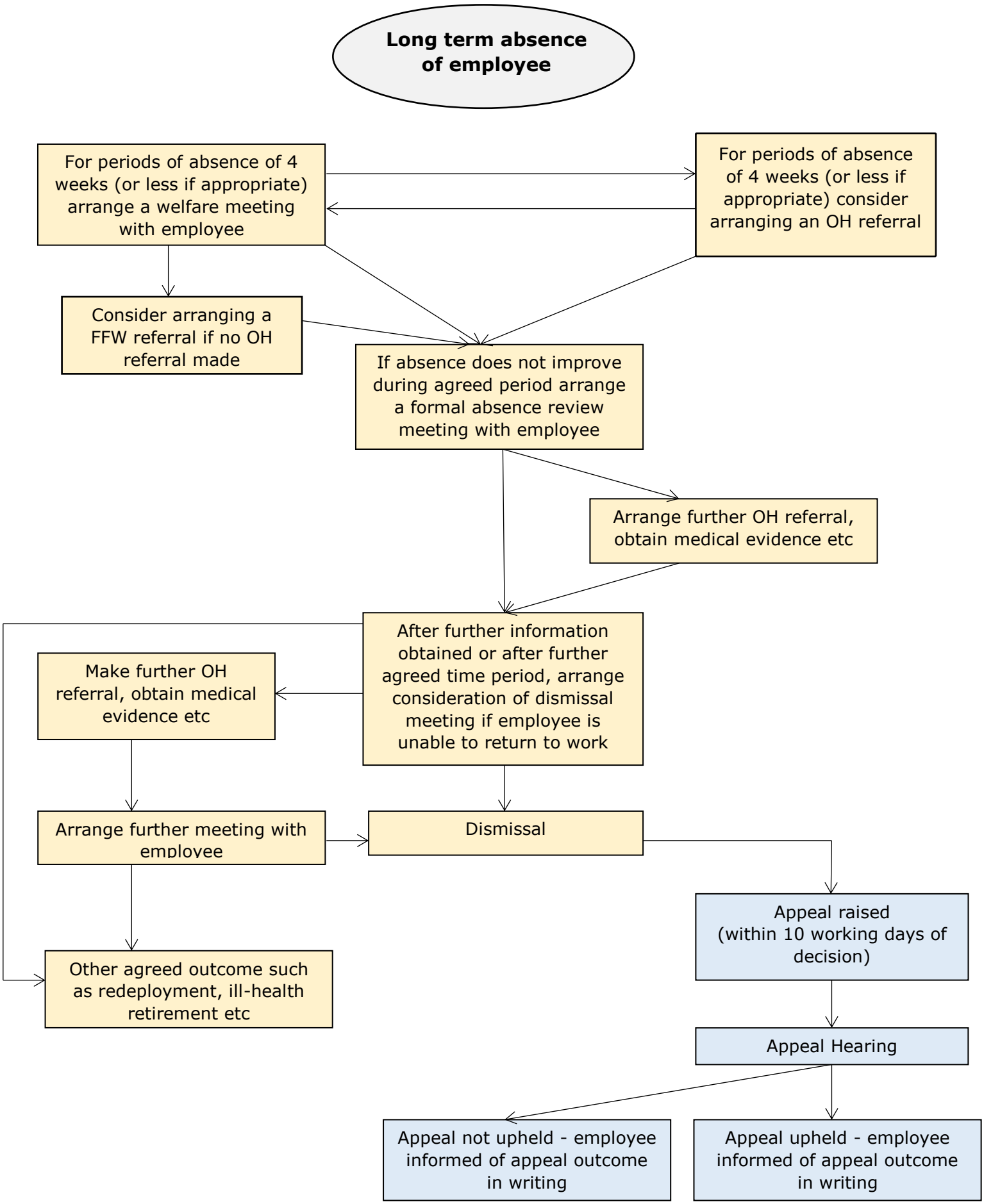MANAGING ABSENCE PROCESS