Bass Pro Shops Vendor Policy Hub

Quick Start Guide · DOC3993

ReturnPro

Vendor Reference

Version 2 · 07/28/2026

app.returnpro.com

Getting Started

Step 1 — Sign In

1. Go to `app.returnpro.com` — bookmark it and disable your pop-up blocker.
2. Enter your **Email** and **Password**, then click **Sign in**.
3. **New users:** Open the *"Action required: Access ReturnPro's Vendor Policy Hub for Bass Pro Shops"* email sent from noreply@returnpro.com. Click the link in the email to set your password.

No email? Check spam or contact **vr@returnpro.com**

Need to add users? Submit a request to **support@returnpro.com** with the name and email of each user to be added.

Step 2 — Navigate the Menu

Home Dashboard & key metrics	**Vendors** Vendor details & contact info
Retailers Retailer stats & inventory	**Policies** Return policy rules & status
Shipments Track RTV shipments	**Settlements** Invoices & debit statements

The Main Menu is expanded by default. To collapse it, select **Collapse (<)** at the bottom.

Key Terms

RA	Return Authorization — code assigned to a return request
RTV	Return to Vendor — product shipped back to you
Settlement	Debit statement issued for returned products
Disposition	How a returned unit is handled (RTV, Liquidate, Destroy)
Policy	Rules defining the terms & conditions for product returns
ASN	Advanced Shipping Notice — manifest sent when shipment is prepared and when shipped

Common Tasks

Monitoring Your Status

Use when: *getting an at-a-glance view of your returns activity and policy standing*

Home Dashboard

1. The **Home** page shows four tile sections: **Shipments, Settlements, Policies,** and **Inventory**.
2. Toggle chart views using **Units / Container / Settled amount / Product cost**.
3. Change date range: click ⋮ → **Change date range**. Tiles default to the current month.

Policies

1. Go to **Policies** to view all return policies tied to your products, including **status, disposition, effective date,** and **expiry date**.
2. Click a **Policy ID** to open the full details panel — contact info, RA numbers, shipping address, and settlement eligibility.
3. **Eligible for settlement:** *True* = qualifies for invoicing · *False* = does not.

A Conflict status means the policy overlaps another and must be resolved before it can be enforced.

Tracking RTV Shipments

Use when: *products are being returned to you from Bass Pro Shops*

1. Go to **Shipments** to see all Return to Vendor shipments. *Note: page will be blank if you are not set up to receive RTV shipments.*
2. Filter by **Status, Retailer, Carrier,** or **Vendor name** using the dropdowns above the grid.
3. Click a **Shipment ID** to open the details drawer — view container IDs, pallet dimensions, unit counts, weight, UPCs, and tracking info.
4. **Tracking number:** shows parcel tracking # for parcel shipments, or **PRO #** for freight shipments.
5. You will receive an **ASN (Advanced Shipping Notice)** twice: when the shipment is *prepared* and again when it is *shipped and closed* with final tracking and invoice data.

All shipments originate from:
ReturnPro Reverse Logistics Center (RLC)
7100 Oak Grove Road, Fort Worth, TX 76140
Mon-Fri · 6:30 AM - 3:30 PM CST

Issues with load quality or damages? Email **support@returnpro.com** with photos of pallets/items, labels (SLP, BOL), and a completed reconciliation form.

Reviewing Settlements & Invoices

Use when: *understanding what you are being debited for returned products*

1. Go to **Settlements** to view all invoices issued for returned products, including **product cost, handling fees,** and **settled amount**.
2. The **Settled amount** = Product cost + Handling fee. The handling fee covers processing and shipping costs imposed by the retailer.
3. Click a **Settlement ID** → select **Download Excel** or **Download PDF** to export the full invoice. The originating facility appears under "Location" in the export.
4. Invoice timing: **RTV** — available after item ships. **Non-RTV (Liquidate or Destroy)** — consolidated on weekly statements.
5. Use the **Settled amount by disposition** and **Settled amount by status** charts on the Home page to monitor invoice trends over time.

Added to Settlement	Invoice processed & visible on Settlements page
Submitted	Sent to retailer — deduction from your account will follow

All financial debiting originates with the retailer, not ReturnPro.

Messages enabled: You can send and receive messages directly within a settlement record. Click a Settlement ID and use the **Messages** panel to communicate with the ReturnPro team.

Status Reference

Policy

Active	In effect and enforced
Expired	Past its validity date
Conflict	Overlaps another — needs resolution

Shipment

Shipped	Left ReturnPro — in transit to you

Page will be blank if not set up for RTV shipments. ASNs sent at prep and ship close.

Ships from: ReturnPro RLC, 7100 Oak Grove Rd, Fort Worth TX 76140 · Mon-Fri 6:30 AM-3:30 PM CST

Settlement

Added to Settlement	Processed & on Settlements page
Submitted	Sent to retailer — deduction follows

RTV: Invoice available after item ships.
Non-RTV (Liquidate or Destroy): Consolidated on weekly statements.

All financial debiting originates with the retailer.

Disposition

RTV	Return to Vendor
Liquidate	Sold through liquidation
Destroy	Disposed of on-site

Grid Tips

- **Filter:** Use dropdowns above the grid
- **Columns:** `⚙ Table Settings → Configure columns`
- **Export:** Click `•••` → Download Excel or PDF
- **Tile dates:** Click ⋮ on any tile → Change date range

Tech Support (ReturnPro): (800) 941-4777 · Mon-Fri 8 AM-5 PM ET · **support@returnpro.com** | **BPS Reverse Logistics:** vr@returnpro.com

Full User Guide: BPS Vendor Policy Hub - Vendor User Guide

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