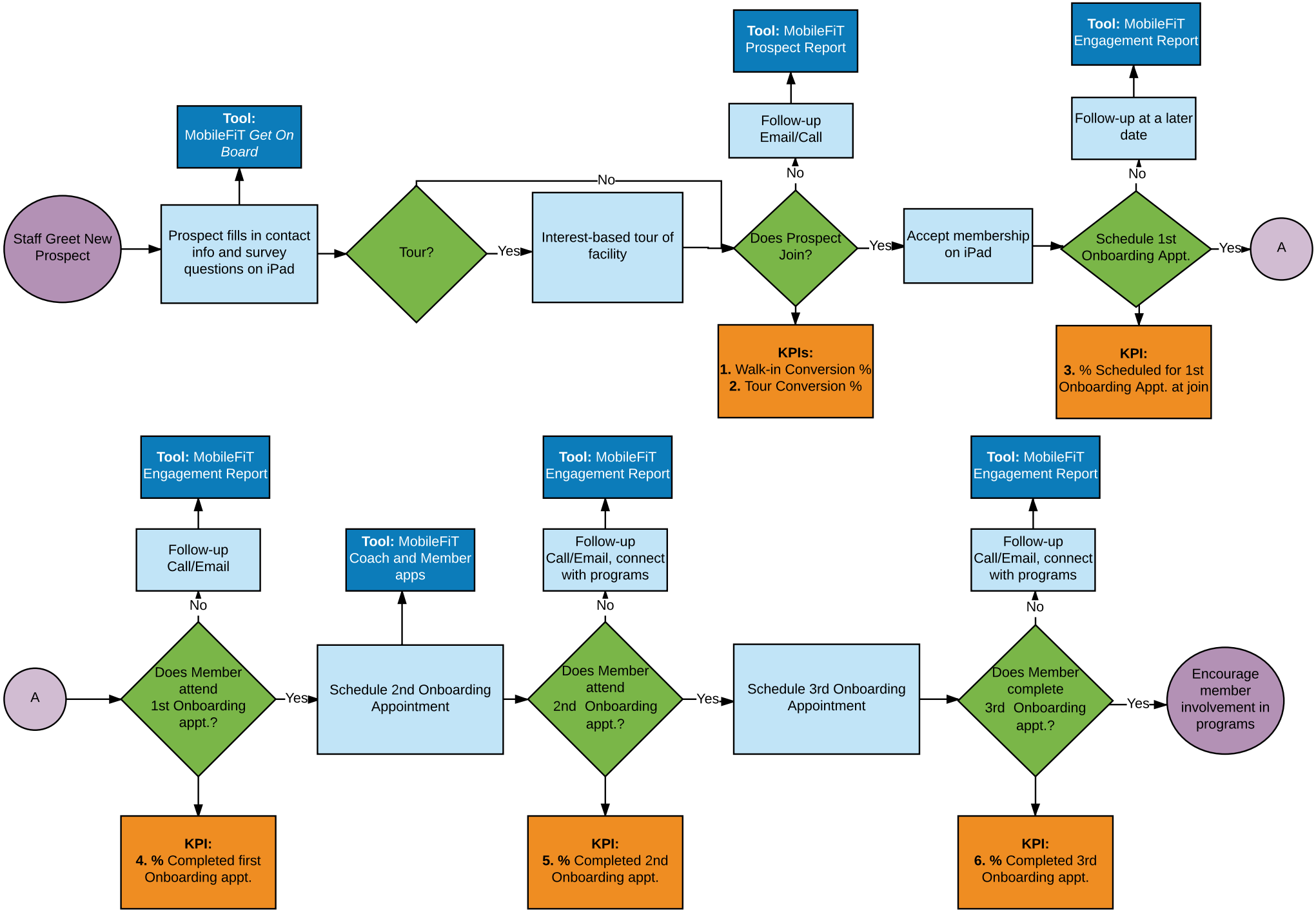New Member Process Map