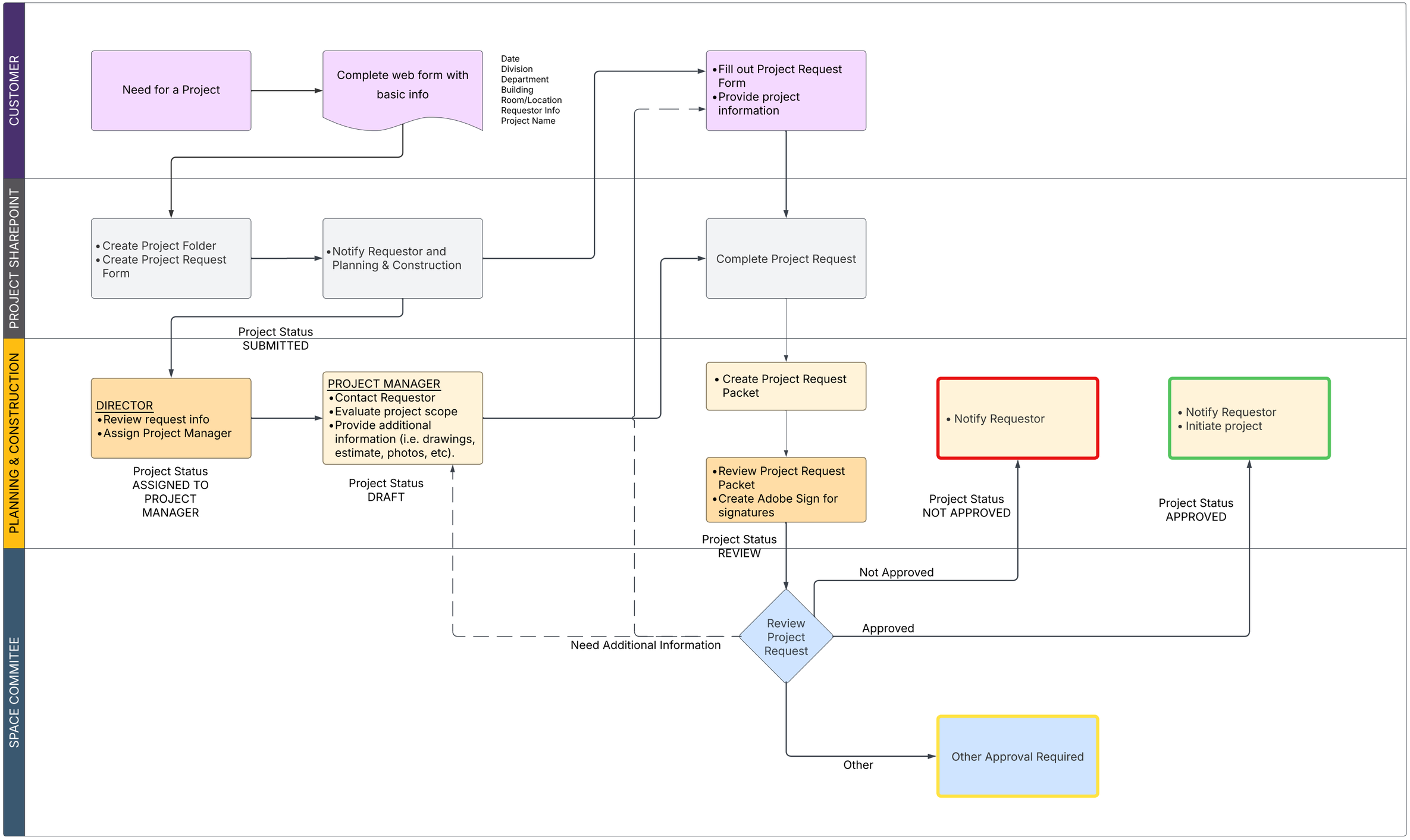PROJECT REQUEST PROCESS