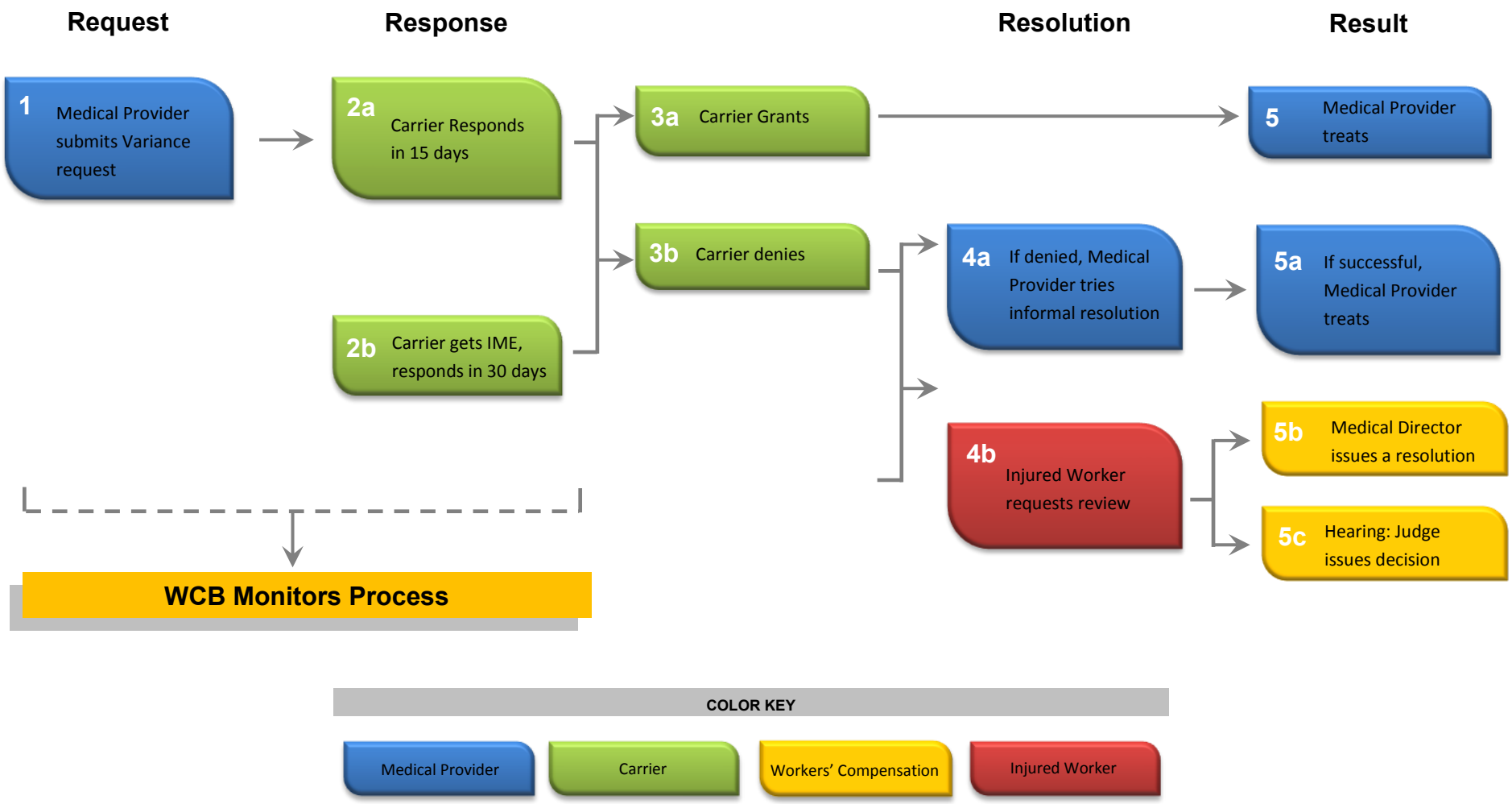Variance Request Process