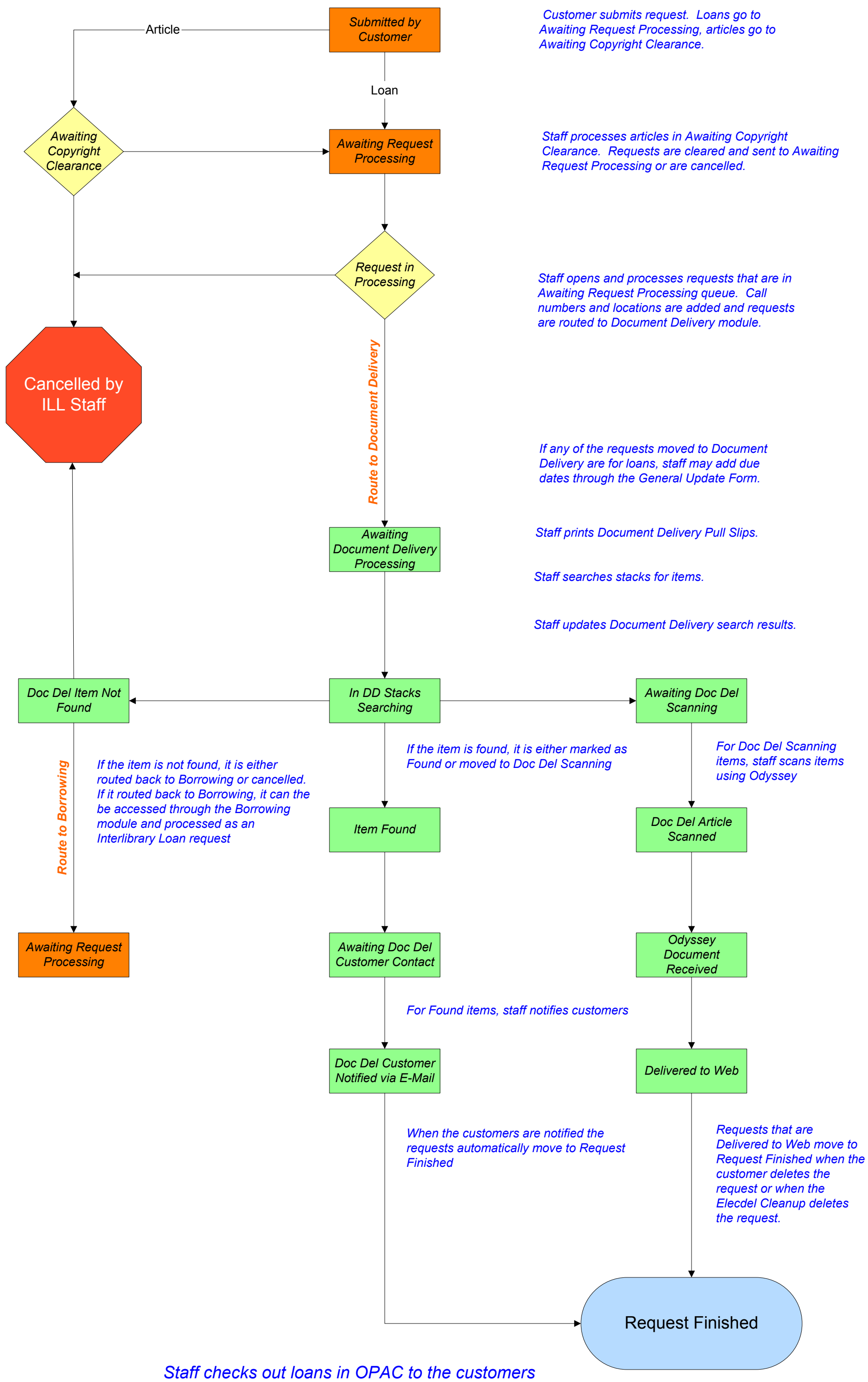THE BASIC DOCUMENT DELIVERY WORKFLOW