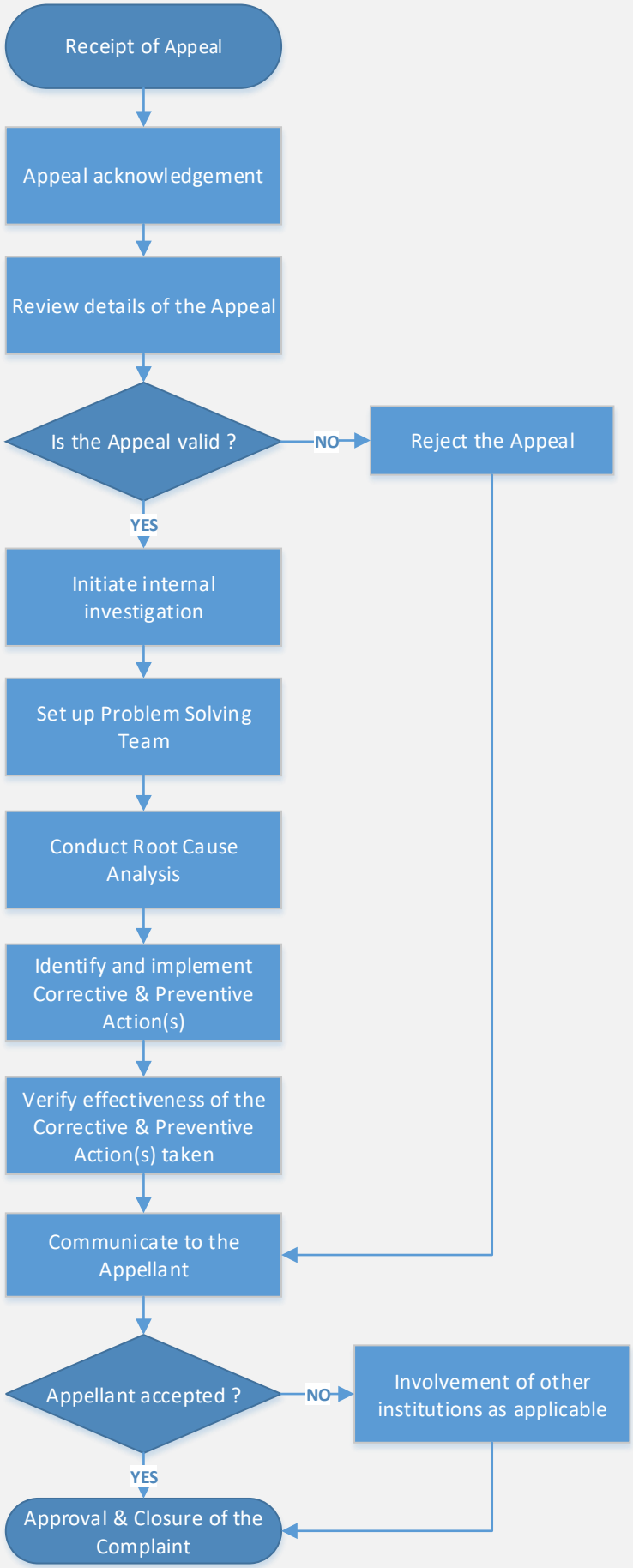Appeal Management Process