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

Offer Your Extra Vaccines Through Vaccine Marketplace Job Aid

If you have a surplus of COVID-19 vaccine doses, use the VACCINE MARKETPLACE in the CVMS Provider Portal to directly coordinate with another provider and agree to transfer COVID-19 vaccine doses.

Please follow the instructions below to learn:

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Note: Only users with a HEALTHCARE LOCATION MANAGER profile can request doses from other healthcare providers.

1. **How to Post an Offer for your Extra Vaccines on the Vaccine Marketplace**

   1. Navigate to the VACCINE MARKETPLACE tab in the CVMS Provider Portal.
   2. Click on NEW SEEK TRANSFER MATCH.

   ![New Seek Transfer Match](image)

   3. Complete the New Order: Seek Transfer Match form with the following details:

      - **Read the instructions** at the top of window
      - **Request Type**: select “Extra (to Send Outbound)”
      - **Order Start Date**: enter today’s date
      - **Account Name**: select your location account name
      - **Status**: select ACTIVE
      - **Doses**: enter the number of doses you are offering
      - **HCP Contact Name/phone/email**: who to contact to agree on the transfer
      - **Additional Comments**: be as detailed as possible.

For example, “These Extra doses of 400 doses are
split over six separate inventories. Here are the number of doses per lot and expiration date: xxx – xx/xx/xxx”

- **Associated Vaccine Inventory**: select the lot number you are offering. If you scroll down, there is a section allowing to declare multiple inventories.
- **Additional Transportation/Storage Details**: enter details on the storage conditions (optional)
- **ADHERENCE TO ALL REQUIREMENTS**: read requirements 1 and 2 and select the checkbox to agree to them.
- Click **SAVE**.

4. A provider may express interest in receiving your vaccine by creating a **MARKETPLACE INQUIRY**. You will be notified via email of the inquiry. Note: Interested providers might also contact you directly by email or phone.

5. To view all the inquiries received on a listing, navigate to the Vaccine Marketplace home.
6. Open your Seek Transfer Match.
7. Click on the **RELATED** tab.
8. Click on the **MARKETPLACE INQUIRY NAME** link to open it.
9. Review the inquiry. Contact the listed provider to coordinate the transfer. Click on CREATE TRANSFER. The information from the Seek Transfer Match will auto populate.

10. Complete the transfer procedure as normal.

11. Once the transfer has been approved, open the applicable inquiry. Edit the enquiry either by selecting EDIT or clicking the PENCIL ICON next to STATUS. Select COMPLETED (or other applicable status).
12. Return to the SEEK TRANSFER MATCH. Either select EDIT or click the PENCIL ICON next to STATUS.
13. Change the **STATUS** to **CLOSED/INACTIVE** (or other applicable status).
14. Scroll down to **INACTIVATION REASON** and select the appropriate reason. Click **SAVE**.
2 How to Transfer your Inventory

1. If you agree with the conditions of transfer with another provider, you can **INITIATE AN OUTBOUND TRANSFER**.

2. Navigate to the **VACCINE INVENTORY** tab in the CVMS Provider Portal and select the Vaccine Inventory record from which the doses you have agreed to transfer will come.
3. Click on the RELATED tab then click NEW to create a new ORDER.

4. Select TRANSFER OR REDISTRIBUTION, then click NEXT.
5. Complete the **TRANSFER OR REDISTRIBUTION** form.

   ![Transfer Form Image]

   Read the general instructions

   Complete Transfer Information:
   - **Account name**: select your location name
   - **Vaccine Receiver**: select the location name receiving the transfer (use search if necessary)
   - **Dose Transferred**: enter the quantity
   - **Reason for request**: refer to the marketplace

   If the receiving location is not part of your organization, also complete that section:
   - **Receiving Account name**: enter again the location name receiving the transfer
   - **Location Street, city, zip code**: enter receiving location address information
   - **Receiving Location Primary Vaccine Coordinator**: enter contact name, phone, and email address

   Read and select the **ADHERENCE TO ALL REQUIREMENTS** checkbox

   Complete the transfer details only when the transfer has been approved and arranged (see step 9)

6. Review your form and click **SAVE**.
7. NCDHHS will rapidly review the application and approve the transfer.
8. You will receive an email notification indicating that the transfer request order has been approved.

9. Prepare the transferred vials for transport.


10. Once the transfer is initiated, navigate back to the TRANSFER OR REDISTRIBUTION record on the RELATED tab of the VACCINE INVENTORY record. Click EDIT then enter the SENDING LOCATION DETAILS.

   ![Screenshot of COVID-19 Vaccine Management System interface]

11. Click SAVE
3 **How to Maintain your Offer Posted on the Vaccine Marketplace**

After 21 days, your post on the Vaccine Marketplace will expire. You can extend or close your post prior to the 21 days. After 21 days, you can clone your form and post a new one with the same information.

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.

2. Change the view to **MY SEEK TRANSFER MATCHES**.

3. Open the request you wish to extend, close, or clone.

3.1 **Extend or Close your Post (if not expired)**

4. Click on **EDIT** at the top right corner of the screen.

5. To Extend the request: update the **ORDER START DATE** to Today’s date to reinitiate the 21-day countdown.

6. To Close the request: update the **STATUS** to Closed/Inactive and select an **INACTIVATION REASON**.

7. Click **SAVE**.
3.2 Clone your Post (if expired or closed)

4. Click on CLONE at the top right corner of the screen.

5. Update the ORDER START DATE to Today’s date to reinitiate the 21-day count-down.

6. Update the Status to ACTIVE.

7. Update any other fields if necessary.

8. 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.

You can also call the NC Vaccines Help Desk at (877) 873-6247 and select option 1. The NC Vaccines Help Desk is available during the following hours:

- Monday to Friday: 7:00 a.m. – 7:00 p.m. ET
- Saturday: 8:00 a.m. – 4:00 p.m. ET
- Sunday: Closed

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