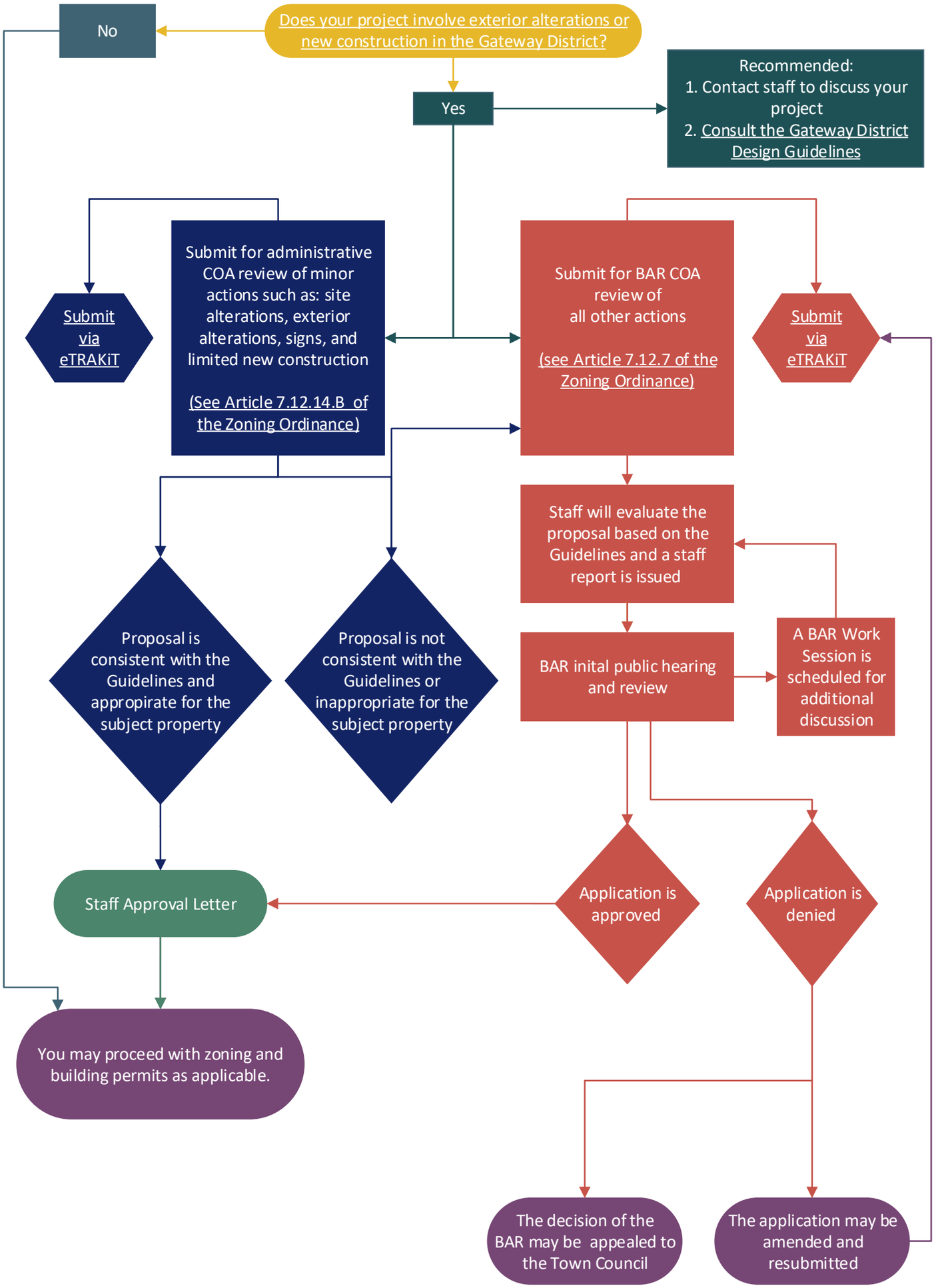Gateway COA Process Flow Chart