Discover how to view, edit, and delete custom return reasons in WorldShare Acquisitions. From the Return Reasons accordion, you can view and edit existing custom return reasons that are not currently in use.

**View existing custom return reasons**

1. On the left navigation, click **Settings > Institution Settings**.
2. Click **Return Reasons** to open the accordion. All available custom and system default return reasons are displayed.
   - Results are sorted alphabetically by name.
   - To change the sort order, click the **Reason** or **Reason Type** column headings.
   - If there is more than one page of results, use the **navigation buttons** to move between pages.
   - Select a number from the Rows list to change the number of rows you see per page.
3. Click the **Reason** to edit a custom return reason.

**Edit custom return reasons**

1. On the left navigation, click **Settings > Institution Settings**.
2. Click **Return Reasons** to open the accordion. All available custom and system default return reasons are displayed.
3. Click the **Reason** to edit a custom return reason.
4. Edit any of the following fields:
   - **Reason** - Enter the return reason you want to appear on the Copies tab of the Order Items screen and on the vendor notification.
   - **Add Translations** - Add, edit, or remove translations for the return reason.

Add a translation:

1. Click the **Add button** (➕).
2. Select a **language** from the drop-down list.
3. Enter a **description** (e.g., German translation) in the text field.

Edit a translation:

1. Select a **language** from the drop-down list.
2. Enter a **description** (e.g., German translation) in the text field.

Remove a translation:
1. Click the Remove button (❌) for the translation you want to delete.

5. Click Update.

Delete an existing custom return reason

1. On the left navigation, click Settings > Institution Settings.
2. Click Return Reasons to open the accordion. All available custom and system default return reasons are displayed.
3. In the Action column, click the Remove button (❌) for the custom return reason you want to delete. A warning message appears stating that you are about to delete a custom return reason.
   Note: The Remove button will not appear if a custom return reason is currently in use.
4. Click Delete.