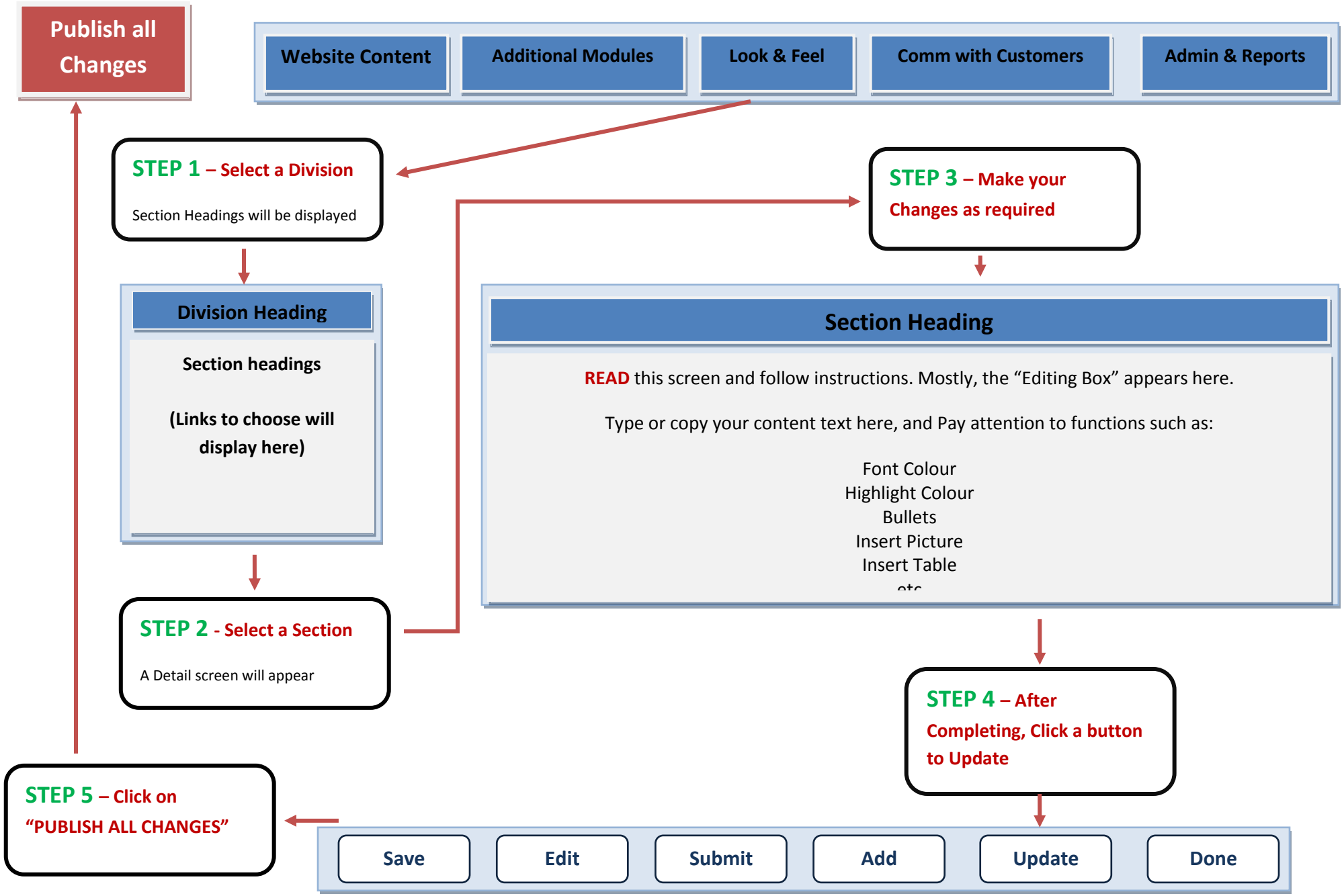Management Portal Structure and Process Flow