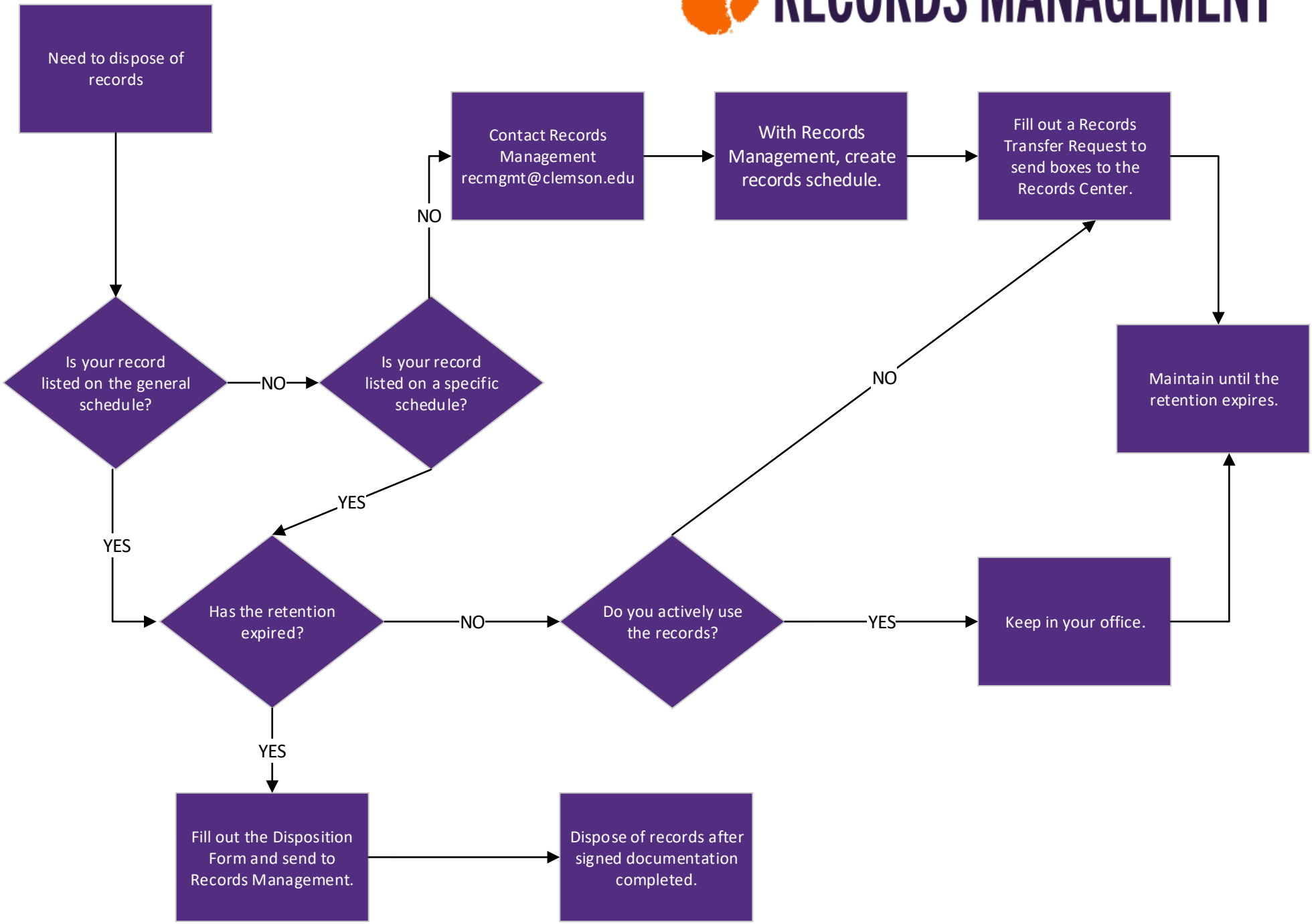RECORDS MANAGEMENT