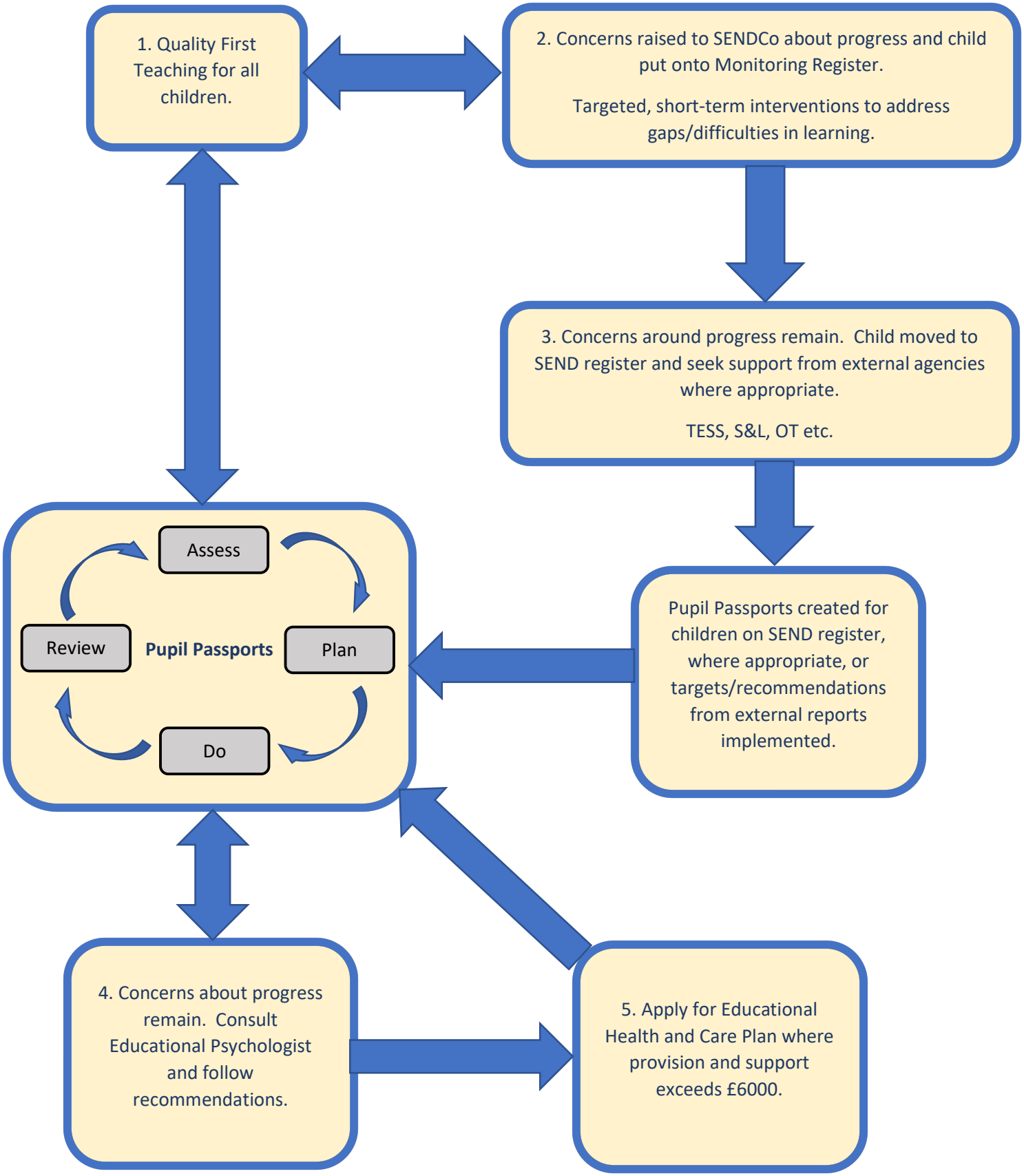SEND Flowchart