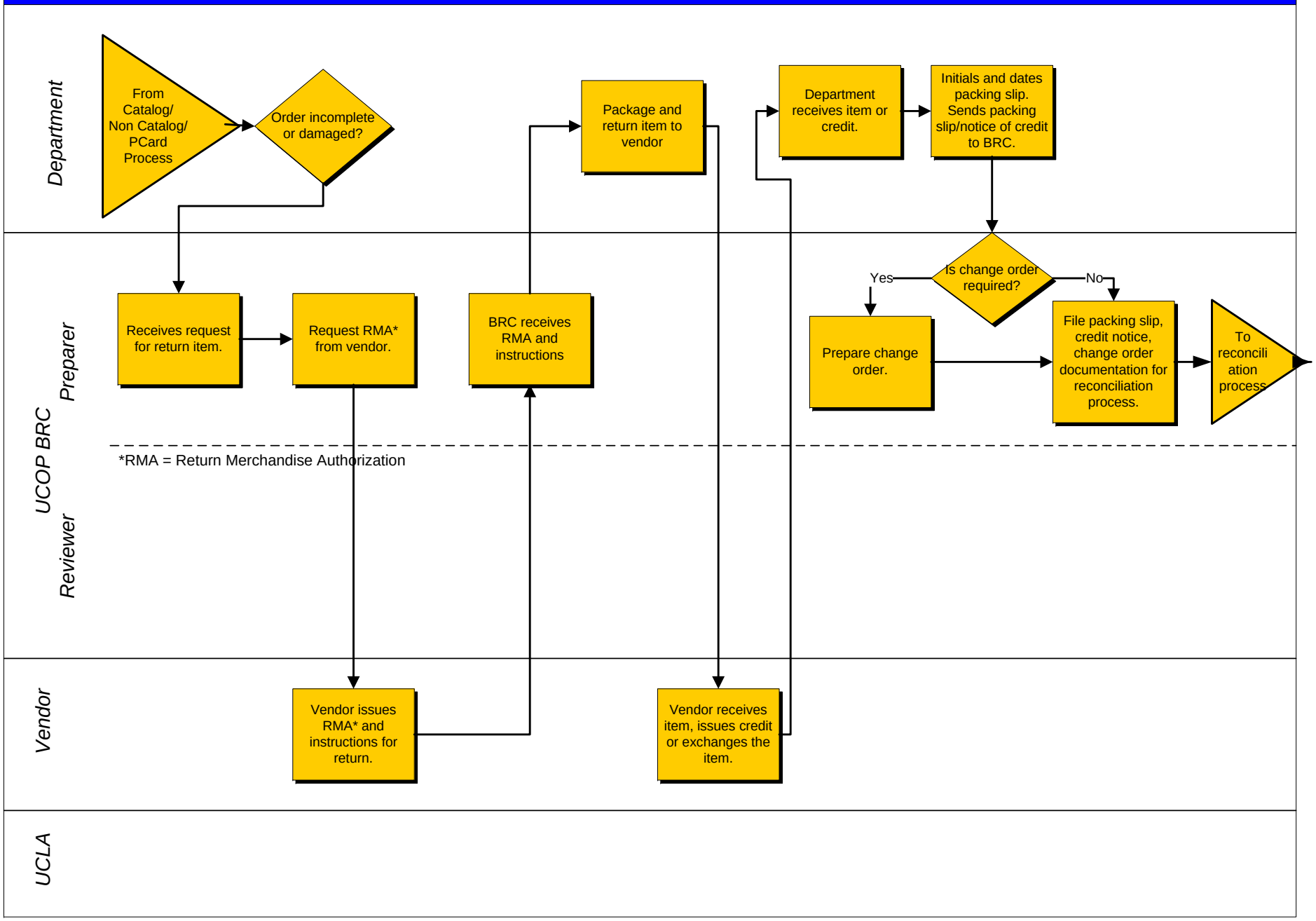Vendor Return Process Map