



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	Total Doses	Doses Available	Doses Administered	Doses Wasted	Doses Insufficient Quantity
Clinic Location1	1,000	967	33	0	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 interface. The 'Vaccine Inventory' tab is highlighted with a red box in the top navigation bar. Below the navigation bar, the user is logged in as 'Clinic Location1'. There are two main sections: 'Recipient Check-In' with a search box for appointment confirmation numbers, and 'Today's Appointments' which displays a table of scheduled appointments.

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' page. A search bar is present with the text 'Scan or type a barcode'. To the right of the search bar are several buttons: 'Add', 'Waste', 'Insufficient Quantity' (highlighted with a red box), 'Inbound Transfer', and 'Outbound Transfer'. Below the search bar, there is a dropdown menu for 'Vaccine Inventories' currently 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. It features a table of vaccine inventory items with checkboxes for selection. The 'Delivery 03/13/2021' row for Moderna (10 MDV) COVID-19 Vaccine is highlighted with a red box.

<input type="checkbox"/>	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

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Vaccine Insufficient Quantity

*Insufficient Quantity Date

*Doses Insufficient Quantity

*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**

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Vaccine Insufficient Quantity

* Insufficient Quantity Date
Mar 14, 2021

* Doses Insufficient Quantity
1

* Reason for Insufficient Quantity
Other

Reason for Insufficient Quantity - Other
Enter reason here

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

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Vaccine Insufficient Quantity

Insufficient quantity event for the chosen vaccines have been created.

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 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: 8:00 AM – 4:00 PM ET
Sunday: Closed