

QUICK START GUIDE - VISTAPHARM RECALLS

AFFECTED PRODUCTS

VistaPharm KCL

(Potassium Chloride Only)

NDC #	PRODUCT
66689004701	POTASSIUM CHLORIDE
66689004750	POTASSIUM CHLORIDE

VistaPharm Cepacia

NDC #	PRODUCT
66689003650	PHENYTOIN ORAL SUSPENSION
66689003701	NYSTATIN
66689003850	LACTULOSE
66689003150	METOCLOPRAMIDE
66689002316	HYDROCDONE/ACETAMINOPHEN SOLUTION
66689003799	NYSTATIN
66689003601	PHENYTOIN
66689002301	HYDROCDONE/ACETAMINOPHEN SOLUTION
66689002304	HYDROCDONE BITARTRATE & ACETAMINOPHEN
66689003101	METOCLOPRAMIDE
66689002350	HYDROCDONE/ACETAMINOPHEN SOLUTION
66689000816	NYSTATIN
66689003750	NYSTATIN ORAL SUSPENSION USP
66689000802	NYSTATIN
66689003801	LACTULOSE
66689003901	LACTULOSE
66689003950	LACTULOSE
66689040101	OXYCODONE HYDROCHLORIDE
66689040150	OXYCODONE HYDROCHLORIDE
66689040316	OXYCODONE HYDROCHLORIDE
66689069430	METHADONE HYDROCHLORIDE
66689069479	METHADONE HCL CONCENTRATE
66689069579	METHADONE OCS SUGARLESS
66689071116	METHADONE HYDROCHLORIDE
6668969430	METHADONE HYDROCHLORIDE
6668971116	METHADONE HYDROCHLORIDE

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.
- For C2 Recalls the Shipping label and RA Form will arrive with your C2 Kit. Kits arrive in approximately 5-10 days.

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).