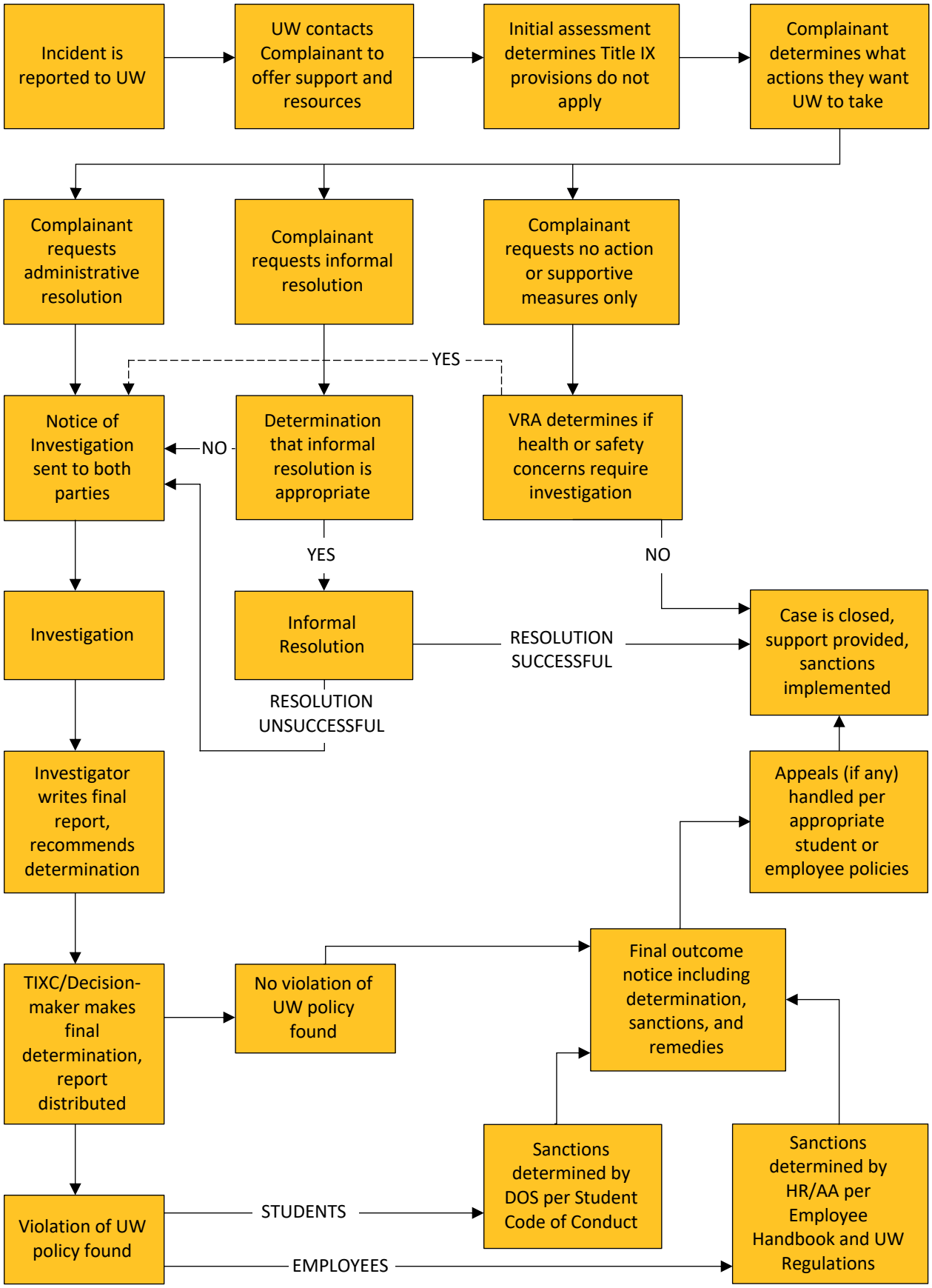Process B – Administrative Resolution Process