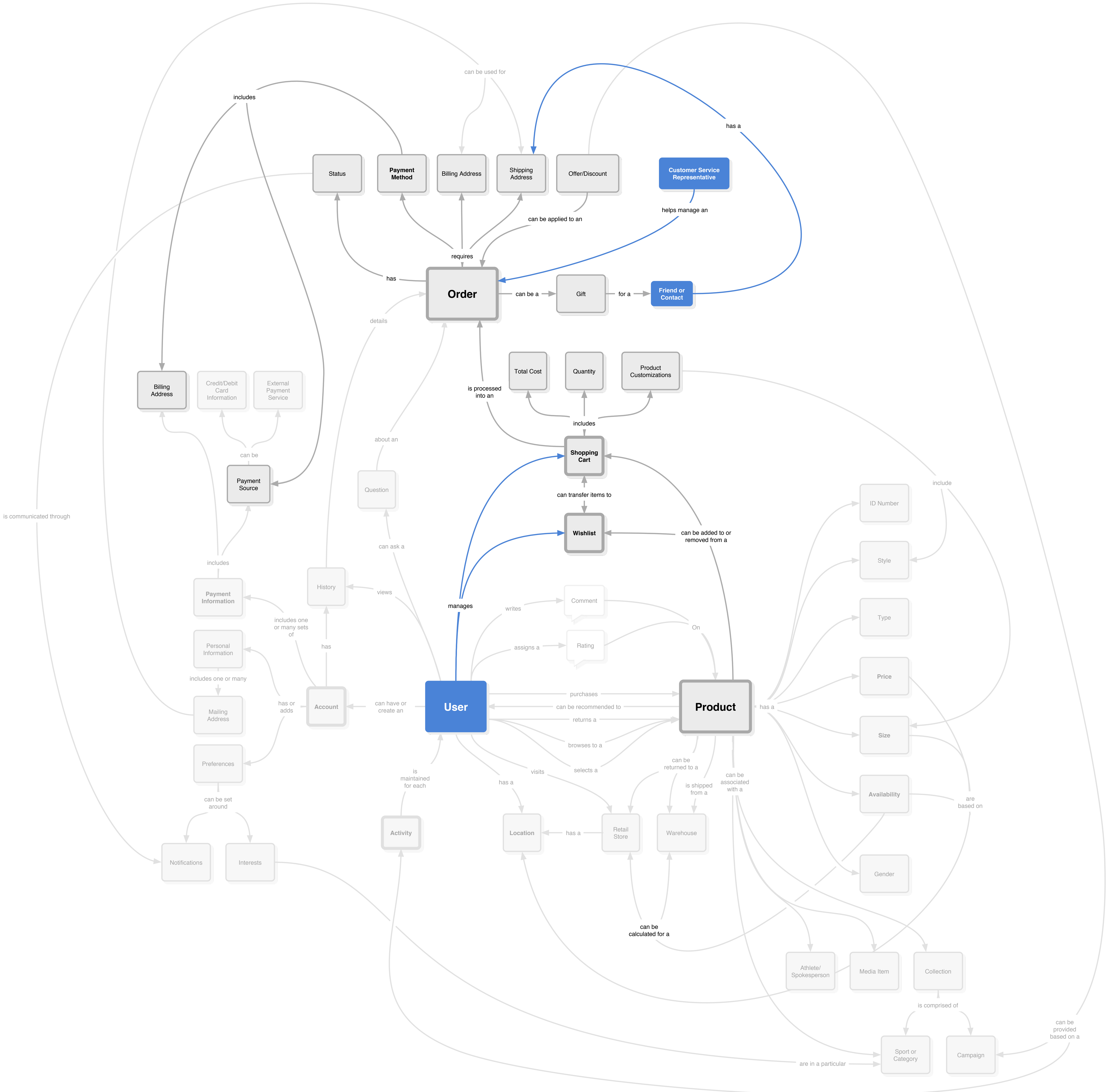


Overall Concept Model

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Last Revised: Wed Jul 14 2010

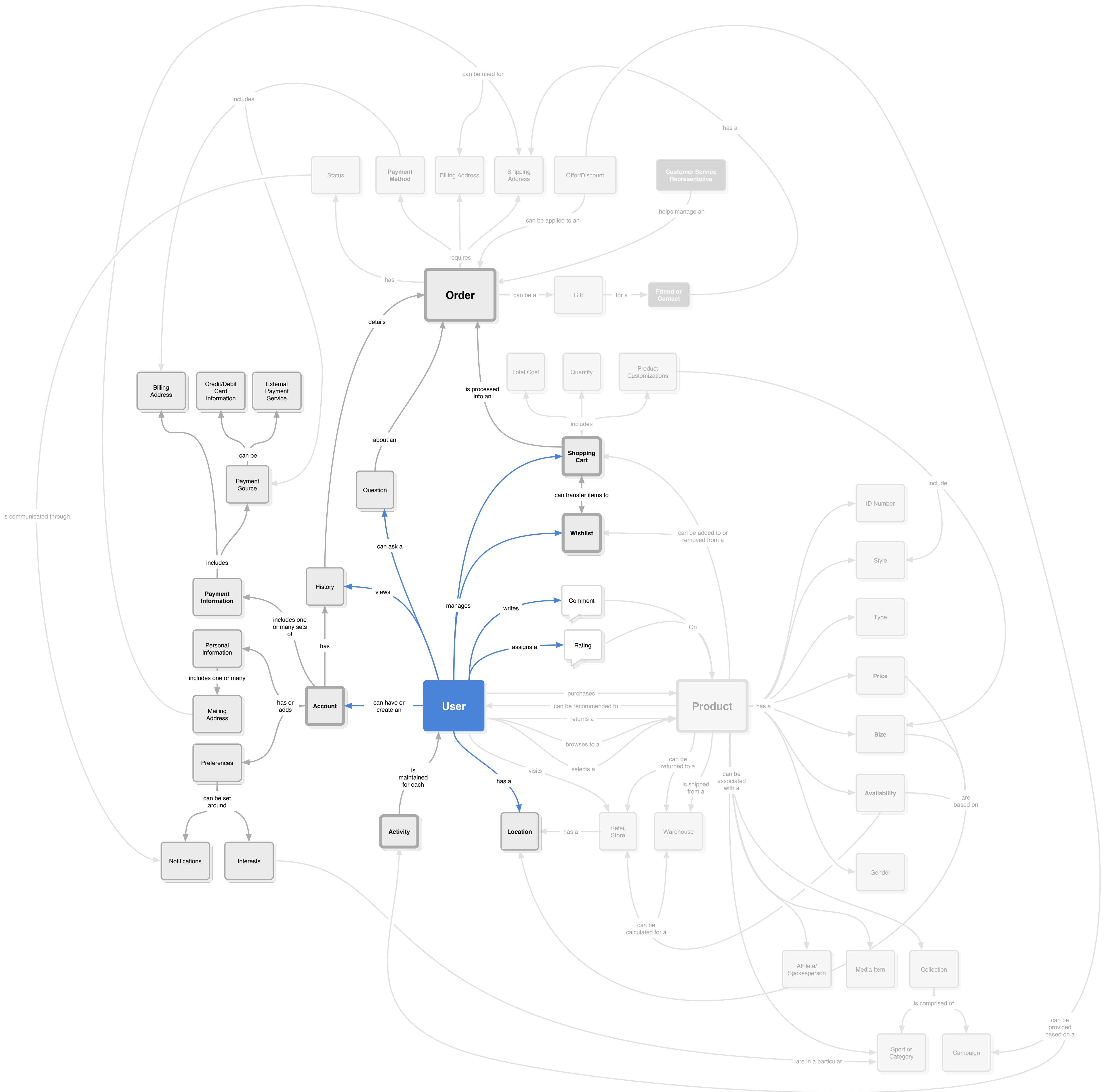


Checkout Focus

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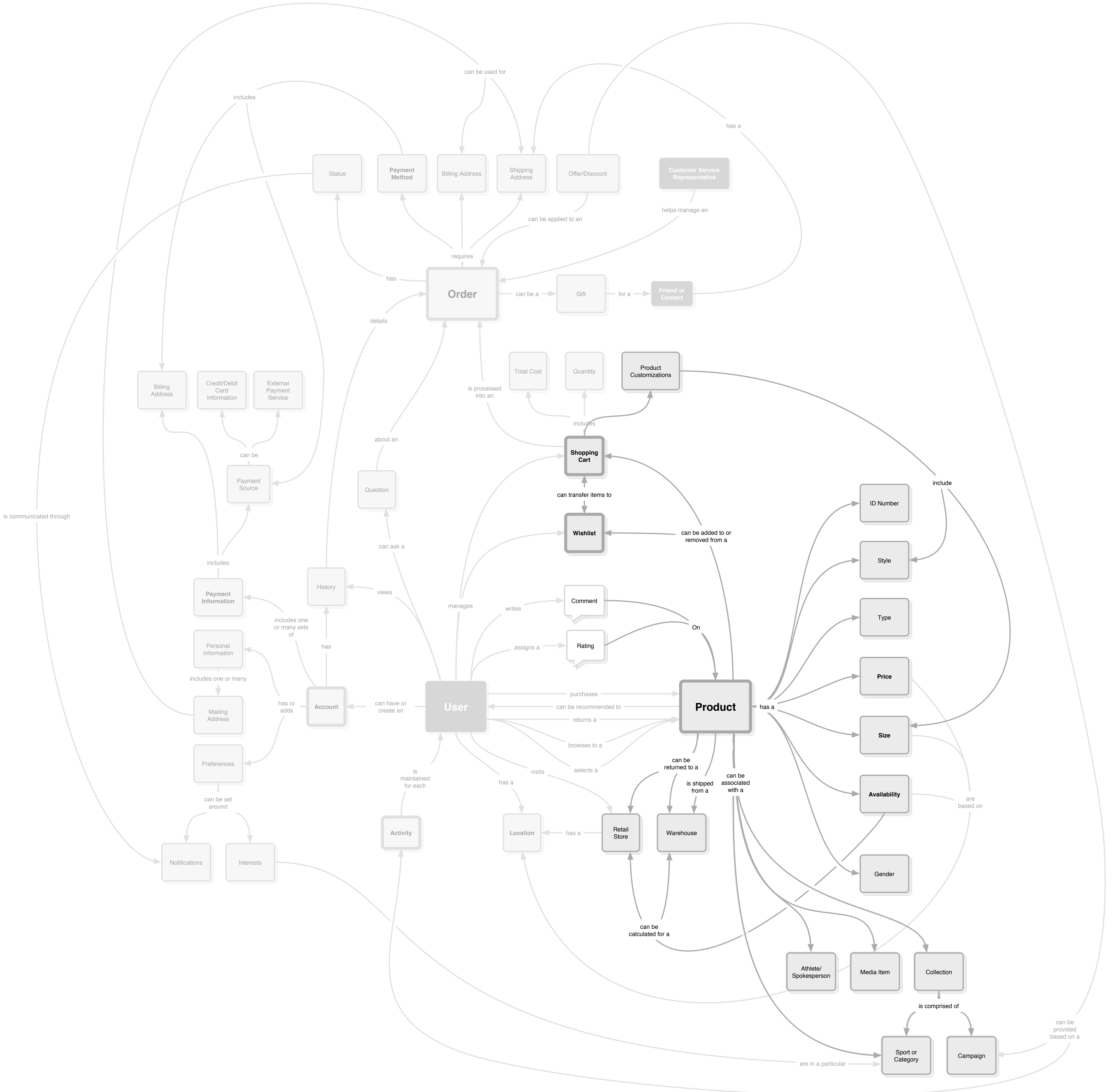


Account Focus

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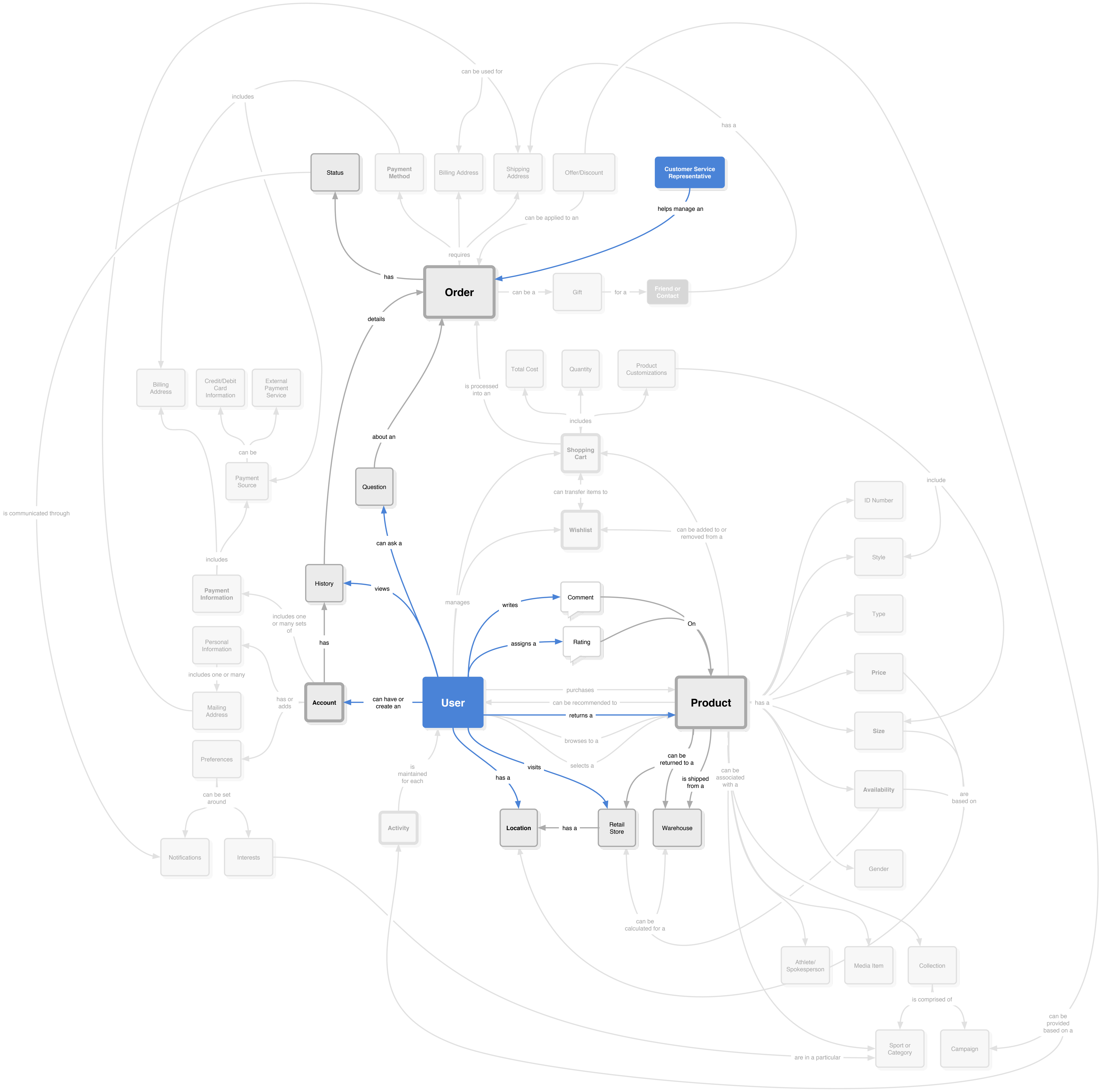


Overall Concept Model

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Customer Service Focus

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