

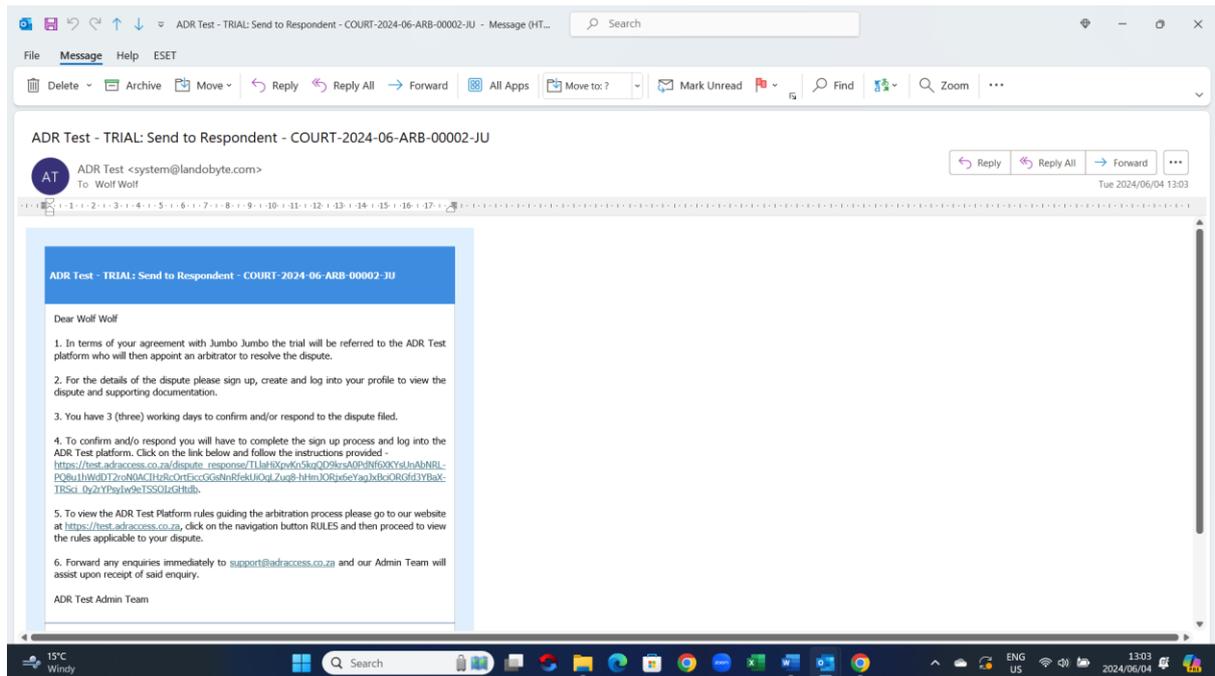


**Alternative Dispute Resolution System**

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

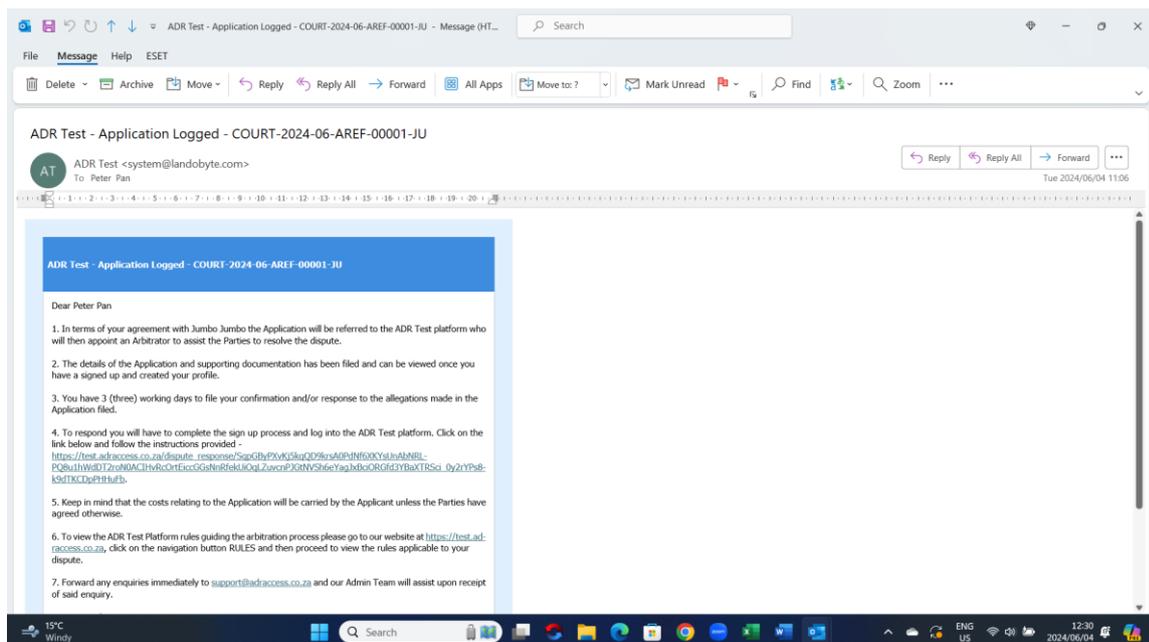
04 May 2024

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

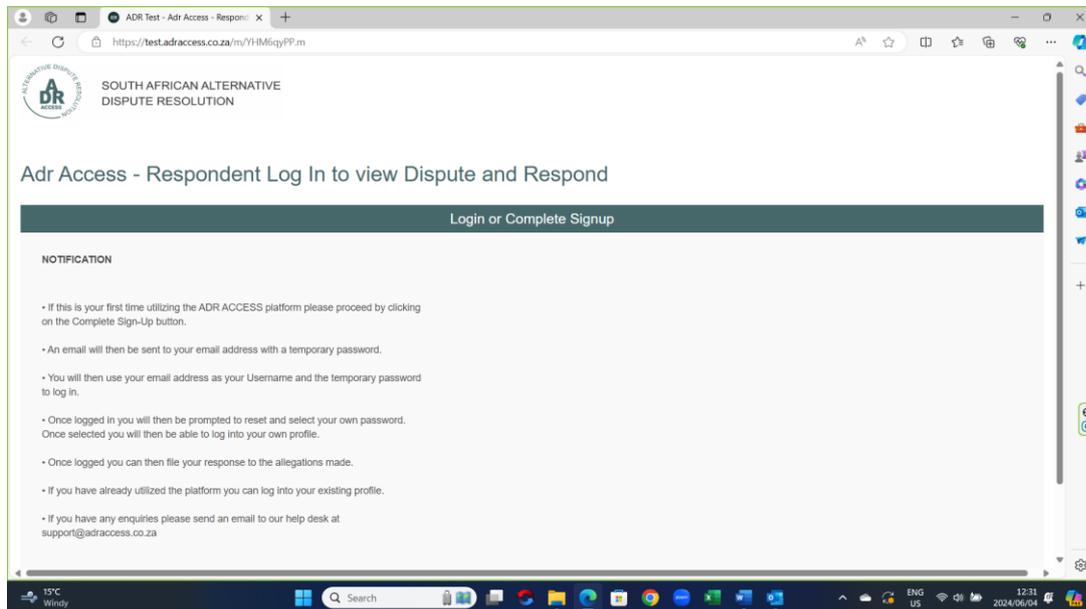


### REFERRAL

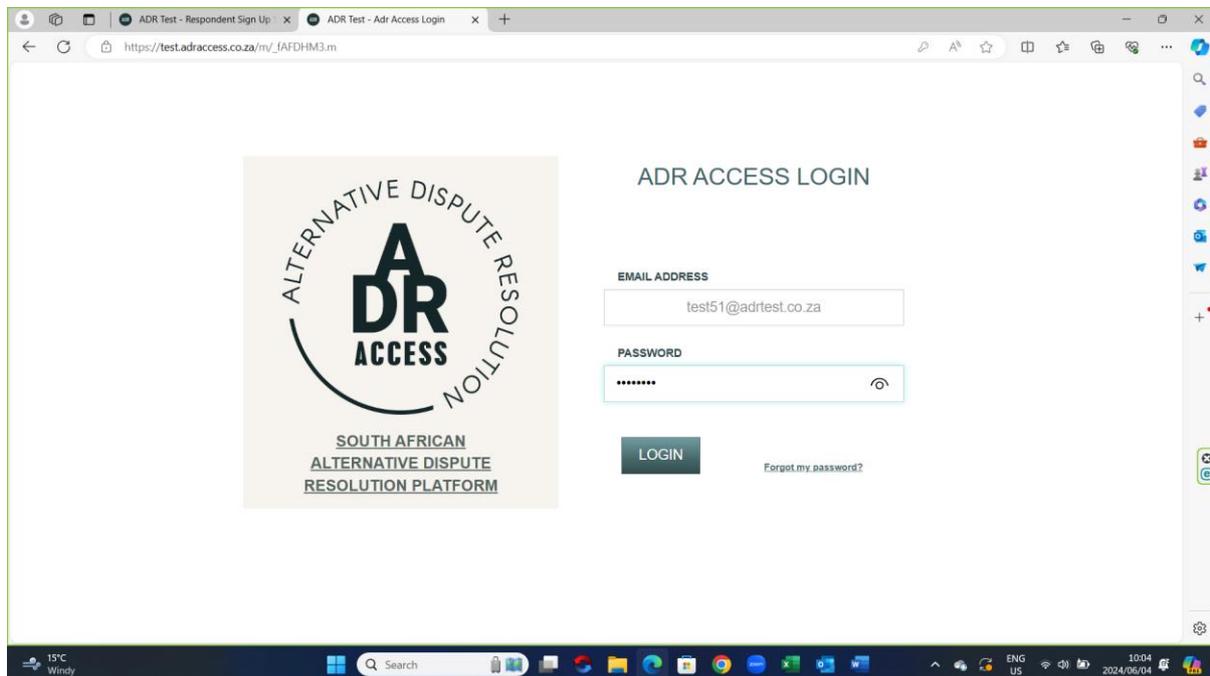
1. Once an APPLICANT has filed their APPLICATION REFERRAL the RESPONDENT will receive an SMS and email (see below) informing them that the application has been lodged.
2. To file their response the RESPONDENT must follow the directions provided on the email.
3. The directions will allow the RESPONDENT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



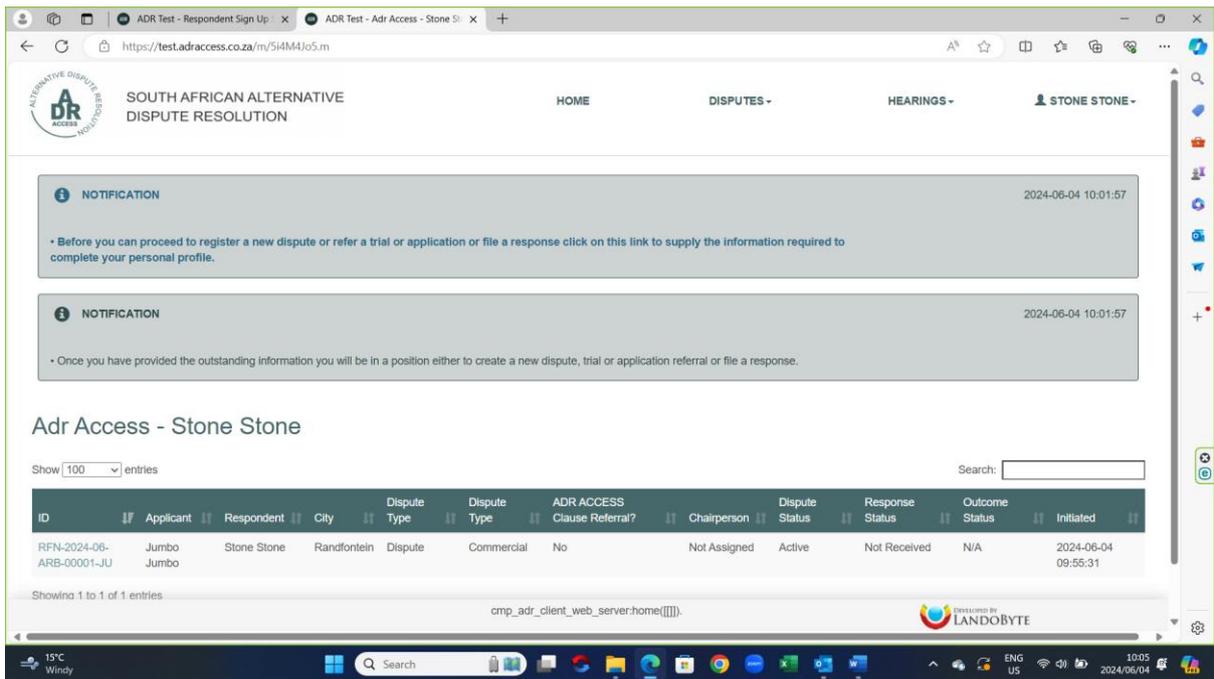
5. The RESPONDENT will be taken to below mentioned SIGN UP page and must click on the COMPLETE SIGNUP button. The directions provided will allow them to create their own profile page.



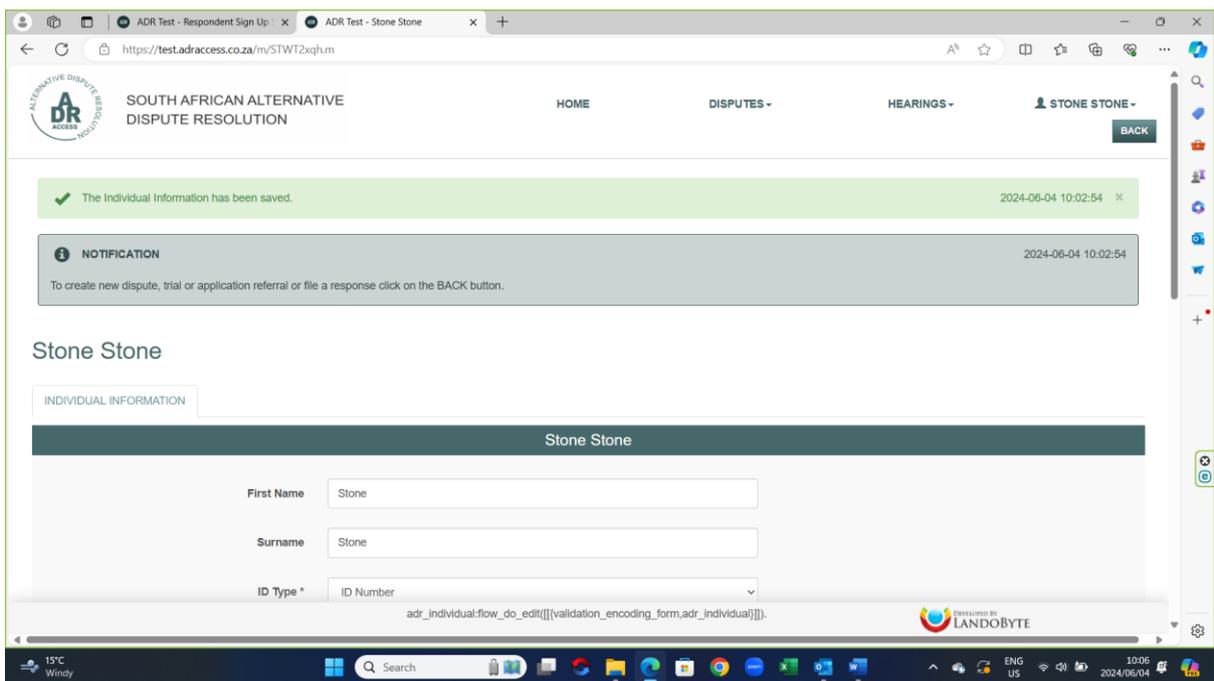
6. Once the Respondent has created a profile and reset his password they must then proceed to the LOG IN page below and utilize the new password selected.



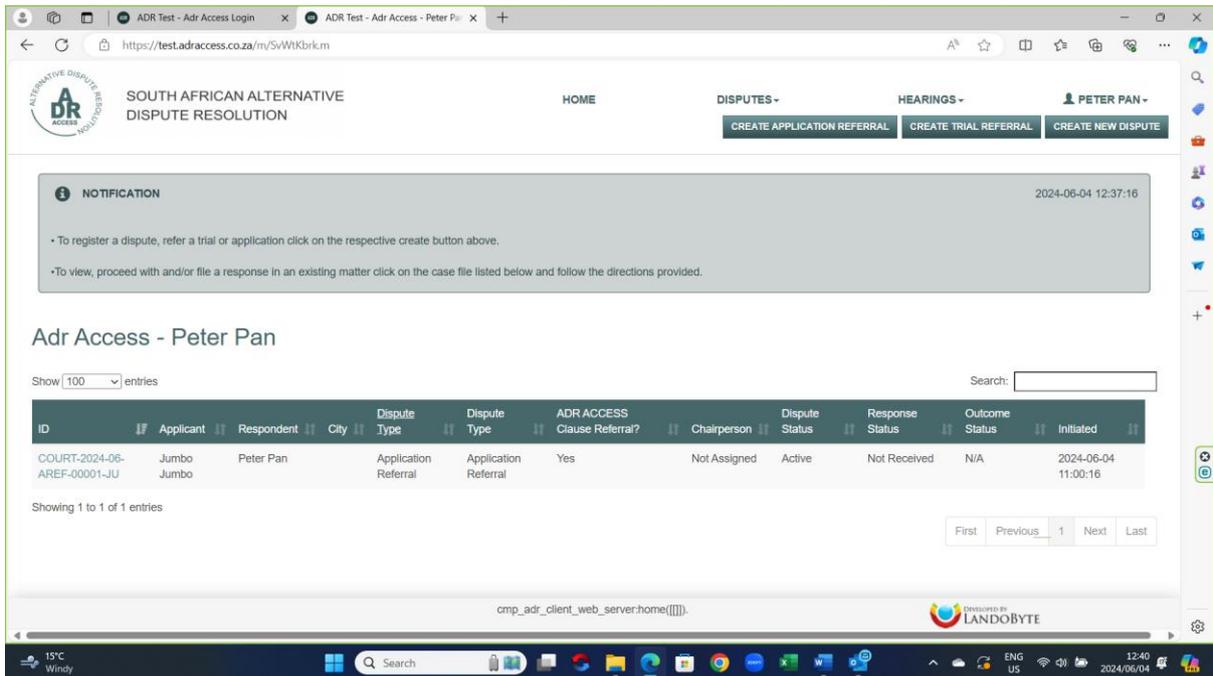
7. Once logged into their profile the RESPONDENT will be directed to supply information to complete their profile.
8. The RESPONDENT must click provided onscreen and finalize the information requested.



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.



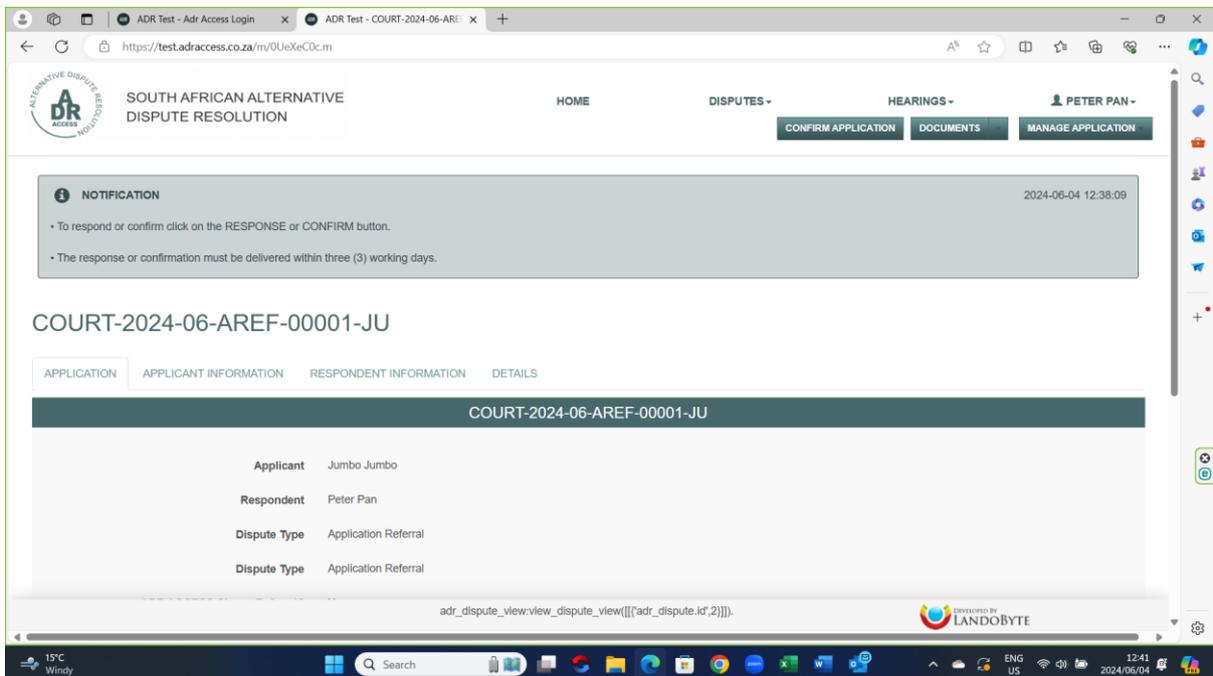
11. To file the response the RESPONDENT must now click on the respective case file link provided in their profile.



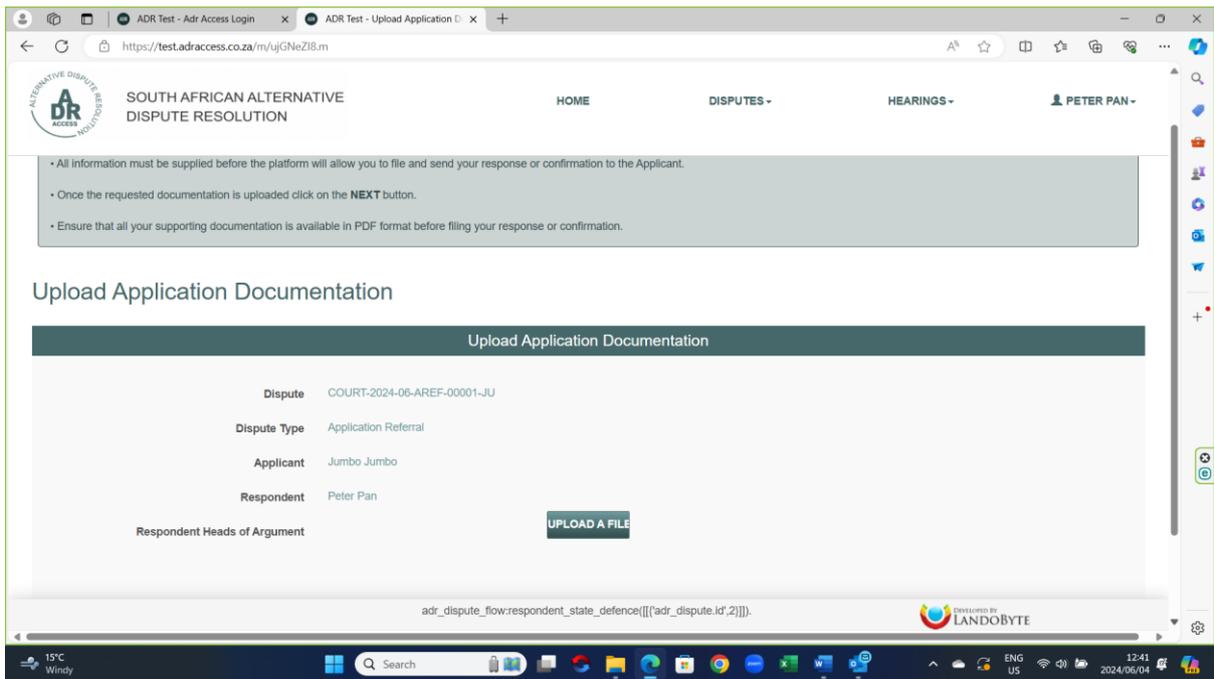
12. Once the case file link is clicked on the RESPONDENT will gain access to the case file and be in a position to view the application filed.

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

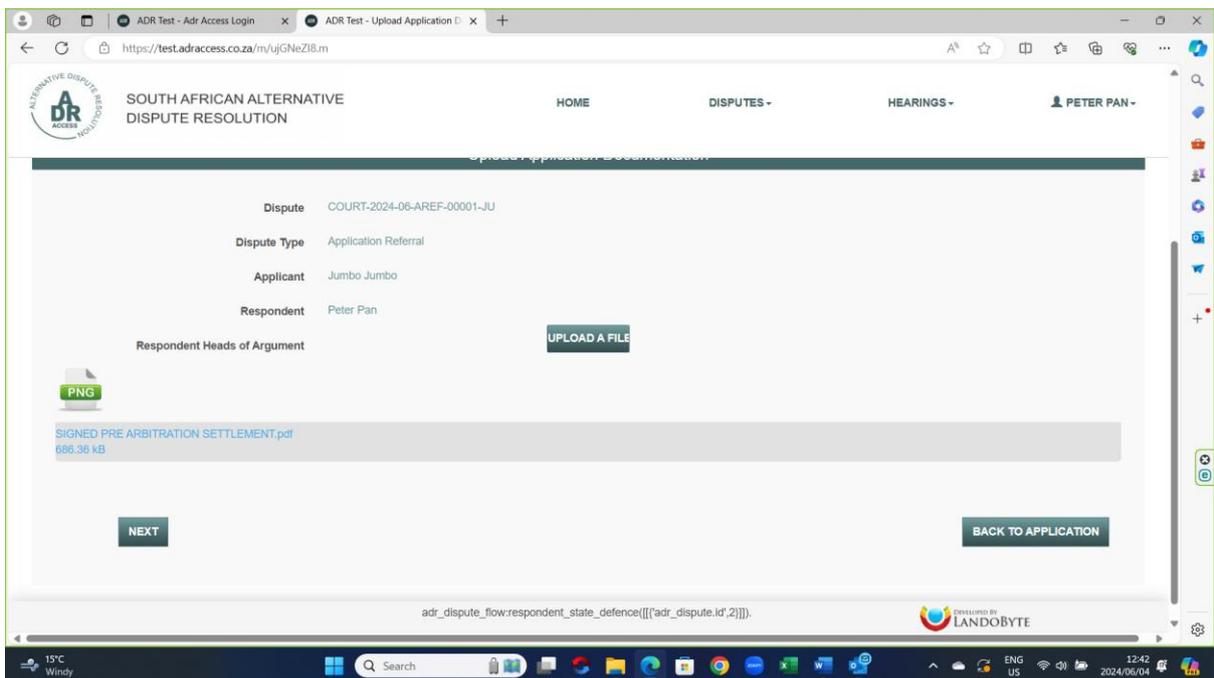
14. To file their response the RESPONDENT must click on the CONFIRM APPLICATION button.



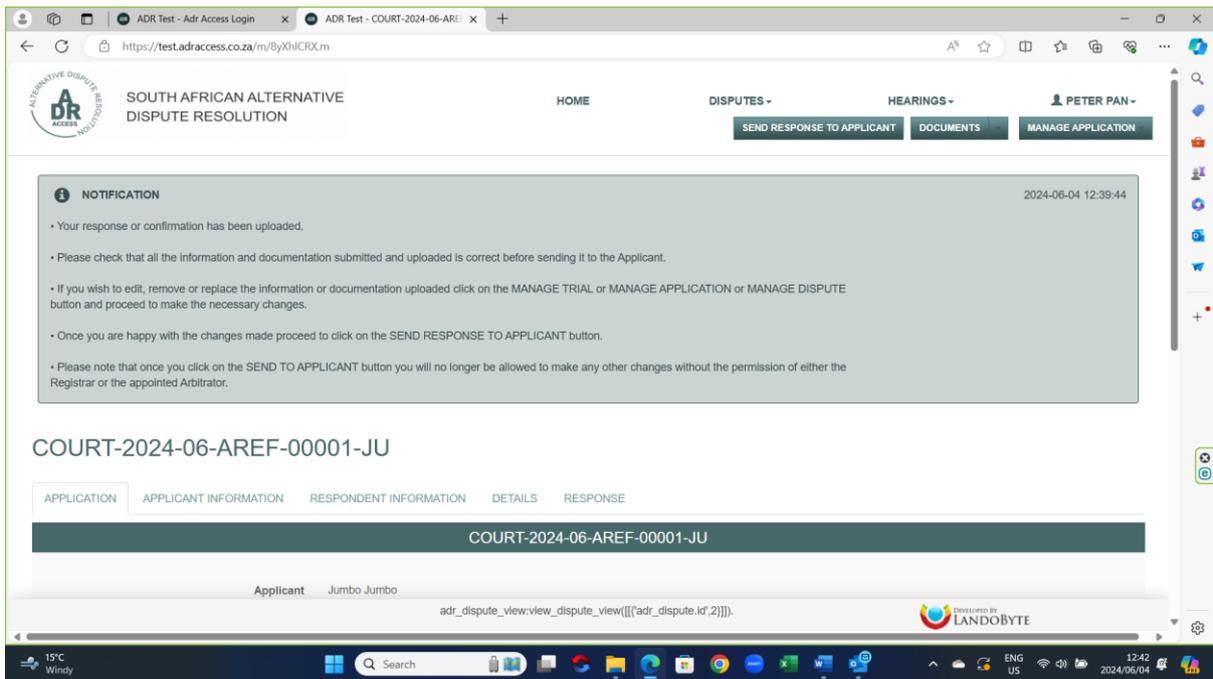
15. Once done the RESPONDENT will now be positioned to file and upload their response.



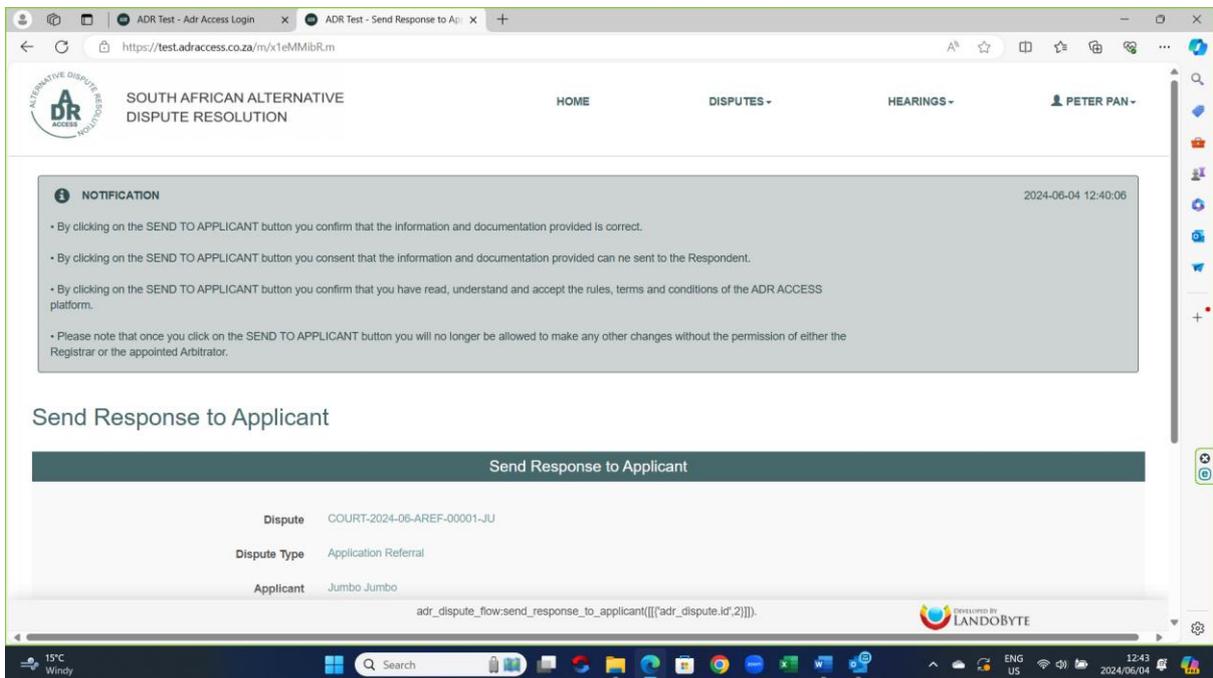
16. Once the response and documentation has been uploaded and completed the RESPONDENT must then click on the NEXT button below.



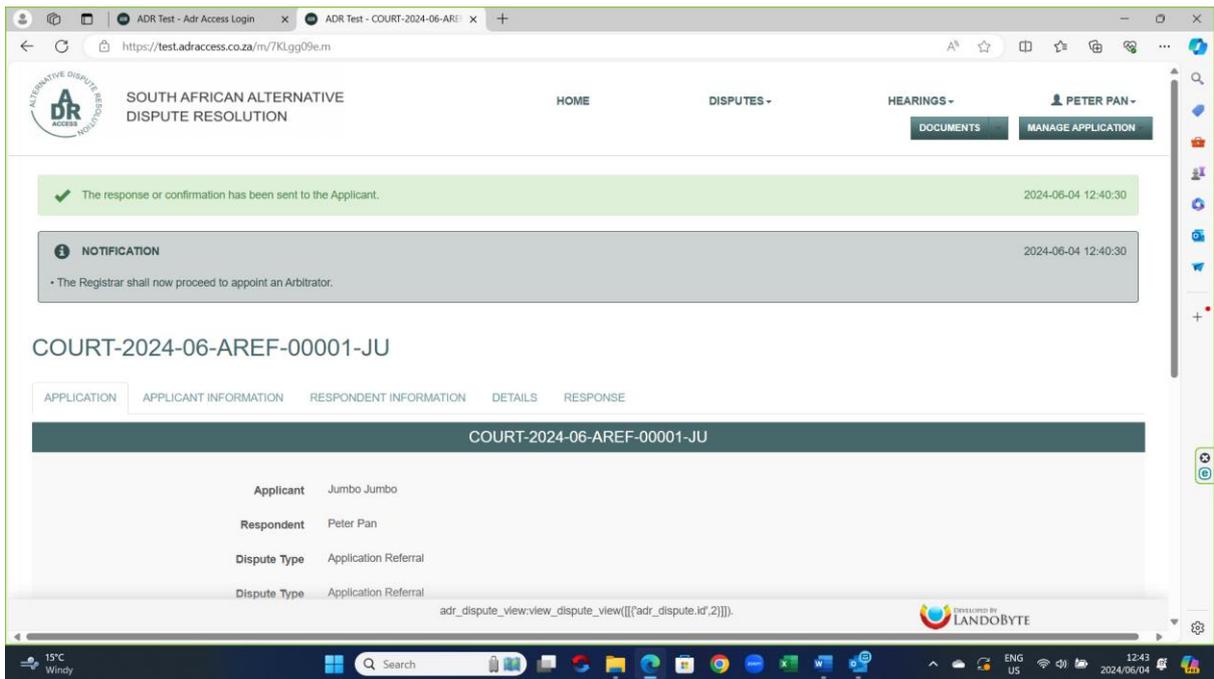
17. To proceed and send their response to the APPLICANT the RESPONDENT has to click on the SEND RESPONSE TO APPLICANT below.



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.



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.



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.

