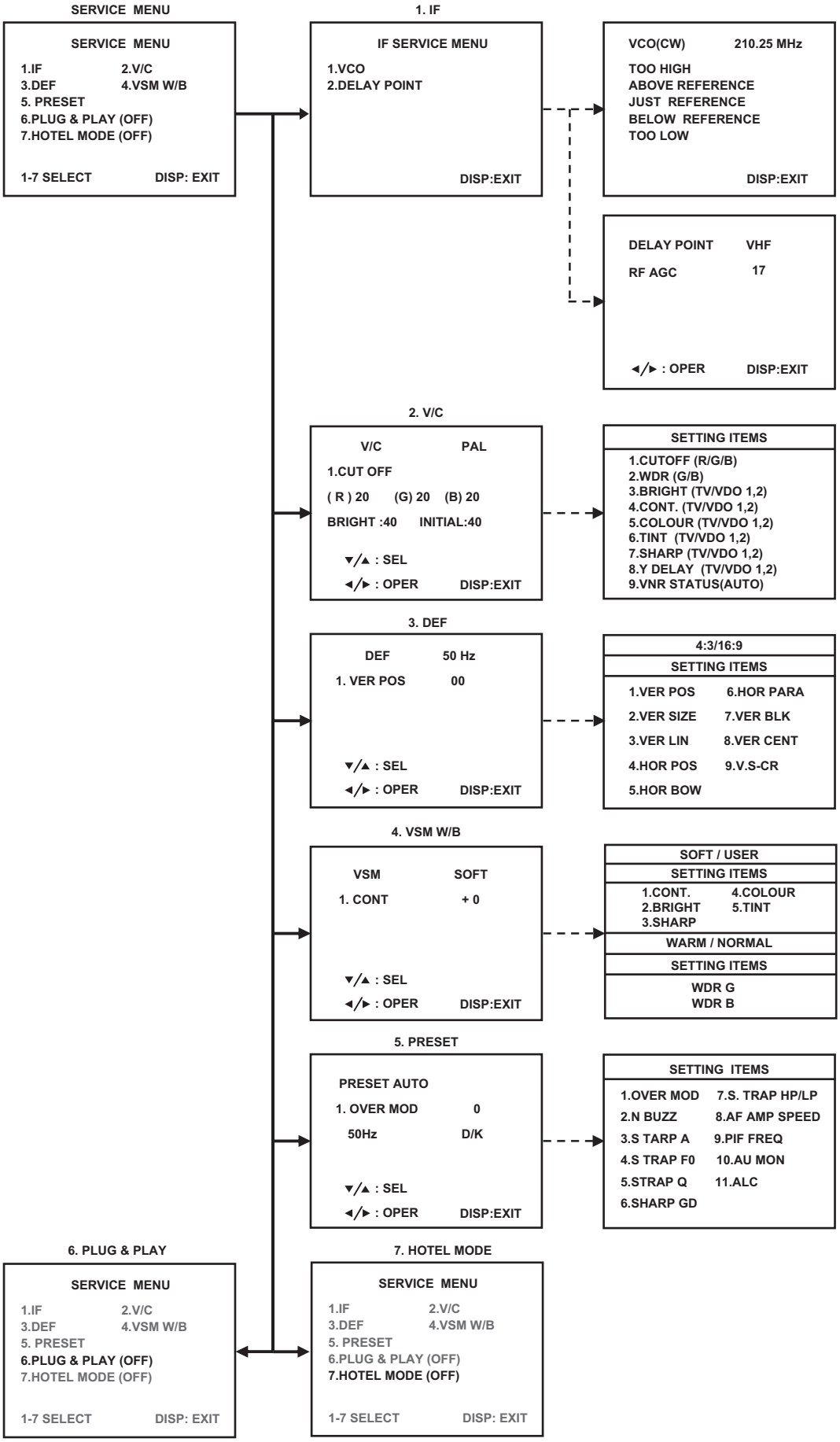4.6.7 SERVICE MENU FLOW CHART