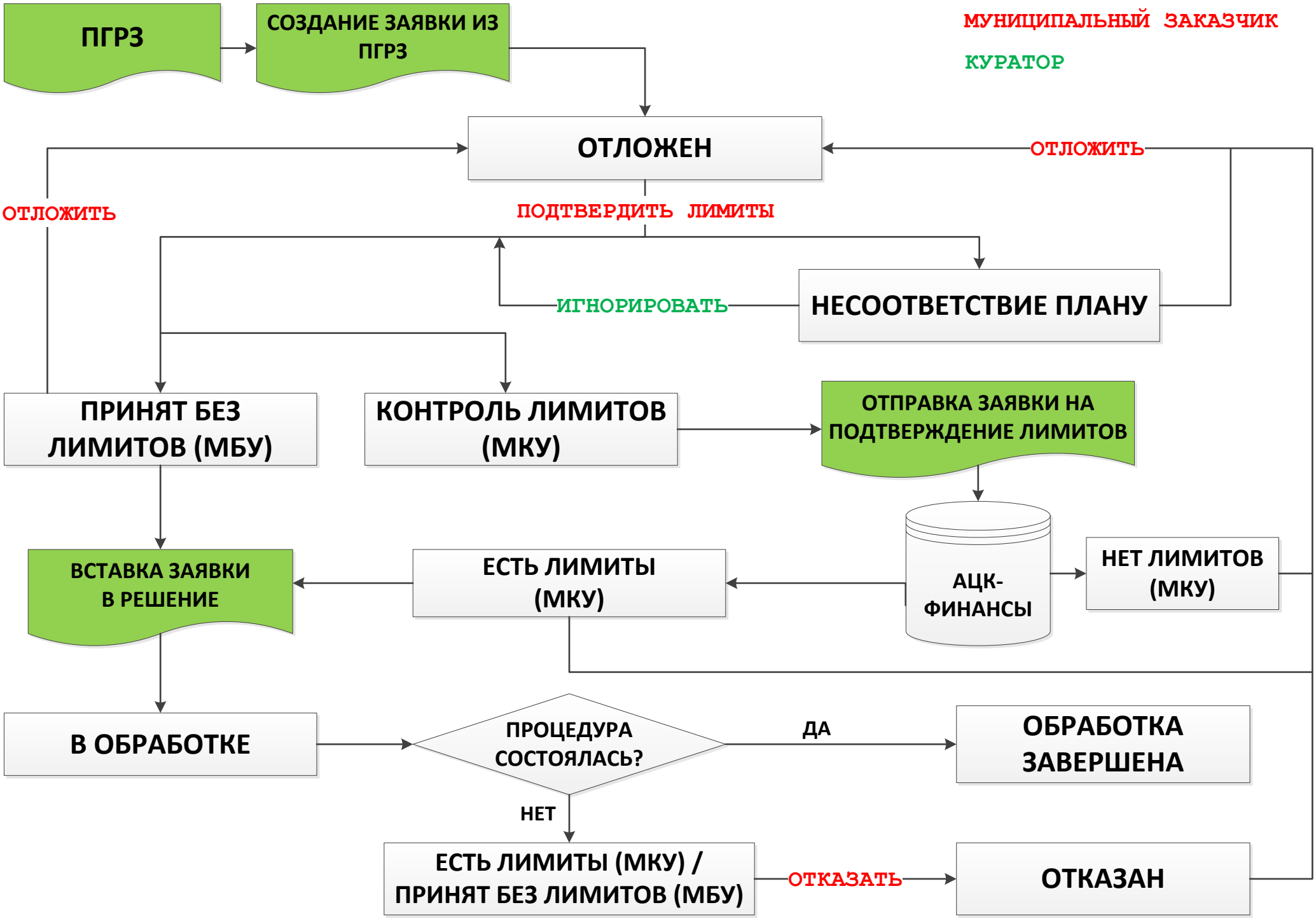СХЕМА ОБРАБОТКИ ЗАЯВОК