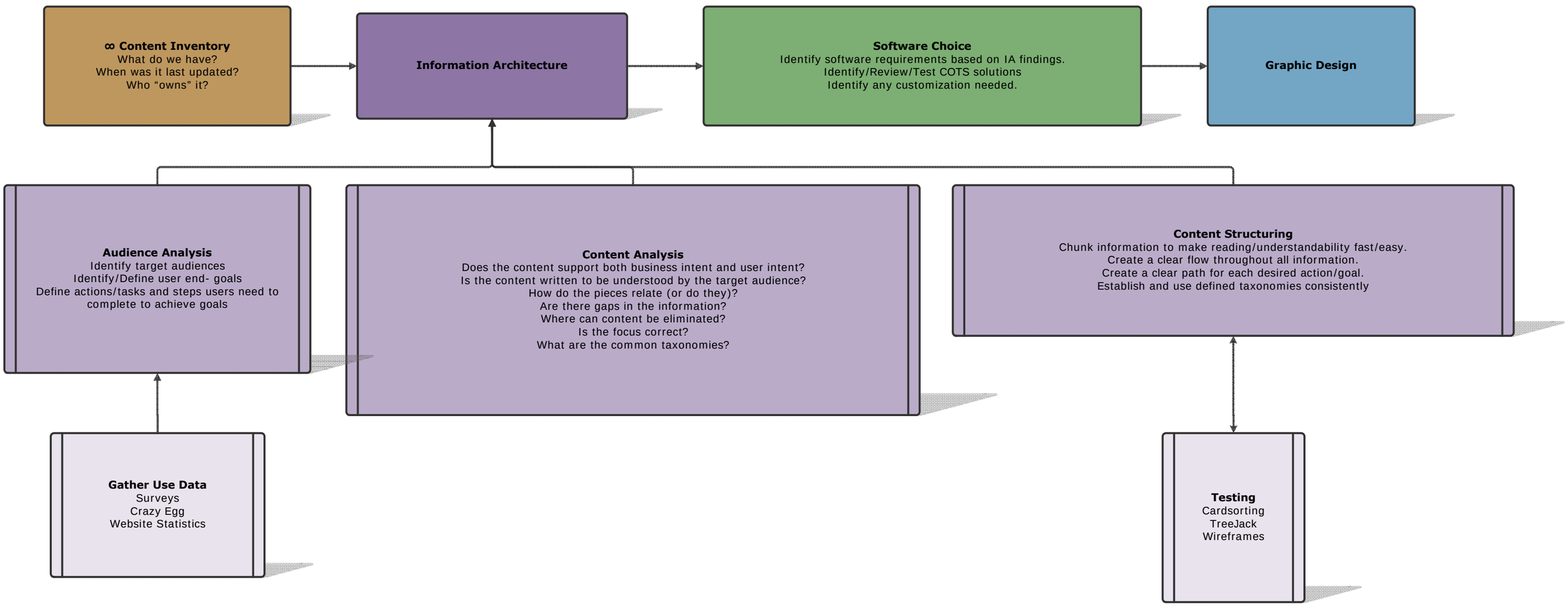Web Management Process Flow