An ODR Process based on APEC Model Procedural Rules
Notice & Response stage: Notice (Article 4)
User: Claimant
Article 4

Claimant: Login

Did you have any problems with your dealings?
If you want to use ODR (Online Dispute Resolution) to solve the problem, please log in.

Click here for ODR procedures
Article 4

Claimant: Login

Confirm and agree to terms of service at first login
Article 4

Claimant: Login

ODR Platform

Terms of use for ODR / Consent for the treatment of personal data
Agree to the following agreement and click the “Start ODR” button.

Terms of use for ODR

1.
2.
3.
4.

我同意条款与条件

Cancel  Start ODR
Article 4

Claimant: Top page

Welcome to ODR Platform

With this ODR platform, you can solve problems online. It is also possible to work with a third party expert.

First of all, please register as a “claim” about the content of your problem.

New claim
Article 4, paragraph 4

Claimant: Claim registration – input (1 of 2)
Article 4, paragraph 4

Claimant: Claim registration – input (2 of 2)

Logged-in user information is automatically supplemented.
Article 4

Claimant: Claim registration – finish

Registration has been completed.
As soon as there is a response from the respondent, we will contact you by email.
Notice & Response stage: Response (Article 5)
User: Respondent
Article 5

Respondent: E-mail notification

ODR platform

A claim has been submitted. Please respond.

Please check details from the link below.

Go to ODR Platform
Article 5

Respondent: Participate in negotiation stage
Article 5, paragraph 2

Respondent: Claim registration – input (1 of 2)

Register response
Please enter a response to the following claim.

0003768480: Request for refund of Dewy Skin supplement
Purchased product: Dewy Skin supplement
Purchase date: July 9, 2019, 8:24PM
Purchase amount: ¥8,900
Type of claim: Other
Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
Attachment: Order completed / Dewy Skin supplement.pdf
Desired solution: Refund, Other
Claimant: Reiko Sakurai

Contents of response
Type of response
- Product exchange
- Full refund
- Partial refund
- Other

Response details
Article 5, paragraph 2

Respondent: Claim registration – input (1 of 2)

Logged-in user information is automatically supplemented
Respondent: Claim registration – finish

Registration has been completed.

Submitted a response to the claimant. From this point on, you can use messages.
Negotiation stage: Negotiation (Article 6)
User: Respondent
Article 6, paragraph 2

Respondent: Messages
Article 6, paragraph 2

Respondent: Messages

ODR Platform

0003769480: Request for refund of Dewy Skin supplement

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Overview Activities Messages Files

Due date: July 15, 2019

Communicate with participants to find a solution

My name is Watanabe of xxx Co., Ltd.
We would like to pay the actual cost of the medicine in addition to the full refund for the inquired matter. Would this be okay?
Article 6, paragraph 2

Respondent: Messages
Article 6, paragraph 2

Respondent: Messages

ODR Platform

0003454480: Request for refund of Dewy Skin supplement

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Due date: July 15, 2019

Message with all participation

Claimant: Reiko Sakurai
Hi, my name is Sakurai.
Yes, the medicine cost was about 5000 yen.

6:12 PM

R

My name is Watanabe of xxxx Co., Ltd.
We would like to pay the actual cost of the medicine in addition to the full refund for the inquired matter.
Would this be okay?

6:05 PM

Add new group
Article 6, paragraph 2

Respondent: Correction recommendation in messages

...
Article 6, paragraph 2

Respondent: Correction recommendation in messages

Correction recommendation using AI
Article 6, paragraph 2

Respondent: Correction recommendation in messages

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

My name is Watanabe of xxx Co., Ltd. We would like to pay the actual cost of the medicine in addition to the full refund for the inquired matter. Would this be okay?

Claimant: Reiko Sakurai

Hi, my name is Sakurai.
Yes, the medicine cost was about 5000 yen.

5000 yen is too expensive. Show me the evidence.
Article 6, paragraph 2

Respondent: Correction recommendation in messages

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Overview Activities Messages Files

Message with all participation
+ Add new group

My name is Watanabe of xxxx Co., Ltd.
We would like to pay the actual cost of the medicine in addition to the full refund for the inquired matter.
Would this be okay?

6:05 PM Read

Claimant: Reiko Sakurai

Hi, my name is Sakurai.
Yes, the medicine cost was about 5000 yen.

6:12 PM

Could you please attach a product invoice and medicine receipt for confirmation?
Article 6, paragraph 2

Respondent: Correction recommendation in messages
Article 6, paragraph 2

Respondent: Attached files in messages
Article 6, paragraph 2

Respondent: Attached files in messages
Article 6, paragraph 2

Respondent: Messages

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Due date: July 15, 2019

Claimant: Reiko Sakurai

Invoice and receipt. Please confirm.

- Invoice_Dewy skin supplement.pdf
- Receipt.png

Thank you. Now, we will proceed with the settlement. Please wait a moment.
Negotiation stage: Propose settlement (Article 10)
User: Respondent
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal

A navigation format that allows parties to smoothly create settlement proposals.
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal

It is possible to create a settlement proposal jointly by both parties.

Minimize to create a settlement proposal while exchanging...
Article 10

Respondent: Create settlement proposal

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Claimant: Reiko Sakurai

Invoice and receipt. Please confirm.

Thank you. Now, we will proceed with the settlement. Please wait a moment.
Article 10

Respondent: Create settlement proposal

0003768480: Request for refund of Dewy Skin supplement

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Due date: July 15, 2019

Message with all participation

Claimant: Reiko Sakurai

Invoice and receipt. Please confirm.

Thank you. Now, we will proceed with the settlement.

I would like to consult about details of the settlement proposal. About the shipping cost when returning. We will bear the transfer fee here, so could you pay for the return shipping fee?
Article 10

Respondent: Create settlement proposal

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Thank you. Now, we will proceed with the settlement. Please wait a moment.

I would like to consult about details of the settlement proposal. About the shipping cost when returning. We will bear the transfer fee here, so could you pay for the return shipping fee?
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal

ODR Platform

Please communicate with Reiko Sakurai and proceed to the drafting of the settlement if you agree.

Due date: July 15, 2019

Message with all participation

Claimant: Reiko Sakurai

Thank you for paying the transfer fee. I will pay for the return shipping costs.

6:41 PM

Respondent

I would like to consult about details of the settlement proposal. About the shipping cost when returning. We will bear the transfer fee here, so could you pay for the return shipping fee?

6:37 PM

Read

6:42 PM

Unread

Thank you for your cooperation.

6:42 PM

Type a message here

Send
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal
Article 10

Respondent: Create settlement proposal
Negotiation stage: Agreement → Resolution (Article 10)
User: Claimant
Article 10

Claimant: E-mail notification
Article 10

Claimant: Confirm settlement

0003768480: Request for refund of Dewy Skin supplement

A settlement proposal was submitted by Jun Watanabe. Please confirm it.

Contents of claim

- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,000
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response

- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: —
- Counterclaim: No claim

Parties
Article 10

Claimant: Agree to settlement

Settlement Agreement

Claimant: Reiko Sakurai
Respondent: xxx Co., Ltd.
Jun Watanabe

0003768480: Request for refund of Dewy Skin supplement

The respondent shall confirm the amount and make payment to the claimant under the following conditions by the following date.

Overview: Full refund, Payment of solatium
Payment amount: JPY 13,900
Payment date: July 27th, 2019
Return postage: borne by the purchaser
Article 10

Claimant: Agree to settlement

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

Resolved

Congratulations! A settlement has been established.

Overview Activities Messages Files

Contents of claim

Purchased product: Dewy Skin supplement
Purchase date: July 9, 2019, 8:24PM
Purchase amount: ¥8,000
Type of claim: Other
Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
Attachment: Order completed / Dewy Skin supplement.pdf
Desired solution: Refund. Other

Contents of response

Type of response: Full refund
Response details: We will refund the product cost. Please return the product.

An agreement was made.
Negotiation stage: No settlement (Article 6, paragraph 4)
Claimant: Reject settlement

Settlement Agreement

Claimant: Reiko Sakurai
Respondent: xxxx Co., Ltd.
Jun Watanabe

0003768480: Request for refund of Dewy Skin supplement

The respondent shall confirm the amount and make payment to the claimant under the following conditions by the following date:

Overview: Full refund, Payment of solatium
Payment amount: JPY 13,900
Payment date: July 27th, 2019
Return postage: Borne by the purchaser

Article 6, paragraph 4
Article 6, paragraph 4

Claimant: Reject settlement

If the settlement is rejected, create a counter plan or move to the mediation stage.
Claimant: Reject settlement (After selecting ”Present a counter plan”)

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

A settlement proposal was submitted by Jun Wang:

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the event, I ask the seller to pay 5,000 yen as a refund for the damage caused.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund. Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: —
- Counterclaim: No claim

Parties
User: Respondent
Article 6, paragraph 4

Respondent: Reject settlement (After selecting "Present a counter plan") – E-mail notification
Article 6, paragraph 4

Respondent: Move to mediation stage

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

A claim has submitted by Reiko. Please participate in negotiation.

Due date: July 15, 2019

Contents of claim

- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.

Contents of response

Response is not registered.

Parties

- Claimant: Reiko Sakurai
  - Email address: reiko.sakurai@xxxxx.co.jp
Article 6, paragraph 4

**Respondent: Move to mediation stage**

The image shows a screenshot of an ODR Platform interface. In the context of the dispute, a claim has been submitted by Reiko regarding a Dewy Skin supplement. The screenshot indicates a pop-up asking whether the dispute should move to the mediation stage. The text in the pop-up explains that moving to the mediation stage means the dispute will be resolved with a third-party mediator without negotiating only with the claimant and the respondent. The options given are 'No' and 'Yes'. The pop-up is highlighted to emphasize the decision point for the respondent.
Article 6, paragraph 4

Respondent: Move to mediation stage

O DR Platform

0003768480: Request for refund of Dewy Skin supplement

Moved to the mediation stage. Please wait until a mediator is appointed.

Due date: July 15, 2019

Contents of claim

- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.

Contents of response

Response is not registered.

Parties

Moved to the mediation stage.
Mediation stage: Appoint mediator & Accept nomination (Article 11)
User: Mediator
Mediator: E-mail notification

You have been appointed mediator. Please accept the nomination.

Please check details from the link below.

Go to ODR Platform
Article 11, paragraph 2

Mediator: Top page

ODR Platform

Procedure flow:
1. Notice / Response
2. Negotiation
3. Mediation
4. Arbitration

Check for new messages
Check for necessity of taking action
Article 11, paragraph 2

Mediator: Check whole picture

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

You have been appointed mediator. Please accept the nomination.

Contents of claim

- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥48,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response

- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: —
- Counterclaim: No claim

Parties
Article 11, paragraph 2

Mediator: Check whole picture
Mediator: Accept nomination of mediator

You have been appointed mediator. Please accept the nomination.

If there is no information disclosure objection from the parties within 3 days after the appointment of the mediator, you will be able to see the information created at the negotiation stage.
Article 11, paragraph 3

Mediator: Accept nomination of mediator and declaration

After confirming the following, click the “Accept” button to accept the nomination of the mediator.

In accepting this matter, I pledge to maintain independence and neutrality and to keep the information received confidential.
In addition, I will disclose any facts that are suspected of being independent or neutral.

☐ I agree to the above

Accept nomination
Article 11, paragraph 3

Mediator: Accept nomination of mediator and declaration

ODR Platform

You have been nominated as mediator for the following case:

0003768480: Request for refund of Dewy Skin supplement

You have the option to decline or accept the nomination.

Accept nomination and declaration

After confirming the following, click the “Accept” button to accept the nomination of the mediator.

In accepting this matter, I pledge to maintain independence and neutrality and to keep the information received confidential.
In addition, I will disclose any facts that are suspected of being independent or neutral.

☐ I agree to the above

Accept
Cancel
Article 11, paragraph 3

Mediator: Accept nomination of mediator and declaration
Article 11, paragraph 2

Mediator: Activities - After disclosure

Information created at the negotiation stage can be viewed
Article 11, paragraph 2

Mediator: Activities – check claim & response

ODR Platform

Communicate with both parties to create a mediation plan.

Claimant: Reiko Sakurai

Mediator: May Hayata

Submitted a claim:
July 9, 2019, 8:24 PM

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24 PM
- Purchase amount: ¥9,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 3,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: —
- Counterclaim: No claim

Sent: messages.
July 15, 2019

ODR Platform
Article 11, paragraph 2

Mediator: Activities – check messages
Article 11, paragraph 2

Mediator: Activities – check attachments
Article 11, paragraph 2

Mediator: Activities
Article 11, paragraph 2

Mediator: Files

Files can be downloaded in a batch.
User: Claimant
**Article 11, paragraph 4**

Claimant: E-mail notification

[Image of email notification interface]
Article 11, paragraph 4

Claimant: Check mediator

ODR Platform

May Hayata has been appointed as mediator.

May Hayata
National xxxx association  xxxx Certified Advisor

Mediator experience
Number of mediations 213 (As of April 2019)
Number of resolutions 189
Resolution rate 88.7%

Biography
xxxx Graduated from xxxx university
xxxx Graduated from xxxx graduate school
xxxx Joined xxxx office
xxxx Appointed advisor at the national xxxx association

Specialized field
Claimant: Change mediator

May Hayata
National xxxx association  xxxx Certified Advisor

Mediator experience
Number of mediations  213 (As of April 2019)
Number of resolutions  189
Resolution rate  88.7%

Biography
xxxx Graduated from xxxx university
xxxx Graduated from xxxx graduate school
xxxx Joined xxxx office
xxxx Appointed advisor at the national xxxx association

Specialized field
Administration, Divorce, Inheritance
Article 11, paragraph 4

Claimant: Change mediator

If you need to change the mediator, you can proceed quickly.
Article 11, paragraph 4

Claimant: Change mediator
Article 11, paragraph 5

Claimant: Change mediator

ODR Platform

Mike Davis
xxxx Office

Mediator experience

Number of mediations: 417 (As of April 2019)
Number of resolutions: 383
Resolution rate: 91.8%

Biography

xxxx Graduated from xxxx university
xxxx Graduated from xxxx graduate school
xxxx Joined xxxx office
xxxx Joined national xxxx association
xxxx Assume an advisor of xxxx association

Specialized field

Real estate, Government

A new mediator has been appointed.
Mediation stage: Mediation (Article 7)
User: Mediator
Article 7, paragraph 2

Mediator: Messages

Communicate with both parties to create a mediation plan.

Message with all participation

Respondent: Jun Watanabe

I think that a smoother exchange can be achieved by discussion with a third party. May I proceed to mediation?

Claimant: Reiko Sakurai

Yes, please.

Mediator: May Hayata joined.
Article 7, paragraph 2

Mediator: Messages

Communicate with both parties to create a mediation plan.

Message with all participation

I think that a smoother exchange can be achieved by discussion with a third party. May I proceed to mediation?

July 18, 5:02 PM

Claimant: Reiko Sakurai

Yes, please.

July 18, 5:51 PM

Mediator: May Hayata joined.

My name is Hayata, the mediator. Ms. Sakurai, may I ask you about the detailed situation when taking the supplement?
Article 7, paragraph 2

Mediator: Messages

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

Communicate with both parties to create a mediation plan.

Due date: July 28, 2019

Message with all participation

Claimant: Reiko Sakurai

Yes, please.

Mediator: May Hayata joined.

My name is Hayata, the mediator. Ms. Sakurai, may I ask you about the detailed situation when taking the supplement?

Type a message here

Send
User: Claimant
Article 7, paragraph 2

Claimant: Messages
Article 7, paragraph 2

Claimant: Messages

Let's communicate with the mediator and the other party for resolution.

Mediator: Hayata

My name is Hayata, the mediator. Ms. Sakurai, may I ask you about the detailed situation when taking the supplement?

Ms. Hayata, nice to see you. I got sick on the night I took the supplement. I don't have any meals other than supplements that day, so I'm sure the cause is supplements.
Article 7, paragraph 2

Claimant: Messages

Let's communicate with the mediator and the other party for resolution.

Message with all participation

Mediator: May Hayata

My name is Hayata, the mediator. Ms. Sakurai, may I ask you about the detailed situation when taking the supplement?

11:09 AM

Ms. Hayata, nice to see you. I got sick on the night I took the supplement. I don’t have any meals other than supplements that day, so I’m sure the cause is supplements.
Mediation stage: Propose mediated settlement (Article 10)
User: Mediator
Mediator: Create mediated settlement proposal

Communicate with both parties to create a mediation plan.

My name is Hayada, the mediator. Ms. Sakurai, may I ask you about the detailed situation when taking the supplement?

Ms. Hayada, nice to see you. I got sick on the night I took the supplement. I don't have any meals other than supplements that day, so I'm sure the cause is supplements.
Article 10

Mediator: Create mediated settlement proposal

Proposal for mediation by AI
Article 10

Mediator: Create mediated settlement proposal
Article 10

Mediator: Create mediated settlement proposal
Article 10

Mediator: Create mediated settlement proposal
Article 10

Mediator: Create mediated settlement proposal
Mediation stage: Agreement \(\rightarrow\) Resolution (Article 10)
User: Claimant
Article 10

Claimant: E-mail notification
Article 10

Claimant: Confirm mediated settlement

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

A mediation proposal was submitted by May Hayata. Please confirm.

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: —
- Counterclaim: No claim

Parties
Article 10

Claimant: Confirm mediated settlement

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

Settlement

Settlement date: --- --- ----

Mediator: National xxx association

May Hayata

Claimant: Reiko Sakurai

Respondent: xxxx Co., Ltd.

Jun Watanabe

0003768480: Request for refund of Dewy Skin supplement

The respondent shall confirm the amount and make payment to the claimant under the following conditions by the following date.

Overview: Full refund

Payment amount: JPY 13,900

Payment date: July 27th, 2019

Return postage: Borne by the purchaser
Article 10

Claimant: Confirm mediated settlement

ODR Platform

0003768480: Request for refund of Dewy Skin supplement

Waiting for confirmation of mediation proposal by Jun Watanabe.

Contents of claim

Purchased product: Dewy Skin supplement
Purchase date: July 9, 2019, 8:24PM
Purchase amount: ¥8,900
Type of claim: Other
Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
Attachment: Order completed / Dewy Skin supplement.pdf
Desired solution: Refund, Other

Contents of response

Type of response: Full refund
Response details: We will refund the product cost. Please return the product.
Attachment: 

An agreement was made.

Parties
User: Respondent
Article 10

Respondent: E-mail notification

A mediated settlement has been submitted. Please check.

Please check details from the link below.

Go to ODR Platform
Article 10

Respondent: Confirm mediated settlement

A mediation proposal was submitted by May Hayata. Please confirm.

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.

Parties
Article 10

Respondent: Agree to mediated settlement
Article 10

Respondent: Agree to mediated settlement

0003768480: Request for refund of Dewy Skin supplement

Resolved

Congratulations! A settlement has been established.

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I asked the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.

An agreement was made.
Mediation stage: No settlement (Article 7, paragraph 3)
User: Claimant
Article 7, paragraph 3

Claimant: Reject mediated settlement
Article 7, paragraph 3

Claimant: Reject mediated settlement

If the mediated settlement is rejected, move to the arbitration stage.
Other screens
Account information registration – input

**ODR Platform**

Register account information

- **Name**: Reiko Sakurai
- **Email address**: reiko.sakurai@xxoc.co.jp

[Buttons: Cancel, To confirmation page]
Account information registration – finish

Registration has been completed.
A confirmation email has been sent to your registered email address.

To Login page
## Member information

**ODR Platform**

<table>
<thead>
<tr>
<th>Account information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of member</strong></td>
</tr>
<tr>
<td><strong>Name</strong></td>
</tr>
<tr>
<td><strong>Email address</strong></td>
</tr>
</tbody>
</table>

[Edit]
Help / Contact

ODR Platform

Help / Contact

FAQ
Questions and answers frequently asked by customers are available as FAQ.

Operating manual
Manuals for operating methods and steps are available.

Contact phone numbers
ODR Management Office
0120 xxx xxx

If you cannot use toll-free numbers from overseas
+81 3 xxx xxx xxx (Call charge)

Reception time:
Monday to Friday 9:00 AM~5:00 PM
FAQ

Q. How can I apply if I have a lot of materials to attach at the time of registration of claim?
A. In the application form, please attach three main documents and send other files separately to the ODR Secretariat by e-mail (************@odr.co.jp) with the project ID. .

Category  Claim registration

Q. 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ODR Platform

Operating manual
Post-use questionnaire

ODR Platform

Questionnaire after using ODR
Please answer the following items. Thanks for your cooperation.

The process was fair or impartial.
- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

The dispute was handled in a reasonable timeframe.
- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

(Please answer only for those who had mediation stage)
The mediator handled your case with dignity, fairness and impartiality
- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

The ODR system was easy to use.
- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

Would you recommend ODR to others?
- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree

To confirmation page
(Reference) Arbitration process
Arbitration stage (Article 8)
User: Arbitator
**Article 8**

*Arbitrator: Announce schedule*

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We will proceed with arbitration. Please submit information to be used as a basis for the decision by the following schedule.

**Date:** Wednesday, August 7, 2019
Arbitrator: Arbitration registration – input

**Register arbitration details**
You can register by uploading a document or entering it directly.

**When uploading a document**

- + Add file

**When entering directly**

- **Arbitration creation date:** Aug 10, 2019
- **Arbitration details:**
- **Attachment:** + Add attachment
- **Place of arbitration:**

**Buttons:**
- Cancel
- Save draft
- Submit
Article 8

Arbitrator: After arbitration registration

ODR Platform

Registration of arbitration details is complete.

Contents of claim
- Purchased product: Dewy Skin supplement
- Purchase date: July 9, 2019, 8:24PM
- Purchase amount: ¥8,900
- Type of claim: Other
- Claim details: When I took dewy skin supplements purchased at the shopping site, I was struck by abdominal pain that night. I ask the seller to pay 5,000 yen as a refund for the merchandise and a gift.
- Attachment: Order completed / Dewy Skin supplement.pdf
- Desired solution: Refund, Other

Contents of response
- Type of response: Full refund
- Response details: We will refund the product cost. Please return the product.
- Attachment: No claim

Parties