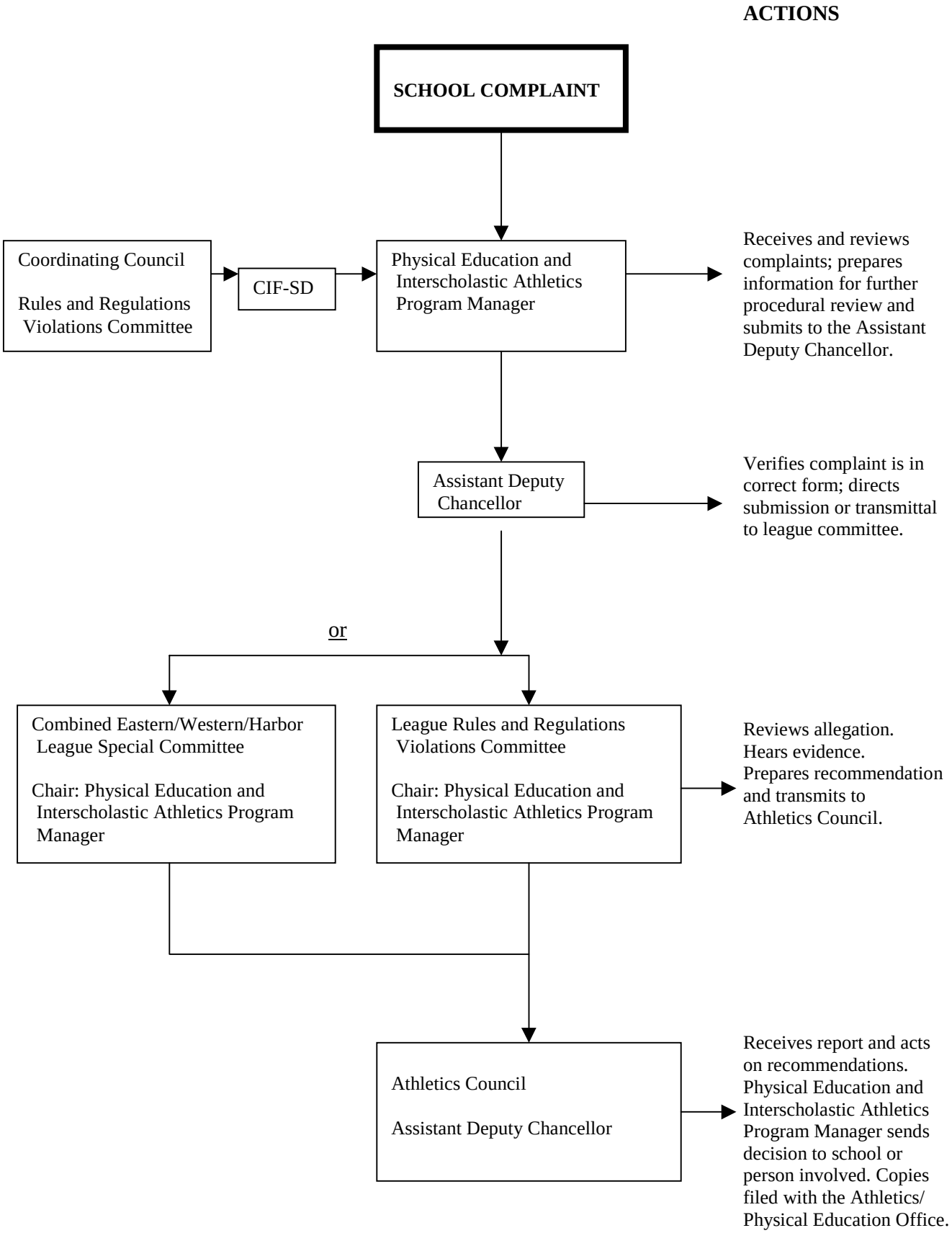FLOW CHART AND ACTIONS