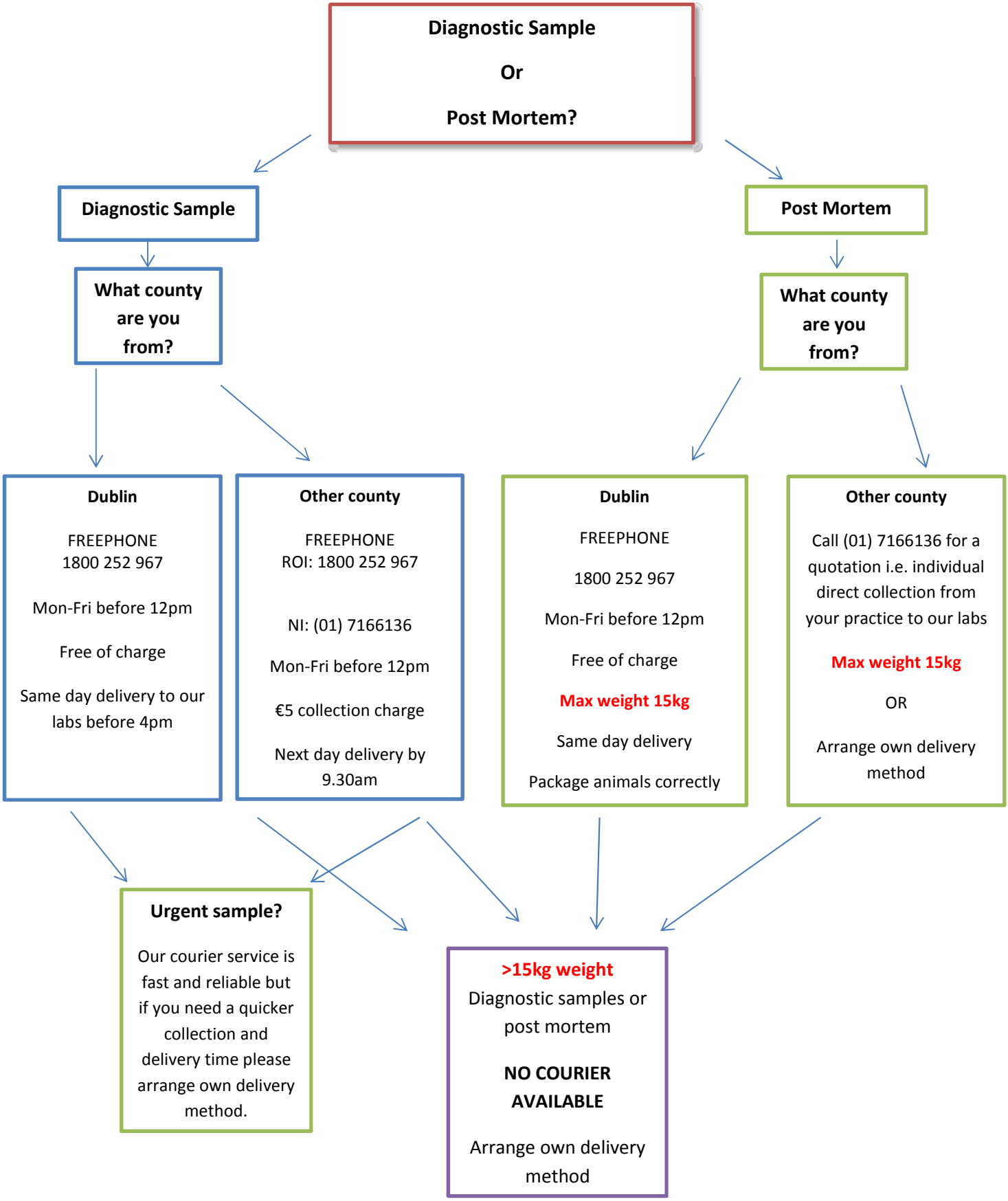COURIER SERVICE INSTRUCTIONS