

## Alternative Dispute Resolution System HOW TO CREATE A NEW DISPUTE

04 May 2024

## **HOW TO CREATE A NEW DISPUTE**

1. The user needs to log into their profile by proceeding to <u>www.adraccess.co.za</u> and clicking on the LOG IN button.



2. The user will then be taken to the LOG IN page where they will then provide their email address and password. Once completed they will then click on the LOGIN button below.

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	ATIVE DISPUTE RESOL	ADR ACCESS LOGIN By logging in you confirm that you have read and understand the FORM Manual and Wakate Farms and Conditions of ADR ACCESS and that you cover to be use, reference, diseamentation, and processing of your personal information in accordance with said terms and conditions.	
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	ALTERNATIVE DISPUTE RESOLUTION PLATFORM	LOGIN Forget my.password2	١
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- 3. Once logged in to their profile the user will be position to either create a new dispute or referred trial or application by clicking on the respective button below.
- 4. The user will forthwith me known to as the APPLICANT once he continues with the creation of a dispute or trial or application referral.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	НОМЕ	DISPUTES - CREATE APPLICAT	HEARINGS -	L DEVON DEVON
				2024-06-03 18:13:37
To register a dispute, refer a trial or application click on the respective create b     To view preserve with and/or file a preserve in an original matter click on the original	utton above.			
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- 5. If the create NEW DISPUTE button is selected then the APPLICANT will be taken to a new screen where they will be requested to provide information relating to the dispute and details of the counter party, the RESPONDENT.
- 6. Imperative for the APPLICANT to make sure that he provides the correct email address and cellphone number of the RESPONDENT.

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NOTIFICATION					2024-06-03 18:17:15
All requested information must be supplied before the pl	atform will allow you to register a new	w dispute or a refer a trial or applic	ation.		
Information marked with * (asterix) is COMPULSORY ar	nd if not supplied the platform will not	allow you to proceed.			
Ensure that you have all your supporting documentation	available in PDF format before proc	ceeding to register a new dispute or	a refer a trial or application.		
Ensure that you have all your supporting documentation	available in PDF format before proc	ceeding to register a new dispute or	a refer a trial or application.		
Ensure that you have all your supporting documentation	available in PDF format before proc	ceeding to register a new dispute or	a refer a trial or application.		
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Ensure that you have all your supporting documentation eate new Dispute Dispute Type * Dispute Date * ADR ACCESS Clause Referral? *	available in PDF format before proc Please make a selection 2024/06/03 Please Make a Selection	ceeding to register a new dispute or Create New Dispute	a refer a trial or application.		

7. Once the information is completed the APPLICANT will then click on the LOG NEW DISPUTE button below.

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Physical Address	12 Grant Street		k				
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- 8. The APPLICANT will then be requested to compete all the details pertaining to the dispute lodged.
- 9. It is imperative that the Applicant follow the directions made available.
- 10. Once all is done the Applicant will then submit the information supplied.

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ispute Details					
	Ple	ease capture your dispute i	nformation.		
Dispute Date *	2024/06/02				
Description of Dispute *	Breach of contract				
	Please provide detailed	d description of dispute. It must be clear chronological order. In 200 words and fewer.	r, concise and in		
Description of Relief or Compensation *	Owes 'R20 000 in arrears re	ent	A		
	Please provide detailed des	cription of Relief or Compensation. It m and inchronological order. In 200 words and fewer.	ust be clear, concise		
Previous Attempt to Resolve? *	No		~		
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- 11. The platform will then provide the APPLICANT the opportunity to send the dispute to the RESPONDENT.
- 12. If the Applicant wishes to load any substantiating documentation the APPLICANT must then click on the DOCUMENTS button and follow the directions to upload the

documents. Once done the APPLICANT can return to below mentioned screen by clicking on the BACK button.

13. Once done the APPLICANT can now click on the SEND DISPUTE TO RESPONDENT button.

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- 14. The Applicant will then be taken to the CONFIRMATION screen below.
- 15. If the Applicant is happy with all information and/or documentation uploaded they can now click in the SEND TO RESPONDENT button.

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NOTIFICATION     By clicking on the SEND TO RESPONDENT button yo     By clicking on the SEND TO RESPONDENT button yo     By clicking on the SEND TO RESPONDENT button yo platform.  Send Statement of Dispute to	u confirm that the information and u consent that the information and u confirm that you have read, und to Respondent	d documentation provided is correct. ad documentation provided can be sent to the Re derstand and accept the rules, terms and conditi	espondent.		2024-06-03 18:23:16
	Are you sure y	you wish to send this Dispute to th	ne Respondent?		
Dispute	SND-2024-06-ARB-00001-DE				
Dispute Type	Commercial				
Applicant	Devon Devon				
Respondent	Stone Stone				
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16. An onscreen systems generated message as set out below will then confirm that the NOTICE and STATEMENT OF CASE has been sent to the RESPONDENT.

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SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION	HOME	DISPUTES-	HEARINGS - Documents	DEVON DEVON -     MANAGE DISPUTE
Your Notice and Statement of Dispute has been sent to the Respondent.				2024-06-03 18:23:51
				2024-06-03 18:23:51
The Notice and Statement of Dispute or Trial Referral or Application Referral has been	delivered to the Respondent.			
Once the Respondent files his response or confirmation the platform will forward a SMS	and email to you.			
The Registrar will then proceed to appoint an Arbitrator.				
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17. The RESPONDENT will then receive an SMS and the email below informing them that the APPLICANT has filed a dispute on the ADR ACCESS platform.

