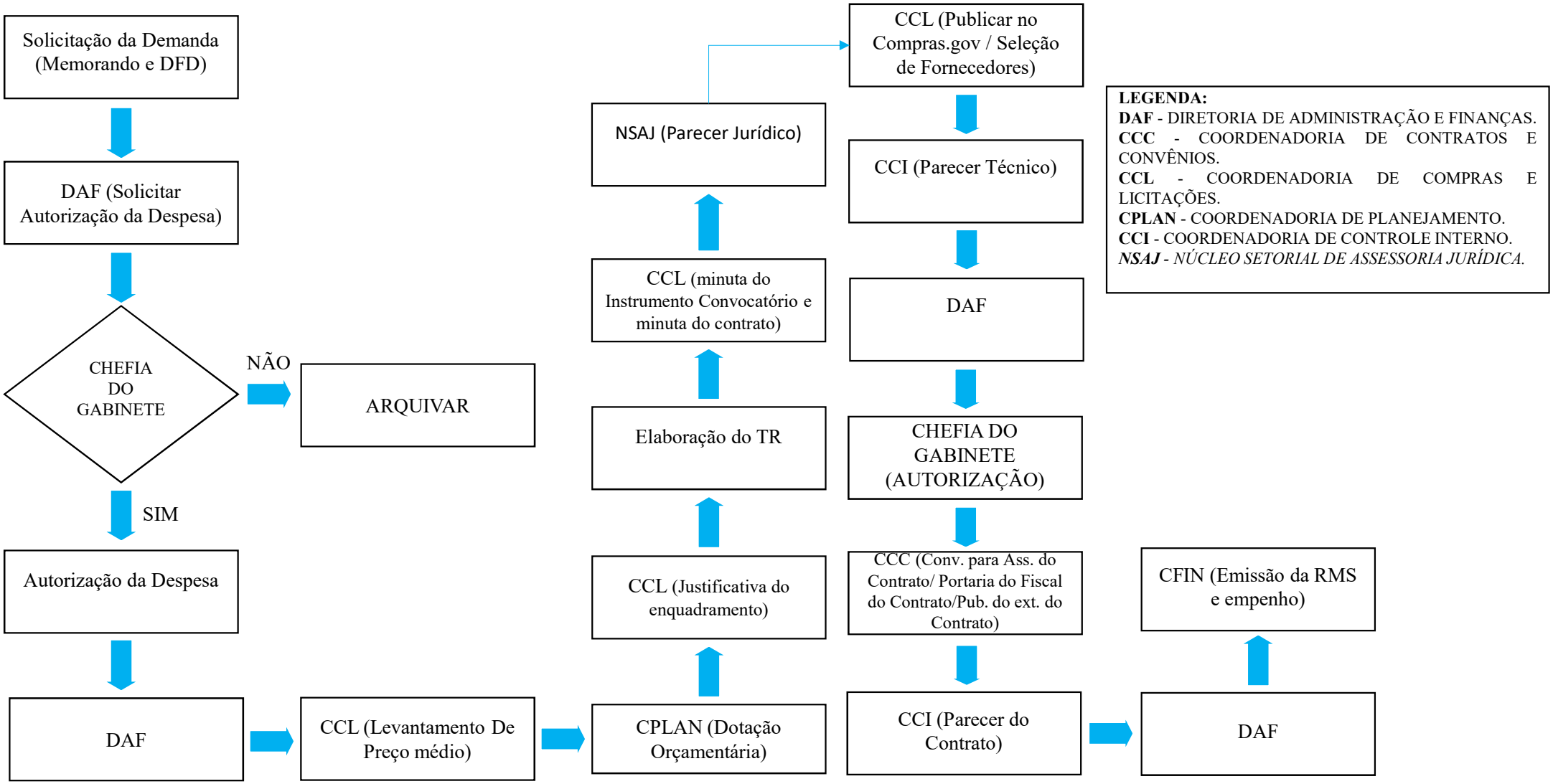FLUXOGRAMA DO PROCESSO DE COMPRA