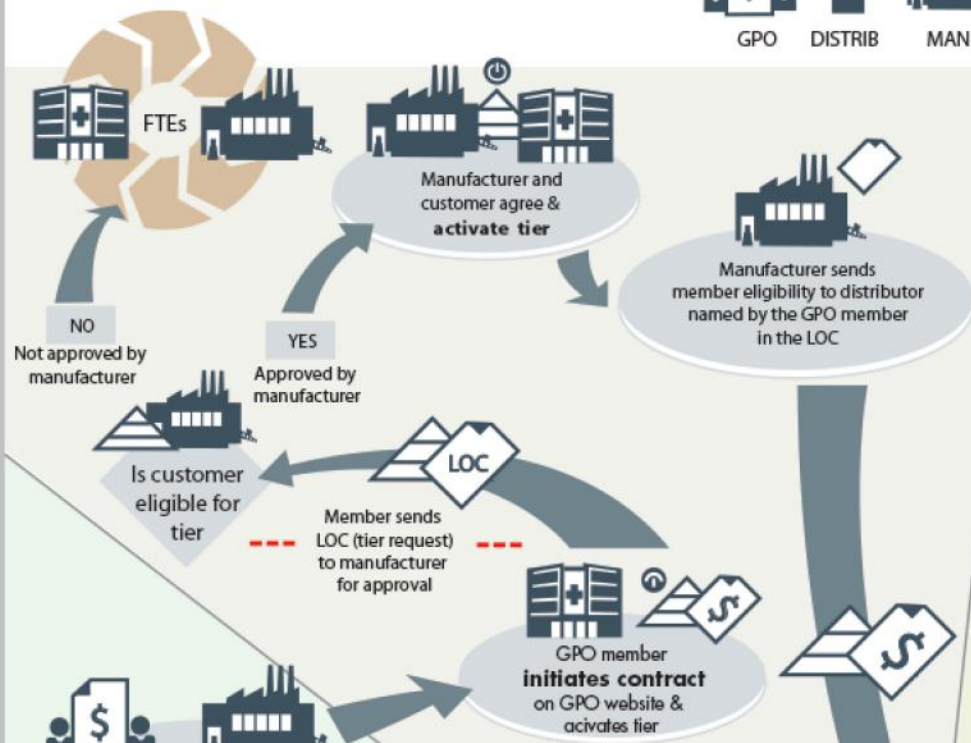


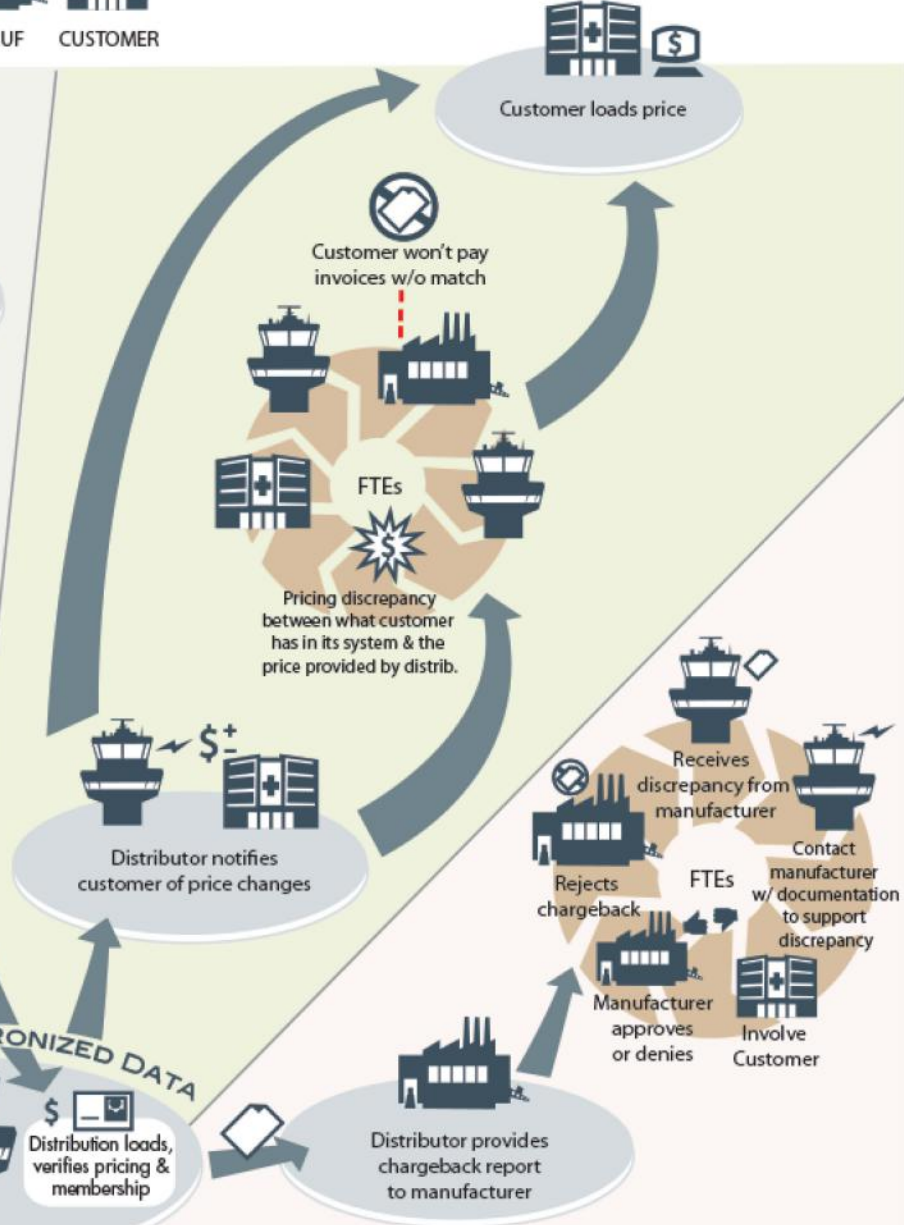
# THE CURRENT CONTRACT ADMINISTRATION PROCESS



## 2 MEMBER ELIGIBILITY PROCESS/ LOC



## 3 CONTRACT MANAGEMENT



## 1 CONTRACT CREATION

## LACK OF SYNCHRONIZED DATA

## 4 CHARGEBACK PROCESS

Wrong Product - Wrong Time - Wrong Price

NEW  
RENEWAL  
CHANGED