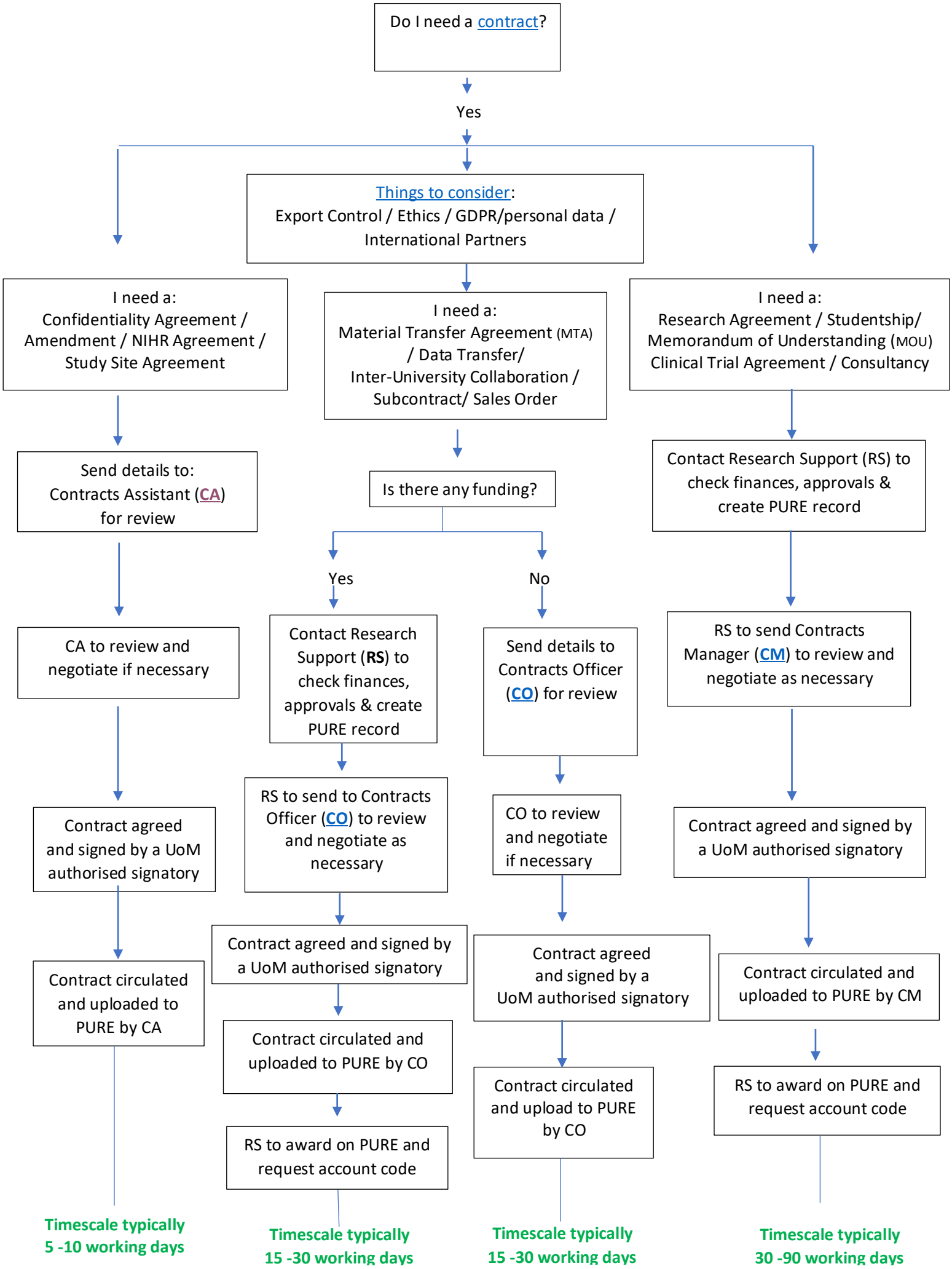CONTRACT PROCESS