

Alternative Dispute Resolution System

HOW TO CREATE A NEW DISPUTE?

1 Nov 2021 ADR/TUTORIAL

HOW TO CREATE A NEW DISPUTE?

<u>STEP 1</u>

- Log into your profile.
- > A user can only create a new dispute if he has a credit to do so.
- Once a user has logged in, he must then click on the <u>CREATE NEW</u> <u>DISPUTE</u> button.

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<u>STEP 2</u>

- > The user will then be diverted to the CREATE NEW DISPUTE page.
- It is crucial that the user (now Applicant) follow the notifications made available.
- It is imperative that the user (Applicant) has all the documentation he wishes to upload in support of his dispute on hand in PDF format before continuing with the creating of a dispute process.
- The user (Applicant) must then complete the information requested. Initially the information will relate to when and where the dispute took place and then the user will be requested to supply the basic details of the Respondent (if individual his name, surname, cell number and email address)
- Once filled in the user (Applicant) must click on the <u>LOG NEW DISPUTE</u> button.

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Ensure that you have all your supporting documentation as	ailable in PDF format before registering	your new dispute.				
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Email Address *	applicant10@adrtest.co.za					
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Physical Address	1234 grant					
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City	Pretoria					
Province	Gauteng					
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<u>STEP 3</u>

- Once the user (Applicant) clicks on the LOG NEW DISPUTE button, he will be diverted to the **DISPUTE DETAILS** page.
- On this page he will be requested to supply a description of the dispute and also a description of the relief or compensation he is claiming.
- To assist users (Applicants) in formulating the descriptions we have supplied examples. To view the examples a user must just click on the "click here to view examples" link.
- Please note that that we wish to keep the process as simple and informal as possible. Providing brief, clear and concise descriptions will be sufficient.
- If more detail is required, the appointed arbitrator will request said information at the pre-arbitration meeting.
- Once the information is completed and the user (Applicant) is happy he then clicks on the <u>SAVE</u> button.

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<u>STEP 4</u>

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- Once saved the user (Applicant) is diverted to a page confirming that dispute has been registered.
- It is imperative that the user (Applicant) attentively read the notifications provided.
- The user (Applicant) is now granted the opportunity to upload documentation he feels supports his claim and is of importance in proving his claim. He does so by clicking on the **DOCUMENTS** button.
- He will be diverted to a new page where he then clicks on the <u>UPLOAD</u> <u>DOCUMENTS</u> button.
- The user (Applicant) will then be diverted to an UPLOAD DOCUMENT page where he will then be positioned to upload said documentation.
- Once uploaded the user (Applicant) must then click on the BACK TO DISPUTE button.

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NOTIFICATION				:	2021-11-02 21:22:51
Your dispute has been registered.					
Please check that all the information submitted is correct before sending the	dispute to the Respondent.				
To add your supporting documentation please click on the DOCUMENTS but complete upload.	tton, then select the UPLOAD DOCUMENT	s dropdown button and continue	follow instructions to		
 If you wish to edit or remove any of the information supplied or documentatio and proceed to make changes. 	in uploaded click on the MANAGE DISPUT	E button, then select EDIT DISPU	UTE dropdown button		
- Once you are happy that all the information provided and documentation uplo	oaded is correct proceed to click on the SEI	ID DISPUTE TO RESPONDENT	r button.		
Please note that once you have sent the dispute to the Respondent you will r authorization of the Registrar of the Platform or appointed Chairperson (Arthirs	not be allowed to amend any information or ator) after the necessary due consideration	add any additional documents w	ithout the written		
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<u>STEP 5</u>

Once the user (Applicant) has created the dispute and uploaded the documentation in support of his case, he then clicks on the <u>SEND DISPUTE</u> <u>TO RESPONDENT</u> button.

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Respondent	Grant Grant						
Dispute Type	Commercial						
Reference	SND-2021-11-ARB-00001-AP						
Chairperson	Not Assigned						
Dispute Status	Ready to Send to Respondent						
Response Status	N/A						
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STEP 6

- The user (Applicant) will then be diverted to where he needs confirm the information supplied, provides the necessary consent that the dispute can be sent to the Respondent and also confirms/accepts that he understands the terms, conditions and rules of ADR Access.
- ▶ If happy the user (Applicant) clicks on the **SEND TO RESPONDENT** button.

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<u>STEP 7</u>

- Once the user (Applicant) clicks on the SEND TO RESPONDENT button he will be diverted to a page where he will receive confirmation that the Notice and Statement of Dispute has been sent to the Respondent.
- > The user (Applicant) has now filed the new dispute and can log out.
- Please note that a credit only gets deducted once the user (Applicant) sends the dispute to the Respondent.
- The Respondent will then receive an email and SMS informing him that a dispute has been lodged and that he now has 3 working days to either settle or defend the claim.
- The user (Applicant) will also be informed via email and SMS once the Respondent makes a decision.

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Your Notice and Statement of Dispute has been sent to the Respondent.					2021-11-02 21:43:19
					2021-11-02 21:43:21
Your Notice and Statement of Dispute has been delivered to the email address (via	a email) and mobile number (via SMS)	of the Respondent.			
The Respondent will be provided with an opportunity to either settle or defend the	claim filed.				
If the Respondent decides to file an Offer of Settlement you will have the opportunit	ity to accept or reject the offer.				
If you accept the Offer of Settlement then the matter will be referred to the ADR Re settlement agreement.	gistrar who will appoint a Chairperson	(Arbitrator) to make an Award	I in terms of the		
If you do not accept the Offer of Settlement the Registrar shall then appoint a Chair	rperson (Arbitrator) to hear the matter.				
If the Respondent decides to defend the dispute you will receive a Statement of De	efence notice from the Respondent.				
Once the Respondent files its Statement of Defence the Registrar will then appoint	t a Chairperson (Arbitrator) to hear the	matter.			
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