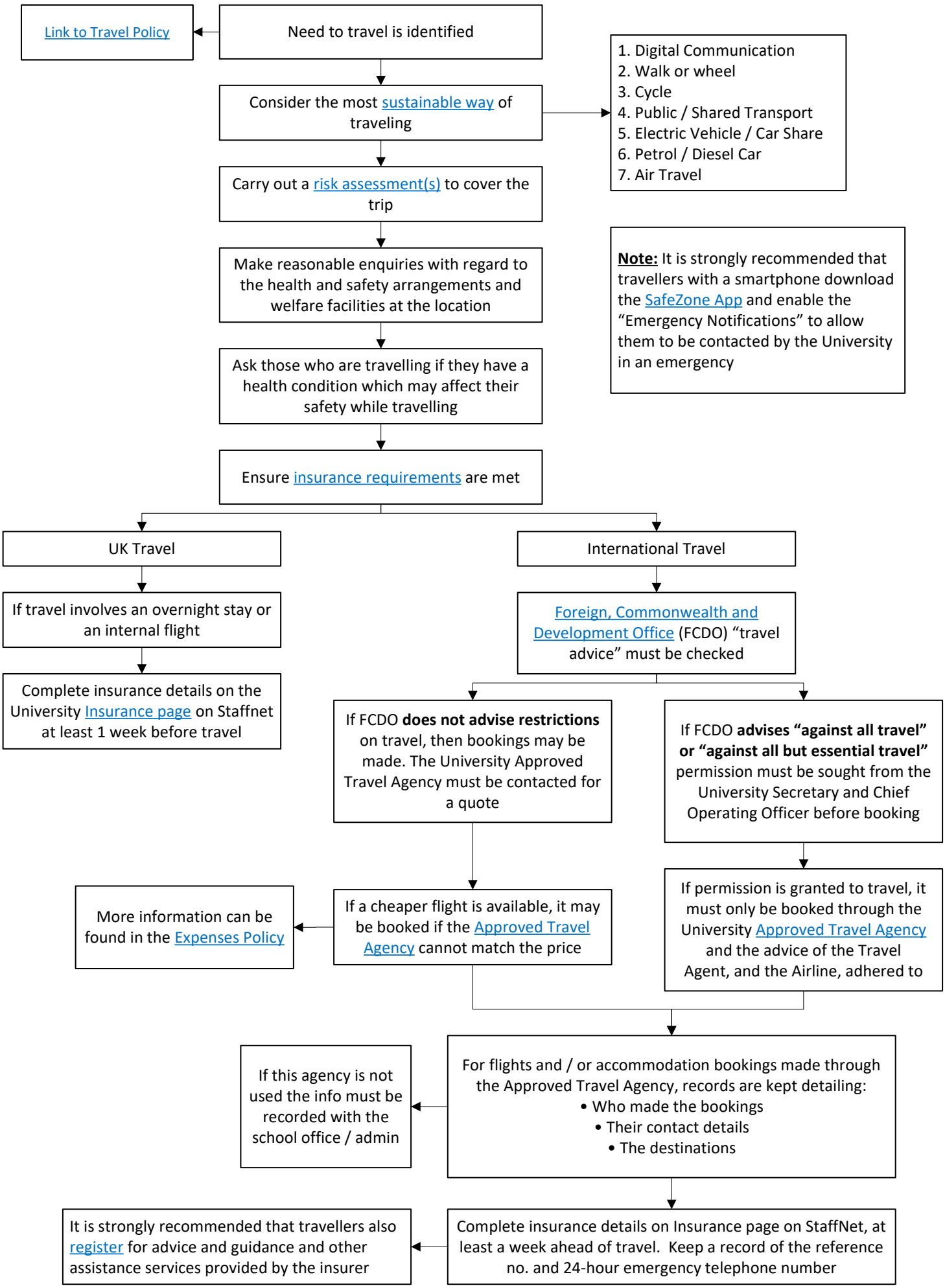University Travel Booking Process Map