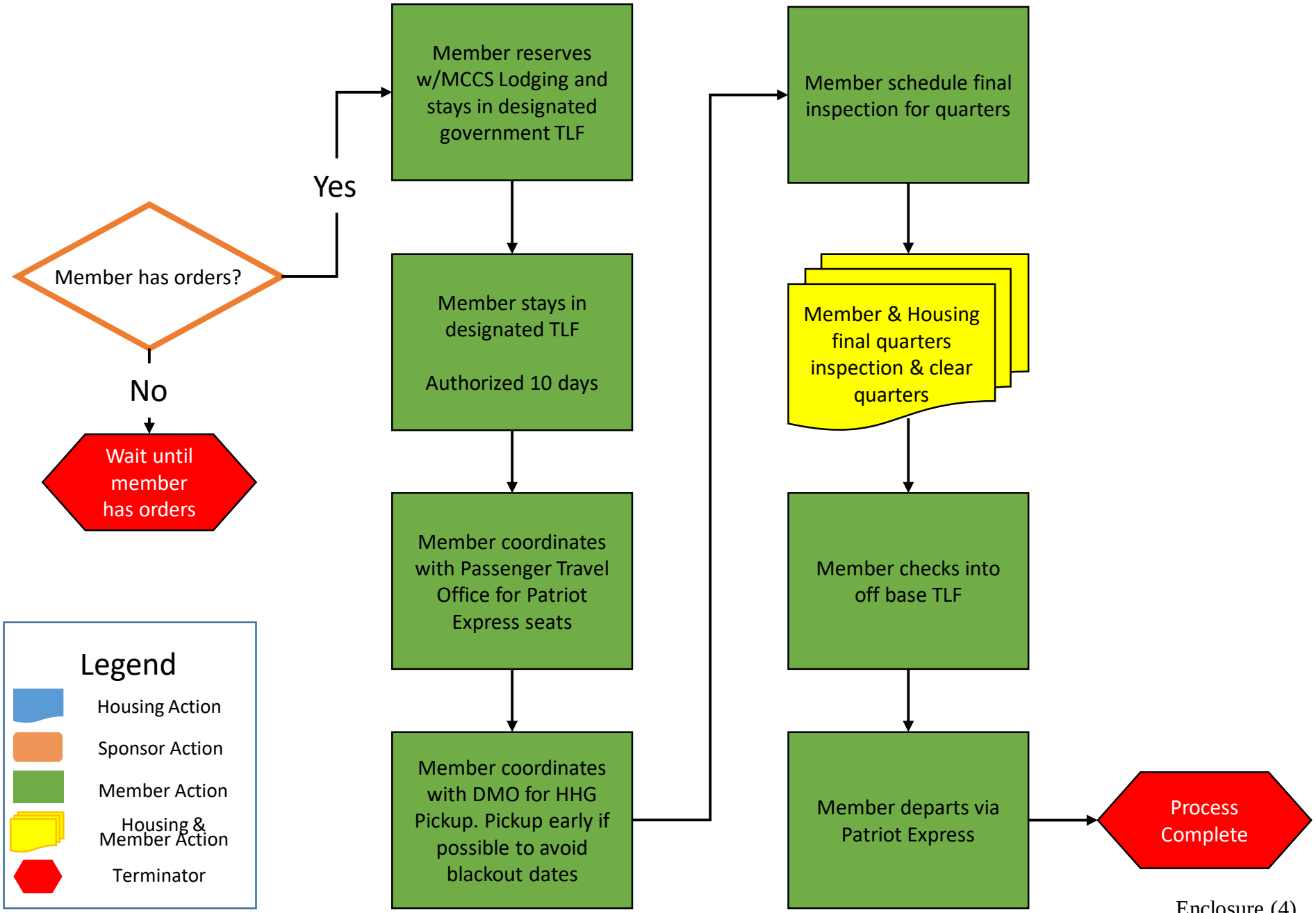Outbound PCS Flowchart