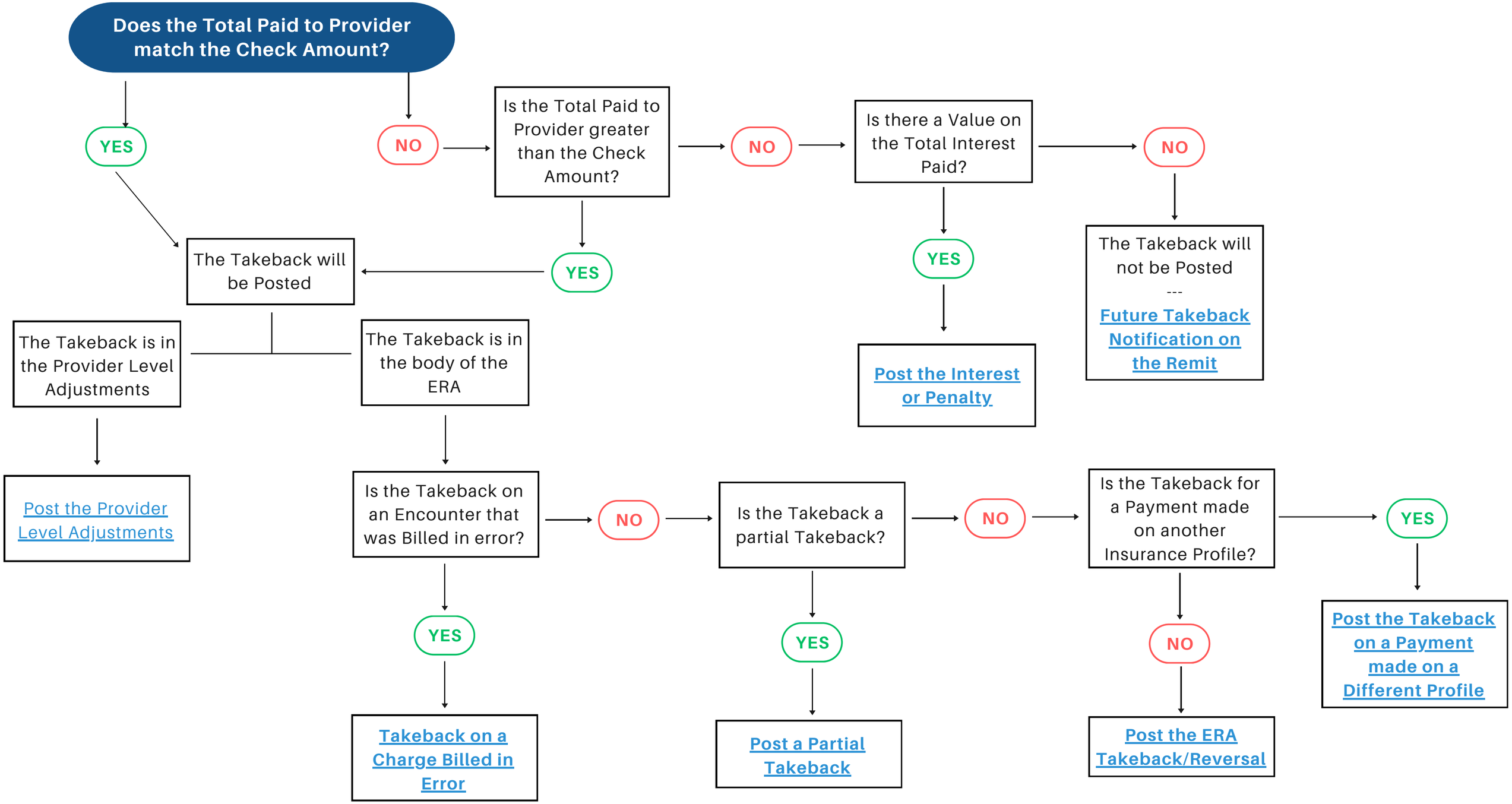TAKEBACK WORKFLOW CHART