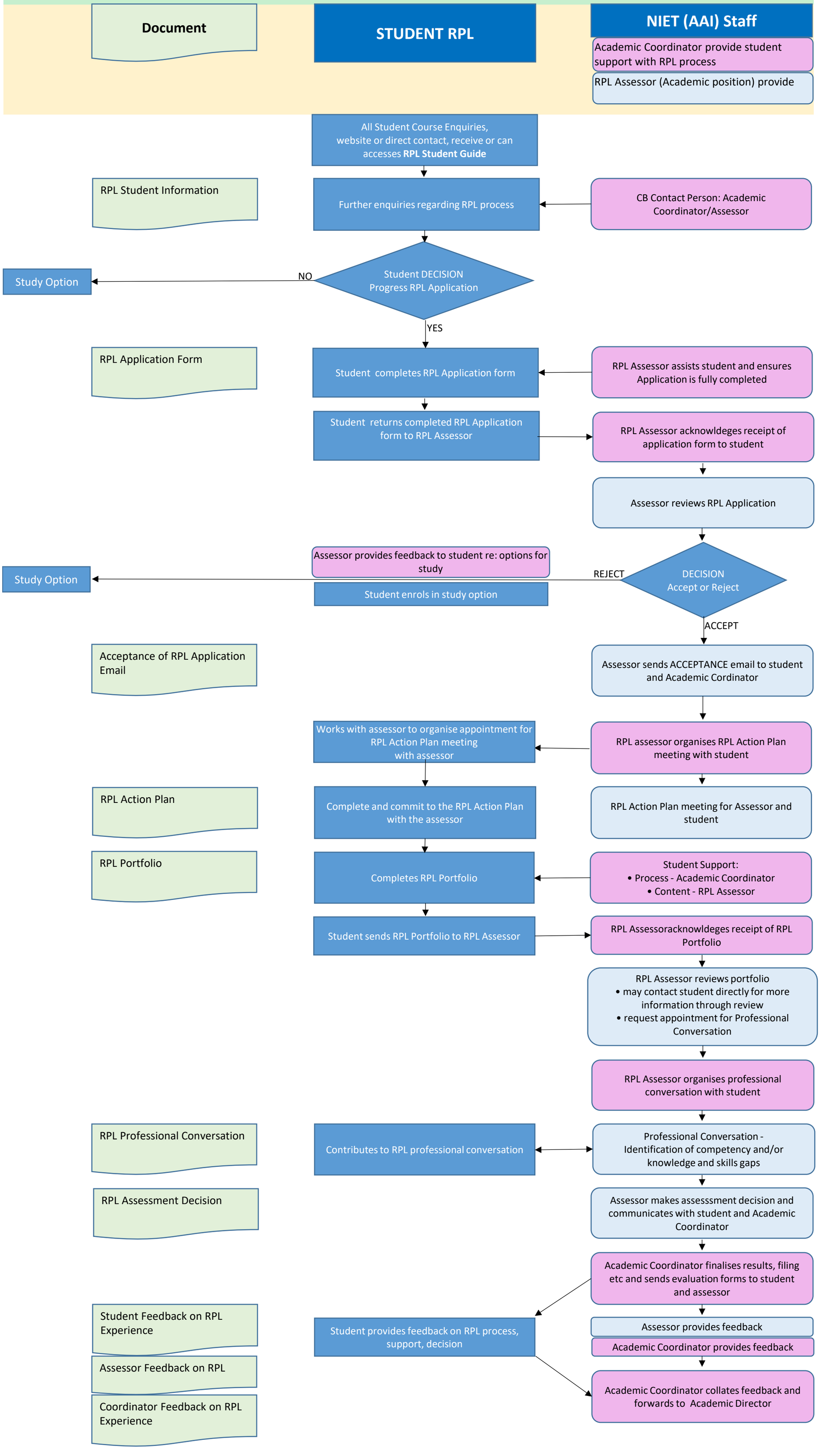CHARLTON BROWN PROCESS FLOWCHART V9.8.04