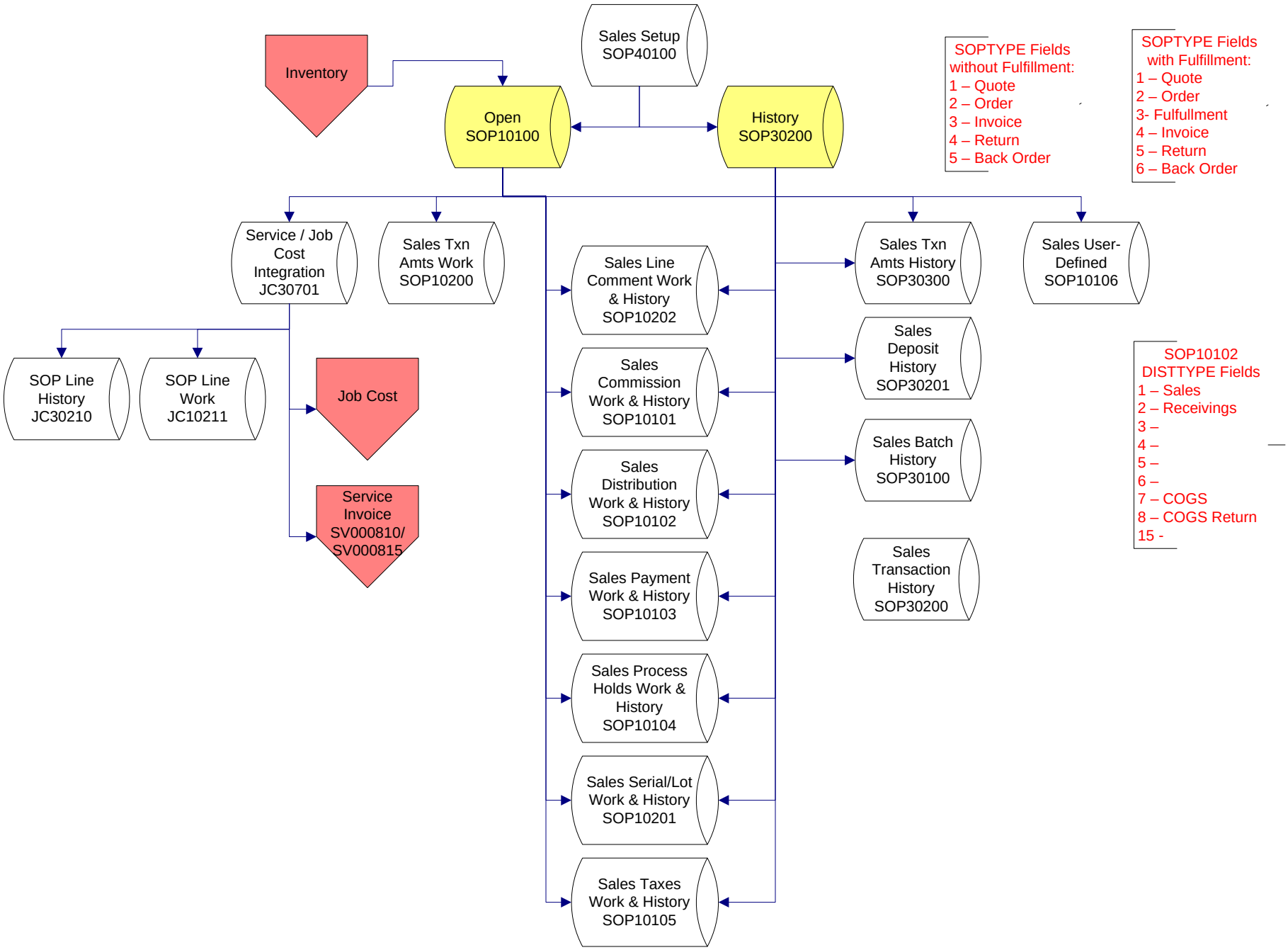Sales Order Processing (SOP)