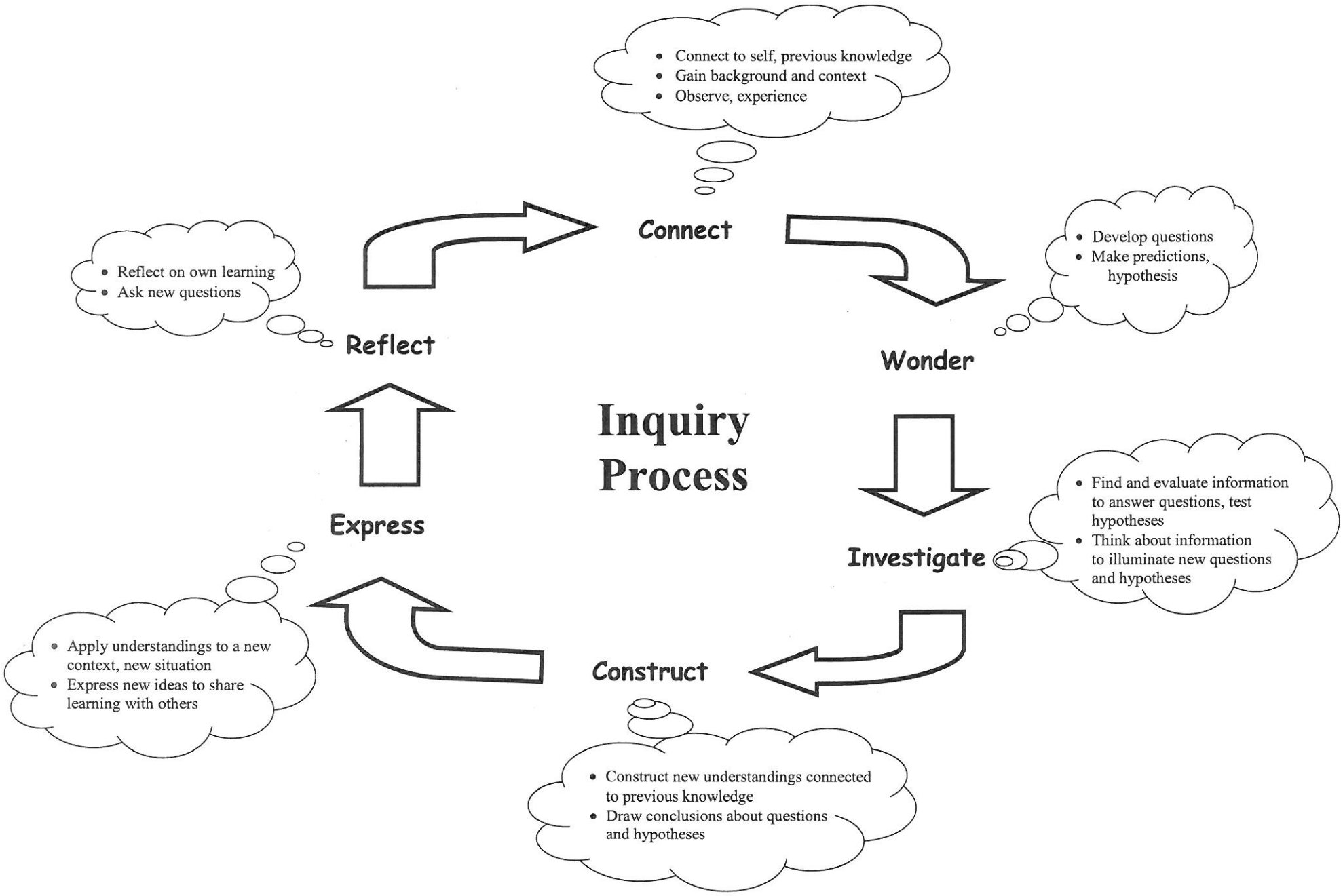Inquiry Process