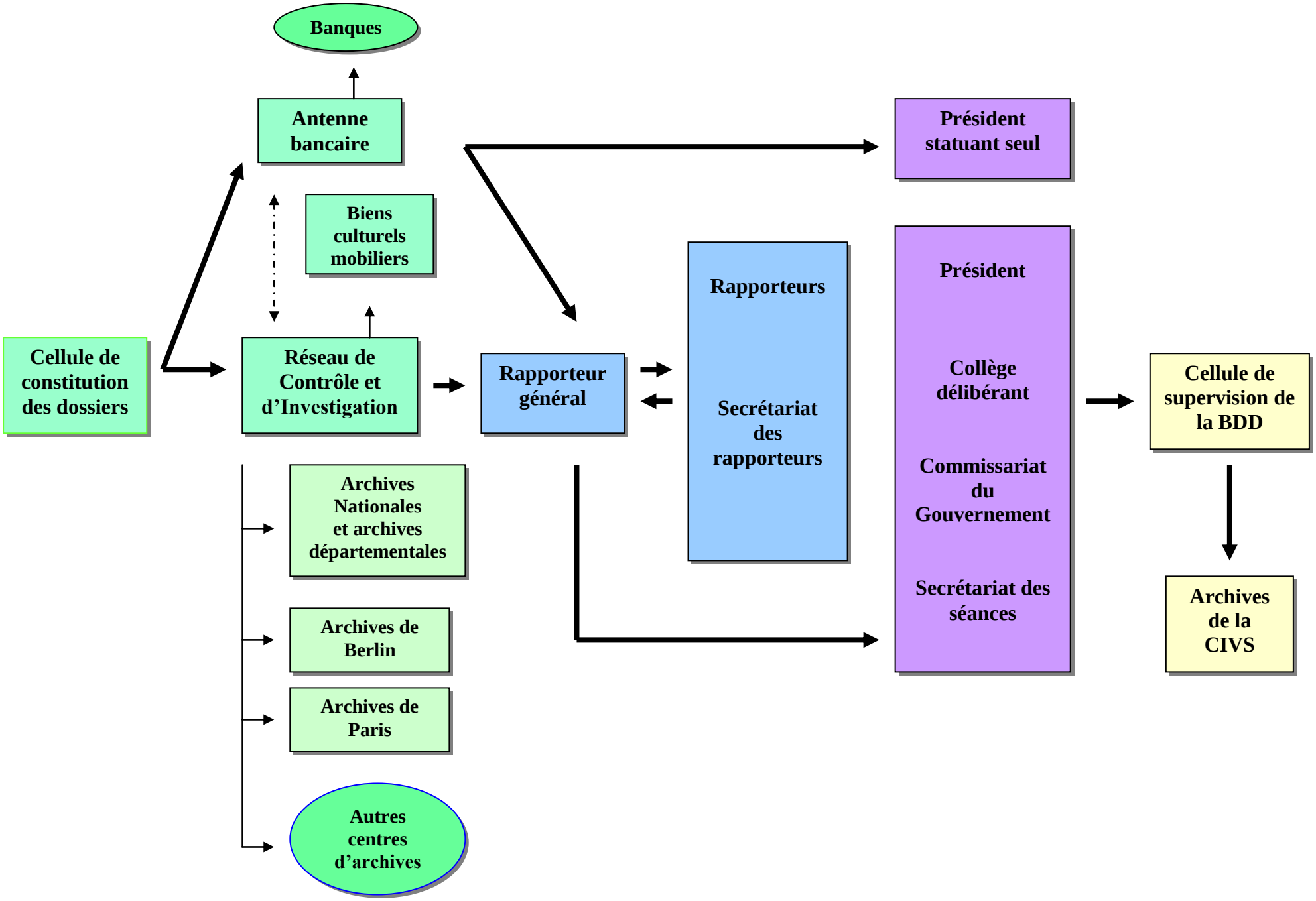PRÉSENTATION SCHÉMATIQUE DU TRAITEMENT D'UN DOSSIER