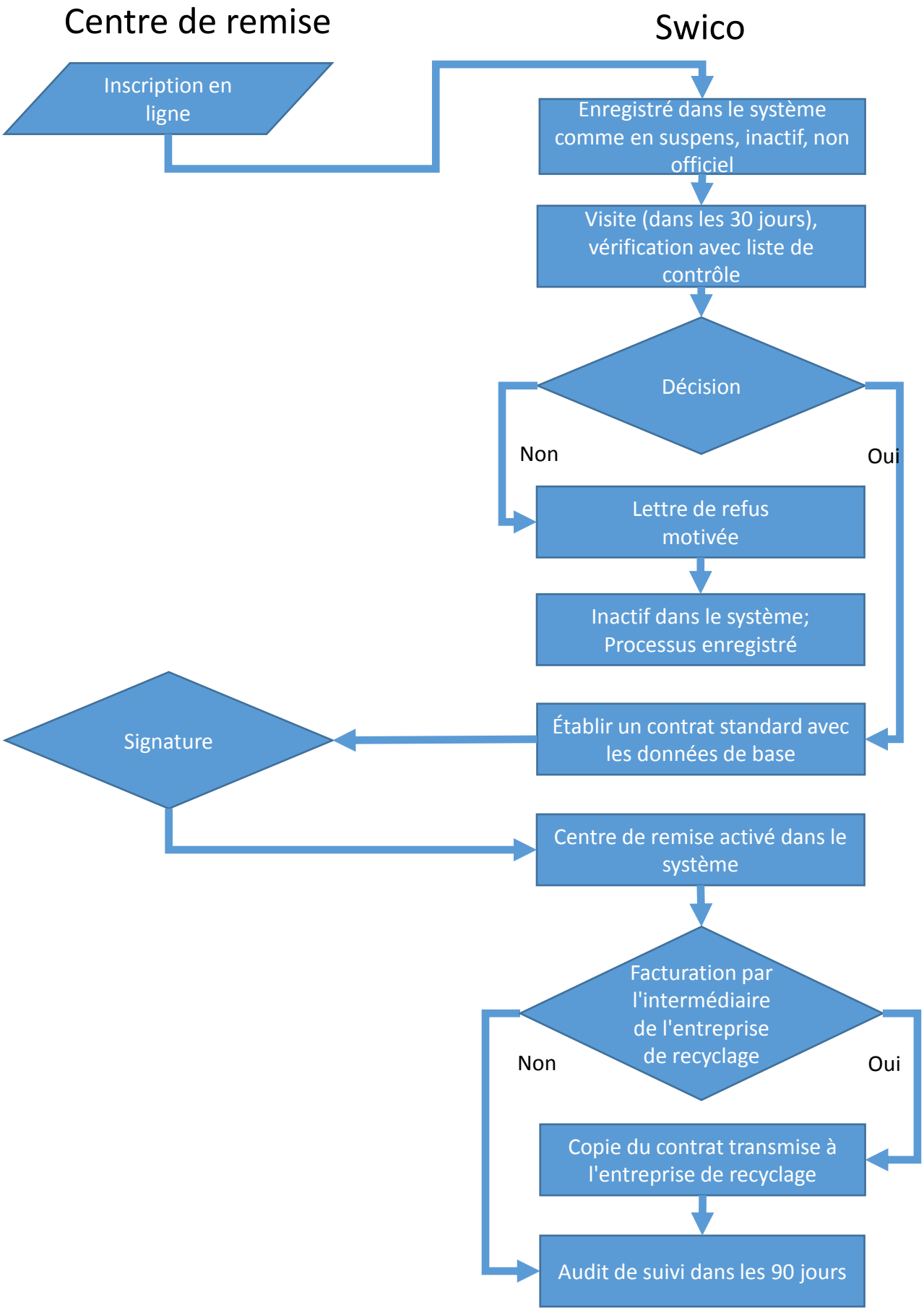Processus «Nouveau centre de remise»