred” then click **SAVE**



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.

If you are in North Carolina, you can also call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET
Saturday – Sunday: 8:00 AM – 4:00 PM ET

Version 1 – August 6, 2021