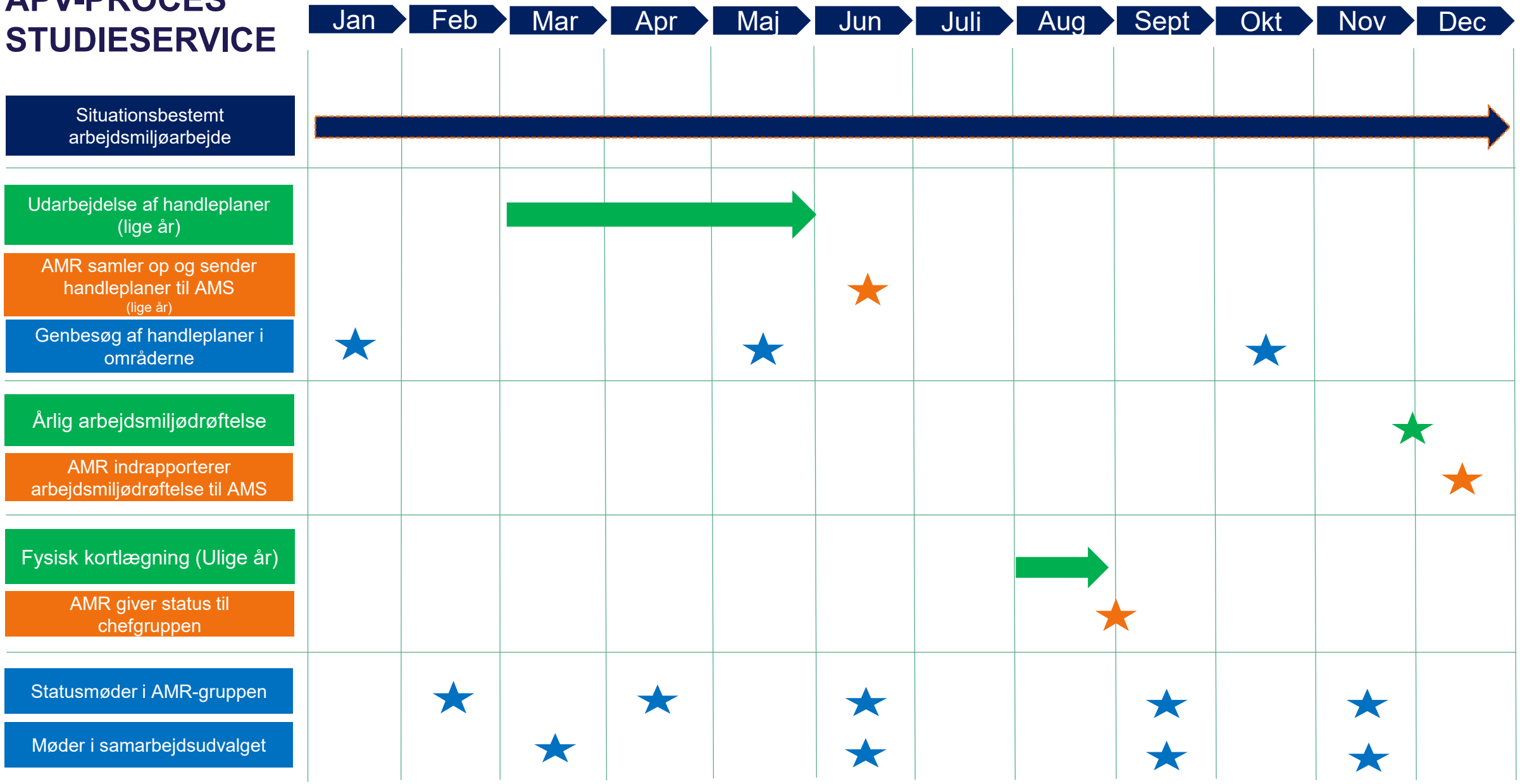APV-PROCES STUDIESERVICE