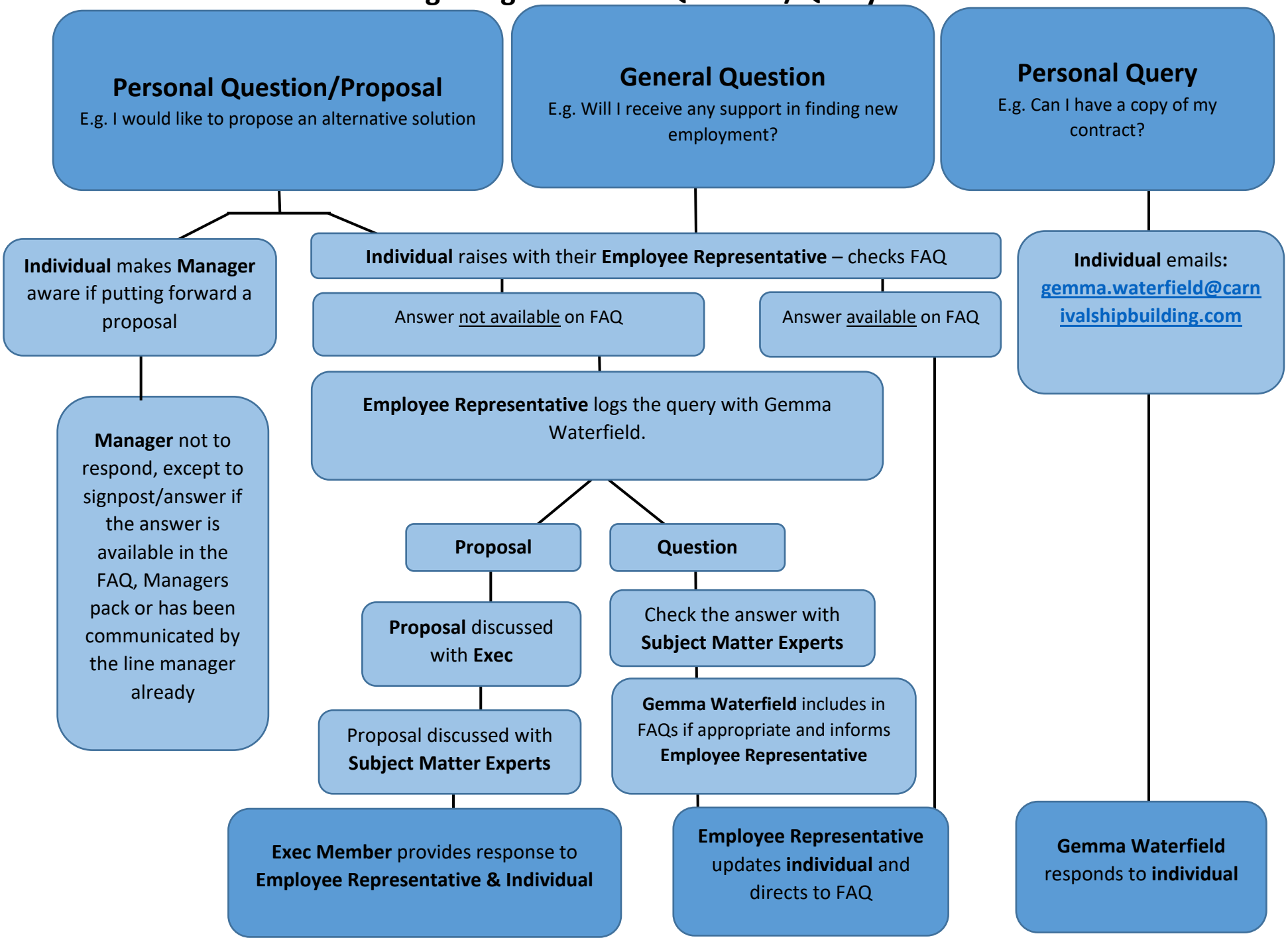Change Negotiations – Question/Query Process