

- 5 a first code segment configured to generate a confirmation code that a return code has been entered in a user data processing system; and
a second code segment configured to compare a confirmation code supplied by the user with the confirmation code generated by a vendor data processing system to confirm that the return code has been entered in the user data processing system.

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17. The article of manufacture allowing the return of software or other information to a vendor for credit of claim 16 in which the first code segment is configured to generate the confirmation code in response to entry of a user supplied serial number in the vendor data processing system.

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18. The article of manufacture allowing the return of software or other information to a vendor for credit of claim 16, the vendor computer program additionally comprising:

- a third code segment configured to generate the access code for granting access to the
20 software or other information in response to entry of the access code in the user data processing system.

19. The article of manufacture allowing the return of software or other information to a vendor for credit of claim 18 in which the computer program
25 additionally comprises:

a fourth code segment configured to generate the return code for entry in the user data processing system for returning the software or other information for credit.