

## Alternative Dispute Resolution System

# HOW TO PURCHASE CREDITS?

1 Nov 2021 ADR/TUTORIAL

### HOW TO PURCHASE CREDITS?

#### <u>STEP 1</u>

- Log into your profile.
- To create a new dispute a user needs a credit. One credit for every new dispute (commercial or labour) created.
- To purchase credits a user needs to click on the <u>CREDITS</u> navigation button and then again on the <u>ORDER CREDITS</u> dropdown button.

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### <u>STEP 2</u>

Once the user clicks on the <u>ORDER CREDITS</u> dropdown button, he will be diverted to a page displaying all the various <u>ADR CREDIT PACKAGES</u> that can be purchased.



#### <u>STEP 3</u>

- Once a selection is made (in this case 1 credit) the user will be taken to a purchase page where the user is able to place his order.
- Prior to clicking on the ORDER ADR 1 PACKAGE button, it is imperative that the user reads through the information provided on the page.



### <u>STEP 4</u>

- Once the user clicks on the <u>ORDER ADR 1 PACKAGE</u> button, he will be diverted to the payment page details. These details must be used by the user to pay for the package selected.
- The user will also receive an email confirming the order placed and the payment details.



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#### <u>STEP 5</u>

- Once the proof of payment is received ADR Accounts will activate the credits purchased.
- > The user will receive an email once the credits are activated.
- Once received the user will log into his profile to view that said credits are activated.

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Copyright 2021 AE	DR Access.			)							

#### <u>STEP 6</u>

- Once the email confirming the activation of the credit is received the user will log into his profile to view that said credits are activated.
- The credits available will reflect in top right-hand corner of profile page (in RED)
- > The user will now be able to create a new dispute.

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