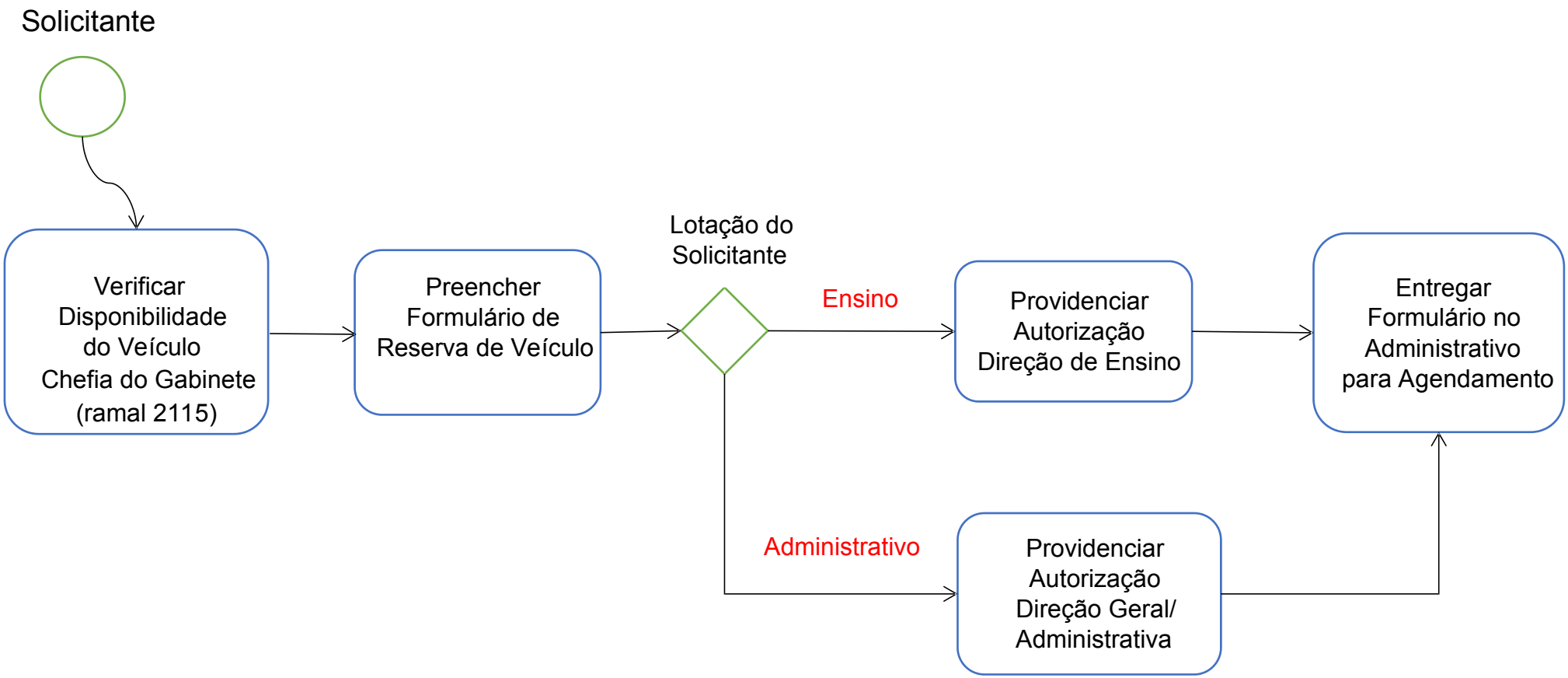FLUXOGRAMA DE SOLICITAÇÃO DE RESERVA DE VEÍCULO