



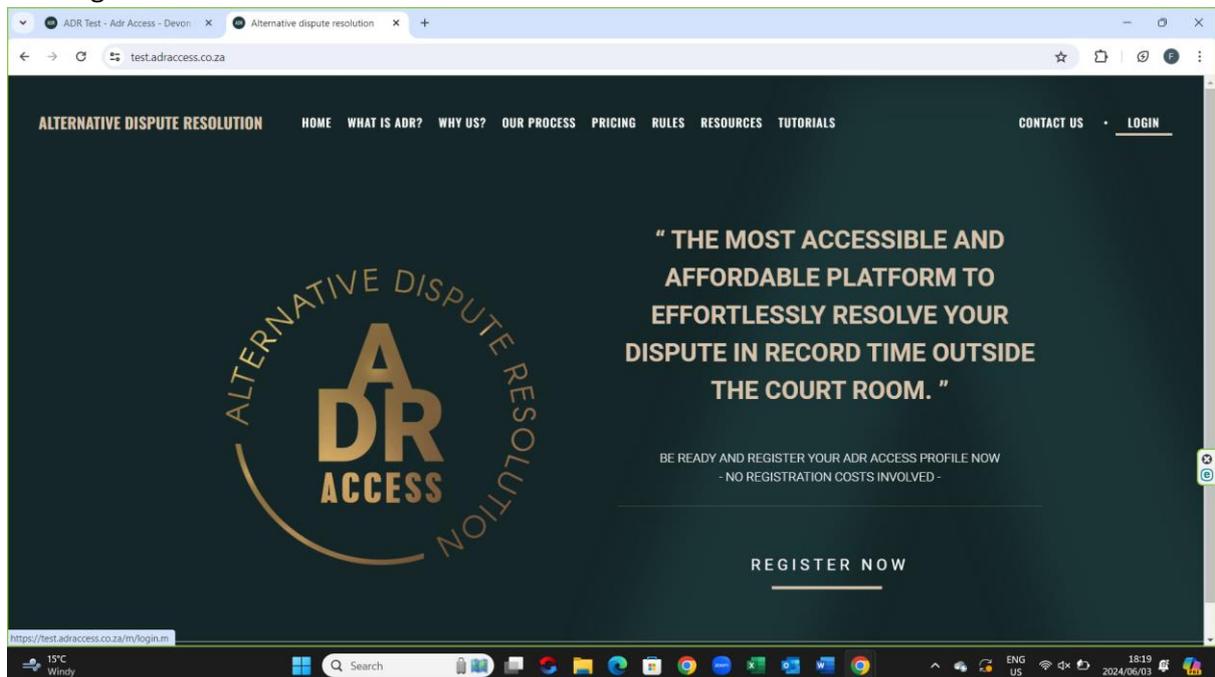
Alternative Dispute Resolution System

**HOW TO CREATE A NEW
DISPUTE**

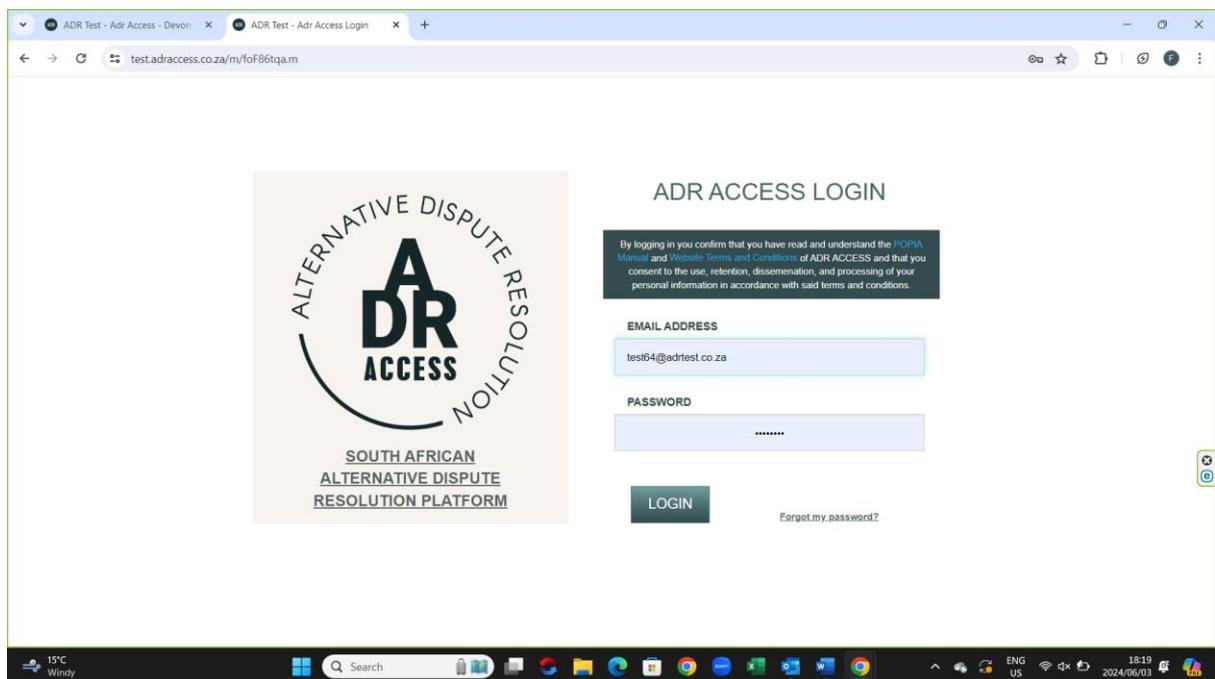
04 May 2024

HOW TO CREATE A NEW DISPUTE

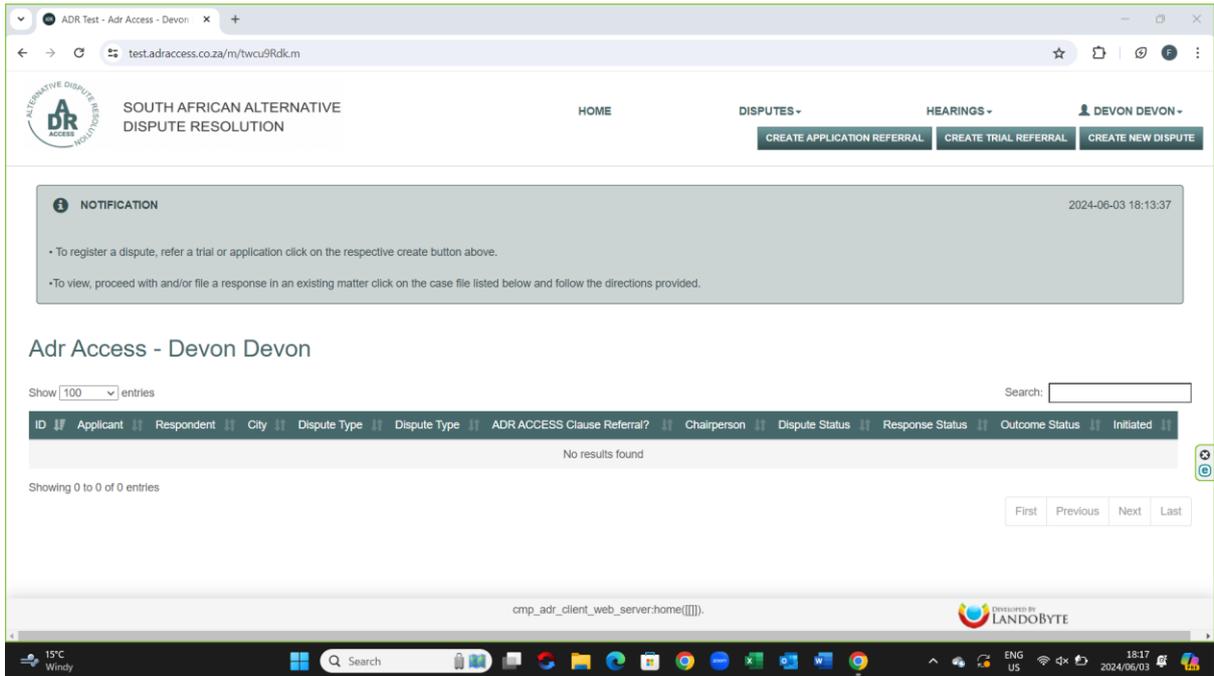
1. The user needs to log into their profile by proceeding to www.adraccess.co.za and clicking on the LOG IN button.



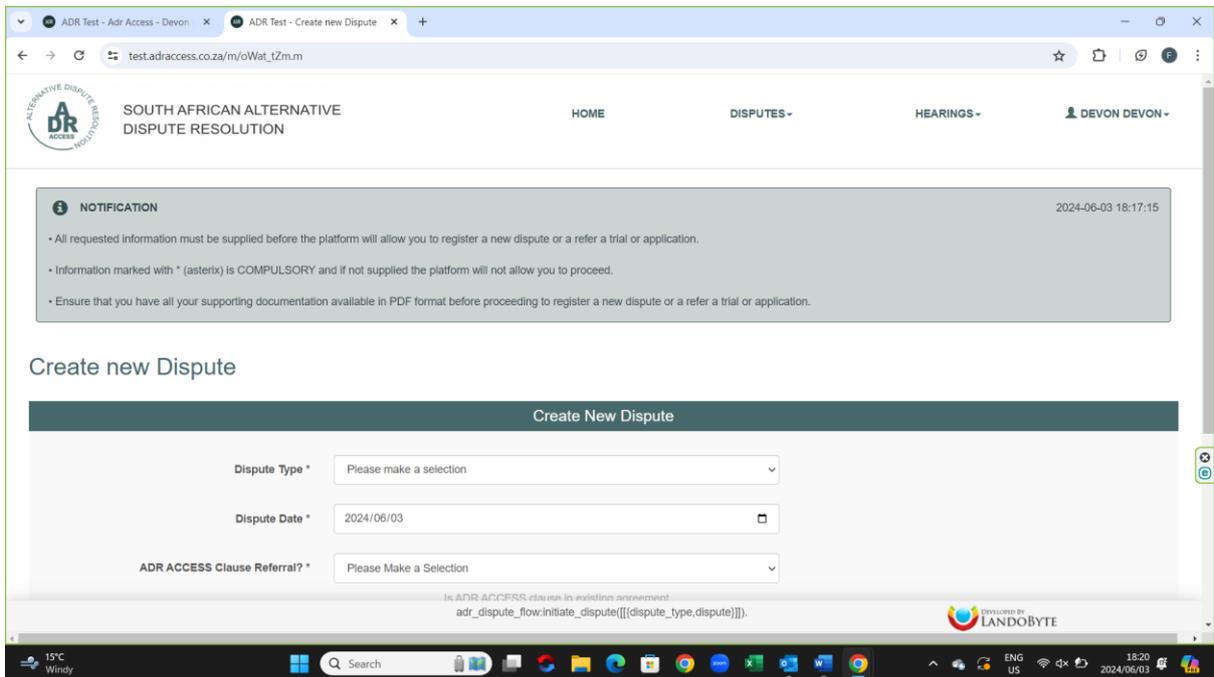
2. The user will then be taken to the LOG IN page where they will then provide their email address and password. Once completed they will then click on the LOGIN button below.



3. Once logged in to their profile the user will be position to either create a new dispute or referred trial or application by clicking on the respective button below.
4. The user will forthwith me known to as the APPLICANT once he continues with the creation of a dispute or trial or application referral.



5. If the create NEW DISPUTE button is selected then the APPLICANT will be taken to a new screen where they will be requested to provide information relating to the dispute and details of the counter party, the RESPONDENT.
6. Imperative for the APPLICANT to make sure that he provides the correct email address and cellphone number of the RESPONDENT.



7. Once the information is completed the APPLICANT will then click on the LOG NEW DISPUTE button below.

ADR Test - Adr Access - Devon | ADR Test - Create new Dispute

test.adraccess.co.za/m/oWat_tZm.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

HOME | DISPUTES- | HEARINGS- | DEVON DEVON-

Occupation: Owner

Physical Address: 12 Grant Street

Suburb: Menlyn

City: [Empty]

Province: Gauteng

Postal Code: 0000

LOG NEW DISPUTE

adr_dispute_flow:initiate_dispute([[dispute_type,dispute]]).

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8. The APPLICANT will then be requested to complete all the details pertaining to the dispute lodged.
9. It is imperative that the Applicant follow the directions made available.
10. Once all is done the Applicant will then submit the information supplied.

ADR Test - Adr Access - Devon | ADR Test - Dispute Details

test.adraccess.co.za/m/lqL_2Rjd.m

SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION

HOME | DISPUTES- | HEARINGS- | DEVON DEVON-

Dispute Details

Please capture your dispute information.

Dispute Date *: 2024/06/02

Description of Dispute *: Breach of contract

Please provide detailed description of dispute. It must be clear, concise and in chronological order. In 200 words and fewer.

Description of Relief or Compensation *: Owes R20 000 in arrears rent

Please provide detailed description of Relief or Compensation. It must be clear, concise and in chronological order. In 200 words and fewer.

Previous Attempt to Resolve? *: No

adr_dispute_flow:flow_do_initiate_dispute([[validation_encoding_form, initiate_dispute_form]]).

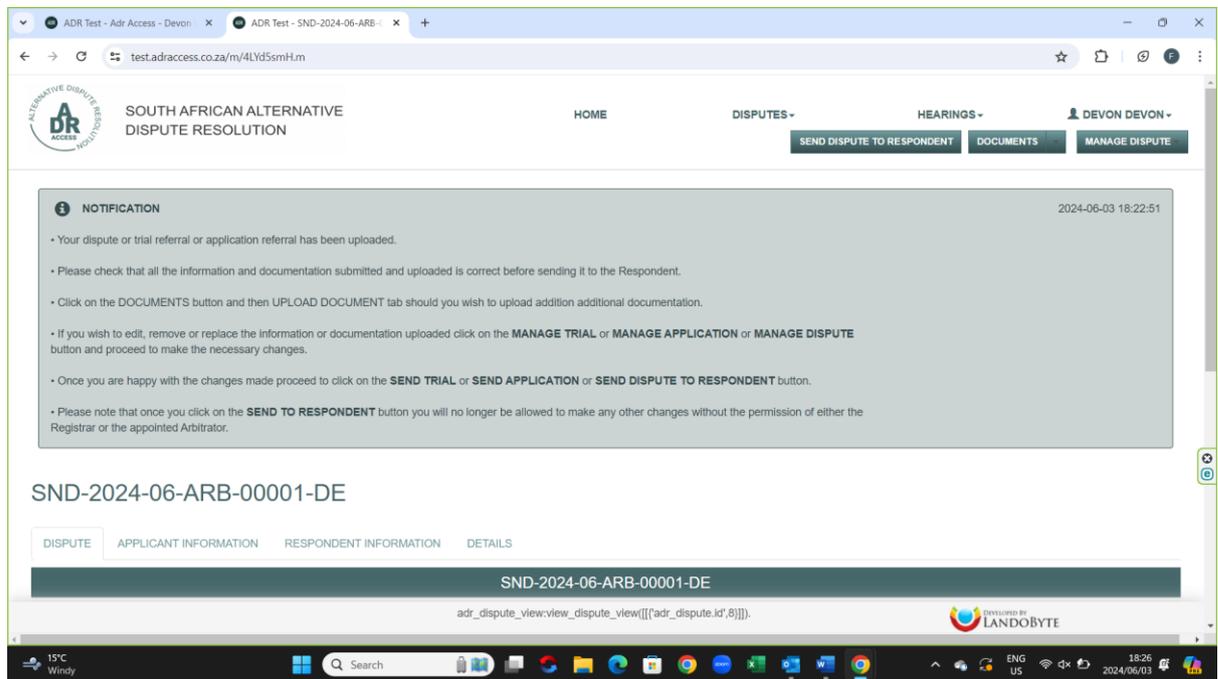
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11. The platform will then provide the APPLICANT the opportunity to send the dispute to the RESPONDENT.
12. If the Applicant wishes to load any substantiating documentation the APPLICANT must then click on the DOCUMENTS button and follow the directions to upload the

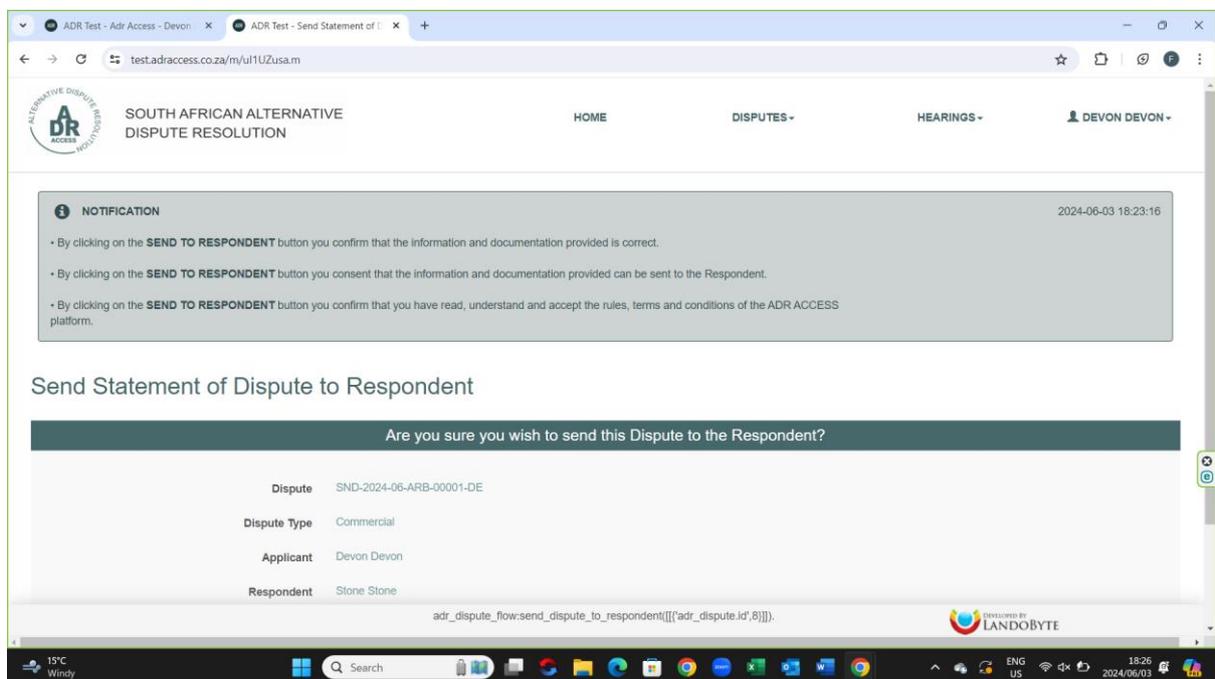
documents. Once done the APPLICANT can return to below mentioned screen by clicking on the BACK button.

13. Once done the APPLICANT can now click on the SEND DISPUTE TO RESPONDENT button.

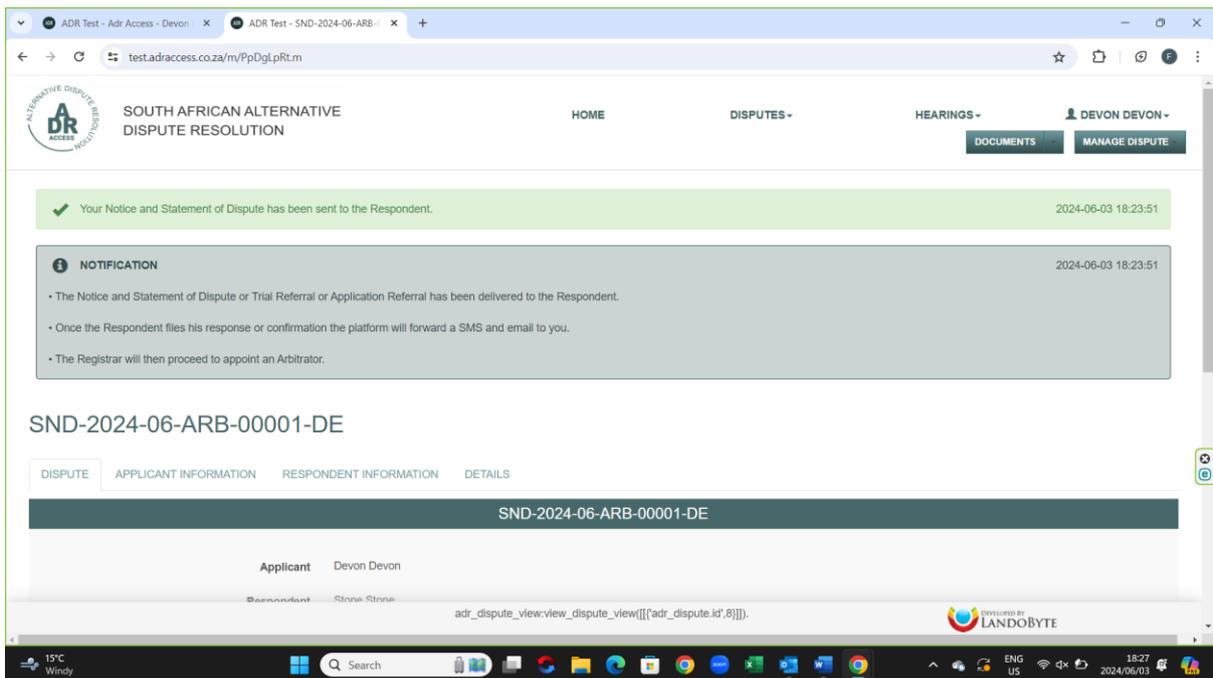


14. The Applicant will then be taken to the CONFIRMATION screen below.

15. If the Applicant is happy with all information and/or documentation uploaded they can now click in the SEND TO RESPONDENT button.



16. An onscreen systems generated message as set out below will then confirm that the NOTICE and STATEMENT OF CASE has been sent to the RESPONDENT.



17. The RESPONDENT will then receive an SMS and the email below informing them that the APPLICANT has filed a dispute on the ADR ACCESS platform.

