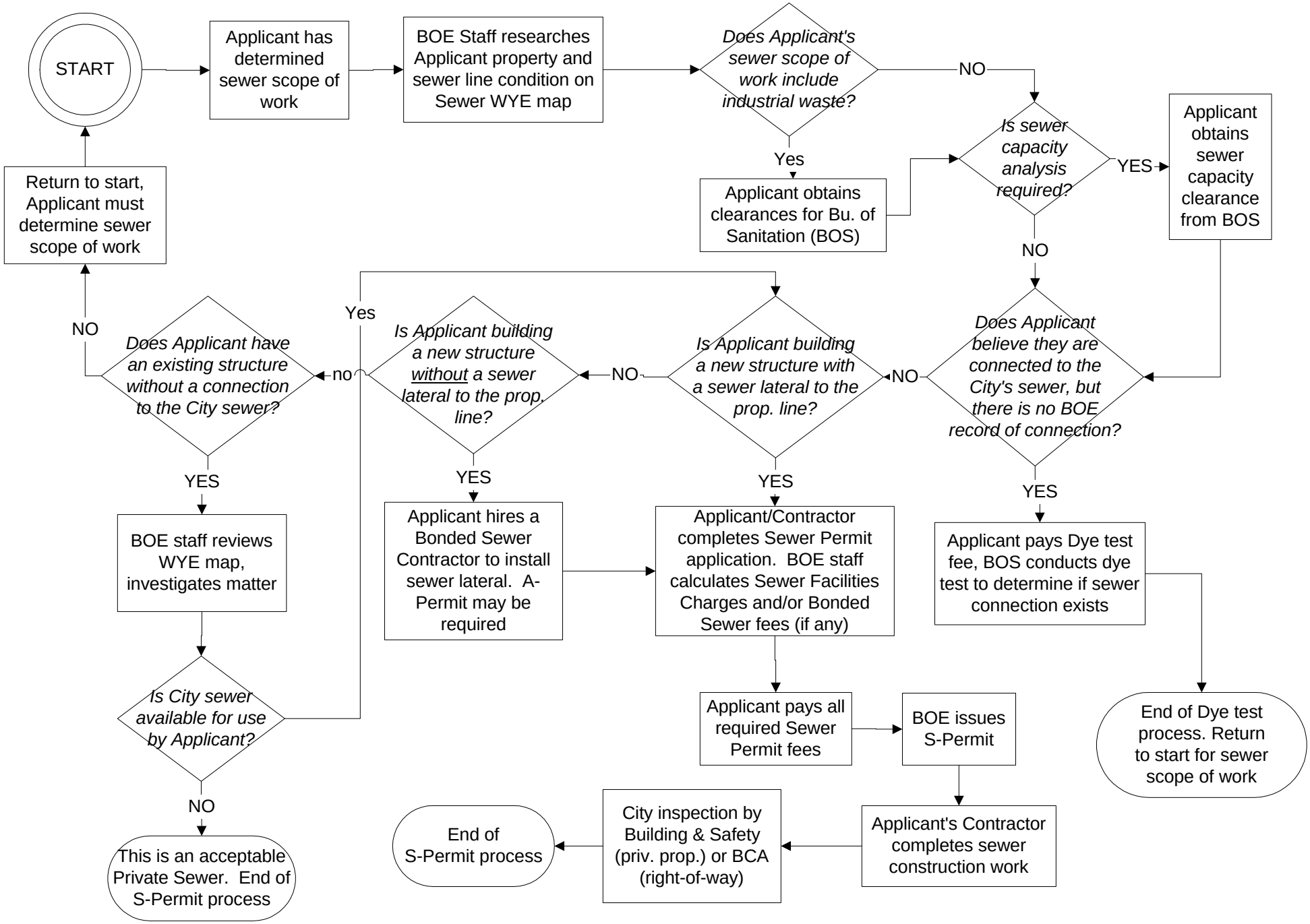S-PERMIT CUSTOMER FLOWCHART - for Customer Use