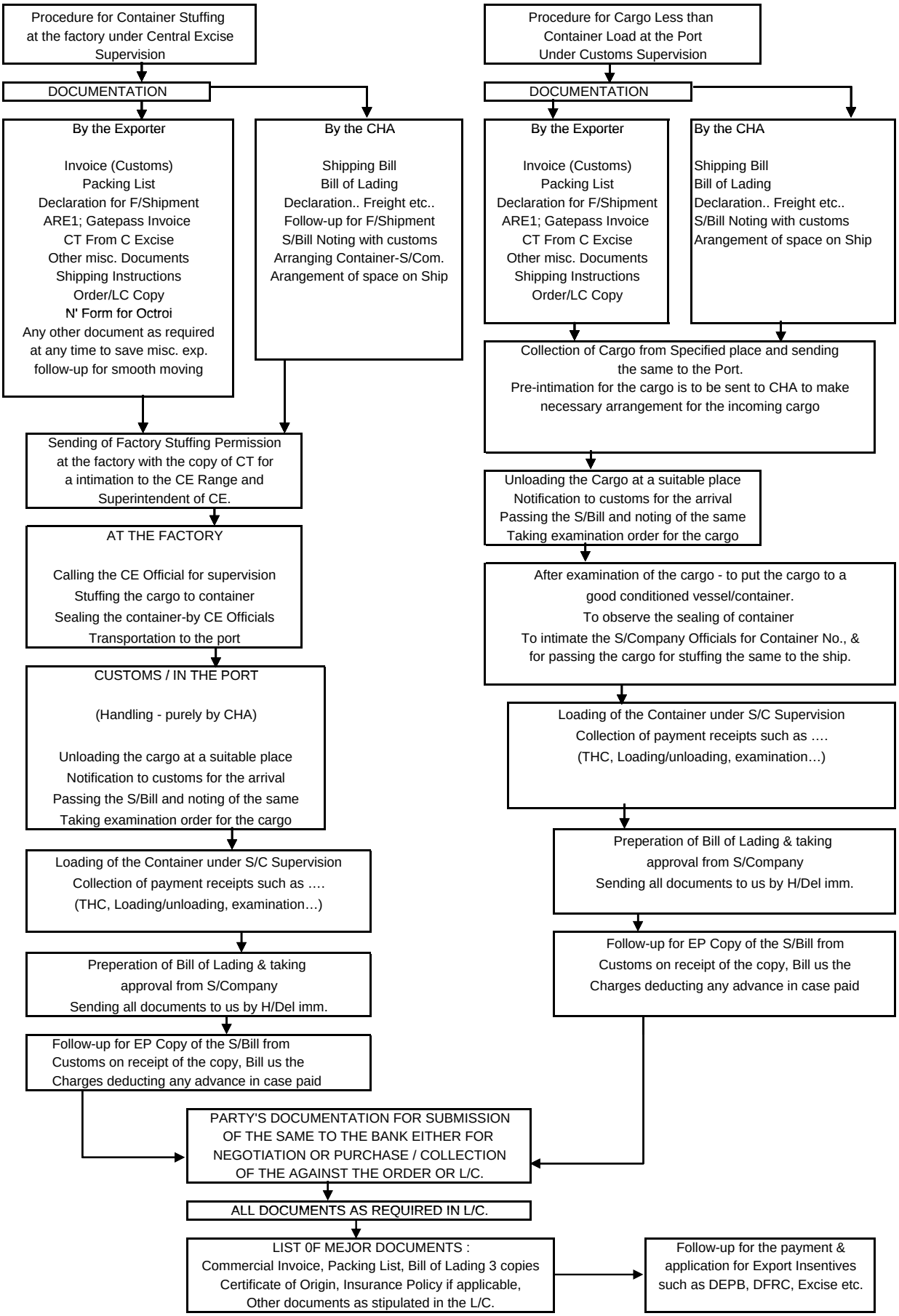SHIPPING PROCEDURE