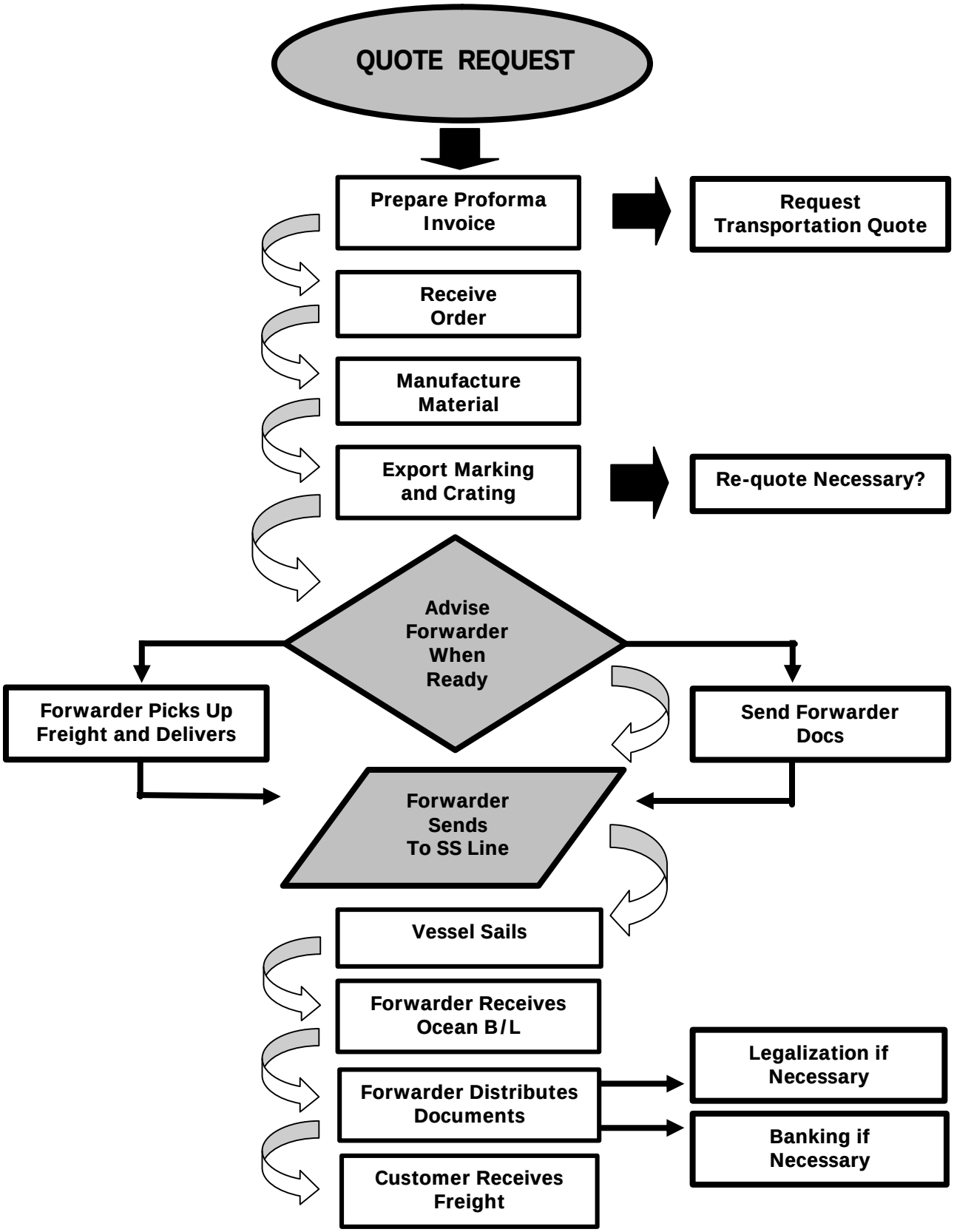STEPS TO AN EXPORT PROCESS