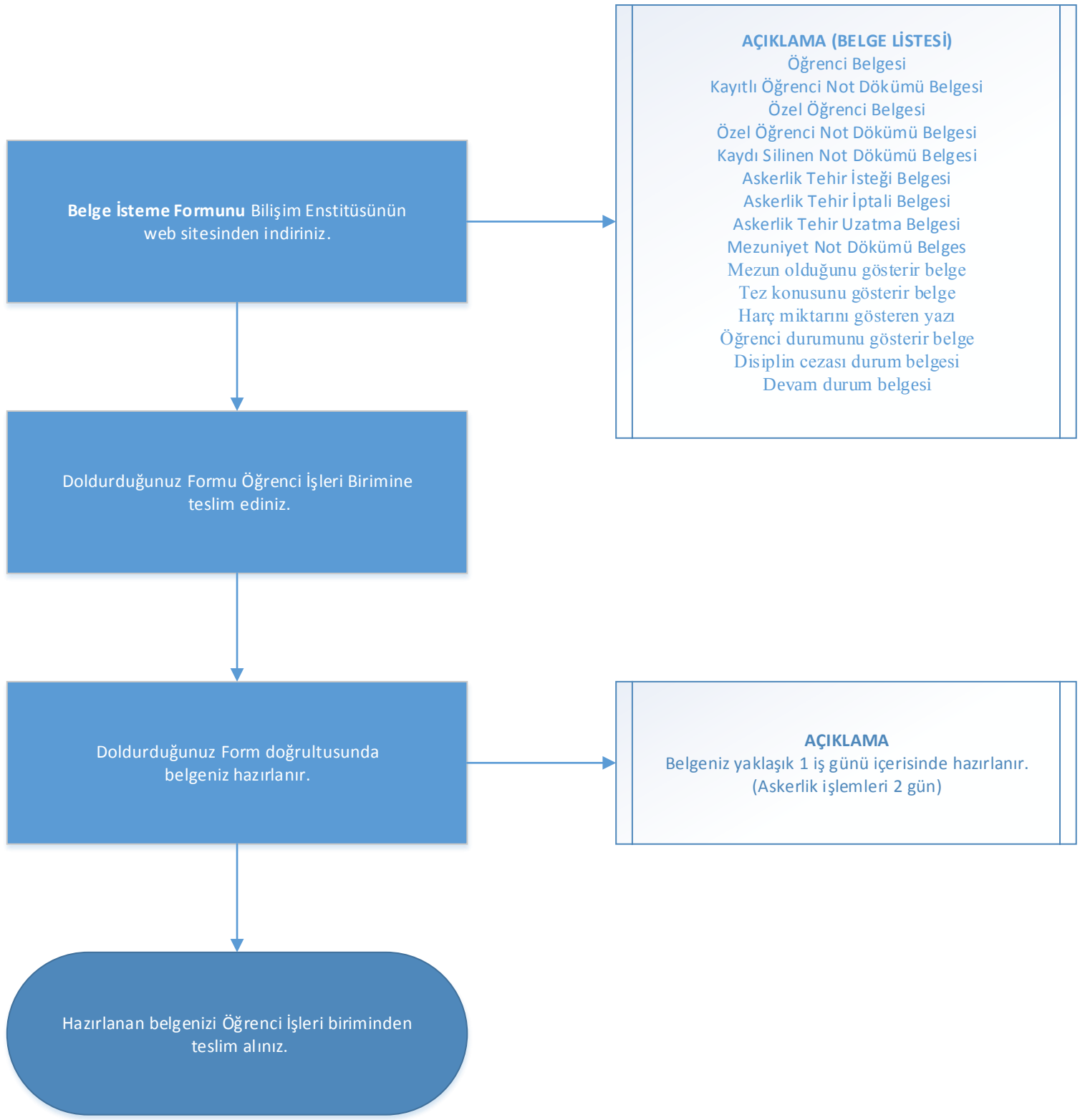BELGE İSTEME SÜRECİ