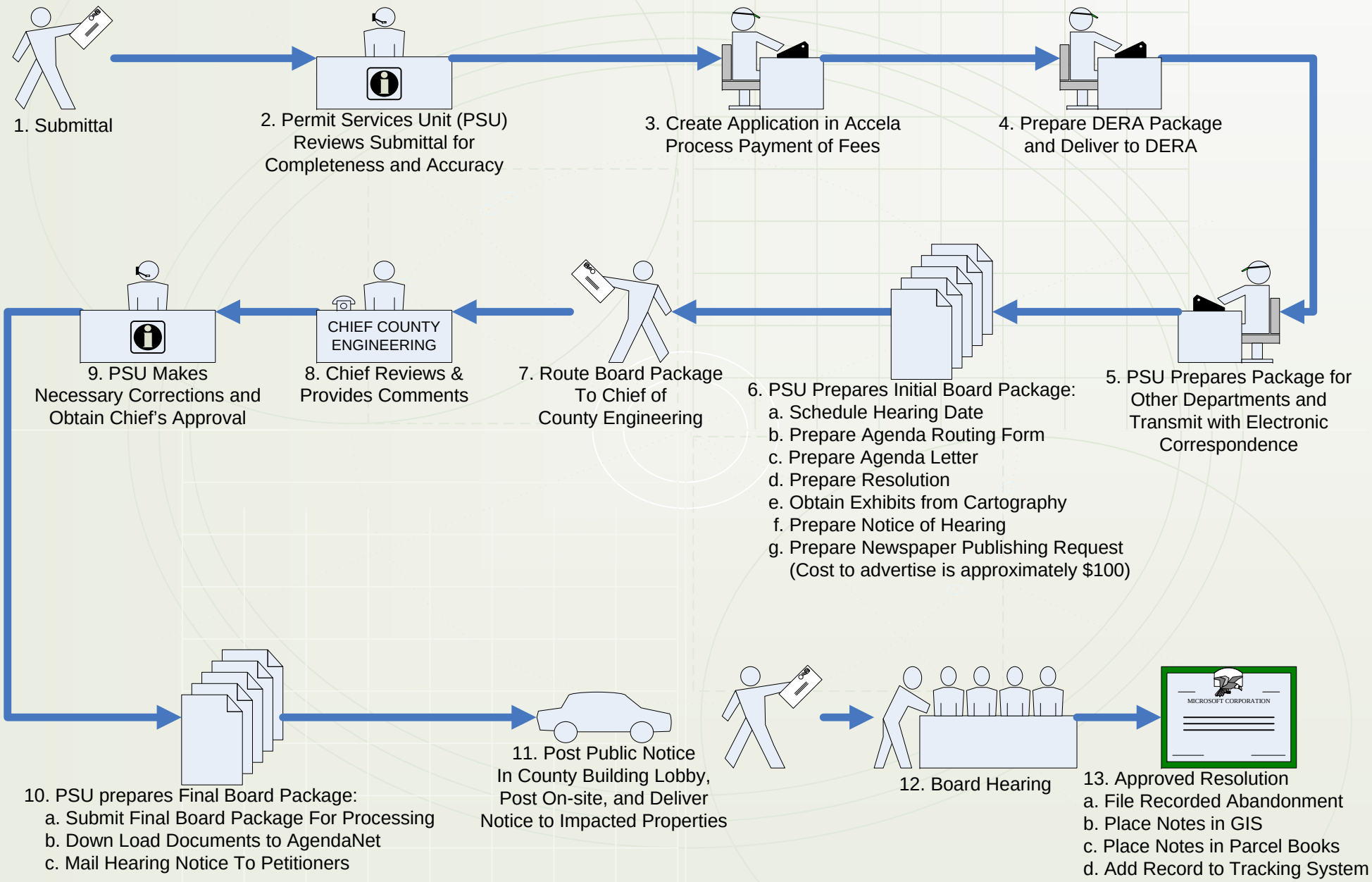ABANDONMENT WORKFLOW PROCESS