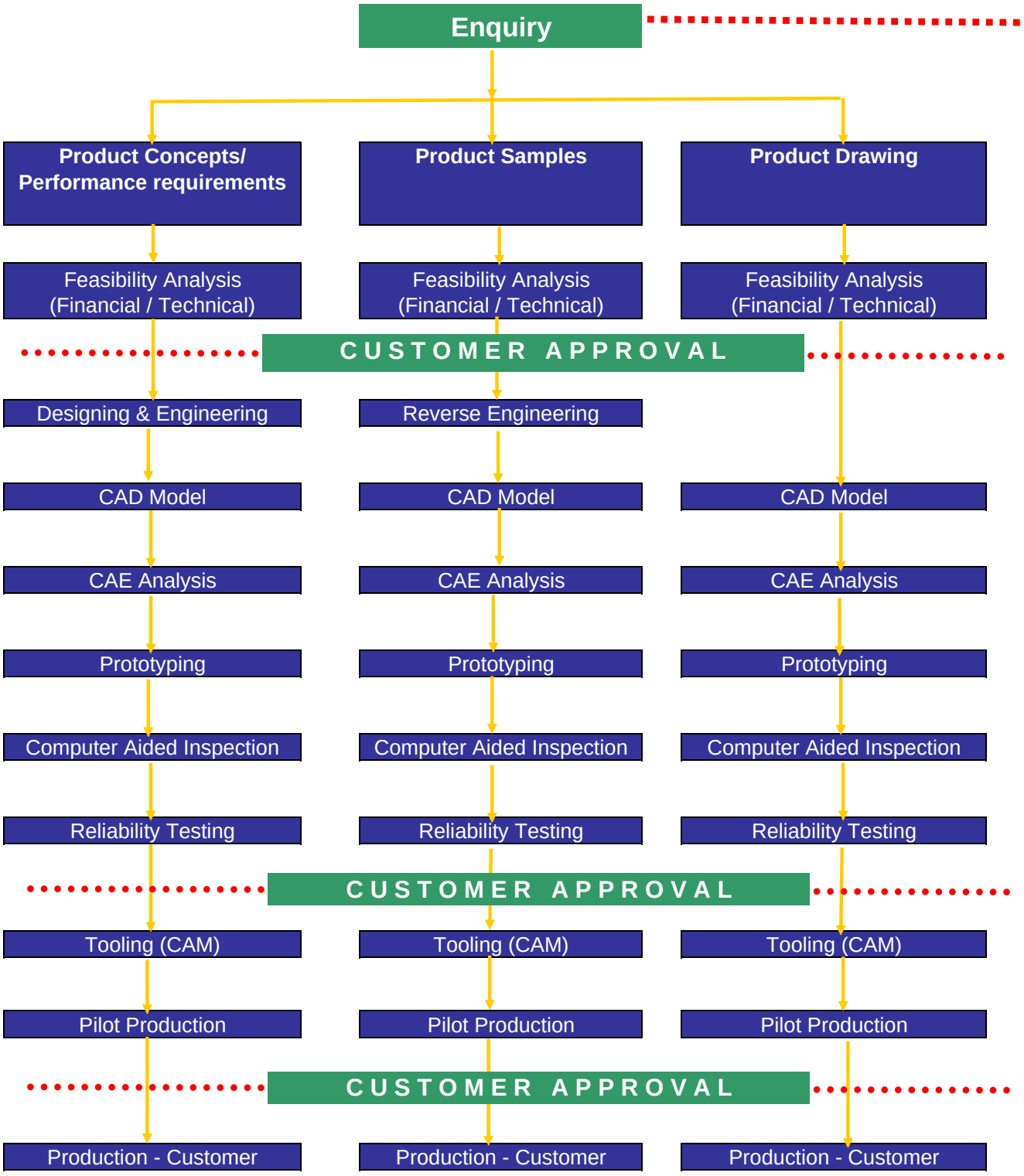Order Management Process