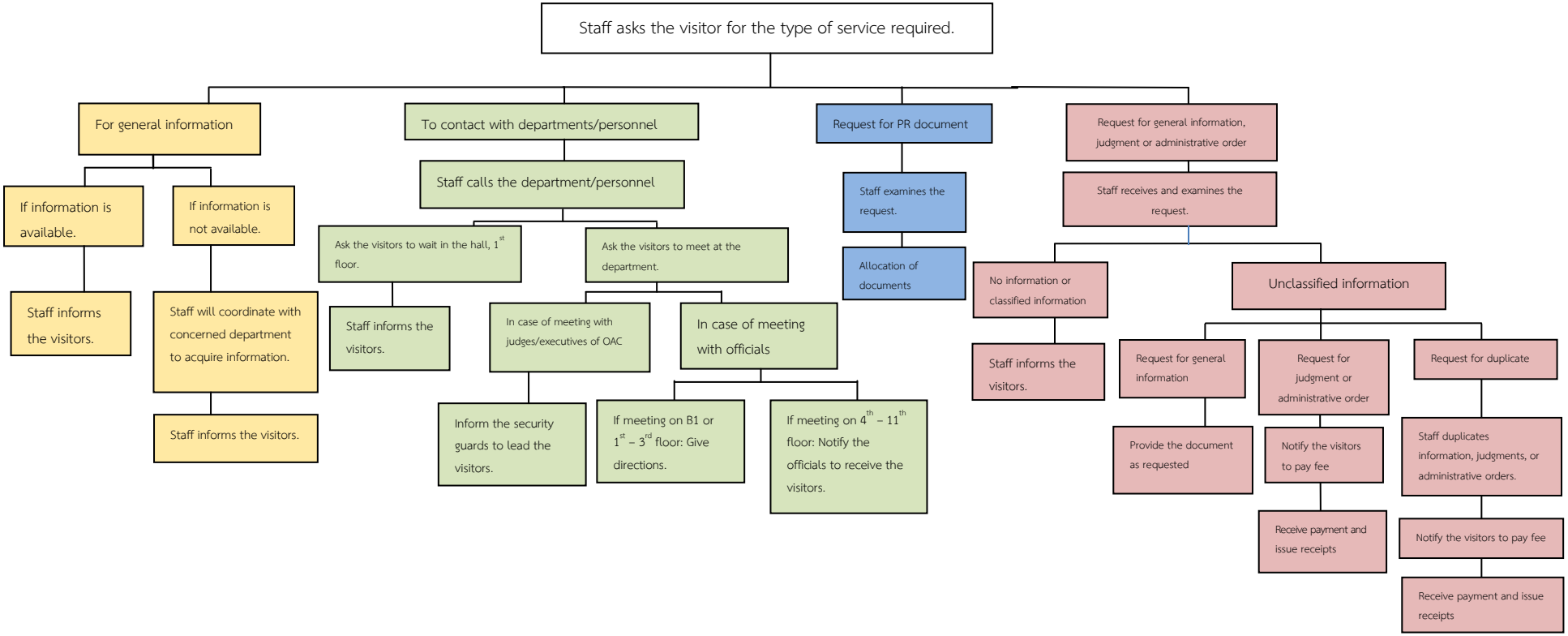Service inquiry procedure