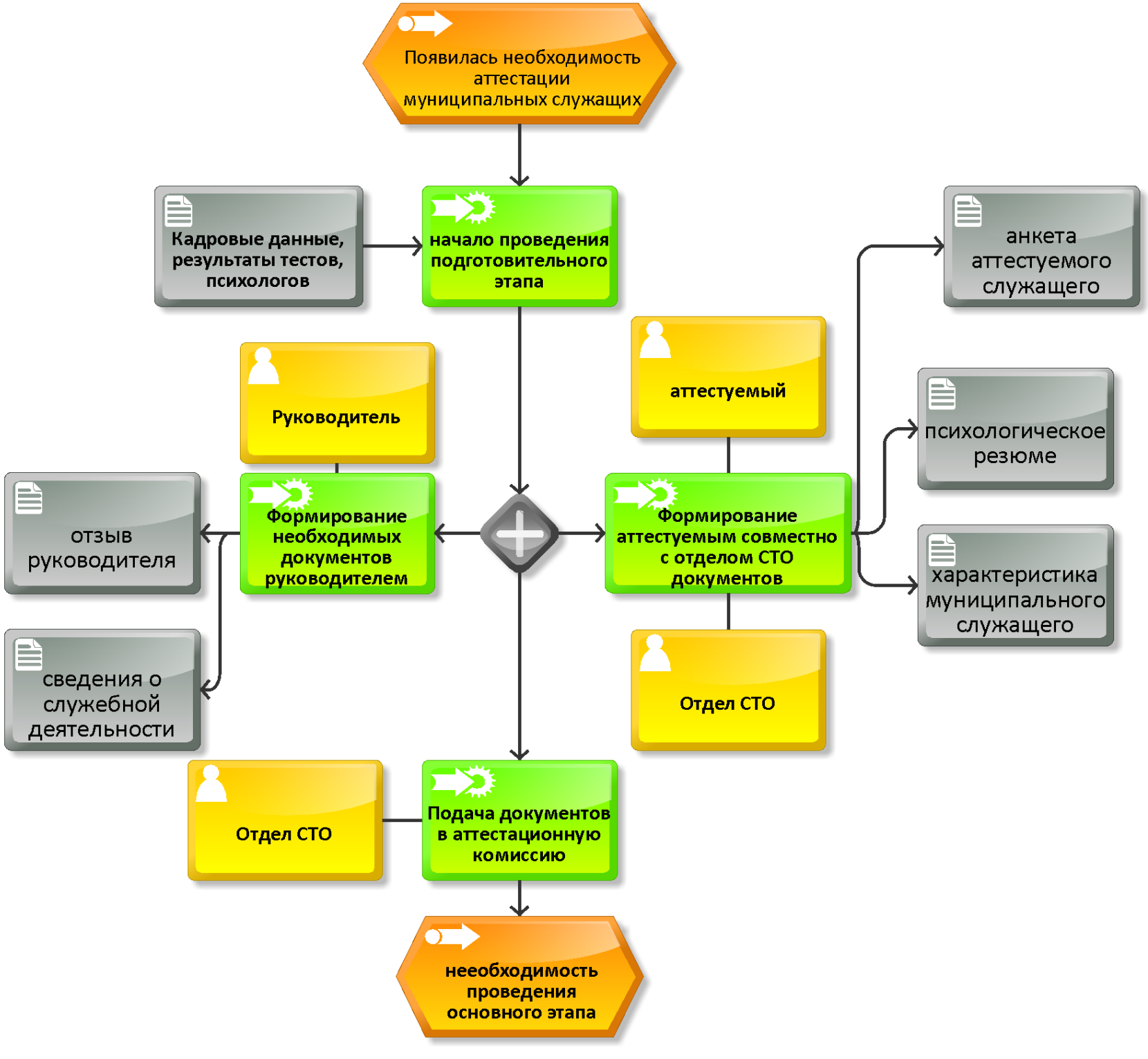Business process 2