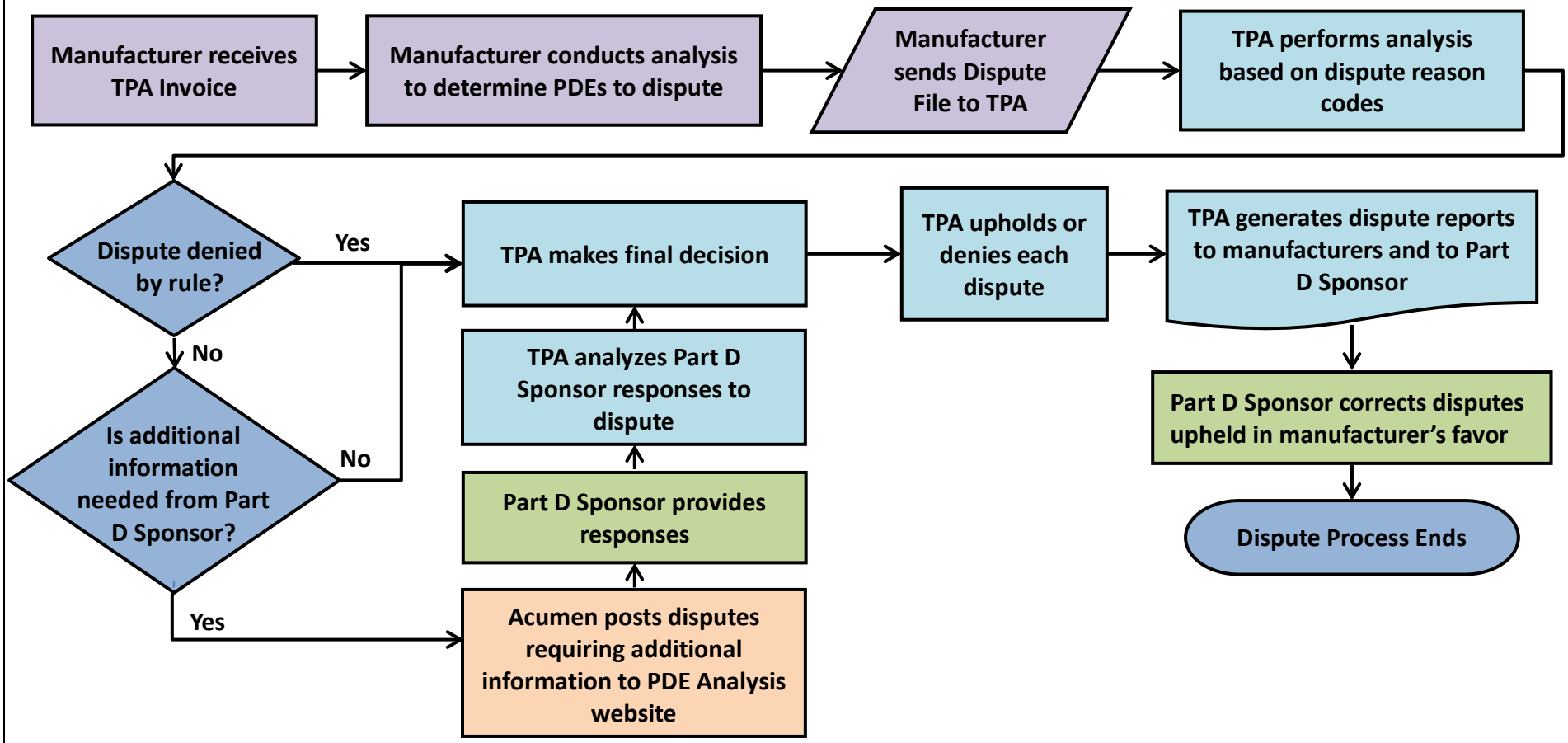Dispute Process Flow