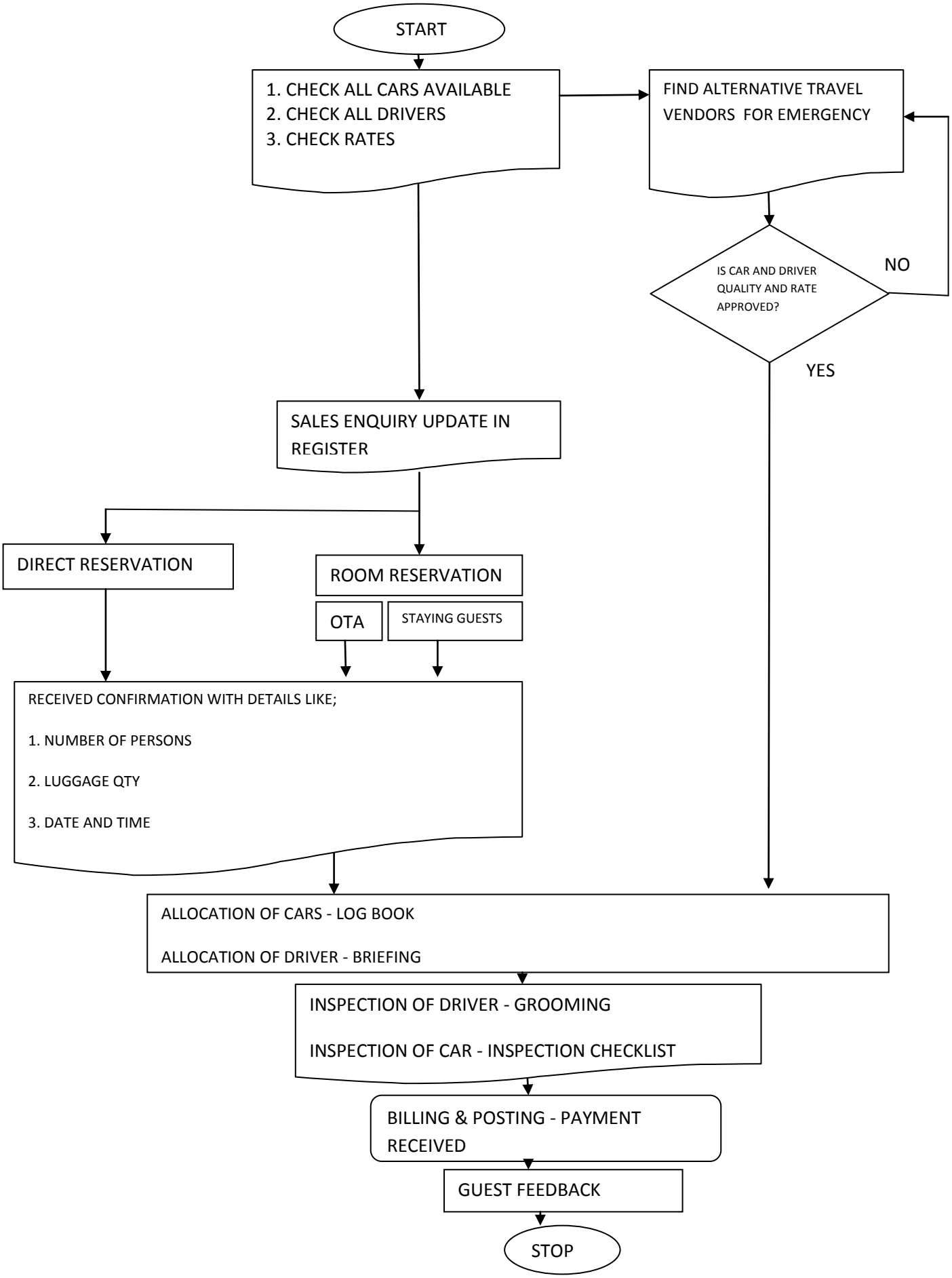TRAVEL DESK WORKFLOW