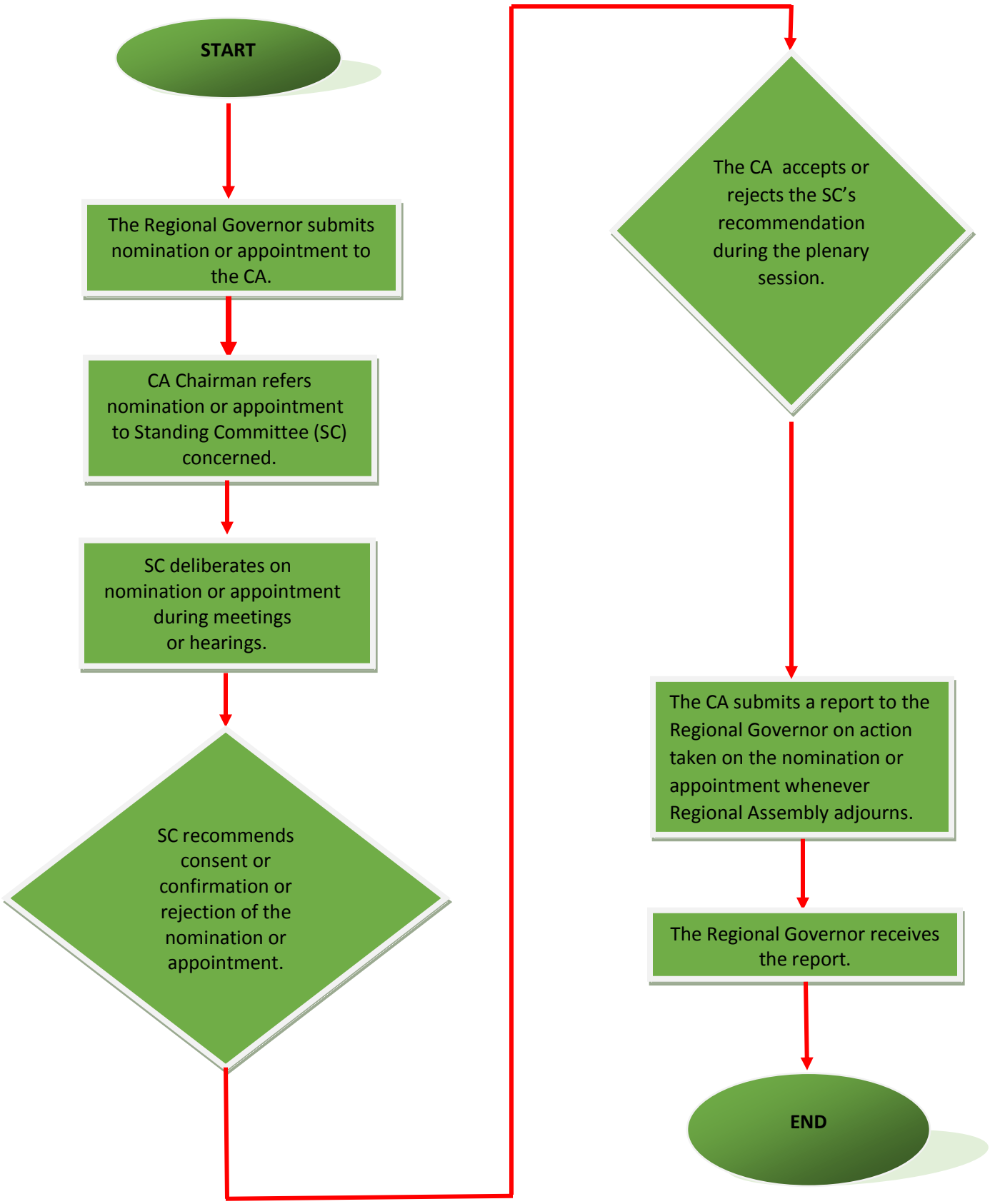CONFIRMATION FLOW PROCESS