



Alternative Dispute Resolution System ADR UBUNTU TUTORIALS

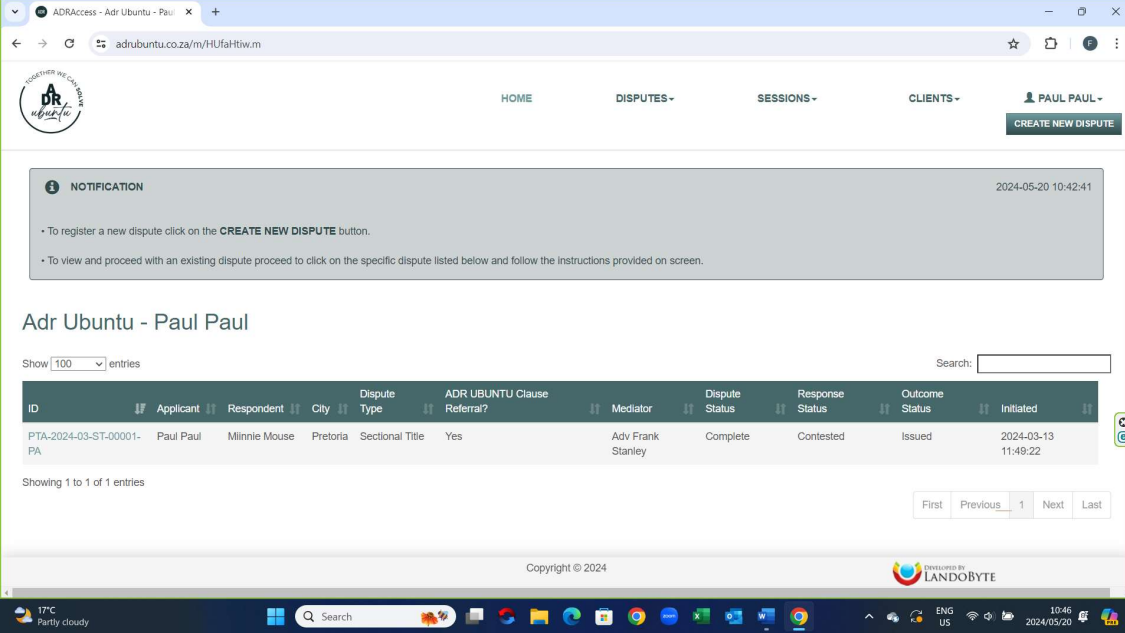
HOW AN AGENT CAN REGISTER A DISPUTE ON BEHALF OF THEIR CLIENT

5 January 2024

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

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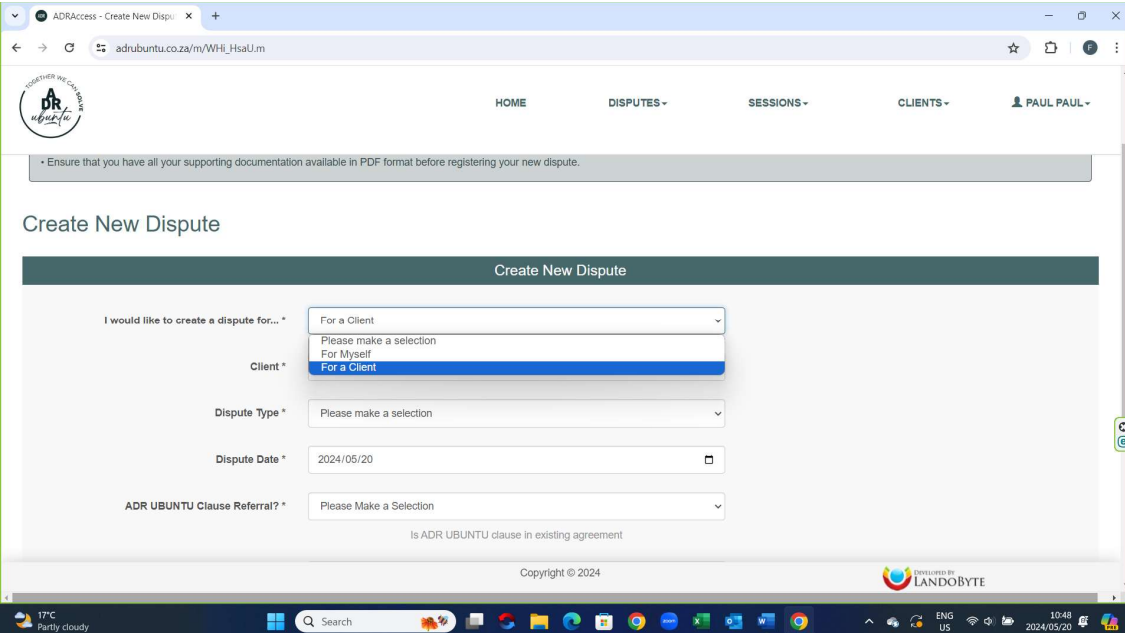
1. The Agent must log into their own profile and then click in the CREATE NEW DISPUTE link.



The screenshot shows the ADR Ubuntu - Paul Paul dashboard. At the top, there is a navigation bar with links for HOME, DISPUTES, SESSIONS, CLIENTS, and a user profile for PAUL PAUL with a CREATE NEW DISPUTE button. A notification box states: "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." Below the notification, the user's name "Adr Ubuntu - Paul Paul" is displayed. A table lists disputes with columns: ID, Applicant, Respondent, City, Dispute Type, ADR UBUNTU Clause Referral?, Mediator, Dispute Status, Response Status, Outcome Status, and Initiated. One dispute is listed: PTA-2024-03-ST-00001-PA, Paul Paul, Minnie Mouse, Pretoria, Sectional Title, Yes, Adv Frank Stanley, Complete, Contested, Issued, 2024-03-13 11:49:22. The bottom of the dashboard shows a copyright notice for 2024 and the LANDOBYTE logo.

ID	Applicant	Respondent	City	Dispute Type	ADR UBUNTU Clause Referral?	Mediator	Dispute Status	Response Status	Outcome Status	Initiated
PTA-2024-03-ST-00001-PA	Paul Paul	Minnie Mouse	Pretoria	Sectional Title	Yes	Adv Frank Stanley	Complete	Contested	Issued	2024-03-13 11:49:22

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



The screenshot shows the "Create New Dispute" form. At the top, there is a navigation bar with links for HOME, DISPUTES, SESSIONS, CLIENTS, and a user profile for PAUL PAUL. A notification box states: "Ensure that you have all your supporting documentation available in PDF format before registering your new dispute." Below the notification, the form title "Create New Dispute" is displayed. The form fields are: "I would like to create a dispute for..." with a dropdown menu showing "For a Client", "Please make a selection", "For Myself", and "For a Client" (selected); "Client *" with a dropdown menu showing "Please make a selection"; "Dispute Type *" with a dropdown menu showing "Please make a selection"; "Dispute Date *" with a date picker set to 2024/05/20; and "ADR UBUNTU Clause Referral? *" with a dropdown menu showing "Please Make a Selection". A note below the form states: "Is ADR UBUNTU clause in existing agreement". The bottom of the form shows a copyright notice for 2024 and the LANDOBYTE logo.

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

The screenshot shows a web browser window with the URL `adrubuntu.co.za/my/WHI_HsaUm`. The page title is "ADRAccess - Create New Dispute". The navigation bar includes "HOME", "DISPUTES", "SESSIONS", "CLIENTS", and a user profile "PAUL PAUL". A message at the top states: "Ensure that you have all your supporting documentation available in PDF format before registering your new dispute." The main heading is "Create New Dispute". Below it, the form fields are:

- "I would like to create a dispute for..." with a dropdown menu set to "For a Client".
- "Client *" with a dropdown menu showing "Charleen Stanley" selected, and options "Please make a selection", "Charleen Stanley", and "Paul Paul".
- "Dispute Type *" with a dropdown menu set to "Please make a selection".
- "Dispute Date *" with a date input field showing "2024/05/20".
- "ADR UBUNTU Clause Referral? *" with a dropdown menu set to "Please Make a Selection".

Below the form, it says "Is ADR UBUNTU clause in existing agreement". The footer includes "Copyright © 2024" and "DEVELOPED BY LANDOBYTE". The Windows taskbar at the bottom shows the date "2024/05/20" and time "10:47".

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

The screenshot shows the same web browser window, but the form is now for "Respondent Details". The fields are:

- "Occupation" with a dropdown menu set to "Owner".
- "Physical Address" with a text input field showing "234 Hall Street".
- "Suburb" with a dropdown menu set to "Menlyn".
- "City" with a dropdown menu set to "Pretoria".
- "Province" with a dropdown menu set to "Please make a selection".
- "Postal Code" with a text input field showing "0001".

At the bottom left, there is a button labeled "LOG NEW DISPUTE". The footer includes "Copyright © 2024" and "DEVELOPED BY LANDOBYTE". The Windows taskbar at the bottom shows the date "2024/05/20" and time "10:50".

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.

The screenshot shows a web browser window with the URL adrbuntu.co.za/m/HTXFGmOKm. The page is titled "Dispute Details" and contains a form for capturing dispute information. The form fields are:

- Dispute Date ***: 2024/05/01
- Description of Dispute ***: A text area with a placeholder: "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 ***: A text area with a placeholder: "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

The form is submitted by "PAUL PAUL". The page footer includes "Copyright © 2024" and "DEVELOPED BY LANDOBYTE".

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.

The screenshot shows a web browser window with the URL adrbuntu.co.za/m/A7Y9ahUXm. The page is titled "SND-2024-05-ARB-00001-ST" and displays a notification and a list of actions.

NOTIFICATION (2024-05-20 10:49:18)

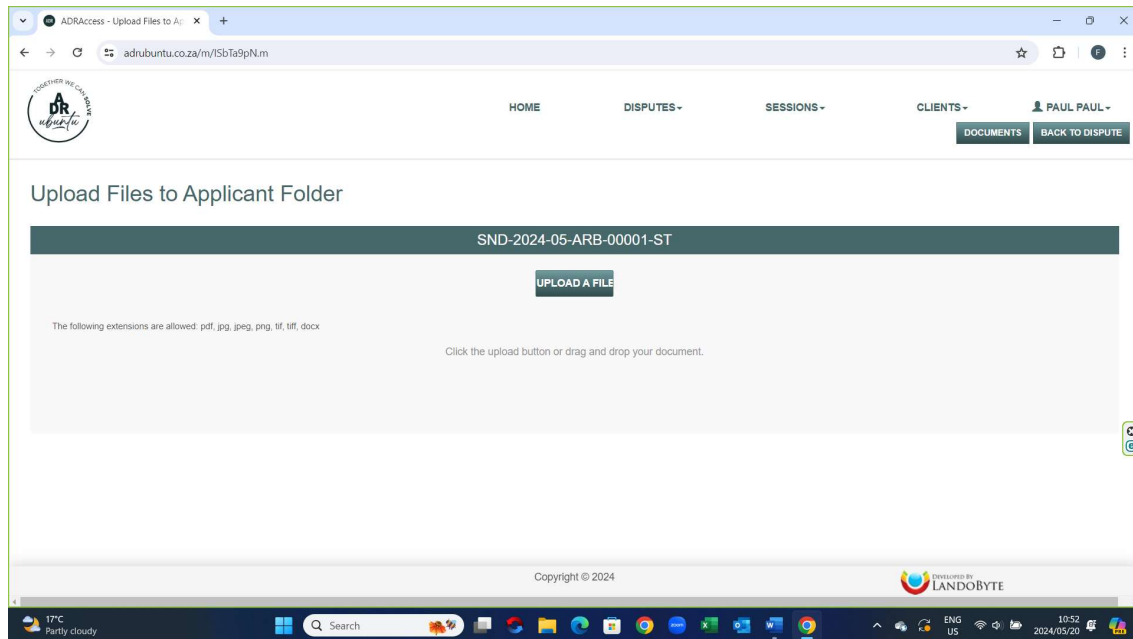
- Your dispute has been registered.
- Please check that all the information submitted is correct before sending the dispute to the Respondent.
- To add your supporting documentation please click on the **DOCUMENTS** button, then select the **UPLOAD DOCUMENTS** dropdown button and continue follow instructions to complete upload.
- If you wish to edit or remove any of the information supplied or documentation uploaded click on the **MANAGE DISPUTE** button, then select **EDIT DISPUTE** dropdown button and proceed to make changes.
- Once you are happy that all the information provided and documentation uploaded is correct proceed to click on the **SEND DISPUTE TO RESPONDENT** button.
- Please note that once you have sent the dispute to the Respondent you will not be allowed to amend any information or add any additional documents without the written authorization of the Registrar of the Platform or appointed Mediator after the necessary due consideration of said request to amend or add.

Actions:

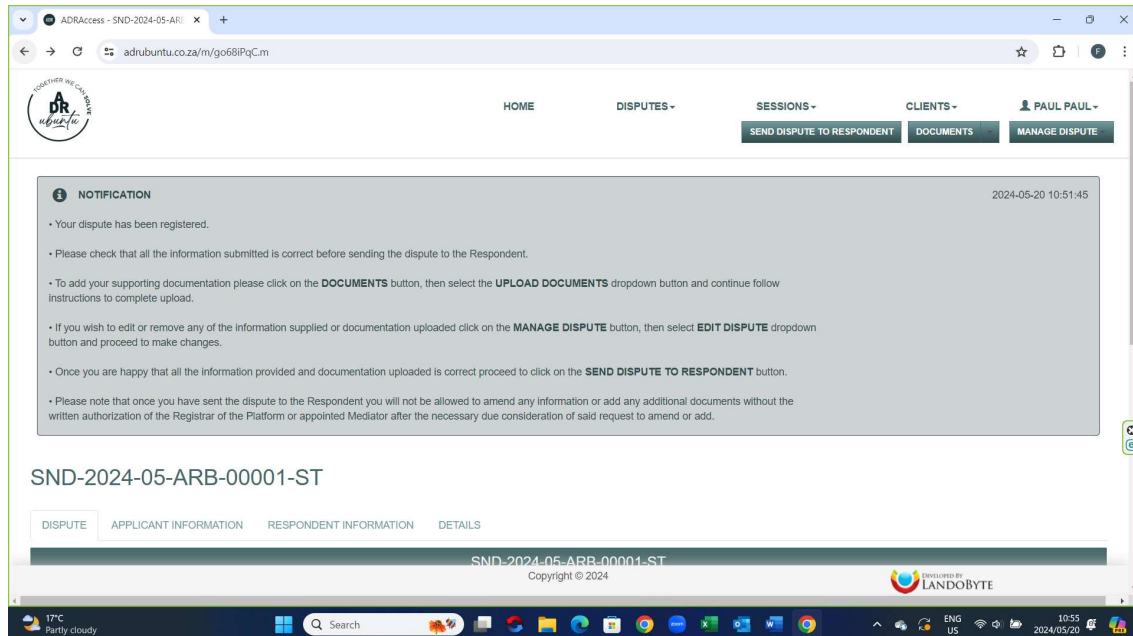
- SEND DISPUTE TO RESPONDENT**
- DOCUMENTS** (dropdown menu):
 - Re-Enable Document Uploads
 - Upload Document
- MANAGE DISPUTE**

The page footer includes "Copyright © 2024" and "DEVELOPED BY LANDOBYTE".

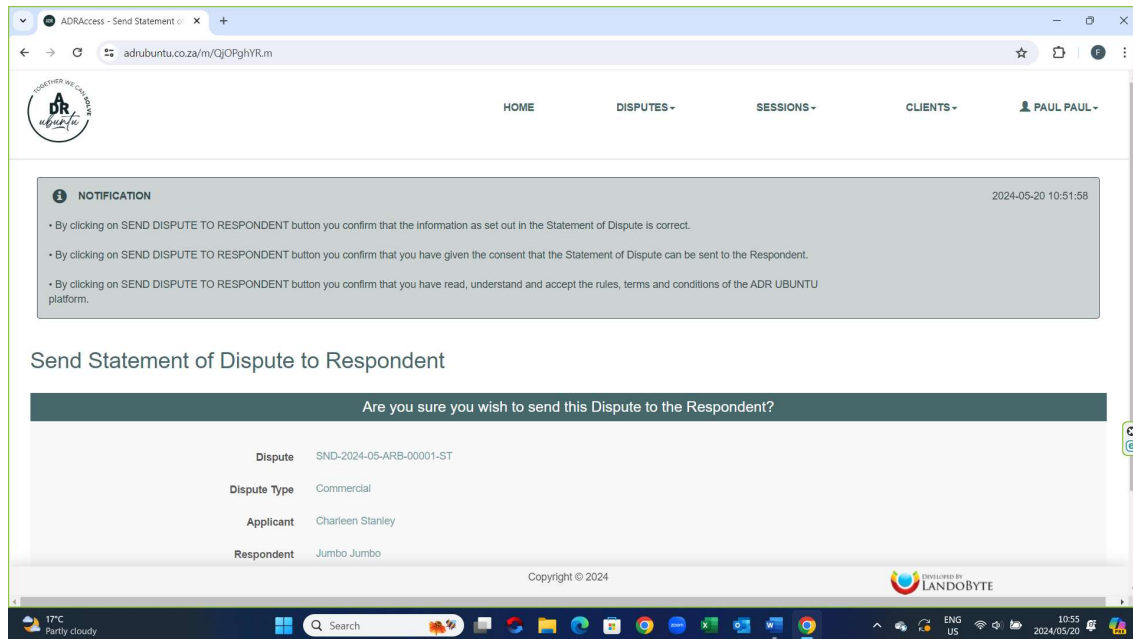
8. To upload document the AGENT will click on the **UPLOAD A FILE** link and follow the directions provided.
9. Once uploaded the AGENT must then click on the **BACK TO DISPUTE** link.



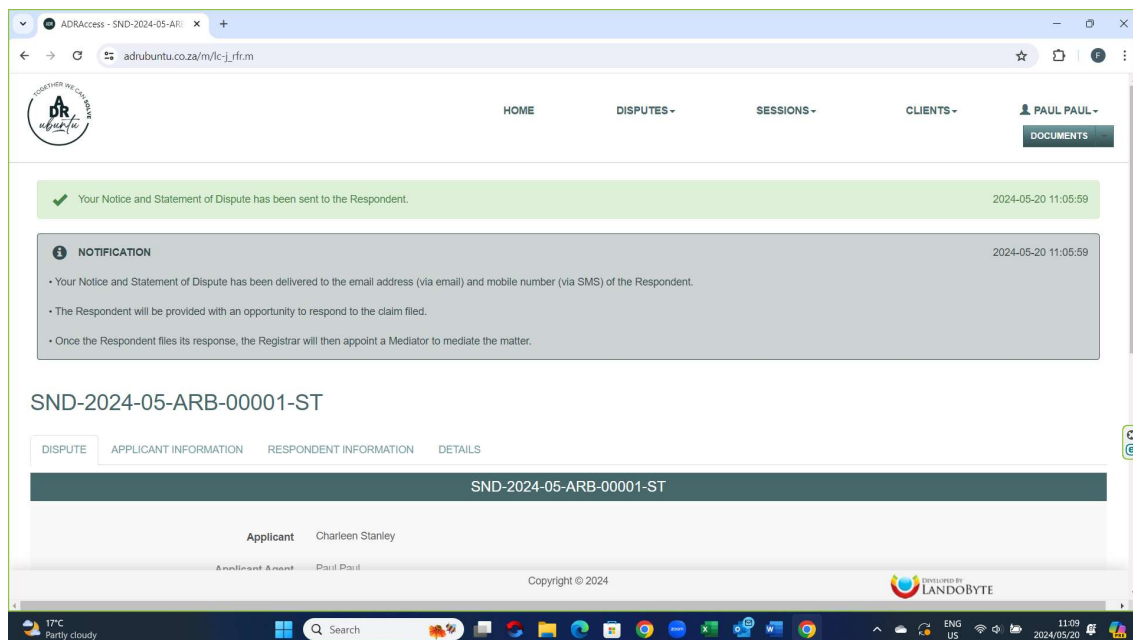
10. After clicking on the **BACK TO DISPUTE** button the AGENT will be taken back to the screen where he can then click in the **SEND DISPUTE TO RESPONDENT** button.



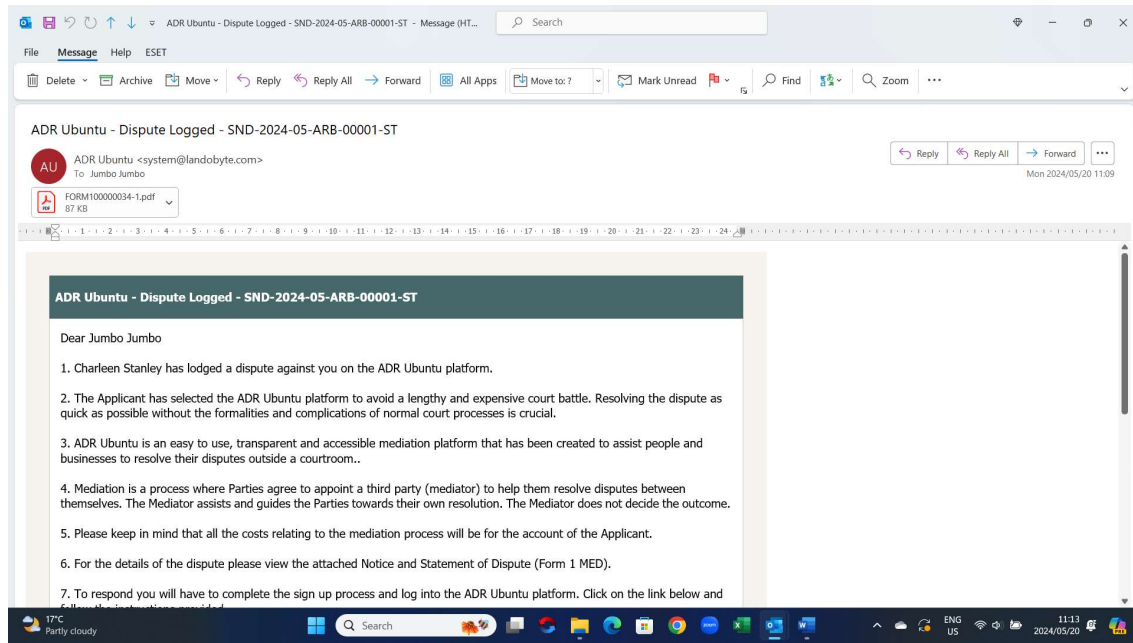
11. The AGENT will then be taken to a screen where they will be requested to confirm the dispute uploaded, the consent to sending the dispute to the RESPONDENT and that the rules, terms and conditions of the website are understood and accepted.



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.



The screenshot displays the ADR Ubuntu platform interface. The header includes the logo "TOGETHER WE CAN SOLVE ADR ubuntu" and the text "SOUTH AFRICAN ALTERNATIVE DISPUTE RESOLUTION" with the website "www.adrubuntu.co.za" and email "info@adrubuntu.co.za". The main section is titled "FORM 1 MEDbr/NOTICE AND STATEMENT OF DISPUTE". Below this is a "DISPUTE INFORMATION" section with the following details:

- YOUR UBT REFERENCE NUMBER: SND-2024-05-ARB-00001-ST
- TYPE OF ADR SELECTED: Commercial
- DISPUTE OCCURED ON: 2024-05-01 00:00:00

The form is divided into two main columns: "APPLICANT INFORMATION" and "RESPONDENT INFORMATION".

APPLICANT INFORMATION	RESPONDENT INFORMATION
FIRST NAME Charleen	FIRST NAME Jumbo
SURNAME Stanley	SURNAME Jumbo
ADDITIONAL INFORMATION	ADDITIONAL INFORMATION
CELLPHONE NUMBER 27767278868	CELLPHONE NUMBER 27767278868
EMAIL ADDRESS test65@adrtest.co.za	EMAIL ADDRESS test64@adrtest.co.za
LEGAL REPRESENTATIVE	LEGAL REPRESENTATIVE
REPRESENTATIVE'S NAME -	REPRESENTATIVE'S NAME -
CONTACT NUMBER -	CONTACT NUMBER -
EMAIL ADDRESS -	EMAIL ADDRESS -