



User's Manual

Parties



THE CHAMBER OF
CONCILIATION,
MEDIATION AND
ARBITRATION
CIESP FIESP

THE CHAMBER OF CONCILIATION, MEDIATION AND ARBITRATION CIESP/FIESP

User's Manual

Av. Paulista, 1313 – 8th floor
Bela Vista, São Paulo - SP, 01310-100
Tel. (11) 3549-3240

v. .27.5.2024

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1. First manifestation in an electronic arbitral proceeding

a) Request for arbitration

The request for arbitration in an electronic arbitral proceeding (“proceeding”) is made upon the filling of the form available on the Chamber of Conciliation, Mediation and Arbitration Ciesp/Fiesp website, that may be accessed on the following electronic address: <https://www.camaradearbitragemsp.com.br/>, or through the *link* below:

➔ <https://form.asana.com/?k=cHFBwnAMXZRzXvVnjFM4Q&d=1146263326182336>

Upon *(i)* the filling of the form with Claimant’s relevant information and *(ii)* the sending of the Request for Arbitration and its annexes in the form, the Secretariat will register the new proceeding in the Chamber’s Electronic Portal (“Portal”) and contact the Parties regarding the progress of the proceeding.

➔ In case of doubts or eventual system unavailability, send an e-mail with the subject “**REQUEST REGISTRATION**”, containing Claimant’s relevant information, contact information (e-mail and telephone number) of the Claimant’s legal representatives/counsels, as well as the request for arbitration and its enclosures as attachments to the message or via sharing *link* to: cmasp@ciesp.com.br, with copy to secgeral.cmasp@ciesp.com.br, and wait for the Secretariat’s contact.

Attention: The filing of the other manifestations and documents shall be made directly in the Portal (Chapter 3).

b) Entry in the arbitral proceeding as Respondent

For its first manifestation, through the Portal, in the proceeding, Respondent must fill, in advance, the form available on the Chamber’s *website*, <https://www.camaradearbitragemsp.com.br/>, or via the *link* below:

➔ <https://form.asana.com/?k=xH6UAafVnBhasl0-1YjmSA&d=1146263326182336>



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- In case of doubts or eventual system unavailability, send an e-mail with the subject “**RESPONDENT’S REGISTRATION**”, containing Respondent’s relevant information, contact information (e-mail and telephone number) of the Respondent’s legal representatives/counsels, as well as the respective legal representatives/counsels’ power of attorney instrument and personal/corporate documentation as an attachment or via sharing *link* to: cmasp@ciesp.com.br, with copy to secgeral.cmasp@ciesp.com.br, and wait for the Secretariat’s contact.

Attention: The filing of the manifestations shall be made directly through the Portal (Chapter 3), for this reason we do not recommend a last call filing.

c) Joinder request in an ongoing proceeding as a third party or *Amicus Curiae*

The joinder request as a third party or *Amicus Curiae* in the proceedings is made upon the filling of the form available on the chamber’s *website*, <https://www.camaradearbitragemsp.com.br/>, or via the *link* below:

- <https://form.asana.com/?k=ojIsjG9SXCCcRLyVSMHxCeA&d=1146263326182336>

- In case of doubts or eventual system unavailability, send an e-mail with the subject “**THIRD PARTY REGISTRATION**” or “**AMICUS CURIAE REGISTRATION**”, containing the proceeding’s relevant information, contact information (e-mail and telephone number) of the legal representatives/counsels for registration on the Portal, as well as the respective legal representatives/counsels’ power of attorney instrument and personal/corporate documentation as an attachment or via sharing *link* to: cmasp@ciesp.com.br, with copy to secgeral.cmasp@ciesp.com.br, wait for the Secretariat’s contact.

Attention: The filing of the manifestations shall be made directly through the Portal (Chapter 3), for this reason we do not recommend a last call filing.

2. User Registration

The users will be invited by the Chamber's Secretariat, to register in the Portal, for the monitoring of a proceeding, through an invitational e-mail with a registration *link*, as the model below:

Centro das indústrias do Estado de São Paulo Portal - new site invitation

De: Lilian Bertolani (noreply-ciesp@highq.com)
Para: lilian_ue@yahoo.com.br
Data: quarta-feira, 17 de agosto de 2022 16:22 BRT



Agatha,

You have been invited to the **CMA 755** site by **Lilian Bertolani** from Centro das indústrias do Estado de São Paulo.

Please click here to activate your account

THE ABOVE LINKS CONTAIN SENSITIVE DETAILS THAT ARE SPECIFIC TO YOUR USER ACCOUNT. PLEASE DO NOT FORWARD THIS EMAIL TO ANYONE ELSE.

For technical and user support please email the **Administrator**.

Kind regards,

Centro das indústrias do Estado de São Paulo



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To initiate the registration, click on the link **“Please click here to activate your account.”**

Following the account's activation, a new window for the password's registration shall open. Upon the insertion of the chosen password and agreement to the Terms of Use, click in **“Choose password”**, as the model below:



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Defina sua senha

Insira uma senha para ativar sua conta

☐ Lembrar-me neste computador

☒ Concordo com o [Termos de uso](#)
(Obrigatório)

Definir senha

Se precisar de suporte técnico, envie um e-mail:
cmasp@ciesp.com.br

After the definition of the password, the user will be moved to another window for the profile edition. Insert the contact information and click in “**Save**”, as the model below:



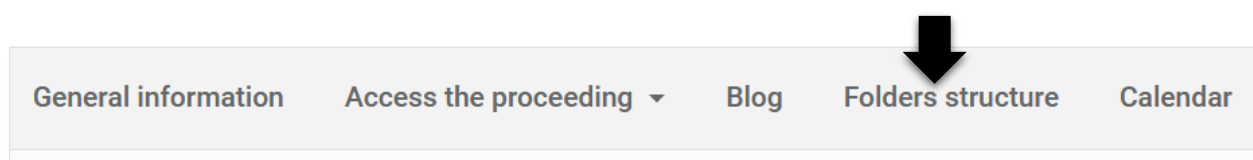
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At last, the user will come forward the Portal's Terms of Use. Read and confirm the adhesion to the Terms, as the model below:

Attention: Maintain the contact information updated for the receipt of the notifications of the proceeding (Chapter 4).
















3. Filing of the Parties' manifestations

The Parties shall proceed with the filing of its manifestations and documents in their private folders, that may be accessed in the indicated tab below:



➔ Each Party shall only have access to its own private folders.

In the example below, Claimant visualizes the following folders:

CMA 755								
<input type="checkbox"/>	Name	Pages	Size	Author	Last modified			
<input type="checkbox"/>	 1 Access the proceeding			Lilian Bertolani	21 Jun 2022 16:18			
<input type="checkbox"/>	 2 Arbitration rules			Lilian Bertolani	20 Jun 2022 10:48			
<input type="checkbox"/>	 4 Claimants			Lilian Bertolani	12 May 2022 17:12			
<input type="checkbox"/>	 8 Financial information			Lilian Bertolani	20 Jun 2022 17:34			

➔ The folders “1. Access the Proceeding” e “2. Arbitration Rules” are public and accessible to all Parties in the proceeding.

When clicking on folder “Claimants”, it shall appear in sequence:

4 Claimants ▾ ↗ ☆ ⋮

<input type="checkbox"/>	Name ▾	Pages ▾	Size ▾	Author ▾	Last modified ▾	
<input type="checkbox"/>	4.1 Common term			Lilian Bertolani	20 Jun 2022 17:02	☆ ⋮
<input type="checkbox"/>	4.2 Exclusive term			Lilian Bertolani	20 Jun 2022 17:14	☆ ⋮
<input type="checkbox"/>	4.3 Financial Files			Lilian Bertolani	20 Jun 2022 17:11	☆ ⋮
<input type="checkbox"/>	4.4 Ex Parte Communications			Lilian Bertolani	20 Jun 2022 17:32	☆ ⋮

Step 1: Choose the type of the filing

IMPORTANT: Choose the filing folder according to the speculated term to be fulfilled, that may be: **Parties' common term manifestation**; **Parties' exclusive term manifestation**; **Ex-Parte manifestation**; **Financial Files**, as follows.

a) Parties' common term manifestation

Applies to the cases in which the Parties have a simultaneous term for the filing of their respective manifestations.

In this case, the filed petition shall rest **withheld** in the respective Party private folder, without the possibility of editing the document, until all the involved Parties proceed with the filing in their private folders or the passing of the term. However, the Parties should note that the Arbitral Tribunal will have access as soon as the filing is made.

The Secretariat shall publicize the petition and documents, presented in the respective private folders, on the folder "**1. Access the proceeding**", in the appropriate moment so all the involved Parties have a simultaneous acknowledgement.

b) Parties' exclusive term manifestation

Applies to the cases in which only one of the Parties must manifest in that specific moment of the proceeding.

The filed petition and documents shall be, automatically, published in the public folder “**1. Access the proceeding**”, turning up immediately accessible to all involved in the proceeding.

c) Ex-Parte Manifestation

Applies to the cases in which the Party wishes to present an *Ex-Parte* manifestation to communicate with the arbitral tribunal and the Secretariat without the acknowledgment of the respective counterpart.

The manifestation shall rest withheld in the Party’s private folder, to which only the respective Party, the Arbitral Tribunal and the Secretariat shall have access.

Upon authorization by the Arbitral Tribunal or the Chamber’s Presidency, it shall rest on the Secretariat to publish the presented petitions and documents on folder “**1. Access the Proceeding**”.

d) Financial Files

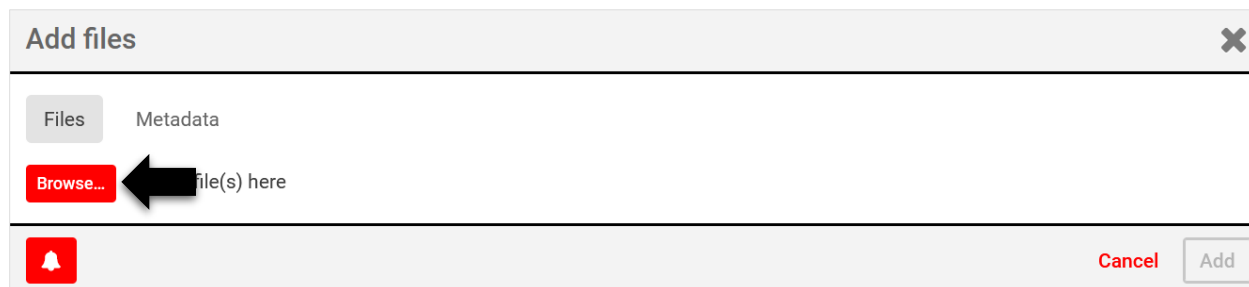
It is utilized for the document Exchange between the Secretariat’s financial department and the Party.

Step 2: Sending of the records for filing

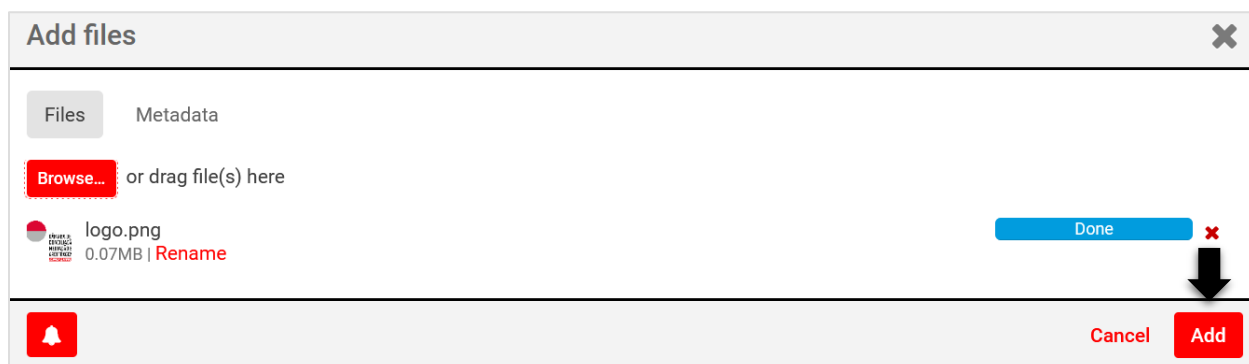
To proceed with the filing of a record, click on the chosen private folder, as described on Step 1 (above), and upload the file(s) clicking on “**Upload**” and then on “**Files**”, as indicated below:



Then proceed clicking on “**Browse**” and choose the file(s), as indicated below:



Upon the conclusion of the file upload, click on “**Add**”, as indicated below:



IMPORTANT: To upload multiple documents at once or a large volume of data, it is recommended to use a zipped folder. This allows the user to avoid the system sending multiple confirmation emails, since, by default, the platform issues a confirmation email for each file received.

Step 3: Filing confirmation

The user will receive the filing confirmation, in the registered e-mail, as the model below:



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Filing Confirmation - logo

De: automation.engine@highq.com

Para: lilian_ue@yahoo.com.br

Data: quarta-feira, 17 de agosto de 2022 16:59 BRT



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Dear Sir/Madam,

On this date, the Secretariat confirms the filing of the following document: logo.

The referred document shall be placed in the "Common Deadline" folder until made available by the Secretariat in the Access the Proceeding folder".

The Parties shall be informed when the document is made available.

To access, [click here](#).

Sincerely,

Secretariat of the Chamber Ciesp/Fiesp

THE ABOVE LINKS CONTAIN SENSITIVE DETAILS THAT ARE SPECIFIC TO YOUR USER ACCOUNT.
PLEASE DO NOT FORWARD THIS EMAIL TO ANYONE ELSE.

For technical and user support please email the [Administrator](#).

Kind regards,

Centro das Indústrias do Estado de São Paulo



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Attention: the sender of the messages is notificacao@cmasp.com.br. In case you are not receiving the system's messages, verify your *spam* mailbox and, in case of doubts, contact the Secretariat on the number +55 (11) 3549 3240.

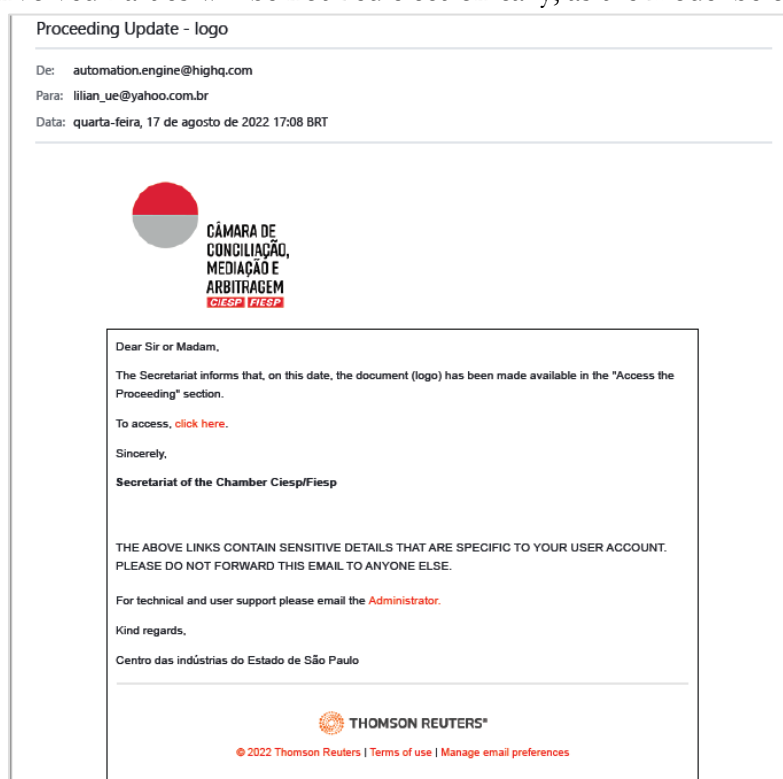
To visualize the filed document, click on the indicated *link* in the message or access the folder to which the file(s) have been submitted or access the folder "**1. Access the proceeding**".

Attention: The folders for the filing of Common term manifestations, Exclusive term manifestations and *Ex-Parte* manifestations are utilized by the Portal's file storage system whilst the files have not been made public in the proceeding. Once the manifestation can be acknowledged by all the involved parties, it shall be moved, by the system or by the Secretariat, to the folder "**1. Access the proceeding**".

4. Notice of the procedural acts

The represented Parties (registered on the Portal) shall be communicated of all procedural acts, such as communications of the Secretariat, the counterpart's manifestations and documents, procedural orders and awards, **exclusively** through the Portal, with the publication in the folder “**1. Access the proceeding**”.

Whenever a document is published via the Portal or by the Secretariat in the folder “**1. Access the proceeding**”, all the involved Parties will be notified electronically, as the model below:



Attention: an e-mail will be automatically sent by notificacao@cmasp.com.br to each file submitted to the folder “**1. Access the proceeding**”. In case you are not receiving the system's messages, verify your *spam* mailbox and, in case of doubts, contact the Secretariat on the number (+55 11) 3549 3240.

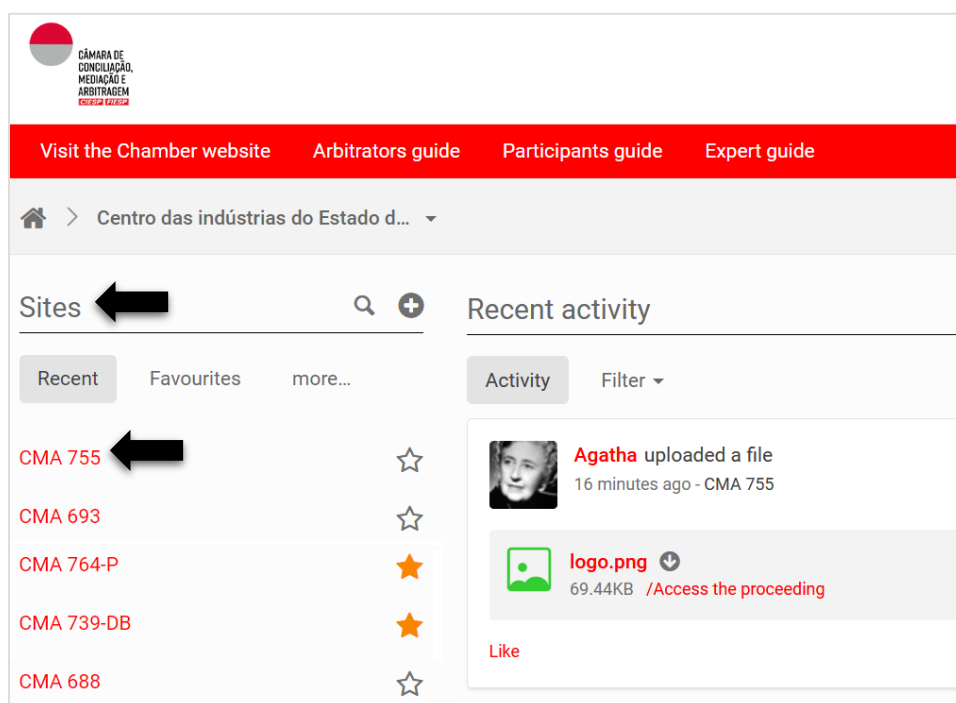
5. Consultation and General Information

a) Consultation to the proceeding

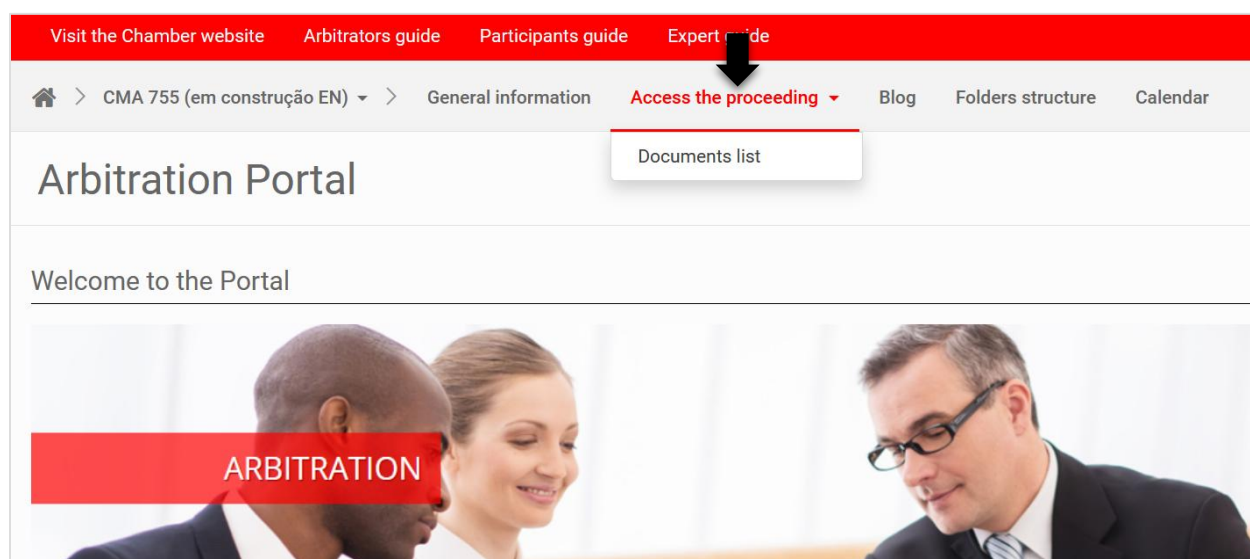
To consult a proceeding, it is necessary that the user is registered in the Portal (Chapter 2).

Once logged in the Portal, on the left of the initial page, the User will find the tab “**Sites**”, which will show all the proceedings that use is involved (as Party, Counsel, Arbitrator) and the recent activities related to each proceeding. Every *site* corresponds to one proceeding.

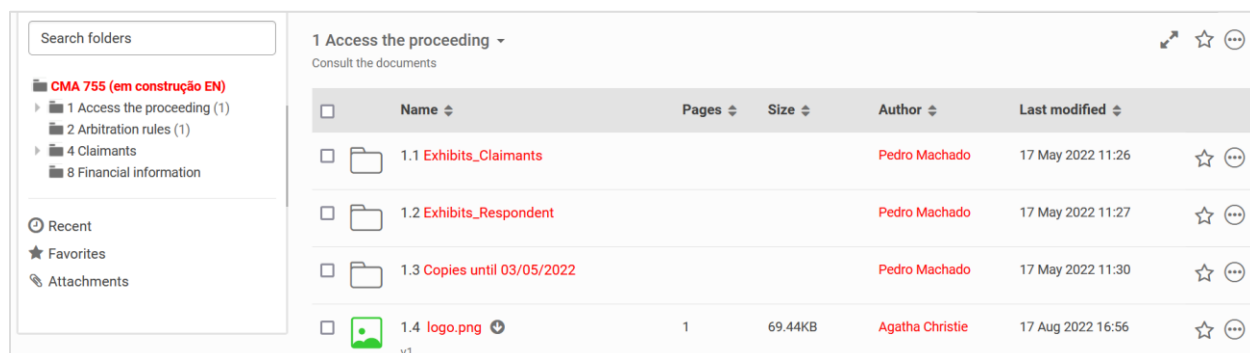
To access the proceeding, click on the respective *site*, as indicated below:



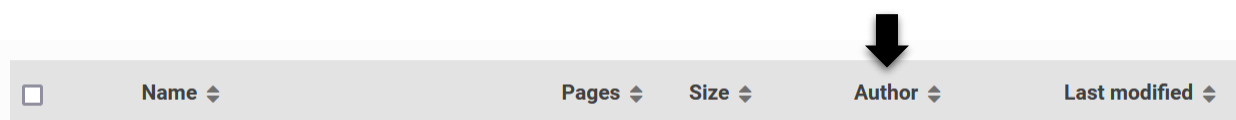
The proceeding's Portal will automatically open in the tab “**General Information**”. Click on the tab “**Access the Proceeding**” and, following, on “**Documents list**”, as indicated below:



Shall be visualized the proceeding's documents included in the folder “**1. Access the Proceeding**” that will present the documents that have been made public to all involved Parties, as the example below:

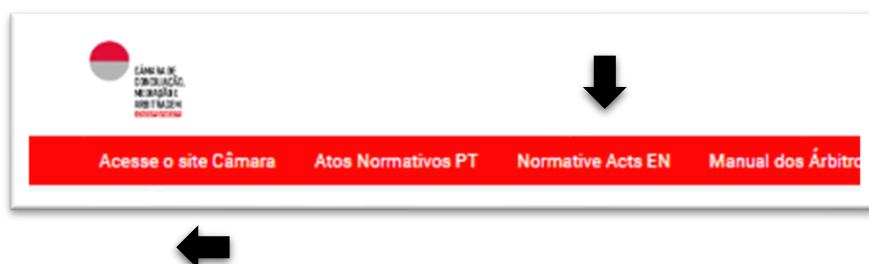


The files are displayed in filing chronological order and are numbered automatically by the system. However, the view mode can be modified, by the user, utilizing filters, e.g. author of the filing (below):



b) Consultation to the Chamber's arbitration rules

To quick access the applicable procedural rules (arbitration rules, table of costs and resolutions), click on the tab “**Normative Acts EN**” on the navigation bar:



c) General information

The tab “**General information**” contains the participant's general contact information (name and e-mail address). It is essential that any contact information update is immediately communicated, through the Parties's Counsels, to the Secretariat.




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Home > CMA 755 > General information Access the proceeding ▾ Blog Folders structure Calendar

Arbitration Portal

Welcome to the Portal










Claimants	Respondent	Sole Arbitrator	Case Manager
 JKL Viagens e Turismo Ltda	 Lilian Silva	 João Mendes joao.user@msn.com	 Pedro Machado pedro.machado@ciesp.com.br Office: +55 11 3549-3563
Claimant's Counsel	Respondent's Counsel	Secretário do Tribunal Arbitral	Finance Department
 Agatha lili@yahoo.com.br	 João do Pulo pereirajp@adr.com.br	 João Silva joao@yahoo.com	 Claudio Miranda cma.adm@ciesp.com.br Office: +55 11 35493562

Underneath the participant's information, there will be a shortcut to the “**latest documents filed**” that have been published in the folder “**1. Access the proceeding**”, as indicated below:



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Proceeding Financial Information	Latest documents filed	Ciesp/Fiesp - Secretariat
 v3.xlsx 110.35KB, Lilian Bertolani , 17 Aug 2022 17:36	 logo.png 69.44KB, Agatha <small>New</small>	 Aaron Hwang  Jéssica Cacique de Araújo  Lilian Bertolani  Pedro Machado  Yasmin Nunes

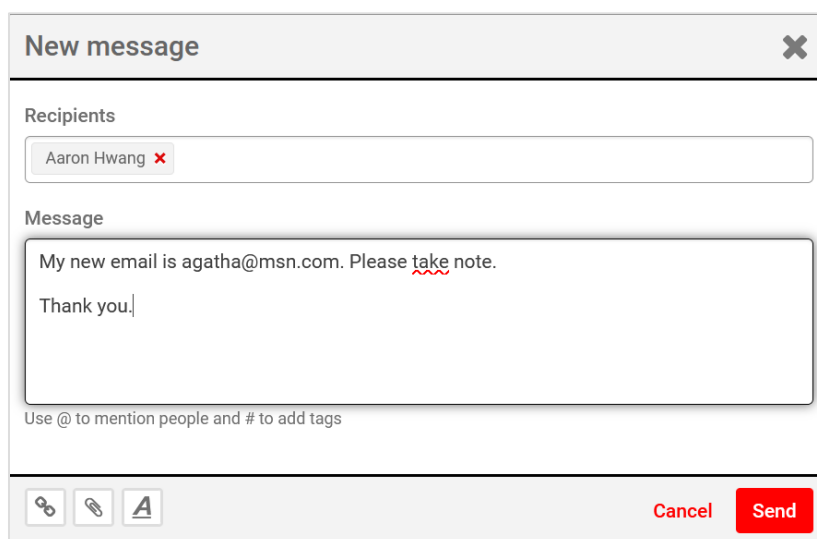
6. Contact data and info to the Secretariat

For the better development of the proceeding, it is essential to keep all the contact information updated, especially telephone numbers and e-mails.

In case a Party needs to update its contact information, the Party must send a message to the responsible *Case Manager* via direct message, located on the superior right corner, on the envelope icon and the tab “**New message**”, just as provided below:



Insert the *Case Manager*'s name in the field “**Recipients**”. In the message, identify all the proceedings in which the information shall be inserted or altered. Finalized the message, click on “**Send**”.



The image shows a 'New message' dialog box. It has a title bar with the text 'New message' and a close button (X). Below the title bar, there is a 'Recipients' section with a text input field containing 'Aaron Hwang' and a red 'X' icon. Below the 'Recipients' section, there is a 'Message' section with a large text area containing the text 'My new email is agatha@msn.com. Please take note. Thank you.' Below the text area, there is a small text hint: 'Use @ to mention people and # to add tags'. At the bottom of the dialog box, there are three icons (a link icon, a paper plane icon, and a text icon) and two buttons: 'Cancel' and 'Send'.

The “blog” tool allows a more informal approach in the communication, between all involved in the proceeding, for a more flexible use such as the scheduling of meetings and general orientation. The use of the tool allows the centralization of information, without the necessity of e-mails or other apps for the discussion of simpler matters.



Untitled page

Cancel Save

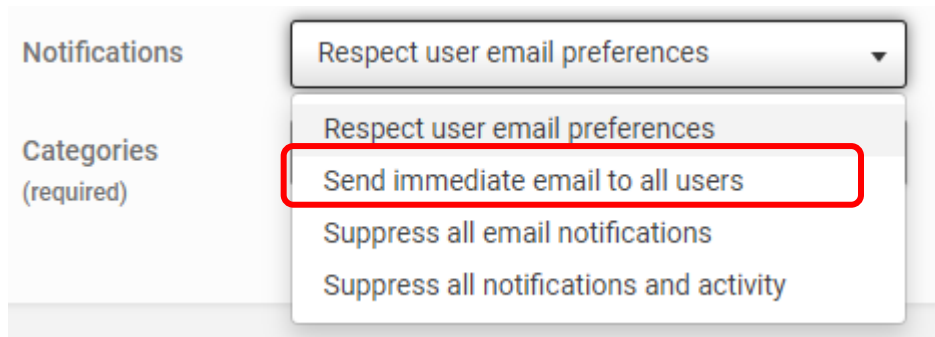
ifications

Categories
(required)

Cancel Save

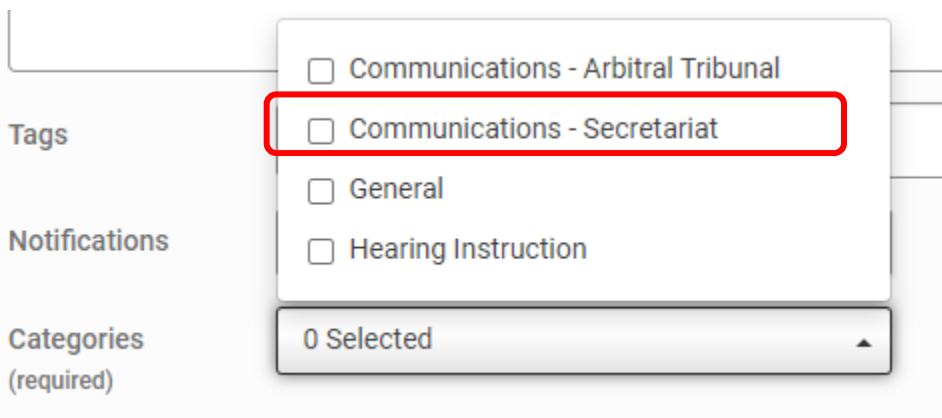
It is not necessary to fill the field “tag”.

In “**Notifications**”, choose the option “send immediate email to all users”, so all involved are notified:



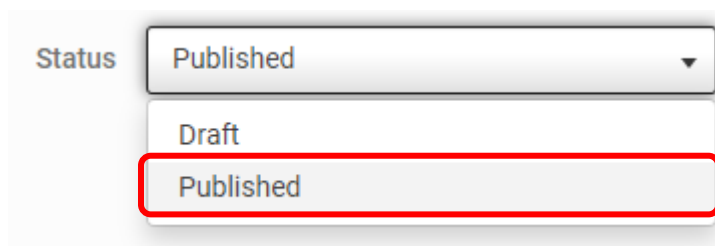
The screenshot shows a form with a "Notifications" section. A dropdown menu is open, displaying four options: "Respect user email preferences", "Send immediate email to all users", "Suppress all email notifications", and "Suppress all notifications and activity". The option "Send immediate email to all users" is highlighted with a red rectangular box.

In “**Categories**” choose the most adequate to the given case, noting that the Secretariat may register new categories following an orientation by the Arbitral Tribunal:



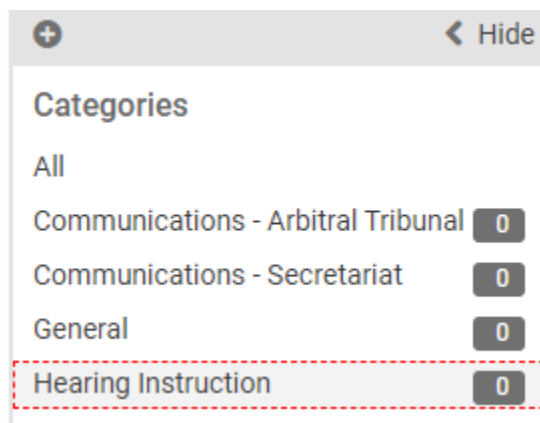
The screenshot shows a form with a "Tags" section. A dropdown menu is open, displaying four options: "Communications - Arbitral Tribunal", "Communications - Secretariat", "General", and "Hearing Instruction". The option "Communications - Secretariat" is highlighted with a red rectangular box. Below the "Tags" section, there is a "Categories (required)" section with a dropdown menu showing "0 Selected".

In “**Status**” select the option “Published” so the message is made available immediately:

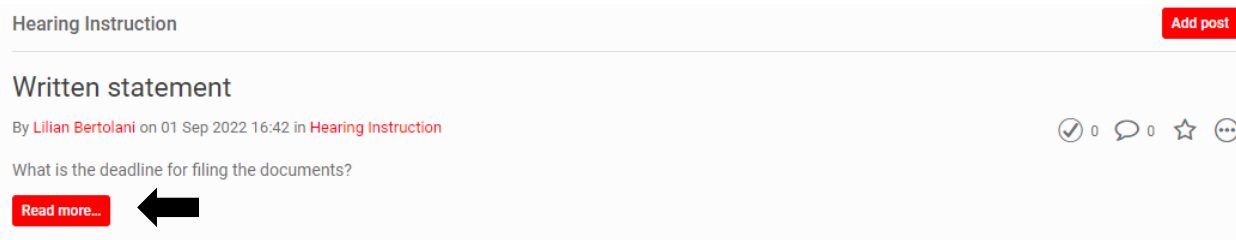


The screenshot shows a form with a "Status" section. A dropdown menu is open, displaying three options: "Published", "Draft", and "Published". The second "Published" option is highlighted with a red rectangular box.

To respond to an already commenced conversation, click on the desired theme in “**Categories**”:



Click on “**read more**”:



Add a comment in the text box:






Click on “**Publish**”:


Category (1)

≡ Hearing Instruction

Like | Comment

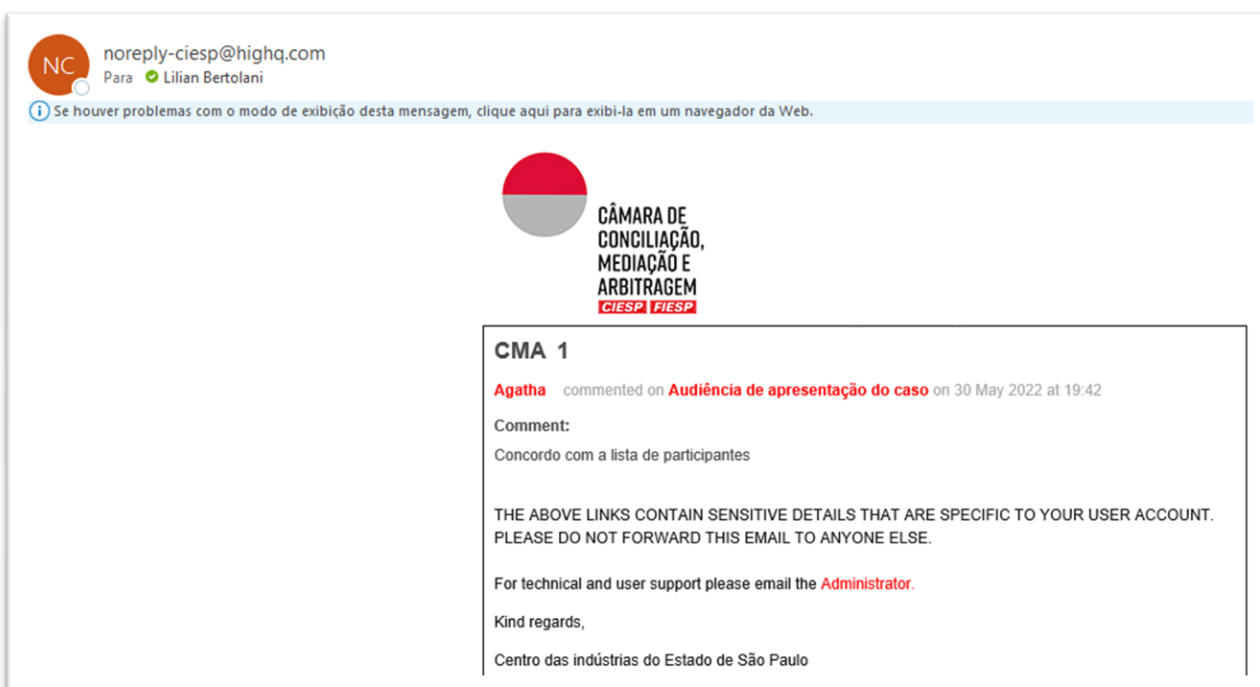
 The deadline is on September 12, 2022.

Use @ to mention people or group and # to add tags

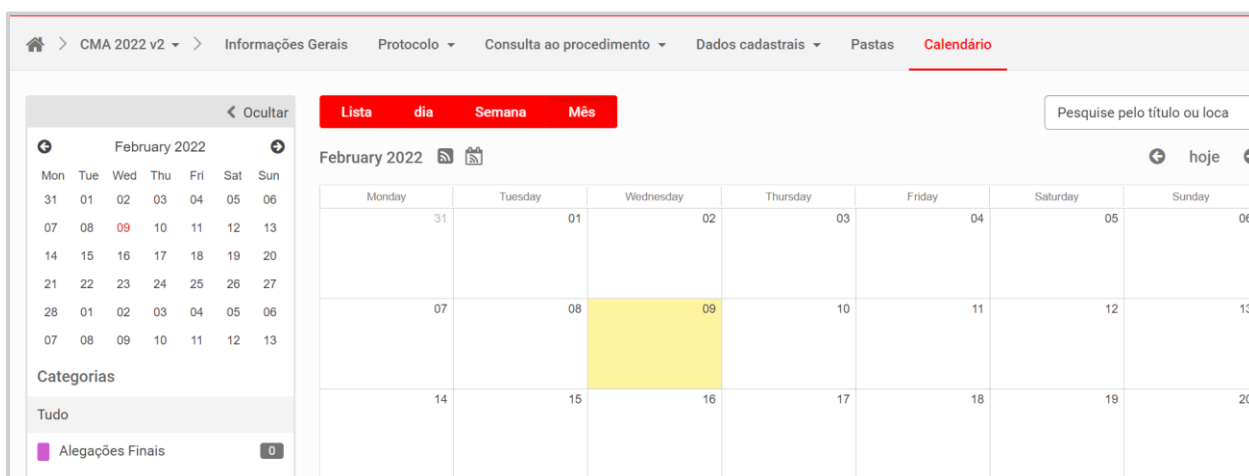
Cancel **Post**

All the involved Parties in the proceeding shall be notified, by e-mail, as the example below:



8. Consultation to the proceeding's calendar

The tab “**Calendar**” may be utilized, at the Arbitral Tribunal’s discretion, for the insertion of terms defined on the schedule of the proceeding. In case the Tribunal opts for its utilization, the Secretariat will be responsible for the insertion of the events, that might be consulted by all involved.



Navigation: CMA 2022 v2 > Informações Gerais > Protocolo > Consulta ao procedimento > Dados cadastrais > Pastas > **Calendário**

Search: Pesquise pelo título ou local

Calendar View: February 2022

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20

Categorias

- Tudo
- Alegações Finais (0)

Note that, to support all involved, the Secretariat shall **only** include the fixed terms on predefined days, or **exceptionally**, the terms in calendar or business days, which regressive count publication shall be confirmed and authorized by the Arbitral Tribunal.

It shall rest on the Parties’ **full** and **exclusive** responsibility **(i)** the count of eventual terms in calendar or business days; e **(ii)** the compliance to the terms defined by the Arbitral Tribunal, even if, by any failure, not indicated in the “**calendar**”, as long as previously communicated to the Parties by other mean, for example, orally in a hearing or stipulated in a procedural order published on the folder “**1. Access the proceeding**”.