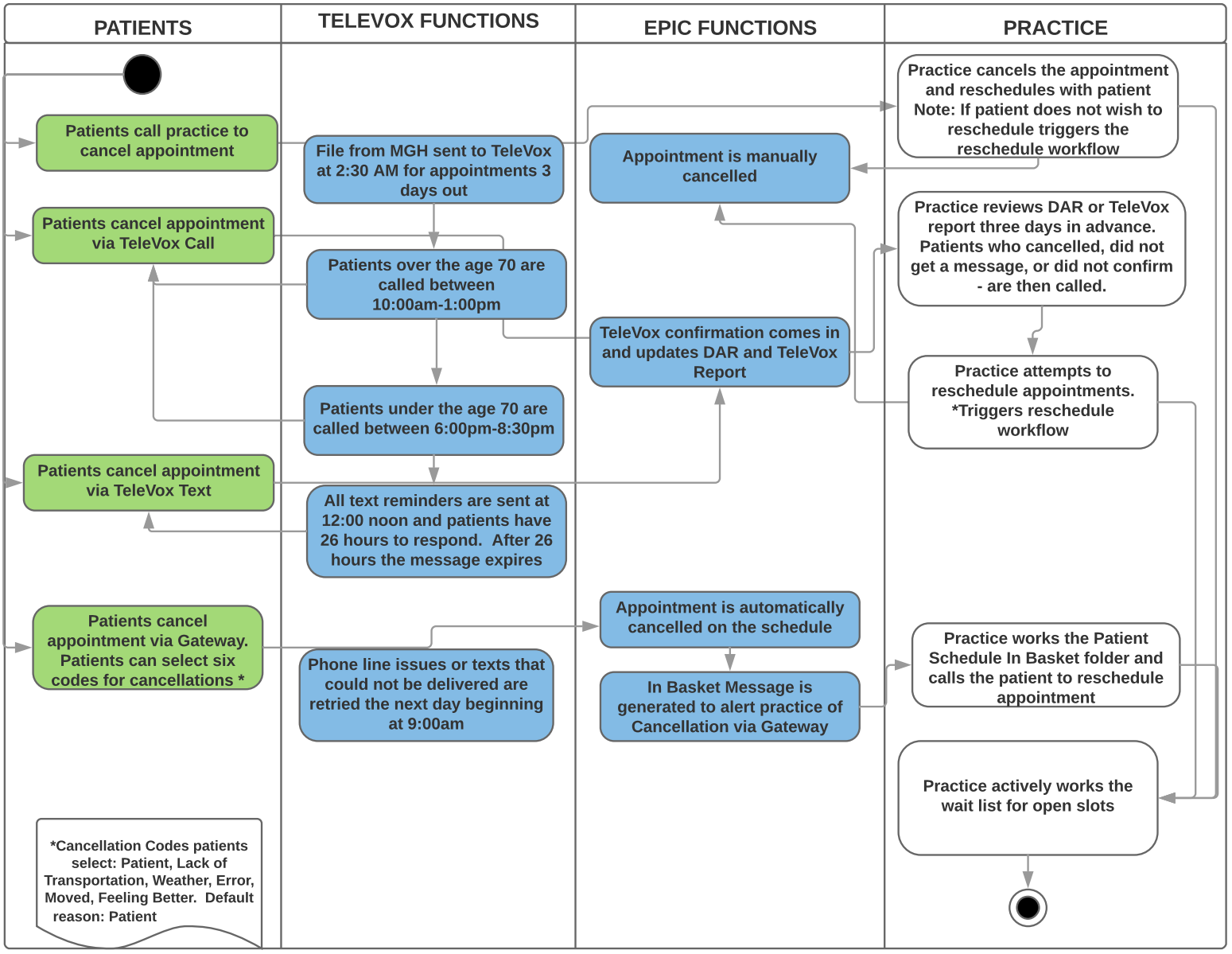CANCELLATION WORKFLOW