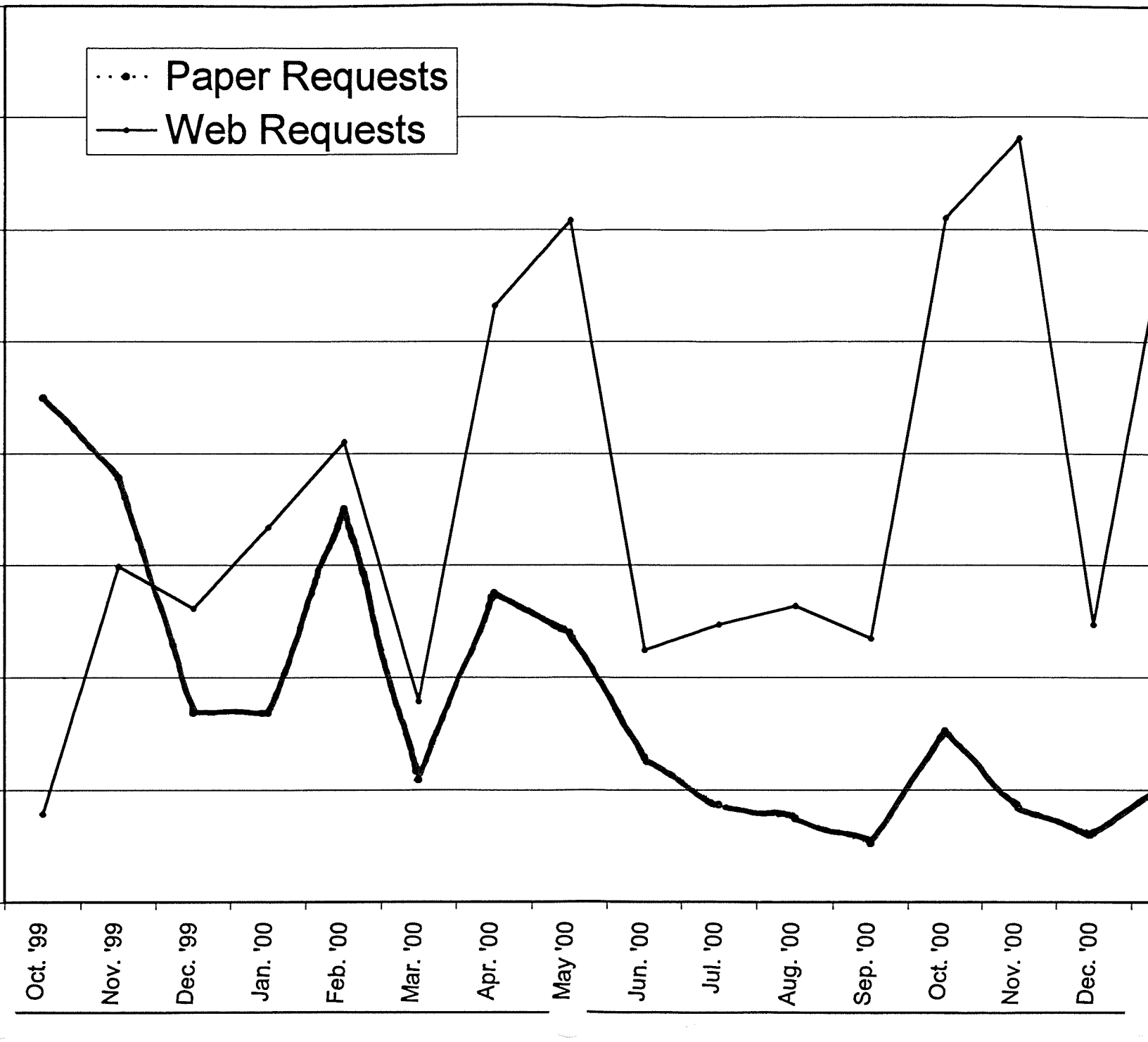Web vs. Paper Requests