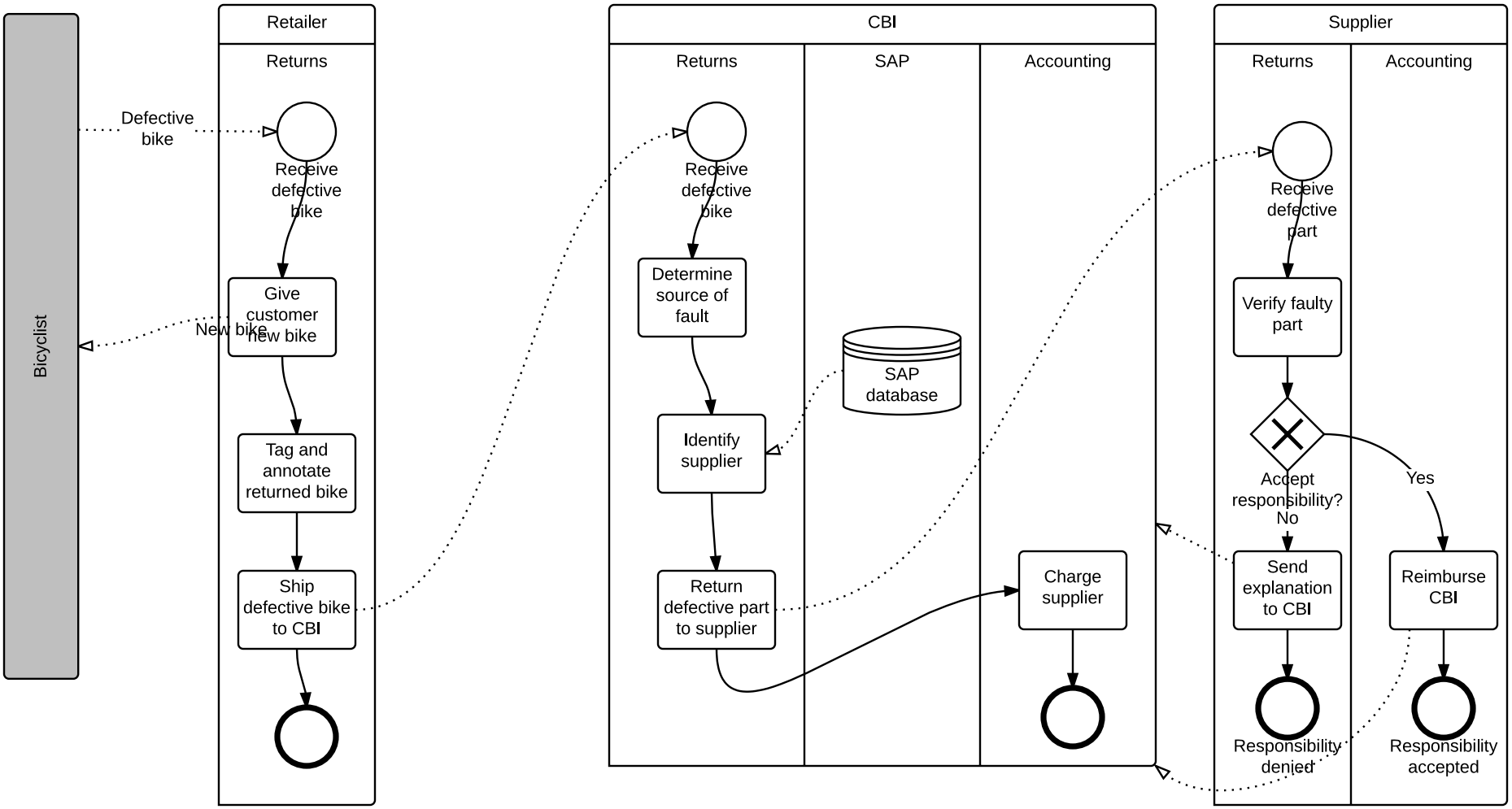
Bicyclist
Defective bike
New bike
Retailer
Returns
Receive defective bike
Give customer new bike
Tag and annotate returned bike
Ship defective bike to CBI
CBI
Returns
SAP
Accounting
Receive defective bike
Determine source of fault
Identify supplier
Return defective part to supplier
SAP database
Charge supplier
Supplier
Returns
Accounting
Receive defective part
Verify faulty part
Accept responsibility?
No
Yes
Send explanation to CBI
Reimburse CBI
Responsibility denied
Responsibility accepted