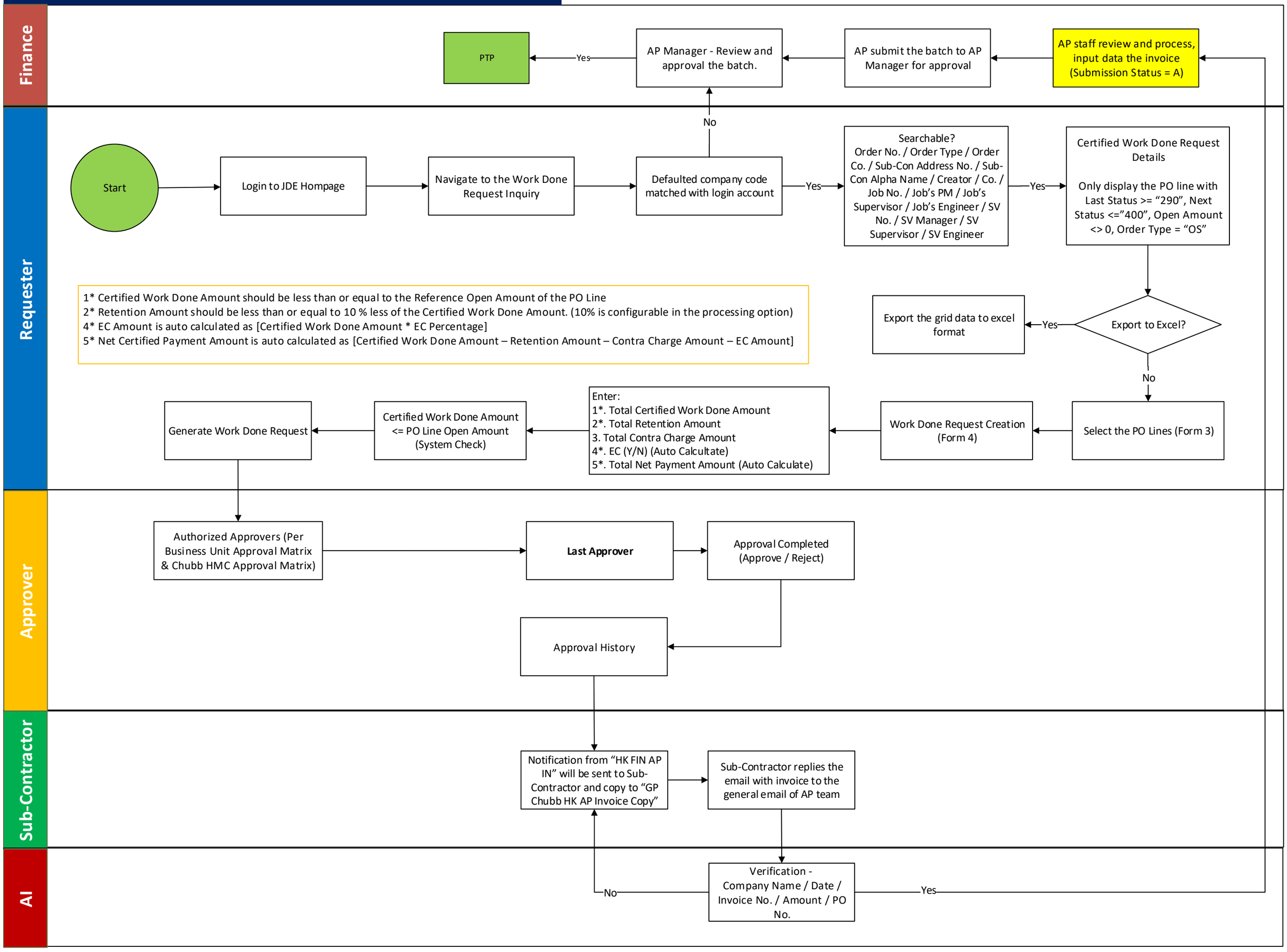Certified Work Done Request Automation - OS