



Alternative Dispute Resolution System

HOW TO CREATE A NEW DISPUTE?

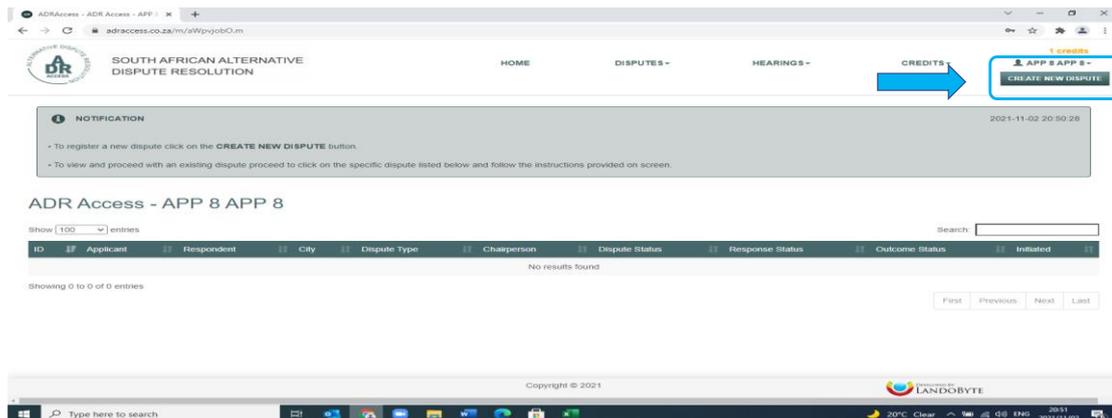
1 Nov 2021

ADR/TUTORIAL

HOW TO CREATE A NEW DISPUTE?

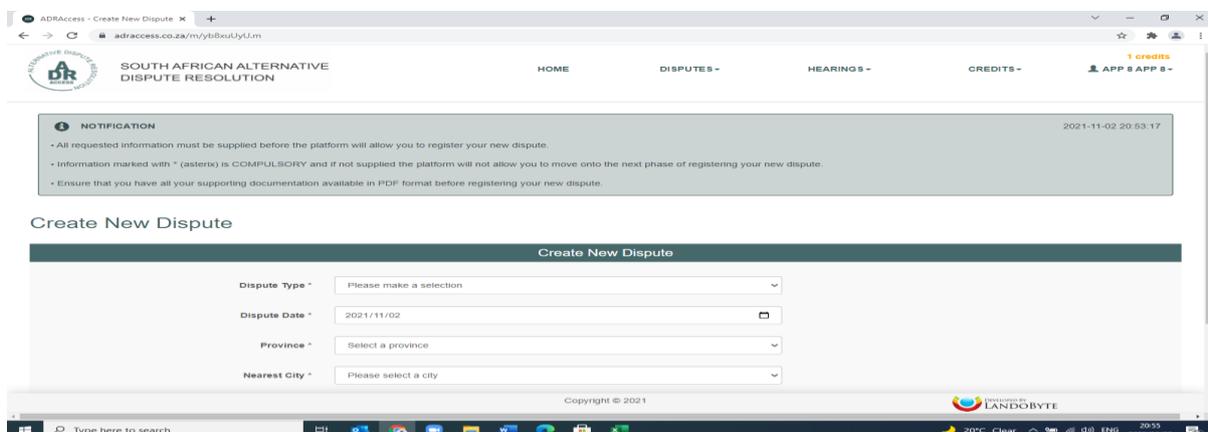
STEP 1

- 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 **CREATE NEW DISPUTE** button.



STEP 2

- 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 **LOG NEW DISPUTE** button.



ADRAccess - Create New Dispute

adraccess.co.za/m/yb8xuUyU.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

HOME DISPUTES- HEARINGS- CREDITS- 1 credits APP 8 APP 8-

Mobile Number * 0767278868

Email Address * applicant10@adrtest.co.za

Occupation Manager

Physical Address 1234 grant

Suburb Fairle Glen

City Pretoria

Province Gauteng

Postal Code 0001

LOG NEW DISPUTE

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20°C Clear 21:06 2021/11/02

STEP 3

- 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 **SAVE** button.

ADRAccess - Dispute Details

adraccess.co.za/m/q5TQHuxG.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

HOME DISPUTES- HEARINGS- CREDITS- 1 credits APP 8 APP 8-

Dispute Details

Please capture your dispute information.

Dispute Date * 2021/10/06

Description of Dispute * I lent him R10 000 which he failed to pay back

Please provide detailed description of dispute in chronological order. In 200 words and fewer. Click here to view example

Description of Relief or Compensation * R10 000 plus interest

Please provide detailed description of relief or compensation. It must be clear, concise and in chronological order. In 200 words and fewer. Click here to view example

Previous Attempt to Resolve? * No

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19°C Clear 21:51 2021/11/02

STEP 4

- 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 **UPLOAD DOCUMENTS** 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.

The image consists of three screenshots from the ADRAccess web application, illustrating the steps for uploading documentation to a dispute.

Top Screenshot: Shows the user interface for dispute resolution. The navigation menu includes 'HOME', 'DISPUTES -', 'HEARINGS -', 'CREDITS -', and 'APP \$ APP \$ -'. The 'DOCUMENTS' button is highlighted with a blue box and a blue arrow pointing to it.

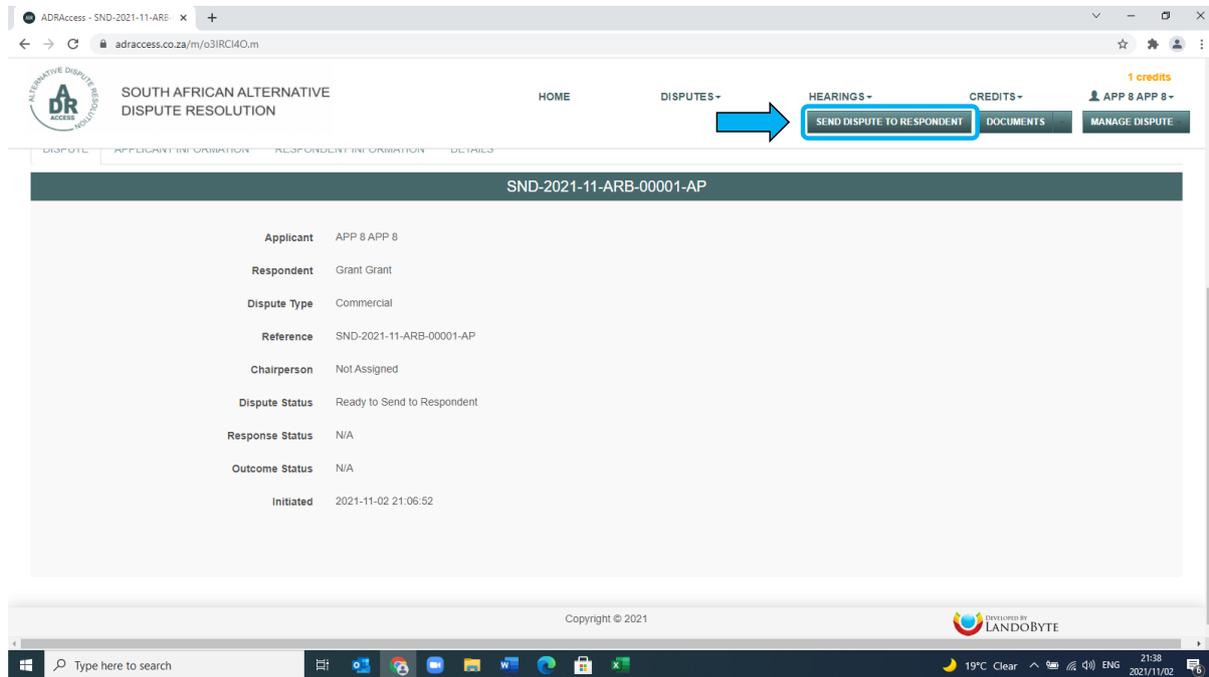
Middle Screenshot: Shows a notification box titled 'NOTIFICATION' with the following instructions:

- 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** button, then select the **UPLOAD DOCUMENTS** dropdown button and continue follow instructions to complete upload.
- If you wish to edit or remove any of the information supplied or documentation uploaded click on the **MANAGE DISPUTE** button, then select **EDIT DISPUTE** dropdown button and proceed to make changes.
- Once you are happy that all the information provided and documentation uploaded is correct proceed to click on the **SEND DISPUTE TO RESPONDENT** button.
- Please note that once you have sent the dispute to the Respondent you will not be allowed to amend any information or add any additional documents without the written authorization of the Registrar of the Platform or appointed Chairperson (Arbitrator) after the necessary due consideration of said request to amend or add.

Bottom Screenshot: Shows the 'Upload Files to Applicant Folder' page for dispute 'SND-2021-11-ARB-00001-AP'. The page lists allowed file extensions: pdf, jpg, png, zip, docx. The 'UPLOAD A FILE' button is highlighted with a blue box and a blue arrow pointing to it.

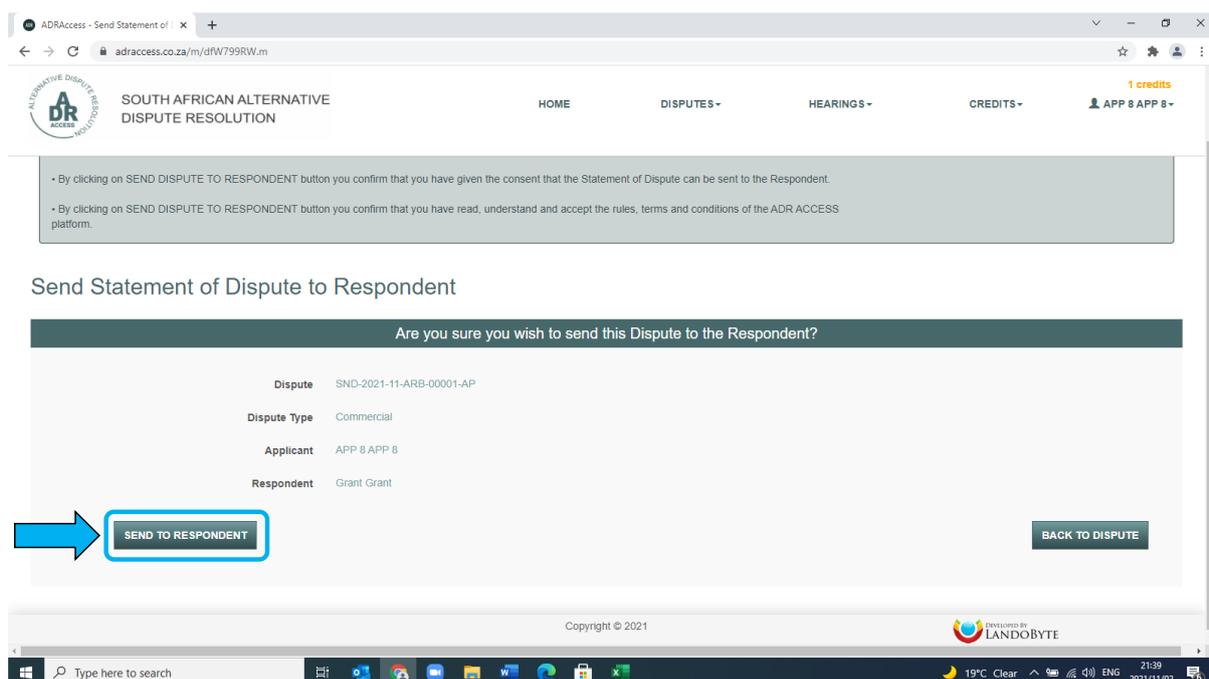
STEP 5

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



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.



STEP 7

- 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.

The screenshot displays the ADRAccess web portal interface. At the top, the browser address bar shows 'adraccess.co.za/m/KZfa8tYm'. The page header includes the logo for 'SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION' and navigation links for HOME, DISPUTES, HEARINGS, CREDITS, and DOCUMENTS. A green notification bar at the top states: 'Your Notice and Statement of Dispute has been sent to the Respondent.' Below this, a detailed notification box provides the following information:

NOTIFICATION (2021-11-02 21:43:21)

- Your Notice and Statement of Dispute has been delivered to the email address (via 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 opportunity to accept or reject the offer.
- If you accept the Offer of Settlement then the matter will be referred to the ADR Registrar who will appoint a Chairperson (Arbitrator) to make an Award in terms of the settlement agreement.
- If you do not accept the Offer of Settlement the Registrar shall then appoint a Chairperson (Arbitrator) to hear the matter.
- If the Respondent decides to defend the dispute you will receive a Statement of Defence notice from the Respondent.
- Once the Respondent files its Statement of Defence the Registrar will then appoint a Chairperson (Arbitrator) to hear the matter.

The case ID 'SND-2021-11-ARB-0001-AP' is displayed below the notification. The bottom of the page shows the 'DISPUTE' tab selected, along with 'APPLICANT INFORMATION', 'RESPONDENT INFORMATION', and 'DETAILS' options. The footer includes 'Copyright © 2021' and the 'LANDOBYTE' logo. The Windows taskbar at the bottom shows the system tray with a temperature of 18°C, clear weather, and the date 2021/11/02.