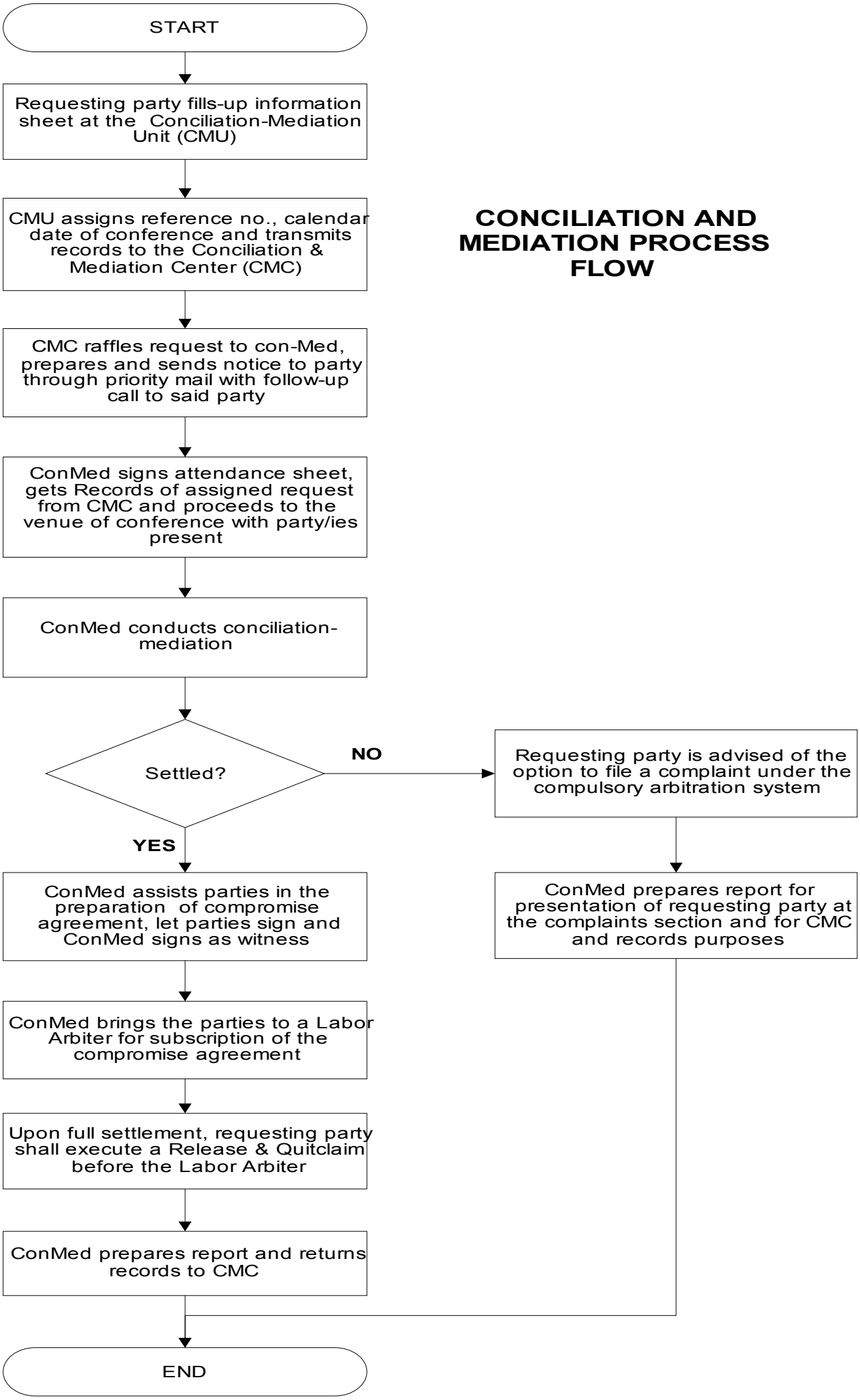CONCILIATION AND MEDIATION PROCESS FLOW