

UNITED KINGDOM VAPING DUTY STAMPS SCHEME

UK Vaping Duty Stamps Portal
User Guide for Affixing Operators
(Reception, Declarations and
Returns)

Version: 1.0
28.08.2026

CONFIDENTIAL



DOCUMENT HISTORY

Version	Date	Observations
V1.0	28.08.2026	First release (based on application v 1.4.0)

All material in these pages, including text, layout, presentation, logos, icons, photos and all other artwork including any derivative work, is the intellectual property of CARTOR Security Printers Limited ("CARTOR") or is licensed to CARTOR, unless otherwise stated, and is protected by trademark, patent or copyright. No reproduction, derivative, or commercial use of any material is authorized without the prior express written permission of CARTOR. Information contained in, or derived from, these pages shall not be used for development, production, marketing of any product or service, or for any other purpose, without the express prior written permission of CARTOR.

TABLE OF CONTENTS

1	PREFACE	4
2	INTRODUCTION	5
2.1	Vaping Goods.....	5
2.2	Key Dates and Transitional Arrangements	5
3	RECEPTION OF DELIVERIES	6
3.1	Search reception.....	6
3.2	Declare new reception.....	7
3.3	Search packs pending reception (Second reception)	8
3.4	Receive packs initially rejected (Second reception)	8
4	DECLARATIONS	10
4.1	What are declarations?.....	10
4.2	Search for declarations.....	10
4.3	Create new declaration.....	11
5	RETURNS.....	21
5.1	Search returns	21
5.2	Create new return	21
5.3	Cancel a return	24
6	CONTACT.....	26

1 Preface

Purpose

This guide describes how to use the Digital Activation System available in the solution. The UK VDS Portal is intended for the Affixing operators to do declarations for vaping duty stamps in the United Kingdom (UK).



Note: All images in this manual are examples and may differ slightly from the actual.

Intended audience

This manual is intended for authorised users i.e. **Affixing Operators** who have received prior training and who have been authenticated in the UK VDS Portal with proper access permissions. The user shall access only the data related to their production sites.

Affixing Operators are defined as UK based manufacturers, Overseas manufacturers and UK warehousekeepers who will be affixing duty stamps to vaping products in the manufacturing or packaging process, and who are approved by the authorities to distribute vape products the across UK.

Conventions

The following conventions are intended to alert the user to the associated instructions:



Hint: Helpful hints and tips for using the system.



Note: Relevant information to facilitate operation or compliance, which may improve the operation of the system.

Getting help

Always refer to this user manual first for information on using the system. If you cannot resolve the issue after reading this manual, please contact support VDS-support@cartor.com. Tel: +44 0800 229 4160.

Document applicability

The information contained in this user manual is valid as at the date indicated on the front cover. For further releases, please contact support VDS-support@cartor.com. Tel: +44 0800 229 4160.

2 Introduction

From 1 October 2026, the Vaping Duty Stamps (VDS) scheme requires all vaping products manufactured or imported into the United Kingdom (UK) to have a duty stamp fixed to the final retail packaging. Duty stamps will only be issued to approved individuals, manufacturers and importers. From 1 April 2026, businesses must apply for approval from the authorities to affix duty stamps from 1 October 2026.

A transitional duty stamp will be made available to support businesses through the interim period before VDS are introduced.

Who needs to use vaping duty stamps?

Any business approved by the UK authorities and involved in manufacturing, importing, storing, or distributing vaping products in the UK. You can [check if you're impacted by Vaping Products Duty](#) and the [Vaping Duty Stamps scheme information - GOV.UK](#)

2.1 Vaping Goods

Vaping products are required to bear vaping duty stamps before they are released into the market. No products with the stamps should be released into the market until 1st of October 2026.

2.2 Key Dates and Transitional Arrangements

When do the rules come into force?

- **1st October 2026:** Mandatory.
- **1st April 2027:** Full enforcement.

Key Timeline Summary:

- **April – November 2026:** Transitional stamps are available to purchase.
- **30th November 2026:** Last date to purchase Transitional stamps.
- **1st September 2026:** Digitally Enhanced stamps introduced.
- **1st October 2026:** Duty comes into force.
- **1st January 2027:** Only Digitally Enhanced stamps must be affixed to products.
- **1st April 2027:** All vaping products on the UK market must carry a stamp.

3 Reception of deliveries

The UK VDS Portal DAS component facilitates reception of deliveries of stamps to the operators.



Figure 1 : Reception menu

When a delivery is confirmed and shipped to operators, the system enables the reception of these deliveries.

Search order for reception

Order ID

Delivery ID

Site

Order ID must be a numeric value with at least 3 characters.

Delivery ID must be a numeric value with at least 3 characters.

Clear

Search

Order ID	Destination Site	Operation
0960000101	SDAS UK Based Operator	

Items per page

10

1 - 1 of 1

<< < > >>

Figure 2: Reception Screen

3.1 Search reception

The Search Reception page displays a chronological list of all orders pending for reception, the destination site and the operation available (reception).

Search order for reception

Order ID

Delivery ID

Site

Order ID must be a numeric value with at least 3 characters.

Delivery ID must be a numeric value with at least 3 characters.

Clear

Search

Figure 3: Search order

The following search criteria options are available:

- **Order ID:** Enter the Order ID (minimum 3 digits required).
- **Delivery ID:** Enter the delivery ID to search the associated order.
- **Site:** Search by destination site.

After one or more criteria are selected, click the **Search** button. The matching orders will be listed in the table.

To begin a new search, select the **Clear** button to clear all filters and reset the criteria

3.2 Declare new reception

To enable a new reception of the packaging units :

1. Go to the order to be received and click on  button.
2. The system displays the list of packaging units included in the delivery. By default, they are selected to be part of the reception.

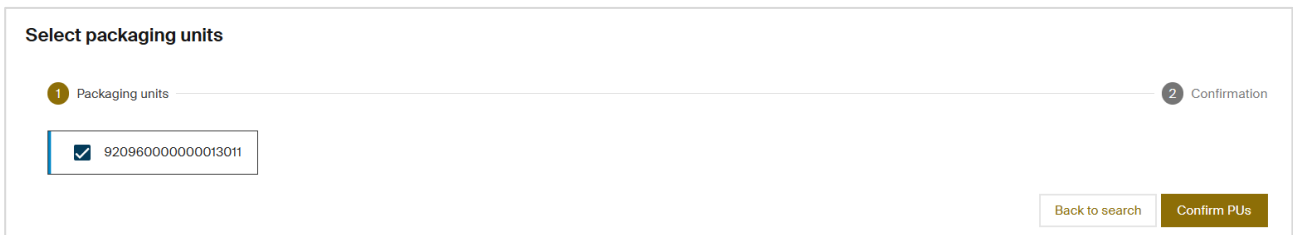


Figure 4 : Select packaging units

3. If the operator confirms that one of the PUs are not physically received, they can remove the PU from the Reception screen by clicking on the checkbox corresponding to the PU barcode ID.

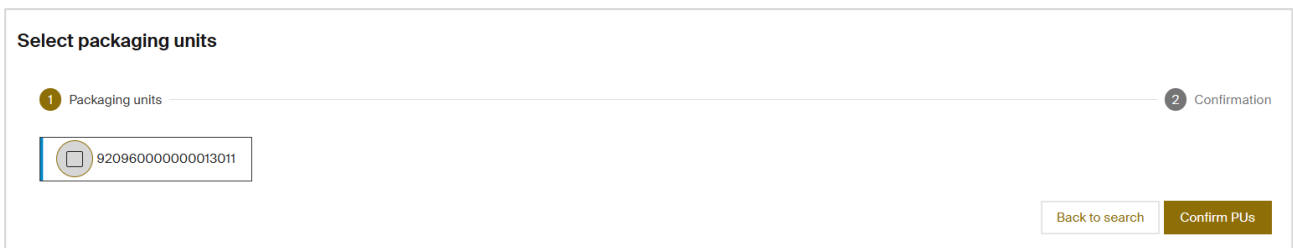


Figure 5: New reception screen

4. Click on the Confirm PUs button.
5. System displays the summary of the reception
 - a. Total of packs being received on the left side of the screen
 - b. Total of packs rejected on the right side of the screen

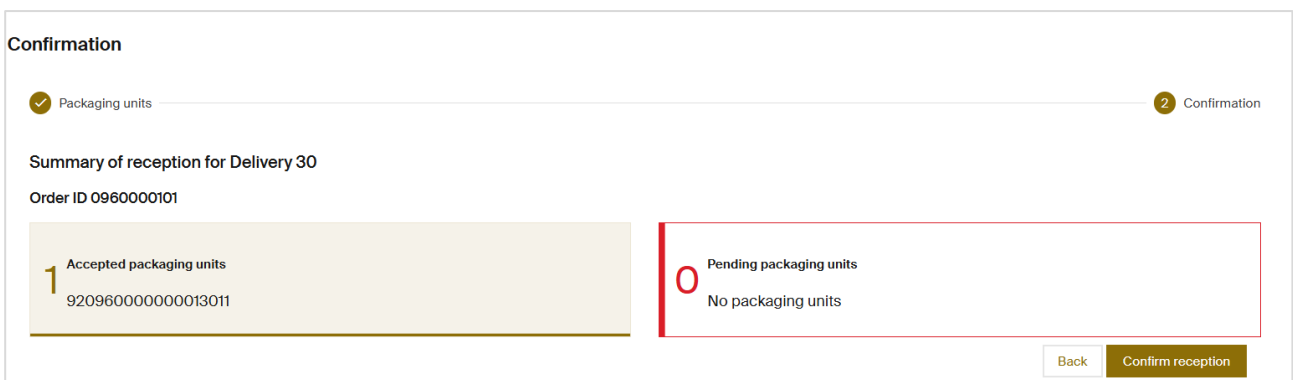


Figure 6 : Confirm reception

6. If everything is correct, click on Confirm Reception button, a successful message is displayed

Summary

✓

Reception confirmed
Reception of delivery 30 for Order 0960000101 has been successfully confirmed.

✓

Reception declared successfully
The reception for the order with ID 0960000101 has been confirmed

×

✓

Reception confirmed
Reception of delivery 30 for Order 0960000101 has been successfully confirmed.

Summary of reception for Delivery 30

Declare another reception

Order ID 0960000101

1

Accepted packaging units
920960000000013011

0

Pending packaging units
No packaging units

Figure 7: Reception confirmation message

- Once the reception is successfully completed, a confirmation message is displayed in green.

3.3 Search packs pending reception (Second reception)

In case a pack has been rejected from the reception, either by mistake or because it has been received later, it is possible to re-receive the packs from the order.

To enable this process :

- Go to Digital Activation System -> Pending reception.
- The system displays the list of packs that are pending to be received.

Search pending receptions

PU Barcode

Order ID

Delivery ID

PU Barcode must be a numeric value

Order ID must be a numeric value with at least 3 characters.

Delivery ID must be a numeric value with at least 3 characters.

Clear

Search

PU Barcode

Order ID

Delivery ID

Receive

920960000000013455	0960000067	8	☐
--------------------	------------	---	--------------------------

Items per page

10

1 - 1 of 1

<<

<

>

>>

Next

Figure 8: Pending reception search screen

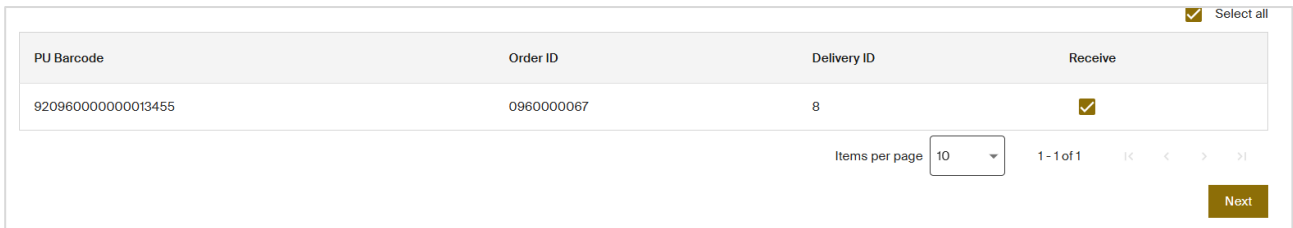
The search displays the list of packs (barcode ID), Order ID, Delivery ID and the possibility to mark them as Received.

Notes: A pending reception is an operation available only when a first reception has been made, and there were packs not received in the first place, providing a second opportunity to receive the packs in case of a mistake.

3.4 Receive packs initially rejected (Second reception)

To receive the packs that were rejected during the first reception process, operators can do the following .

1. Go to Digital Activation System -> pending reception.
2. Check the packs to be received by clicking on the associated ☐ checkbox.



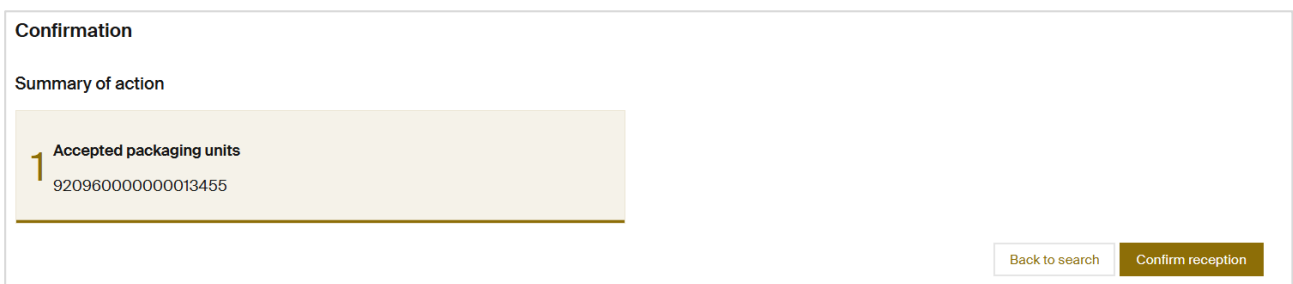
The screenshot shows a table with the following data:

PU Barcode	Order ID	Delivery ID	Receive
920960000000013455	0960000067	8	☒

Below the table, there is a 'Select all' checkbox (checked), 'Items per page' set to 10, '1 - 1 of 1' items, and navigation arrows. A 'Next' button is located at the bottom right.

Figure 9: Pending reception screen

3. Click on the Next button.
4. The system displays the summary of reception.
 - a. Displays the list of accepted packs (barcode) and the total of packs to be received.



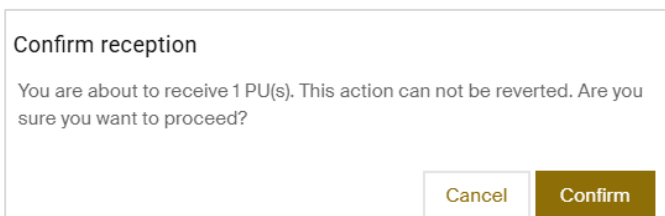
The screenshot shows a 'Confirmation' section with a 'Summary of action' box containing:

1 Accepted packaging units
920960000000013455

At the bottom right, there are two buttons: 'Back to search' and 'Confirm reception'.

Figure 10: Second reception summary screen

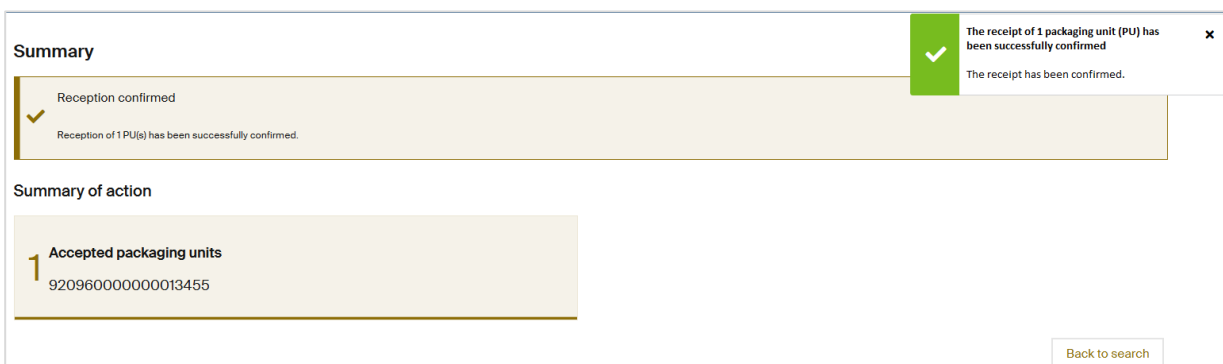
5. If everything is correct, click on the Confirm reception button.
6. The system displays a confirmation message.



The screenshot shows a 'Confirm reception' dialog box with the text: 'You are about to receive 1 PU(s). This action can not be reverted. Are you sure you want to proceed?'. At the bottom, there are 'Cancel' and 'Confirm' buttons.

Figure 11: Second reception confirmation message

7. Click on the Confirm button
8. The system displays a successful message.



The screenshot shows a 'Summary' section with a green checkmark icon and a message: 'The receipt of 1 packaging unit (PU) has been successfully confirmed. The receipt has been confirmed.' Below this is a 'Summary of action' box containing:

1 Accepted packaging units
920960000000013455

At the bottom right, there is a 'Back to search' button.

Figure 12: Second reception success message

4 Declarations

Affixing operators can now do declarations of the packaging units/stamps that have been previously received.

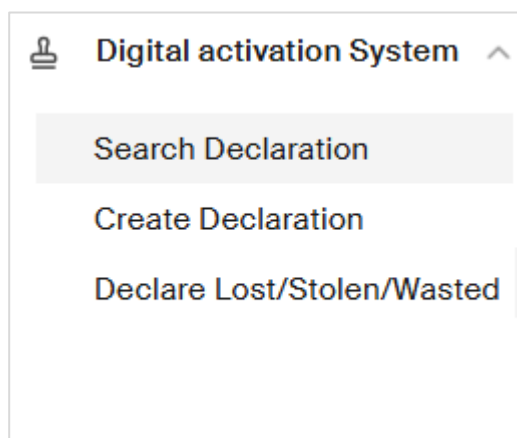


Figure 13: Declarations menu

4.1 What are declarations?

To enable the distribution of the products into the UK market, it is mandatory that all stamps are properly affixed to products, and each stamp is associated to the corresponding product used. This process must be recorded in the system to enable future inspections that will be performed, where the inspectors can compare the information displayed on the system versus the physical evidence.

During this process, operators must introduce the associated SKU and the packaging units or HRCs that will be activated. This triggers the system to update the status of the stamp based on the information provided by the operator.

4.2 Search for declarations

To see the list of declarations registered, go to Digital Activation System -> Search declaration.

The system displays all declarations currently created by the operator. It displays the following information :

- Operation ID: declaration identity number which is system generated.
- Date of declaration: date when declaration was registered in the system.
- Site: location where the declaration was created.
- SKU: product associated to the declaration.
- Total units: total number of stamps declared.
- Declaration type: status of the declaration.
- Actions: operations that can be done based on the status.

Search

+ New Declaration

Operation Id

Site

SKU

Label Information

Declaration date from

Declaration date to

Declaration type

Example: 01/01/2000

Example: 01/01/2000

Clear

Search

Operation Id	Date of declaration	Site	SKU	Total Units/Labels	Declaration type	Actions
1065	27/08/2026	SDAS UK Based Operator	SDAS UK Based Operator - SELF-ADHESIVE	1	● Declared	
1063	26/08/2026	SDAS UK Based Operator Site 3	SDAS UK Based Operator - SELF-ADHESIVE	20000	● Declared	
1061	26/08/2026	SDAS UK Based Operator	SDAS UK Based Operator - SELF-ADHESIVE	46994	● Declared	
1060	26/08/2026	SDAS UK Based Operator	SDAS UK Based Operator - SELF-ADHESIVE	1	● Declared	
1059	26/08/2026	SDAS UK Based Operator Site 2	SDAS UK Based Operator - DRY	20000	● Declared	
1057	26/08/2026	SDAS UK Based Operator		1	● Stolen	

Figure 14: Search declarations screen

The system provides filters that operators can use to search for specific declarations .

Search

Operation Id

Site

SKU

Label Information

Declaration date from

Declaration date to

Declaration type

Example: 01/01/2000

Example: 01/01/2000

Clear

Search

Figure 15: Purchasing limit information screen

4.3 Create new declaration

To create a new declaration, operators can use the “Create Declaration” link in the DAS menu or go to “New declaration” button that is displayed when searching declarations .

Accounts

Ordering

Forecast

Digital activation System

Declare new reception

Pending reception

Search Declaration

Create Declaration

Declare Lost/Stolen/Wasted

Search

+ New Declaration

Operation Id

Site

SKU

Label Information

Declaration date from

Declaration date to

Declaration type

Example: 01/01/2000

Example: 01/01/2000

Clear

Search

Operation Id	Date of declaration	Site	SKU	Total Units/Labels	Declaration type	Actions
1065	27/08/2026	SDAS UK Based Operator	SDAS UK Based Operator - SELF-ADHESIVE	1	● Declared	

Figure 16 : New declaration screen

The declaration process will begin as follows :

- Operators must select the location of the declaration, which should be the site where the stamps are physically affixed on products.

Site selection

1 Site

2 SKU and labels

3 Other information

4 Confirm

Select Site

Search site

SDAS UK Based Operator

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

SDAS UK Based Operator Site 2

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

SDAS UK Based Operator Site 3

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

Items per page51 - 3 of 3

Select SKU & Labels

Select one site to continue.

Figure 17 : New declaration – site selection

2. Select the SKU to be applied

✓ Site

2 SKU and labels

3 Other information

4 Confirm



- Select the SKU on which you want to make the declaration
- Select the stamps to be activated. You can look them up by PU, by individual HRC, or by HRC range (if available)

Select SKU

SKU

SDAS UK Based Operator - SELF-ADHESIVE - Welsh

SDAS UK Based Operator - DRY - Welsh

Back

Other information

Add at least one item

Figure 18 : Select the SKU to be applied

3. Operator needs to introduce the details of the declaration, which can be done in three different ways:
 - a. HU Code: enables the declaration by PU barcode and all HRCs in it with the selected SKU.
 - b. HRC range: enables the declaration from HRC to HRC, and all stamps in the range will be activated with the selected SKU.
 - c. Unique HRC: declare specific HRC codes with the selected SKU.

Site

SKU and labels

Other information

Confirm

Select the SKU on which you want to make the declaration

Select the stamps to be activated. You can look them up by PU, by individual HRC, or by HRC range (if available)

Select SKU

SKU

SDAS UK Based Operator - SELF-ADHESIVE

Select labels

HU Code

HRC Range

Unique HRC

Key in Start HRC

Units/Labels

Key in End HRC

Add To Scanned Items

Fill two fields to continue

Packaging units selected

HU code	Units/labels	Actions
No hus have been added.		

Packaging units range

HU code	HR code	Units/labels	Actions
No HRCs have been added.			

Figure 19 : Select the declaration details

4.3.1 DECLARE FULL PACK

To declare a full pack :

- The Operator selects any declaration options and introduces the packaging unit (handling unit) barcode that will be activated and click on “Add to selection list” button.

Select labels

HU Code

HRC Range

HU Code

920960000000013011

920960000000013011

Add to the selection list

Packaging units range

Figure 20 : Declare full pack

- System adds the pack in “packaging unit selected” table below.

Select labels

HU Code

HU Code

Packaging units selected

HU code	Units/labels	Actions
920960000000013011	20,000	

Figure 21 : Select labels

- To remove the pack from the table, click on  icon

United Kingdom Vaping Duty Stamps Scheme

13

CONFIDENTIAL

4.3.2 DECLARE HRC RANGES

It is possible to declare from HRC to HRC as follows :

1. Go to HRC Range.
2. Introduce the initial HRC in “starts HRC” input text and the final HRC in “End HRC” input text.

Select labels		Unique HRC
HU Code	HRC Range	
Key in Start HRC OSOMER65F000	Units/Labels	Key in End HRC OB0WRJ5GY099
		Add To Scanned Items

Figure 22 : Declare HRC ranges

3. Click on “Add to scanned items” button
4. The system will include the range inside “Packaging units’ range” table.

Packaging units range			
HU code	HR code	Units/labels	Actions
920960000000013011	OSOMER65F000 - OB0WRJ5GY099	20,000	

Figure 23 : HRC ranges

5. To remove the range, click on  icon.

4.3.3 DECLARE HRC RANGE BY QUANTITY

It is possible to declare a quantity of HRCs, starting from an initial HRC

1. Go to HRC Range.
2. Introduce the initial HRC in the “Start HRC” input field and introduce the quantity of stamps to be activated in “Units/Label” input field.
3. Click on “Add to scanned items” button.

Select labels		Unique HRC
HU Code	HRC Range	
Key in Start HRC OSOMER65F000	Units/Labels 100	Key in End HRC
		Add To Scanned Items

Figure 24 : Declare HRC range by quantity

4. The system will include the range inside “Packaging units’ range” table.

Packaging units range			
HU code	HR code	Units/labels	Actions
920960000000013011	OS0MER65F000 - 081ME2A3GG99	100	

Figure 25 : HRC range by quantity

- To remove the range, click on  icon.

4.3.4 DECLARE UNIQUE HRCS

It is possible to declare isolated HRCs in a declaration as follows :

- Select the Unique HRC tab.
- Register the HRC to be declared.

HU Code	HRC Range	Unique HRC
HRC OB0WRJ5GY099	Add To Scanned Items Upload HRCs file	

Figure 26 : Declare unique HRCs

- Click on "Add to scanned items" button.
- The system will add the HRC in the "Packaging units range" table.

Packaging units range			
HU code	HR code	Units/labels	Actions
920960000000013011	OS0MER65F000 - OS0MER65F000	1	

Figure 27 : Unique HRCs

- It is also possible to register HRCs by uploading a .txt file with 100 HRCs per file. Under the Unique HRC file tab, click on button.
- Upload the txt file.
- The system checks the file and provides a summary of the HRCs included.

Result validation HRC

Total: 2
Valid: 2
Invalid: 0

Download detail
Show detail
Close

Figure 28 : Upload unique HRC .txt file

- The system introduces the HRCs in the “Packaging units range” table.

Packaging units range			
HU code	HR code	Units/labels	Actions
920960000000013011	OB0WRJ5GY099 - OB0WRJ5GY099	1	
920960000000013011	OS0MER65F000 - OS0MER65F000	1	

Figure 29 : Packaging units range

4.3.5 ACTIVATION DATE

Once the HRCs have been introduced using the different options mentioned, click on **Other information** button to introduce the activation date.

- The system displays the third step in the process: Other information.

Other information

Site

SKU and labels

3 Other information


Choose the label activation date in the date range available. The manufacturing Batch ID could be added to complete the declaration.

Activation date*

Manufacturing batch id

Figure 30 : Other information

2. Select the activation date.

Other information

✓ Site
✓ SKU and labels
3 Other information

i Choose the label activation date in the date range available. The manufacturing Batch ID could be added to complete the declaration.

Activation date*
29/08/2026

Manufacturing batch id

Figure 31 : Select the activation date

3. Click on the **Summary** button to proceed with final step.
4. The system displays the summary of the declaration.

Confirmation

✓ Site
✓ SKU and labels
✓ Other information
4 Confirm

i Please review the declaration component before confirming it.

Declaration information

Site: SDAS UK Based Operator

Product SKU: SDAS UK Based Operator - SELF-ADHESIVE

Activation date: 29/08/2026

Manufacturing batch ID: -

Labels selected

Packaging units selected

HU code	Units/labels
No hus have been added.	

Packaging units range

HU code	HR code	Units/labels
920960000000013011	OS0MER65F000 - 081ME2A3GG99	100

i Remember that the action will only impact HRCs in "Coded" status.

Back
Declaration

Figure 32 : Declaration summary

5. Click on the "Declaration" button.

Summary

✓ Site

✓ SKU and labels

✓ Other information

4 Confirm

✓

Declaration request successfully created.

✕

Please review the declaration component before confirming it.

Declaration information

Site

SDAS UK Based Operator

Product SKU

SDAS UK Based Operator - SELF-ADHESIVE

Activation date

29/08/2026

Manufacturing batch ID

-

Labels selected

Packaging units selected

HU code	Units/labels
No hus have been added.	

Packaging units range

HU code	HR code	Units/labels
920960000000013011	OSOMER65F000 - 081ME2A3GG99	100

Figure 33 : Successful message

- The system displays a success message to the user.

4.3.6 CREATE LOST/STOLEN/WASTED DECLARATION

As an alternative, it is possible to declare the HRCs as Lost, Stolen or Wasted .

- Click on Digital Activation System -> Declare Lost/Stolen/Wasted.
- The system displays the declaration screen.
- Select the site of the declaration.

Site selection

1 Site

2 SKU and labels

3 Other information

4 Confirm

Select Site

Search site

SDAS UK Based Operator

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

SDAS UK Based Operator Site 2

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

SDAS UK Based Operator Site 3

30 Finsbury Square 3rd Floor Flat 129
EG 29W
London
UK

Items per page 5

1 - 3 of 3

Select SKU & Labels

Select one site to continue.

Figure 34 : Select a site of the declaration

4. Select the declaration type

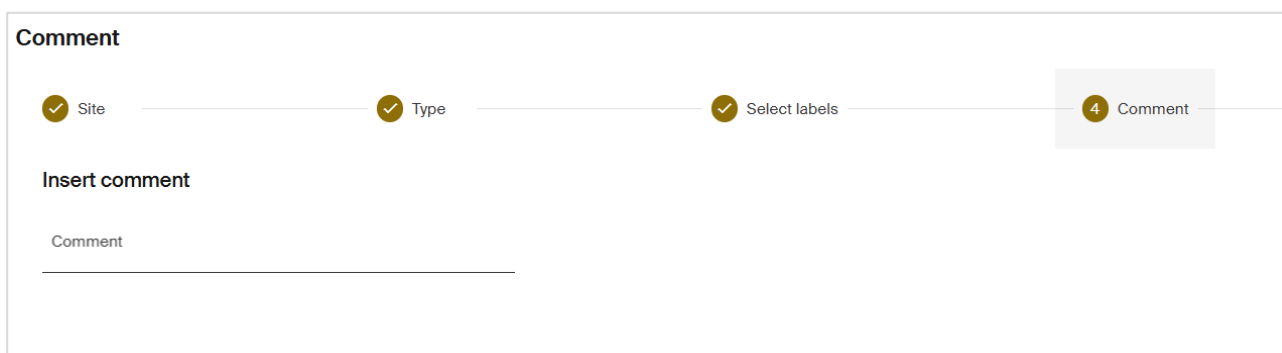


Select a declaration type

Lost Wasted Stolen

Figure 35 : Select a declaration type

5. Introduce the HRCs. To see the declaration options, please refer to options explained in the chapter Create Declaration.
6. Click on “Proceed to comment” button.
7. The system displays the option to make a comment.
8. Click on “Summary” button.



Comment

✓ Site ✓ Type ✓ Select labels 4 Comment

Insert comment

Comment

Figure 36 : Add a comment

9. System displays the summary of the declaration

Confirmation

✓ Site
✓ Type
✓ Select labels
✓ Comment
5 Confirm

 Please review the declaration component before confirming it.

Declaration information

Site SDAS UK Based Operator
Type Lost
Comment HRCs are lost

Labels selected

Packaging units selected

HU code	Units/labels
No hus have been added.	

Packaging units range

HU code	HR code	Units/labels
920960000000013011	0Q2TZTMEW900 - 0T2AG5868Z99	100

 Remember that the action will only impact HRCs in "Coded" status.

Back
Declaration

Figure 37 : Summary of declaration

10. Click on "Declaration" button.

Summary

✓ Site
✓ Type
✓ Select labels
✓ Comment
5 Confirm

 Please review the declaration component before confirming it.

Declaration information

Site SDAS UK Based Operator
Type Lost
Comment HRCs are lost

Labels selected

Packaging units selected

HU code	Units/labels
No hus have been added.	

Packaging units range

HU code	HR code	Units/labels
920960000000013011	0Q2TZTMEW900 - 0T2AG5868Z99	100

Declaration request successfully created.

Figure 38 : Successful message

11. System displays a successful message.

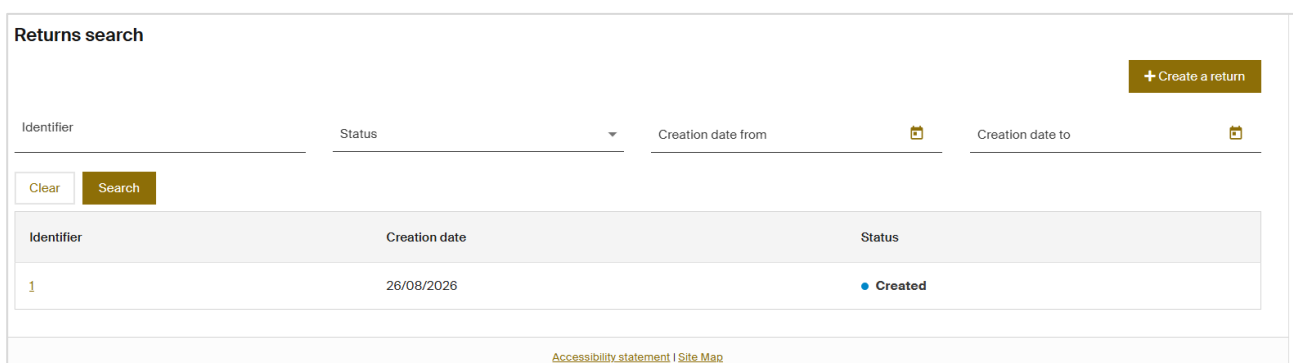
5 Returns

The Returns component enables operators the possibility to return all HRCs that cannot be affixed on products, initially because of quality issues (for example stamps are not properly cut). This process is normally done at the end, after all stamps are affixed on products.

5.1 Search returns

Operators can search for the returns they have registered in the system. To see the list of returns registered, Click on Digital activation system -> Search return.

The system displays the list of returns available.

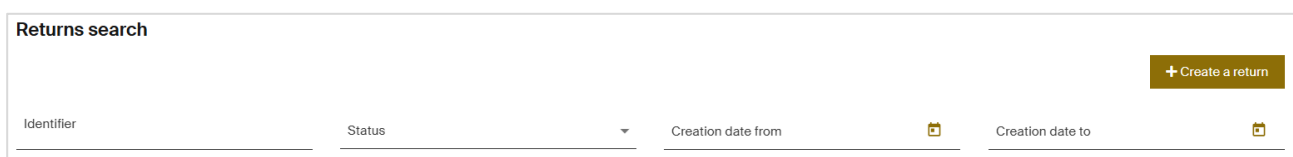


The screenshot shows the 'Returns search' interface. At the top right is a '+ Create a return' button. Below it are four search filters: 'Identifier' (text input), 'Status' (dropdown menu), 'Creation date from' (calendar icon), and 'Creation date to' (calendar icon). Below these filters are 'Clear' and 'Search' buttons. A table displays the search results with columns 'Identifier', 'Creation date', and 'Status'. One result is shown with Identifier '1', Creation date '26/08/2026', and Status 'Created'. At the bottom, there are links for 'Accessibility statement' and 'Site Map'.

Identifier	Creation date	Status
1	26/08/2026	Created

Figure 39 : Search returns

Returns offers different criteria to perform a search



This screenshot shows the 'Returns search' interface with the search filters visible. It includes the '+ Create a return' button, the four search filters (Identifier, Status, Creation date from, Creation date to), and the 'Clear' and 'Search' buttons. The table area is empty, and the footer links are also present.

Figure 40 : Enable search filters

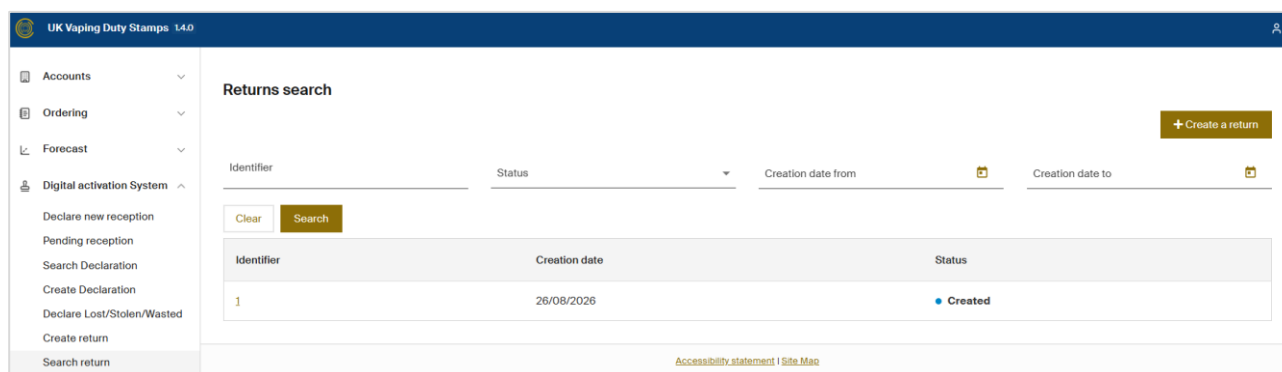
Filters enabled :

- Identifier: return ID.
- Status: status of the return.
- Creation date: enables the option to filter by creation date range.

To begin a new search, select the **Clear** button to clear all filters and reset the search criteria.

5.2 Create new return

To create new returns, the process can start in DAS menu -> Create return, or by clicking on the "Create a return" button that is displayed in the search returns screen.



UK Vaping Duty Stamps 1.4.0

Accounts
Ordering
Forecast
Digital activation System

Declare new reception
Pending reception
Search Declaration
Create Declaration
Declare Lost/Stolen/Wasted
Create return
Search return

Returns search

+ Create a return

Identifier Status Creation date from Creation date to

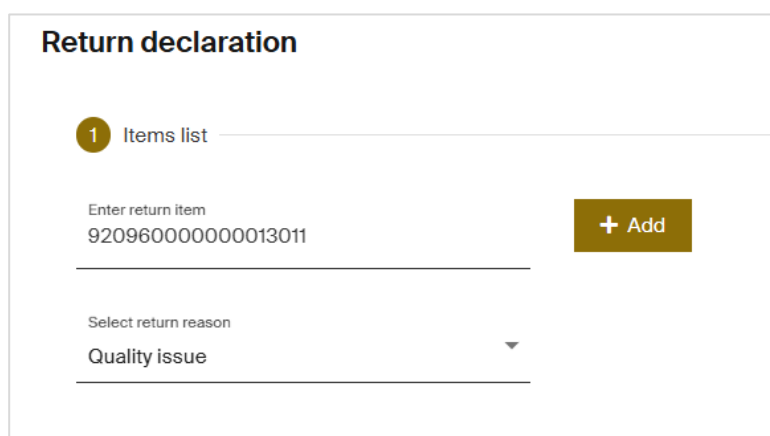
Clear Search

Identifier	Creation date	Status
1	26/08/2026	Created

Accessibility statement | Site Map

Figure 41 : Create a return

1. In the Returns screen, operators can register the HRCs to be returned through the pack. Introduce the barcode in the "Return item" input field.



Return declaration

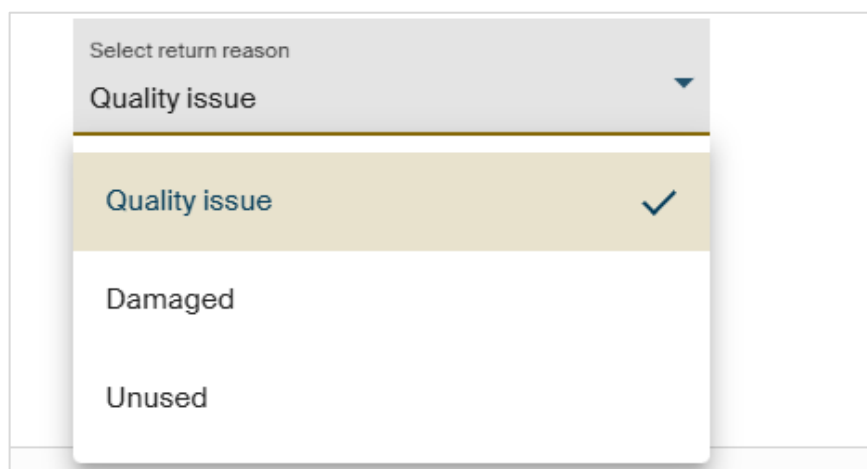
1 Items list

Enter return item
920960000000013011 + Add

Select return reason
Quality issue

Figure 42 : Return declaration

2. Introduce the quality reason for the return. These are the following options :
 - a. Damaged
 - b. Unused



Select return reason

Quality issue

Quality issue ✓

Damaged

Unused

Figure 43 : Select a reason for the return

3. Click on the “Add” button. The system displays the details of the return. To register another pack, repeat steps 1 and 2.
 - a. In case operators want to remove any pack, they can click on  icon of the associated row.
 - b. To remove all packs, click on “Remove all” button.

Return items

Remove all

Product Id	Location	Product name	Current quantity to return	Remove
92096000000013011	SDAS UK Based Operator	Vapes local Self Adhesive - 20'000	19,800 out of 20,000	
Total:			19,800 out of 20,000	

Items per page

10

1 - 1 of 1

<

>

Confirmation

Figure 44 : Return items

4. The details present the following information :
 - a. Product id: packaging unit barcode ID
 - b. Location: site where the pack is physically located.
 - c. Product name: is the SCREF (Supply chain reference) of the pack.
 - d. Current quantity to return: total number of stamps to be returned for the associated pack.
5. To review the summary, click on “Confirmation” button. The system displays the summary of the return.

Return declaration

Items list

2 Confirmation

Creation date:

29/08/2026

Creation time:

10:48

Return reason:

Quality issue

Return items

Product Id	Location	Product name	Current quantity to return
92096000000013011	SDAS UK Based Operator	Vapes local Self Adhesive - 20'000	19,800 out of 20,000
Total:			19,800 out of 20,000

Items per page

10

1 - 1 of 1

<

>

Back

Submit

Figure 45 : Return items and details

6. To complete a return, click on “Submit” button. The system displays a success message. The return is created with the status CREATED.

Returns search

Item(s) successfully returned.

x

+ Create a return

Identifier

Status

Creation date from

Creation date to

Clear

Search

Identifier	Creation date	Status
1	26/08/2026	Created

Figure 46 : Return creation successful

After the return is created, this will start an external process when the operator should physically ship the stamps to the Supplier (CARTOR facilities), so they can validate and confirm that stamps are suitable for return.

Operators can see in the Search return screen, the status of each of the returns created, which can be the following :

- **CREATED:** return has been registered and is pending the proper process from the Supplier (CARTOR) to confirm the return.
- **APPROVED:** return has been approved and enables the process of refund of the returned stamps.
- **REJECTED:** return has been rejected. This could normally happen when the stamps are NOT compliant with the standard return regulatory conditions that local authorities have established.
- **CANCELLED:** the return has been cancelled by the operator.

5.3 Cancel a return

To cancel a return,

1. Operators can search for the associated return and click on the identifier to open the item.

Returns search

+ Create a return

Identifier

Status

Creation date from

Creation date to

Clear

Search

Identifier	Creation date	Status
1	26/08/2026	Created
2	29/08/2026	Created

Figure 47 : Cancel a return

2. The system displays the details of the return.

Return declaration

Status: Created

Id: 1

Created by: UK Based Purchasing operator

Creation time: 26/08/2026

Return reason: Quality issue

Return items

Product Id	Location	Product name	Current quantity to return
92096000000015022	SDAS UK Based Operator	Vapes local Self Adhesive - 20'000	19,993 out of 20,000
Total:			19,993 out of 20,000

Items per page 10 1 - 1 of 1

Back Cancel

Figure 48 : Cancel return declaration

- To cancel the return, click on "Cancel" button. A message is displayed.



Confirm action
Are you sure you want to continue with Cancel operation?

Yes No

- Confirm the request by clicking on "Yes" button

Return declaration

Status: Created

Id: 1

Created by: UK Based Purchasing operator

Creation time: 26/08/2026

Return reason: Quality issue

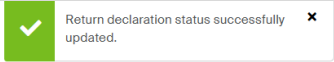


Figure 49 : Successful message



Notes: Only returns having a CREATED status can be cancelled.

6 Contact

CARTOR offices

Cartor Security Printers Ltd.

Valiant Way,
i54 Business Park,
Wolverhampton,
WV9 5GB,
United Kingdom

Tel: +44 0800 229 4160

Email: VDS-support@cartor.com.

Website: <https://vds-cartor.co.uk>
