



# 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

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v. .07.2022

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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: [www.camaradearbitragemsp.com.br](http://www.camaradearbitragemsp.com.br), or through the *link* below:

→ <https://form.asana.com/?k=CHFbwnAMXZRzXvVnjKFM4Q&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](mailto:cmasp@ciesp.com.br), with copy to [secgeral.cmasp@ciesp.com.br](mailto: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*, [www.camaradearbitragemsp.com.br](http://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](mailto:cmasp@ciesp.com.br), with copy to [secgeral.cmasp@ciesp.com.br](mailto: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*, [www.camaradearbitragemsp.com.br](http://www.camaradearbitragemsp.com.br), or via the *link* below:

- <https://form.asana.com/?k=ojIsjG9SXCcRLyVSMHxCeA&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](mailto:cmasp@ciesp.com.br), with copy to [secgeral.cmasp@ciesp.com.br](mailto: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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The screenshot shows a web page for defining a password. At the top left is the organization's logo, which consists of a red and grey circle. To the right of the logo, the text reads "CÂMARA DE CONCILIAÇÃO, MEDIAÇÃO E ARBITRAGEM" and "CIESP FIESP". Below the logo, the heading "Defina sua senha" is displayed, followed by the instruction "Insira uma senha para ativar sua conta". There are two input fields for the password, both containing a series of dots. Below the input fields, there is a checkbox labeled "Lembrar-me neste computador" which is unchecked. Next to it is a checked checkbox labeled "Concordo com o Termos de uso (Obrigatório)". A red button labeled "Definir senha" is positioned below the checkboxes. At the bottom of the page, there is a footer that says "Se precisar de suporte técnico, envie um e-mail: [cmasp@ciesp.com.br](mailto:cmasp@ciesp.com.br)".

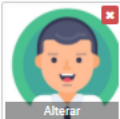
After the definition of the password, the user will be moved to another window for the profile edition. Insert the contact information and click in “**Save**”, as the model below:



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**Editar perfil**

Informações de contato

Foto do perfil  Alterar

Primeiro nome (Obrigatório)

Sobrenome (Obrigatório)

Cargo

Departamento  Adicionar novo

Empresa

Endereço comercial  Adicionar novo

Endereço de e-mail  @

Telefone comercial +

Celular +

Secretária

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:

Home > 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.

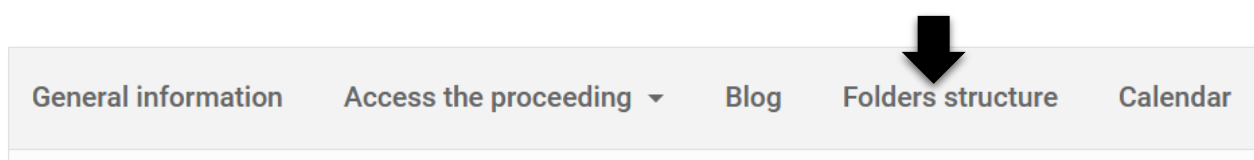
1.4 Data: all information (such as files in any format, including, but not limited to PDF, Word documents, images, photos, and videos) entered in the Portal by users and by The Chamber Ciesp/Fiesp in a given case.

**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 <b>Common term</b>			Lilian Bertolani	20 Jun 2022 17:02	☆ ☰
<input type="checkbox"/>	4.2 <b>Exclusive term</b>			Lilian Bertolani	20 Jun 2022 17:14	☆ ☰
<input type="checkbox"/>	4.3 <b>Financial Files</b>			Lilian Bertolani	20 Jun 2022 17:11	☆ ☰
<input type="checkbox"/>	4.4 <b>Ex Parte Communications</b>			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:

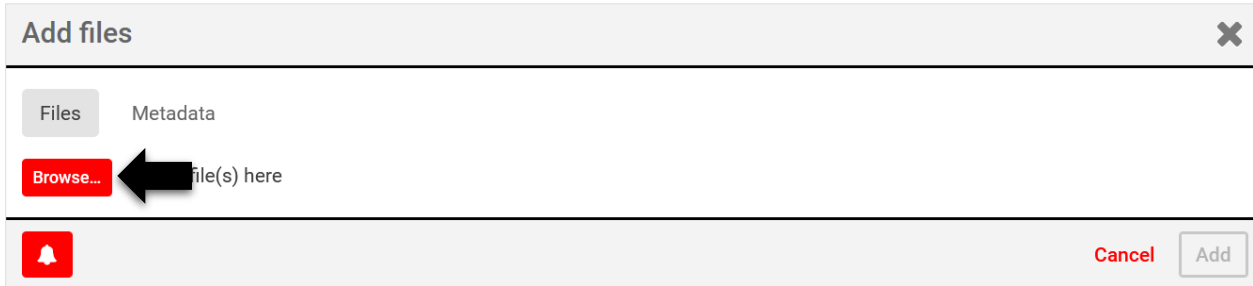


The screenshot shows a file management interface. At the top, there are buttons for 'Upload', 'Action', and 'View'. The 'Upload' button is highlighted with a red arrow pointing to it. Below the 'Upload' button, there is a 'Files' button, also highlighted with a red arrow. To the right of these buttons is a search bar labeled 'Search and filter this folder'. Below the search bar, there are icons for share, star, and more options. A message below the icons reads: 'Common term for the parties. The files are retained in the folder and will be published by the Secretariat in the folder "Access the procedure" on the... more'. Below the message is a table with columns: Name, Pages, Size, Author, and Last modified. The table is currently empty.

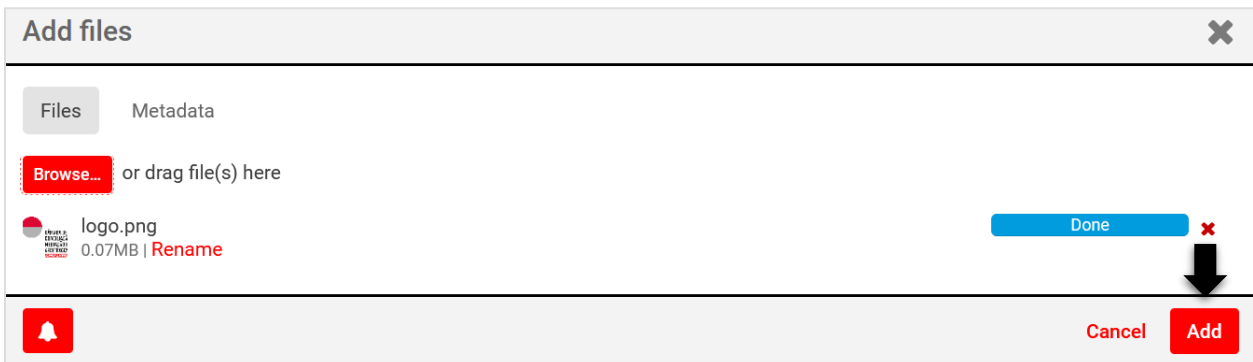


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Then proceed clicking on “**Browse**” and choose the file(s), as indicated below:



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



### **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



CÂMARA DE  
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MEDIÇÃO E  
ARBITRAGEM  
**CIESP FIESP**

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 [automation.engine@highq.com](mailto: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 +55 (11) 3549 3240.

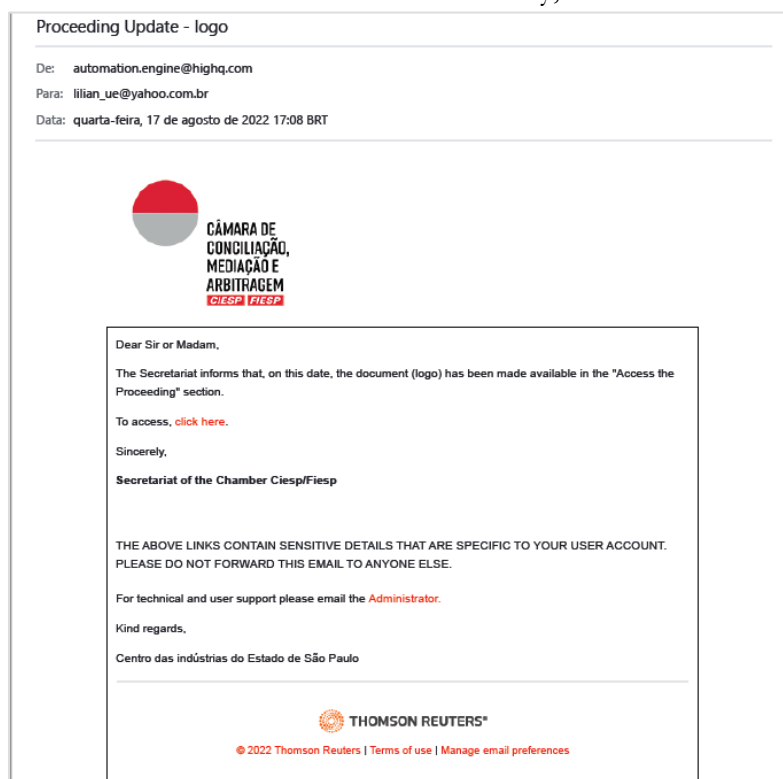
To visualize the filed document, click on the indicated *link* in the message or access the folder to which the file(s) have been submitted or access the folder "**1. Access the proceeding**".

**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 [automation.engine@highq.com](mailto: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.

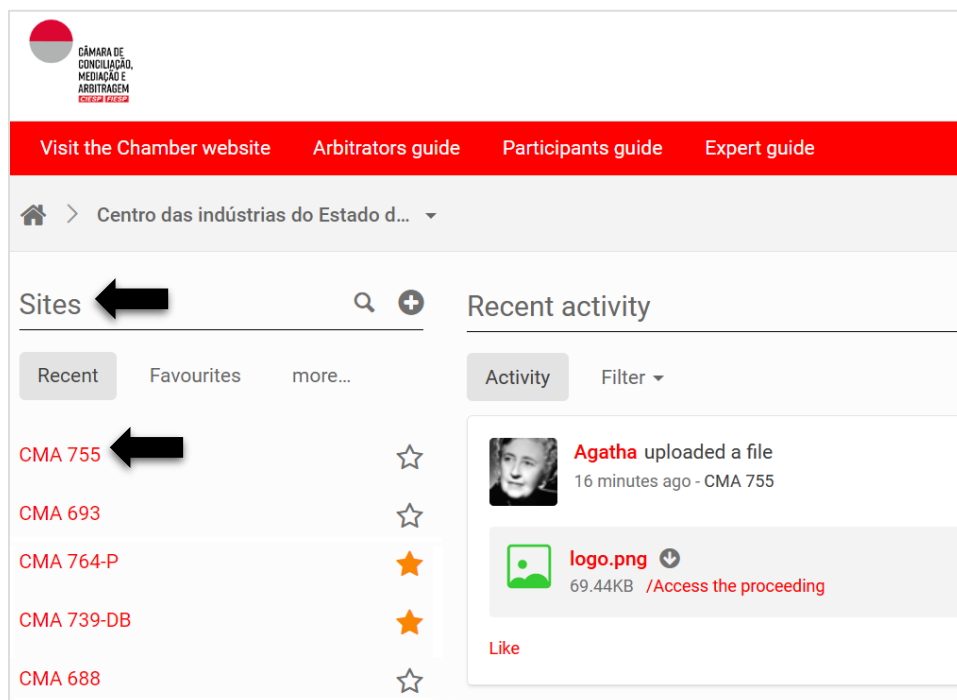
## 5. Consultation and General Information

### a) Consultation to the proceeding

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

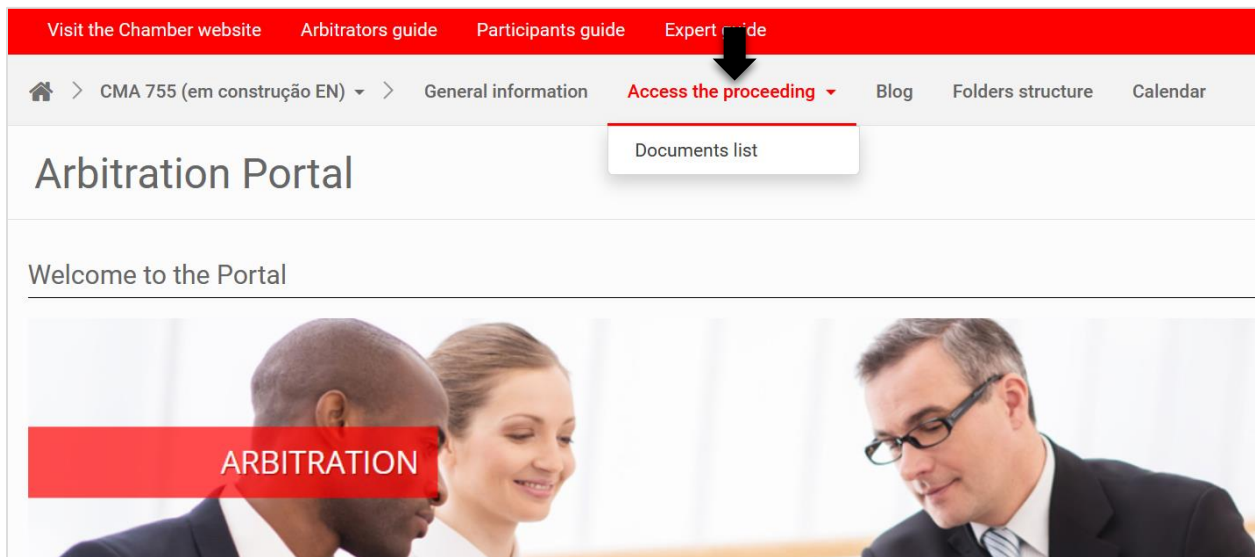
Once logged in the Portal, on the left of the initial page, the User will find the tab “*Sites*”, which will show all the proceedings that use is involved (as Party, Counsel, Arbitrator) and the recent activities related to each proceeding. Every *site* corresponds to one proceeding.

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

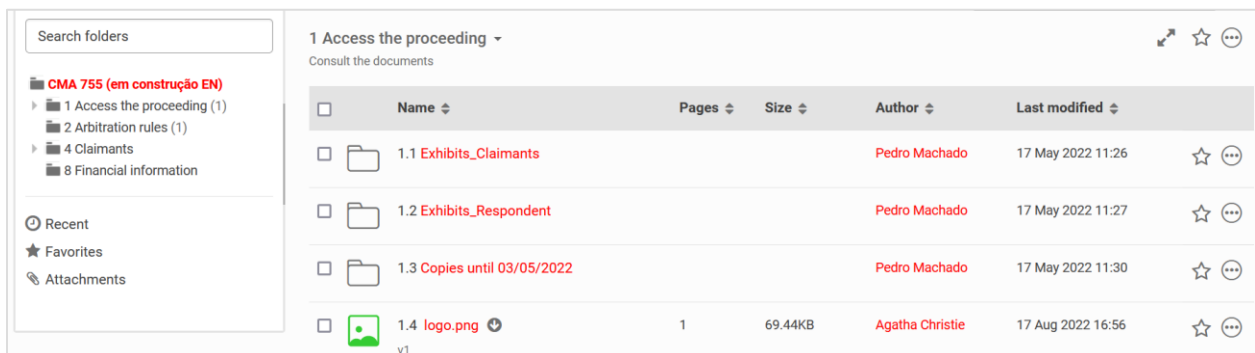


The screenshot displays the user interface of the Chamber's Portal. At the top left is the Chamber's logo. A red navigation bar contains links: "Visit the Chamber website", "Arbitrators guide", "Participants guide", and "Expert guide". Below this is a breadcrumb trail: "Centro das indústrias do Estado d...". The main content area is divided into two columns. The left column is titled "Sites" and has a search icon and a plus sign. It features a tabbed interface with "Recent", "Favourites", and "more...". Under the "Recent" tab, a list of proceedings is shown: "CMA 755", "CMA 693", "CMA 764-P", "CMA 739-DB", and "CMA 688". Each entry has a star icon to its right. The "CMA 755" entry is highlighted with a black arrow pointing to it. The right column is titled "Recent activity" and has a "Filter" dropdown. It shows a list of activities, including "Agatha uploaded a file" (16 minutes ago - CMA 755) and "logo.png" (69.44KB) with a download icon and a link to "Access the proceeding". A "Like" button is visible at the bottom of the activity list.

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:

Home > CMA 755 (em construção EN) > General information > Access the proceeding > Blog > **Folders structure** > Calendar

Search and filter this folder

CMA 755 (em construção EN)

<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








**ARBITRATION**

Claimants	Respondent	Sole Arbitrator	Case Manager
 JKL Viagens e Turismo Ltda	 Lilian Silva	 João Mendes joao.userstest@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 pereirajjoao@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 “**Proceeding financial information**”, as indicated below:



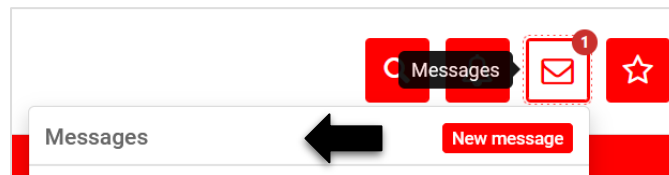
**CÂMARA DE  
CONCILIAÇÃO,  
MEDIÇÃO E  
ARBITRAGEM**  
**CIESP FIESP**

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

## 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**”.

**New message** ✕

Recipients

Aaron Hwang ✕

Message

My new email is agatha@msn.com. Please take note.

Thank you.

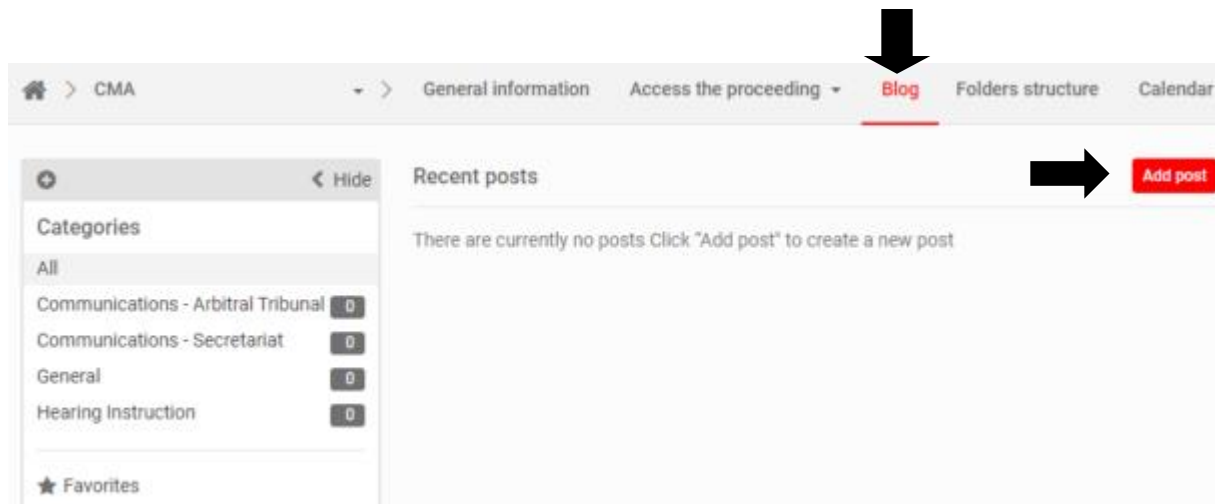
Use @ to mention people and # to add tags

🔗 📎 A Cancel Send

## 7. Blog – Informal communication

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.

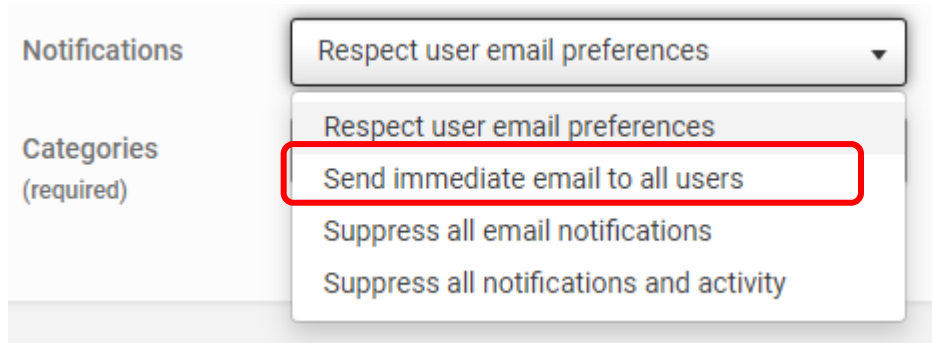
To utilize the tool and **create a new conversation**, click on the tab “Blog” and “Add post”:



Fill the solicited information:

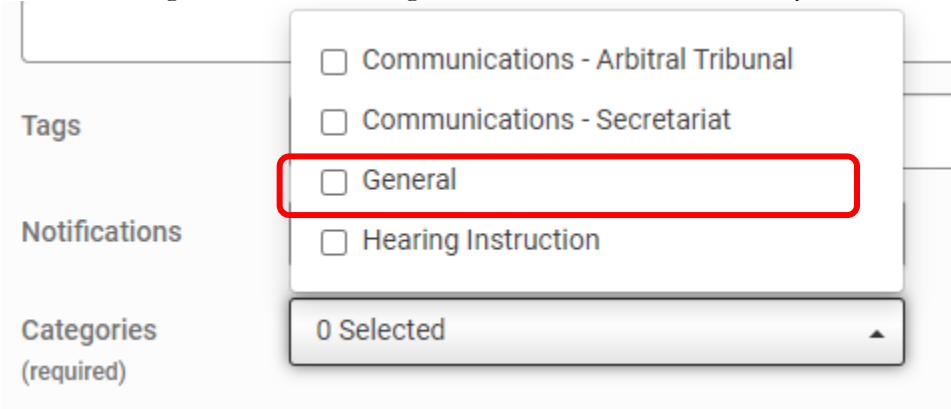
It is not necessary to fill the field “tag”.

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



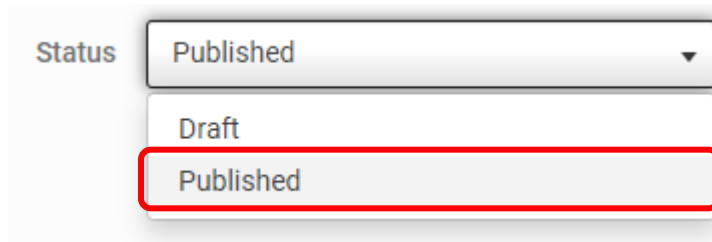
The image shows a dropdown menu for the "Notifications" field. The current selection is "Respect user email preferences". The dropdown is open, showing four options: "Respect user email preferences", "Send immediate email to all users" (highlighted with a red box), "Suppress all email notifications", and "Suppress all notifications and activity".

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 image shows a dropdown menu for the "Tags" field. The dropdown is open, showing four options: "Communications - Arbitral Tribunal", "Communications - Secretariat", "General" (highlighted with a red box), and "Hearing Instruction". Below the dropdown, the "Categories (required)" field shows "0 Selected".

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



The image shows a dropdown menu for the "Status" field. The current selection is "Published". The dropdown is open, showing two options: "Draft" and "Published" (highlighted with a red box).

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



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CONCILIAÇÃO,  
MEDIÇÃO E  
ARBITRAGEM  
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Categories

- All
- Communications - Arbitral Tribunal 0
- Communications - Secretariat 0
- General 0
- Hearing Instruction 0**

Click on “**read more**”:

Hearing Instruction Add post

### Written statement

By [Lilian Bertolani](#) on 01 Sep 2022 16:42 in [Hearing Instruction](#) 👍 0 💬 0 ☆ 🗨️

What is the deadline for filing the documents?

**Read more...** ←

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


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

 noreply-ciesp@highq.com  
Para  Lilian Bertolani

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CÂMARA DE  
CONCILIAÇÃO,  
MEDIAÇÃO E  
ARBITRAGEM  
CIESP FIESP

**CMA 1**

**Agatha** commented on **Audiência de apresentação do caso** on 30 May 2022 at 19:42

**Comment:**  
Concordo com a lista de participantes

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



## 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.



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**”.