JETRO e-Venue

User Guide for JETRO e-Venue

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Introduction

JETRO's business matching site "TTPP" has been reborn as the new system "e-Venue" as of January 2022. e-Venue connects you with businesses around the world!

e-Venue is used by business people in more than 150 countries. Get it all done online through the e-Venue website; simply complete the user/business proposal registration, search and view business proposals, and make inquiries. For Japanese users, we translate overseas business proposals into Japanese so that they can be viewed in Japanese and English. You can register on e-Venue and view business proposals free of charge.

In addition, e-Venue cooperates with JETRO matching events to support proposals' presence and business meetings in special page for events for participants only.

What you can do after user registration

・You can deliver your business proposals to the world and expand your business opportunities. You can register, update, and delete your information at any time from e-Venue, so you can deliver information in a timely manner.

・You can approach business proposals speedily using the chat function.

・You can easily check the contact status of business proposals and JETRO event information that you are participating in from the e-Venue website.

・We will notify you by e-mail of newly registered projects (partner candidates) that automatically match your requested conditions as "recommended proposals". Recommended proposals for you will be displayed on the top page after logging in.

Procedures for registration

Step 1	Step 2	Registration Completed
e-Venue User Registration	**Business Proposal Registration**	**Upload**
Enter basic information required for your registration as an e-Venue user. Upon completing your user registration, you will be notified about your user ID and password through an e-mail from e-Venue.	Use the user ID and password for logging in to e-Venue. After choosing a "Business Type" such as "Export/Import of Products and Parts", you can enter your business information to apply for registration.	Instantly, upon the completion of JETRO's check, your business information will be delivered through the e-Venue website to business people around the world.

Notice

1. Complete registration within two hours.

The system automatically times out a session after two hours of inactivity on the same page.
In this case, close the page and log in to the e-Venue website again.
Avoid timing out by copying and pasting texts you drafted in advance for the "Corporate Profile" in your "User Info" or business proposals.

2. Login ID and PW

・In principle, your login ID will be your registered e-mail address (with some exceptions).

・Set the password with at least eight characters and make sure it contains three types of characters from the following character groups.

Lowercase letters (a-z)
Uppercase letters (A-Z)
Numbers (0-9)
Special characters and symbols（!@#$%^&*）

1. User Registration

If you belong to an entity other than a Japanese company, registration will be completed on e-Venue.

If you belong to a domestic corporation (including Japanese companies expanding overseas), after entering the basic information on the JETRO customer information page, please enter additional items on e-Venue.

Step 1	Step 2 (Only Other Than Japanese Company!)	Step 3
User Registration (Person in Charge)	**User Registration (Account information)**	**Login**
Enter the basic information required to become a registered user of e-Venue. The Legal Entity information entered here will be published on e-Venue as the user's affiliation information.	The Legal Entity information entered here is for JETRO internal management and will not be disclosed on e-Venue. For Other Than Japanese Company Please register the Legal Entity info. For Japanese Company Registration of the Legal Entity info is not required.	Please apply for user information and wait for JETRO's review and approval. After JETRO’s approval, you can use all the functions of e-Venue.

1.1 For entities other than Japanese companies

1. Open the top page of e-Venue.

* The language can be switched on the top page before login.

2. Click [Register] near the center of the left side of the screen.
3. Click [User registration, entity other than Japanese company] near the center of the right side of the screen.
4. The page will move to the "Terms of Use". After confirmation, check the check box and click the [Confirm] button.
5. You will be taken to the "User Registration" page, so enter the user information according to the input fields.

6-1. After registering the user information, if the "business type" is a corporation, continue to enter the corporate information on the "User Registration" screen.

6-2. When registering as an individual, registration at user information.

* Since e-Venue is intended for business matching, in principle, it is assumed to be used by those who have registered or licensed as a sole proprietor. Please note that it may not be available for students and individuals.

7. After completing the registration of user information, you will be taken to the e-Venue top page. Click [Login] at the top right of the screen or the center of the left side of the screen. Please check "Login/Logout" in this user guide to know more about logging in.
8. After logging in, click [PIC information] from the menu at the top of the home screen.

9. Click "name" from the list of your contact information. If you need to update registered information, click the [Edit] button at the top right of PIC details, or click the item to be corrected in order to update the content, and then click the [Save] button. After confirming the contents, click the [Apply] button at the top right of the screen and wait until approval by JETRO.

* Saving the user information alone does not send the application to JETRO. Please be sure to log in to apply.

1.2 For Japanese companies

1. Open the top page of e-Venue.
2. Click [Register] near the center of the left side of the screen.
3. Click [User registration for Japanese company] near the center of the left side of the screen.
4. Please go to the JETRO customer information page and register.
5. After registration, an email will be sent to the user, so start e-Venue from the URL provided.
6. After logging in, click [PIC Information] from the menu at the top of the home screen.
7. Click "Name" from the list of your contact information. If a correction is necessary, the information details screen for the person in charge is on the upper right.

   Click the [Edit] button, or click the item to be modified to update the content, and then click the [Save] button. After confirming the contents, click the [Apply] button at the top right of the screen and wait until approval by JETRO.

[Confirmation/inquiries by JETRO]

JETRO checks the contents of each registration application one by one, and if any incompleteness or additional information is required, the e-Venue office will contact you by e-mail.

One account will be issued for each user. Please manage your account at your own risk. Please note that the account may be deleted if there is a report of trouble, etc. due to the use of a person other than the user.

2. Logging in and logging out

2.1 Logging in

1. Open the "e-Venue Home".

2. Click [Login] at the top right of the page or the center of the left side of the screen.

3. Enter your login ID in the "Login ID" and password in the "Password" fields on the "Customer Information Login Authentication" page, and click the [Login] button.

After logging in, the e-Venue home screen will be displayed, and your name will appear in the upper right corner.

2.1 Logging out

1. Click the user's name on the upper right of the operation page.

2. Click [Logout] in the menu to log out from the system.

*Please note that if you click [Logout] during operation, the information being operated will be discarded.

3. Searching proposals

By narrowing down the conditions, you can search for proposals that match your needs.

3.1 Searching proposals for online matching

1. Click “Search proposals” from the menu at the top of the home screen.

2. You will be taken to the search page where you can specify search conditions on the left side of the screen. Newly arrived proposals appear at the time of initial display.

In "Free word search", you can specify "Proposal Name", "Characteristics and selling points", and "HS code".

If you want to narrow searches down to newly arrived proposals (proposals approved within 10 days), please turn on the "New Proposal" check.

It is also possible to narrow down the conditions by specifying "Desired Style of Exchange (Primary) ", "Proposal Category", "Registered area”, "Target Area".

3. When you select an item from the search results, you can move to the proposal information details and check the contents.

If you find a proposal that you are interested in and want to contact the person in charge, you can request permission to contact the person in charge.

Please check the "Contacts" chapter on the next page for contact information.

4. Contacts

When you want to contact the person in charge of a proposal, you can make contact by chat.

*The contact function of business proposals cannot be used by users who are eligible for events only.

4.1 Request contact

1. Select the proposal for which you would like to request contact.
2. Click the [Contact] button at the top right of the proposal information details.
3. Enter the contact details on the "Contact" page and send a message.

   The contact status will be "Under Application". Please wait for the reply to the contact request. If it’s approved, you can chat with the person in charge.

4.2 When you get a contact request

Notifications will be displayed on the notification icon (bell icon) at the top right of the top page for users who received a contact request.

Click the contact request to move to the contact details.

1. Approving contact

   Click the [Approve] button at the top right of the contact details. The status will be "In Contact", and you will be able to communicate by "posting" (=chat).

2. Rejecting contact

   Click the [Reject] button at the top right of the contact details screen. The status will be "Rejected" and further communication will not be accepted.

   * The result will be notified to the user by e-mail and bell icon.

     The reason for denial will be displayed on the screen of the user who requested the contact.

4.3 Posting message by chat

If the status is "In contact", you can post (chat) with the other party.

1. Click the "Contacts" at the menu at the top page and click the “Manage Number” or “Request date” that you want to check the conte
2. Enter in the "Write comment" field on the contact details and click the “comment” button.

   * When you post, the contacted person will be notified with a bell icon.

4.4 Ending contact

If you want to end contact with the person you are in communication with, click the "Close" button at the top right of the contact details.

The status will be "Waiting for evaluation". Under this status, neither user will be able to communicate with the other.

Either user can end contact.

* Notification will be sent by e-mail and bell icon.

4.5 Evaluating contacts

To evaluate the contact after it ends, click the Evaluate button at the top right of the contact details.

When the evaluation is completed, the status will be "Closed".

* The evaluation result will not be disclosed to the person you are in contact with.

5. Registration of business proposals

You can register proposals for business matching.

The new registration page for proposals (“Temporarily Register Proposals” page) can be displayed in the following two ways.

1. Click the [Proposal Registration for e-Venue] button displayed near the center on the home screen.

2. Click [Proposals List] at the top of the home screen. Click the [New] button at the top right of the item list page.

5.1 Registration of business proposals

1. On the "Temporarily Register Proposals" page, enter the necessary information and register. You can edit the proposals after registration (before application).

* The free word search for proposals is performed by targeting the "Proposal Name", “Characteristics and selling points", and "HS code" of the registered proposal. We recommend that you create a description of the proposals with the accurate words.

2. After confirming the contents of the proposals, click the "Application" button at the top right of the page to apply for the proposals to JETRO.

After applying for a proposal, if the proposal is approved by JETRO, it will be open to other users. If you don't want to publish your proposal, select "Unlisted on e-Venue website" in the "Listed/Unlisted" field.

You can check the status of the proposal review in the "Proposal approval status" column on the proposals list page.

Proposal Name	This is like the headline of a newspaper or magazine, and is displayed in the list of proposals (search results). [Japanese: 64 characters or less; English: 64 characters or less] It is recommended to clearly indicate the keywords related to the characteristics (uniqueness, advantages, flexibility, etc.) of the product/service so that it can be distinguished from similar proposals.
Category	You can assign up to three types of proposal categories, from category (1) to (3). Please assign the proposal category from the viewpoint of material, use, theme, etc. The proposal category has a structure of 1 to 3 or 4 levels depending on the content. “(1) Category 1, 2, 3 and 4" are matching condition items for recommended proposals. It is recommended that "Category 1 and 2" be given the category that the business buyer/supplier is likely to search for.

Characteristics and selling points	If it is a product, please enter the transaction conditions such as delivery date, payment, language support, etc., in addition to materials, technology, usage, production capacity, quality control, transaction results, etc. If you wish to do business overseas, you will need to enter it in English. [Japanese: 3,000 characters or less; English: 3,000 characters or less]
Proposals image	You can register up to six images. Images such as of products, services, and businesses can be registered. The first image is displayed on the home screen and in the proposals (search result) list. [Image format/capacity: .png, .jpg, .jpeg / 500 x 500 pixels, within 37.5MB]

[Recommended proposals]

When a new proposal is registered, a notification is sent by e-mail and through the recommended proposals list that appears after the login page to both persons in charge for which the conditions of <Desired Style of Exchange (Primary), (1) Categories 1 to 4, (1) Target country> match.

It is also possible to set matching with another proposal by changing the conditions of (1) categories 1 to 4 and (1) target country.

[Confirmation by JETRO]

e-Venue confirms the contents of the registration application one by one. After the confirmation is completed, the official registration notification will be sent by e-mail and at the same time, it will be published on e-Venue. In addition, if confirmation of contents or additional information is required, the e-Venue secretariat will contact you by e-mail or send back the application. Please allow 1-2 weeks to complete the registration.

* If you want to add or correct the application details, please contact us by e-mail (e-venue@jetro.go.jp) with the "proposal number" and the addition/correction details. If we do not receive your reply within one week, we will post the registration application information as it is, except for suspicious cases.

[Rejection/editing of business proposals]

1. Business proposals not accepted by e-Venue

Products that violate international treaties/agreements, import/export regulations, intellectual property rights infringement, and Japanese domestic laws and regulations

Financial products (stocks, bonds, etc.) and transactions that appear to be parallel exports/imports

Other proposals that JETRO deems inappropriate in light of public order and morals

2. Editing of titles and contents by JETRO

Words and images that may conflict with various laws and regulations related to expression (Pharmaceuticals and Medical Devices Law, Gift Labeling Law, etc.) will be deleted.

In addition, we will make necessary edits in accordance with the e-Venue editing policy.

3. Duplicate registration of similar proposals is not accepted.

If you apply for registration of multiple similar proposals, we will organize them as appropriate. In addition, we reject submissions of proposals similar to those previously made and request that the existing registered proposals be edited instead.

6. Events

When you participate in the event which is held by JETRO, you will be able to see a special page for events.

On the special event page, you can see the proposals just for events. In addition, you can register proposals. Please note that each event has different requirements for participation.

6.1 Searching proposals for events

1. Select the event from the "Participating Event List".

2. You will be taken to the special event page, so specify the search conditions on the left side of the screen.

3. Select the proposal from the search results to move to the details.

6.2 Contact regarding proposals for events

If you would like to contact the person in charge of the proposal for an event, you can request contact.

Please check the next page for information on how to make contact.

6.3 View compatibility between event participants

On the special page for the event, the person in charge column of the "Participant List" tab may be marked as “★”.The mark shows the result of AI (artificial intelligence) scoring result of the compatibility between you and other users participating in the event.

Scoring is based on registered company information and proposal /product information. This result does not guarantee business meetings and contracts, but please use it to consider the desired business meetings.

The score is displayed on a five-point scale:

(High)★★★★★

★★★★☆

★★★☆☆

★★☆☆☆

(Low)★☆☆☆☆

7. Proposals for events

If you want to exhibit at the event you are participating in, register the proposal for the event.

Please check "Registering Master Proposals for Event" for how to register master proposals that can be used for each event.

Please check "Registration of Event Exhibit Projects" for how to register projects related to the event.

7.1 Register master proposals for events

1. Click “Proposals for the Event” at the top menu.
2. Click the “New” button at the top right of the "Proposal for Event (Buy-Sell)" or "Proposal for Event (innov)".
3. Enter the required items on the "Registering Master Proposals for Event" and complete the registration.

* As no application is required for master proposals, this completes registration.

When registering a master proposal, the proposal is not linked to the event.

7.2 Register proposals for events

1. Click “Participating Event List” at the top of the home screen or click the [*Click here to register proposals for attending events] link.
2. Select the event you want to exhibit from the event list. It is possible to register a project even at the event you are still applying for.
3. Click the “Register Proposal/Product for Event” button at the top right of the special page for events.
4. Select either "New registration" or "Diversion registration" on the "Register Proposal/Product for Event". If you select "Diversion registration", you can select the registered master proposal or the proposal for the event by the user or a shared person in charge in the same corporation, and a copy of the master project will be newly registered as a proposal for the event. After making a new registration, you can check the contents before applying and edit if necessary.

   For details on who is sharing, see "Sharing/Deleting User Information".
5. After confirming the contents of the proposal, click the "Application" button at the top right of the screen to apply for the proposal to JETRO.

After applying, if your proposal is approved by JETRO, it will be open to other users participating in the event. If you don't want to publish your proposal, select "Unlisted on e-Venue website" in the "Listed/Unlisted" field.

8. Matching events

If a matching event is being held at the event you are attending, you can participate in the meeting by registering your schedule and the business partners you wish to meet. The organizer will set up meeting schedules according to the registered participation schedule and the parties with whom you wish to have a business meeting.

Each meeting will be held online via Microsoft Teams. Please participate in the meetings from your own device.

8.1 Registration of schedules

1. Select the event in which you wish to participate from "Event page list" tab to enter the special event page.
2. Click the "Schedule registration" button on the special event page. Check your time zone on e-Venue at the top of the window and select the check box for the date-time you can attend the event. The time schedule is displayed according to the time zone.

* You can update your time zone on e-Venue by going to your ″PIC information″ tab and selecting your contact information.

* Please follow the same procedure to change a schedule that has already been registered.

8.2 Registration of meeting request (From Business proposals)

1. Select the event in which you wish to participate from "Event page list" tab to enter the special event page.
2. Browse the proposals exhibited at the event using the proposal search function, etc., and if there is a proposal for which you wish to have a business meeting, register your business meeting request by clicking the "Meeting Request" button on the details screen.

   Select the priority level of your business meeting request from the five levels. The higher priority level, the more priority will be given to the meeting.

* If you wish to withdraw a registered request for a business meeting, click "Meeting Request Made" from the "Your matching event list" tab to display the list of companies you wish to meet with, and then click "▽" to delete the request.

8.3 Registration of meeting request (From Participant List)

1. Select the event in which you wish to participate from "Event page list" tab to enter the special event page.
2. If the company you wish to have a business meeting exists in the list displayed on the "Participant List" tab, click "Meeting request" to register your meeting request to the company that you wish to have meeting.

8.4 Acceptance of meeting requests

The list displayed on the "Meeting request" tab shows the meeting requests currently registered for you. Check the "Meeting Status" column and select "Accept" or "Deny" from "Edit" by clicking "▽" for unanswered requests.

8.5 Confirmation of meeting schedule

1. After registering the schedule and requests for business meetings, the organizer will set the schedule of meetings.
2. The business meeting schedule can also be downloaded in Microsoft Excel format by clicking the "Meeting List Export" button in the "Meeting schedule list" tab.

8.6 Rescheduling or Canceling meetings (before meeting URL published)

1. If you check the schedule of meetings and find that you are unable to attend a meeting which status has not been confirmed, you can request to change or cancel the date-time of the meeting.
2. To change the date-time of the meeting, click the "Reschedule" button on the detail page of the meeting and change the date and time.
3. To cancel a meeting, click the "Cancel" button on the detail page of the meeting to cancel the meeting.

8.7 Rescheduling or Canceling meetings (after meeting URL published)

After the schedule of the business meetings are fixed by the organizer, An online meeting URL in Microsoft Teams will be issued for each meeting.

1. If you are unable to attend a meeting which status has been confirmed, you may request to reschedule or cancel the date-time of the meeting.
2. If you wish to reschedule the date-time of the meeting after the meeting has been confirmed, click the "Cancel" button on the detail page of the meeting to cancel or change the date and time.

*Organizer will confirm the reschedule or cancel request and may contact separately.

8.8 Execution of meeting

The URL will be sent to you by e-mail when the meeting is confirmed, or you can confirm the URL by clicking the "Meeting schedule list" tab. You can access the online meeting from the meeting URL.

* The organizer may also participate in the meeting.

* If multiple users need to participate in a meeting, please inform them of the URL in advance.

8.9 Evaluation of meeting

Please register your evaluation of the business meeting as soon as possible after the completion of the online meeting. The evaluation of the business meeting can be done from the bottom of the detail of the meeting.

* If there are still some business meetings that have not been evaluated, the organizer may send a follow-up e-mail to those who have not yet done so.

9. Confirmation of user information

To check your own user information, select the "PIC information" menu at the top of the home screen.

9.1 Confirmation of person in charge (PIC) information

The “PIC information” is displayed on the "PIC” tab.
Click "name" from the list of “Your PIC Information”, and your PIC information details will be displayed and you can modify your PIC information in the following two ways. Click the [Edit] button on the upper right of the PIC information details screen, or click each item and correct it, and then press the save button to "apply" to JETRO.
PIC information can be modified when the status is "Waiting for application" or "Approved".

Regarding PICs belonging to Japanese corporations, some items are managed not by the e-Venue site, but only able to manage by the “Confirm and Update Page of Customer Information” page managed by JETRO. If you want to modify these items, you can change them by clicking the [To Confirm / Update User Information, Click here for only Japanese corporations] button on the e-Venue top page.
Once you apply for a correction request, additional corrections will not be possible while the e-Venue Secretariat is processing it.
Until the revised content is approved by JETRO, the information before the revision will be posted on e-Venue.

9.2 Confirmation of information of other persons in charge

The "Other PIC" tab displays the information of another person who belongs to the same legal entity as you when the user information is shared. For details on sharing user information, see "Sharing/Deleting User Information".

Information on other persons in charge can only be referenced.

9.3 Confirmation of corporate information

In principle, nothing is displayed on the "Corporate" tab. Only when the user has registered corporate information in the matching system will registered information be displayed and the status can be checked until it is approved by JETRO.

＊ Please contact JETRO if you need to correct corporate information.

10. Sharing/Unsharring User Information

If you want to share your information with other users who belong to the same as your company, select the "PIC Information" menu at the top of the screen.

10.1 Share/Unshare

Click the [Share/Unshare] button at the top right of the screen of the "Person in charge" tab. While sharing, "Sharing" will be displayed in the "Sharing Status" column of your contact information.
If "Sharing" is displayed, other users belong to your company can view your PIC information, Proposal information, and event information
They can only view and cannot edit your information.
If you want to unshare, click the [Share/Unshare] button at the top right of the screen in the "PIC" tab again.
If you unshared or haven't shared it, you'll see "Unshared" in the "Sharing Status".
* The [Share/ Unshare] button will be available after your PIC information is approved.

11. Contact us

11.1 Registration of inquiries

1. Click [Contact us] at the top of the home screen.
2. Enter the contents in the inquiry form and click the [Registration] button.
3. Your inquiry will be submitted. Please wait for the reply from JETRO.

12. Withdrawal of membership

Except for Japanese companies, users can withdraw from membership on e-Venue by following the procedures in 11.1 described below. If you represent a Japanese company, you cannot unsubscribe on e-Venue, so please contact the e-Venue Office.

Emil: e-venue@jetro.go.jp

Tel: 03-3582-5215 [9:00 to 12:00, 13:00 to 17:00(JST)

(Excluding weekends, public holidays, and year-end and New Year holidays)]

12.1 Withdrawing From e-Venue

1. Click the user icon on the upper right of the screen.

2. Click “withdrawal” from the display menu. Follow the instructions on the screen to complete the withdrawal.

* Please note that if you withdraw from membership, you will not be able to log in to this system, and your proposals, contacts, etc. will be invalidated.