



GETTING STARTED

STEP 1 — SIGN IN

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

No email? Check spam or contact [vendorrelations@returnpro.com](mailto:vendorrelations@returnpro.com)

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

STEP 2 — NAVIGATE THE MENU

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

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

KEY TERMS

<b>RA</b>	Return Authorization — code assigned to a return request
<b>RTV</b>	Return to Vendor — product shipped back to you
<b>Settlement</b>	Debit statement issued for returned products
<b>Disposition</b>	How a returned unit is handled (RTV, Liquidate, Destroy)
<b>Policy</b>	Rules defining the terms & conditions for product returns
<b>ASN</b>	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

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

Policies

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

**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

- 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.*
- Filter by **Status**, **Retailer**, **Carrier**, or **Vendor name** using the dropdowns above the grid.
- Click a **Shipment ID** to open the details drawer — view container IDs, pallet dimensions, unit counts, weight, UPCs, and tracking info.
- Tracking number:** shows parcel tracking # for parcel shipments, or **PRO #** for freight shipments.
- 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](mailto: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

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

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

SHIPMENT

<b>Shipped</b>	Left ReturnPro — in transit to you
Page will be blank if not set up for RTV shipments. ASNs sent at prep and ship close.	
<b>Ships from:</b> ReturnPro RLC, 7100 Oak Grove Rd, Fort Worth TX 76140 · Mon-Fri 6:30 AM-3:30 PM CST	

SETTLEMENT

<b>Added to Settlement</b>	Processed & on Settlements page
<b>Submitted</b>	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

<b>RTV</b>	Return to Vendor
<b>Liquidate</b>	Sold through liquidation
<b>Destroy</b>	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