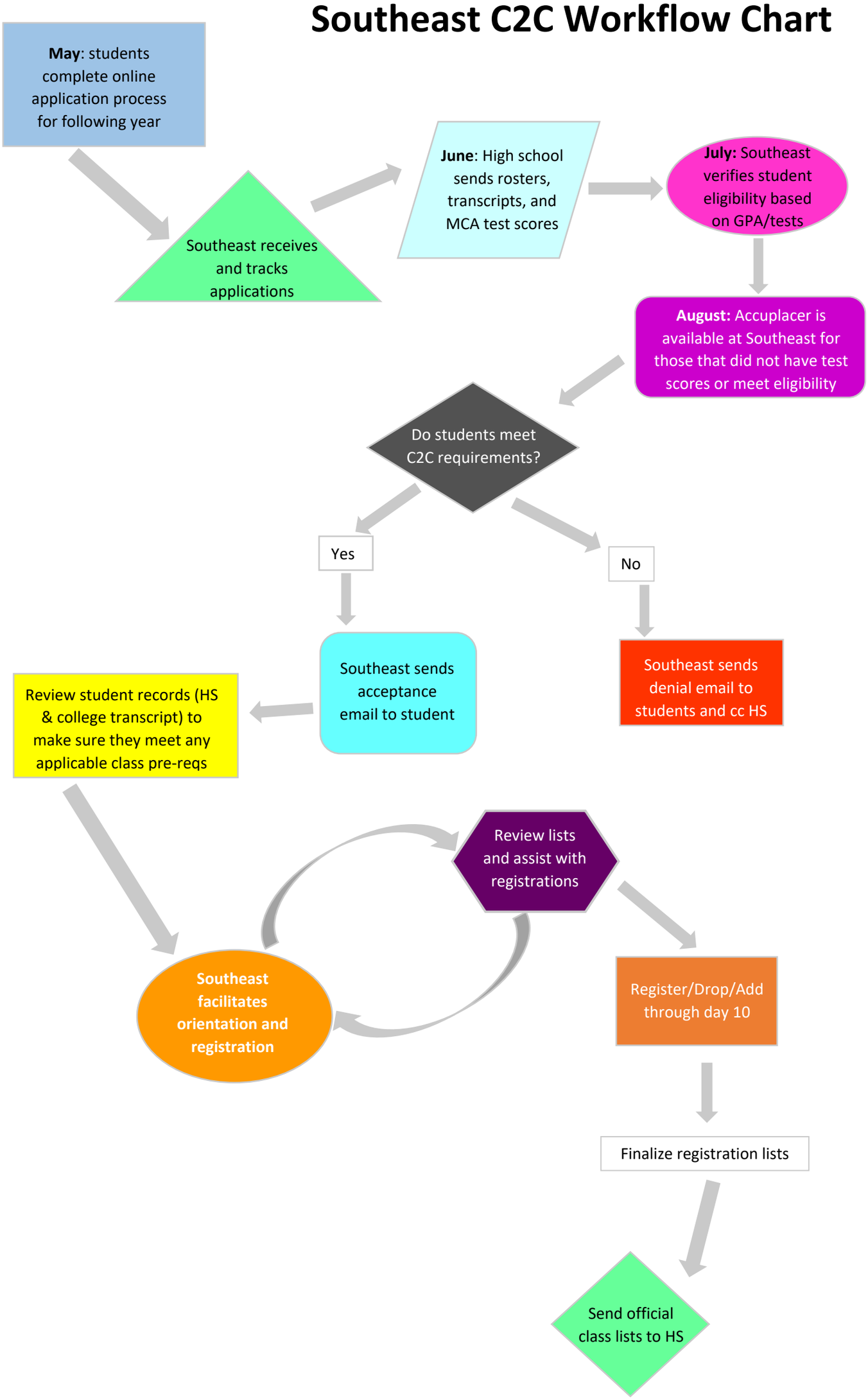Southeast C2C Workflow Chart