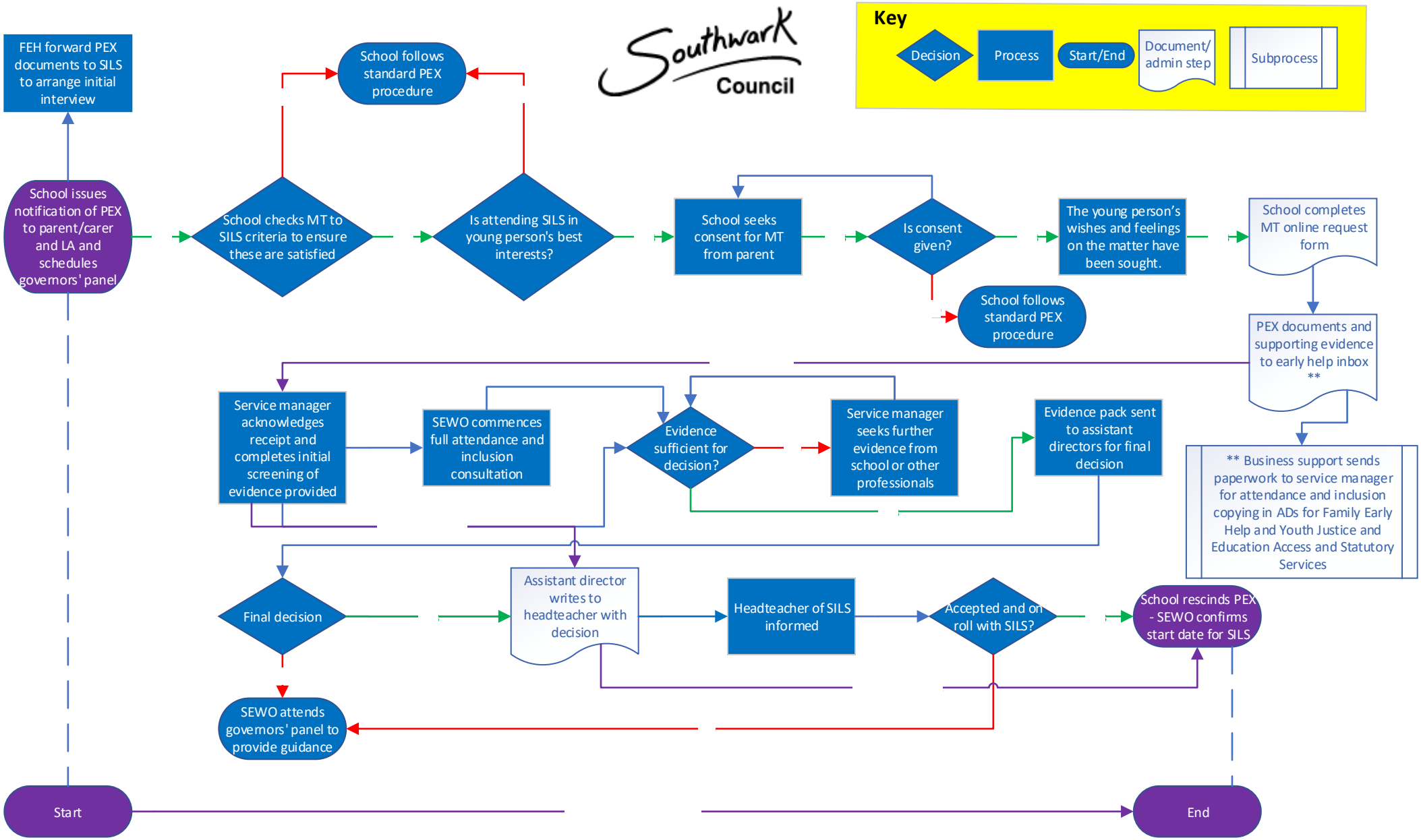Request for Managed Transfer to SILS process flowchart