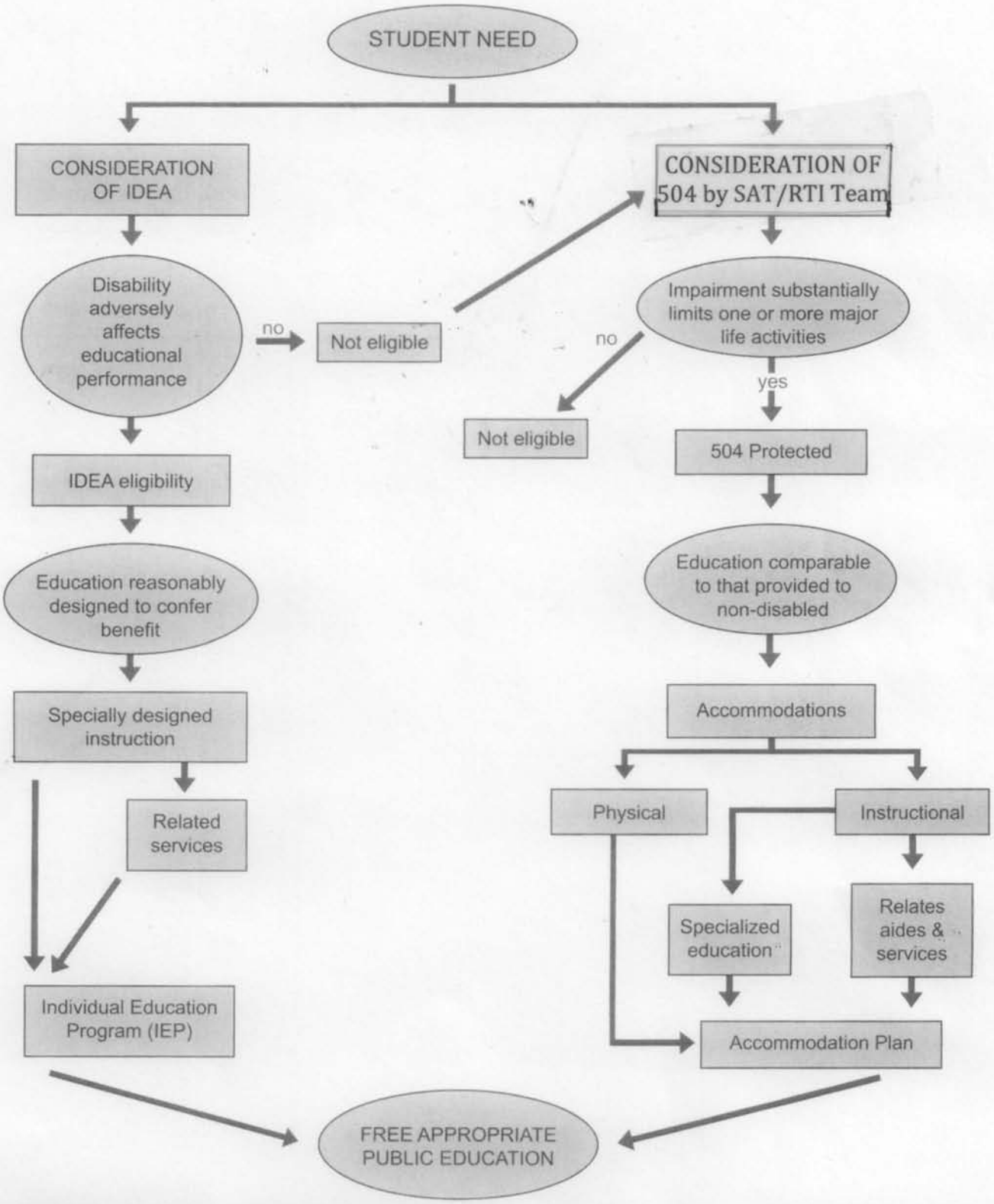IDEA/504 FLOW CHART