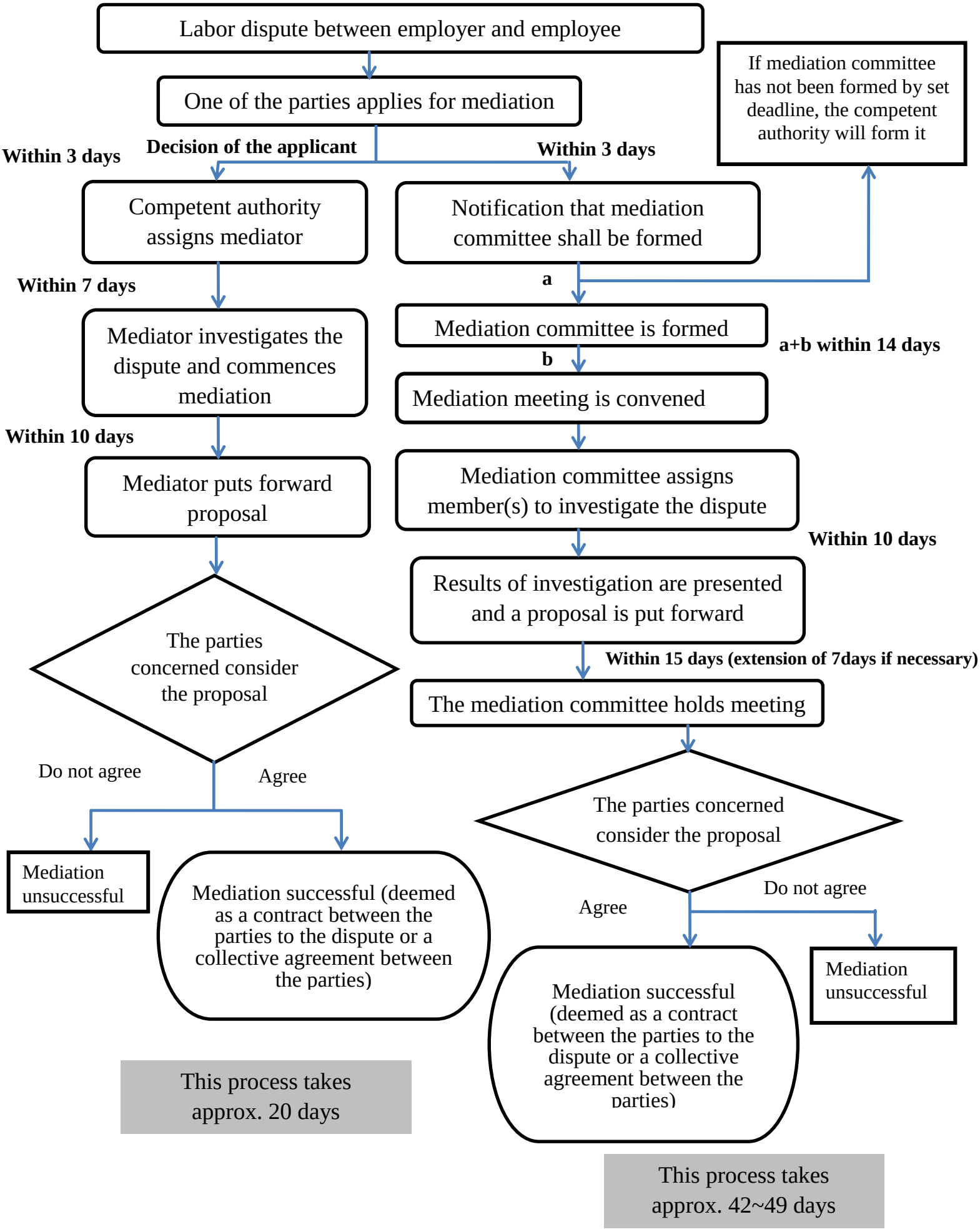II Flowchart of mediation procedures