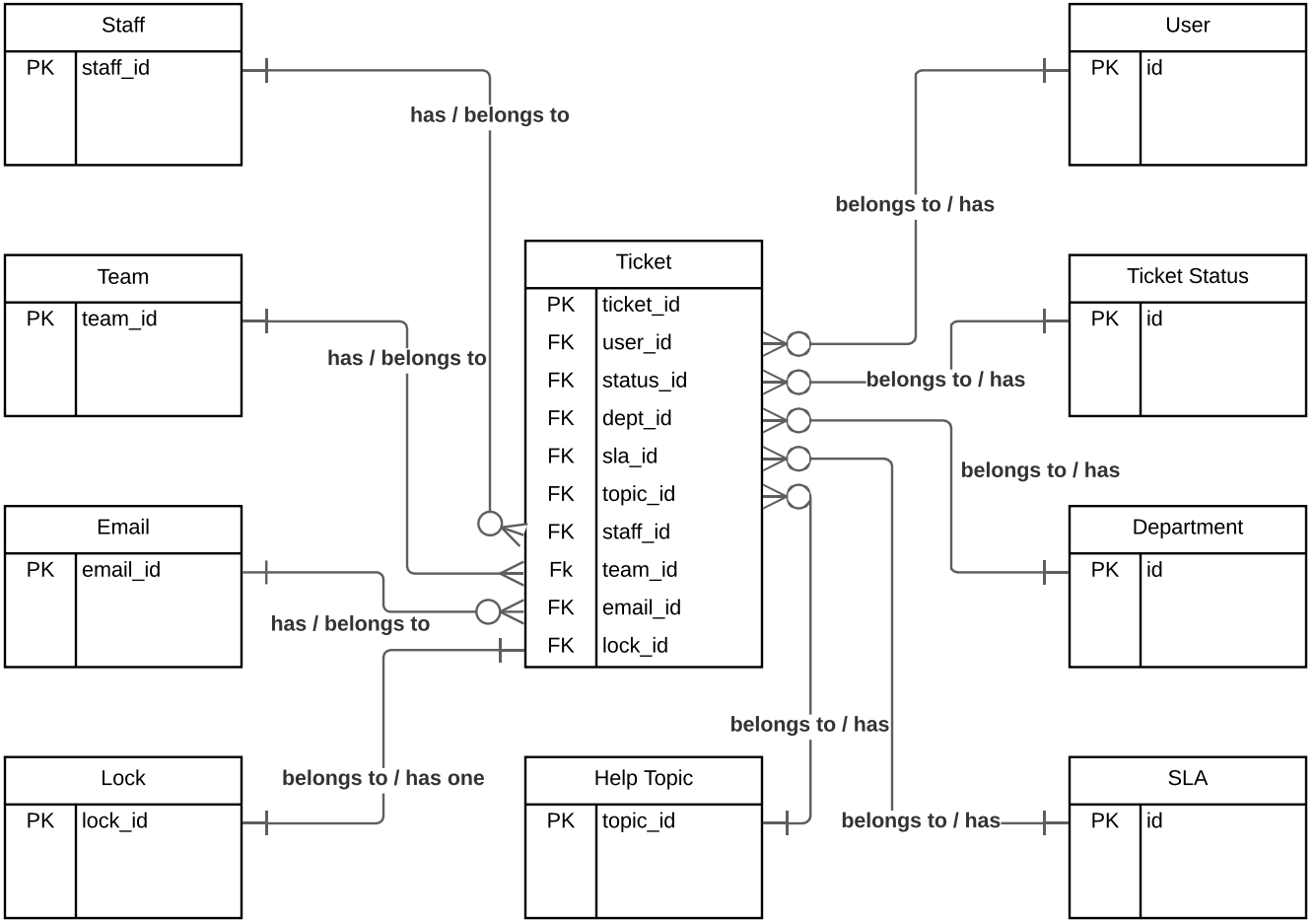Ticket Objects