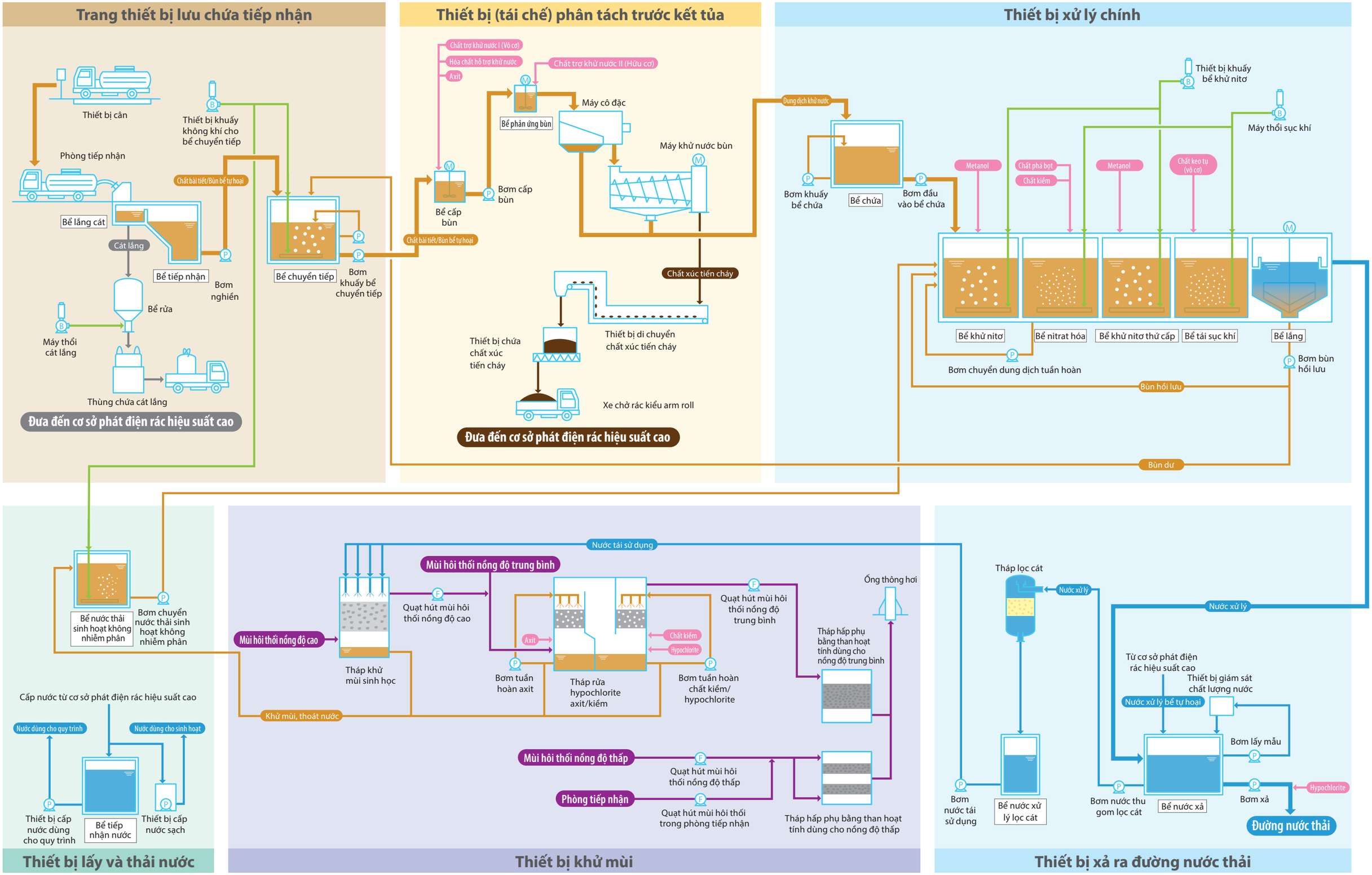QUY TRÌNH XỬ LÝ