Alternative Dispute Resolution System
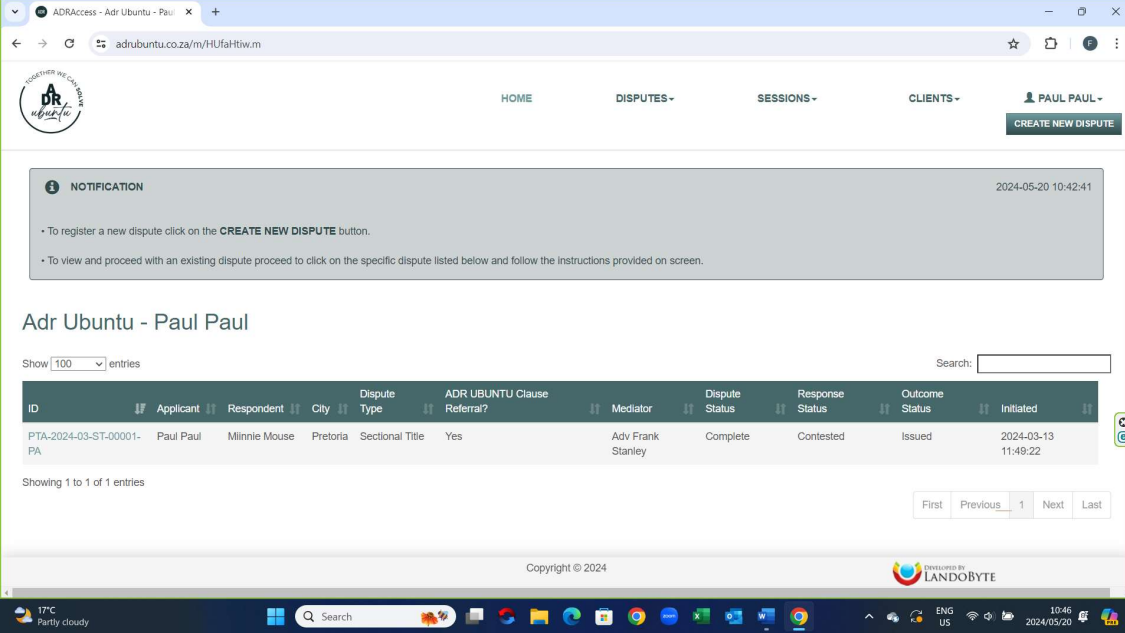## ADR UBUNTU
TUTORIALS

HOW AN AGENT CAN REGISTER A DISPUTE ON BEHALF OF THEIR CLIENT

5 January 2024

ADR UBUNTU/TUTORIALS/HOW AN AGENT CAN REGISTER A DISPUTE ON BEHALF OF THEIR CLIENT

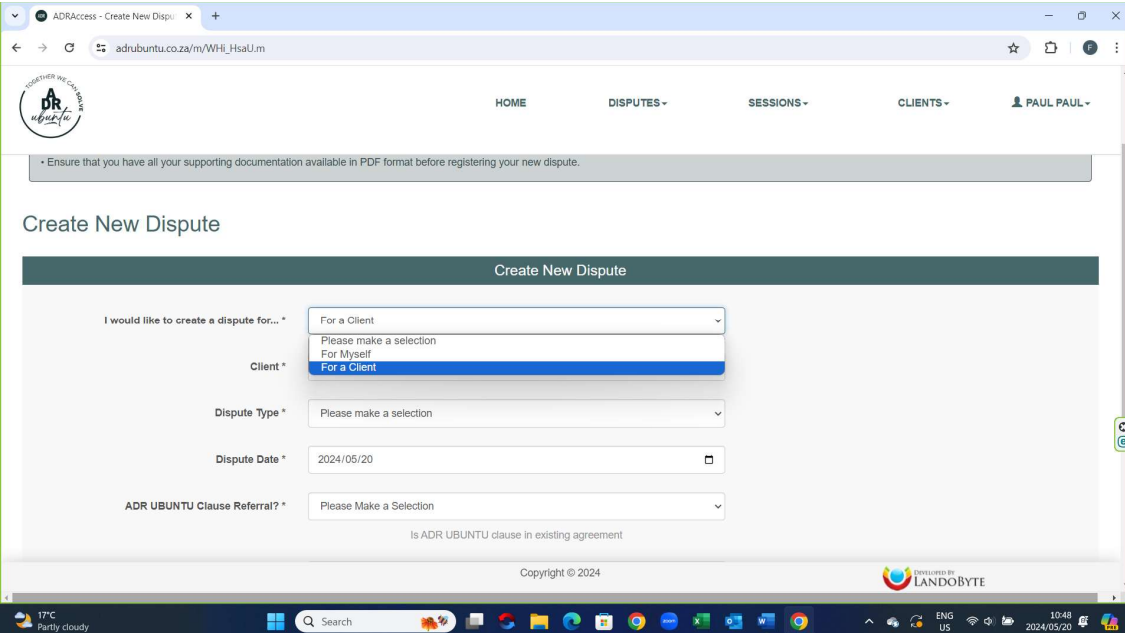# HOW AN AGENT CAN REGISTER A DISPUTE ON BEHALF OF THEIR CLIENT

1. The Agent must log into their own profile and then click in the CREATE NEW DISPUTE link.

2. The Agent must then select FOR A CLIENT dropdown (he would like to create dispute for his selected client)

3. The AGENT must then select the client's name from the dropdown list on whose behalf he would like to lodge a dispute.

4. Once done the AGENT must the complete the details of the RESPONDENT against whom the dispute is lodged.

5. Once the personal details of the RESPONDENT is completed (imperative to make sure the email address and mobile number is correctly filled in) and submitted the AGENT will be required to provide the details relating to the dispute lodged.

6. Once the details are provided and submitted the AGENT can then send the dispute to the RESPONDENT. Prior to sending the dispute the AGENT will also be positioned to upload any supporting documentation.
7. If so, the AGENT will then click on the UPLOAD DOCUMENT dropdown button.

8. To upload document the AGENT will click on the UPLOAD A FILE link and follow the directions provided.
9. Once uploaded the AGENT must then click on the BACK TO DISPUTE link.
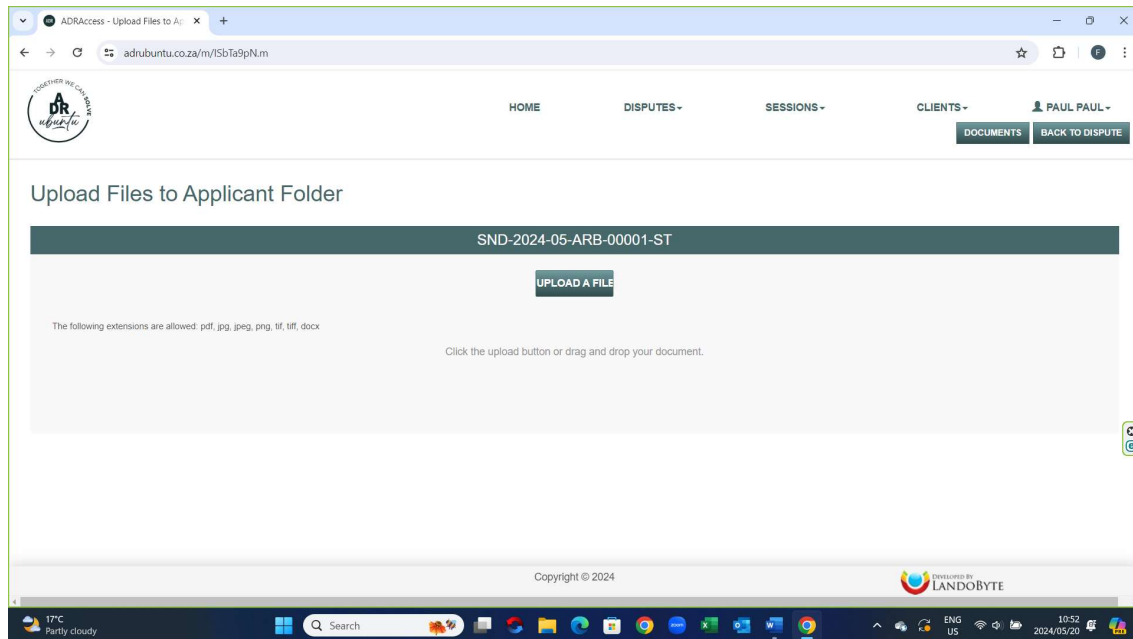
10. After clicking on the BACK TO DISPUTE button the AGENT will be taken back to the screen where he can then click in the SEND DISPUTE TO RESPONDENT button.
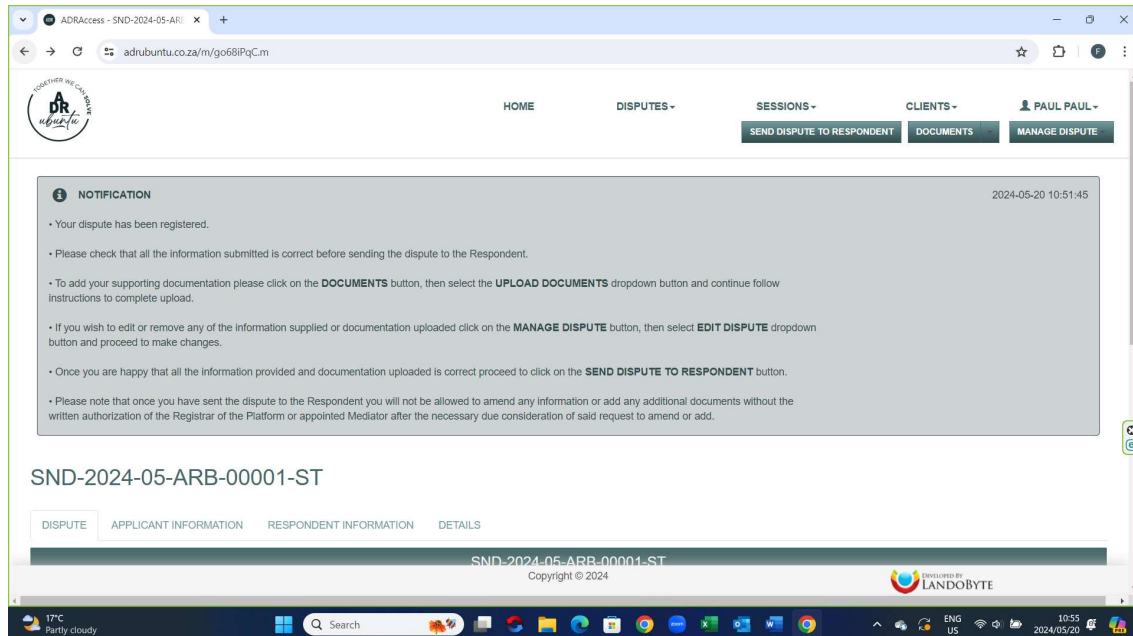
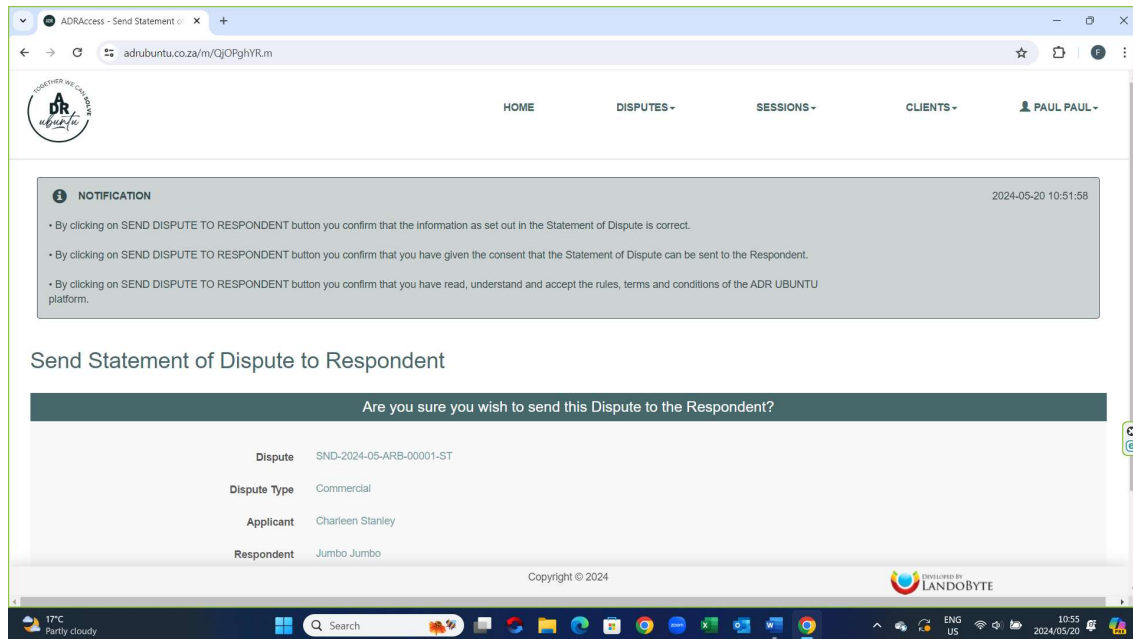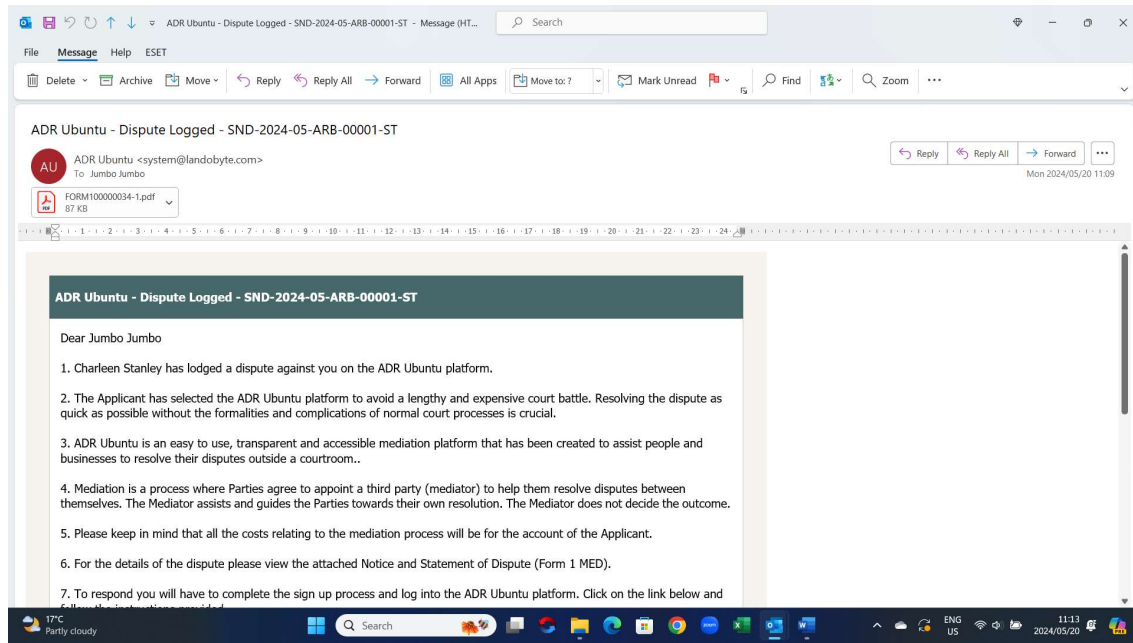11. The AGENT will then be taken to a screen where they will be requested to confirm the dispute uploaded, the consent to sending the dispute to the RESPONDENT and that the rules, terms and conditions of the website are understood and accepted.

12. Once submitted the AGENT will receive an onscreen message that the NOTICE AND STATEMENT OF DISPUTE has been sent to the RESPONDENT.
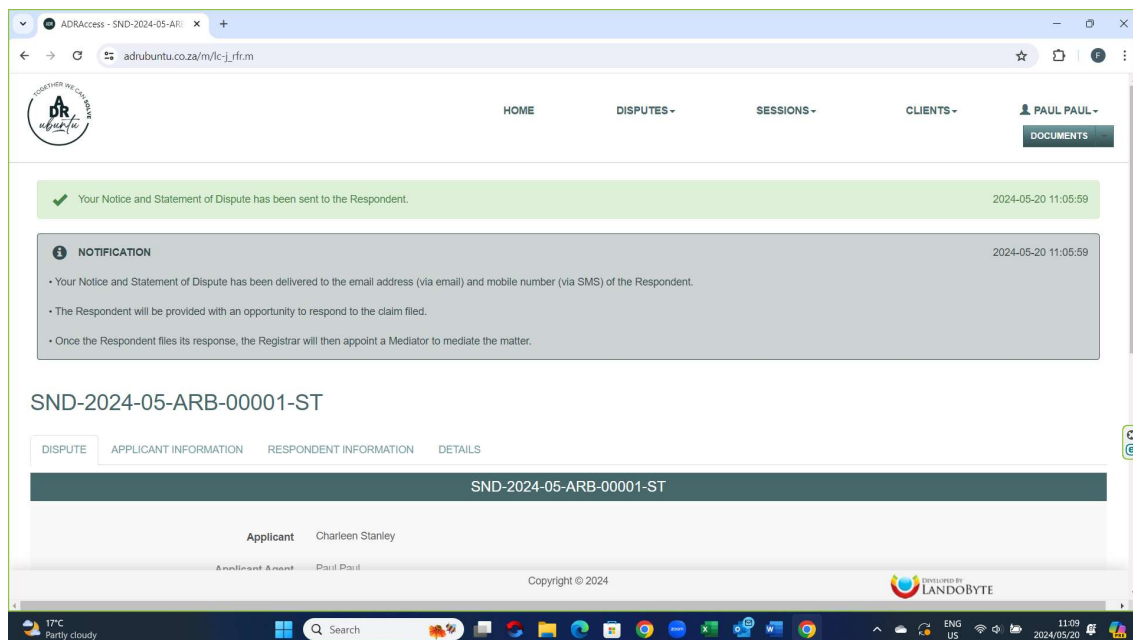
13. The RESPONDENT will receive an email and notice informing them that the dispute has been lodged and that they now have three (3) working days to respond. See sample of email and notice below.
14. The RESPONDENT will then create their own profile and lodge their response. Once done the AGENT together with client will receive a notification via email and SMS from the platform that the response has filed.