

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 <u>www.adrubuntu.co.za</u> website.

2. User to click on the LOG IN navigation button



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	GETHER WE	ADR UBUNTU LOGIN		
		By logging in you confirm that you have read and understand the POPIA Manual and Website Terms and Conditions of ADR UBURU and that you consent to the use, releation, dissemenation, and processing of your personal information in accordance with said terms and conditions.		
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3. User to fill in the log in details and then to click on LOG IN link.

4. Once user has gained access to their profile, they will then be positioned to lodge a new dispute by clicking on the <u>CREATE NEW DISPUTE</u> 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.

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and the second s	номе	DISPUTES -	SESSIONS+	L JOHN JOHN → CREATE NEW DISPUTE
				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 instruction	ns provided on screen.		
Adr Ubuntu - John John				
Show 100 v entries			Search:	
ID J. Applicant Respondent City Dispute Type ADR UBUNT	U Clause Referral? Mediator	Dispute Status	Response Status Outcome S	Status Initiated 😨
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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.

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NOTIFICATION All requested information must be supplied before the platform will allow y information marked with " (satisfy is COMPULSORY and it not supplied Ensure that yoor have all your supporting documentation available in PDF	ou to register your new dispote. Ne platform vill not allow you to move onto the next phase of r format before registering your new dispote.	registering your new dispute.			2024-03-15 10.47.20
ate New Dispute		Create New Dispute		_	
Dispute Type *	Please make a selection		~		
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ADR UBUNTU Clause Referral? *	Please Make a Selection		~		
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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.

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Dispute Details				
	Please capture your dispu	te information.		
Dispute Date *	2024/03/01	٥		
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	Please provide detailed description of dispute. It must be clear, concis In 200 words and fewer.	e and in chronological order.		
Description of Relief or Compensation *		<i>k</i>		
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Previous Attempt to Resolve? *	No	~		
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7. Once the Applicant has completed the information and clicks on the <u>SAVE</u> 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 <u>DOCUMENTS</u> button (then on <u>UPLOAD DOCUMENTS</u>) and if they don't wish to do so, they can then proceed to send the dispute to the Respondent by clicking on the <u>SEND DISPUTE TO</u> <u>RESPONDENT</u> button provided.

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and the second s	HOME	DISPUTES-	SESSIONS - END DISPUTE TO RESPONDENT DOCUMENTS Upload Document	JOHN JOHN - MANAGE DISPUTE
				2024-03-15 11:02:23
Your dispute has been registered.				
Please check that all the information submitted is correct before sending the dispute to the Respondent.				
To add your supporting documentation please click on the DOCUMENTS button, then select the UPLOAD DOCUM	IENTS dropdown button and continue follow inst	ructions to complete upload.		
If you wish to edit or remove any of the information supplied or documentation uploaded click on the MANAGE DISI	PUTE button, then select EDIT DISPUTE dropde	own button and proceed to make changes.		
Once you are nappy that all the information provided and documentation uploaded is correct proceed to click on the	SEND DISPUTE TO RESPONDENT button.	without an effective of the Presidence of the		
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JHB-2024-03-ARB-00001-JO				
	JHB-2024-03-ARB-00001-JO			e
Applicant John John				
Respondent Ben Ben				
Dispute Type Commercial				
ADR UBUNTU Clause Referral? Yes				
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 Once the user clicks on the <u>UPLOAD DOCUMENT</u> 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 <u>BACK TO DISPUTE</u> button provided.



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Upload Files to Applicant Folder					
		JHB-2024-03-ARB-00001-JO			
		UPLOAD A FILE			
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Original Name	ADR Access Share Certificate Riaan.pdf				
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The following extensions are allowed: pdf, jpg, jpeg, png, tif, tiff, docx					0
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 Once the Applicant has uploaded their supporting documentation and clicked on the <u>BACK TO DISPUTE</u> button, they will be positioned to forward the dispute to the Respondent by clicking on the <u>SEND DISPUTE TO RESPONDENT</u> button.

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NOTIFICATION					2024-03-15 11:14:11
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you wish to edit or remove any of the information supplied or doo	mentation uploaded click on the MANAGE DISP	UTE button, then select EDIT DISPUTE dropds	wn button and proceed to make changes.		
Once you are happy that all the information provided and documer	ation uploaded is correct proceed to click on the	SEND DISPUTE TO RESPONDENT button.			
Once you are happy that all the information provided and documer Please note that once you have sent the dispute to the Responden atform or appointed Mediator after the necessary due consideration	ation uploaded is correct proceed to click on the you will not be allowed to amend any information of said request to amend or add.	SEND DISPUTE TO RESPONDENT button.	vitten authorization of the Registrar of the		
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 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 <u>SEND TO RESPONDENT</u> button.

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NOTIFICATION StyleContent of the set of the se	In that the information as set out in the Statement of Dispute is correct. In that you have given the consent that the Statement of Dispute can be sent to the Resp In that you have read, understand and accept the rules, terms and conditions of the AGS	ondent. UBUNTU platform.		2024-03-15 11(19:30
end Statement of Dispute to Resp	ondent Are you sure you wish to send this Dispute	to the Respondent?		
nd Statement of Dispute to Resp	Are you sure you wish to send this Dispute	to the Respondent?		-
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nd Statement of Dispute to Resp Dispute Dispute Type Applicant	Are you sure you wish to send this Dispute JHB 2024-03 ARB 0001-JO Commercial John John	e to the Respondent?		
end Statement of Dispute to Resp Dispute Dispute Applicant Respondent	Are you sure you wish to send this Dispute JHS 2024-05 ARB-0001-JO Commercial John John Ben Ben	a to the Respondent?		
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end Statement of Dispute to Resp Dispute Dispute Applicant Respondent	Are you sure you wish to send this Disput uH9 9024 403 AR9 60001-JO Commercial John John Ben Ben	e to the Respondent?		BACK TO DISPUTE

11. After clicking on the <u>SEND TO RESPONDENT</u> 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.

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Your Notice and Statement of Dispute has been sent to the Re-	pondent.			2024-03-15 11:22:07
NOTIFICATION				2024-03-15 11:22:07
Your Notice and Statement of Dispute has been delivered to the em-	il address (via email) and mobile number	(via SMS) of the Respondent.		
The Respondent will be provided with an opportunity to respond to t	e claim filed.			
Once the Respondent files its response, the Registrar will then apport	nt a Mediator to mediate the matter.			
DISPUTE APPLICANT INFORMATION RESPONDENT INFOR	MATION DETAILS			
		JHB-2024-03-ARB-00001-JO		
Applicant	John John			
Respondent	Ben Ben			
Dispute Type	Commercial			
ADR UBUNTU Clause Referral?	Yes			
Reference	JHB-2024-03-ARB-00001-JO			
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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.

