If you need additional COVID-19 vaccine doses, use the VACCINE MARKETPLACE in the CVMS Provider Portal to directly coordinate with another provider through a MARKETPLACE INQUIRY and agree to transfer COVID-19 vaccine doses.

Please follow the instructions below to learn:

1. How to Request Vaccine Surplus from Other Providers ................................................................. 1
2. How to Add the Transferred Vaccine to your Inventory ........................................................................ 5
3. How to Submit a Request for COVID-19 Vaccine to the NCDHHS Team ........................................... 7

Note: Only users with a HEALTHCARE LOCATION MANAGER profile can utilize the Vaccine Marketplace.

1. **How to Request Vaccine Surplus from Other Providers**

Check listings posted by other providers near your location.

1. Navigate to the **VACCINE MARKETPLACE** tab in the CVMS Provider Portal.
2. Change the filter to **SEEK TRANSFER MATCH – EXTRA (Active)**.

3. Click on **CITY** or **COUNTY** to sort the records in ascending or descending order by location, and easily spot providers located nearby.
4. Select the Request that matches your offer by clicking on the ORDER NUMBER.
5. Review the inventory details. You can use the HCP contact information if you wish to contact the provider directly. Create a MARKETPLACE INQUIRY.

![Image of the marketplace inquiry form]

- **Order Start Date:** Enter today’s date
- **Account Name:** Their location account name
- **Status:** Active (green), auto-lapsed if expired (yellow), or Closed/Inactive (red)
- **Doses:** Number of doses you are looking for
- **HCP Contact Name/Phone/Email:** Who to contact to agree on the transfer
- **Hub information:** (not applicable)
- **Additional Comments:** Other details about the inventories or transfer
- **Associated Vaccine Inventory:** Lot number they are offering. If you scroll down, there is a section allowing to them to share multiple inventories.
- **Additional Transportation/Storage Details:** Enter details on the storage conditions (optional)
6. Complete the inquiry:

- **Doses Requested**: Number of doses you wish to receive of listed vaccine product
- **Requesting Account**: Your provider
- **Status**: Open
- **Transportation Request**: Select from picklist
- **Contact Name**: Person responsible for coordinating transfer
- **Contact Phone/Email**: Contact details of person responsible for coordinating transfer
- **Address**: Shipping or Administration Address
- **Additional Details**: Enter option additional details
- **Click SAVE**
- The other provider will receive your inquiry via email and will contact you back to follow-up.

7. If you both agree on the conditions of transfer, the sending provider will create a transfer in the CVMS Provider Portal. Once the transferred inventory is delivered, the receiving provider should add the inventory in the CVMS Provider Portal by receiving an Inbound Transfer (see the third section of this document for detailed instructions).


2 **How to Add the Transferred Vaccine to your Inventory**

1. Once you receive the transfer from the sending provider, navigate to the VACCINE INVENTORY tab in the CVMS Provider Portal and click the INBOUND TRANSFER button.
2. Select the transferred inventory from the list and click **NEXT**.

3. Enter the Date Received and Doses Received and click **NEXT**.

4. Click **FINISH**.
How to Submit a Request for COVID-19 Vaccine to the NCDHHS Team

You can submit a request for COVID-19 vaccine to NCDHHS via the NCDHHS Vaccine Allocation Form at https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=98MI76m3#. A link to the form is also added to the VACCINE MARKETPLACE tab.

1. Navigate to VACCINE MARKETPLACE in the CVMS Provider Portal
2. Click the NCDHHS VACCINATION ALLOCATION REQUEST FORM link
3. Fill out the form and submit it

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