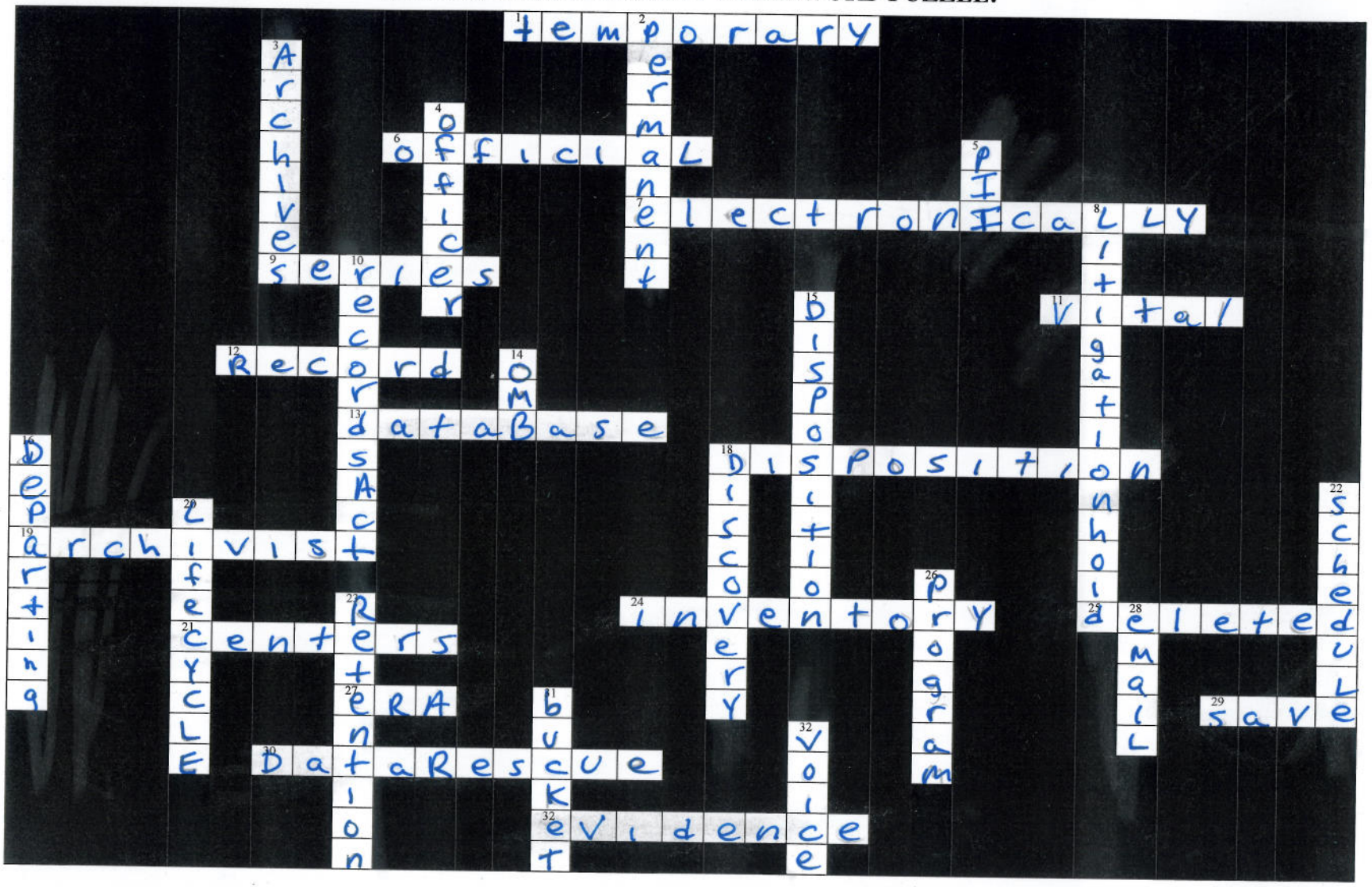RECORDS MANAGEMENT CROSSWORD PUZZLE!