

GETTING STARTED

STEP 1 — SIGN IN

RETURNING USERS

- Go to cdw.returnpro.com/vendor-policy-hub — bookmark it for easy access.
- Enter your **Email address** and **Password**, then click **Sign in**.

NEW USERS

- Open the "Action Required: Update Your ReturnPro Vendor Policy Hub Portal Password" email from noreply@returnpro.com. Didn't receive it? Check spam or contact cdw@returnpro.zendesk.com.
- Click the link in the email to open the activation page.
- Enter your new password twice and click **Reset**. Password must be 8+ characters with uppercase, lowercase, and at least 1 digit.
- You'll be directed to the sign-in page — enter your **Email address** and new password, then click **Sign in**.

STEP 2 — NAVIGATE THE MENU

Home Dashboard & key metrics	Retailers Retailer performance & stats
Vendors Your vendor profile	Policies Return policy rules & status
RA Mgmt Review & action return requests	Shipments Track RTV shipments
Settlements Invoices & debits	Units Individual returned items

KEY TERMS

RA	Return Authorization — a return request submitted by a retailer
RTV	Return to Vendor — product shipped back to you
RA Number	Vendor-assigned number entered upon approval, used to track the authorized return
Settlement	Debit statement issued for returned products
Disposition	How a returned unit is handled (RTV, Liquidate, Destroy...)
Policy	Rules that define the terms and conditions for product returns

COMMON TASKS

APPROVING & REJECTING RETURN AUTHORIZATIONS

Use when: a retailer submits an RA request requiring your approval

To Approve

- Go to **RA Management** → filter by **Status: Pending** or search by **Request ID**
- Click ... next to the record (or check multiple records → **Actions** for bulk)
- Select **Approve** → enter a Return Authorization number → **Done**

To Reject

- Open the pending RA → click ... → **Reject**
- Choose a **Rejection reason** → **Done**

Bulk: Check multiple RAs → **Actions** → Approve / Reject

↔ Use ... → **Approve with Replacement** to send a unit instead of a credit

📦 Approve/Reject is also available at the **unit level** within each RA — use this to act on individual items.

💡 **Messages** in the RA panel = direct line to the retailer. · ... → **Show History** = full audit trail.

💡 If you are **not expecting to receive the products back**, leave a message in the RA panel requesting a **disposition change** before approving.

DISPUTE A SETTLEMENT

Use when: fees, item conditions, or applied reasons on a settlement appear incorrect

- Go to **Settlements** → use the search bar to locate the settlement by **Settlement ID** → click the ID to open it
- Click **Dispute & edit**
- Select the unit(s) to dispute → click **Actions** → **Update selected units** → choose a **Dispute reason** and update the **Restocking fee** if needed → click **Next** → **Confirm**
- (Optional) Click **Attach message** to add a note → click **Submit**. Status updates to **Disputed**

💡 To dispute a **single unit**, click ... → **Edit** next to the unit instead of using bulk **Actions**.

UPDATE AN RA SHIPPING ADDRESS

Use when: an RA is set to ship to the wrong or outdated address

⚠️ If the RA has an associated shipment, submit a request using the **Report Issue / Feedback** form so ReturnPro can apply the update. Otherwise, follow the steps below.

- From the main menu, select **RA Management**
- Select the **ID** of the affected RA to open the RA details panel. Use filters to locate the record if needed.
- Next to **Shipping address**, select **Edit**
- In the **Edit shipping address** window, search for and select the new address in the **New address** field
- Select **Save**

STATUS REFERENCE

RA REQUEST

Approved	Approved for processing
Rejected	Not approved for return
Mixed	Partly approved / rejected
Cancelled	Cancelled before completion

POLICY

Active	In effect and enforced
Expired	Past its end date
Missing Info	Incomplete — cannot activate
No Vendor policy? The Retailer's policy applies automatically.	

SETTLEMENT STATUS

Created	Generated, not yet processed
Closed	Dispute resolved & finalized
Disputed	On hold — needs resolution
Pending Cancellation	Awaiting return of refused products or additional review
Cancelled	Voided before completion

SETTLEMENT PAYMENT STATUS

Paid	Payment fully received
Pending Payment	Awaiting payment
Partially Paid	Payment partially received

SHIPMENT

Shipped	Left ReturnPro — in transit to you
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GRID TIPS

- Filter:** Use dropdowns or click for Smart Filters
- Columns:** **Table Settings** → **Configure columns**
- Save views:** Save as preset for filters or columns
- Tile dates:** Click on any tile → Date range

👤 **Need to add additional users?** Please submit a request to cdw@returnpro.zendesk.com with the user's name and email address.