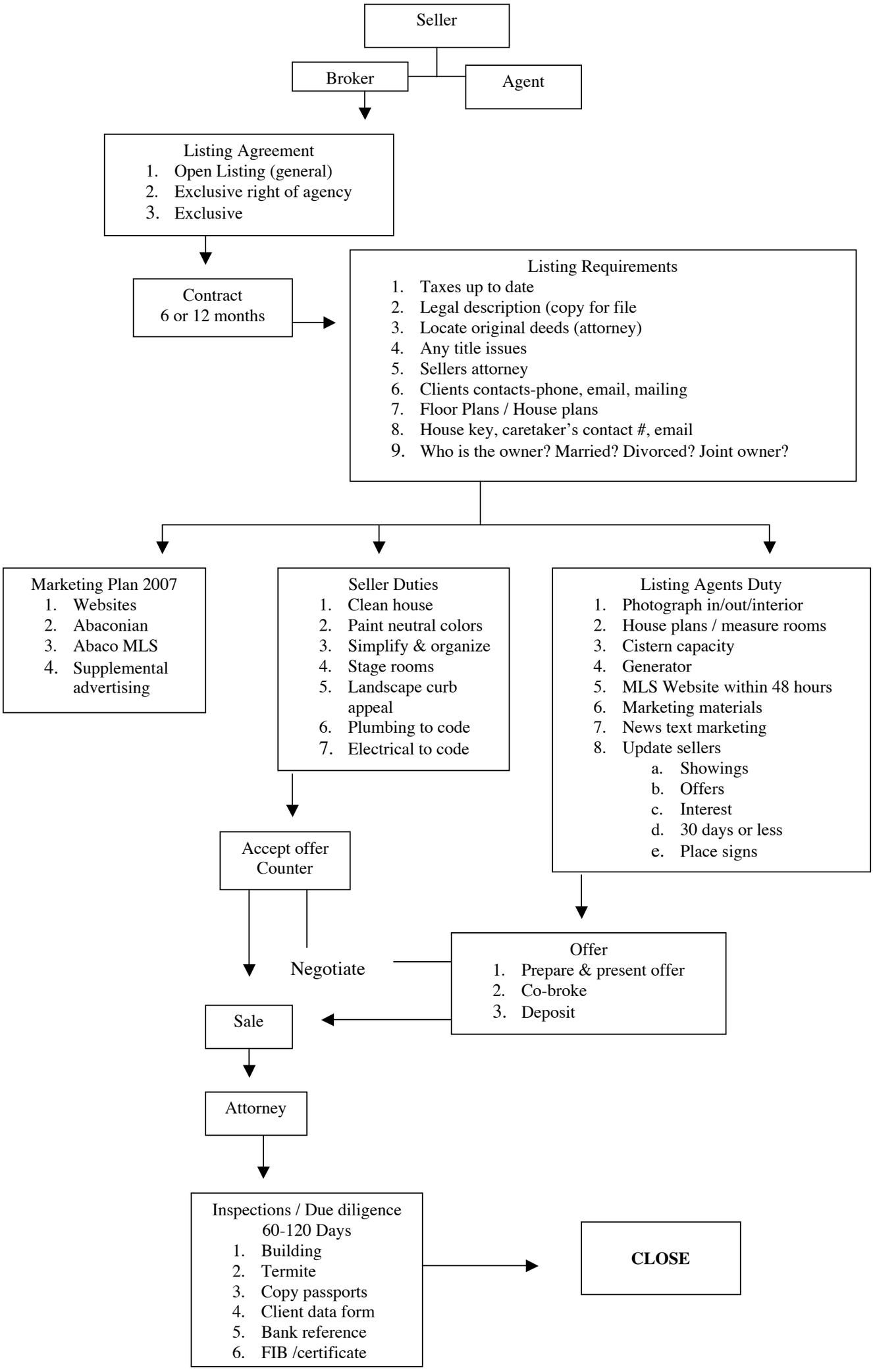SELLER'S FLOW CHART