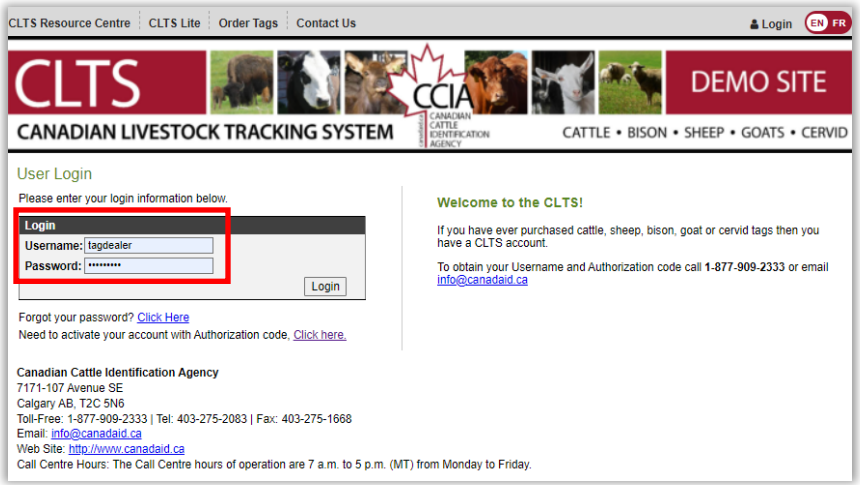
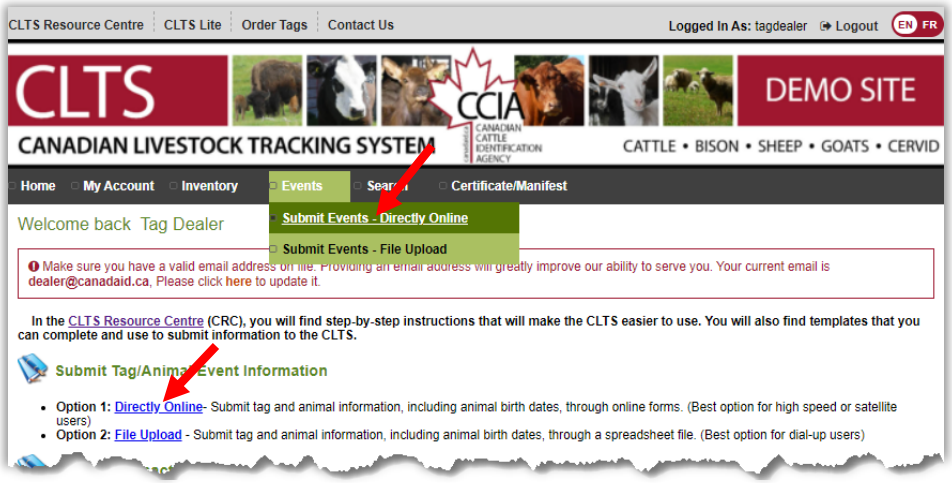
Returned: Used to report approved tag/indicator numbers that have been returned to a dealer, distributor, or manufacturer, from a producer, dealer, or distributor.

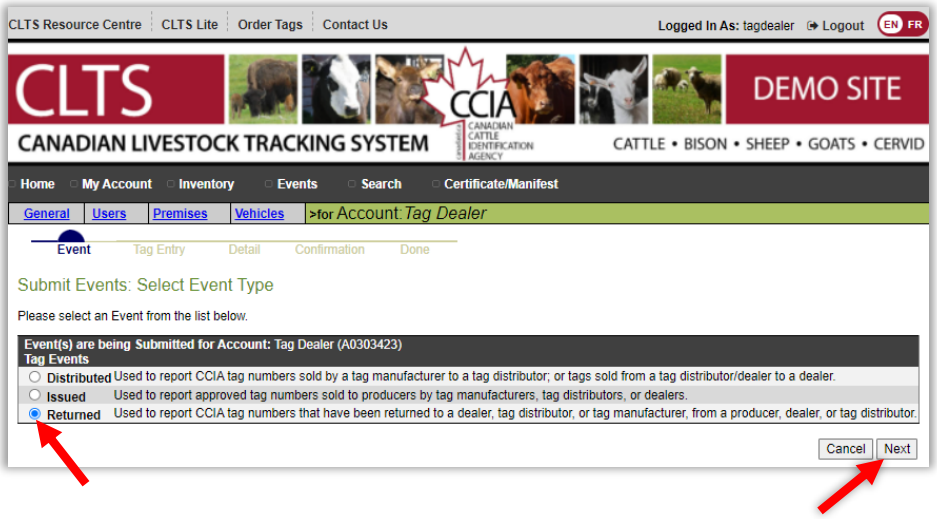
Login to **clts.canadaid.ca**. If you do not know your username or password, contact CCIA at **info@canadaid.ca** or **1-877-909-2333**.



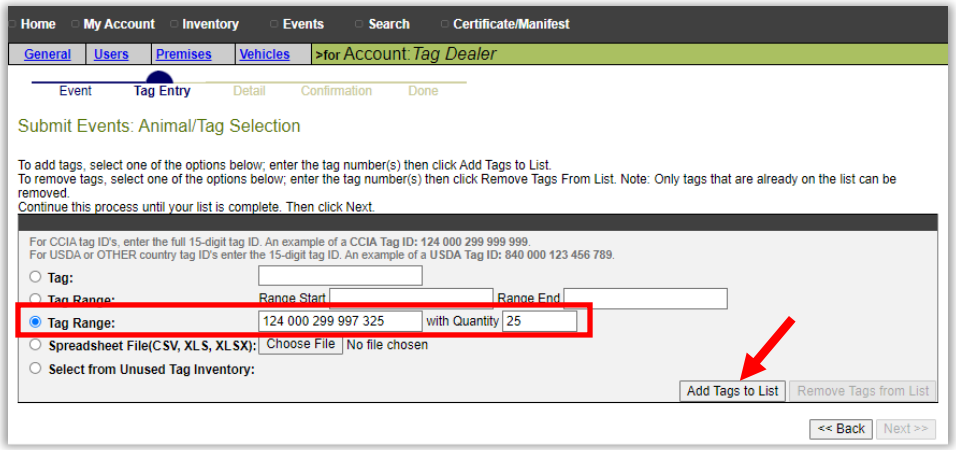
Click **Submit Events - Directly Online**.



Select **Returned**, then click **Next**.



There are **five** options to choose from to add tags/indicators to your list. All options can be used to create the list, but only one option can be used at a time. Enter the tag/indicator number(s), then click **Add Tags to List.**



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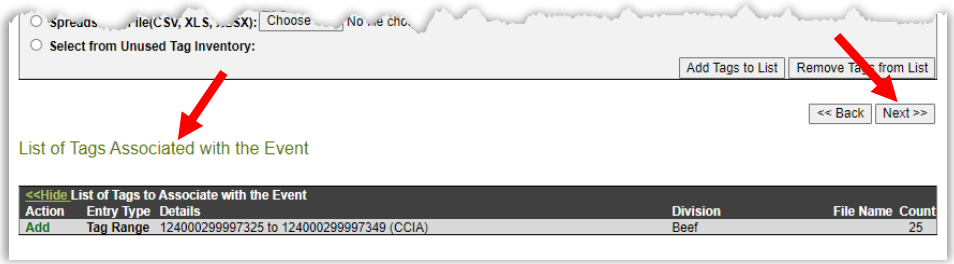
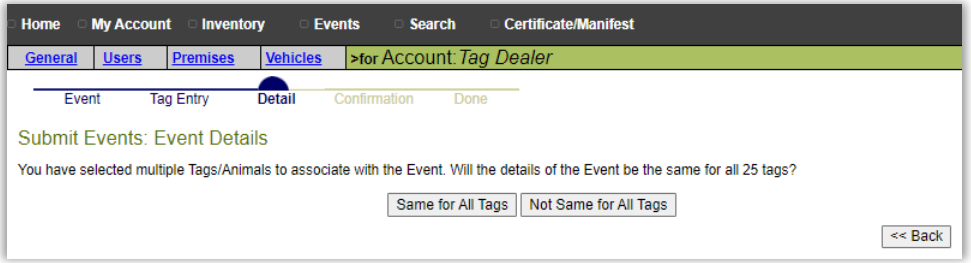
The tags/indicators numbers will appear at the bottom of the screen under "**List of Tags Associated with the Event**".

Repeat the previous step if necessary and once your list is complete, click **Next**.



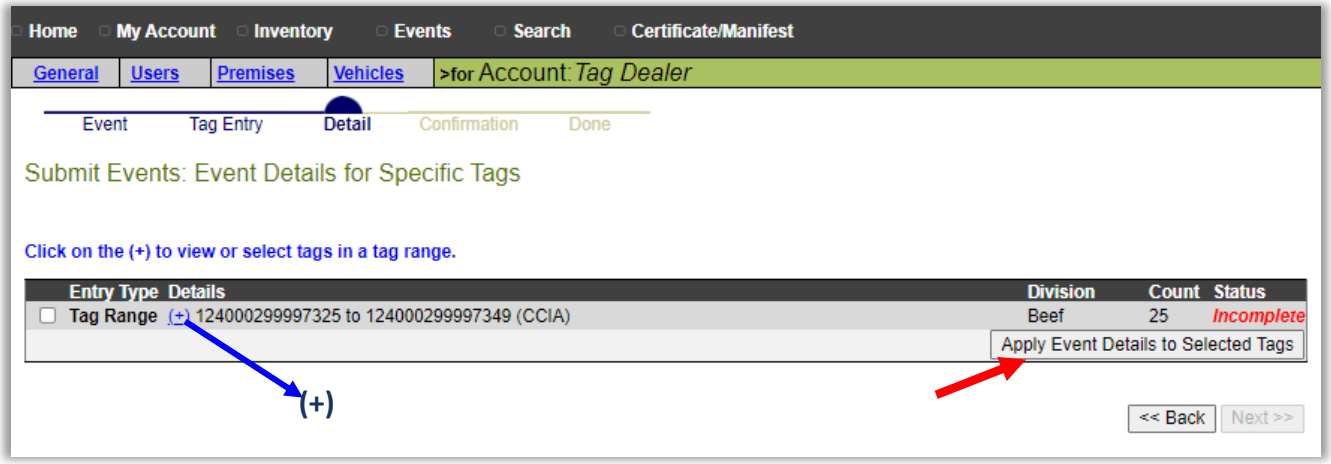
If you have more than one tag/indicator on your list the below options will appear. If you only have one tag, skip to page 3.

Same for all tags will apply the same details to all tags/indicators. (skip to page 3)
Not same for all tags will allow you to apply different details to each tag/indicator. (see next step below)



Not Same for All Tags Step 1: Select tags/indicators to enter details for. If needed, click the **blue plus sign** to view all tags/indicators in a range.

Once all tags with the same event information are selected click **Apply Event Details to Selected Tags**, then go to the next step.



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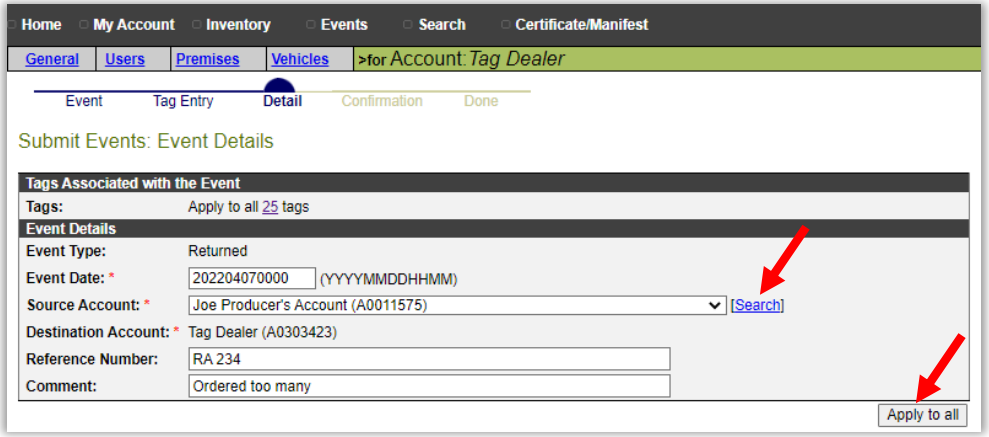
Same for All Tags and **Not Same for All Tags Step 2**.

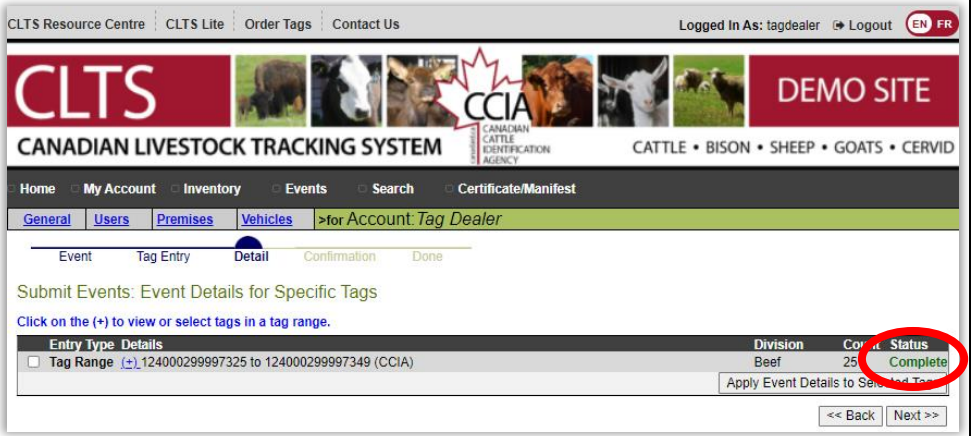
The following information is required for this event:
Event Date: select the date the tags were returned from the pop-out calendar.
Source Account: Select **Search** to find the account ID of the source account the tags were returned by.
Destination Account: Your account name and number will appear automatically.

Optional:
Reference Number: Enter the return authorization number, or other reference number for the event.
Comment: Enter any other pertinent details about the event, such as reason for the return.

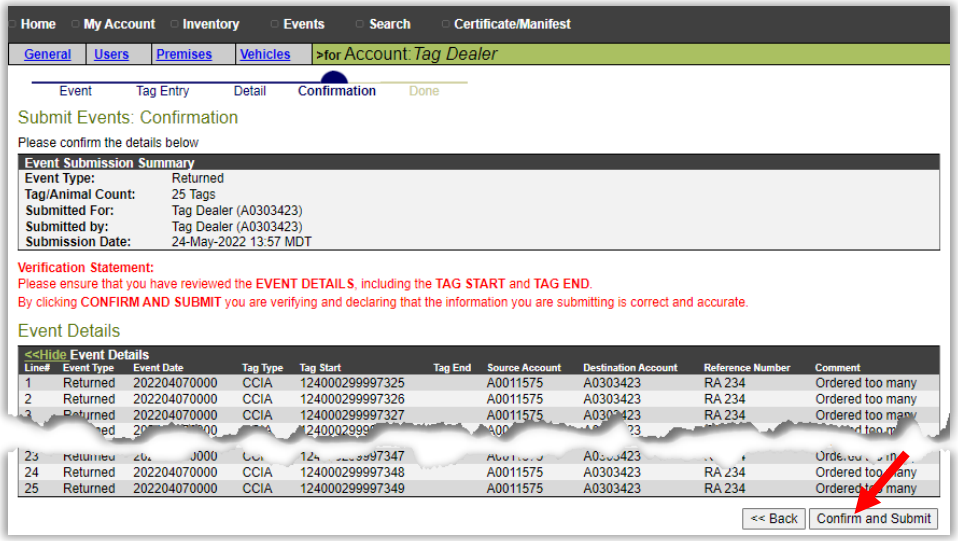
Once all your information has been entered, confirm it is correct, then click **Apply to All** (Not same for all tags) OR **Next** (Same for all tags).



Not Same for All Tags Step 3: If entering individual information, once you click **Apply to All** you will return to the **tag/indicator list**. Repeat Steps 1 and 2 until all tags/indicators have a **Complete** status, then click **Next.**



Review and confirm the event details, if correct, click **Confirm and Submit**.
If anything needs changing, click **Back** to make them.



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A **transaction ID** has been assigned to your submission. It is recommended to make note of the transaction ID in your records, and to check your transaction status by clicking on the transaction ID number to ensure the information is processed successfully.

For more CLTS database user guides, visit **support.canadaid.ca**

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