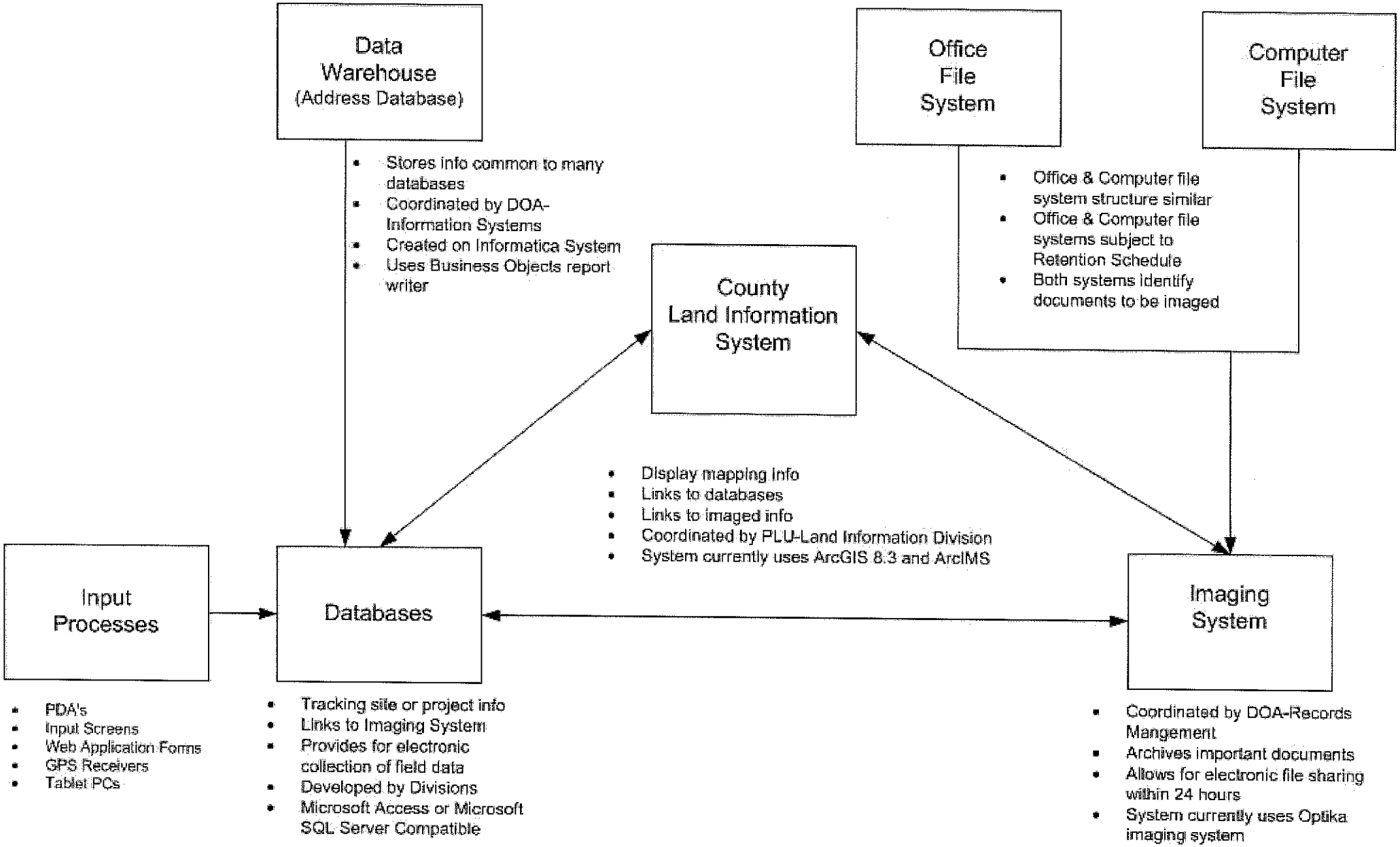DEPARTMENT AUTOMATION