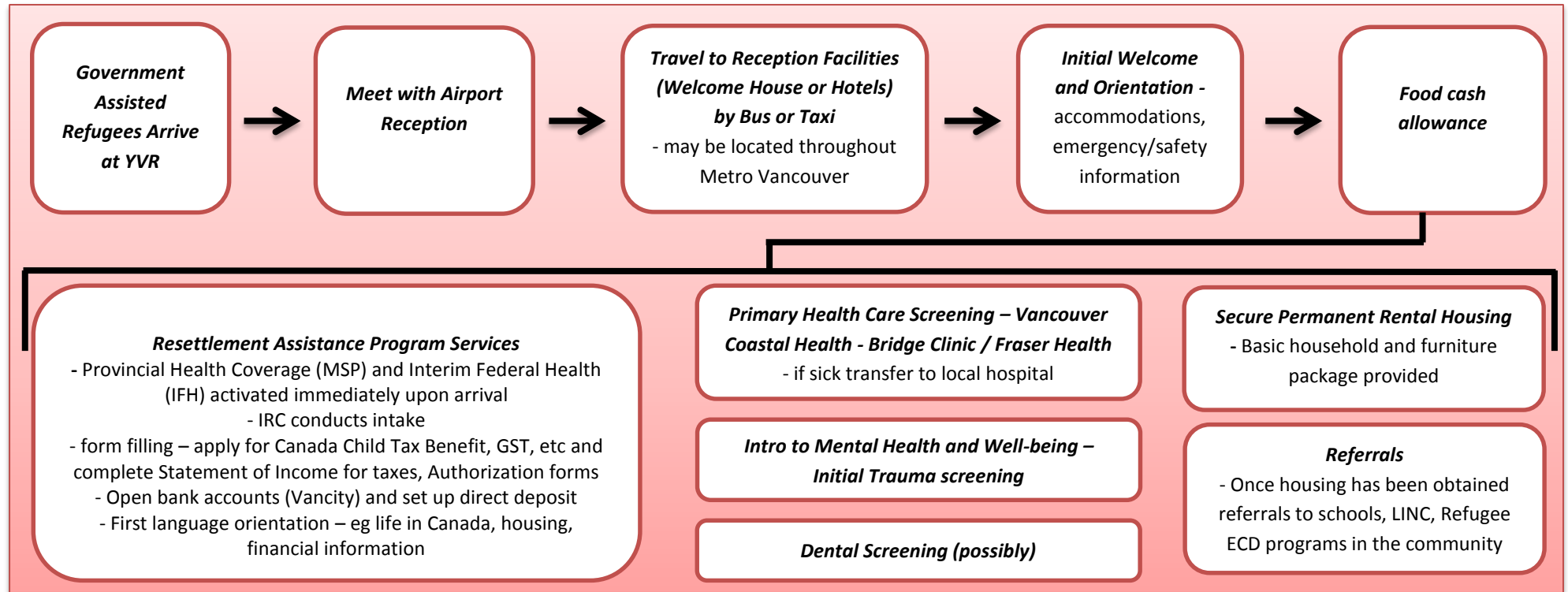


Phase 1: Pre-Arrival Phase



Phase 2: Initial Reception (6 weeks)



Phase 3: Settlement (6 weeks -18 months)

