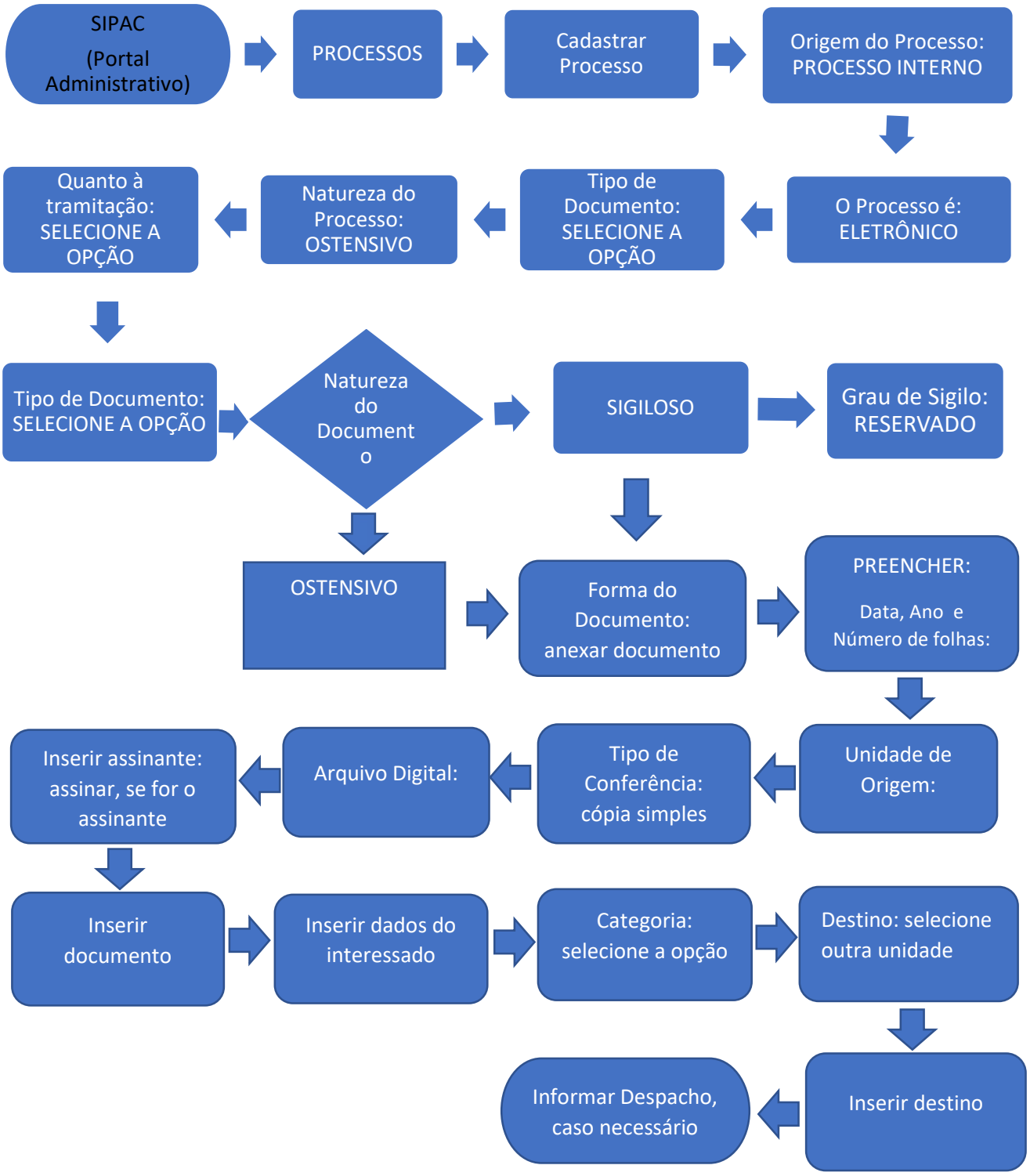FLUXOGRAMA ABERTURA DE PROCESSOS ELETRÔNICOS