



## Getting Started

### Step 1 — Sign In

#### Returning Users

- Go to [cdw.returnpro.com/vendor-policy-hub](https://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](mailto:noreply@returnpro.com). Didn't receive it? Check spam or contact [cdw@returnpro.zendesk.com](mailto: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

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

### Key Terms

|                    |                                                                                                                       |
|--------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>RA</b>          | Return Authorization — a return request submitted by a retailer                                                       |
| <b>RTV</b>         | Return to Vendor — product shipped back to you                                                                        |
| <b>RA Number</b>   | Vendor-assigned number entered upon approval, used to track the authorized return                                     |
| <b>Settlement</b>  | Debit statement issued for returned products                                                                          |
| <b>Disposition</b> | How a returned unit is handled (RTV, RTS, Customer Never Received, Customer Shipped to Vendor, Liquidate, Destroy...) |
| <b>Policy</b>      | 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.

⚠️ **Important:** The **Disposition** must be confirmed *before* changing the RA request status. If the disposition needs to change, request a disposition update (for example, from Return to Vendor to Liquidate or Destroy) by submitting a ticket via **More actions > Report issue / Feedback**, or contact your retailer representative for assistance before taking action on the RA.

### 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**.

### Change the Disposition

★ **Use when:** a unit's disposition needs to change (e.g. from Return to Vendor to Liquidate or Destroy)

- In **RA Management**, open the affected RA
  - Click **More actions** (...) → **Report issue / Feedback** to submit a disposition update request — include the current and requested disposition, RA ID, and any relevant unit details
  - Alternatively, contact your **retailer representative** for assistance before taking action on the RA
- 💡 Disposition must be confirmed *before* the RA status is changed. Do not approve or reject the RA until the disposition is resolved.

### 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

|                  |                             |
|------------------|-----------------------------|
| <b>Approved</b>  | Approved for processing     |
| <b>Rejected</b>  | Not approved for return     |
| <b>Mixed</b>     | Partly approved / rejected  |
| <b>Cancelled</b> | Cancelled before completion |

### Policy

|                     |                              |
|---------------------|------------------------------|
| <b>Active</b>       | In effect and enforced       |
| <b>Expired</b>      | Past its end date            |
| <b>Missing Info</b> | Incomplete — cannot activate |

No Vendor policy? The Retailer's policy applies automatically.

### Settlement Status

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

### Settlement Payment Status

|                        |                            |
|------------------------|----------------------------|
| <b>Paid</b>            | Payment fully received     |
| <b>Pending Payment</b> | Awaiting payment           |
| <b>Partially Paid</b>  | Payment partially received |

### Shipment

|                |                                    |
|----------------|------------------------------------|
| <b>Shipped</b> | 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](mailto:cdw@returnpro.zendesk.com) with the user's name and email address.