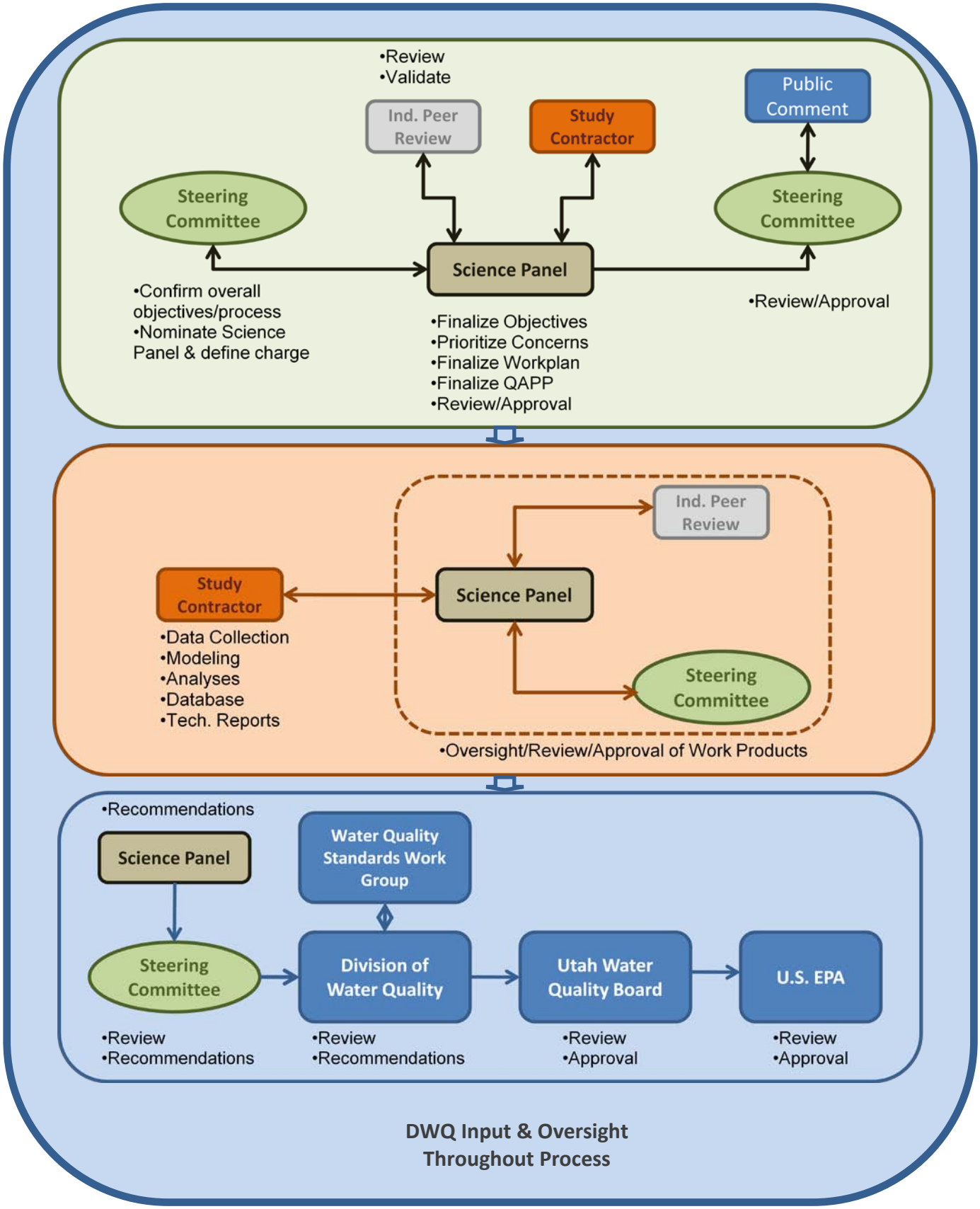PROCESS SUMMARY