Providers will follow the steps below to create a return order using the Returns Catalog in VTrckS.

Click on the Returns Catalog link to select the NDC’s for a Return.

Enter the NDC quantity before adding to the shopping cart. Click on the Shopping Cart icon to update the transaction directly OR Mark the Check Box to select the NDC and then click on the Add to Cart button to update the transaction.

Click on the checkout XX item(s) button at the top of the screen to move to the order screen to finalize the order.

From the drop down select the applicable return type. Then click on Submit button to continue with the return.
Click in the following required fields and enter the following information:

**Number of Boxes** – Enter the total amount of boxes.

**Return Reason** – From the drop down list select the return reason.

Click the **Update** button to populate the Brand name and NDC Description.

Perform one of the following tasks:

- **Cancel** – cancels the vaccine order,
- **Checkout** – takes the user to the vaccine order review screen.

Note: **Lot Number** and **Expiry Date** are not required fields.

Review the return order and determine if any changes are needed before the order is processed.

Click on **Continue Shopping** – to make necessary changes, or

Click on **Return Vaccine** – to submit the return order

The return order has been submitted and the **Return Confirmation** has been created. The order can now either be printed or closed at this time.

To exit the screen click on the **Return Orders through the Returns Catalog Site** link to return to the home page.