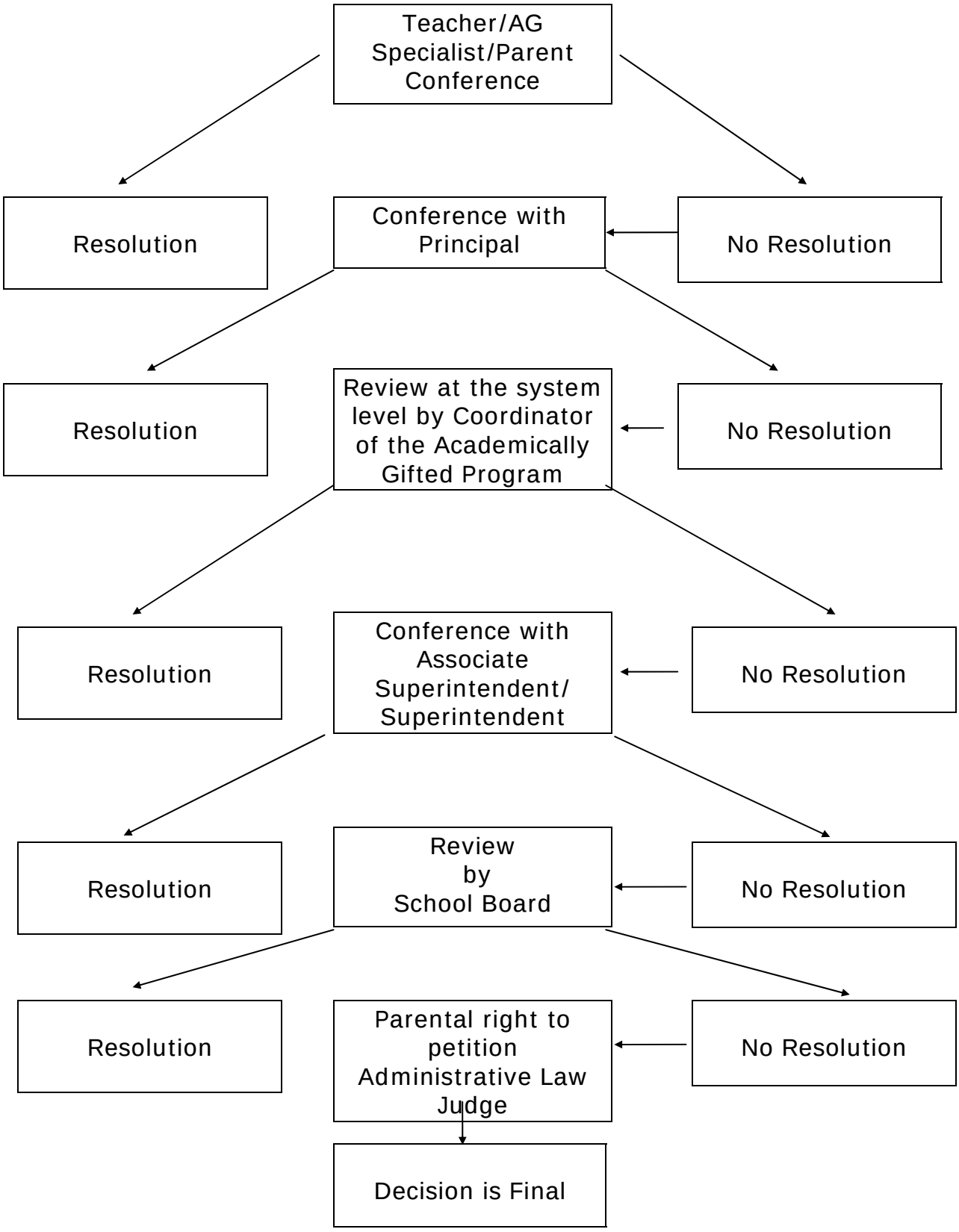PROCEDURES TO RESOLVE DISAGREEMENTS