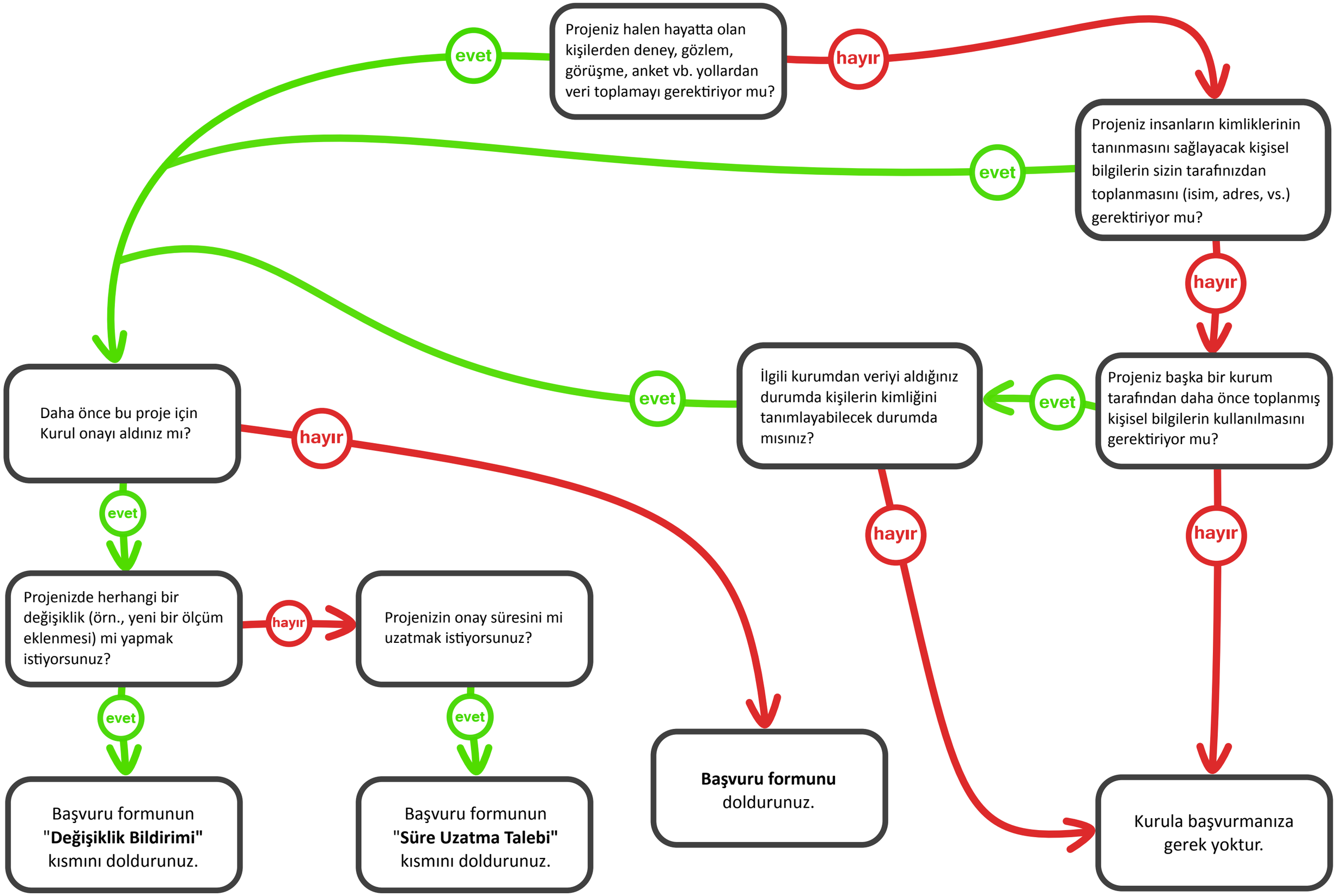Başvuru Akış Şeması