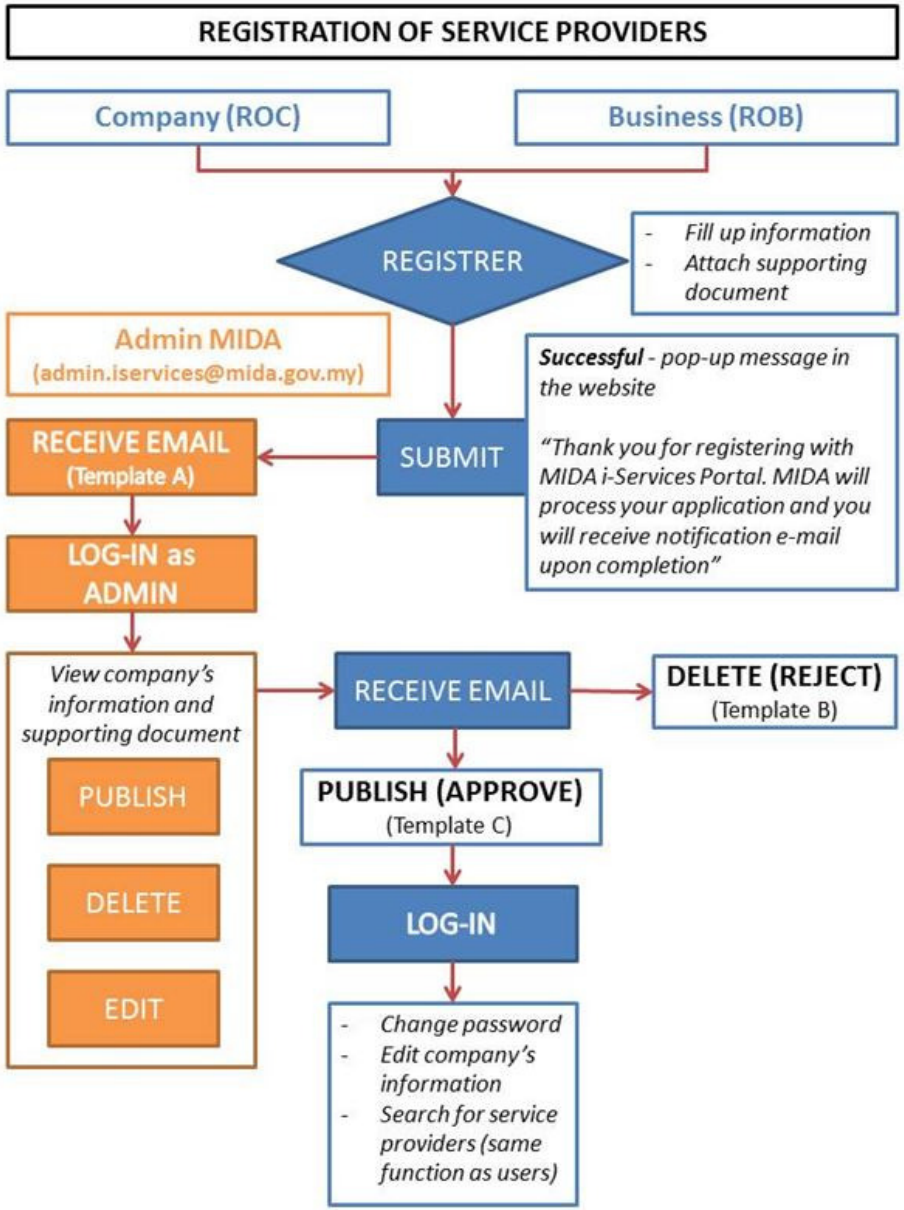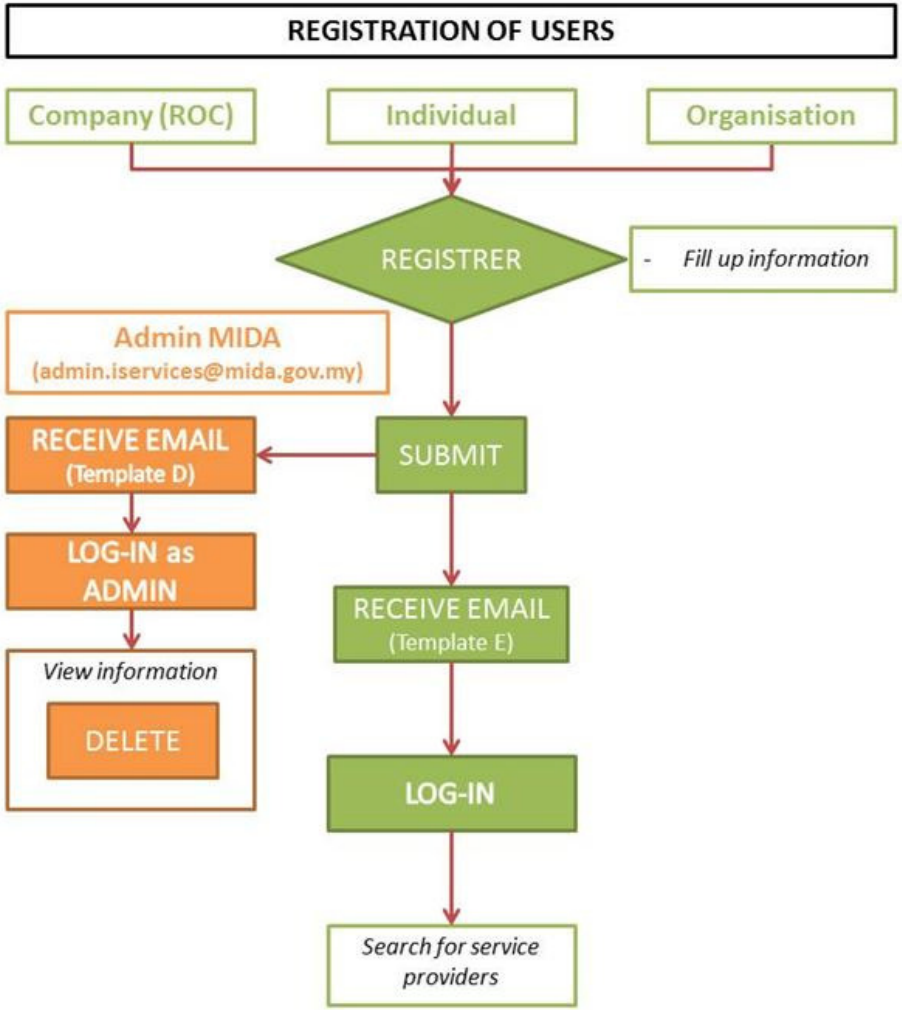REGISTRATION PROCESS & SYSTEM FLOW