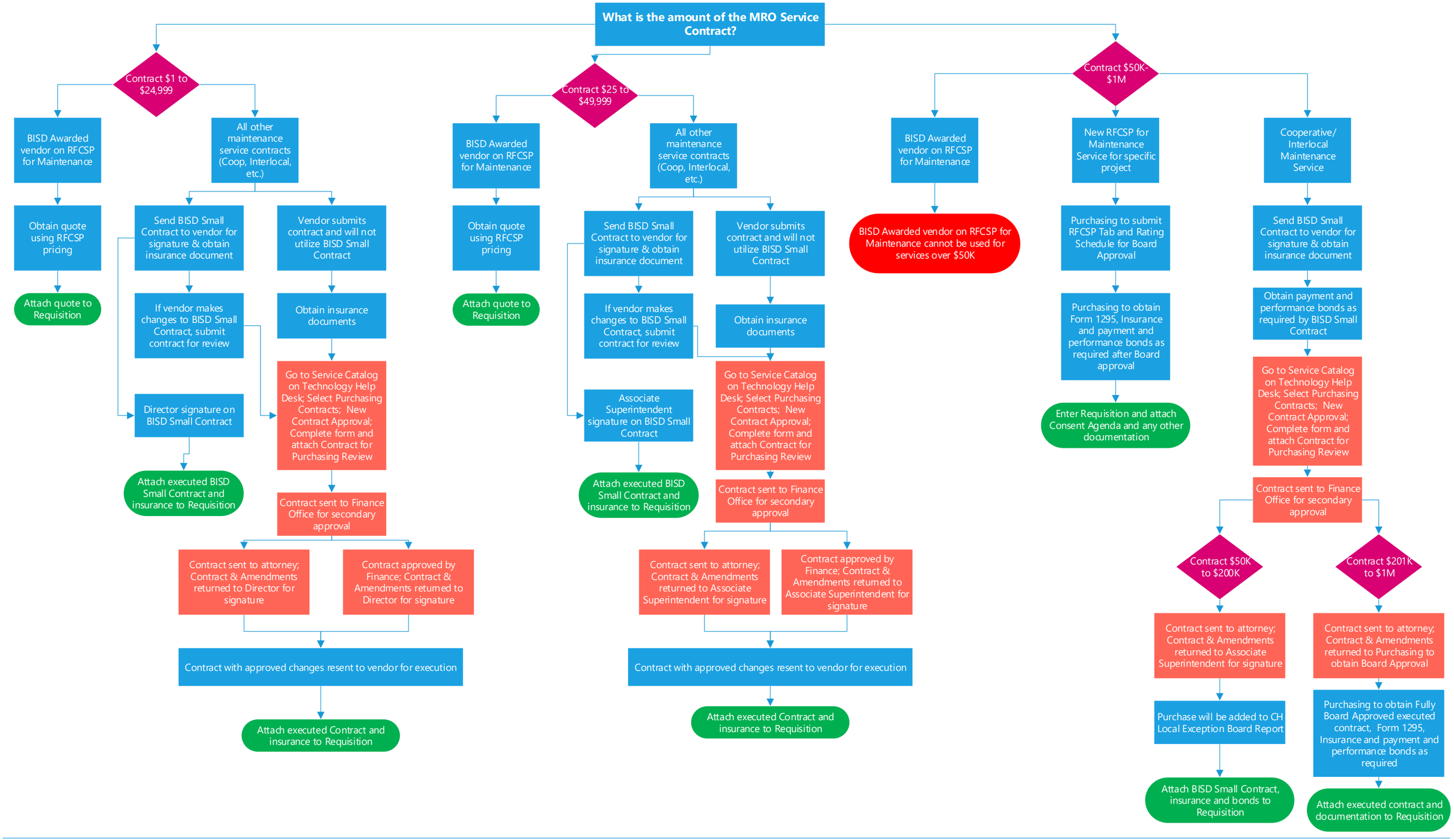Maintenance and Repair Service Contract Workflow