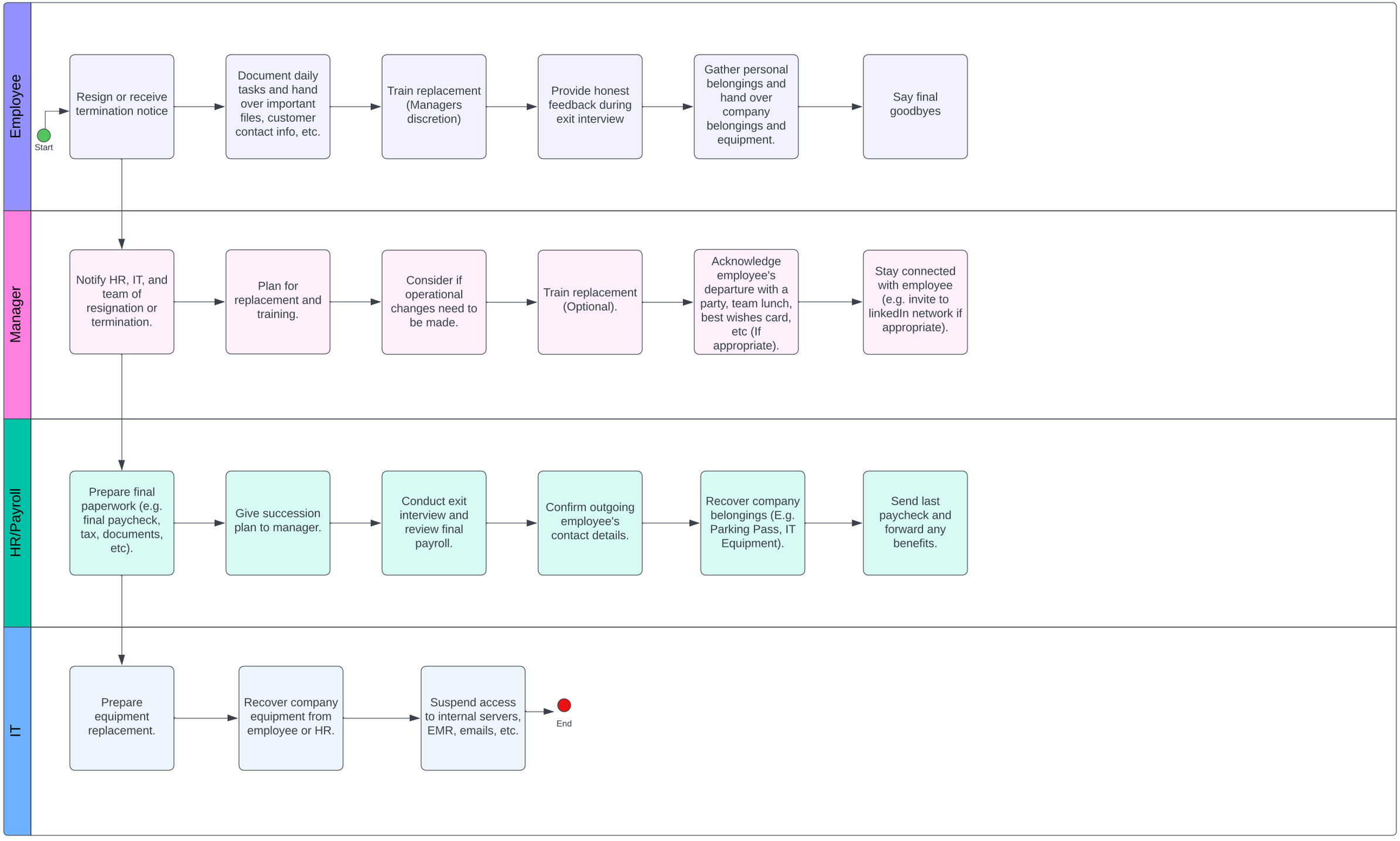Business Process Flow Example