

QUICK START GUIDE - VISTAPHARM RECALL

AFFECTED PRODUCT

VistaPharm Lactulose Solution

USP 10 CFU/ mL

NDC #	PACKAGE SIZE
66689-038-50	10 CFU/ mL
66689-039-50	10 CFU/ mL

LOT NUMBERS

458300
462600
471000
474300
468300
474400

1

Go to www.PharmaLinkInc.net/MReturns. Enter your **Username** and **Password**, then select **Login**.

- If this is your first time using our Manufacturer Returns Portal you must first create an account.

2

Click the **Start a New Return** link from the Options.

3

Determine the **Manufacturer** from the drop-down.

- Enter the correct Manufacturer based on the NDC list (left).

4

Select the correct **Distributor / Wholesaler** from the drop-down. Verify that the address has populated the field correctly.

5

Enter the **Wholesaler Account ID** and any necessary notes, including: **PO Number**, **Debit Memo Number**, or **Return Authorization**.

6

Next, determine if you would like to **Create an Inventory** or **Upload a Debit Memo**. Accepted file types include: **.pdf, .doc, .docx, .xls, .xlsx**.

7

To manually enter your products, select **Create Inventory**, and **Next**.

8

Enter the **NDC#** then select **Next**. If the **NDC#** is not found, it is not included with this recall. Reference included NDC#'s.

9

Enter the **Lot#** and **Quantity** of product and determine if it is **Full** or **Partial**, and select **Add**.

10

Repeat steps **6** and **7** until your inventory is complete. Once you are finished adding items, select **Submit**.

11

When the file upload is successful or you are done manually entering your Inventory, you will be prompted to click **Submit**.

12

Once you select **Submit**, a **RA** and **Shipping label** will **automatically open in two new browser tabs**.

- Make sure your pop-up is **enabled**.

13

Attach the **RA label** and the **Carrier Label** to the outside of each box.

14

Contact the **indicated carrier** to arrange pick-up of your box(es).