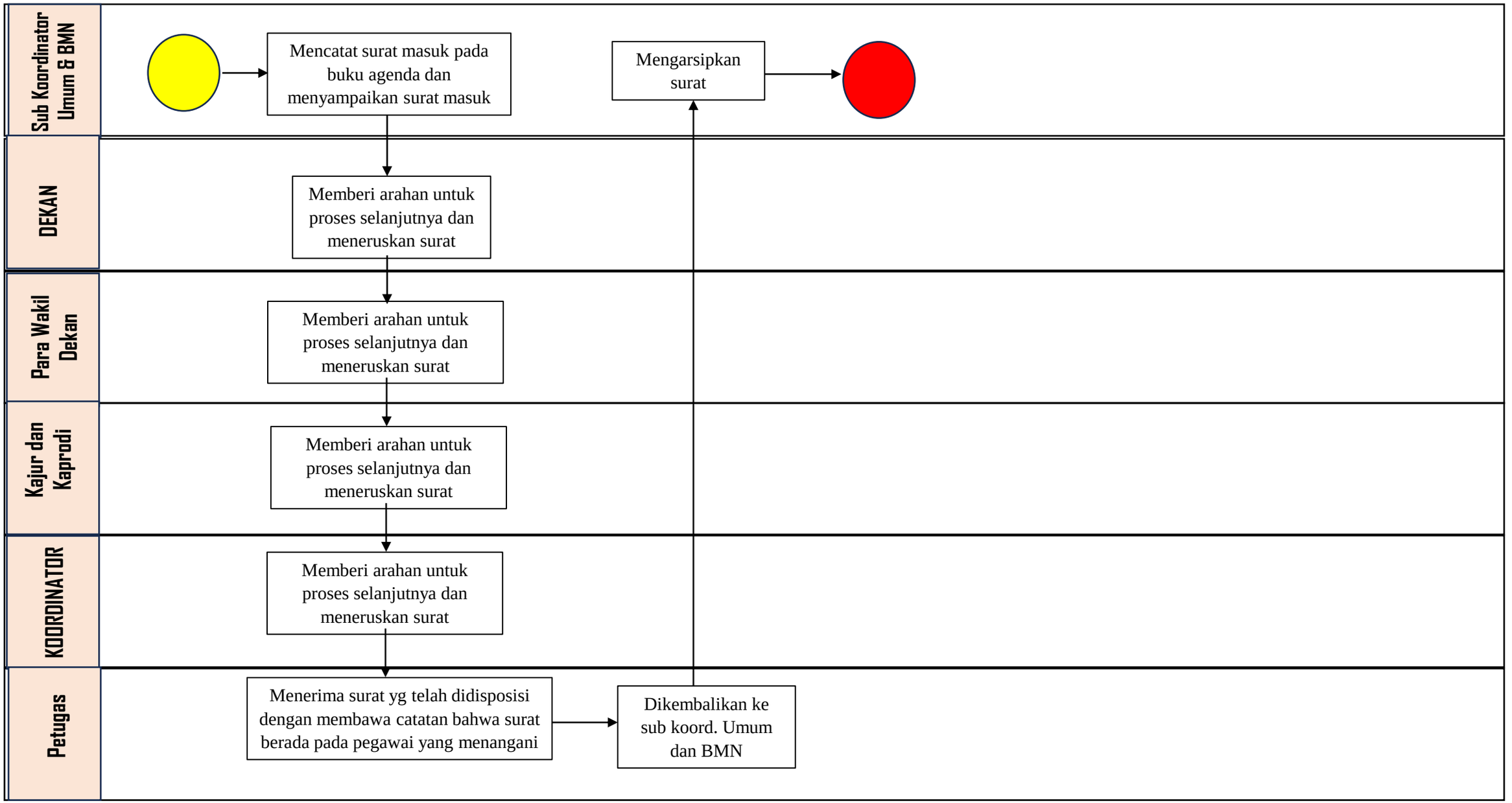SOP PENGARSIPAN SURAT