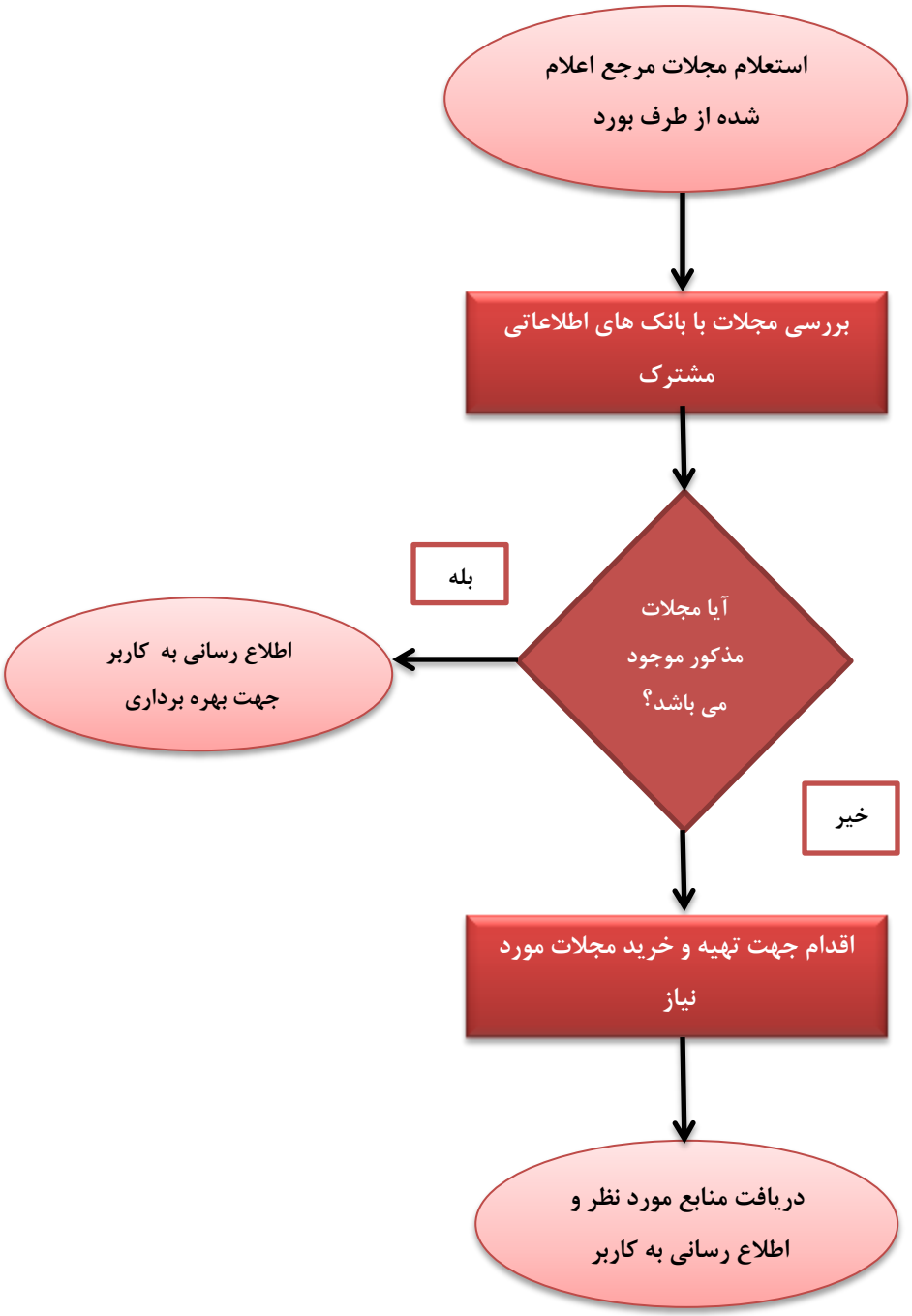فرآیند سفارش و تامین مجلات مرجع