

ODRの現状

(実用化フェーズに入ったODR)

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2018. 7. 13



世界のODR 実用化

International ODR Providers

オンライン受付

American Arbitration Association (AAA)

Better Business Bureau トラストマーク＋紛争解決

ODRWorld ODRJapan, ODRIndia, ODRChina...

TRUSTe プライバシー保護のトラストマーク紛争解決もあり

World Intellectual Property Organization (WIPO)

ドメインネーム紛争

ブラインドビディング

Cybersettle Blind Bidding ニューヨーク市で採用 保険金の交渉

対話支援

Juripax 多言語対応

SmartSettle Blind Bidding／複数論点を扱える／競技会開催

The Mediation Room

Her Majesty's Court Service／National Institute of Health National Mediation Board／
Law council of Australia European Consumer Center Commonwealth
Telecommunication Organization



実用化された新しいODR(1)

閉じた市民法廷

[Ebay / Resolution Center](#)

6000万件／年の小紛争処理

Reputation

決済代行

Paypal

第三者機関

squareTrade

Netnutrals

Police blotter

The screenshot shows the eBay Resolution Center interface. At the top, there's a navigation bar with the eBay logo, user name 'Hi, emandai! (Sign out)', and links for 'Buy', 'Sell', 'My eBay', 'Community', and 'Help'. Below this is a search bar and a 'Categories' dropdown menu. The main content area is titled 'Resolution Center' and features a section 'Resolve a problem'. This section contains a paragraph explaining the process, followed by a prompt to describe the problem. There are two columns of radio button options: 'I bought an item' (with 'I haven't received it yet.' selected) and 'I sold an item' (with 'I haven't received my payment yet.' selected). A 'Continue' button and a link 'My problem is not listed here' are at the bottom of this section. Below the 'Resolve a problem' section is a 'Your cases' section which states 'You have 0 cases over the last 18 months.' On the right side, there is a 'Help' sidebar with links for 'What to do when a buyer doesn't pay', 'Canceling a transaction', 'What to do when you don't receive your item or it's not as described', 'Resolving buying problems', and 'Resolving selling problems'.



離婚サポート / completecase

- <https://www.completecase.com/>

The screenshot shows the homepage of CompleteCase.com. At the top, there is a dark blue navigation bar with the logo 'CompleteCase.com' on the left, a phone icon and the number '1-877-282-0944' in the center, and a 'Need Help?' button on the right. Below the phone number is a small flag icon and the text 'Se habla español'. The navigation bar also contains links for 'Home', 'Divorce Online Service', 'Pricing', 'Help Center', 'Company', 'Contact Us', and a 'Client Login' button with a dropdown arrow.

The main content area features a large image of a smiling woman with her hand on her chin. To the left of the image, the text reads: 'Complete your divorce online with CompleteCase.com®' and 'Save thousands of dollars in legal fees without the cost of an attorney'. Below this, there is a circular badge with '100%' and the text '100% GUARANTEE OF COURT APPROVAL OR YOUR MONEY BACK'. To the right of the badge is a 'Choose your State:' dropdown menu with 'Select your state' and a 'Start Now' button.

Divorce online is fast and easy

CompleteCase.com is the premier affordable divorce center.

Our simple and inexpensive process provides you with completed divorce documents in as little as 20 minutes. Access your completed divorce forms after a short online interview. There are no lengthy completion or delivery periods.

The divorce documents are customized to your state, your children, your income, assets and any other factors in your case. Follow the provided instructions, print, sign and file with the court.

Affordable uncontested divorce. Start now.

How it works - Easy 3 Step Process

- 1 Determine your eligibility for a CompleteCase.com online divorce.
- 2 Complete our online divorce interview at your convenience.
- 3 Print your completed forms & instructions for filing for your divorce.

実用化された新しいODR(2)

リアルタイムビデオ

MediateMe.com 米国ミズーリ州
2009年cyberweekで紹介。

<http://www.mediateme.com/>

[MediateMe Video.mp4](#) メディエーターと紛争の当事者による オンラインリアルタイムビデオチャット による紛争解決

- ・メディエーターは、対応分野、料金、スケジュールを入力しておく。
- ・当事者は、メディエーターを双方の同意により選択
- ・登録するとメールで連絡され、オンラインビデオチャットで紛争解決
- ・実施当事者は、予め自分側の主張と自分の立場からの解決策を文字で書き込んでおく。(コーカス)
- ・メディエーターは、それら进行评估し、ビデオチャットで解決への道案内をしていく

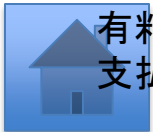


利用は基本的に無料だが、メディエーターが有料に設定することもできる。

この場合は、メディエーターが自分で設定する。

有料の場合は、手数料をサイトに支払う。

支払はクレジットカード



実用化された新しいODR(3)

開いた市民法廷

Citizen court

[SideTaker 世界の皆に決めてもらおう!](http://www.sidetaker.com/)

<http://www.sidetaker.com/>

The screenshot shows a web browser window displaying a question on the SideTaker platform. The question is titled "Neighbors pool is leaking water on my yard." and was asked by a user named Rahkman. The question text reads: "I dont know what to do here, I have asked him to fix the problem but nothing. What can I do? I dont want to fight with him all the time." Below the question, there are four answers from other users: bigjimmy, PJF13, pandorabox, and wonka. The answers provide various suggestions, including contacting the county code office, contacting the government, and sending a certified letter. The website interface includes a navigation bar with options like "my account", "browse sides", "browse questions", and "experts". There is also a sidebar with a "Want Them Back?" advertisement and a "Become a Fan" button for SideTaker on Facebook. At the bottom of the page, there is a footer with a link to the contact page.



Thank

you!

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<http://www.odr-room.com/>

