

USER GUIDE: E-FILING PLATFORM

The CAS e-filing platform enables parties or their representatives to submit written submissions electronically (requests for arbitration, statements of appeal, and other written submissions), as well as correspondence if they so wish. This method of filing is permitted under the conditions set out in the CAS Guidelines on Electronic Filing. Subject to the CAS rules and guidelines, filing via the e-filing platform is a valid transmission method, replacing filing by post or courier.

UNDERSTANDING THE INTERFACE

Platform areas

Case Registration Form (at the top): contains the three forms to be completed depending on your situation.

Case Registration Form (below): list of your completed and submitted forms.

Completed/Archived (on the right): forms that have been processed by the CAS.

My Cases (below): all existing cases accessible with your e-filing account.

Documents (below): downloaded documents by case and party.

WHICH FORM TO CHOOSE?

Form 1: New Case Opened by Claimant/Appellant

Use this form if you are a claimant or appellant opening a new case at the CAS.

Form 2: New Case Opened by Claimant/Appellant Representative

Use this form if you are a representative opening a new case on behalf of a claimant or appellant at the CAS.

Form 3: Existing Case Access Request

Use this form to request access to an existing case at the CAS if you are:

- a co-claimant or co-appellant (with or without a representative)
- a respondent (with or without a representative)
- a co-respondent (with or without a representative)
- a party representative
- an arbitrator
- a clerk

SPECIAL NOTE FOR FORM 3: EXISTING CASE ACCESS REQUEST

The case number of a new procedure will be communicated to you in advance and in writing by the CAS Court Office. You must copy and paste this case number exactly as provided into the search field or list to select it.

IMPORTANT

By default, only the individual email address associated with your account will receive notifications from the CAS via the platform. To verify your email address, click your initials (top right) > Settings > My Profile. If you wish additional people to receive confirmation or

notification emails, you must create an account using a generic email address accessible to those users.

PROCEDURE COMMON TO ALL FORMS

Step 1: Complete and submit the form

- Fields marked with an asterisk (*) are mandatory.
- Provide as much information as possible to facilitate and expedite processing.
- Attach your documents by dragging and dropping them into the designated area (recommended format: PDF).
- Click "Create" to submit your form.
- **You will receive an automatic confirmation email** containing the exact date and time of your submission (Central European Time) and a list of uploaded documents. Ensure that you receive this email, as it constitutes an official acknowledgement of receipt. Once you have received this confirmation, there is no need to contact the CAS Court Office separately.
- **In the event of a discrepancy between the information submitted in the form and the submission(s) actually filed, the latter shall prevail (e.g. if the parties' names in the statement of appeal differ from those entered in the e-filing form).**

Step 2: Check on the platform

- Refresh the page (F5).
- Your form will appear in "Case Registration Form" at the bottom.

Step 3: Add documents later (optional)

To add documents to a case-opening request or to an ongoing case, click the blue "+" icon (Add Files) in the relevant area. Drag and drop your documents into the designated area, select the case and your party, then click "Upload". A green progress bar will indicate the upload status. Once the upload is complete, close the window and refresh the page (F5). Your documents will appear in the relevant case, and you will receive a confirmation email.

Step 4: Processing by the CAS

Once processed, your opening request form moves to "Completed/Archived".

Step 5: Access to the case

If the CAS approves your case-opening or access request, the case will appear in "My Cases".

Step 6: Manage documents

To download multiple documents:

1. In the "My Cases" area, you can individually select documents and download them via the three dots on the right side of the search field. To download several documents at once, use the "Documents" area (at the bottom of the platform) and click the "funnel" icon (filter) located to the right of the search field, under the title "Download Case Documents – Filter by Case and Party".
2. Select your party (claimant/appellant or respondent).
3. Select the case you wish to filter.

4. Click "Show Results".
5. Select the desired documents individually by clicking each box, or select all at once by clicking the top box to the left of the "Name" column.
6. Click on the three dots (next to the funnel icon and the search field).
7. Click "Download Selected Items".
8. A panel will open on the right, creating a ZIP file.
9. Download the ZIP file.

FAQ

Q: What is the "Subject" field for? A: The "Subject" field (in Forms 1 and 2) describes what the case is about. You may wish to indicate the names of the parties.

Q: What should I do if I upload documents or receive an email that documents have been notified, but they do not appear on my forms? A: **Refresh the page** (F5) to see the documents appear immediately and to confirm that they have been added to the case.

Q: What should I do if I do not receive a confirmation email after an action? A: Contact the CAS Court Office. In all other cases, there is no need to send an additional email or to contact the CAS.

Q: What file formats are accepted? A: Accepted file extensions: .csv, .doc, .docx, .jpeg, .jpg, .m4v, .mov, .mp3, .mp4, .msg, .pdf, .png, .ppt, .pptx, .wma, .wmv, .xls, .xlsx, .zip. Maximum number of files: 50. Maximum file size: 300 MB.

Q: My document appears under a truncated name on the platform. A: Filenames will be truncated at the first full stop (e.g. "23.05.26_appeal.pdf" will appear as "23"). Use hyphens or underscores instead (e.g. "23-05-26_appeal.pdf").