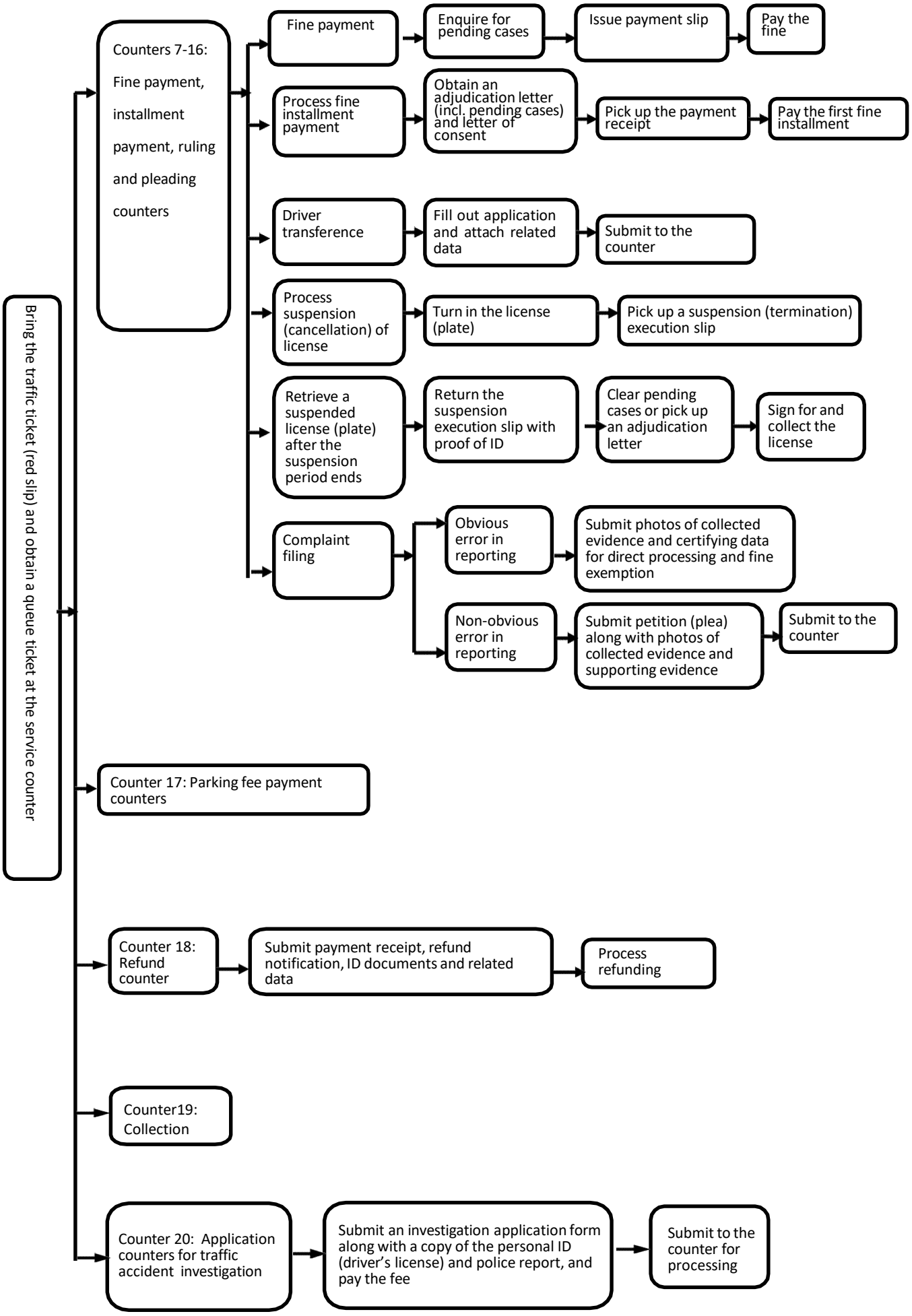Procedure for Over-the-counter Service Application (Flowchart)