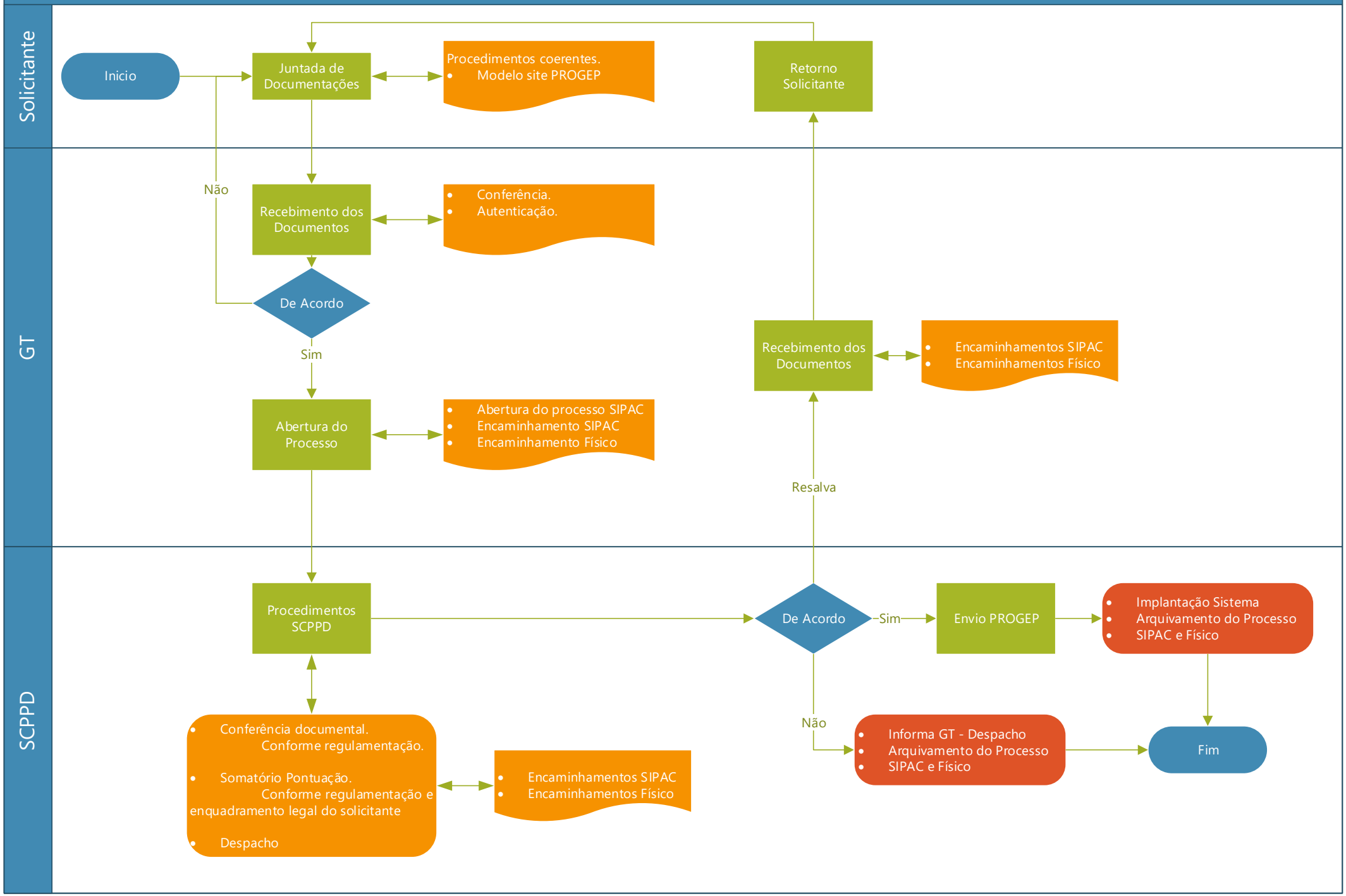Procedimento Padrão Solicitações