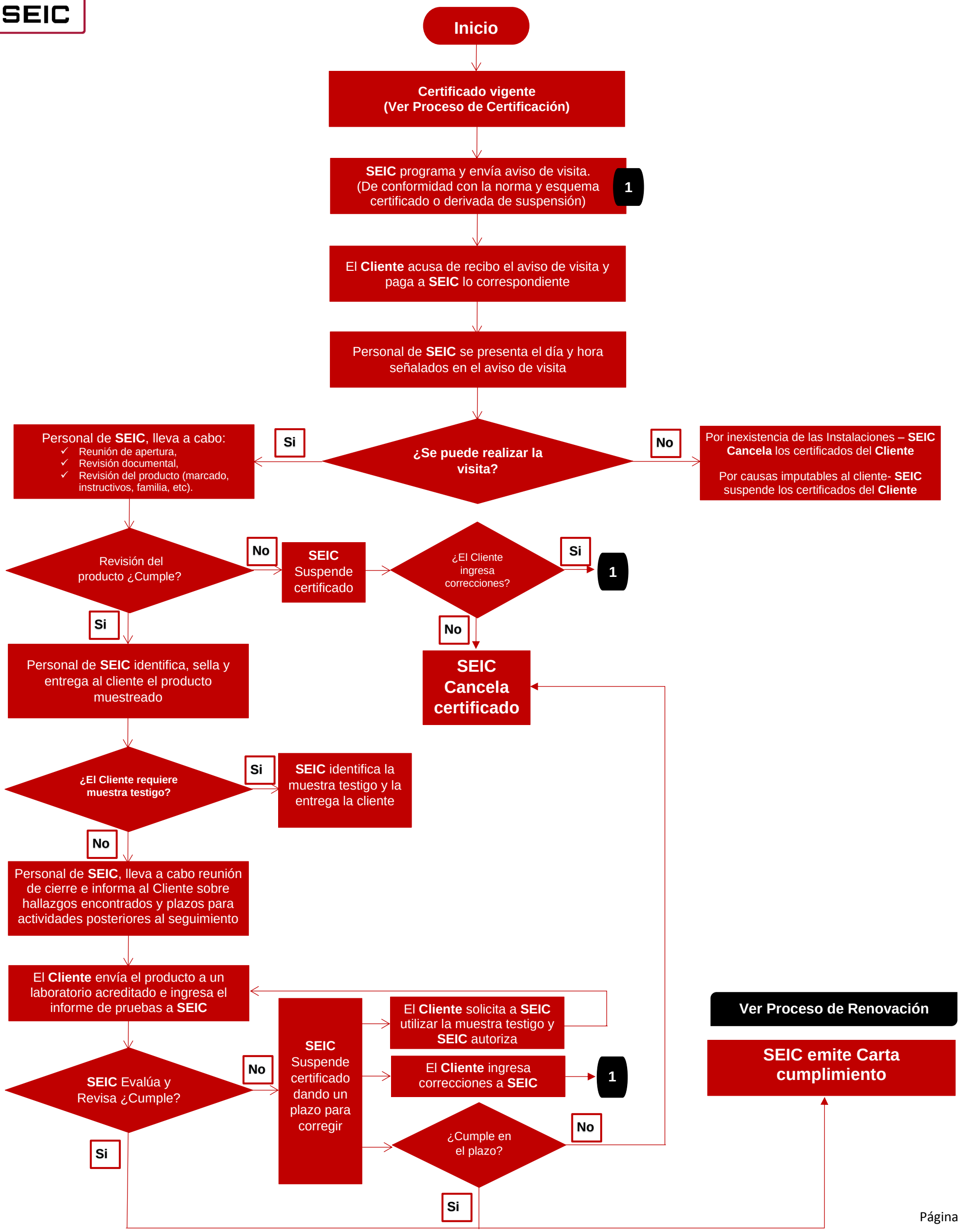PROCESO DE SEGUIMIENTO