ReturnPro

BPS Vendor Policy Hub - Vendor User Guide DOC3667

Introduction

Welcome to the Vendor Policy Hub User Guide. This guide helps vendors navigate Vendor Policy Hub, a collaborative, bi-directional platform for managing product returns. The platform provides visibility into return authorizations, invoices, shipments, and return metrics, enabling vendors to make informed decisions and track their products throughout the return process.

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Glossary

Term	Definition
Retailer	A business or individual that sells goods to consumers. Retailers purchase products from vendors or wholesalers to sell them in stores or online.
Vendor	A supplier of goods or services. Vendors provide products to retailers, who then sell them to the end consumers.
RA (return authorization)	A number or code assigned to a return request.
Settlement	A document detailing the debit issued for returned products. This statement outlines the amount debited from the vendor's account.
Shipments	The transportation of returned items from the retailer back to the vendor or designated destination.
Policy	A classification of the guidelines that dictate the terms and conditions for product returns.
Policy type	A classification of return policies based on the source or nature of the policy, namely: • **Vendor**: Policies set by the vendor for product returns. • **Retailer**: General policies for the retailer's overall return management.
Policy status	The current state of a return policy, indicating its applicability and validity, namely: • **Active**: The policy is currently in effect and being enforced. • **Expired**: The policy is no longer valid or enforceable. • **Conflict**: The policy overlaps with another, requiring resolution before it can be enforced.
Disposition	The final decision on how a returned product will be operationally handled after it has been received, namely: • **Return to Vendor (RTV)** • **Liquidate** • **Destroy**
Shipment status	The current state of a shipment in the return process, namely: • **Shipped**: The shipment has been sent and is in transit.

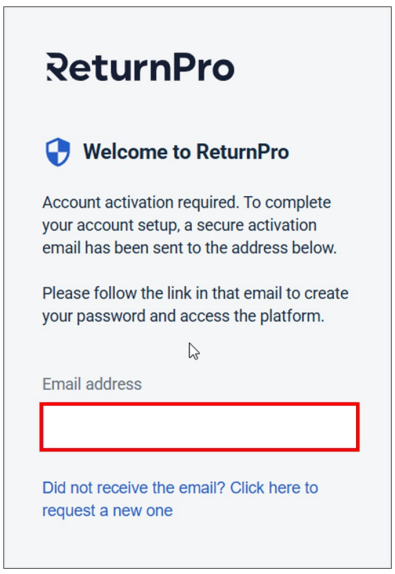
*All financial debiting originates with the retailer.

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Login

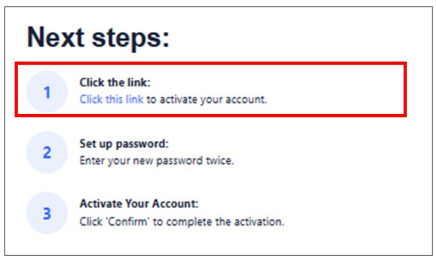
For Returning Users:

1. Go to app.returnpro.com.
2. Enter your **Email address** and then select **Sign in**.
3. Enter your **Password** and then select **Sign in**.
    - If the activation page below appears, enter your **Email address** and follow the *For New Users* steps.



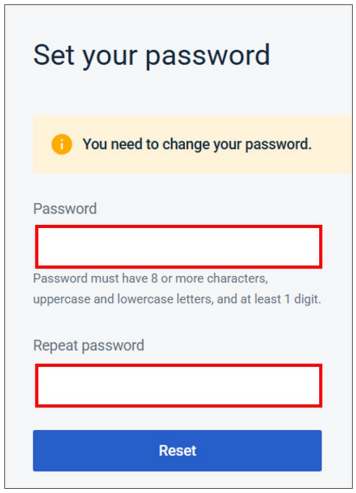
For New Users:

1. Open the "Action Required: Update Your ReturnPro Vendor Policy Hub Portal Password" email sent from noreply@returnpro.com.
    - If you did not receive an email, check your spam folder or contact Vendor Relations (vr@returnpro.com).
2. In the email, select **Click this link** to open Vendor Policy Hub.

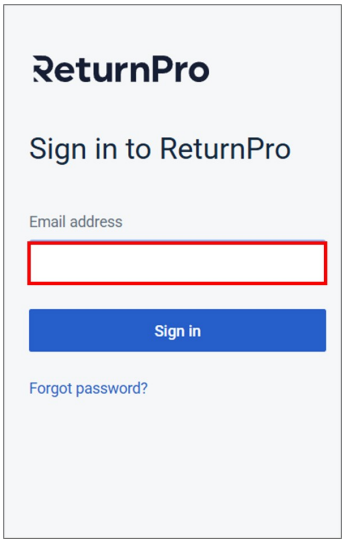


3. Enter your new password twice, and then select **Reset**.
    - Passwords must have **8 or more characters**, **lowercase letters**, **uppercase letters**, and at least **1 digit**.
    - Once your password is set, you will be directed to the sign-in page.

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4. Enter your **Email address** and then select **Sign in**.

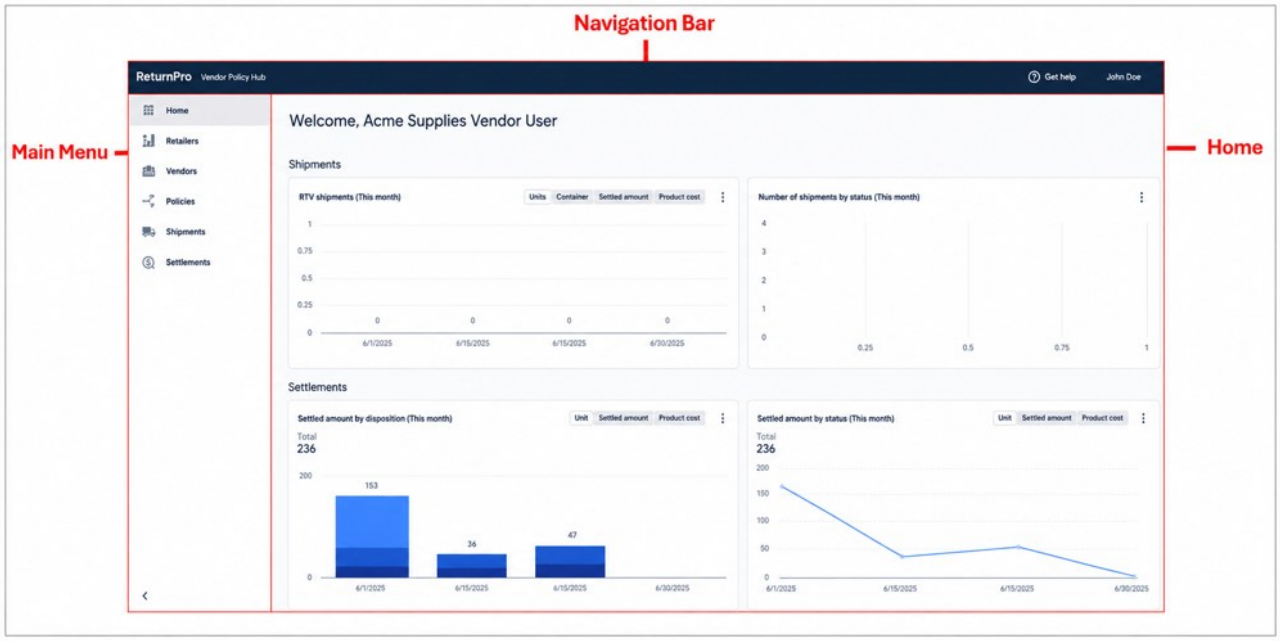


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Navigation

After you log in, you will see the following:

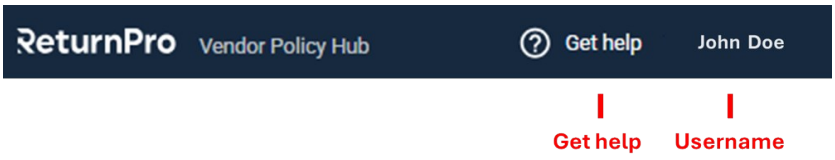
- **Navigation Bar**: The dark bar at the top of the screen. Access help and log out from here.
- **Main Menu**: The sidebar on the left. Access all pages and modules within Vendor Policy Hub.
- **Home**: View key metrics and data from other pages within Vendor Policy Hub.



Navigation Bar

The navigation bar consists of the following menus and actions:

- **Get help**: Submit an issue or provide feedback. See *Reporting Issues and Feedback* for more information.
- **Username**: Hover over your username and select **Logout** to exit Vendor Policy Hub.



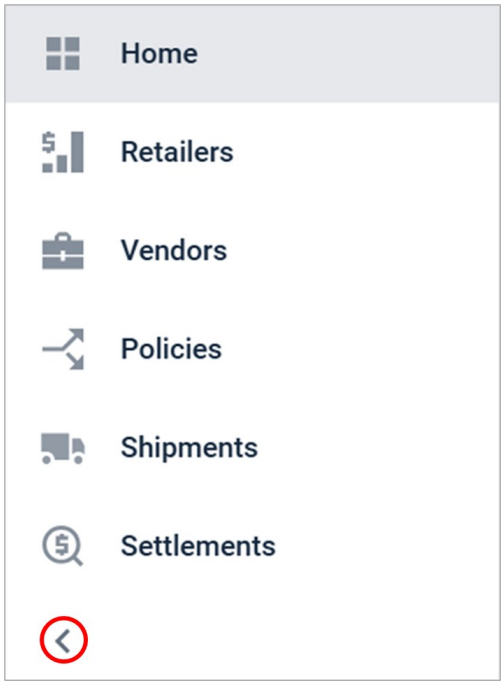
Main Menu

The Main Menu contains the following pages of Vendor Policy Hub:

- **Home**: View a summary of key metrics and data from other pages within the platform.

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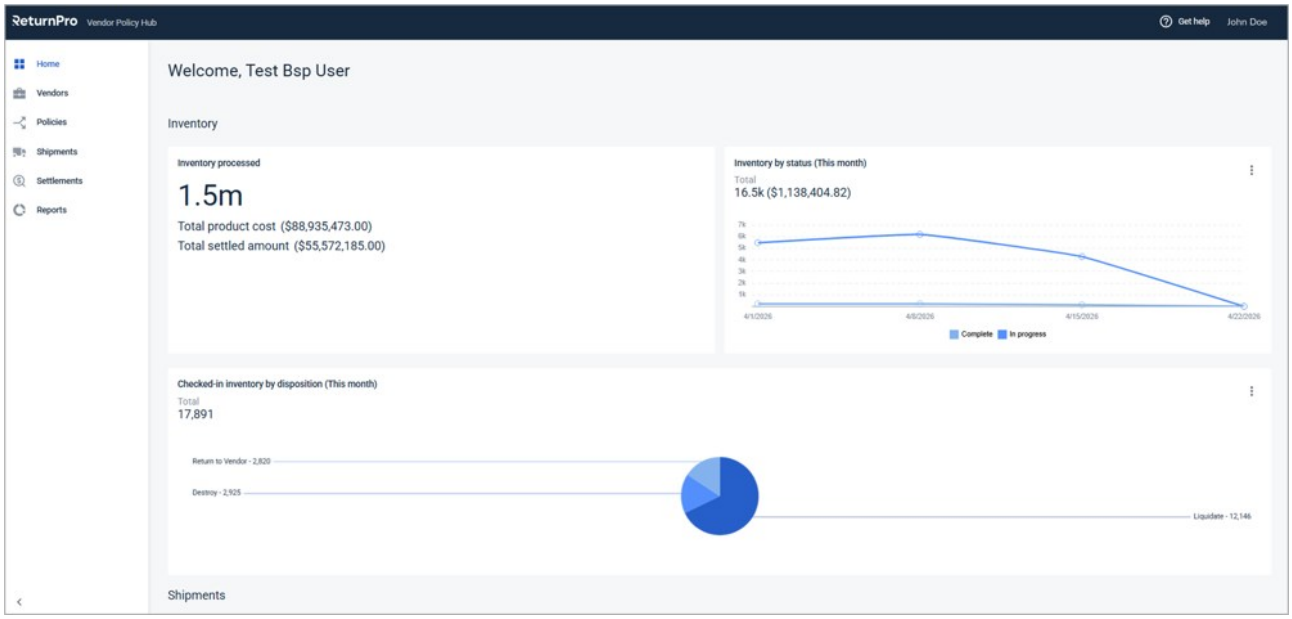
- **Retailers**: View a list of retailers associated with your returns.
- **Vendors**: View a list of your organization's vendor accounts.
- **Policies**: View detailed return policies and their statuses.
- **Shipments**: Track the status and details of your return to vendor (RTV) shipments.
- **Settlements**: View invoices issued for returned products*.
    - To collapse the Main Menu, select **Collapse (<)** at the bottom.
      *All financial debiting originates with the retailer.



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Home

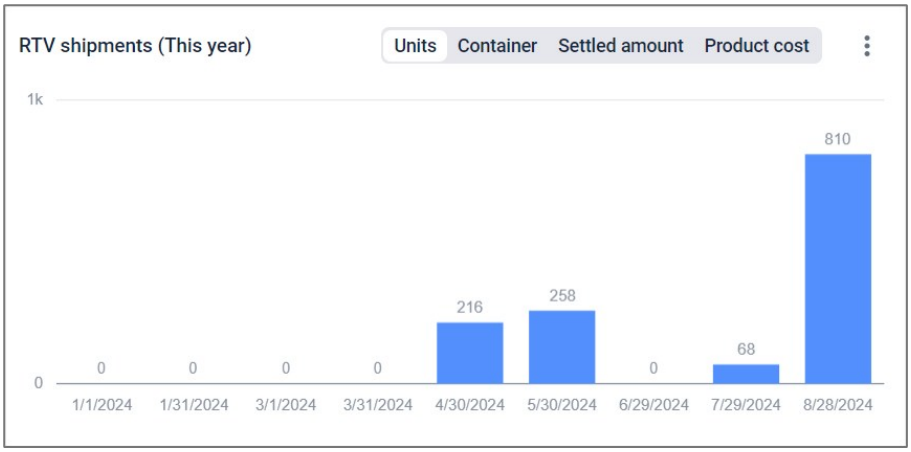
The Home page contains tiles that summarize key metrics and data from other Vendor Policy Hub pages, organized into four sections: Shipments, Settlements, Policies, and Inventory.



Shipments

This section provides a comprehensive overview of total shipments and their statuses, featuring the following tiles:

- **RTV shipments**: Displays the total number of Return to Vendor (RTV) shipments for a specified time period, with options to view data by units, containers, settled amounts, or product costs.



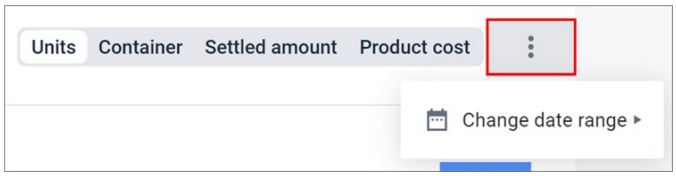
  - Click **Units**, **Container**, **Settled amount**, or **Product cost** to adjust the type of data that is displayed in the

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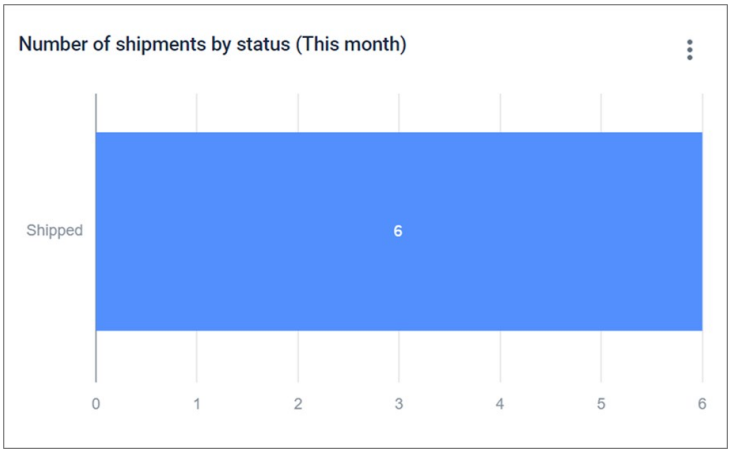
chart.



- Click **More Actions** (⋮) to change the date range displayed in applicable charts.
  - Tiles display data from the current month by default. If no activity has occurred within this period, no data will be shown.



- **Number of shipments by status**: Displays the total count of shipments categorized by their current status, including:
  - **Shipped**: Products that have left a ReturnPro logistics center.

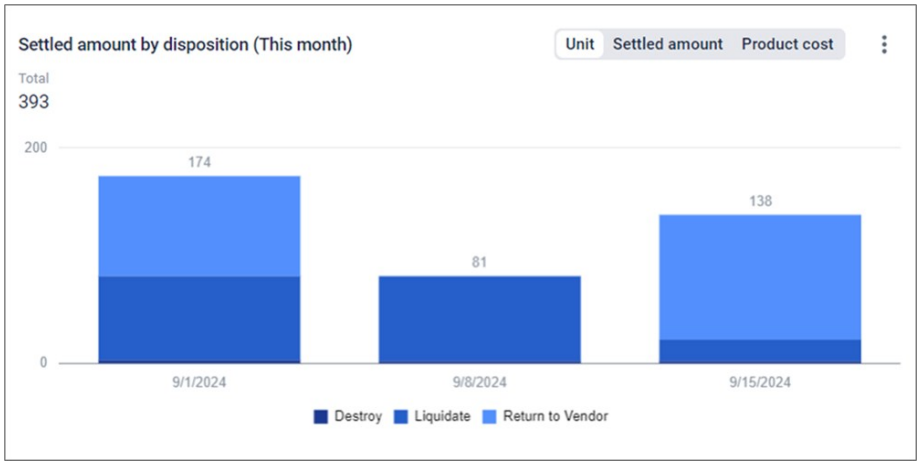


Settlements

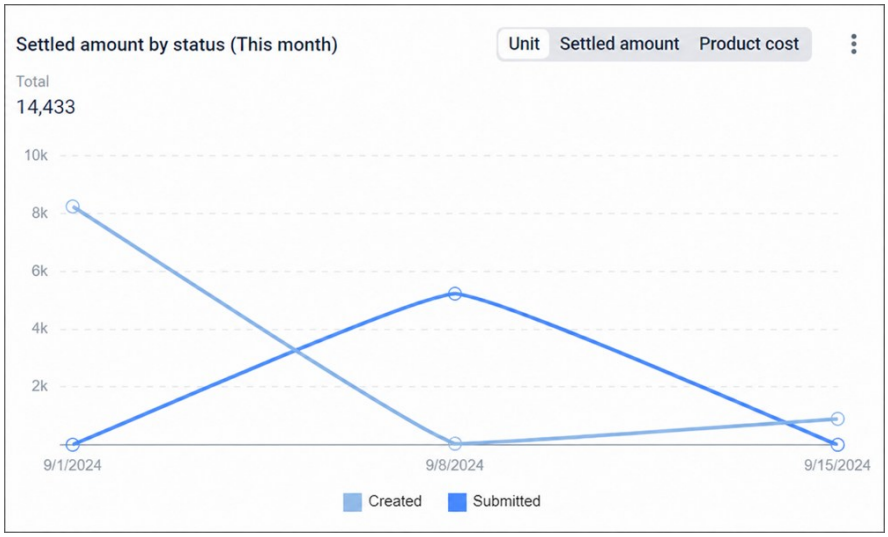
Displays invoice amounts over time, helping users understand how invoices are allocated based on different return and liquidation processes.

- **Settled amount by disposition**: Shows total invoice amounts by disposition methods (Return to Vendor, Liquidate, Destroy) with options to view data as units, settled amounts, or product costs over a specified period.

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- **Settled amount by status:** Displays the total invoice amounts over time, categorized by their status (Submitted, Created), with options to view data in terms of units, settled amounts, or product costs.
    - **Created** – Invoice has been processed and is now reflected on the Settlements page.
    - **Submitted** – Invoice information has been sent to the retailer, signaling that the retailer will deduct the corresponding invoice amounts from the vendor.

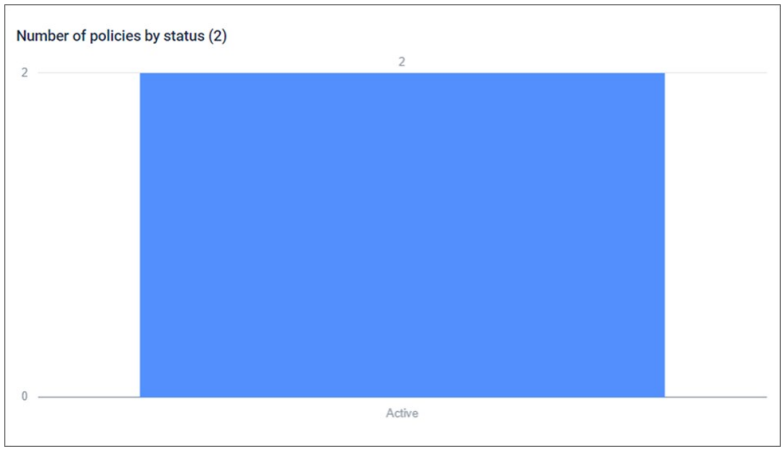


Policies

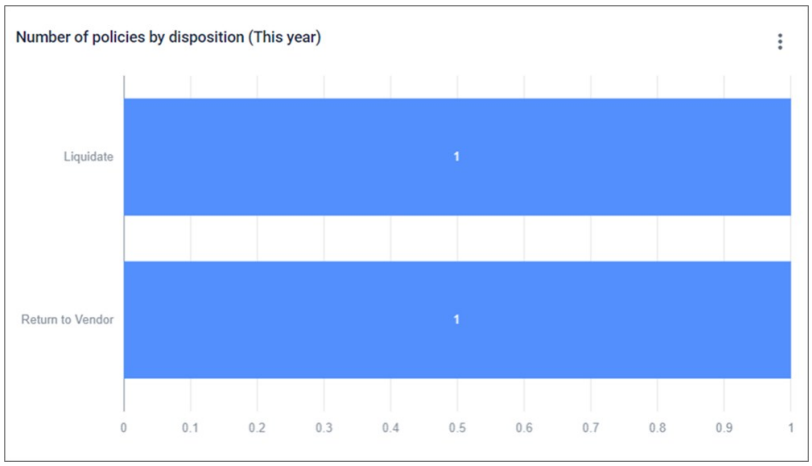
Provides an overview of the total number of policies by their statuses and by various disposition methods.

- **Number of policies by status**: Shows the total number of policies, categorized by their current status (Active, Expired, Conflict), providing an overview of policy distribution.

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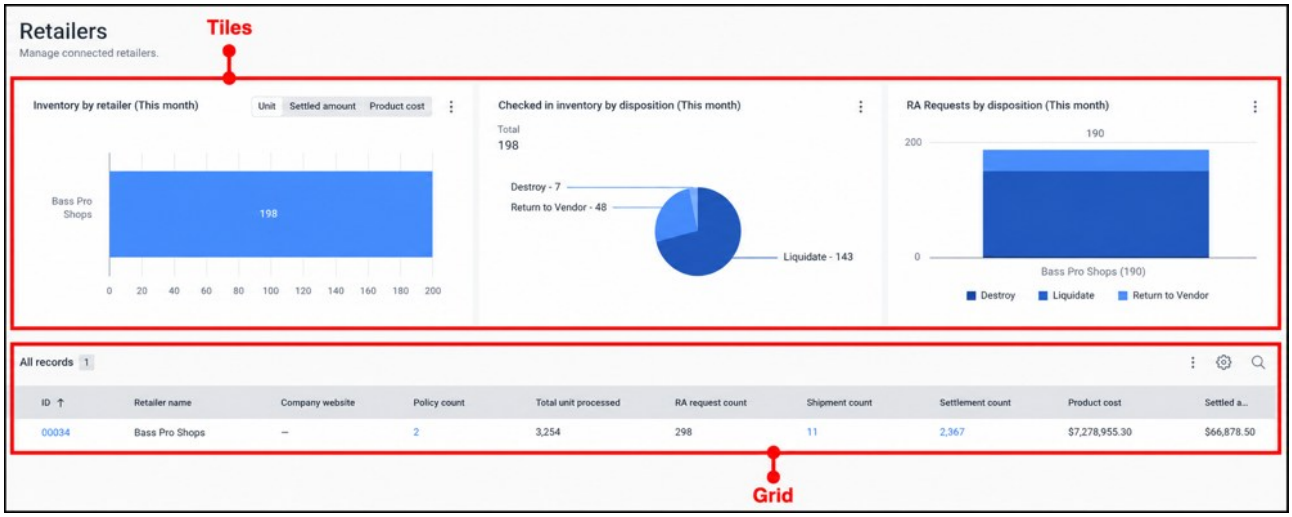
- **Number of policies by disposition**: Displays the number of policies applied through different disposition methods (Liquidate, Return to Vendor, Destroy) within the desired timeframe.



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Retailers

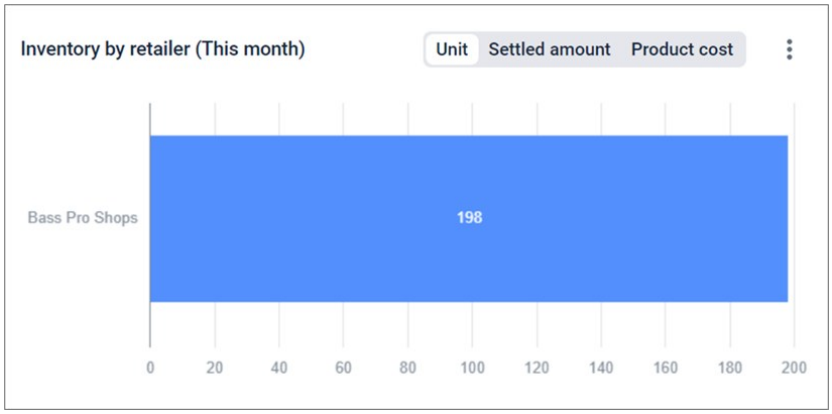
The Retailers page contains a grid with detailed information about each retailer involved with your products. Information on this page is organized into tiles and a grid.



Tile

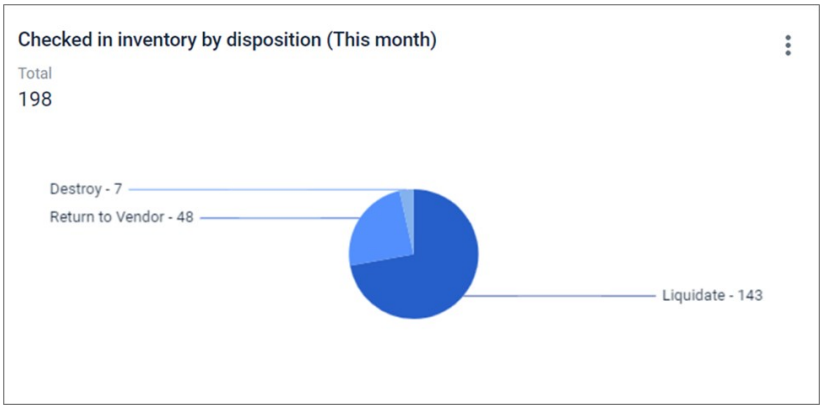
The following tiles are available on the Retailers page:

- **Inventory by retailer:** Displays the total number of units processed by the retailer within the desired timeframe. Vendors can switch between views to see the total unit count, settled amount, or product cost associated with processed inventory.

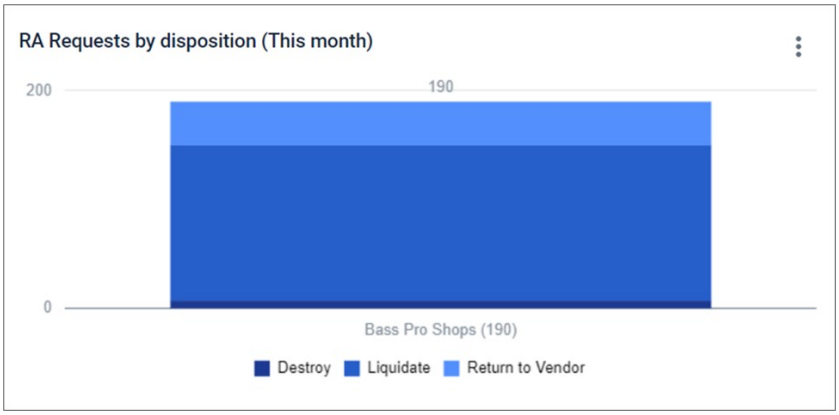


- **Checked in inventory by disposition:** Displays the percentage breakdown of checked-in inventory for the year, categorized by disposition types such as Liquidate, Return to Vendor, and Destroy.

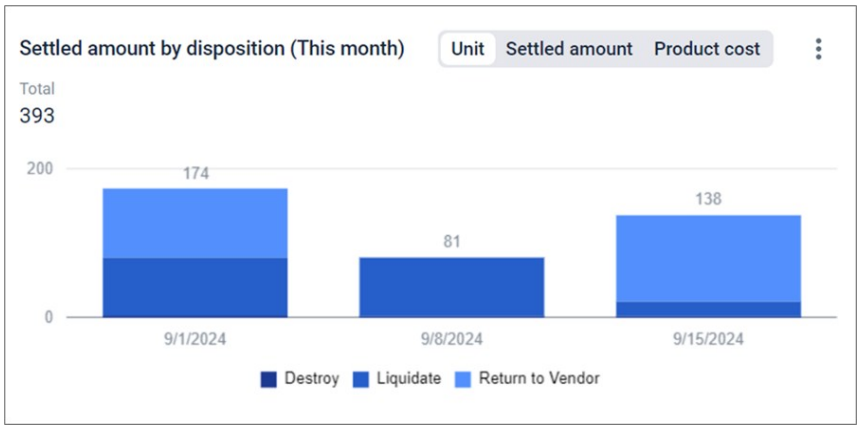
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- **RA requests by disposition:** Displays the total number of Return Authorization (RA) requests submitted within the desired timeframe, categorized by disposition methods such as Destroy, Liquidate, and Return to Vendor. This allows vendors to analyze the distribution of RA requests by type.



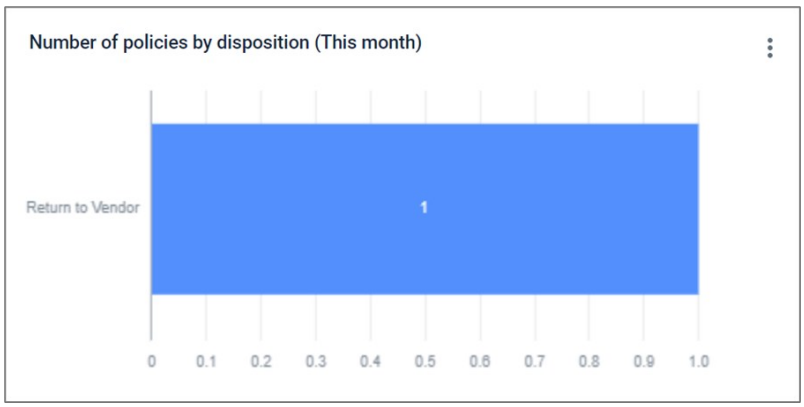
- **Settled amount by disposition**: Illustrates the total invoice amounts categorized by disposition methods such as Return to Vendor, Liquidate, and Destroy over a specified period with options to view data in terms of units, settled amounts, or product costs.



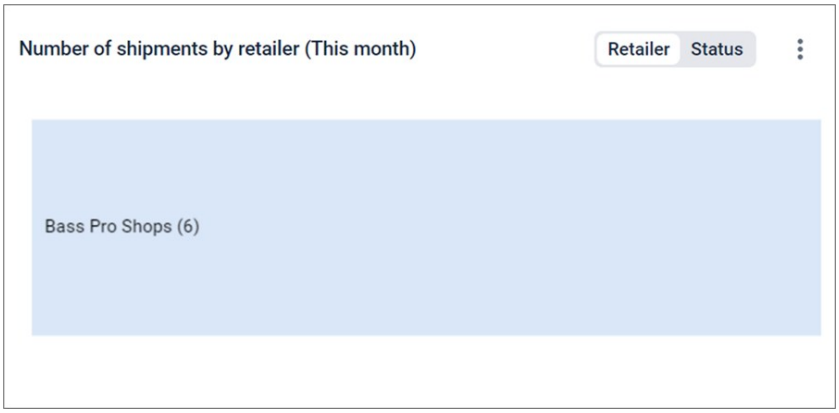
- **Number of policies by disposition**: Displays the number of policies categorized by disposition methods

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such as Liquidate, Return to Vendor, and Destroy.



- **Number of shipments by retailer:** Displays the total number of shipments created for each retailer during the desired timeframe. Vendors can filter the view by retailer or shipment status for a more detailed analysis.



Grid

See the table below for more information related to the columns in the Retailers grid.

COLUMN	DESCRIPTION
Company website	URL of the retailer's official website.
ID	A unique identifier for each retailer. • **Note**: Clicking this number will display a vertical view of the fields below.
Policy count	The number of policies the vendor has for the specific retailer. • **Note**: Clicking this number will redirect you to the Policies page.

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COLUMN	DESCRIPTION
Product cost	Total cost of all the units that were processed through the Policies of the specific Retailer.
RA request count*	Number of Return Authorization (RA) requests for the specific retailer.
Retailer name	Name of the retailer.
Settled amount	The total amount associated with all units that have been successfully processed according to the retailer's policies and included in final settlement agreements.
Settlement count	Number of invoices created for the specific retailer. • **Note:** Clicking this number will redirect you to the Settlements page.
Shipment count	Number of shipments created for the specific retailer. • **Note**: Clicking this number will redirect you to the Shipments page.
Total units processed	Number of units processed for the specific retailer.

***Denotes fields that are hidden by default. To display these fields, click the **Table Settings** (⚙) icon, select **Configure columns**, check the box next to the desired field, and click **Apply**. For more information about using the commands on this page, refer to the *Commands* section.

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Vendors

The Vendors page presents detailed information about the vendor account(s) associated with your organization, organized into a tile and a grid.



Tile

The Vendors page contains the **Total vendors** tile, which displays the total number of vendor accounts with your products within the selected timeframe, indicating the percentage change compared to the previous month.



Grid

See the table below for more information related to the columns in the Vendors grid.

COLUMN	DESCRIPTION

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COLUMN	DESCRIPTION
Business address**	Official address of the vendor's office or headquarters for formal business correspondence.
Business contact**	Main point of contact for the vendor for all business-related communications and inquiries.
Company website	URL of the retailer's official website.
Created on*	Date the vendor was created in the system.
Email notifications**	Automated emails sent to the vendor providing updates on shipment status, including tracking numbers, shipment details, and destination addresses.
Master vendor ID	Unique identifier assigned to each master vendor.
Master vendor name	Name of the main vendor that groups together multiple vendors belonging to the same company, such as different subsidiaries.
Retailer name	Name of the retailer, as sourced from the retailer's system, associated with the master vendor.
Retailer vendor name	Name of the vendor used by the retailer.
Retailer vendor number	Unique identifier assigned to the vendor by the retailer. • **Note**: Clicking this number will display a vertical view of the fields in the grid.
Return address**	Address where customers should send returned products for processing by the vendor.
Return contact**	Designated contact point for managing product returns and coordinating return procedures for the vendor.
Status	Current operational status of the vendor, where: ◦ **Active**: Vendors that have an active return policy with the retailer. ◦ **Inactive**: Vendors that are no longer active in the retailer's system.

***Denotes fields that are hidden by default. To display these fields, click the **TableSettings** (⚙) icon, select **Configure columns**, check the box next to the desired field, and click **Apply**. For more information about using the commands on this page, refer to the *Commands* section.

****Denotes fields that are only visible after clicking **Master Vendor ID**.

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Policies

The Policies page outlines the return policies that apply to your products. The information is organized into tiles and a grid.



Tiles

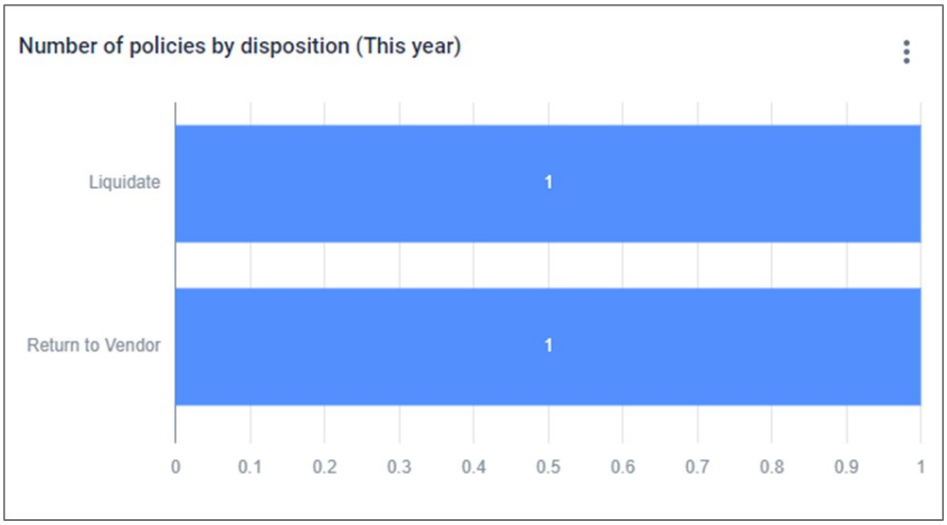
The following tiles are available on the Policies page:

- **Number of policies by status**: Shows the total number of policies, categorized by their current status (Active, Expired, Conflict), providing an overview of policy distribution.



- **Number of policies by disposition**: Displays the number of policies applied through different disposition methods (Liquidate, Return to Vendor, Destroy) within the desired timeframe.

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Grid

See the table below for more information related to the columns in the Policies grid.

Column	Description
Contact name	Name of the primary contact person for the policy.
Contact phone number	Phone number of the contact person.
Created on*	Date the policy was created in the system.
Disposition	The final decision on how a returned product will be operationally handled after it has been received, namely: • **Return to Vendor (RTV)** • **Liquidate** • **Destroy**
Effective date	Date when the policy becomes effective.
Eligible for settlement* / Eligibility for settlement**	Indicates whether the product is eligible for invoicing based on the policy conditions. A value of "True" means the product qualifies to be invoiced, while "False" means it does not.
Expiry date	Vendor policy expiration date.
Fulfillment type	Type of fulfillment method used.
ID	Unique identifier for each policy. ◦ **Note**: Clicking this number will display a vertical view of the fields in the grid.

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Policy type	Category of the policy (Vendor).
RA requirement / Return authorization**	Number issued by a vendor to confirm invoice eligibility for all returns to the vendor.
Retailer / Retailer name**	Name of the retailer, as sourced from the retailer's system, associated with the policy.
Return authorization # / RA number**	Number issued by a vendor to confirm invoice eligibility for all returns to the vendor.
Shipping address	Destination address for the shipment.
Shipping carrier	Carriers used for shipping the items.
Status	Current status of the policy (e.g., Active, Missing Info).
Total unit processed	Number of units processed under this policy.
Vendor email address	Email address of the vendor's contact person.
Vendor name	Name of the vendor associated with the policy.
Vendor number	Unique identifier for the vendor.
Version*	The current version number for this policy.

***Denotes fields that are hidden by default. To display these fields, click the **TableSettings** ( ) icon, select **Configure columns**, check the box next to the desired field, and click **Apply**. For more information about using the commands on this page, refer to the *Commands* section.

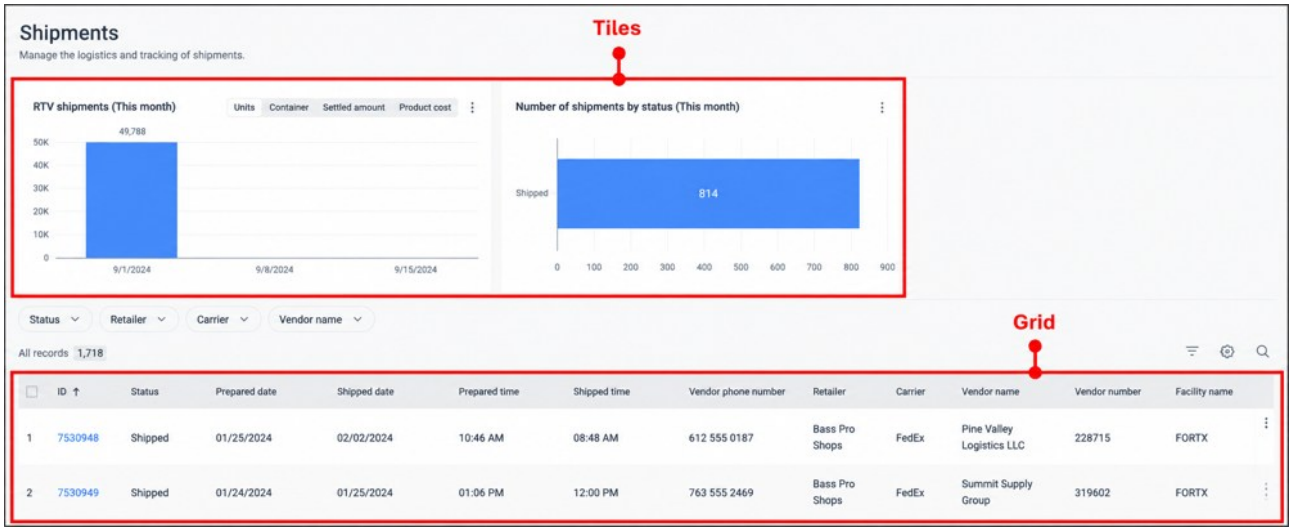
****Denotes fields that are only visible after clicking **ID**.

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Shipments

The Shipments page contains a grid with information about products shipping to your return address. Information on this page is organized into tiles and a grid.

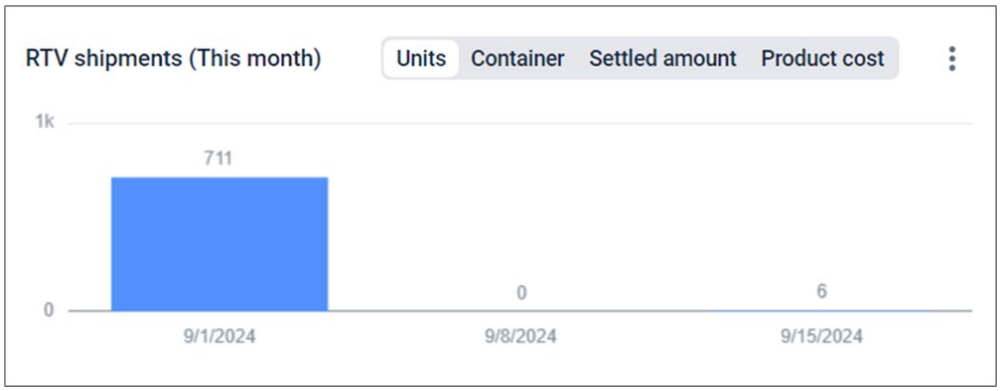
- **Note**: This page will appear blank if you are not set up to receive RTV shipments.



Tiles

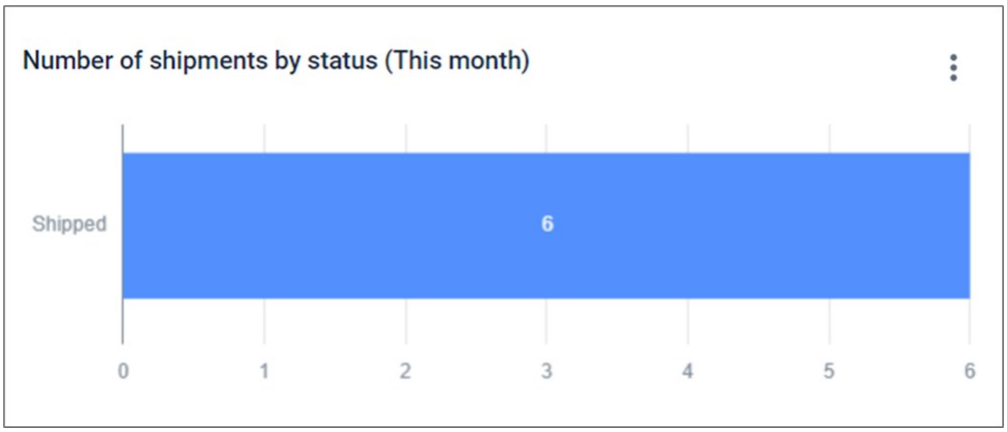
The following tiles are available on the Shipments page:

- **RTV shipments**: Shows the total number of Return to Vendor (RTV) shipments for a specified time period with options to view data in terms of units, containers, settled amounts, or product costs.



- **Number of shipments by status**: Displays the total count of shipments categorized by their current status, including:
  - **Shipped**: Products that have left a ReturnPro logistics center.

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Grid

See the table below for more information related to the columns in the Shipments grid.

COLUMN	DESCRIPTION
Carrier	Shipping carrier handling the shipment (e.g., FedEx).
Created on*	Date the shipment was created in the system.
Container ID**	Unique identifier for each pallet, gaylord, or bin in this shipment.
Dimension**	Length, width, and height of the pallet.
Facility address	Physical address of the facility.
Facility name	Name of the facility from which the shipment is sent.
[Shipment] ID	Unique identifier for each RTV shipment. ◦ **Note**: Clicking this number will display a vertical view of the fields in the grid.
Inventory	Quantity of pallets and items included in the shipment.
Location**	City and state of the facility that has this product.
Pallet ID**	Unique identifier assigned to the pallet containing the product.
Prepared date	Date on which the shipment was prepared.
Prepared time	Time at which the shipment was prepared.
PRO number** / PRO #*	Unique tracking number assigned to a freight shipment by the carrier, used to identify and track the shipment throughout its journey.
Product cost**	Current system cost of the product or SKU.
[Unit] ID**	Unique identifier assigned to the product.
RA number*	Number issued by a vendor to confirm invoice eligibility for all returns.

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COLUMN	DESCRIPTION
RA request count**	Number of RA requests associated with the shipment.
RA request ID*	Unique identifier for the return authorization (RA) request associated with a shipment.
Retailer	Name of the retailer, as sourced from the retailer's system, associated with the shipment.
SCAC*	(Standard Carrier Alpha Code) - A unique two-to-four-letter code assigned by the National Motor Freight Traffic Association (NMFTA) to identify freight carriers in the United States.
Settlement count*	Number of invoices associated with the shipment. Clicking this number will take you to the Settlements page.
Settlement ID*	Unique identifier for the invoice associated with the settlement.
Settlement number*	Total number of settlements associated with the shipment.
Shipped date	Date on which the shipment was sent out.
Shipped time	Time at which the shipment was shipped and closed.
Shipping address	Destination address for the shipment.
Status	Indicates the current state of the shipment, where: • **Shipped**: Products that have left a ReturnPro logistics center.
Title**	Name or description of the product being returned.
Tracking number*	Displays the parcel shipment tracking number for parcel shipments or the PRO number for freight shipments.
Unit count**	Quantity of units in the pallet.
UPC**	(Universal Product Code) - Unique 12-digit barcode used to identify the product being returned.
Vendor name	Supplier or provider of goods or services.
Vendor number	Unique identifier for the vendor.
Vendor phone number	Contact phone number for the vendor.
Current disposition**	Systematic decision on how a returned item is processed.
Weight**	Weight of the pallet in pounds (lbs.).

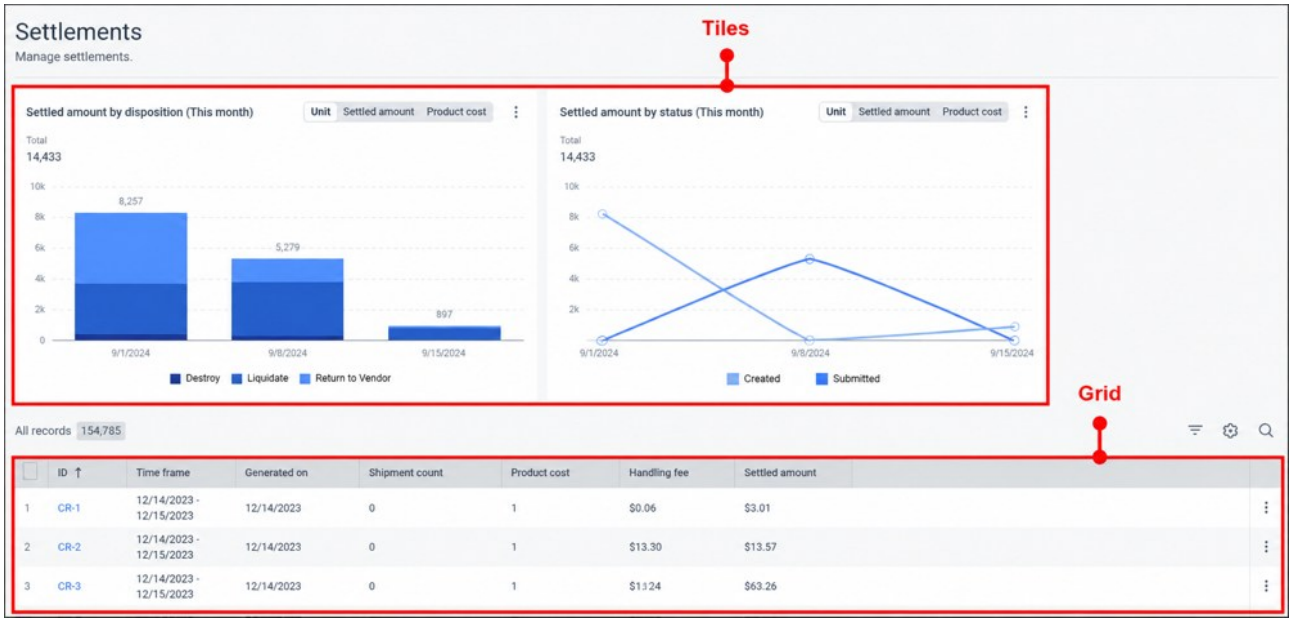
***Denotes fields that are hidden by default. To display these fields, click the **TableSettings** (⚙) icon, select **Configure columns**, check the box next to the desired field, and click **Apply**. For more information about using the commands on this page, refer to the *Commands* section.

****Denotes fields that are only visible within the ID drawer.

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Settlements

The Settlements page provides an overview of transactions related to product returns, including issued and pending invoices. Information on this page is organized into tiles and a grid.



Tiles

The following tiles are available on the Settlements page:

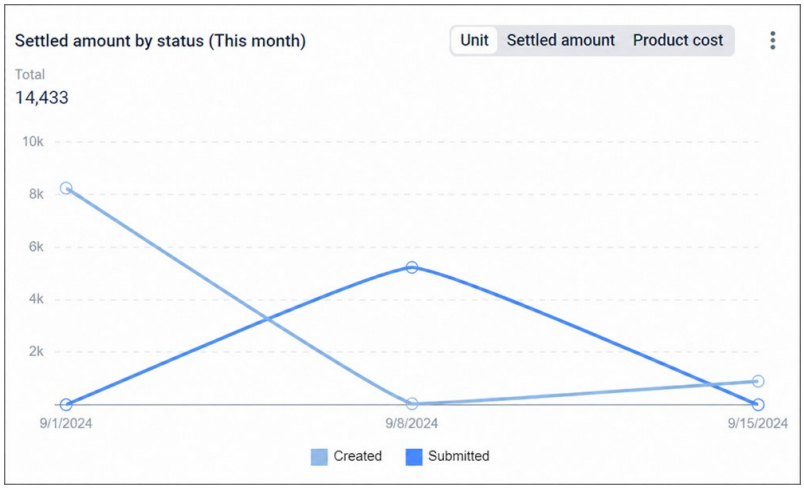
- **Settled amount by disposition**: Shows total invoice amounts by disposition methods (Return to Vendor, Liquidate, Destroy) with options to view data as units, settled amounts, or product costs over a specified period.



- **Settled amount by status:** Displays the total invoice amounts over time, categorized by their status (Submitted, Created), with options to view data in terms of units, settled amounts, or product costs.

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- **Created** – Invoice has been processed and is now reflected on the Settlements page.
- **Submitted** – Invoice information has been sent to the retailer, signaling that the retailer will deduct the corresponding invoice amounts from the vendor.



Grid

See the table below for more information related to the columns in the Settlements grid.

COLUMN	DESCRIPTION
Disposition	The final decision on how a returned product will be operationally handled after it has been received, namely: - **Return to Vendor (RTV)** - **Liquidate** - **Destroy**

Facility	The warehouse from which products are shipped to the vendor.
	- **Note:**
	  - To view the facility, click the **ID** next to the relevant settlement in the grid, then select **Download Excel** or **Download PDF** from the top right corner of the side menu. The facility will be listed under "Location" in the exported file.
	  - Products may be shipped from multiple facilities.

Fees**	Total fees calculated based on the policy rules.
Generated on	Date when the invoice was generated.
Handling fee	A charge imposed by the retailer to cover the costs associated with processing and shipping returned items.
ID	Unique identifier for each invoice.

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COLUMN	DESCRIPTION
	◦ **Note**: Clicking this number will display a vertical view of the fields in the grid.
Last message on*	Date and time of the most recent activity in the settlement's message thread. This may reflect messages or internal updates made by the retailer.
Product cost	Current system cost of the product or SKU.
Quantity**	Number of units included in the invoice.
RA request count*	Number of associated RA requests.
RA request ID*	Unique identifier for the return authorization (RA) request associated with a shipment.
RA number*	Number issued by a vendor or retailer based on the vendor term agreements (VTA) between the vendor and retailer.
Retailer* / Retailer name**	Name of the retailer, as sourced from the retailer's system, associated with the invoice.
Sent via FTP feed date	Indicates the date when the invoice data was transmitted via FTP feed.
Settled amount	Total sum of the **Product cost** and the **Handling fee**.
Settlement number*	Invoice number issued by the retailer to the vendor for the deduction.
Shipment count	Number of associated shipments.
Shipment ID*	Unique identifier for the shipment associated with the invoice.
Settled amount**	Sum of the product cost and fees, representing the total invoice amount.
Unit count	Total number of individual units included in each invoice.
Vendor name*	Name of the vendor associated with the invoice.
Vendor number	Unique identifier for the vendor.

***Denotes fields that are hidden by default. To display these fields, click the **Table Settings** (⚙) icon, select **Configure columns**, check the box next to the desired field, and click **Apply**. For more information about using the commands on this page, refer to the *Commands* section.

****Denotes fields that are only visible within the ID drawer.

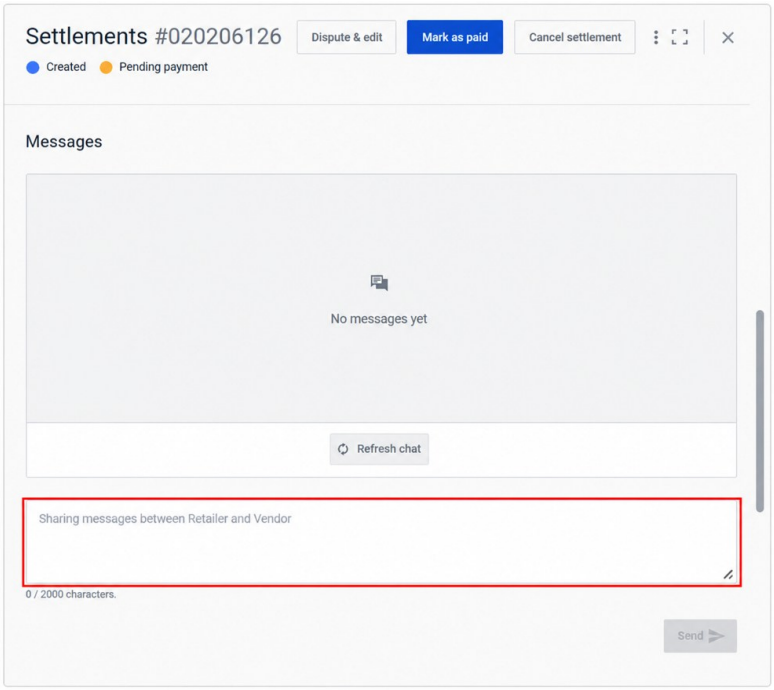
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Messages

Each settlement includes a **Messages** section for communicating with the retailer about that invoice. To leave a message:

1. Click the **ID** next to the relevant settlement to open the settlement panel.
2. Scroll to the **Messages** section.



3. Enter your message in the text box (up to 2,000 characters).
4. Select **Send**.
5. Select **Refresh chat** to check for new replies.

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Appendix

Commands

See the table below for more information related to page and grid commands.

- **Note**: Available commands may vary by page.

Page Commands		
Icon	**Name**	**Description**
	Bookmark	Bookmark the page.
	Refresh	Refresh the records in the grid.
	Row Height	Adjust the row height of the grid.
Grid Commands		
Icon	**Name**	**Description**
	Filter	See records that match certain conditions. Available conditions vary by page.
	Table Settings	Adjust which columns are displayed in the grid.
	Search	Search for records containing keywords.
	More Actions	Download an Excel or PDF of the records.
	More Actions	Group records by values in this column.
	Ascending	Sort records in ascending order by the values in the column.
	Descending	Sort records in descending order by the values in the column.

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Frequently Asked Questions (FAQ)

TOPIC	QUESTION	ANSWER
Shipping and Returns	Where do vendor returns ship from?	Products are consolidated and shipped from ReturnPro's Reverse Logistics Center (RLC) below: **ReturnPro** **Address:** 7100 Oak Grove Road, Fort Worth, TX 76140 **Operating Hours:** Monday to Friday, 6:30 AM - 3:30 PM CST
	At what point during the shipping process do vendors receive a manifest for the items being returned from ReturnPro?	We provide Advanced Shipping Notices (ASNs) at two points: once the shipment is prepared and ready and then when the order has shipped and closed with accurate tracking and invoice number data.
	If we come across issues with return shipments, who should we contact?	Any issues with return shipments, such as load quality, damages, etc., should be reported to: **reverselogistics@basspro.com** Please include pictures of pallets/items and relevant labels (e.g., SLP label on an item, packing, BOL) and a completed reconciliation form.
Financial Accounting	When will the invoice statement be available?	**For RTV Ship products**: After an item is shipped, the invoice statement will be available in ReturnPro. **For RTV Liquidate products**: Checked-in items will be consolidated on weekly invoice statements.
Support and Contacts	When should I contact ReturnPro's Support team?	For technical support, such as login issues, timeouts, or glitches, please reach out to us at **(800) 941-4777** or **support@returnpro.com**. Our support team is available Monday through Friday from 8 a.m. to 5 p.m. ET.
	When should I contact Bass Pro Shops' Reverse Logistics team?	For all inquiries not related to technical support for the ReturnPro platform, please contact **reverselogistics@basspro.com**.

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Technical Requirements

Please bookmark app.returnpro.com for future reference and disable your pop-up blocker for ease of access. Check your system for the minimum and preferred requirements:

- Internet Browser: Google Chrome, Microsoft Edge, or Chromium
- Microsoft Excel ® 2003
- Adobe ® 7.0
- Resolution: 800x600 minimum, 1024x760 preferred for all applications

Reporting Issues and Feedback

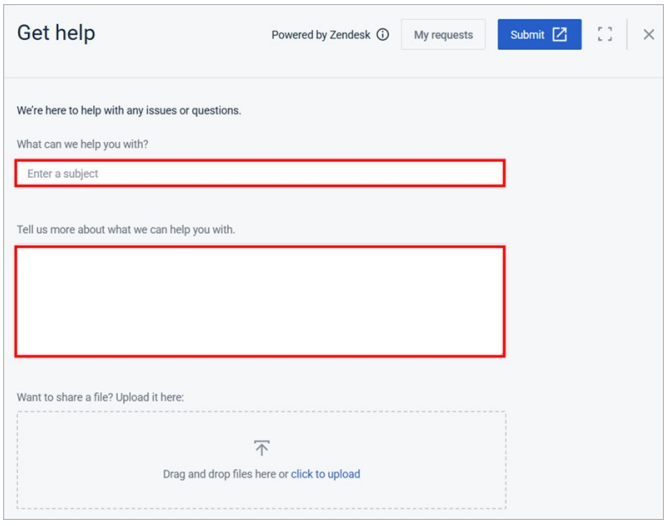
The **Get help** form (accessible from the navigation bar) allows you to report problems or submit feedback about the system.

Submit Requests

1. From the navigation bar, select **Get Help**.



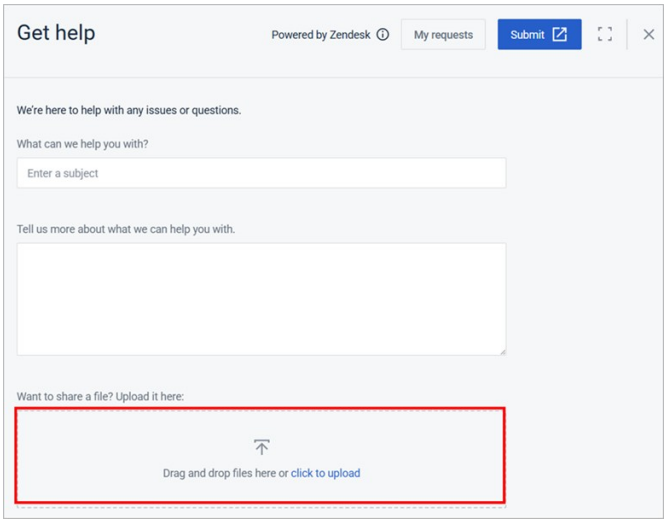
2. Complete the following fields:
   - **What can we help you with?** Enter a brief title summarizing the issue or feedback.
   - **Tell us more about what we can help you with.** Provide a detailed description, including any steps needed to reproduce the issue.



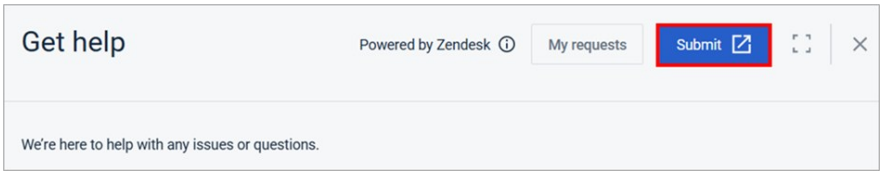
3. (Optional) Attach files by dragging and dropping them under **Want to share a file? Upload it here**, or select

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click to upload.

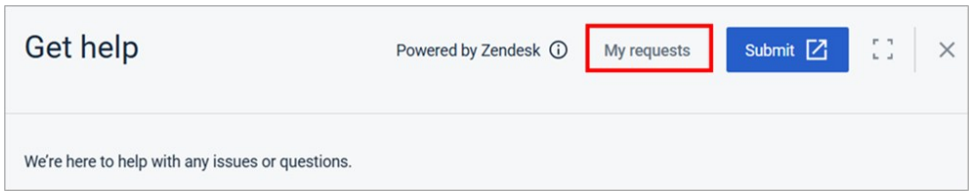


4. Select **Submit** to send your report or feedback.



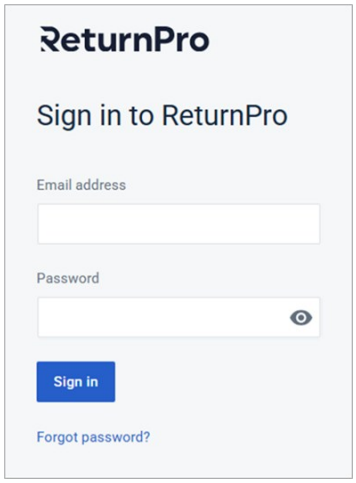
View Submitted Requests (My Requests)

1. Select **My requests** from the top of the Get help panel.



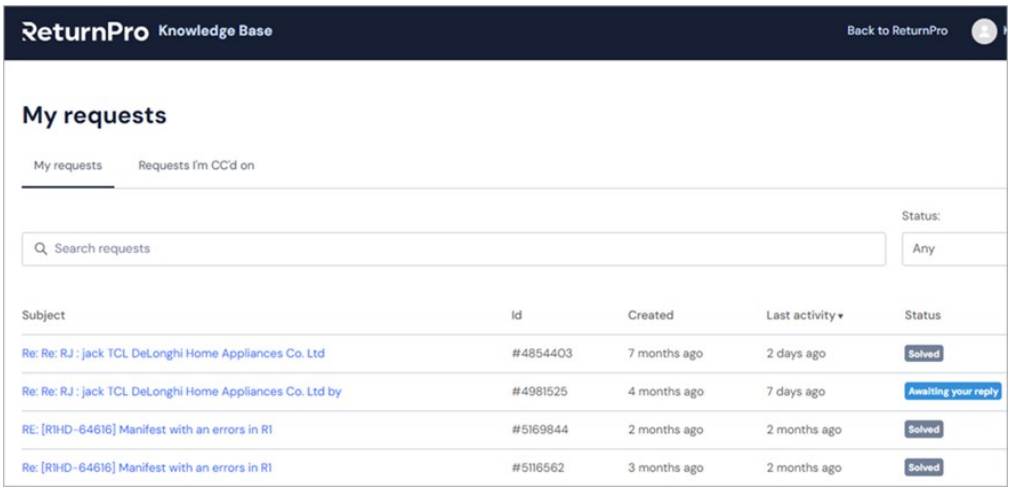
2. Enter your Returns Portal credentials when prompted.

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From here, you can:

- **Search** for a request using the search bar.
- **Filter** requests by status using the Status dropdown.
- **Select** a request to view the ticket details and any replies.



Request Statuses

Each request includes a Status so you can quickly identify what stage it's in:

- **Open**: Your request has been submitted and is still in progress.
- **Awaiting your reply**: Support has responded and is waiting for additional information or confirmation from you.
- **Solved**: The request has been completed, and no further action is expected.

Note: This feature is currently available in Returns Portal only and does not apply to Vendor Policy Hub.

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Additional Assistance

If you have any questions or concerns about your account or the return process, please contact Client Support at (800) 941-4777, Monday through Friday, from 8 AM to 5 PM ET, or email support@returnpro.com.

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