



## **Alternative Dispute Resolution System**

# HOW TO PURCHASE CREDITS?

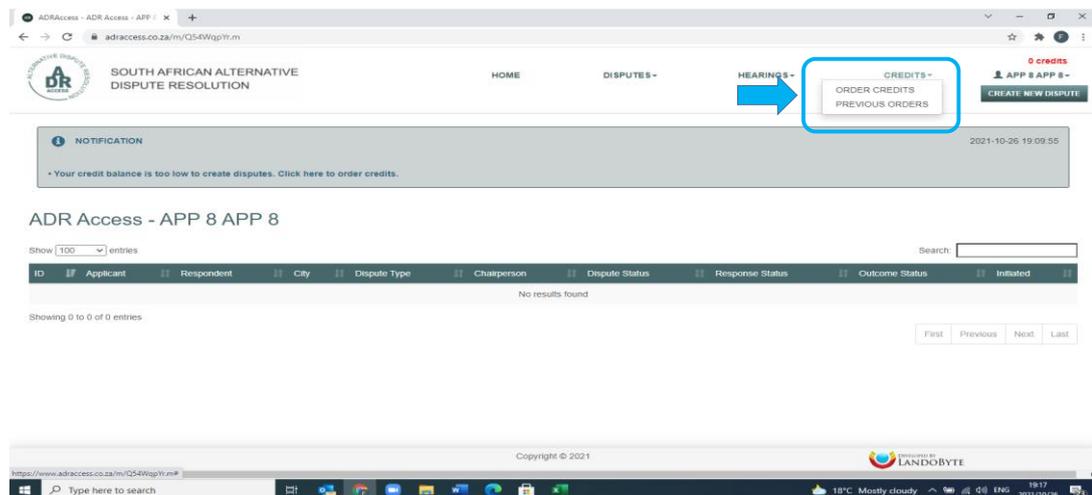
1 Nov 2021

ADR/TUTORIAL

## HOW TO PURCHASE CREDITS?

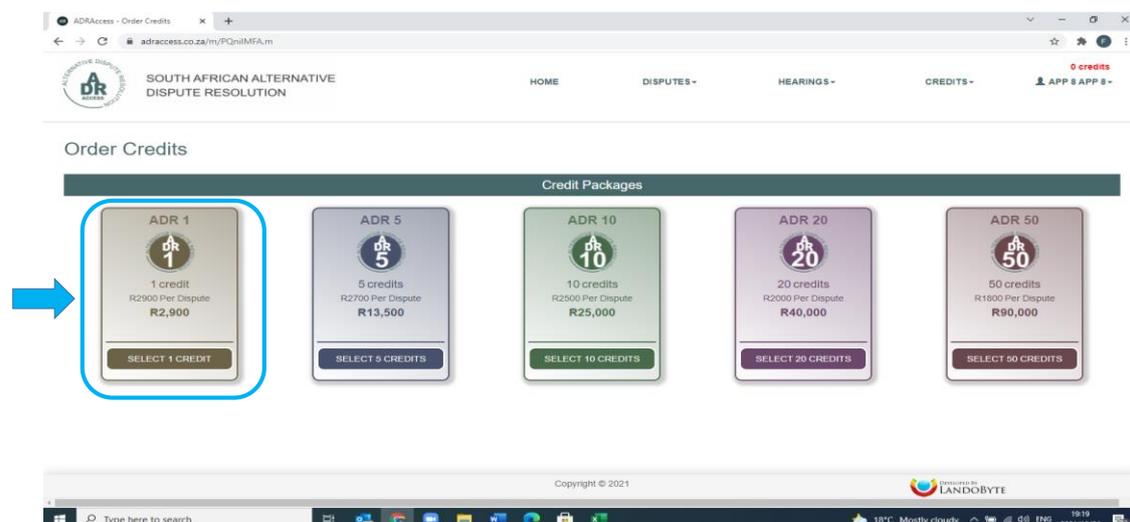
### STEP 1

- 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 **CREDITS** navigation button and then again on the **ORDER CREDITS** dropdown button.



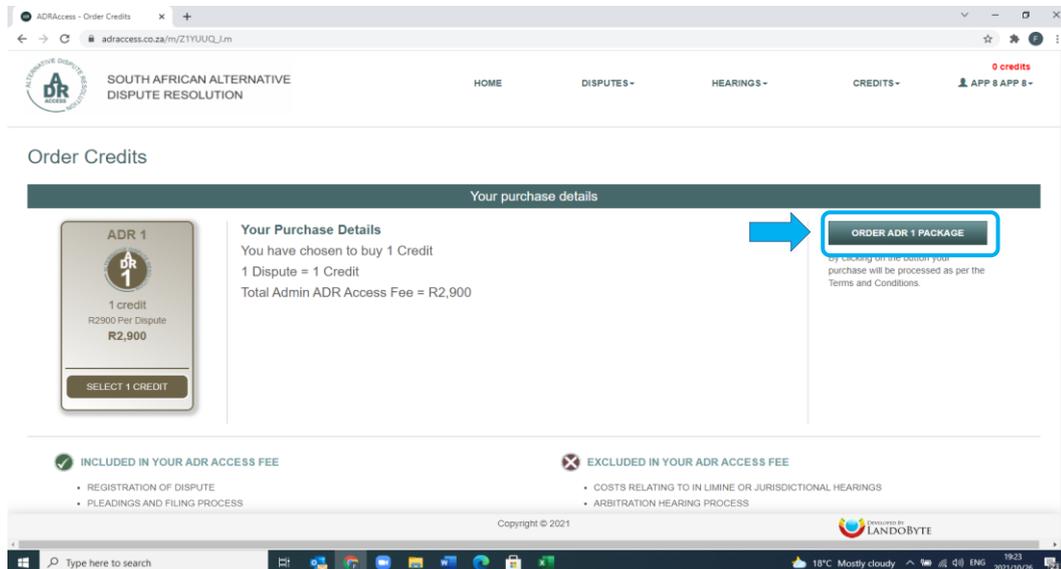
### STEP 2

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



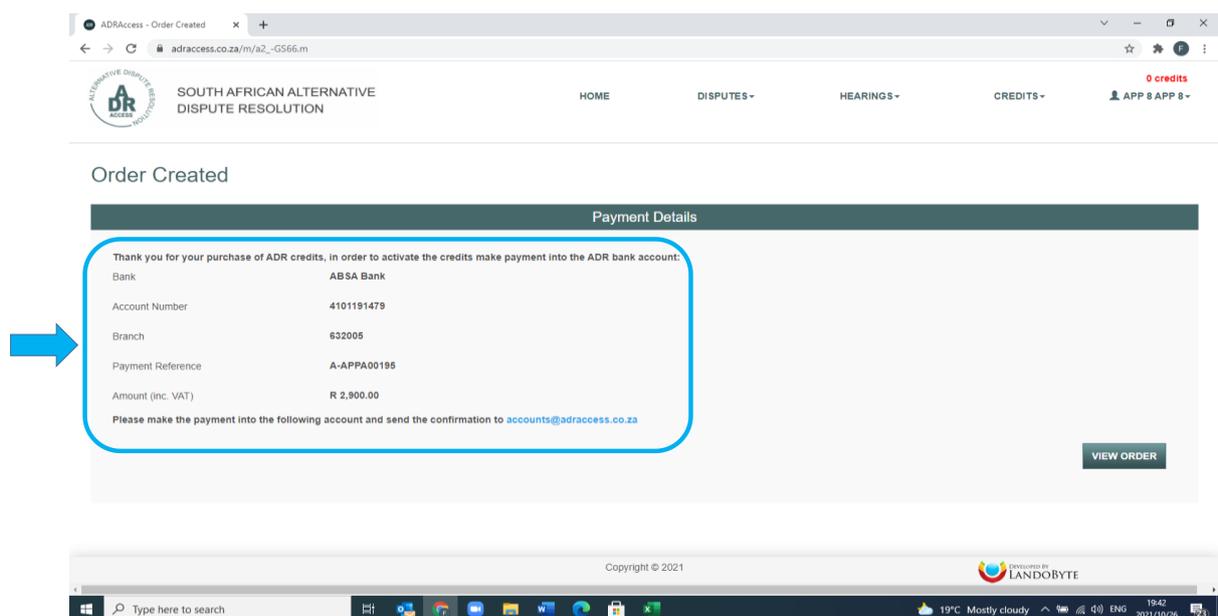
## STEP 3

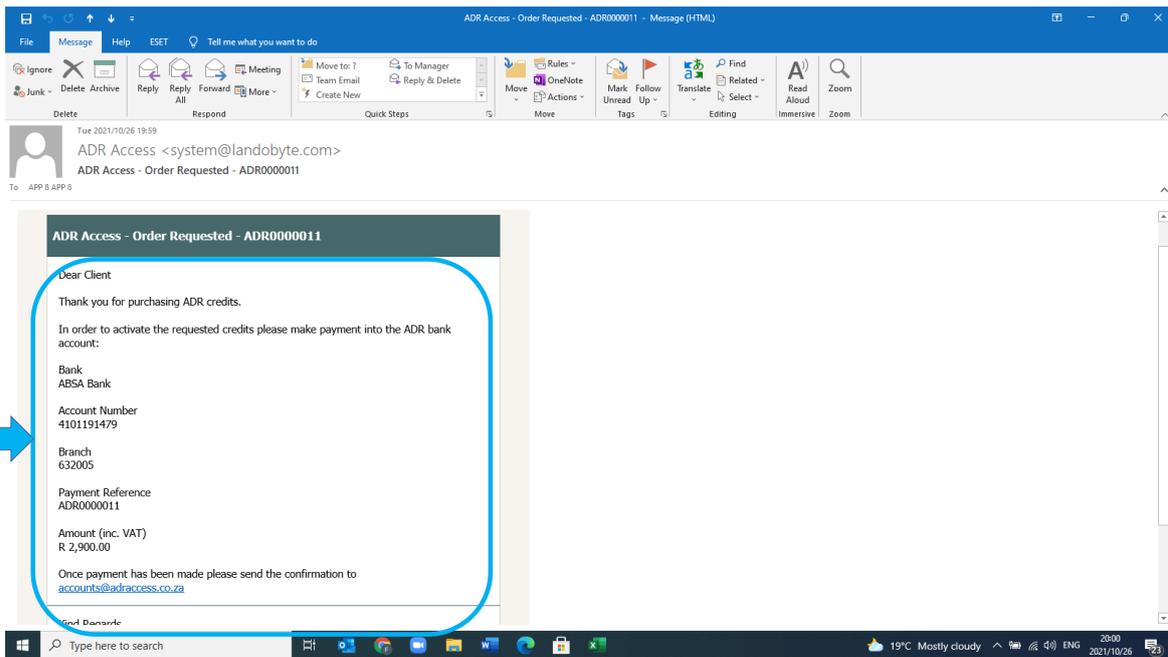
- Once a selection is made (in this case 1 credit) the user will be taken to a purchase page where the user is able to place his order.
- Prior to clicking on the **ORDER ADR 1 PACKAGE** button, it is imperative that the user reads through the information provided on the page.



## STEP 4

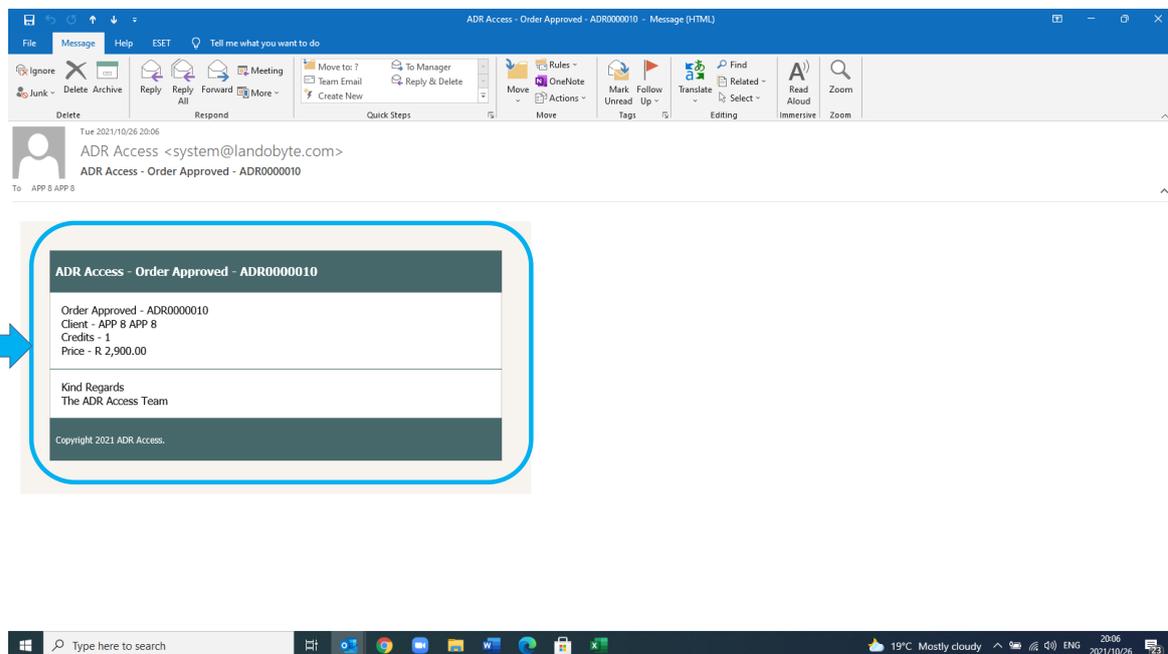
- Once the user clicks on the **ORDER ADR 1 PACKAGE** button, he will be diverted to the payment page details. These details must be used by the user to pay for the package selected.
- The user will also receive an email confirming the order placed and the payment details.





## STEP 5

- 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.



## STEP 6

- 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.

The screenshot shows the user interface of the ADR Access - APP 8 system. The browser address bar displays 'adraccess.co.za/m/JAaajtShm'. The navigation menu includes 'HOME', 'DISPUTES', 'HEARINGS', and 'CREDITS'. A blue arrow points to the 'CREDITS' dropdown menu, which shows '1 credits' in red text. Below the navigation is a 'CREATE NEW DISPUTE' button. A notification box contains the following text:

**NOTIFICATION** 2021-10-26 20:07:20

- To register a new dispute click on the **CREATE NEW DISPUTE** button.
- To view and proceed with an existing dispute proceed to click on the specific dispute listed below and follow the instructions provided on screen.

The main content area is titled 'ADR Access - APP 8 APP 8' and features a search bar and a table with columns: ID, Applicant, Respondent, City, Dispute Type, Chairperson, Dispute Status, Response Status, Outcome Status, and Initiated. The table currently shows 'No results found'. Below the table, it indicates 'Showing 0 to 0 of 0 entries' and provides navigation buttons: First, Previous, Next, Last.

The footer of the page includes 'Copyright © 2021' and the logo for 'UNIVERSITY OF LANDOBYTE'. The Windows taskbar at the bottom shows the system tray with a temperature of 19°C, weather 'Mostly cloudy', and the date '2021/10/26'.