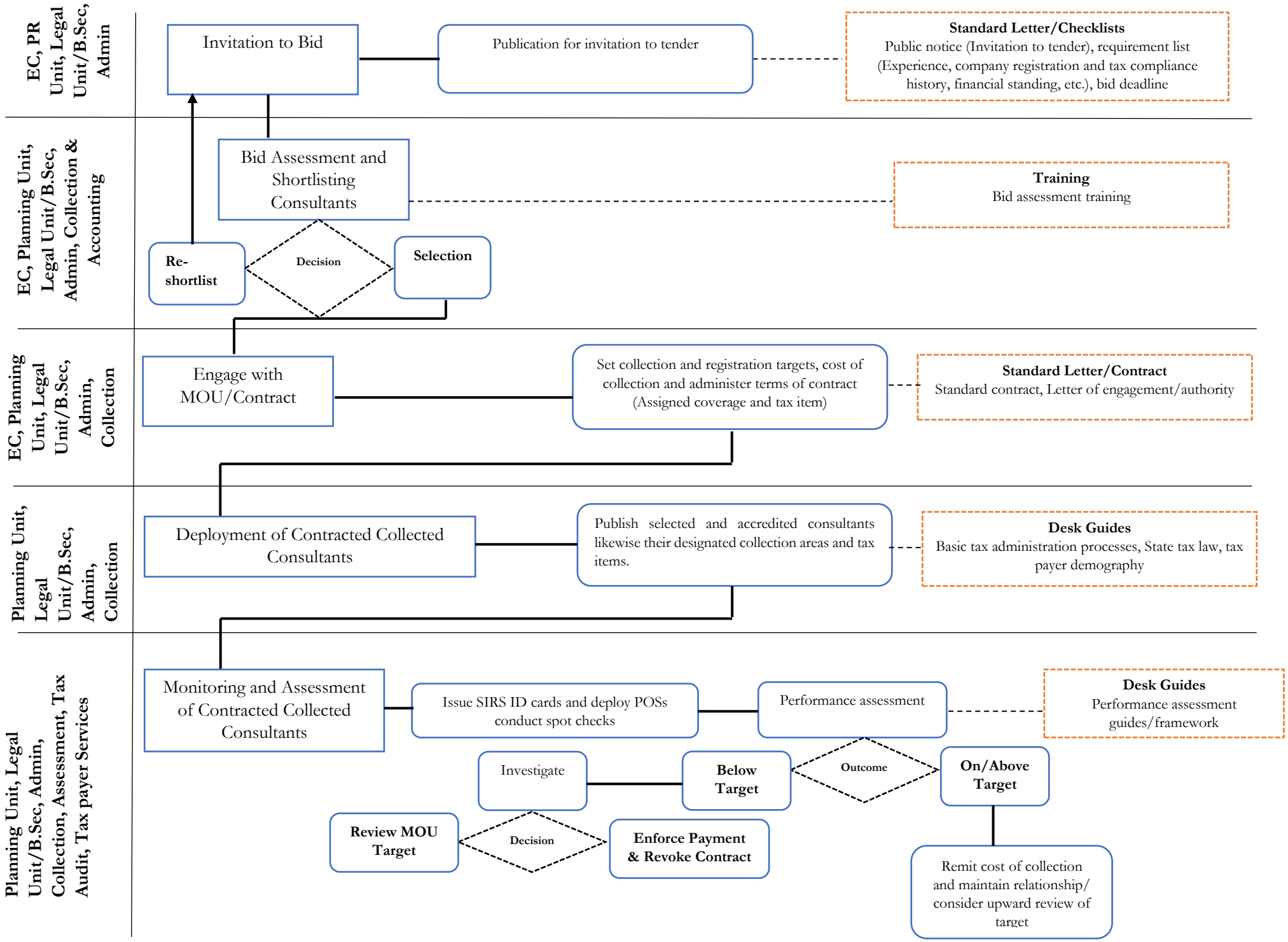PROCESS MAP FOR MANAGING CONTRACTED COLLECTION AT SIRS