

The Instruction of Canton Fair Trade Dispute Online Mediation System

I. Complainant

1. Address : <https://cf.scia.com.cn/>

If there is an account existing, enter the account & password, and click the 1st red frame “login” in the picture below.

If no account, click the 2nd red frame “identity authentication” in the picture below to create a new account.

SCIA | 案件调解

案件调解 Case mediation / 用户登录 User login

用户登录 (User Login)

如何快速解决纠纷? How to resolve the disputes?

广交会调解 + 华南国际经济贸易仲裁委员会仲裁 CFCS Mediation + SCIA Arbitration

* 邮箱名 (Email) :

* 登录密码 (Password) :

找回密码 (Find password)

一周内自动登录 (请勿在共用电脑上使用此选项) Login automatically in a week (Do not use this option on shared computers)

争议解决示范条款 Model Clause for Settlement of Disputes

凡因本合同引起的或与本合同有关的任何争议, 均应提交华南国际经济贸易仲裁委员会仲裁。
Any dispute arising from or in connection with this contract shall be referred to South China International Economic and Trade Arbitration Commission for arbitration.

下载格式合同 Download the standard form contracts

独家代理协议 Exclusive Agent Agreement
国际技术转让协议 License Contract of the Transfer of Technology
货物销售合同 Sales Contract
形式发票 Proforma Invoice

1 登录 (Login)

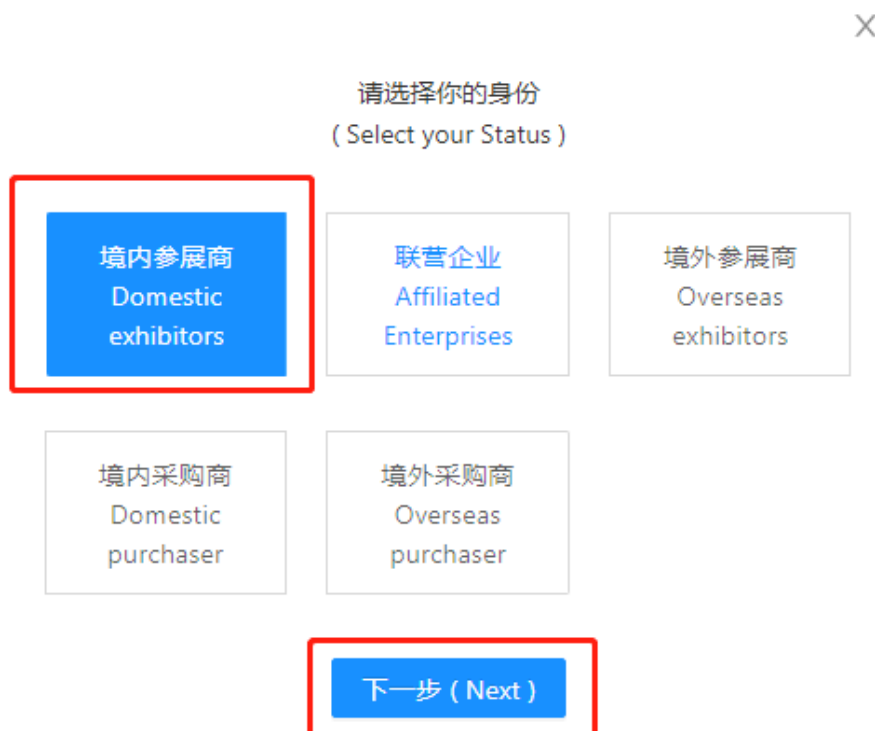
2 身份认证 (identity authentication)

2. File a Complaint

2.1 After login the account, click “New Complaint”.



2.2 Select your Status, then click “Next”.



2.3 Add Complainant & Agent information.

If need to add additional Complaint, click the 1st red frame “Add Complaint information” in the picture below; If need to add

Agent information, click the 2nd red frame “Add Agent information” in the picture below.

1 投诉人信息 Complaint Information 2 被投诉人信息 Respondent Information 3 纠纷信息 Dispute Information

* 注册邮箱 (Email) :

* 投诉主体类型 (Type of complaint subject) : 投诉人本人 (myself)
 投诉人的合法继承人 (Legal successors of complainants)

* 投诉人姓名/名称 (Complaint Name) :

* 投诉人身份 (Identity of complainant) :

* 证件类型 (Identification type) :

* 证件号码 (Identification Number) :

* 国籍 (Nationality) :

地区 (Region) :

* 住址/注册地址 (Address) :

1 添加投诉人信息 (Add Compliant information)

2 添加代理人信息 (Add agent information)

2.4 Add Respondent information.

1 投诉人信息 Complaint Information 2 被投诉人信息 Respondent Information 3 纠纷信息 Dispute Information

* 被投诉人姓名/名称 (Respondent Name) :

本届广交会展位号 (Booth Number current session of the Fair) :

直播账号 (Live account) :

证件类型 (Identification type) :

证件号码 (Identification Number) :

住址/注册地址 (Address) :

* 电子邮箱 (Email) :

联系电话 (Phone Number) :

添加被投诉人信息 (Add Respondent information)

下一步 (Next) 上一步 (Back)

2.5 Add Dispute Information.

1 投诉人信息
Complaint Information

2 被投诉人信息
Respondent Information

3 纠纷信息
Dispute Information

* 案由 (Cause of Complaint) :

投诉类型 (Types of Complaint) : 货物质量问题 (Bad quality)
 货不对版 (Non-Conforming Goods)
 货物数量短缺 (Short delivery)
 延迟发货 (Late delivery)
 不发货 (No delivery)
 货物涉嫌侵权被扣押 (Goods detained for alleged infringement)
 货物标识不全 (Lack of goods identification)
 拒付货款 (No payment)
 延迟付款 (Late payment)
 不退还应退款项 (Refundable amount unpaid)
 不履行和解协议 (Failure to perform Settlement Agreement)
 其他 (Others)

争议金额 (Disputed amount) : 美元 (\$)

争议焦点 (Status of Complaint) :

2.6 Save the information & Submit the complaint.

After filling out the complaint information, click "Save" or "Submit" at the bottom of the page.

2.7 Check the case status in real time on "My case" Page.

案件调解 Case mediation / 我的调解 My mediation

操作 (Operation)

[新建投诉](#)
New Complaint

我的案件 (My Case)

状态 Status:

编号 Order	案号 Case Number	投诉人 Complainant	被投诉人 Respondent	提交时间 Submission time	受理时间 Acceptance	案由 Cause of Complaint	状态 Status	受理人 Receiver	调 Con
1				20...			调解中 In mediation		5
2				20...			已提交 Submitted		
3				2022-02-10			调解失败 Mediation failed		
4							确认调解 Mediation determine		

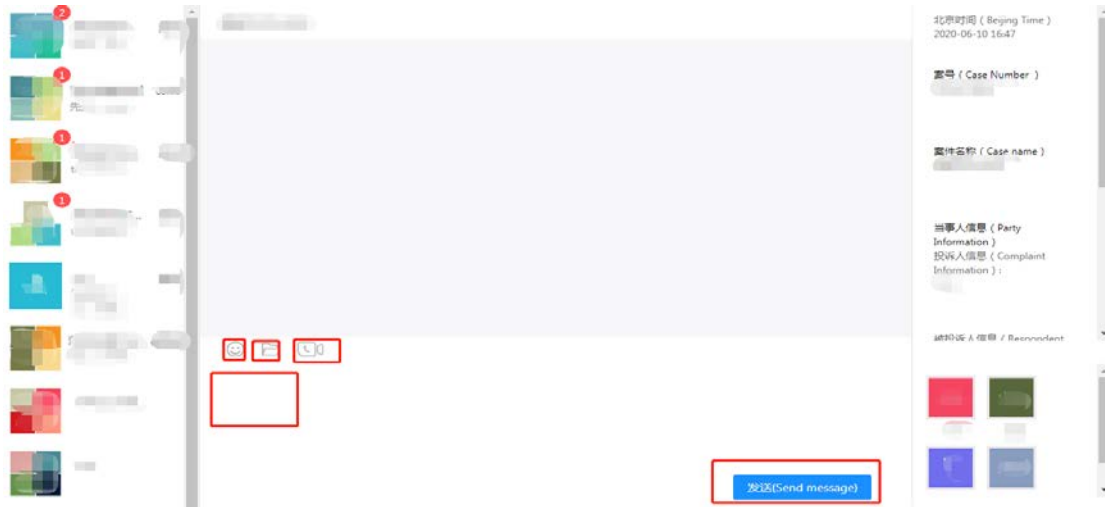
2.8 Enter mediation court. When the case is in mediation, click “Enter mediation court”.

案号 Case Number	投诉人 Complainant	被投诉人 Respondent	提交时间 Submission time	受理时间 Acceptance	案由 Cause of Complaint	状态 Status	受理人 Receiver	调解员 Conciliator	操作 Operation
02						调解中 In mediation			查看 View 进入调解庭 Enter mediation court

共搜索到 1 条数据 < 1 > 10 条/页

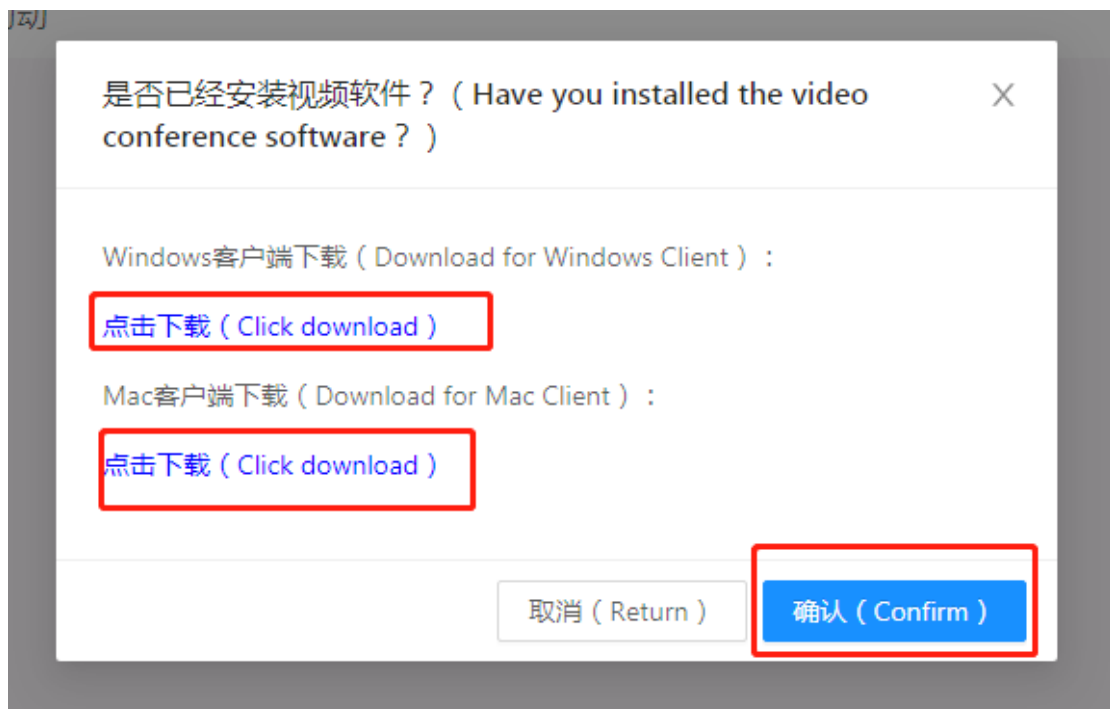
2.9 Mediation court communication. Send files, pictures,

videos, text, emoticons in this chat box.



2.10 Click the video button to enter the "South China International Economic and Trade Arbitration Commission Online Mediation Tribunal".

If the video conference software is not installed, click to download and install. If the software is installed, then click "Confirm".



After clicking "Confirm", a message pops up on the page stating "Open [URL:xylink](#) Protocol?" Select the left button "Open [URL:xylink](#) Protocol " to enter the online mediation court.



2.11 Upload signature video.

Click the "View" button in the list to jump to the case details' page, and click "Signature or stamp recording video guide" at the bottom of the page to follow the steps for uploading the signature video.

2.12 Confirm the settlement agreement.

After a successful mediation, the case status may change to "Reviewed success". Then click "Confirmation of settlement agreement".

The screenshot displays a web interface for case management. At the top, there is a search bar with the text "我的案件 (My Case)" and a search button labeled "重置 Reset". Below this is a table with the following columns: "提交时间 Submission time", "受理时间 Acceptance", "案由 Cause of Complaint", "状态 Status", "受理人 Receiver", "调解员 Conciliator", and "操作 Operation". The table contains one row with the following data: "2020-06-10 10:01:58", "2020-06-10 10:02:23", a blurred cause of complaint, "审核成功 Reviewed success", a blurred receiver name, a blurred conciliator name, and "确认协议 Confirmation agreement". Red boxes highlight the "审核成功" and "确认协议" cells. Below the table, there are two text input fields labeled "补充说明 (Supplementary Statement) :" and "答辩信息 (Defense Information) :". To the right, a document viewer shows a document titled "和解协议书 Settlement Agreement.doc" with a "查看 (View)" button. At the bottom, there is a blue button labeled "确认和解协议 Confirmation of settlement agreement" and a white button labeled "返回 (Back)". A link "录制签字或查看视频指引 (Signature or check recording video guide)" is also visible.

II. Respondent

1. Receive the documents

Click the address in the email and fill out the verification code provided in the email on the jump page.

Request for Consent of Mediation

Respondent [redacted]

Complainant [redacted] had submitted a request for mediation to the Canton Fair Online Platform for IPR and Trade Disputes regarding the dispute arising from the [redacted] on [redacted] 2020.

Here attached the request for mediation and documents submitted by the complainant. If you agree to mediate, please click [https://test.hubgree.com/scia-handler/index.html#/home/mediation/getCase?email=\[redacted\].com](https://test.hubgree.com/scia-handler/index.html#/home/mediation/getCase?email=[redacted].com) , Enter verification code: **UHIAY** , Review relevant materials and participate in mediation, or contact us directly.

Contact Person: fangxiansheng; Email Address: tradedispute@cantonfair.org.cn; Telephone: 0086-20-89120995.

Canton Fair Online Platform for IPR and Trade Disputes

2020 [redacted]

案件调解 Case mediation / 领取材料 Receive the documents

领取材料 Receiver the documents

验证码 (Verification code)

确认 (Confirm)

2. Disagree on mediation

On the page that jumps after receiving the documents, select "Disagree on mediation".

录制签字或盖章视频指引
(Signature or stamp recording video guide)

同意身份验证并参与调解 (Agree to the identity authentication and mediation)	拒绝调解 (Disagree on mediation)
---------------------------------------------------------------------	---------------------------------

3. Agree on mediation

On the page that jumps after receiving the documents, select "Agree to the identity authentication and mediation" and then jump to the page. If there is an account existing, enter the account & password to login. If no account, click "Identity

Authentication" to add an account.

Note: The email used in the identity authentication process must be the same as the email address that receiving the Request for Consent of Mediation.

SCIA

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找回密码 (Find password)

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登录 (Login) 身份认证 (identity authentication)

4. Login the account

Check details in "My mediation" Page.

案件调解 Case mediation / 我的调解 My mediation

操作 (Operation)

新建投诉 New Complaint

我的案件 (My Case)

状态 Status:

请输入案号 (Input case number)

请输入关键字 (Input key words)

编号 Order	案号 Case Number	投诉人 Complaint	被投诉人 Respondent	提交时间 Submission time	受理时间 Acceptance	案由 Cause of Complaint	状态 Status	受理人 Receiver	调解 Cor
1				20			调解中 In mediation		

5. Upload the signature

Click the "View" button in the list to jump to the case details page, and click "Guidelines for Recording the Process of Signing or Sealing" at the bottom of the page to follow the steps.

6. Confirm the settlement agreement

After mediation and the settlement agreement uploading, the parties need to sign the agreement electronically. View the complainant's existing signature on the page. Click "Confirmation of settlement agreement."



After signature, enter the case details' page and view the signatures of the parties.



Party A:



Party B:



June , 2020