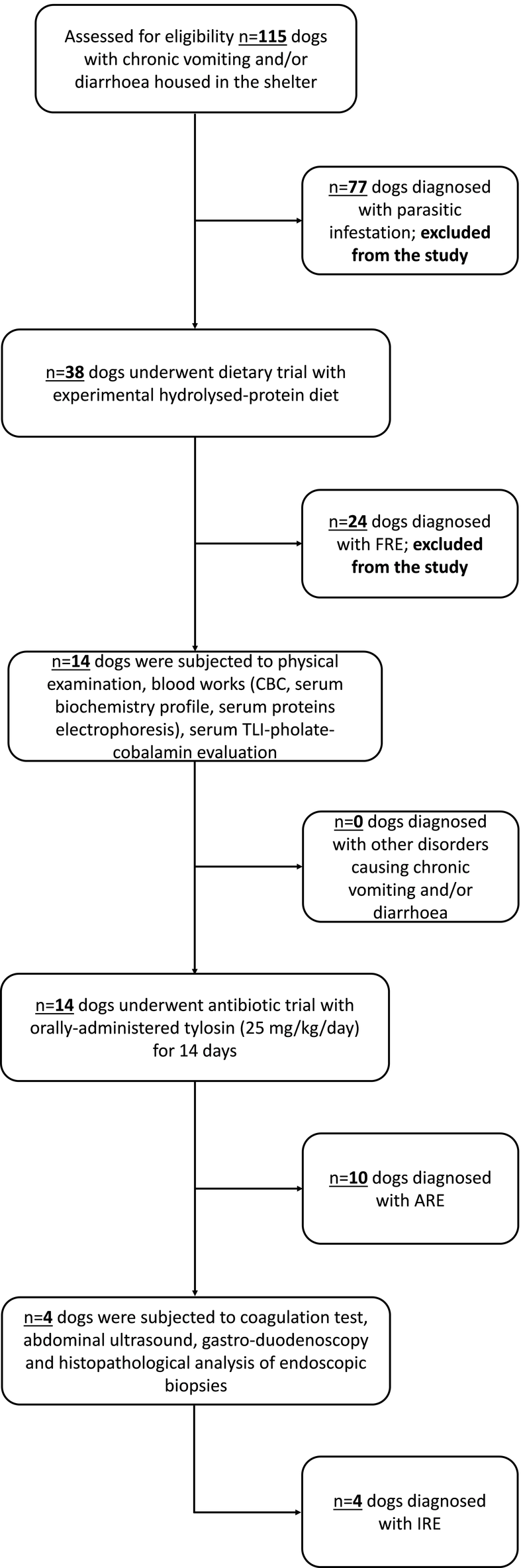Drop-in/drop-off flowchart