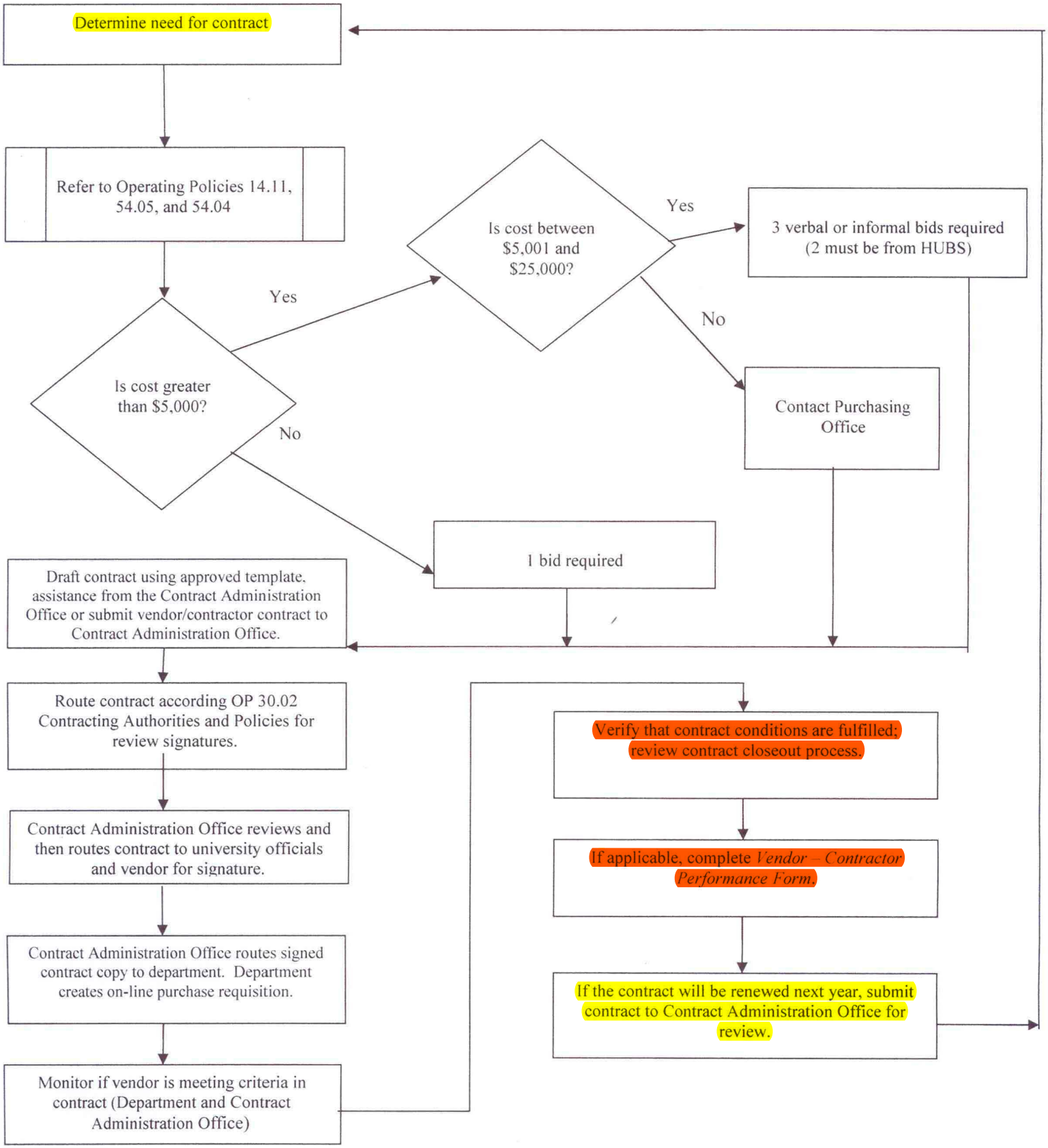CONTRACT PROCESS FLOWCHART