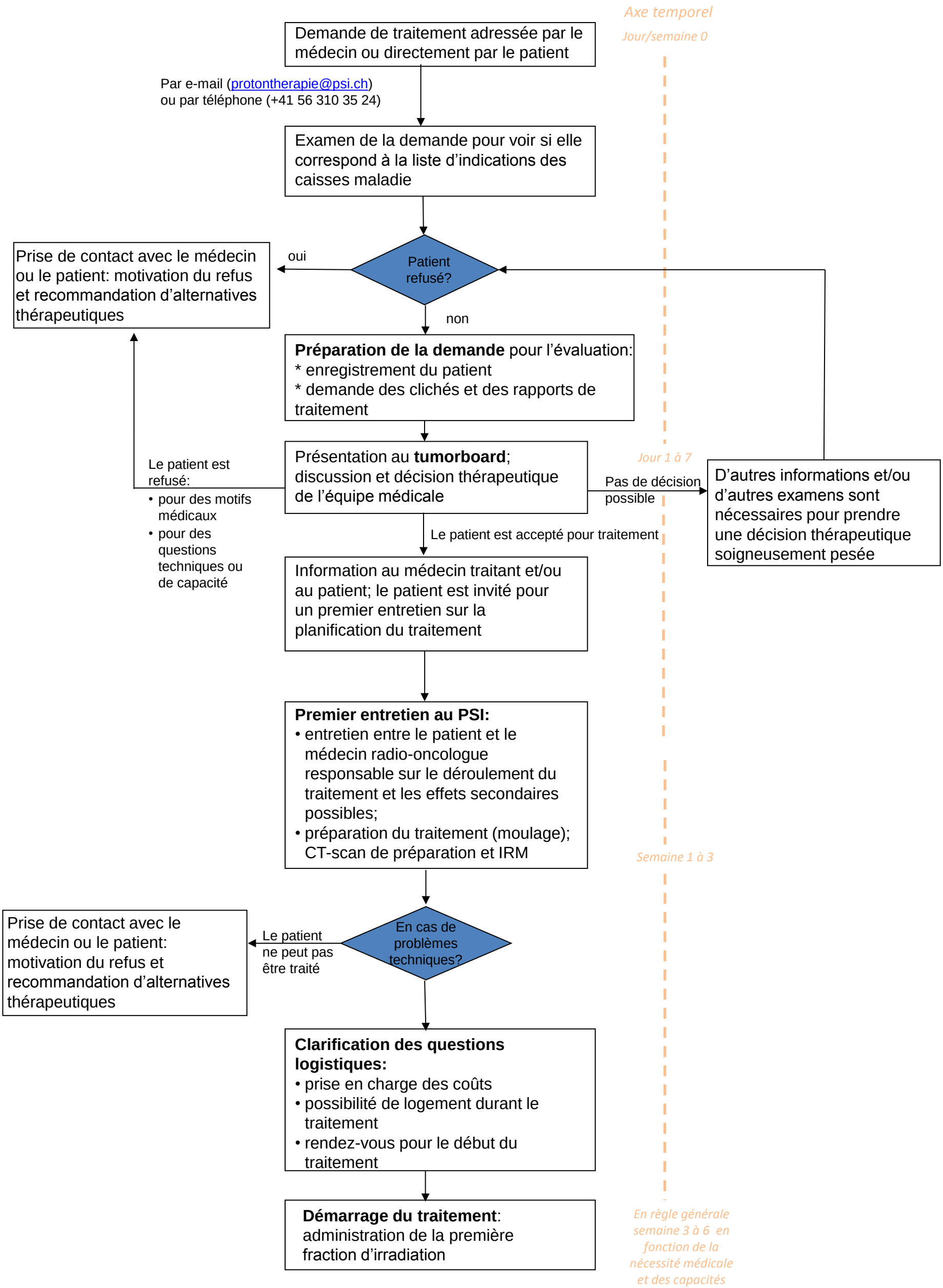Traitement d'une nouvelle demande