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.

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.**

2. Connect using your NCID username and password

3. Navigate to the VACCINE INVENTORY tab

4. Click INSUFFICIENT QUANTITY to initiate the process

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

6. Scroll to the bottom of the list and click NEXT
7. Fill in the required fields:
   - Event Date
   - Doses Insufficient Quantity
   - Select the appropriate reason from the drop-down
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](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