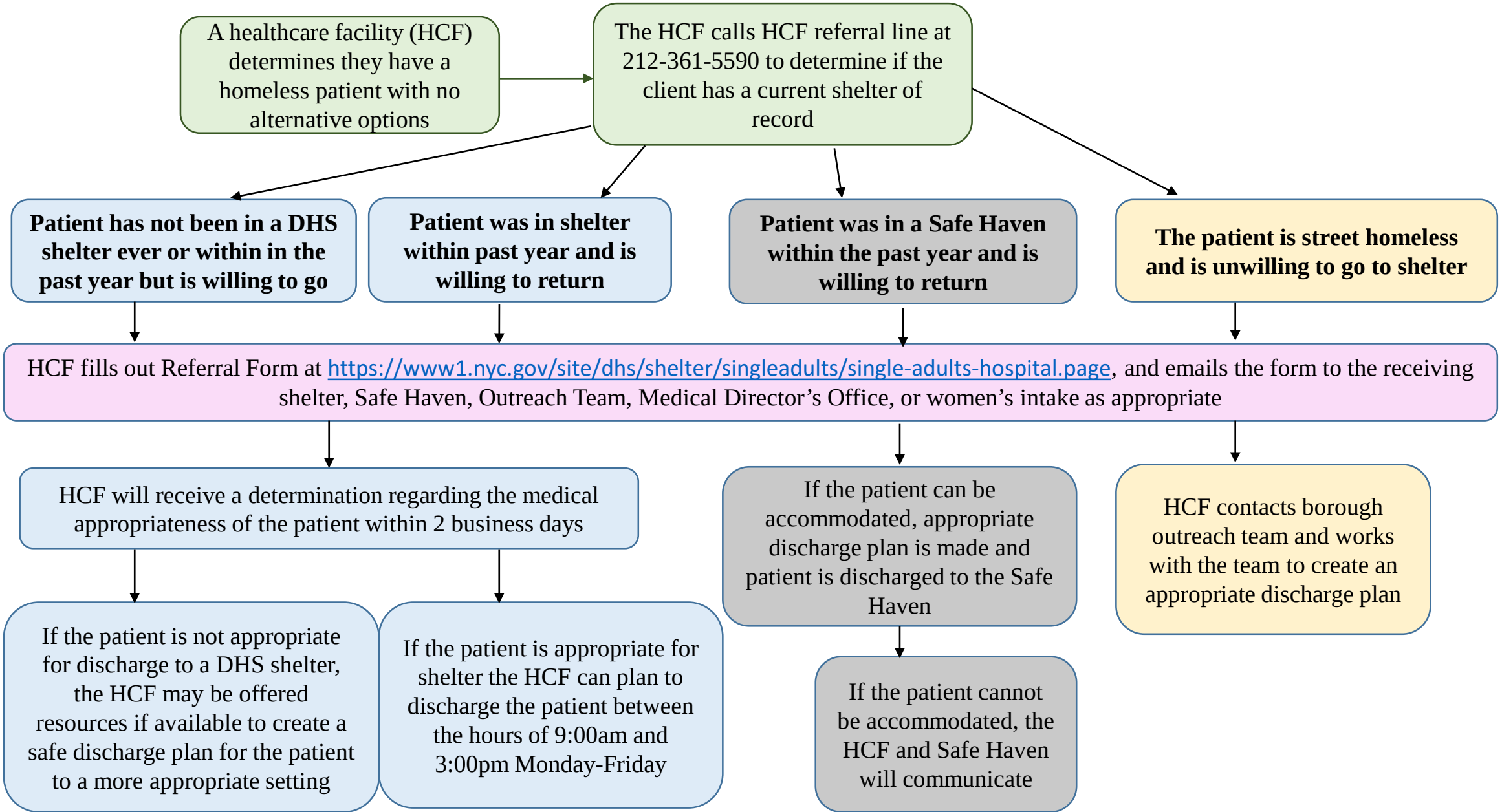The Referral Process- Workflow