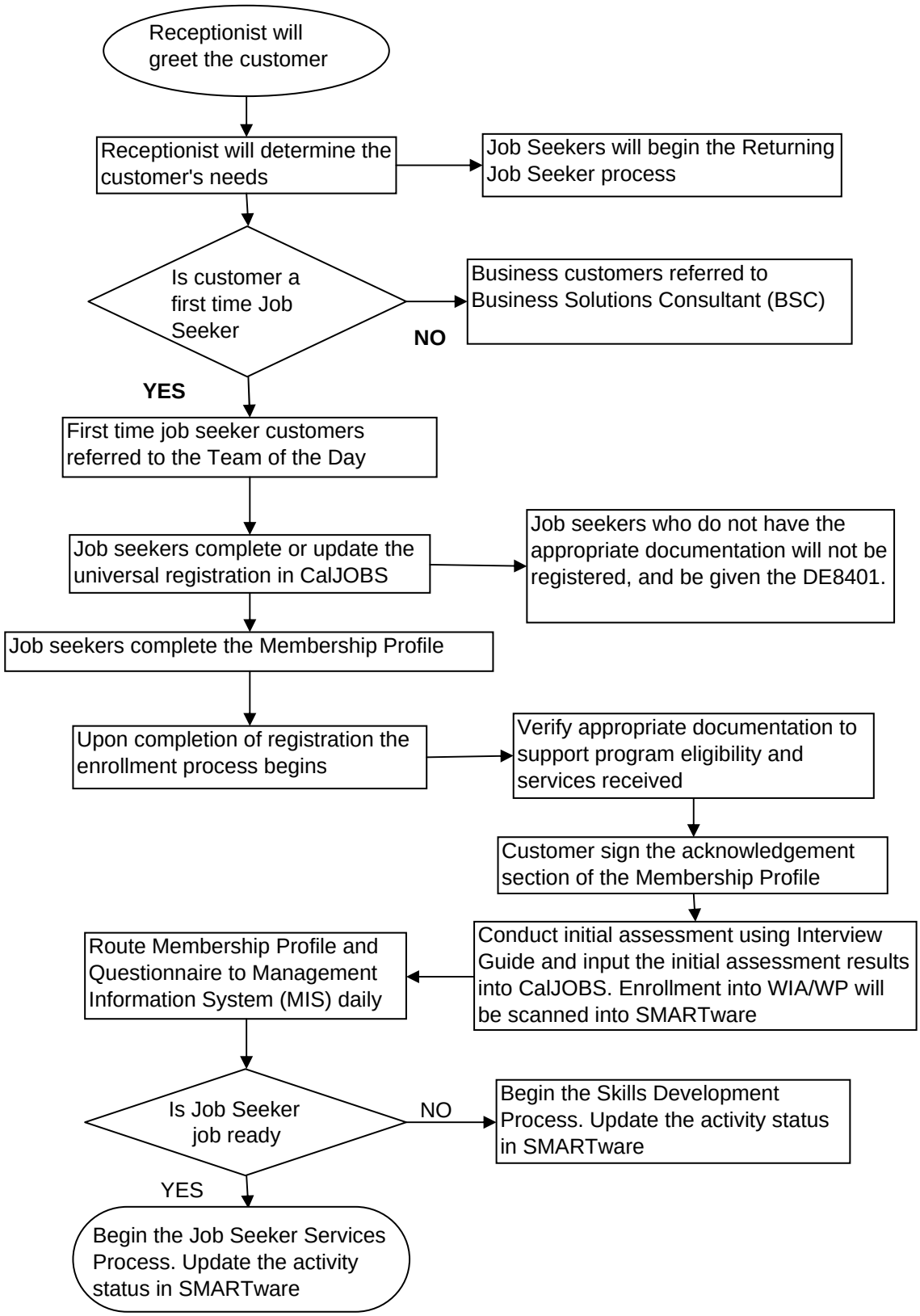Customer Flow of the Welcome Process as of July 2008