

## **Alternative Dispute Resolution System**

## HOW A RESPONDENT FILES THEIR RESPONSE TO AN APPLICATION REFERRAL

04 May 2024

## HOW A RESPONDENT FILES THEIR RESPONSE TO AN APPLICATION REFERRAL



- 1. Once an APPLICANT has filed their APPLICATION REFERRAL the RESPONDENT will receive an SMS and email (see below) informing them that the application has been lodged.
- 2. To file their response the RESPONDENT must follow the directions provided on the email.
- 3. The directions will allow the RESPONDENT to create their own profile on ADR ACCESS and once done will allow the RESPONDENT to file their response as to the dispute lodged.
- 4. To proceed the RESPONDENT must click on the link provided in the email below.



5. The RESPONDENT will be taken to below mentioned SIGN UP page and must click on the COMPLETE SIGNUP button. The directions provided will allow them to create their own profile page.



6. Once the Respondent has created a profile and reset his password they must then proceed to the LOG IN page below and utilize the new password selected.

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- 7. Once logged into their profile the RESPONDENT will be directed to supply information to complete their profile.
- 8. The RESPONDENT must click provided onscreen and finalize the information requested.

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- 9. Once completed an onscreen systems message will indicate that all additional information has been saved.
- 10. To proceed to FILE THEIR RESPONSE to the application lodged the RESPONDENT must click on the BACK button.

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11. To file the response the RESPONDENT must now click on the respective case file link provided in their profile.

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- 12. Once the case file link is clicked on the RESPONDENT will gain access to the case file and be in a position to view the application filed.
- 13. To view the documentation the RESPONDENT must click on the DOCUMENTS button.
- 14. To file their response the RESPONDENT must click on the CONFIRM APPLICATION button.

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15. Once done the RESPONDENT will now be positioned to file and upload their response.

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16. Once the response and documentation has been uploaded and completed the RESPONDENT must then click on the NEXT button below.

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Dispute Type	Application Referral					
Applicant	Jumbo Jumbo					
Respondent	Peter Pan					
Respondent Heads of Argument		UPLOAD A FILE				
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17. To proceed and send their response to the APPLICANT the RESPONDENT has to click on the SEND RESPONSE TO APPLICANT below.



- 18. Once done the RESPONDENT will then proceed to the CONFIRMATION page.
- 19. If the RESPONDENT is happy they will then click on the SEND RESPONSE button.

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By clicking on the SEND TO APPLICANT button you	u confirm that the information and docur	nentation provided is correct.						
By clicking on the SEND TO APPLICANT button you	u consent that the information and docu	mentation provided can ne sent to th	e Respondent.					
<ul> <li>By clicking on the SEND TO APPLICANT button you platform.</li> </ul>	u confirm that you have read, understan	d and accept the rules, terms and co	onditions of the ADR ACCESS					
Please note that once you click on the SEND TO AP	PLICANT button you will no longer be	allowed to make any other changes	without the permission of either t	he				
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20. The RESPONDENT will be taken to the page below that will provide them with an onscreen systems message that the response has been sent to the APPLICANT.

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- 21. The APPLICANT will then receive an email (as below) and SMS informing them that the APPLICANT has filed their STATEMENT OF RESPONSE.
- 22. The Registrar shall now intervene and appoint an Arbitrator to manage the dispute further.

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ADR Test - Statement of Response - COURT-2024-06-ARET-00001-JU	
Dear Jumbo Jumbo	Ŀ
1. Peter Pan has filed their Confirmation and/or Response.	Ľ
<ol><li>To access the confirmation and/or response supporting filed you will have to log into your profile.</li></ol>	L
3. The Registrar shall now proceed to appoint an Arbitrator to arbitrate the dispute.	Ŀ
4. To view the ADR Test platform rules guiding the mediation process please go to our webste at <u>times</u> . <i>Thest advancess</i> , co.go and click on the navigation button RULES to view the rules applicable to your dispute.	L
5. Forward any enquiries immediately to <u>supportBadraccess.co.za</u> and our Admin Team will assist upon receipt of said enquiry.	Ľ
ADR Test Admin Team	L
Kind Regards The ADR Test Team	
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