

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
- Vendors**
Your vendor profile
- RA Mgmt**
Review & action return requests
- Settlements**
Invoices & debits
- Retailers**
Retailer performance & stats
- Policies**
Return policy rules & status
- Shipments**
Track RTV shipments
- 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

- In **RA Management** → open the affected RA → confirm the wrong address → copy the **ID** and page URL
- Click the **Vendor name** link → check if the correct address already exists under **Return addresses**
- Click ... → **Report Issue / Feedback** → **Report Issue** · Title: "Updating RA Shipping Address" · paste correct address, RA ID, and URL → **Send**
- Back in the RA panel → add a **Message** noting the request

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

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.