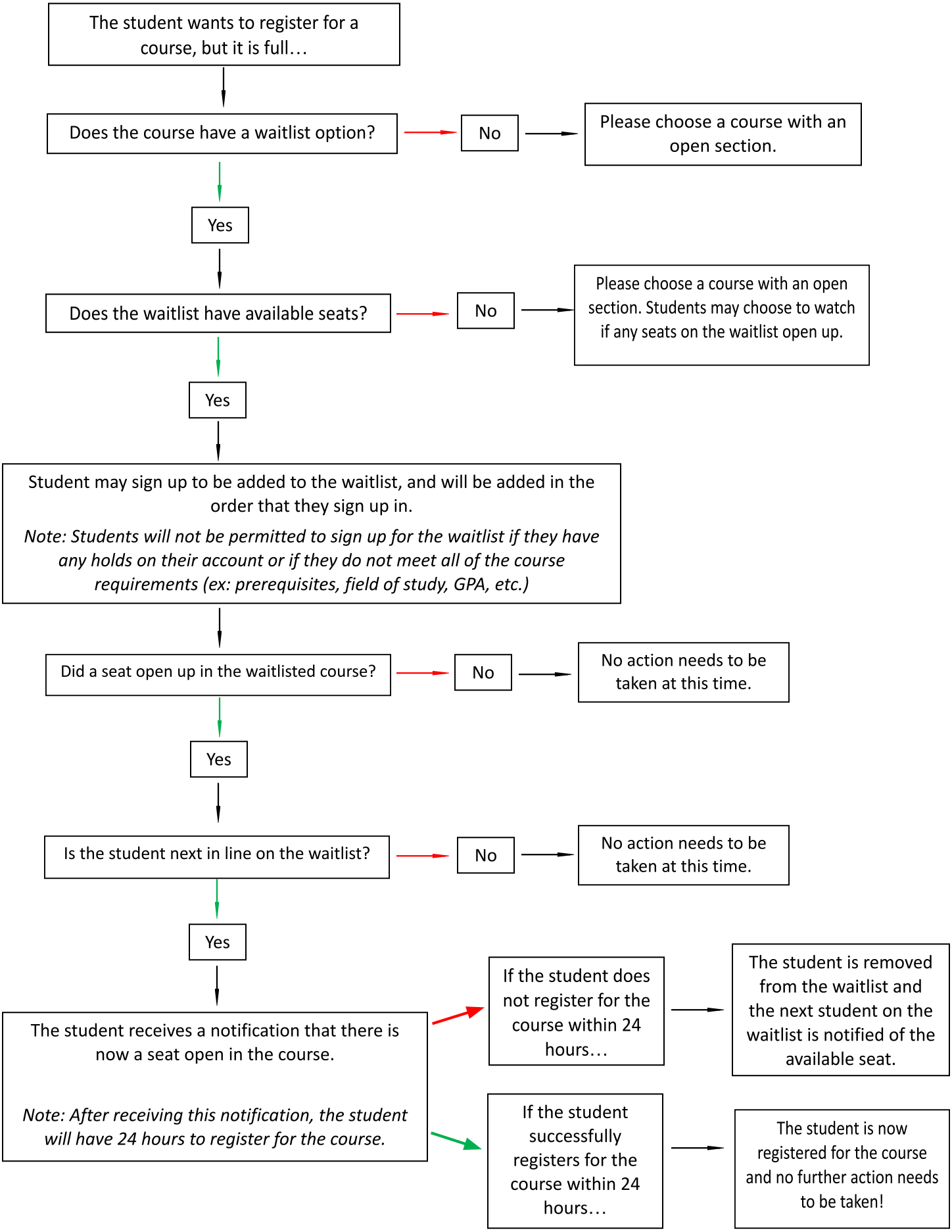Waitlist Flowchart