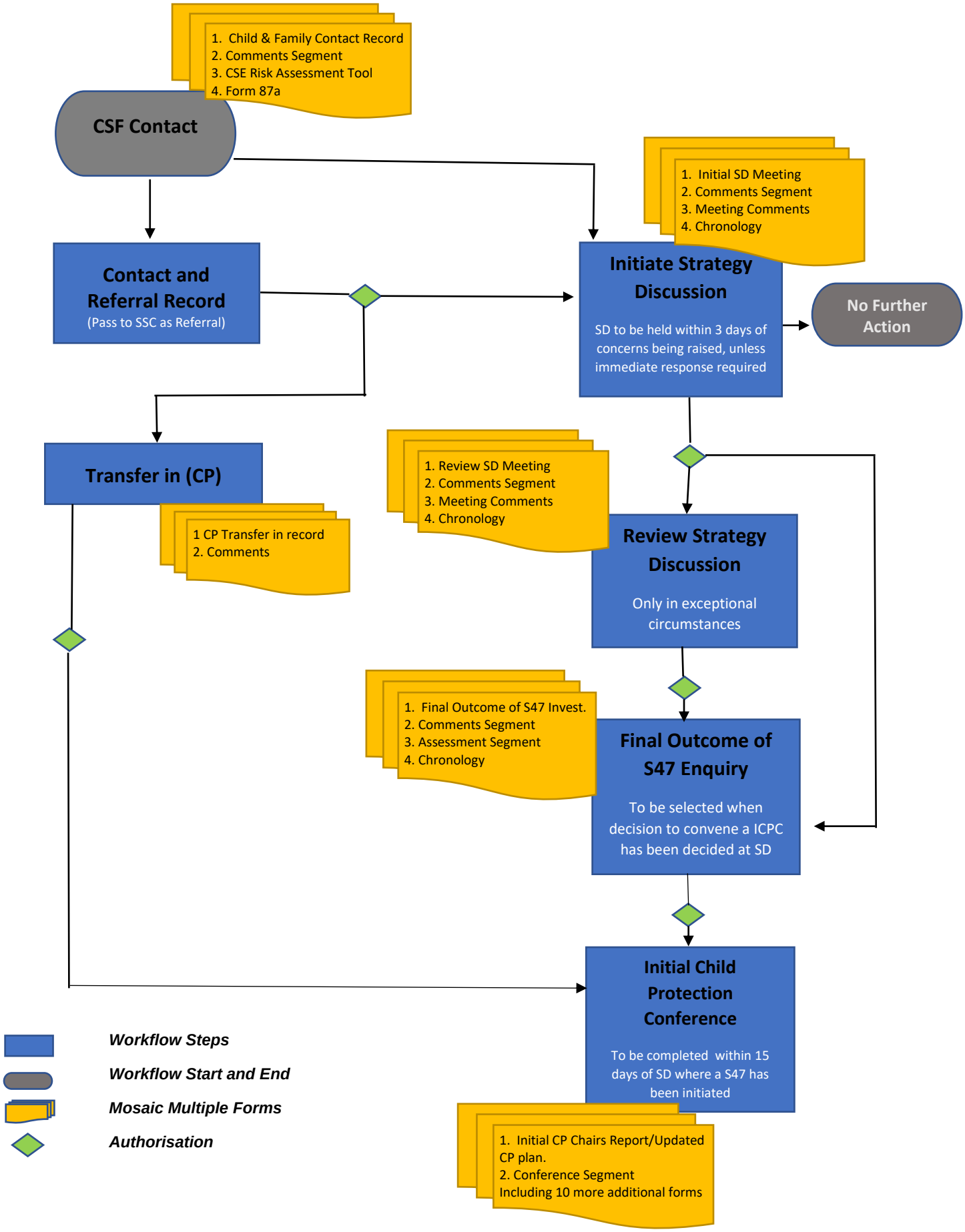CP WORKFLOW PROCESS – (NEW CASE)