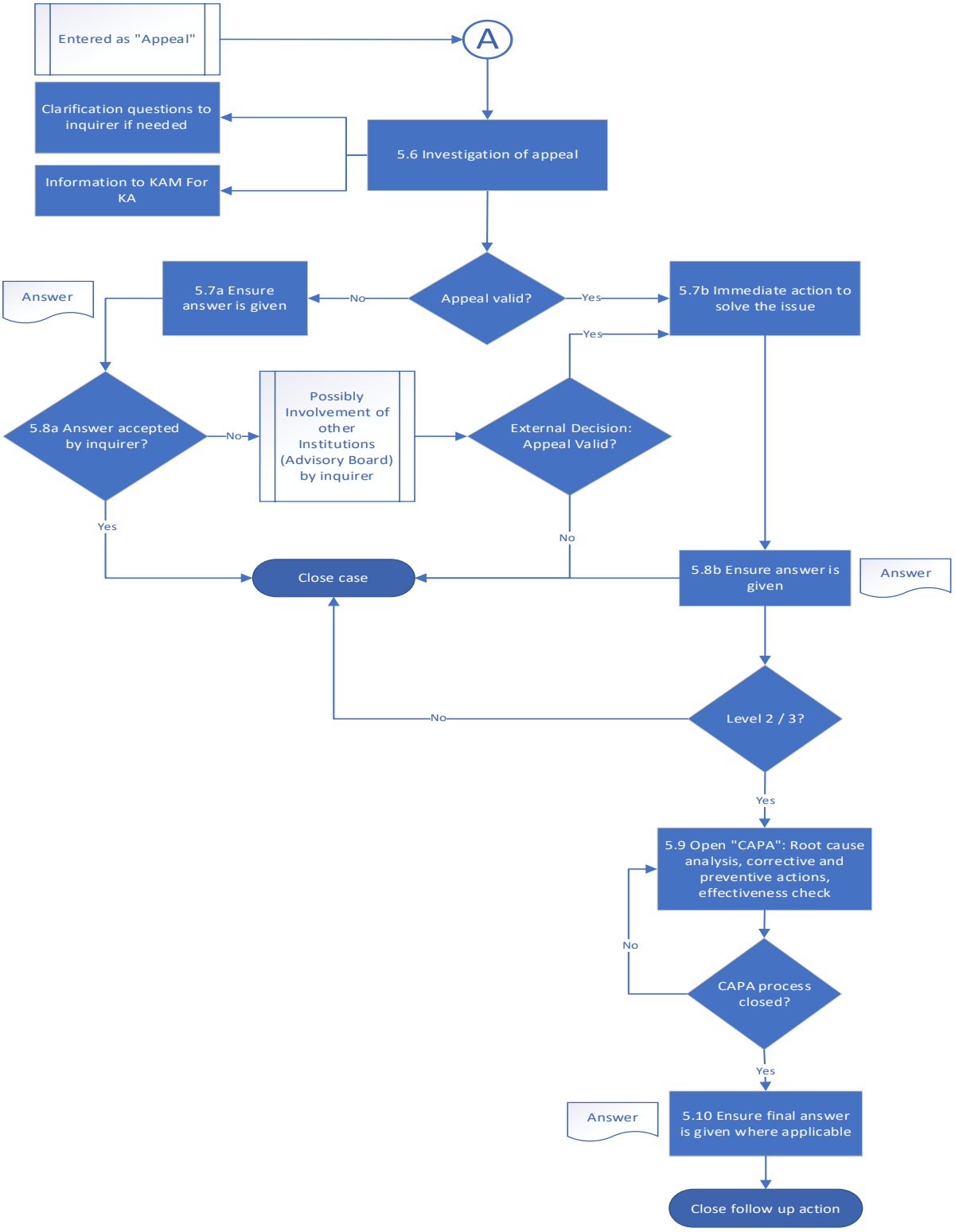APPEAL MANAGEMENT PROCESS