



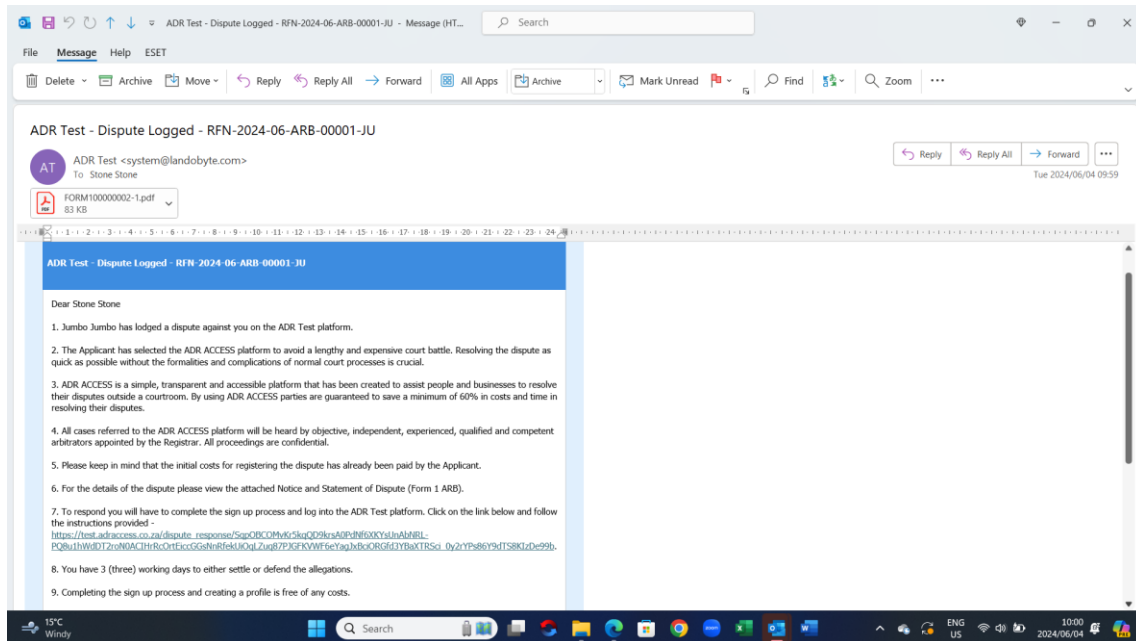
Alternative Dispute Resolution System

HOW A RESPONDENT FILES THEIR RESPONSE TO A NEW APPLICATION

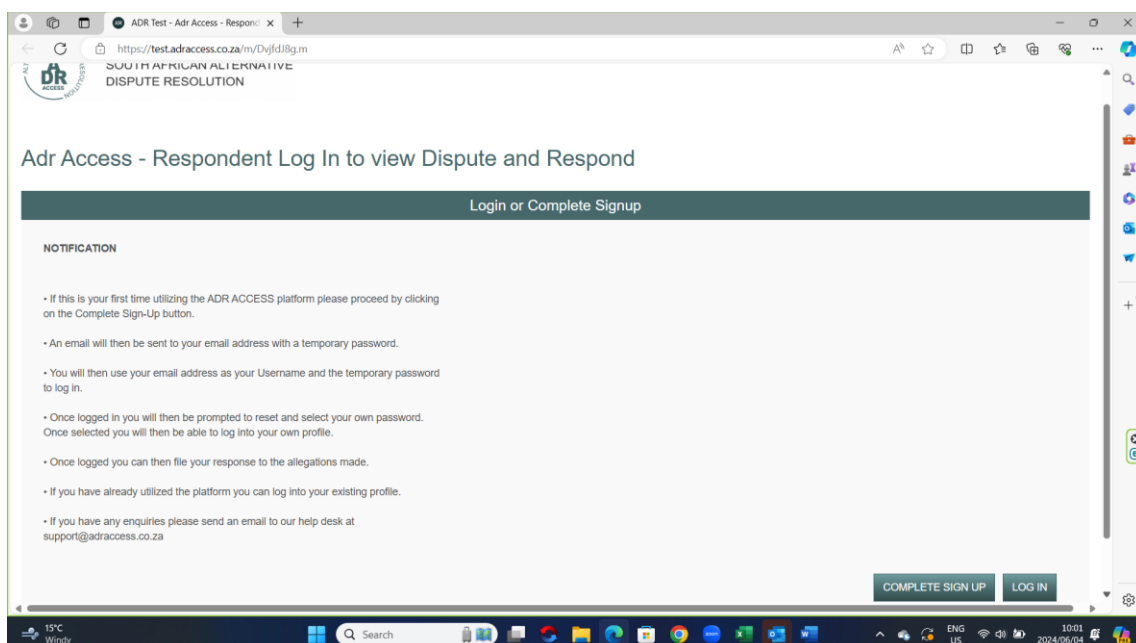
04 May 2024

HOW A RESPONDENT FILES THEIR RESPONSE TO A NEW APPLICATION

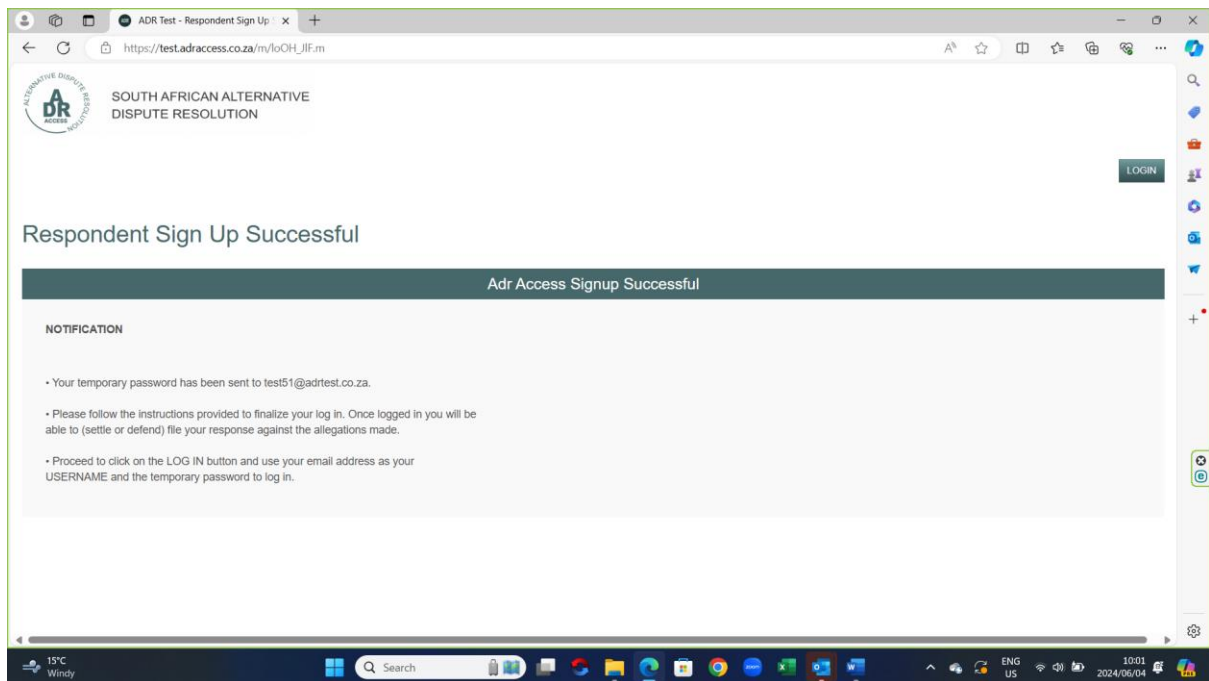
1. Once an APPLICANT has filed their new application the RESPONDENT will receive an SMS and email (see below) informing them that the dispute has been lodged.
2. To file their response the RESPONDENT must follow the directions provided on the email.
3. The directions will allow the RESPONDENT to create 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.



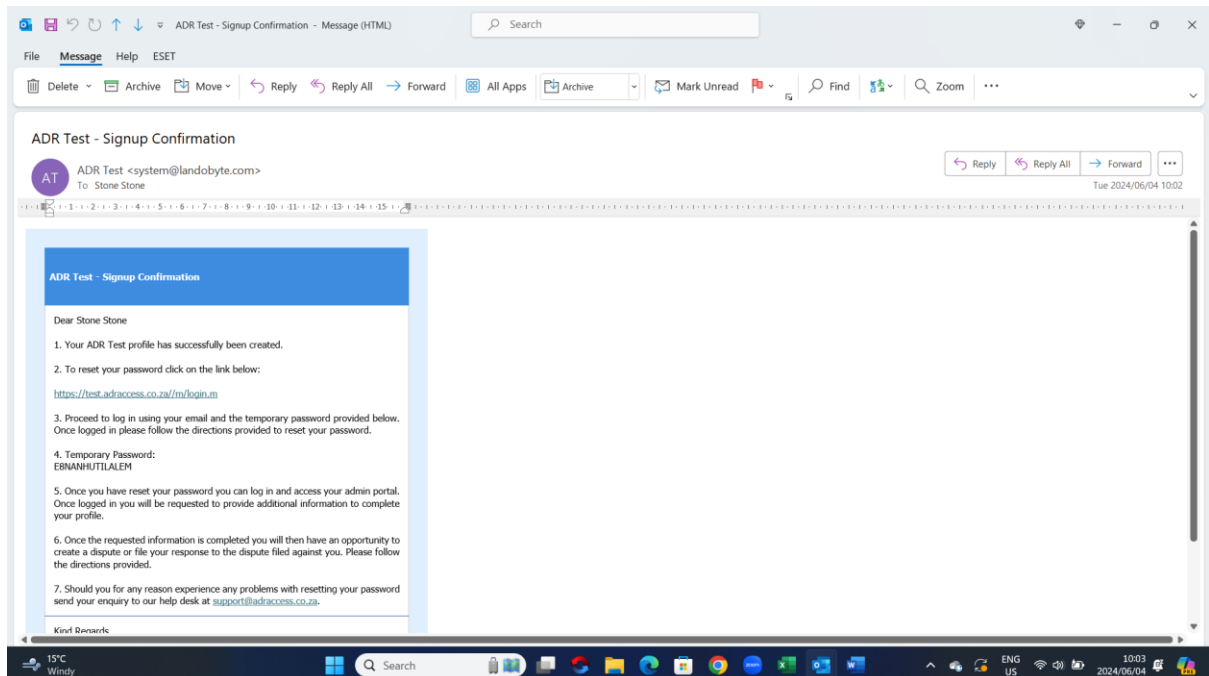
5. The RESPONDENT will be taken to below mentioned SIGN UP page and must click on the COMPLETE SIGNUP button. The directions provided will allow them to create their own profile page.



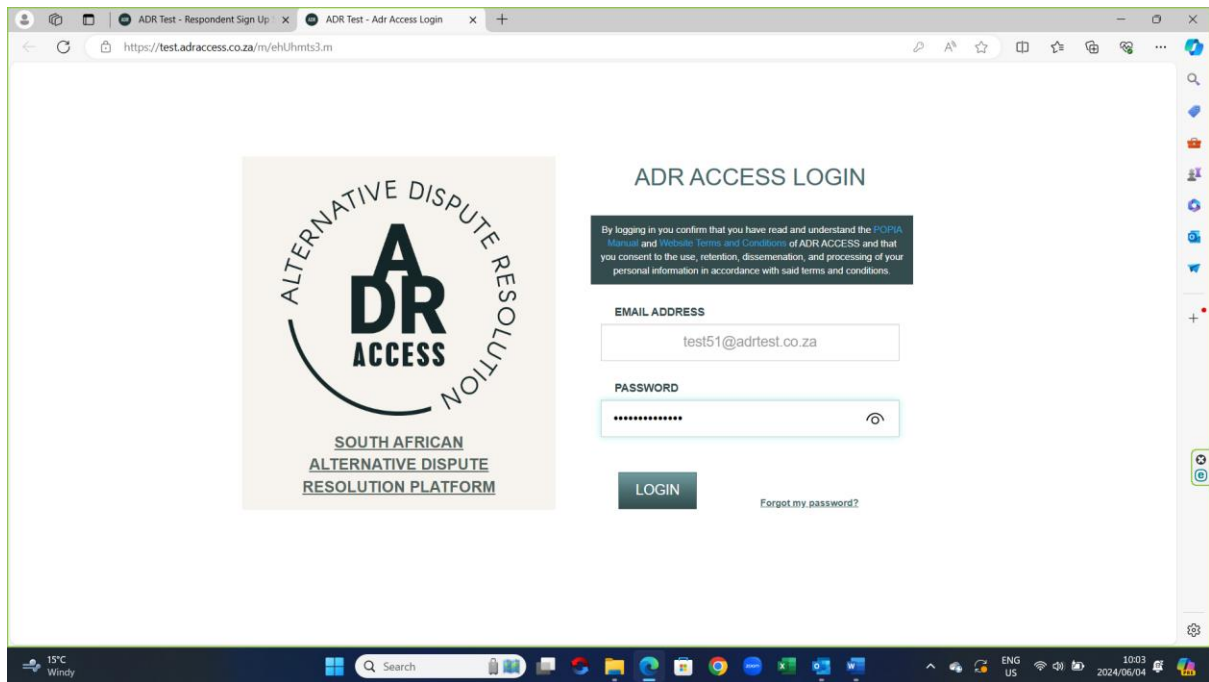
6. The RESPONDENT will then receive an onscreen systems messaging informing them that a temporary password has been sent to their email address.



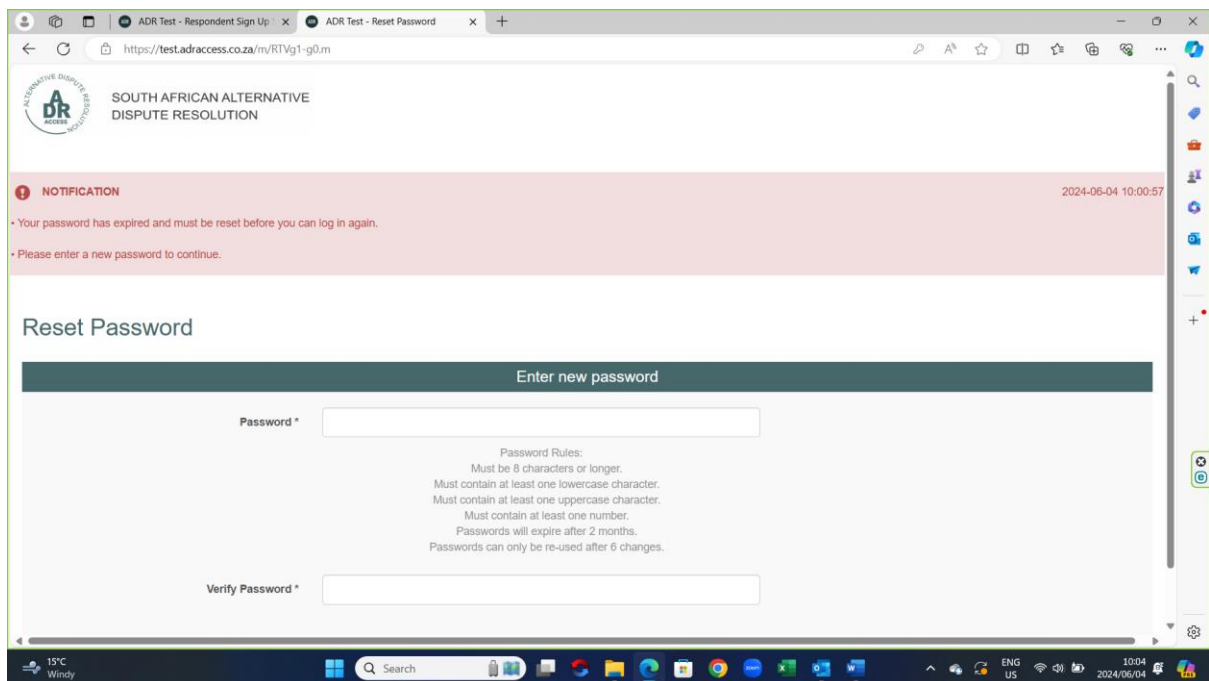
7. The RESPONDENT must then proceed to view the email sent.
8. The RESPONDENT must then copy the temporary password provided and log in via the link provided in the email below.



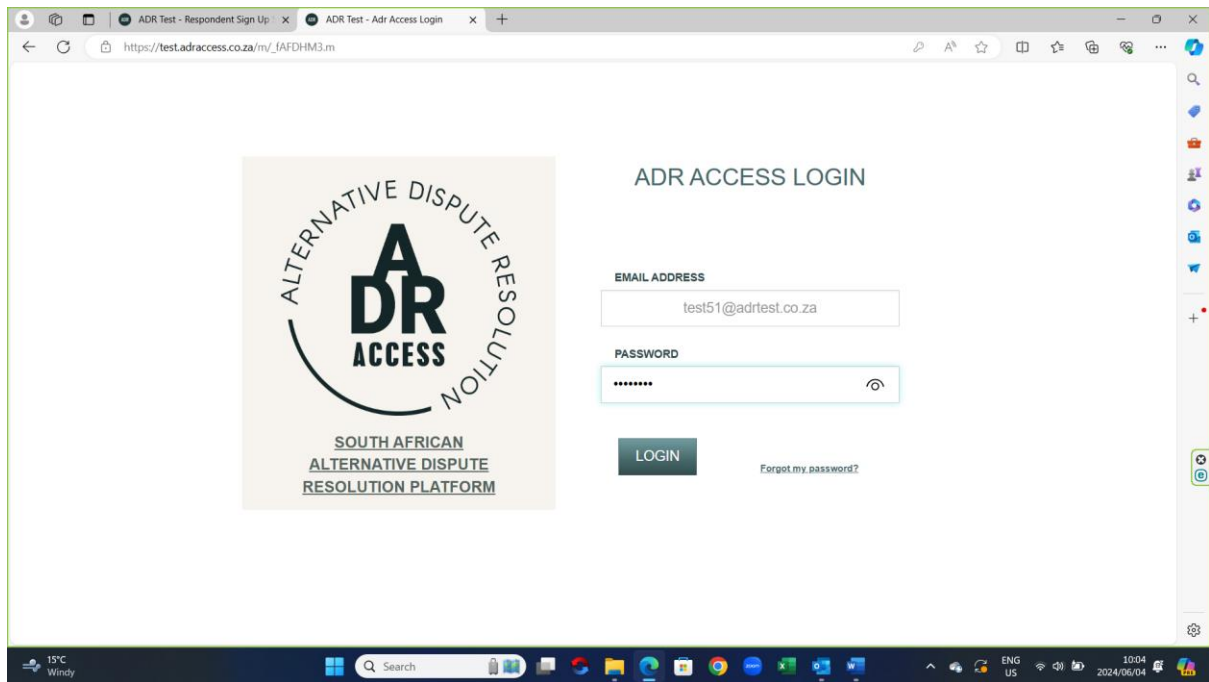
9. The RESPONDENT will be taken to the LOG IN page below and must then log in using his email address and the temporary password provide in the email.



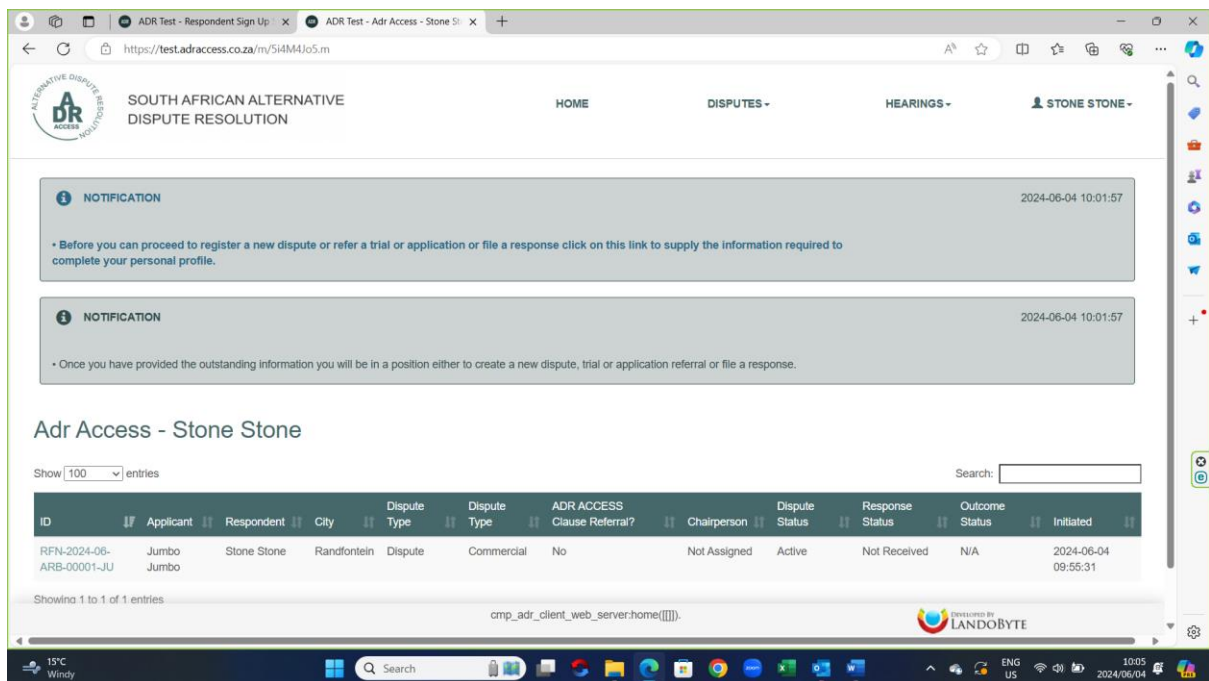
10. Once logged in the RESPONDENT must now proceed to the process and reset his password.



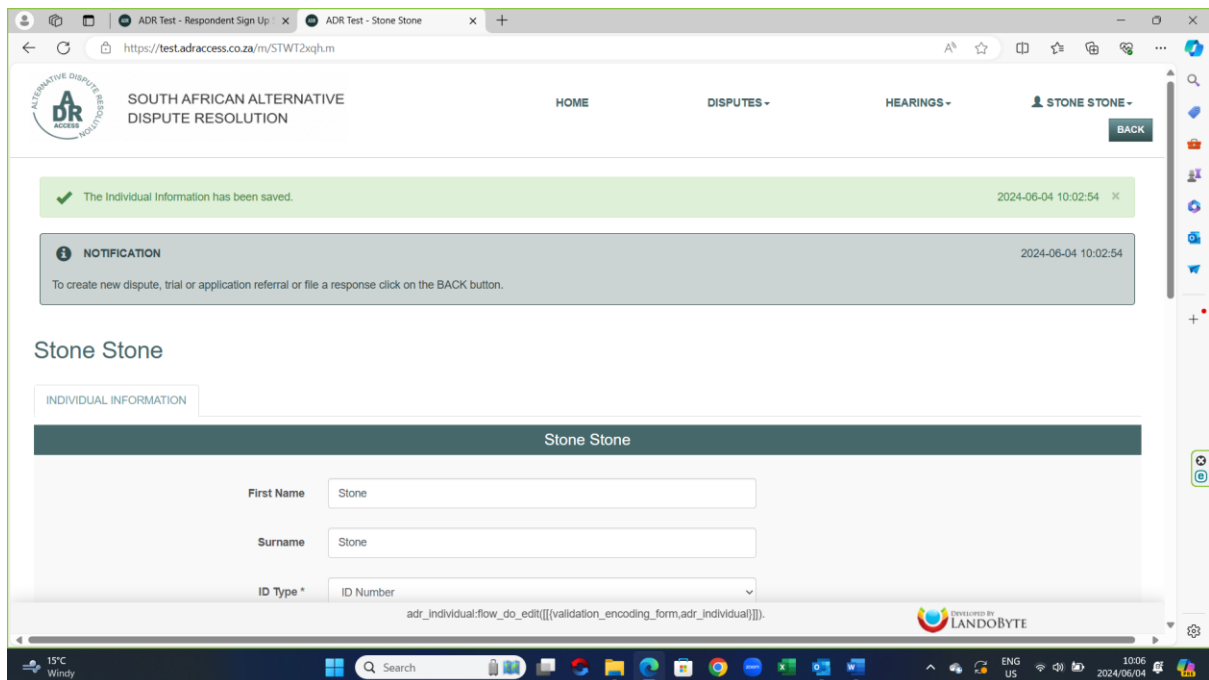
11. Once reset the RESPONDENT then proceeds to the LOG IN page below and utilizes the new password selected to LOG IN.



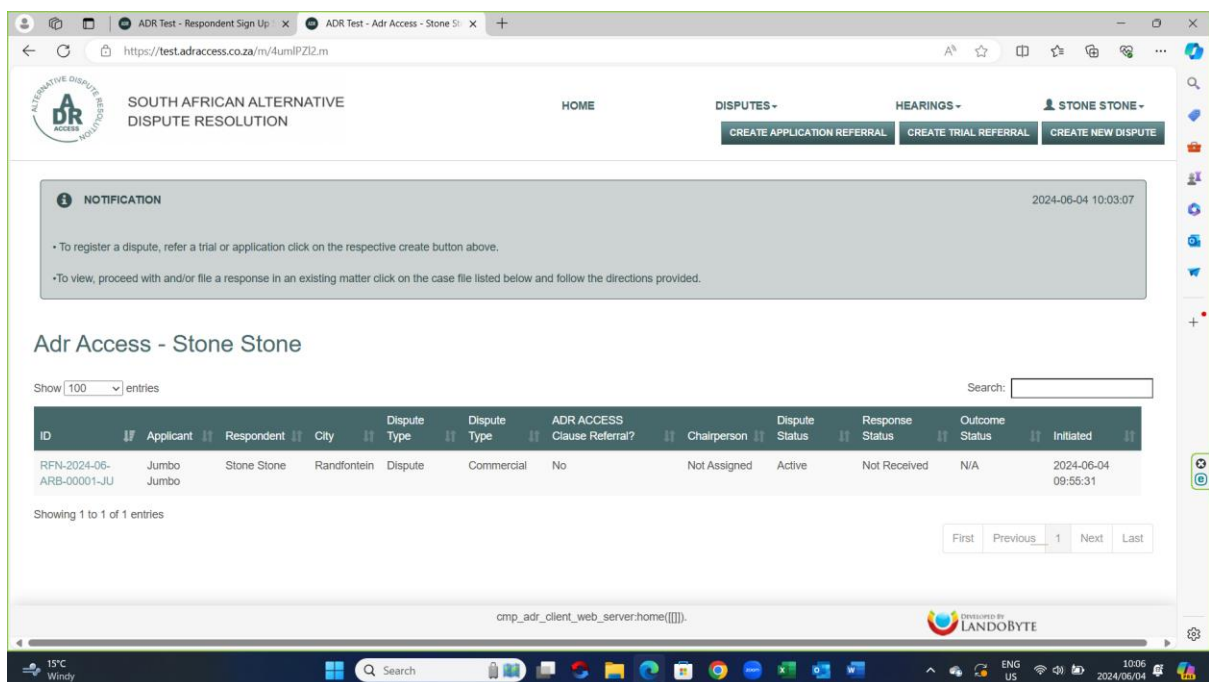
12. Once logged into their profile the RESPONDENT will be directed to supply information to complete their profile.
13. The RESPONDENT must click provided onscreen and finalize the information requested.



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



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



17. 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 allegations made as well as any supporting documentation filed.

18. To view the documentation the RESPONDENT must click on the DOCUMENTS button.

19. To file their response the RESPONDENT must click on the STATE RESPONSE button.

NOTIFICATION 2024-06-04 10:03:21

- To respond or confirm click on the RESPONSE or CONFIRM button.
- The response or confirmation must be delivered within three (3) working days.

RFN-2024-06-ARB-00001-JU

DISPUTE | APPLICANT INFORMATION | RESPONDENT INFORMATION | DETAILS

RFN-2024-06-ARB-00001-JU	
Applicant	Jumbo Jumbo
Respondent	Stone Stone
Dispute Type	Dispute
Dispute Type	Commercial

adr_dispute_view:view_dispute_view([{"adr_dispute_id":1}])

20. Once done the RESPONDENT will now be positioned to file their response.

21. Once filed the RESPONDENT must then click on the NEXT button.

Capture the details of your response

Dispute: RFN-2024-06-ARB-00001-JU

Dispute Type: Commercial

Applicant: Jumbo Jumbo

Respondent: Stone Stone

Detailed Description *

deny

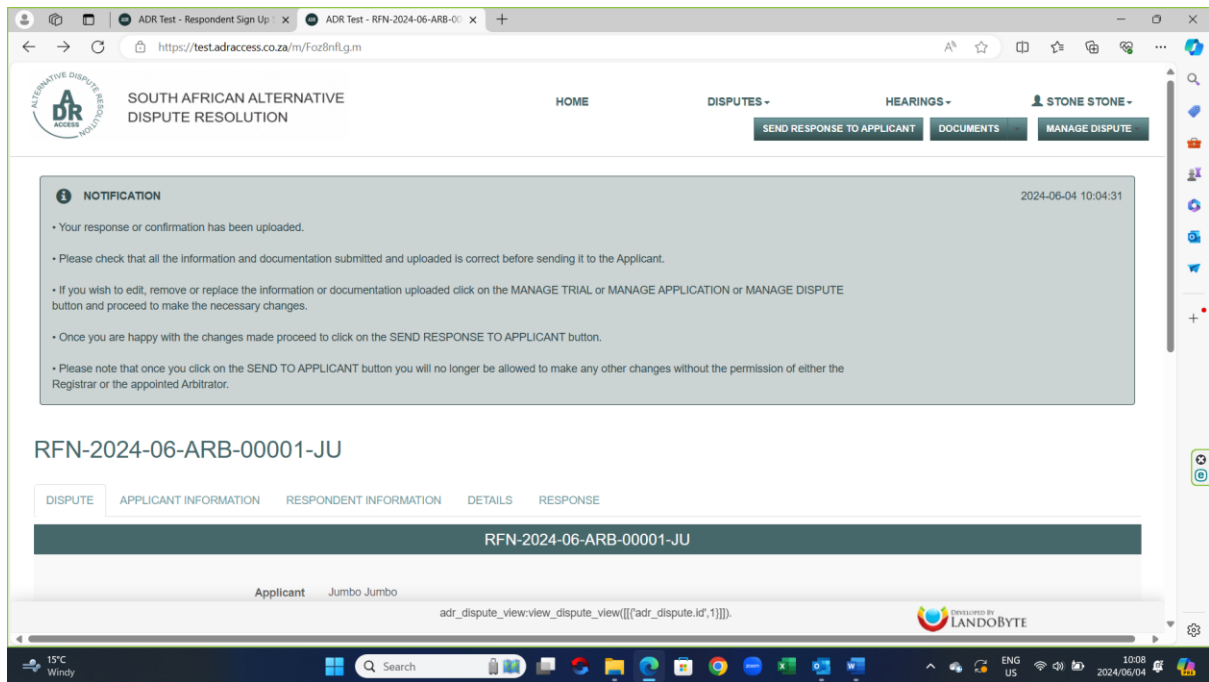
Please provide detailed description of your case. It must be clear, concise and in chronological order. In 200 words and fewer.

NEXT **BACK TO DISPUTE**

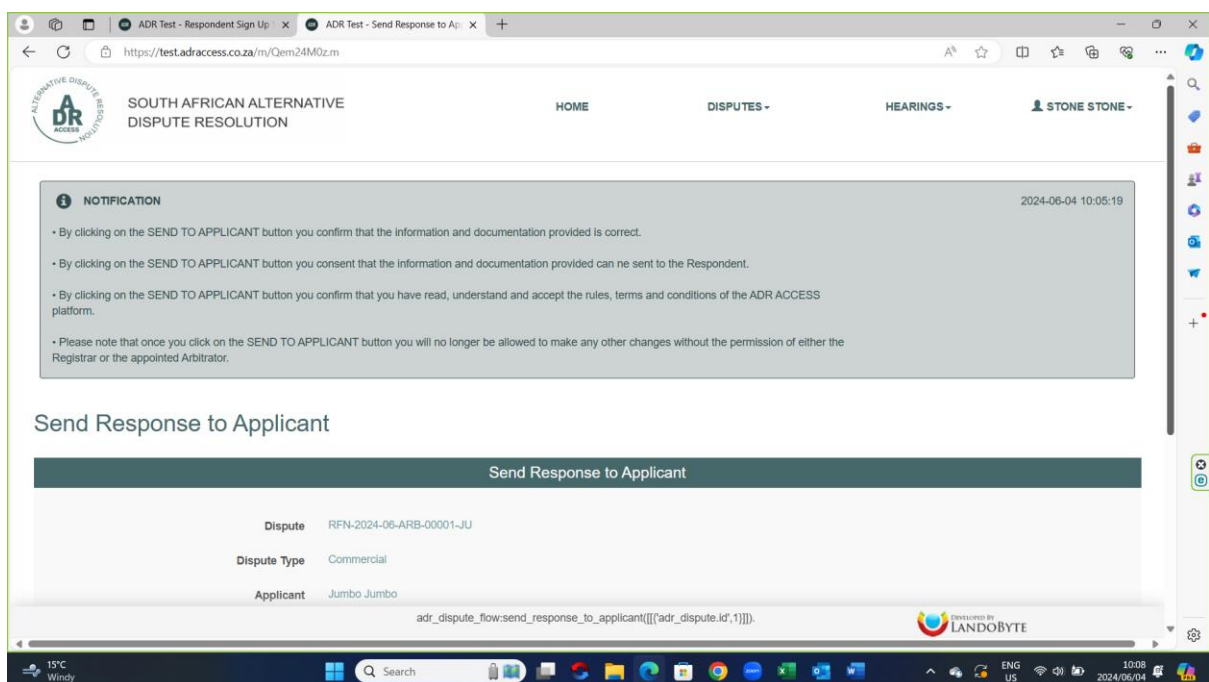
adr_dispute_flow:respondent_state_defence([{"adr_dispute_id":1}])

22. Before sending their response to the APPLICANT the RESPONDENT can also upload their supporting documentation by clicking on the DOCUMENTS button and then following the directions provided.

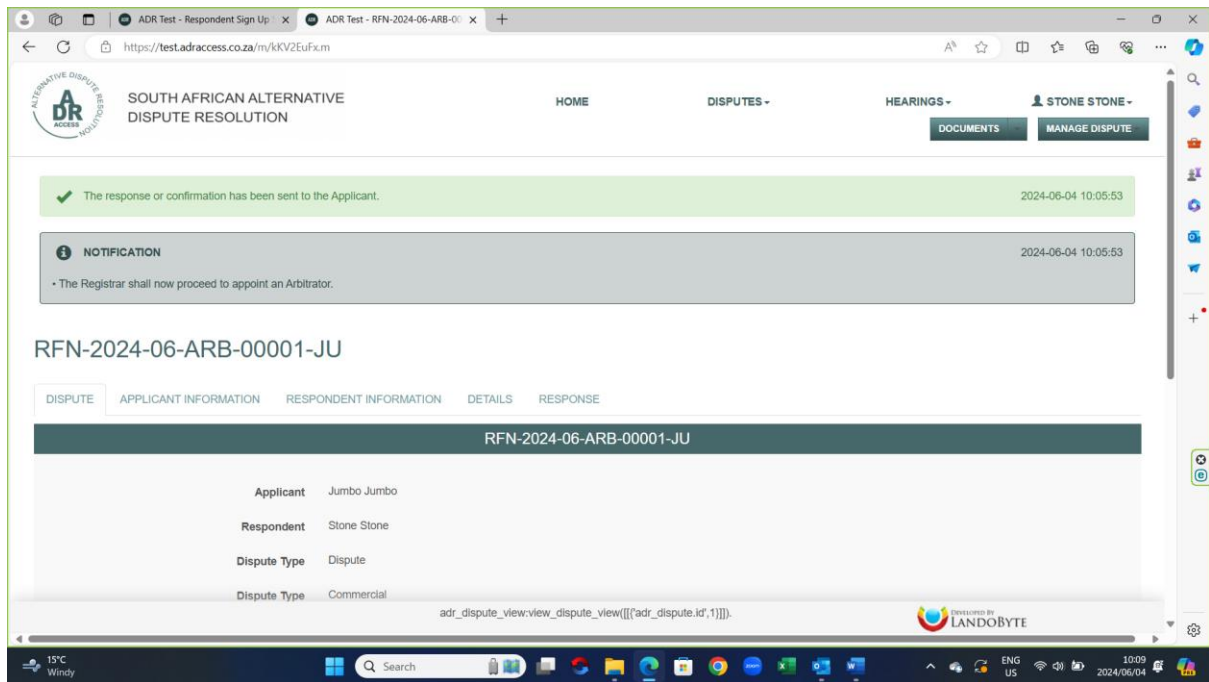
23. Once the response and documentation had been uploaded and completed the RESPONDENT must then click on the SEND RESPONSE TO APPLICANT button below.



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



26. 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.



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

