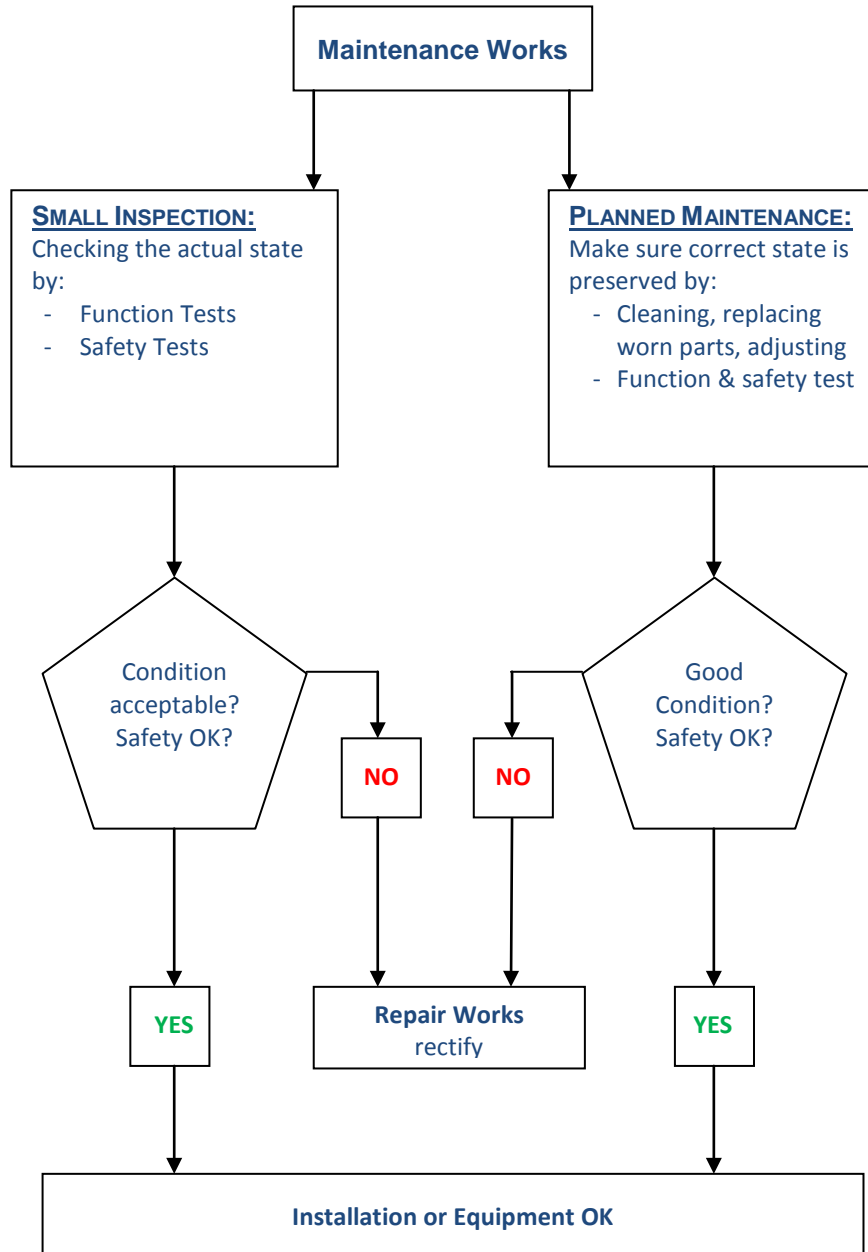


1. FLOW CHART: Maintenance Concept



2. FLOW CHART: Maintenance Concept - Processing Commissions

