



User's Manual

Arbitrators

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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. 07.2022



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Chapter

1

1. User registration

a) Non registered arbitrators

If the Arbitrator is not yet registered in the Chamber's electronic Portal ("Portal"), he/she shall proceed with the registration, as it will be further indicated.

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:





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:

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
emasp@ciesp.com.br

Insert your password and repeat

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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Edit profile

Contact information

Profile picture  [Change](#)

First name (required)

Last name (required)

Job title

Department [Add new](#)

Company

Office address [Add new](#)

Email address @

Office phone +

Cell phone +

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:

🏠 > CMA 755

Terms and Conditions

Version 01 - English - Date: 12/07/2021
Versão 01 - Português - Data: 07/12/2021

TERMS OF USE OF ONLINE CASE MANAGEMENT PORTAL OF THE CHAMBER CIESP/FIESP

1. Definitions:

1.1 Arbitration: private dispute resolution method, alternative to the Judiciary, regulated by Brazilian Law n. 9.307/1996, through which the parties choose 1 or 3 arbitrators, to judge their disputes, whose decision is unappealable and constitutes a sentence that produces the same effects as a judicial sentence.

1.2 Access credentials: login information and password received by the user to access The Chamber Ciesp/Fiesp online case management portal.

1.3 Dispute Prevention and Resolution Committee "Dispute Boards": consensual method of managing, preventing and resolving disputes within the scope of a Contract, used especially by the Civil Construction and Infrastructure sector.

1.4 Data: all information (such as files in any format, including, but not limited to PDF, Word documents, images, audio, and videos) entered in the Portal by users and by The Chamber Ciesp/Fiesp in a given case.

[Decline](#) [Accept](#)

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

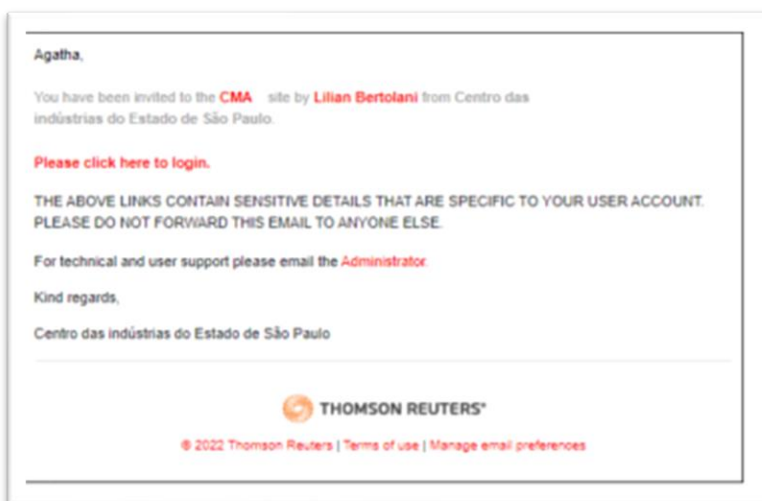


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b) Registered Arbitrators

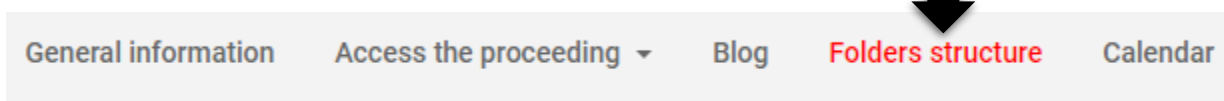
In case the Arbitrator is already registered in the Portal, due to his/her participation in another electronic arbitral proceeding (“proceeding”), the release of access shall be granted by the Secretariat and confirmed via e-mail indicating that the access has been granted:





2. Sending of files

The Arbitrators shall proceed with *(i)* the filing of the communications to the Parties (procedural orders, awards and other decisions) and *(ii)* the sending of the financial files in their respective private folders that may be accessed in the indicated tab below:



The Arbitrator visualizes the following folders:

<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"/>	5 Respondent			Lilian Bertolani	12 May 2022 17:12	☆ ⋮
<input type="checkbox"/>	6 Sole Arbitrator			Lilian Bertolani	21 Jun 2022 16:56	☆ ⋮
<input type="checkbox"/>	7 Expert			Lilian Bertolani	20 Jun 2022 10:45	☆ ⋮
<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.
- ➔ The Parties shall only have access to their respective private folders (“**Claimant**” e “**Respondent**”).
- ➔ In addition to the Tribunal’s private folder, the Arbitrator has access to the following folders: “**Common term manifestation**”, “**Ex-Parte manifestation**” and “**Experts**” (if applicable).

When clicking on folder “**Arbitral Tribunal**” or “**Sole Arbitrator**”, it shall appear in sequence:

<input type="checkbox"/>	Name ↕	Pages ↕	Size ↕	Author ↕	Last modified ↕	From ↕	
<input type="checkbox"/>	6.1 File in Secretariat			Lilian Bertolani	20 Jun 2022 10:04		☆ ⋮
<input type="checkbox"/>	6.2 Immediate publication file			Lilian Bertolani	20 Jun 2022 10:04		☆ ⋮
<input type="checkbox"/>	6.3 Financial Files - Sole Arbitrator			Lilian Bertolani	21 Jun 2022 16:56		☆ ⋮

There are 3 filing options available, 2 to send of communications to the Parties and 1 to send documents to the financial department. The folder for the *upload* shall be chosen by the arbitrators, considering the scenario of the given case (purpose of the file, procedural stage and type of decision), as it will be further explained below.

a) Filing in the Secretariat

After an analysis and checking on the status of the proceeding, the Secretariat shall move the files uploaded to the folder “Filing in the Secretariat” to the folder “Access the proceeding”.

The use of this folder is recommended for decisory documents (such as procedural orders with decisory content, partial awards, final awards and decisions on requests for clarifications). In these cases, the Secretariat may support the Arbitral Tribunal performing a brief analysis related to the formal acts of a procedural act and even, if necessary, withhold the sending of a document in case there is any pending costs supplementing by the Parties.

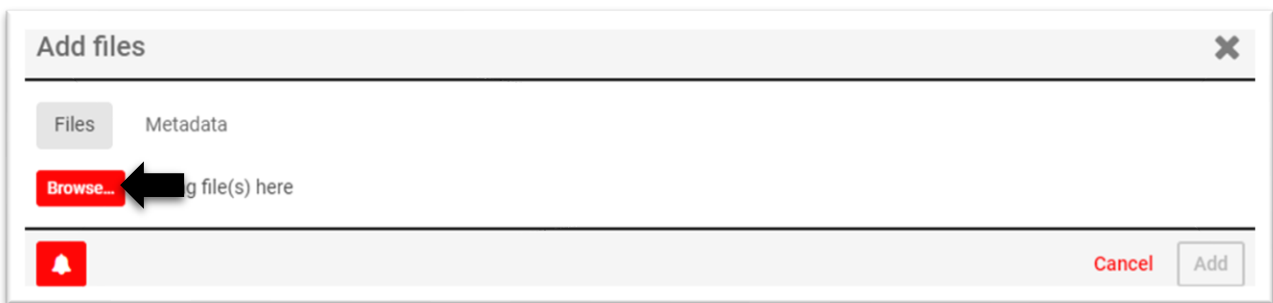
To proceed with the filing of a record, click on the folder “**Arbitral Tribunal**” followed by “**Filing in the Secretariat**”, as indicated above, proceeding with the *upload* of the file(s) by clicking on “**Upload**” and then on “**Files**”, as indicated below:



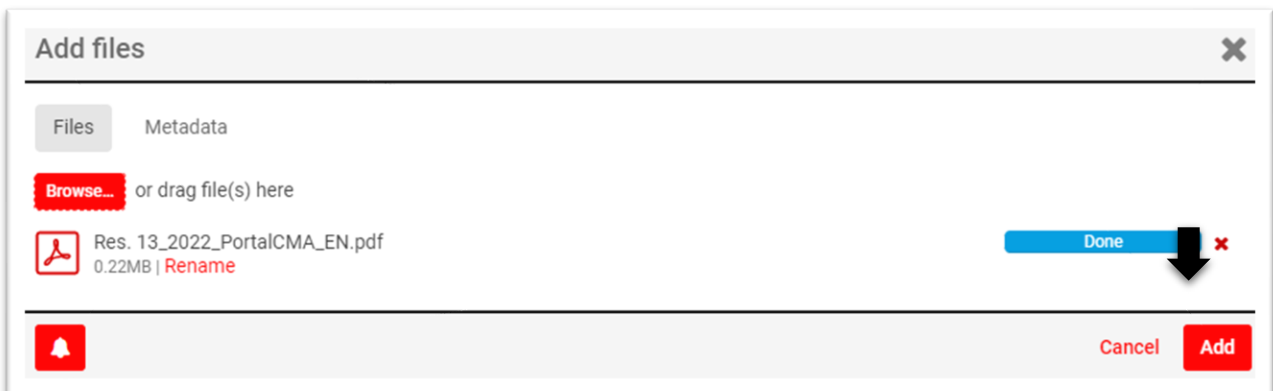
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Then proceed clicking on “**Browse**” and choose the file(s), as indicated below:



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



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



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De: automation.engine@highq.com

Para: lilian_ue@yahoo.com.br

Data: quinta-feira, 1 de setembro de 2022 17:33 BRT



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Dear Sir or Madam,

The Secretariat confirms the receipt of the following document (Res. 13_2022_PortalCMA_EN), filed on this date.

The referred document shall be retained until placed, by the Secretariat, in the "Access the Proceeding" folder.

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 automation.engine@highq.com. 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 (11) 3549 3240.

To visualize the filed document, click on the indicated *link* in the message or access the folder "Filing in the Secretariat" located in the folder "Arbitral Tribunal in the proceeding's site."

b) Immediate publication filing

The files uploaded to the folder “Immediate publication filing” are moved to the folder “Access the Proceeding” immediately upon its upload, without any human intervention by the Secretariat. Thus, once the record is uploaded, it is automatically moved to the case files and all involved receive a notice regarding the filing of this new record and its availability for consultation.

The use of this folder is especially recommended for the documents that demand an immediate/urgent disclosure or that do not demand a previous analysis by the Secretariat.

To proceed with the filing of a record, click on the folder “**Arbitral Tribunal**” followed by “**Filing in the Secretariat**”, as indicated above, proceeding with the *upload* of the file(s) by clicking on “**Upload**” and then on “**Files**”, following the same steps listed in the previous item.

c) Sending of documents to the financial department

To proceed with the filing of a record, click on the folder “**Arbitral Tribunal**” followed by “**Financial files**”, as indicated above, proceeding with the *upload* of the file(s) by clicking on “**Upload**” and then on “**Files**”, as indicated below:



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



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




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



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De: automation.engine@highq.com
Para: lillian_ue@yahoo.com.br
Data: quinta-feira, 1 de setembro de 2022 17:33 BRT


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Dear Sir or Madam,

The Secretariat confirms the receipt of the following document (Res. 13_2022_PortalCMA_EN), filed on this date.

The referred document shall be retained until placed, by the Secretariat, in the "Access the Proceeding" folder.


To access, [click here](#).

Sincerely,
Secretariat of the Chamber Ciesp/Fiesp

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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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IMPORTANT!

The file shall be available on the Arbitrator's financial files folder for the access of the Secretariat.

Each Arbitrator will have its own private financial files folder, which is not accessible to the other members of the Arbitral Tribunal.

The Secretariat requests that no file shall be excluded or substituted from the financial files folder without prior notice to the Secretariat.

In case the financial department needs to send any file to the Arbitrators, the said documents shall be uploaded in the same folder to facilitate the consultation and centralization of information.

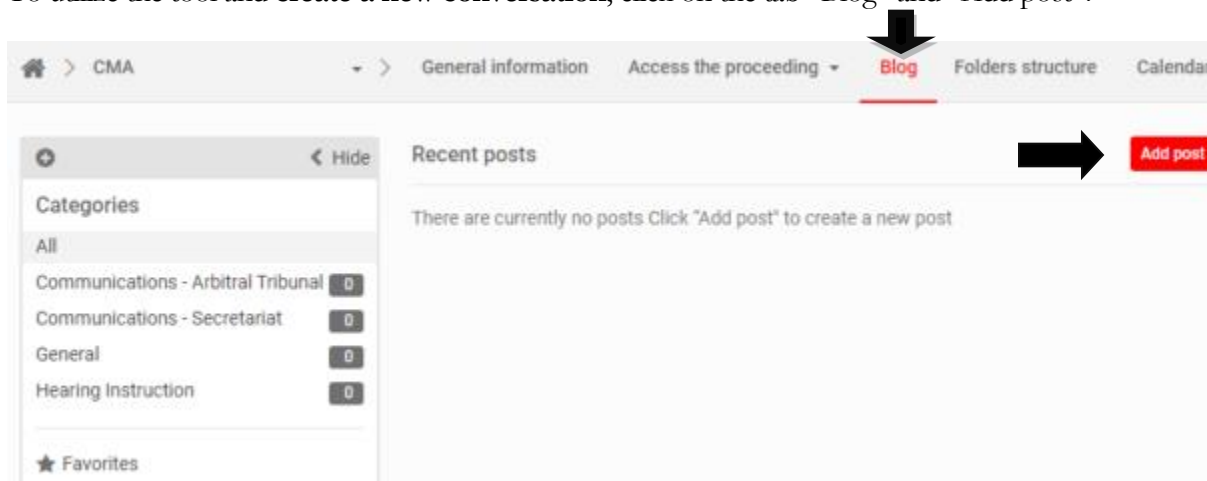
3. Informal communication

In addition to the sending of documents through the folders (Filings), other “off the records” manners may be utilized within the Portal tools:

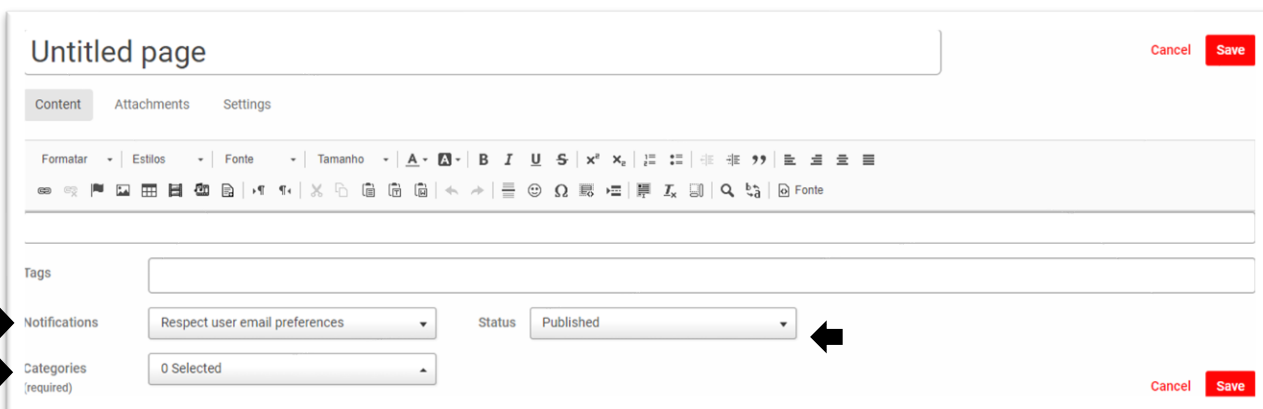
a) Blog

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.

To utilize the tool and **create a new conversation**, click on the tab “Blog” and “Add post”:

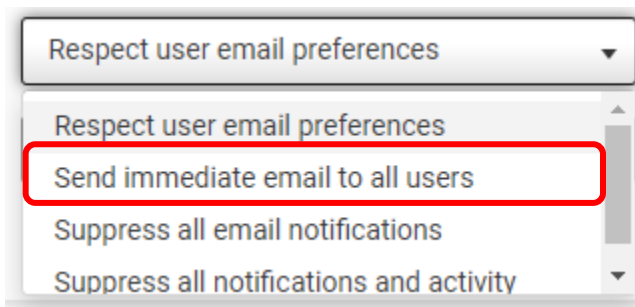


Fill the solicited information:

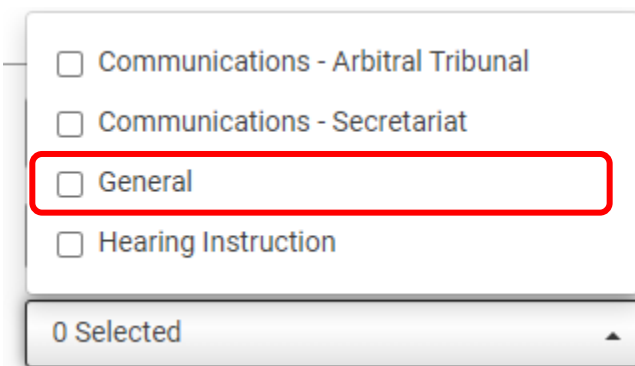


It is not necessary to fill the field “tag”.

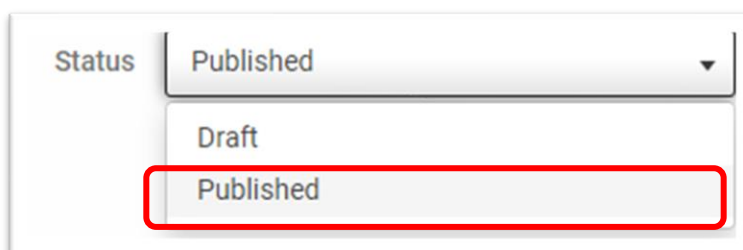
In “Notifications”, choose the option “send immediate email to all users”, so all involved are notified:



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:

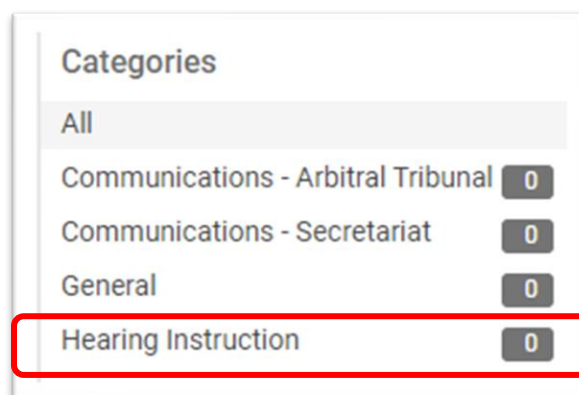


In “**Status**” select the option “Published” so the message is made available immediately:



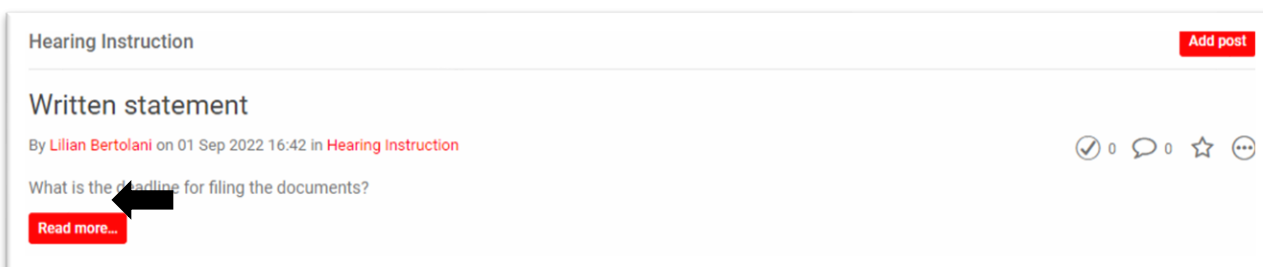
A screenshot of a status selection dropdown menu. The label "Status" is on the left. The dropdown is currently set to "Published". Below the dropdown, the options "Draft" and "Published" are listed. The "Published" option is highlighted with a red rectangular box.

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



A screenshot of a "Categories" list. The categories are: "All", "Communications - Arbitral Tribunal", "Communications - Secretariat", "General", and "Hearing Instruction". Each category has a corresponding count in a grey box (0). The "Hearing Instruction" category is highlighted with a red rectangular box.

Click on “**read more**”:



A screenshot of a post preview. The title is "Hearing Instruction" and the category is "Hearing Instruction". The author is "Lilian Bertolani" and the date is "01 Sep 2022 16:42". The post content is "What is the deadline for filing the documents?". A red "Read more..." button is located at the bottom left of the preview, with a black arrow pointing to it. A red "Add post" button is in the top right corner. There are also icons for a checkmark, a speech bubble, a star, and a menu.




Add a comment in the text box:

Category (1)

☰ Hearing Instruction

Like | Comment


 Add a comment...

Click on “**Publish**”:




Category (1)

☰ Hearing Instruction

Like | Comment

 The deadline is on September 12, 2022

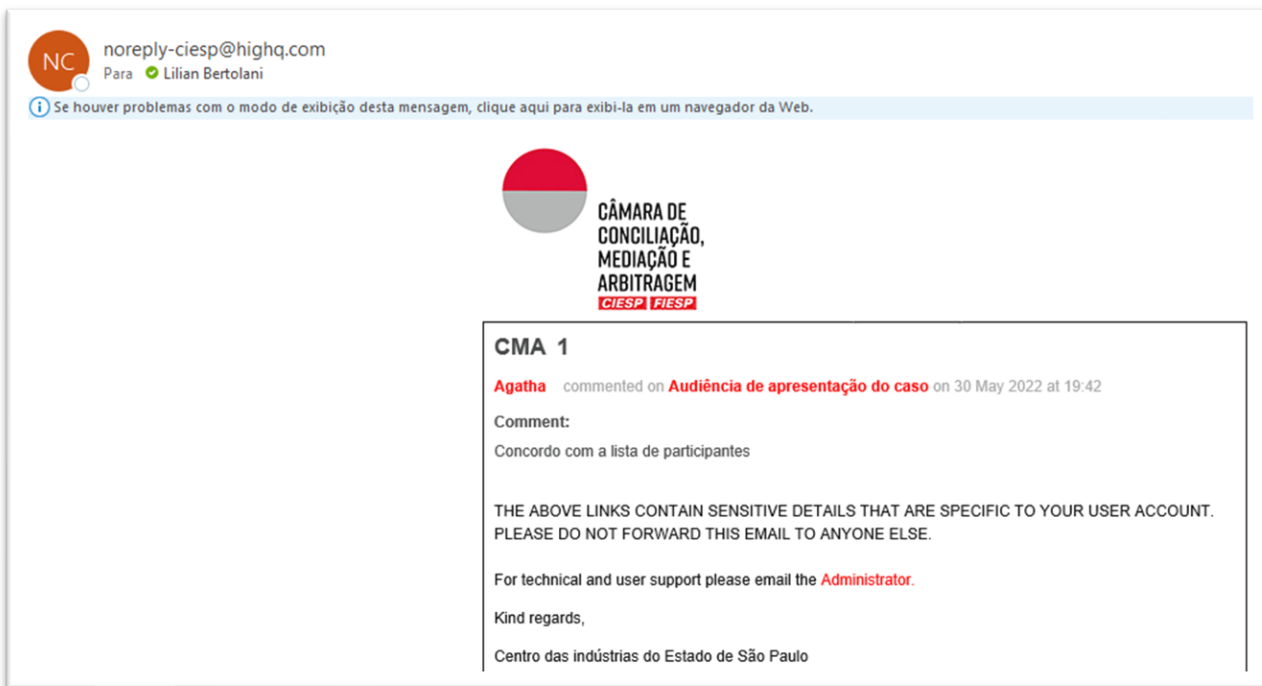
Use @ to mention people or group and # to add tags

Cancel **Post**

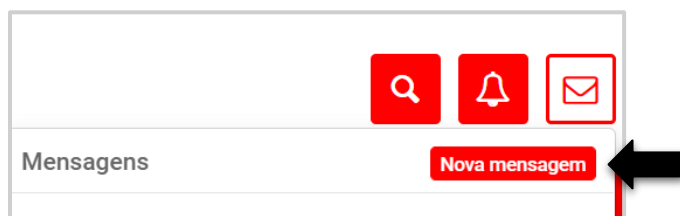


All the involved Parties in the proceeding shall be notified, by e-mail, as the example below:



b) Internal communication with the financial department

Send a message to the responsible for the Chamber's financial department, with a copy 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 names of the responsible for the financial department and of the *Case Manager* in the field “**Recipients**” and click on “**Send**”. It is necessary to identify the proceeding, as in the example below:



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Nova mensagem

Destinatários

Claudio Miranda x Aaron Hwang x

Mensagem

#cma2022

Prezado Claudio,

Informo que meus dados bancários são Banco X, Agência Y, CC: AAAA-B.

Emitirei NF pelo CNPJ 12345698/0001-89, do escritório ABC Advogados Associados.

Em caso de dúvidas, falar com minha assistente Cristina, pelo tel (11) 2222 3333.

Fico ao dispor, abraços

Utilize @ para mencionar pessoas ou grupos e # para adicionar etiquetas

Cancelar Enviar

IMPORTANT!

If the message contains annexes, for the better organization of the documents, they shall always be uploaded to the private contact folder with the financial department.

c) Sending of documents and communications exclusively with the Secretariat

Documents and communications can be privately exchanged between the Arbitral Tribunal and the *Case Manager* through the “**Internal Communication – Secretariat and Tribunal**”, using, with the proper adaptation, the same steps in aforementioned in Chapter 2 for the filing of documents.

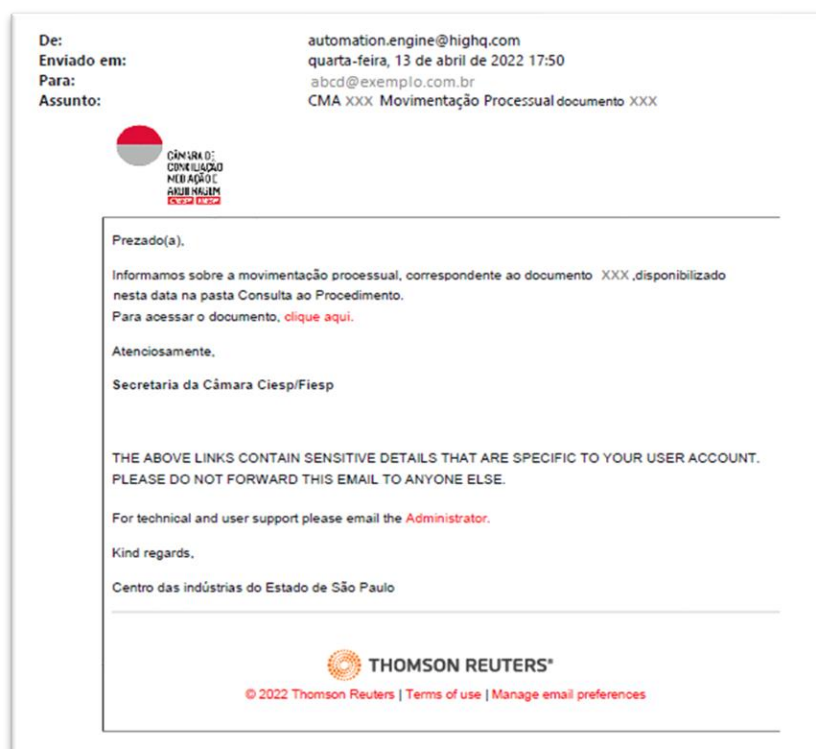


Brief communications, without annexes, can be made via direct message to the *Case Manager*, pursuant item “a” of this chapter, noting that the sender shall identify the proceeding in the subject of every sent message.

4. Progress and development of the proceeding

The Arbitrators shall be communicated of all procedural acts, such as the Secretariat's communications, the Parties' petitions and documents, as well as the publication of the procedural orders and awards, **exclusively** through the Portal, with the publication in the folder “**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 automation.engine@highq.com 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 (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 1).

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 screenshot displays the user interface of the Chamber's Portal. At the top, there is a navigation bar with links: "Visit the Chamber website", "Arbitrators guide", "Participants guide", and "Expert guide". Below this, a breadcrumb trail shows the user is in "Centro das indústrias do Estado d...". The main content area is divided into two sections: "Sites" and "Recent activity".

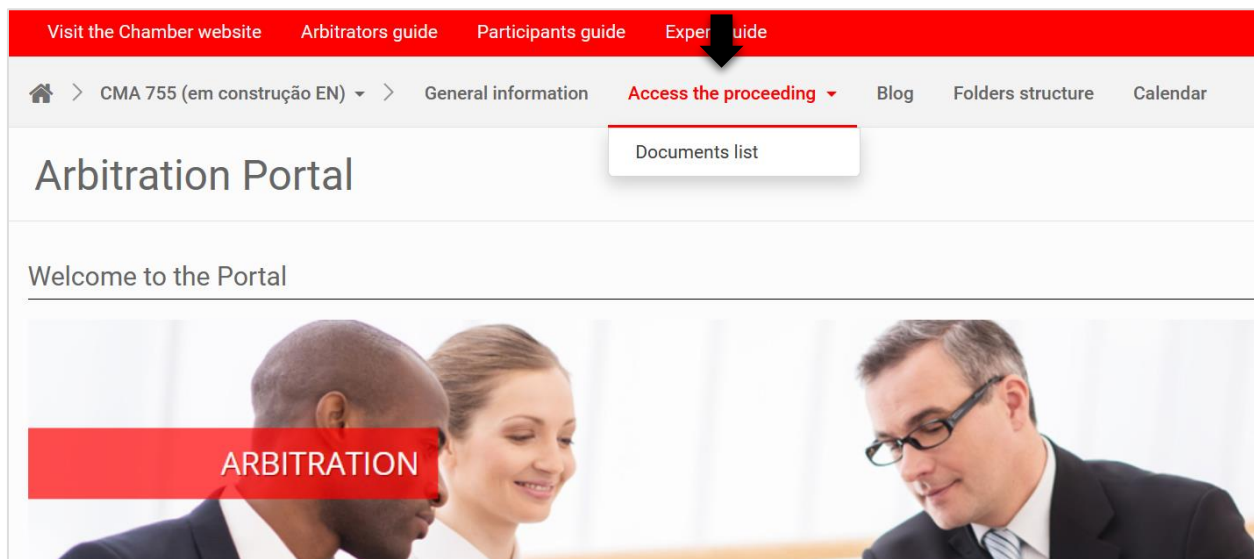
The "Sites" section has a search icon and a plus sign. It contains a list of proceedings with tabs for "Recent", "Favourites", and "more...". The list includes:

- CMA 755 (highlighted with a black arrow)
- CMA 693
- CMA 764-P
- CMA 739-DB
- CMA 688

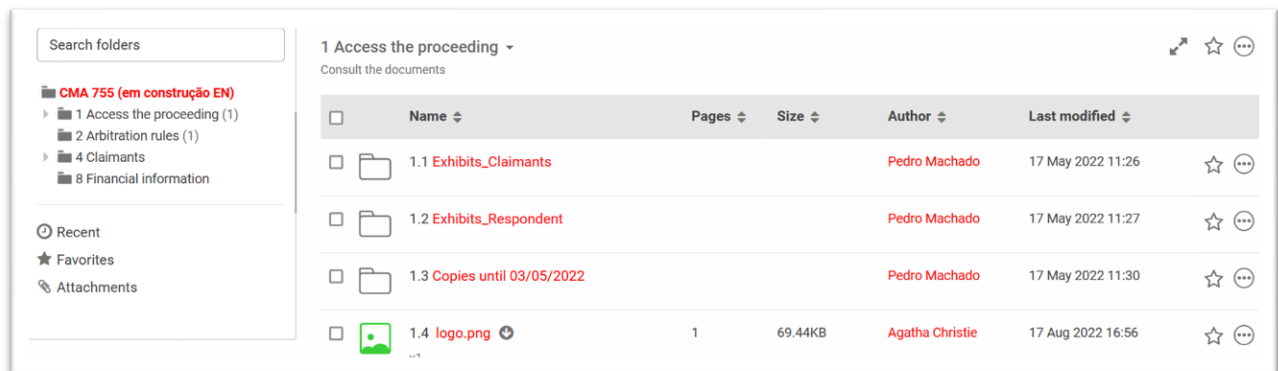
Each entry has a star icon to its right, indicating it can be marked as a favorite. The "Recent activity" section has tabs for "Activity" and "Filter". It shows a recent upload by "Agatha" (16 minutes ago - CMA 755) and a file named "logo.png" (69.44KB) with a download icon and the text "/Access the proceeding". A "Like" button is visible below the activity feed.



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):





<input type="checkbox"/>	Name ⇅	Pages ⇅	Size ⇅	Author ⇅	Last modified ⇅
--------------------------	--------	---------	--------	----------	-----------------

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 “**Folders structure**” and, following, click on the public folder “**2. Arbitration rules**”, as indicated below:

The screenshot shows the interface for CMA 755 (em construção EN). The top navigation bar includes tabs for General information, Access the proceeding, Blog, **Folders structure**, and Calendar. The main content area displays a table of folders under the heading 'CMA 755 (em construção EN)'. The table has columns for Name, Pages, Size, Author, and Last modified. The folders listed are:

<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

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.usertest@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 pereirajpjoao@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**” and for the archive of the “**Arbitration (eu mudaria no template pra proceeding) financial information**”, as indicated below:

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 New	 Aaron Hwang Jéssica Cacique de Araújo Lilian Bertolani



6. Contact data and info to the Secretariat

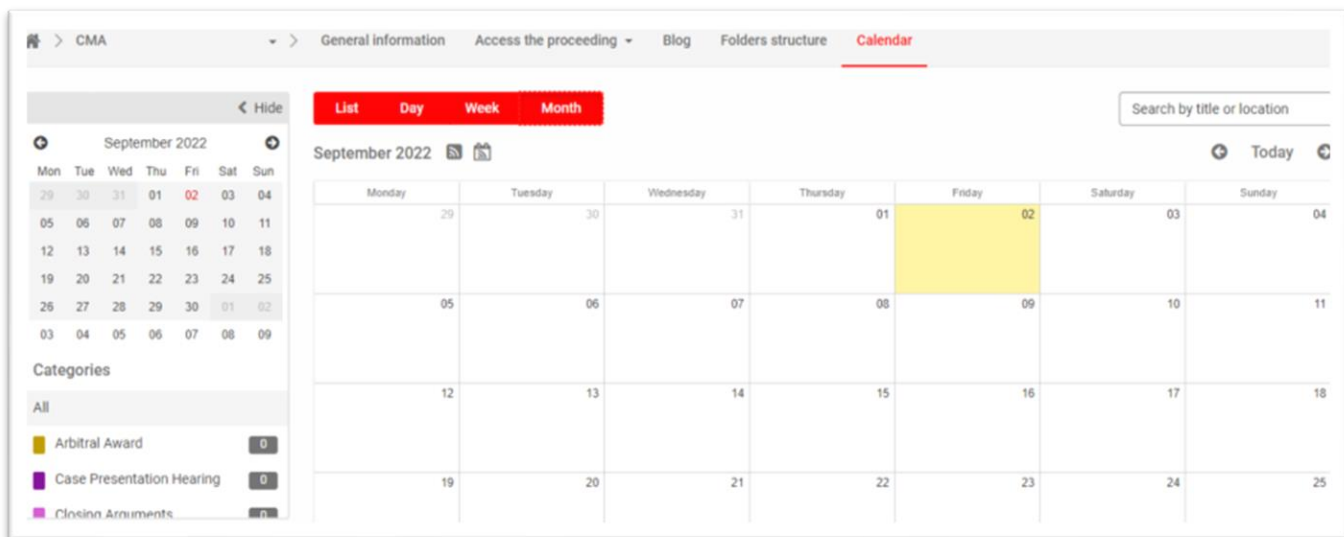
For the better development of the proceeding, it is essential to keep all the contact information updated, especially telephone numbers and e-mails.

In case there is the need to update his/her contact information, the Arbitrator must send a message to the responsible *Case Manager*, on the fashion of item “b” of Chapter 3.



7. 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.



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 estipulated in a procedural order published on the folder “**1. Access the proceeding**”.