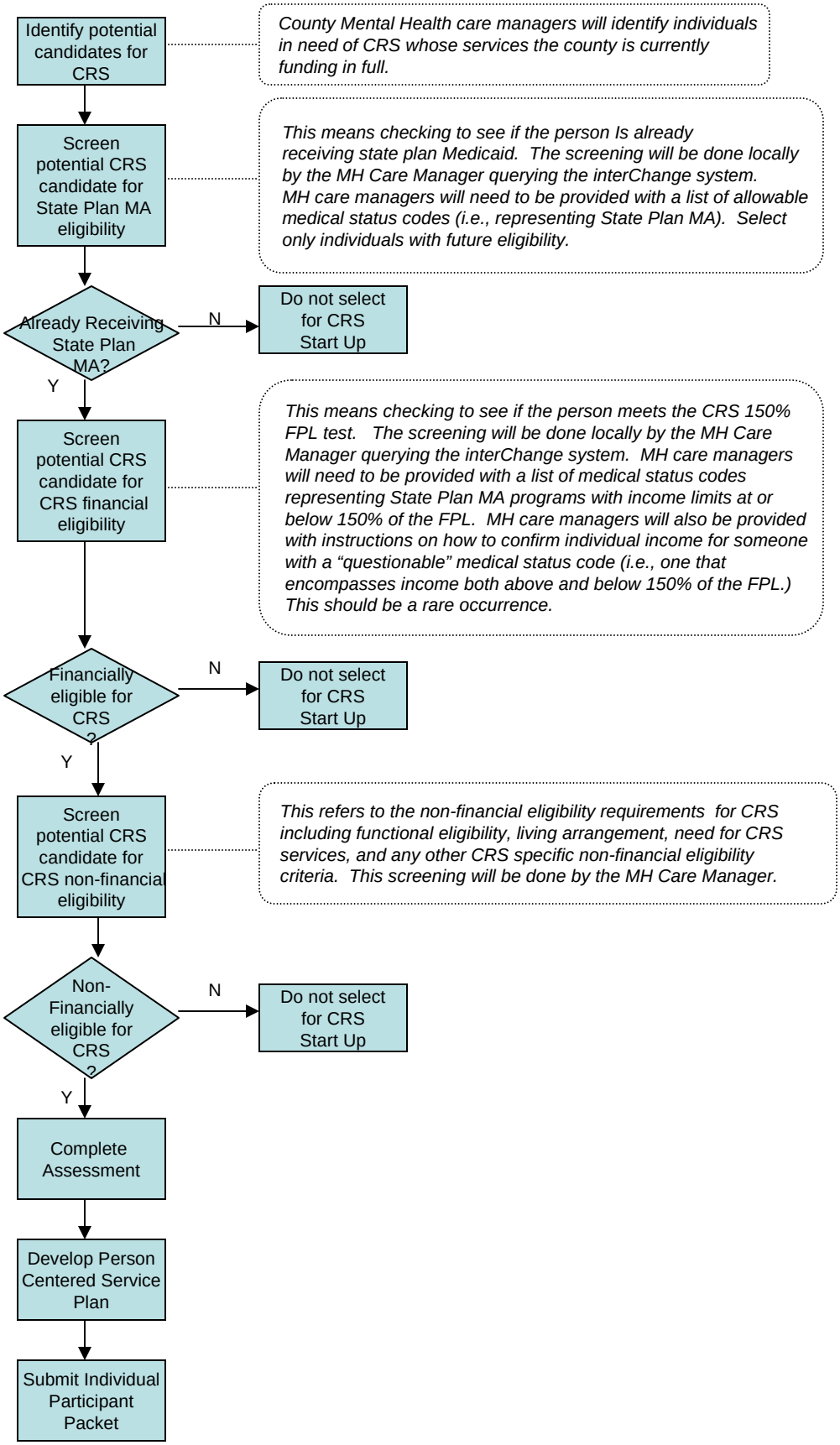CRS Process Flow – Manual Implementation – 12/11/09