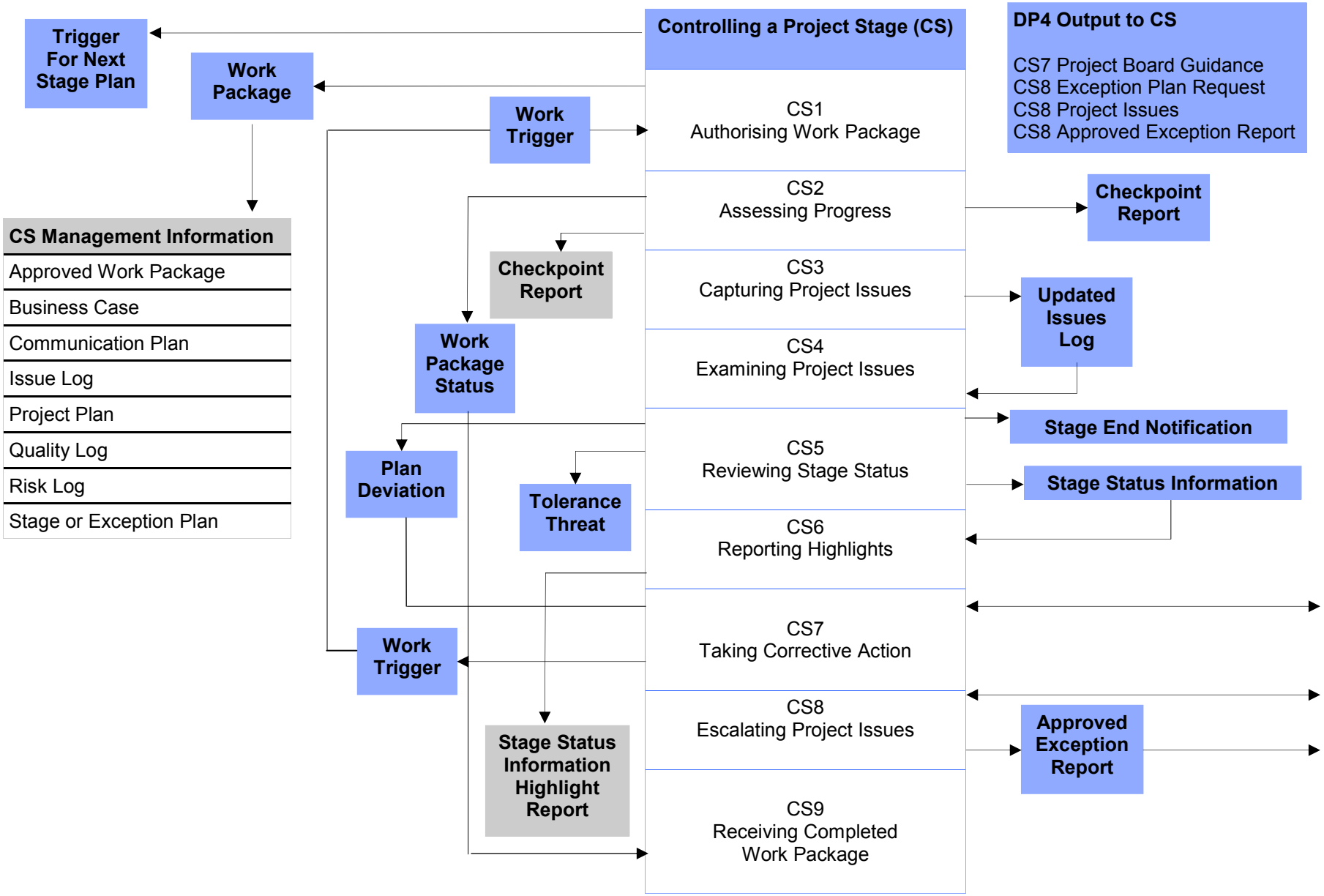SAMPLE PROCESS MAP TEMPLATE