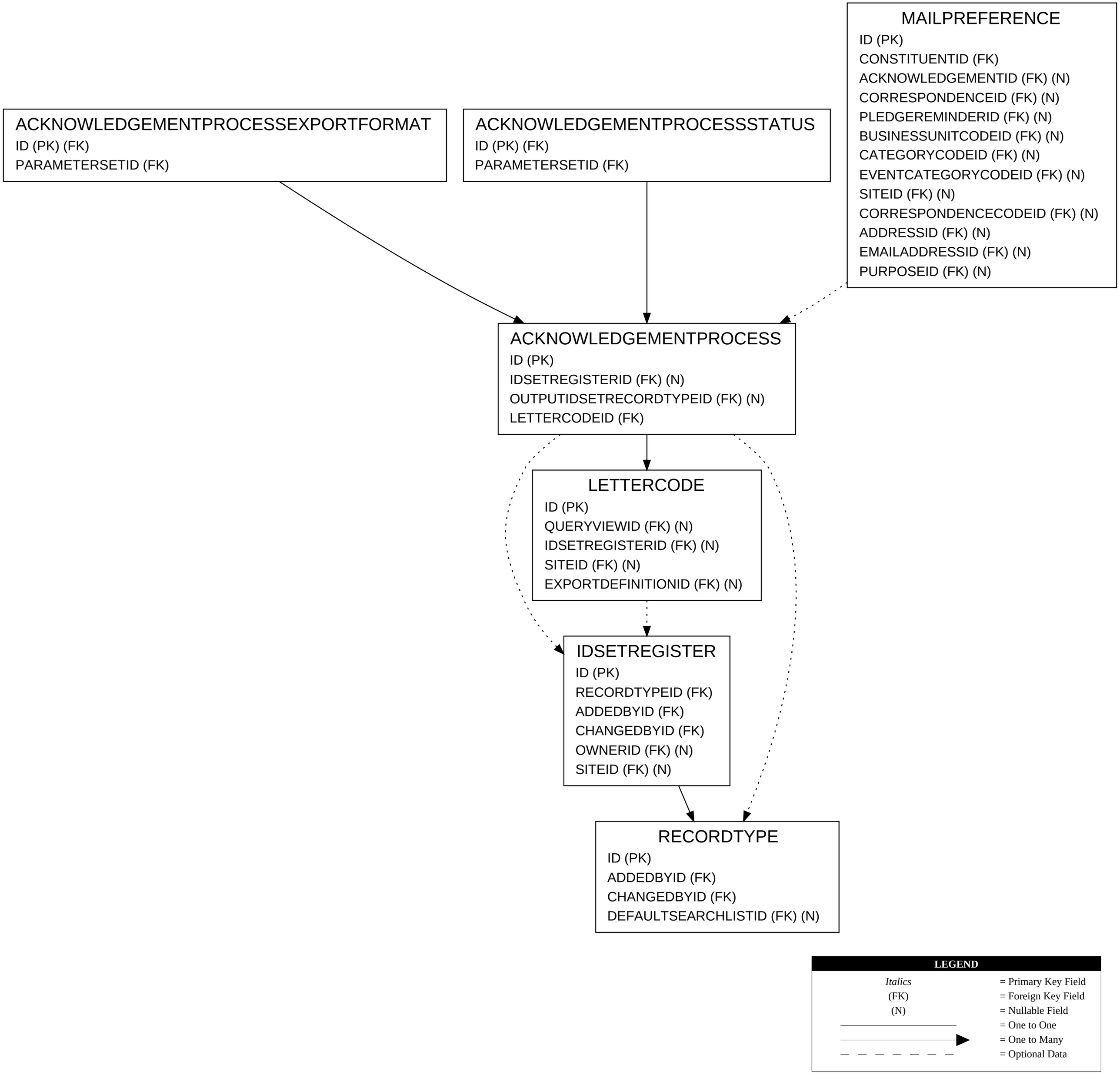ACKNOWLEDGEMENTPROCESS