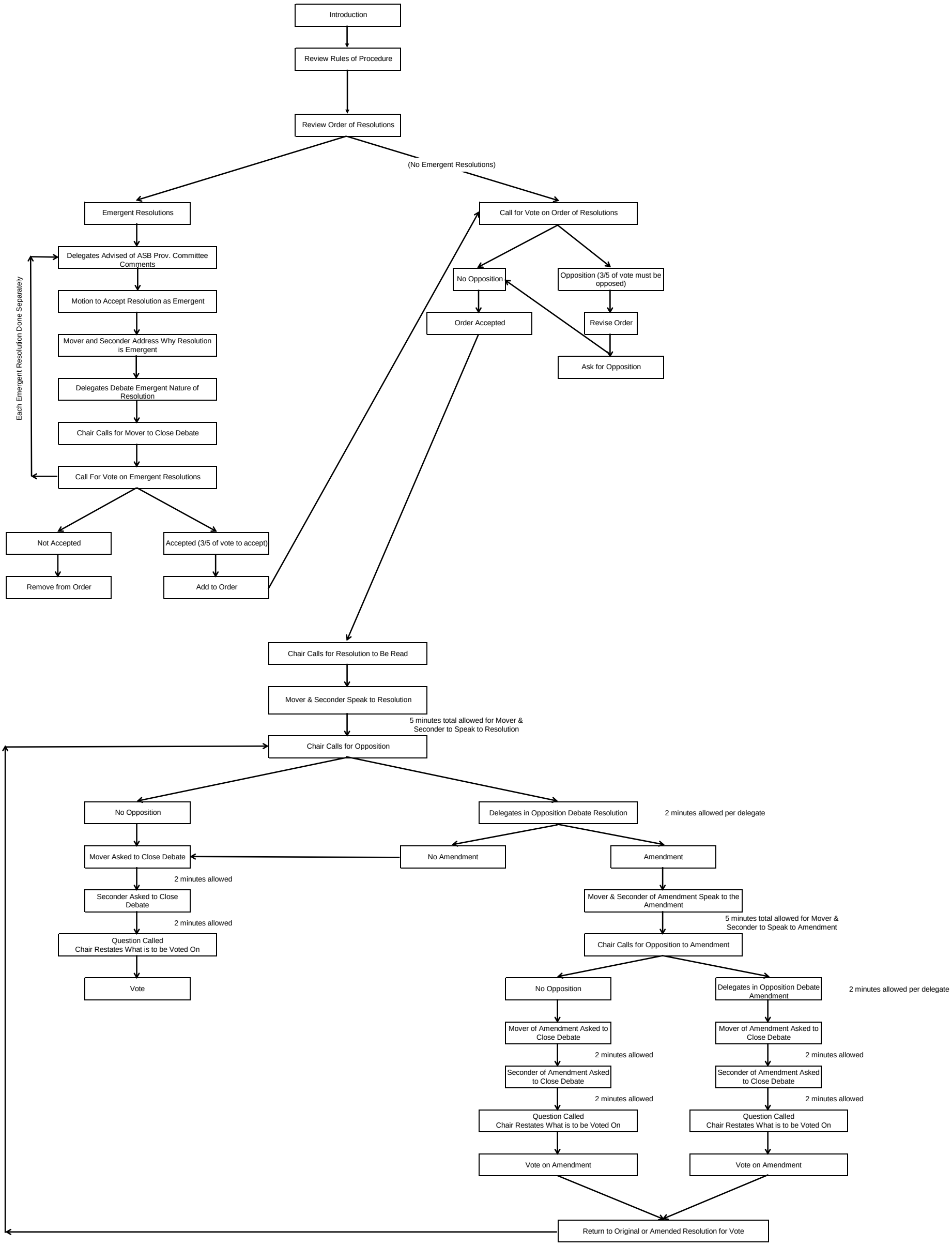Resolution Process Flow Chart