



**Alternative Dispute Resolution System**

**ADR UBUNTU**

**TUTORIALS**

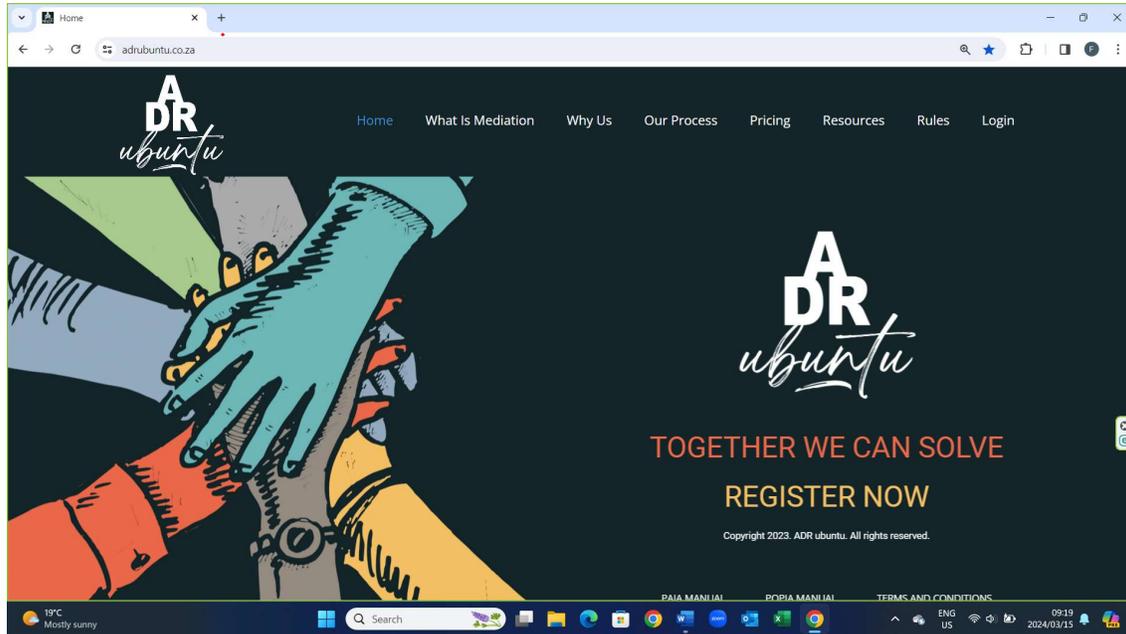
**HOW TO LODGE A NEW  
DISPUTE (APPLICANT)**

5 January 2024

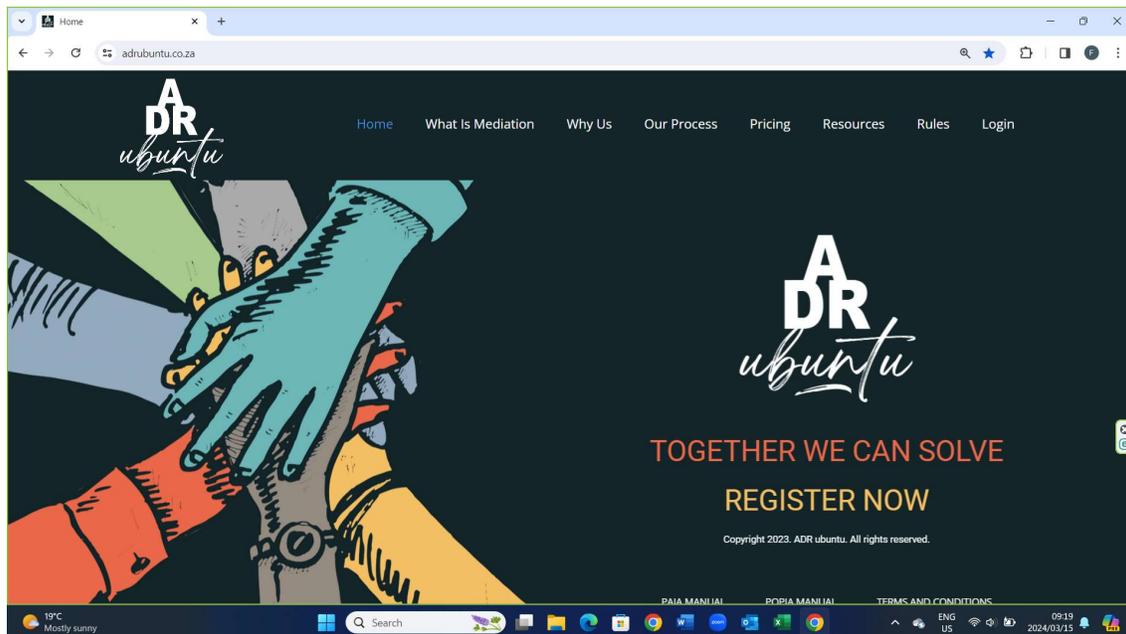
ADR UBUNTU/TUTORIALS/HOW TO LODGE A NEW DISPUTE (APPLICANT)

## HOW TO CREATE A PROFILE

1. User to log into the [www.adrubuntu.co.za](http://www.adrubuntu.co.za) website.



2. User to click on the LOG IN navigation button



3. User to fill in the log in details and then to click on LOG IN link.

ADR UBUNTU LOGIN

By logging in you confirm that you have read and understand the [POPIA Manual](#) and [Website Terms and Conditions](#) of ADR UBUNTU and that you consent to the use, retention, dissemination, and processing of your personal information in accordance with said terms and conditions.

EMAIL ADDRESS  
test54@adrtest.co.za

PASSWORD  
\*\*\*\*\*

LOGIN [Forgot my password?](#)

4. Once user has gained access to their profile, they will then be positioned to lodge a new dispute by clicking on the **CREATE NEW DISPUTE** button. Before creating a new dispute users need to ensure that they have all the documentation which they wish to file in support of their claim available in PDF format. User becomes an Applicant when lodging a dispute.

ADR UBUNTU LOGIN

By logging in you confirm that you have read and understand the [POPIA Manual](#) and [Website Terms and Conditions](#) of ADR UBUNTU and that you consent to the use, retention, dissemination, and processing of your personal information in accordance with said terms and conditions.

EMAIL ADDRESS  
test54@adrtest.co.za

PASSWORD  
\*\*\*\*\*

LOGIN [Forgot my password?](#)

HOME DISPUTES - SESSIONS - JOHN JOHN -  
[CREATE NEW DISPUTE](#)

**NOTIFICATION** 2024-03-15 10:44:44

- To register a new dispute click on the **CREATE NEW DISPUTE** button.
- To view and proceed with an existing dispute proceed to click on the specific dispute listed below and follow the instructions provided on screen.

Adr Ubuntu - John John

Show 100 entries Search:

ID	Applicant	Respondent	City	Dispute Type	ADR UBUNTU Clause Referral?	Mediator	Dispute Status	Response Status	Outcome Status	Initiated
No results found										

Showing 0 to 0 of 0 entries

First Previous Next Last

Copyright © 2024 DEVELOPED BY LANDOBYTE

5. Once Applicant clicks on CREATE NEW DISPUTE button, they will be requested to complete information pertaining to (a) the type of dispute, (b) date of the dispute arising, (c) nature of referral, (d) where dispute took place and (e) details of the Respondent (the person or entity they are making allegations against). **IT IS IMPERATIVE TO MAKE SURE THAT THE EMAIL ADDRESS AND CELL NUMBER OF THE RESPONDENT IS CORRECT WHEN FILLING IT IN.** If incorrect the communications will not be received. Once completed the user will click on **LOG NEW DISPUTE** button.

The screenshot shows the 'Create New Dispute' form in a web browser. The form includes the following fields:

- Dispute Type \***: Please make a selection (dropdown menu)
- Dispute Date \***: 2024/03/15 (calendar icon)
- ADR UBUNTU Clause Referral? \***: Please Make a Selection (dropdown menu)
  - ↳ ADR UBUNTU clause in existing agreement
- Province \***: Select a province (dropdown menu)
- Nearest City \***: Please select a city (dropdown menu)
- Respondent Information**:
  - Account Type \***: Please Make a Selection (dropdown menu)

At the bottom of the form, there is a 'Copyright © 2024' notice and the LANDOBYTE logo.

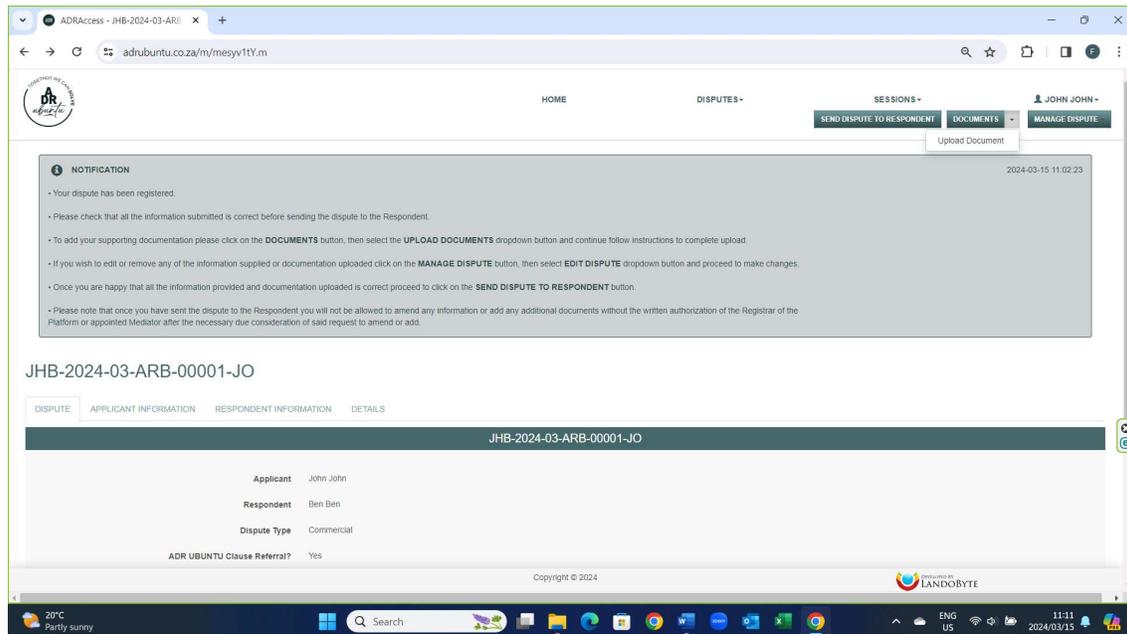
6. Once the Applicant clicks on LOG NEW DISPUTE button, they will be taken to below mentioned screen where they will be requested to supply the dispute details. The details relate to the description of the dispute, relief or compensation claimed.

The screenshot shows the 'Dispute Details' form in a web browser. The form includes the following fields:

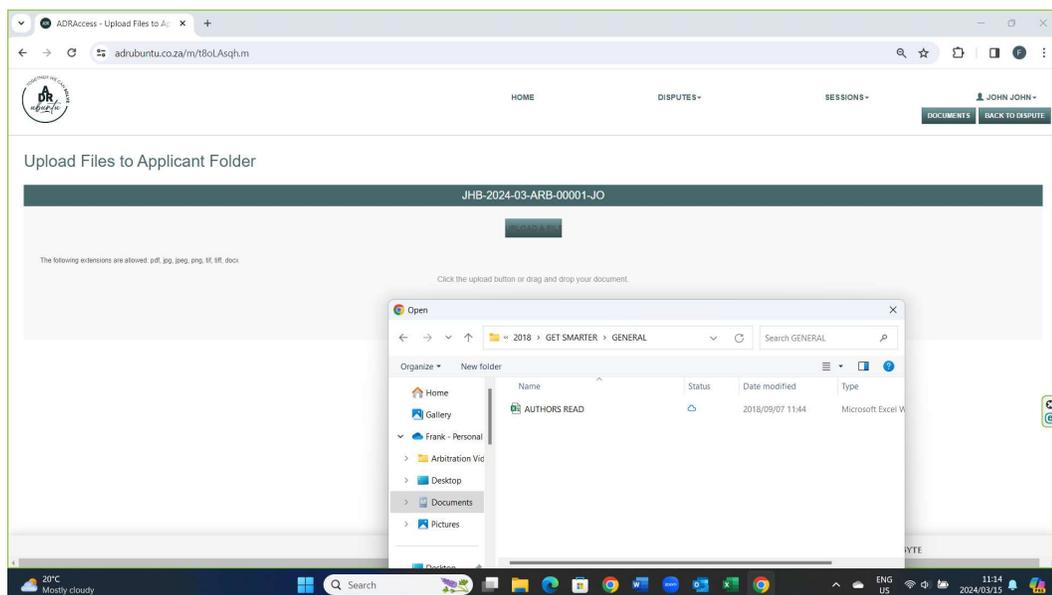
- Dispute Date \***: 2024/03/01 (calendar icon)
- Description of Dispute \***:
  - Please provide detailed description of dispute. It must be clear, concise and in chronological order. In 200 words and fewer.
- Description of Relief or Compensation \***:
  - Please provide detailed description of Relief or Compensation. It must be clear, concise and in chronological order. In 200 words and fewer.
- Previous Attempt to Resolve? \***: No (dropdown menu)

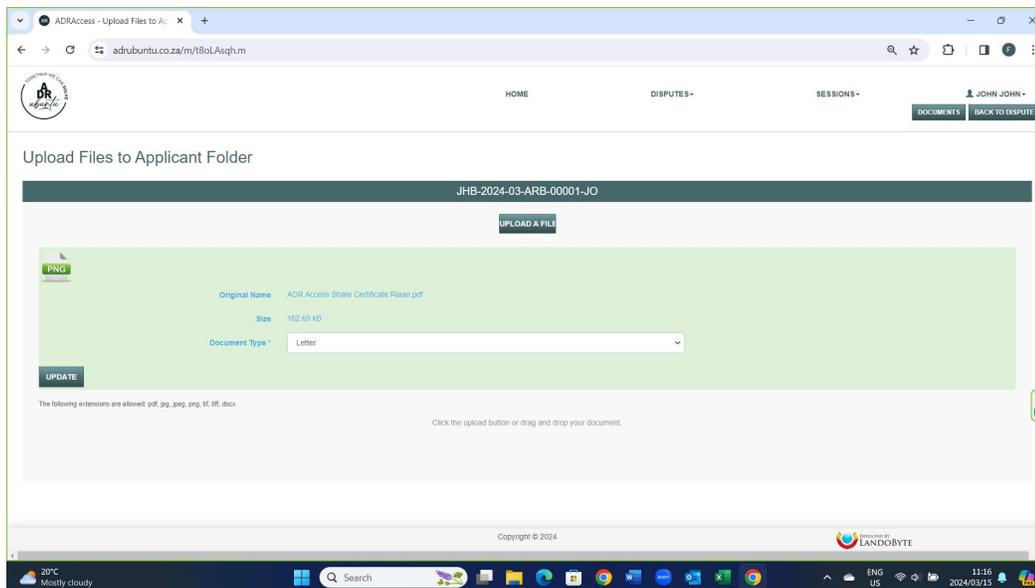
A 'SAVE' button is located at the bottom left of the form. At the bottom of the page, there is a 'Copyright © 2024' notice and the LANDOBYTE logo.

7. Once the Applicant has completed the information and clicks on the **SAVE** button they will be taken to below mentioned screen. The **NOTIFICATION** tab then provides detailed instructions going forward. In a nutshell the Applicant will then be allowed to upload their supporting documents by clicking on the **DOCUMENTS** button (then on **UPLOAD DOCUMENTS**) and if they don't wish to do so, they can then proceed to send the dispute to the Respondent by clicking on the **SEND DISPUTE TO RESPONDENT** button provided.

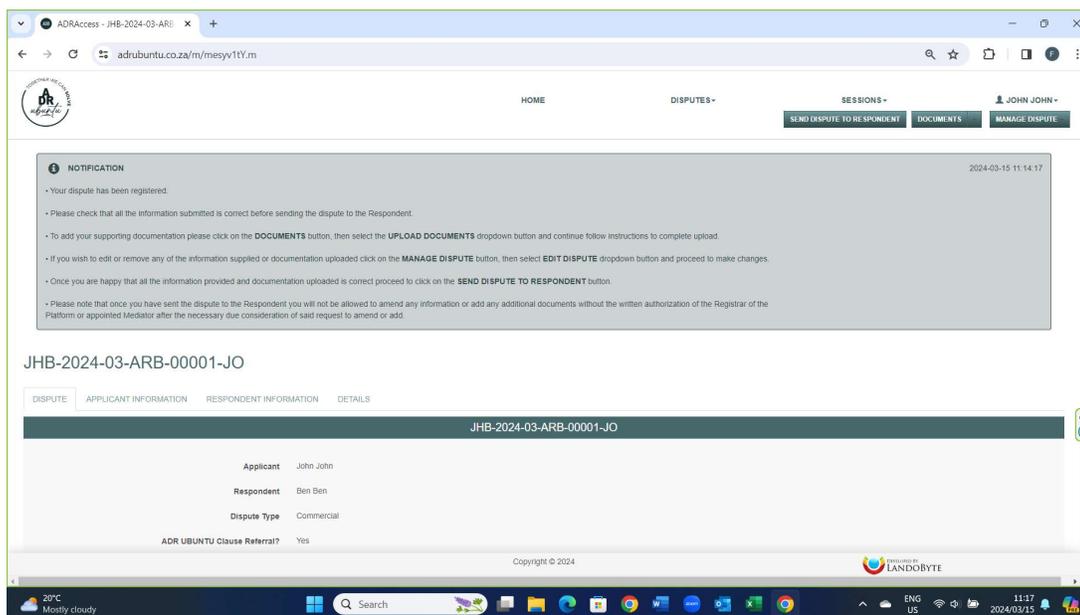


8. Once the user clicks on the **UPLOAD DOCUMENT** link they will be taken to below mentioned page where they will then be positioned to upload their supporting documentation. Users are to follow the instructions provided. Once documents are uploaded the Applicant must click on the **BACK TO DISPUTE** button provided.

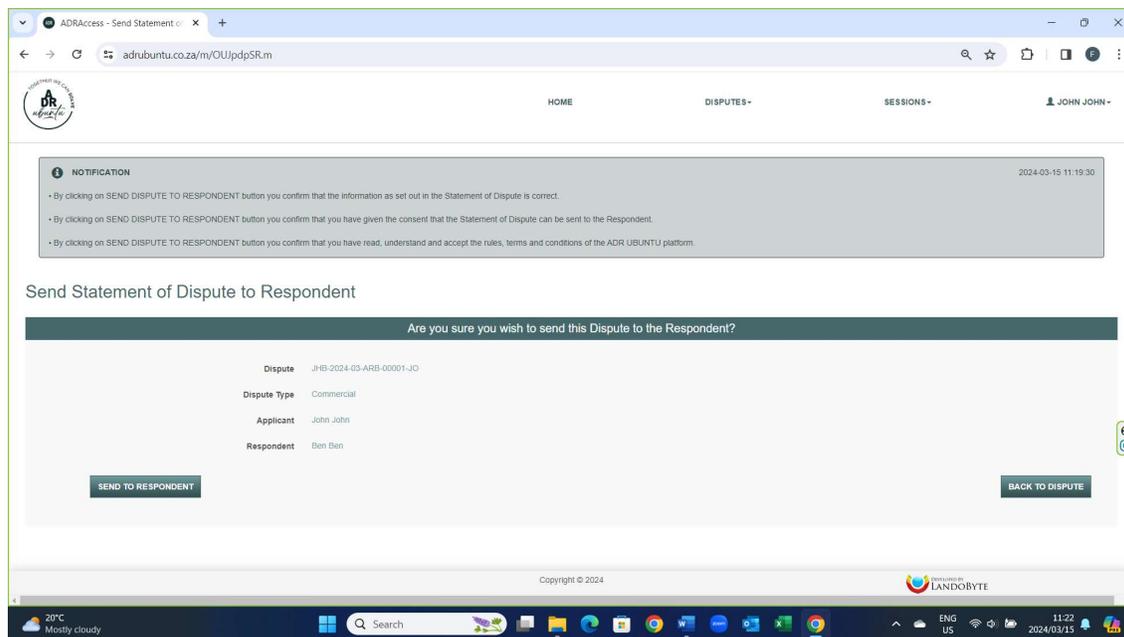




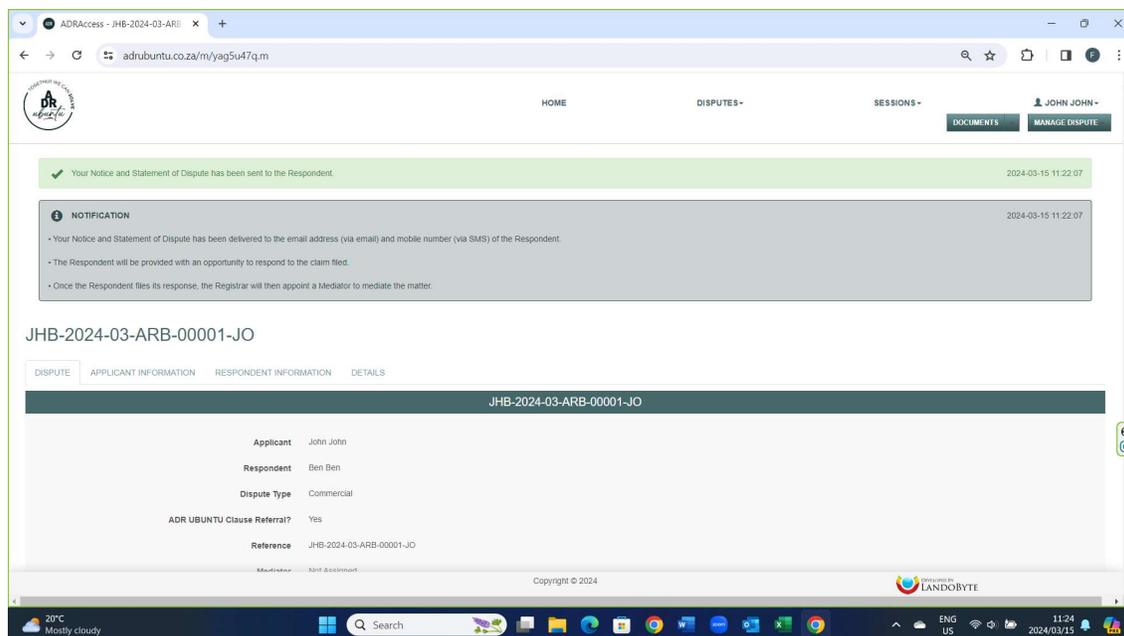
9. Once the Applicant has uploaded their supporting documentation and clicked on the **BACK TO DISPUTE** button, they will be positioned to forward the dispute to the Respondent by clicking on the **SEND DISPUTE TO RESPONDENT** button.



10. Once the dispute is sent to the Respondent the platform will once again request the Applicant to confirm the information provided. If in agreement the Applicant once again clicks on the **SEND TO RESPONDENT** button.



11. After clicking on the **SEND TO RESPONDENT** button the Applicant will receive an on screen message confirming that the STATEMENT OF CASE has been sent to the Respondent. The platform will then send an email and SMS to the Respondent informing them of the dispute lodged. The Respondent will then have three (3) days to respond.



12. Hereto below a copy of the email that will be sent to the Respondent. Once the response is filed by the Respondent the Registrar of the platform will appoint a Mediator. Once appointed the Registrar will allocate a time and date for the first online mediation session.

