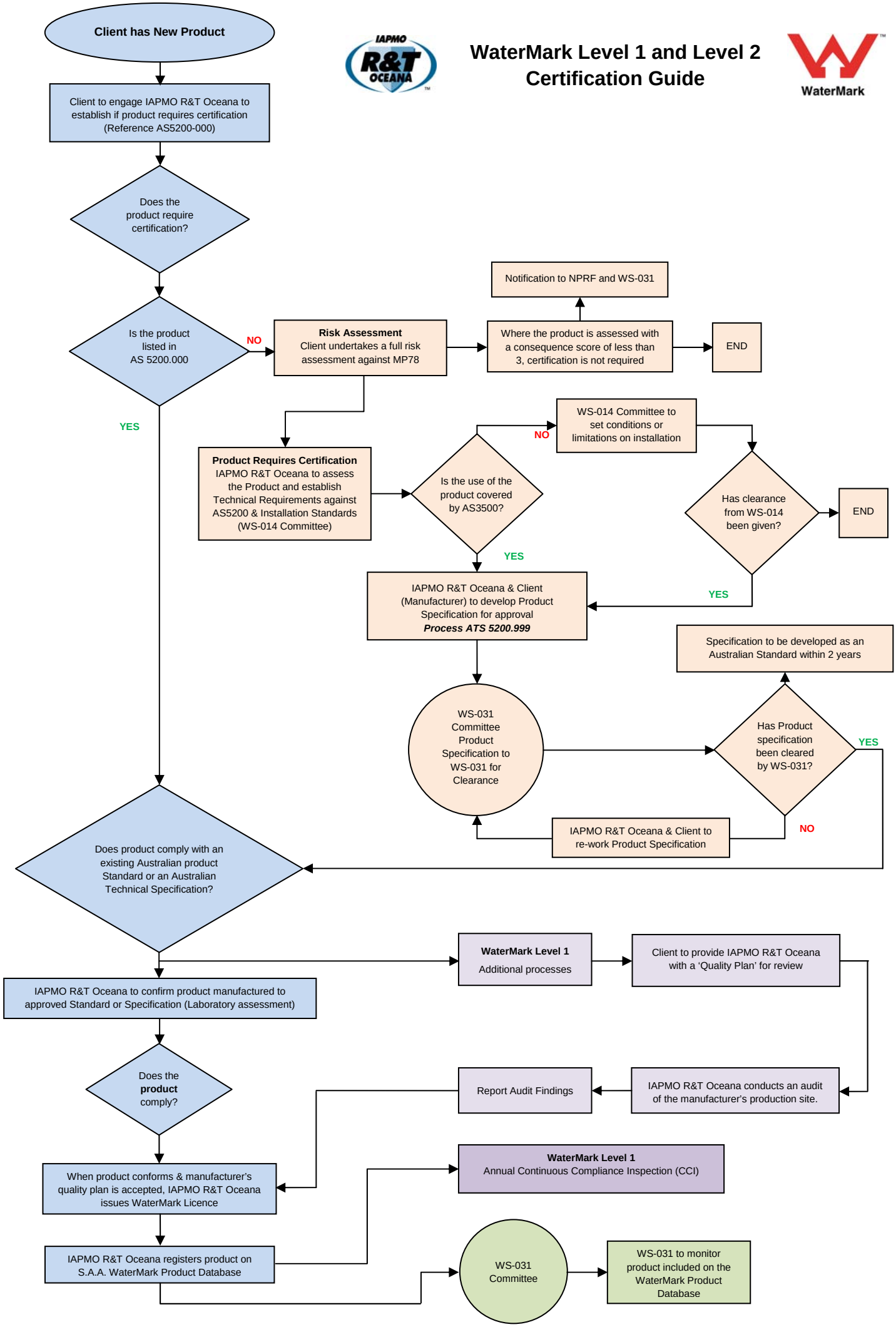WaterMark Level 1 and Level 2 Certification Guide