Supplemental Offer and Acceptance Program® (SOAP®)  
2020 GUIDE FOR PROGRAMS

The Match Week Supplemental Offer and Acceptance Program (SOAP) is the process for offering positions that are unfilled after the matching algorithm has been processed to eligible unmatched and partially matched applicants. The National Resident Matching Program® (NRMP®) manages SOAP in the Registration, Ranking, and Results® (R3®) system, and the Association of American Medical Colleges® (AAMC®) delivers SOAP applications through the Electronic Residency Application Service® (ERAS®). Only unfilled programs that indicated in the R3 system that they will take part in SOAP can participate.

Prepare for SOAP

Steps to take in ERAS Program Directors’ WorkStation (PDWS)

- NEW ERAS Users: If your program did not receive applications via ERAS during the regular season, please contact ERAS Client Technical Support (202-828-0413) by Friday, March 13 at 5 p.m. ET. ERAS will provide instructions on accessing the PDWS during SOAP.
- Enter the NRMP program code for each training track listed in ERAS Account Maintenance (EAM).
- Utilize SOAP-specific filters in the PDWS to quickly identify eligible applicants. Filters can be modified to meet your program’s needs.

Review SOAP Policies and Resources with staff
Identify staff who will assist in the selection of applicants for your program’s SOAP preference list. If your program is unfilled, ensure staff understand the SOAP process and NRMP’s SOAP policies.

Resources

- SOAP Process for Programs video
- 2020 Match Week & SOAP Schedule
- Match Week and SOAP information and instructions

Rules

- Applications from SOAP-eligible applicants MUST be submitted through ERAS.
- No contact other than the ERAS application is permitted by, or on behalf of, applicants until the program has initiated contact with the applicant.
- Program staff may initiate contact with SOAP-eligible applicants only after receiving their ERAS application during SOAP. Programs can contact applicants by phone, email (listed on the “General/Personal tab” on the ERAS application), PDWS message center, or however they may choose.
- Programs are prohibited from asking applicants to indicate whether they will accept an offer if one is extended during SOAP.
• Offers extended during SOAP constitute a binding commitment if the offer is accepted during a SOAP Offer Round.
• Only SOAP-eligible applicants who applied to programs during SOAP can be offered unfilled positions until SOAP concludes on Thursday, March 19 at 11 a.m. ET. Those positions must be offered and accepted only through the R3 system.
• After SOAP concludes, programs can create positions for partially matched applicants in order to create a full course of training.

During SOAP

Review Applications in the PDWS
• ERAS Blackout Period: The PDWS will be unavailable on Monday, March 16 between 11 a.m. – 3 p.m. ET to allow applicants to apply to SOAP programs.
• Applicants may begin submitting applications on Monday, March 16 at 12 p.m. ET. Applicants will have access to all 45 SOAP applications at that time. Applicants may apply to new programs or reapply to programs that received their applications during the regular season.
• Programs may begin reviewing applications on Monday, March 16 at 3 p.m. ET.
  - SOAP applications will display as a light bulb in the Applications, Scheduler, and Ranking modules of the PDWS.
  - Additional SOAP information such as an applicant’s eligibility, match status, and reapply applicant details will display in the SOAP header in Review Application. (Applicant’s eligibility and match status will be updated in the PDWS after NRMP’s SOAP Offer Rounds 1 and 2).
  - SOAP Apply and SOAP Reapply tags will display next to specific track(s) in which the applicant has expressed interest.
• Programs should review and evaluate applications and initiate contact with applicants to schedule an interview or obtain additional information.

Create Preference Lists in NRMP R3 system
• Programs can begin creating preference lists in the NRMP R3 system on Tuesday, March 17 at 11:30 a.m. ET. These preference lists are used to offer positions during a SOAP Round.
• Preference lists must be certified no later than 5 minutes before a Round begins.
  - Round 1 – Wednesday, March 18 at 11:55 a.m. ET
  - Round 2 – Wednesday, March 18 at 2:55 p.m. ET
  - Round 3 – Thursday, March 19 at 8:55 a.m. ET
• Program coordinators can create preference lists, but only program directors can certify lists.
Offer Rounds in the R3 system

- Offers will be sent on March 18 at 12 p.m. ET (Round 1), March 18 at 3 p.m. ET (Round 2), and March 19 at 9 a.m. ET (Round 3).
  - Positions will be offered to applicants in order of a program’s preference list and according to the number of unfilled positions remaining in the program.
  - Applicants have two hours to accept or reject offers.
  - Offers that are not accepted or rejected will automatically expire.
  - Applicants can receive multiple offers in any Round.
- The R3 system will update preference lists in real-time to show whether applicants have accepted or rejected offers.
  - Applicants who have accepted another program’s offer will show as “unavailable” on a program’s preference list.
- An email notification will be sent to programs when an offer is accepted.
- An offer rejected by an applicant will NOT be sent to the next available applicant on the preference list until the next Offer Round.
- Because the number of applicants on a preference list can change in each SOAP Round, program directors are encouraged to monitor their lists and add applicants, if necessary.

Post SOAP

- ERAS will resume normal operations on Thursday, March 19 at 11 a.m. ET.
- The List of Unfilled Programs will be accessible to program directors and institutional officials on Thursday, March 19 at 11:30 a.m. ET in the R3 system and all unfilled programs, regardless of whether they participated in SOAP, will be displayed. The List will become available at 12 p.m. ET to all unmatched and partially matched applicants, regardless of their SOAP-eligibility. Prior to the list being released to applicants, programs can remove unfilled positions if they do not intend to fill them. Programs also can update the list as positions are filled after SOAP concludes.

Additional Resources & Support

NRMP: Resources | Support: support@nrmp.org, 866-653-NRMP (6767), 202-400-2233
ERAS: Resources | Support: ERAS Client Technical Support, 202-828-0413