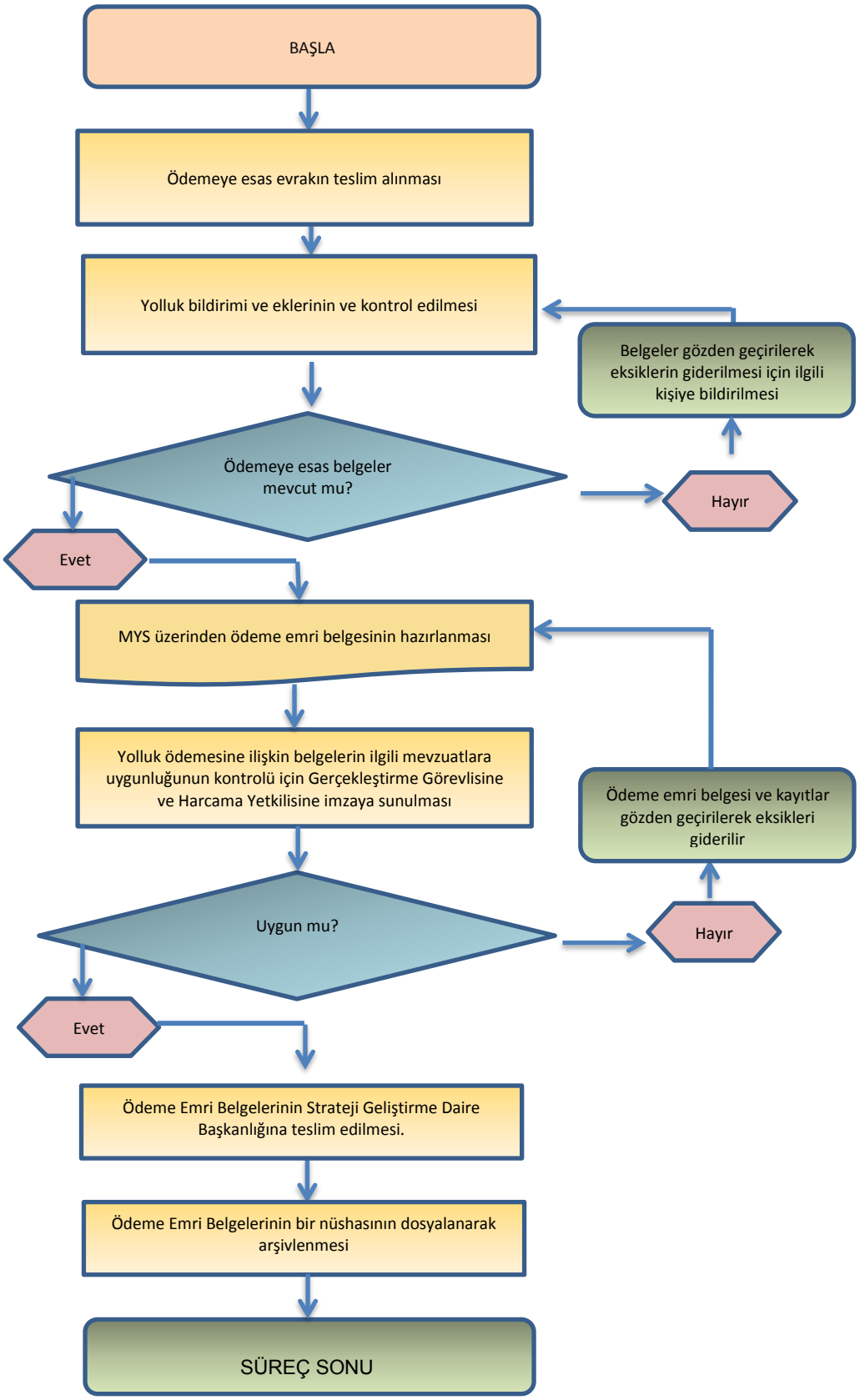YOLLUK İŞLEMLERİ