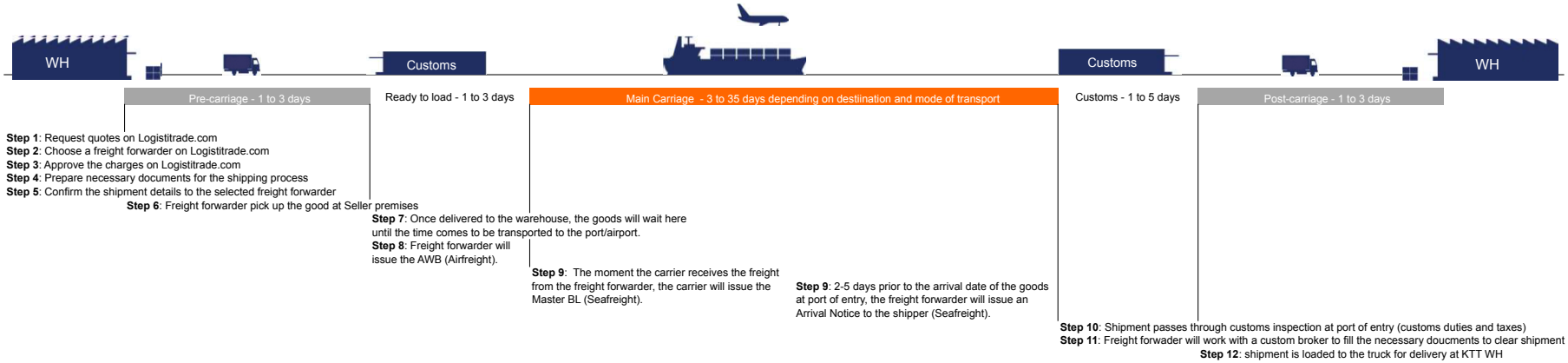Shipping process - 12 Steps