

Alternative Dispute Resolution System ADR UBUNTU TUTORIALS

HOW TO FILE A RESPONSE (RESPONDENT)

5 January 2024

ADR UBUNTU/TUTORIALS/HOW TO FILE A RESPONSE (RESPONDENT)

HOW TO FILE A RESPONSE

 Once an Applicant has filed their case the Respondent will receive a SMS and below mentioned email informing them that a dispute has been lodged against them and that that the Applicant wishes to make use of the ADR UBUNTU mediation platform to resolve the dispute.



 If the Respondent agrees to resolve the dispute via the ADR UBUNTU platform he then clicks on the link provides in the above mentioned email. The instructions set out below are clear. If the Respondent wishes to continue (and they don't already have a profile) they then click on the <u>COMPLETE SIGN UP</u> button.



 If The Respondent clicks on the COMPLETE SIGN UP button they will receive an on screen message informing them that they receive an email which will provide them the instructions to log in and create their profile before they will be positioned to file their response.

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NOTFICATION							+
Your temporary password has been sent to test55@adrtest.co.za.							
Please follow the instructions provided to finalize your log in. Once logged in you will be							
able to (settle or defend) file your response against the allegations made.							
Proceed to click on the LOG IN button and use your email address as your							0
USERNAME and the temporary password to log in.							0
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4. The Respondent will then now go to his email address and view below mentioned email address. The user must then copy the temporary password provided and click on the website link provided in point 2.



5. The Respondent will be taken to the log in page where they will then provide their email address and paste (fill in) the temporary password provided in the email received.

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	By logging in you confirm that you have read and understand the <u>POPIA</u> <u>Manual</u> and <u>Website Terms and Conditions</u> of ADR UBUNTU and that	•
	you consent to the use, retention, dissemenation, and processing of your personal information in accordance with said terms and conditions.	-
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6. The Respondent will then be taken to a page where they will be given an opportunity to select their own unique password. Once selected they will then be in a position, to log into their profile with their new unique password. The new password must always be kept confidential.

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Your password has expired and must be reset before you can l	og in again.								0
Please enter a new password to continue.									0
Reset Password									+
	Enter new password								
Password *									
	Password Rules: Must be 8 characters or longer. Must contain at least one lowercase character. Must contain at least one uppercase character. Must contain at least one number. Passwords will expire after 2 months. Passwords can only be re-used after 6 changes.								8
Verify Password *									ł
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 Once reset the Respondent will receive the below mentioned on screen message. The user can then click on the Log In button and use the new details to log into their profile.



8. Once logged in the Respondent will be requested to complete the additional information required to finalize their profiles. The Respondent will click on the link provided in the NOTIFICATION tab.

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Before you can proceed to register a new dispute or respond to an existing dispute	e click in this link to complete	your personal information that is sti	I		G
outstanding.					1
			2	024-03-16 15:38:47	
Only once you have saved your personal information will you be able to register a new dis Adr Ubuntu - Ben Ben	spute or respond to an existing	dispute.			
Show 100 v entries			Search:		
Dispute ID IF Applicant Respondent City Type	ADR UBUNTU Clause Referral?	Dispute Mediator Status	Response Outcome Status Status	initiated	
JHB-2024-03-ARB- John John Ben Ben Johannesburg Commercial 00001-JO	Yes	Not Active Assigned	Not Received N/A	2024-03-15 10:56:16	
Showina 1 to 1 of 1 entries	Copyright © 2024				• ε
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9. Once the link is clicked on the Respondent will taken to below mentioned page, which shall indicate to them what information is still required to be completed. Once completed the Respondent will click in the SAVE button.

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10. Once saved the Respondent will receive the below mentioned screen message. The Respondents' profile has now been finalized and is now they will be positioned to lodge a response to the existing dispute by clicking on the BACK button provided.

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The Individual Information has been saved.			2024-03-16 15:40:51 ×	2X 0
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First Name	Ben			
Surname	Ben			
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11. Once the Respondent clicks on the BACK button, he will be taken to his profile page where they will then be positioned to file their response to the disputed lodged against them. The Respondent must click on the case link provided to gain access to the case file. Important for Respondents to have all their supporting documentation available in PDF format before proceeding to file their response.

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				2024-03-16 15:41:36
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 - Ben Ben				
Show 100 v entries			Search:	
Dispute ID IF Applicant Respondent City Type	ADR UBUNTU Clause Referral?	Dispute Mediator Status	Response Outcome Status Status	Initiated
JHB-2024-03-ARB- John John Ben Ben Johannesburg Commercial 00001-JO	Yes	Not Active Assigned	Not Received N/A	2024-03-15 10:56:16
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12. Once the case file is accessed the Respondent must then click on the STATE RESPONSE button provided.

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• NOTIFICATION			2	2024-03-16 15:53:04	
To respond to the dispute click on either the Respond button.					
A decision to respond to the dispute must be lodged within the	(3) working days.				
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Respondent Den D					
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13. The screen below will then open and the Respondent will have an opportunity file their response to the dispute lodged against them. Once they have completed their response they must then click on the <u>NEXT</u> button.

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NOTFICATION All requested information must be supplied before the Platform will Please ensure that you have all supporting documentation available	allow you to file and send your response to the Applicant. le in digital format (PDF) before filing your defence.		20	24-03-16 15:55:19	ii Co O
Please note that once you click on the SEND RESPONSE button	you will not be allowed to make any amendments or add documents to the defence filed.				-
State Response	Capture the details of your respon	SA		_	+
Dispute	JHB-2024-03-ARB-00001-JO				
Dispute Type	Commercial				
Applicant	John John				
Respondent	Ben Ben				0
Detailed Description *	Please provide detailed description of your case. It must be clear, concise and in chrinin 200 words and fever.	A mological order.			
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14. Once the Respondent clicks on the <u>NEXT</u> button they will then be taken to the screen below, where they can either upload their supporting documentation or continue sending their response by clicking on the <u>SEND RESPONSE TO APPLICANT</u> button.

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				Upload Document Download Case Fil	e	
NOTIFICATION					2024-03-16 15:57:54	
Your response has been captured.						
Please check that all the information submitted is correct before a	sending the response to the Applicant.					
To add your supporting documentation please click on the DOCU	IMENTS button, then select the UPLOAD	D DOCUMENTS dropdown button and continue follow	instructions to complete upload.			
If you wish to edit or remove any of the information supplied or do	ocumentation uploaded click on the MAN	AGE DISPUTE button, then select EDIT DISPUTE di	opdown button and proceed to make			
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15. Once the Respondent clicks on the <u>UPLOAD DOCUMENT</u> they need to follow the directions provided by selecting the document and uploading it. Once uploaded the Respondent must click on the <u>BACK TO DISPUTE</u> button.

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16. Once the Respondent returns to the screen below they shall then proceed filing their response by clicking in the **SEND TO RESPONSE TO APPLICANT** button.

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• Your response has been captured.									
Please check that all the information submitted is correct before sending the response to the A	pplicant								
To add your supporting documentation please click on the DOCUMENTS button, then select th	e UPLOAD DOCUMENTS dropdown button and continue follow inst	uctions to complete upload.							
If you wish to edit or remove any of the information supplied or documentation uploaded click o	on the MANAGE DISPUTE button, then select EDIT DISPUTE dropde	wn button and proceed to make							
changes.									
 Once you are nappy that all the information provided and documentation uploaded is correct pre- once you are nappy that all the information provided and documentation uploaded is correct pre- terior. 	roceed to click on the SEND RESPONSE TO APPLICANT button.								
 Prease note that once you have sent the response to the Applicant you will not be allowed to all Platform or appointed Mediator after the necessary due consideration of said request to amend response to the angle of the second response to the second rescon	mend any information or add any additional documents without the w or add.	itten authorization of the Registra	r of the						
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17. The Respondent will then be requested to confirm the response they have filed. If happy they will then click in the <u>SEND RESPONSE</u> button. Once done the platform will send the Applicant a SMS and email informing them that the Respondent has filed their response to the dispute lodged.

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By clicking on the SEND RESPONSE TO APPLICANT you confirm that you have	a read, understand and accept the rules, terms and conditions of the ADR UBUNTU platform.				
Please note that once the Response is sent it cannot be amended or edited.					e
end Response to Applicant					
	Send Response to Applicant				
Dispute	JHB-2024-03-ARB-00001-JO				
Dispute Type	Commercial				
Applicant	John John				
Respondent	Ben Ben				
Response Type	Statement of Response				
Responded	2024-03-16 15:57:54				
Response By	tien tien				
Detailed Description of Response	rvauti, suadhannur				
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18. Hereto below a copy of the email that will be sent to the Applicant. 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.

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ADR Ubuntu - Statement of Response - BOT-2024-02-ST-00001-HE									
Dear Grant Hewitt									
1. Gary Audie has filed their Statement of Response.									
 For the nature of their response view the attached Statement of Response (Form 3 MED). 									
3. To access the supporting documentation filed you will have to log into your profile.									
4. The Registrar must now proceed to appoint a Mediator to mediate the dispute. Said appointment will only take place once the prescribed mediation fee has been paid by yourself.									
5. Payment must be made immediately upon receipt of the invoice,									
5. To view the ADR Ubuntu platform rules guiding the mediation process please go to our website at <u>www.adrubuntu.co.za</u> and click on the navigation button RULES to view the rules applicable to your dispute.									
6. Forward any enquiries immediately to <u>support@adrubuntu.co.za</u> and our Admin Team will assist upon receipt of said enquiry.									