

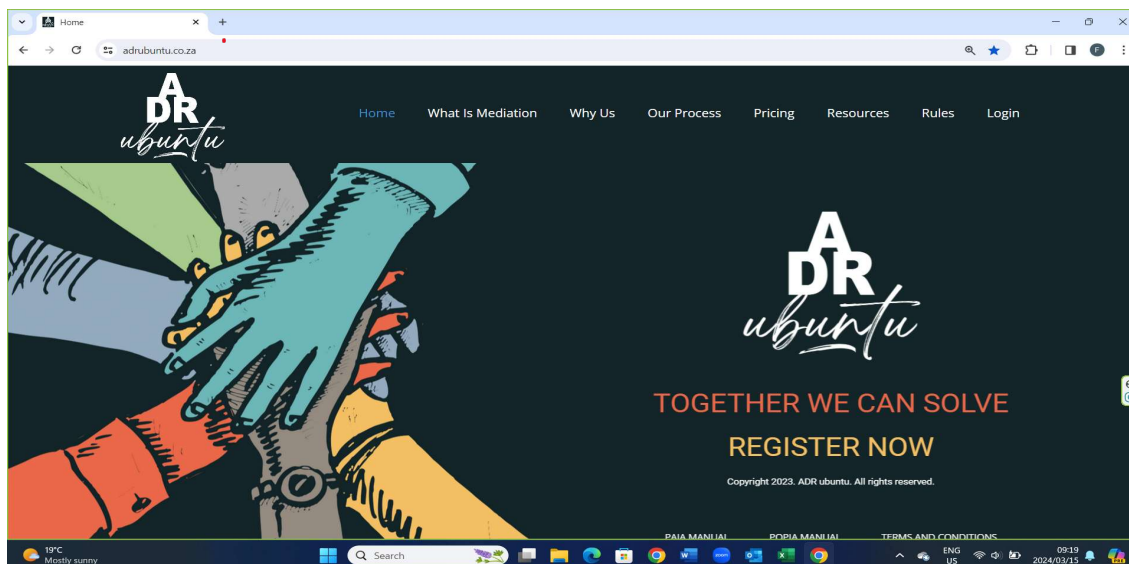


THE PROCESS

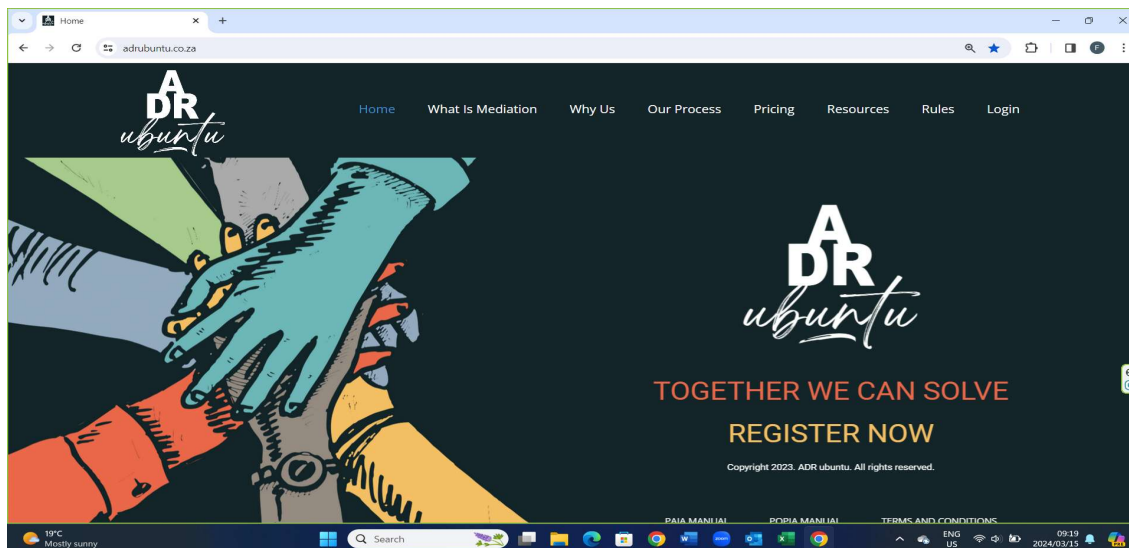
LODGING A DISPUTE ONLINE?

STEP 1 – APPLICANT CREATES PROFILE

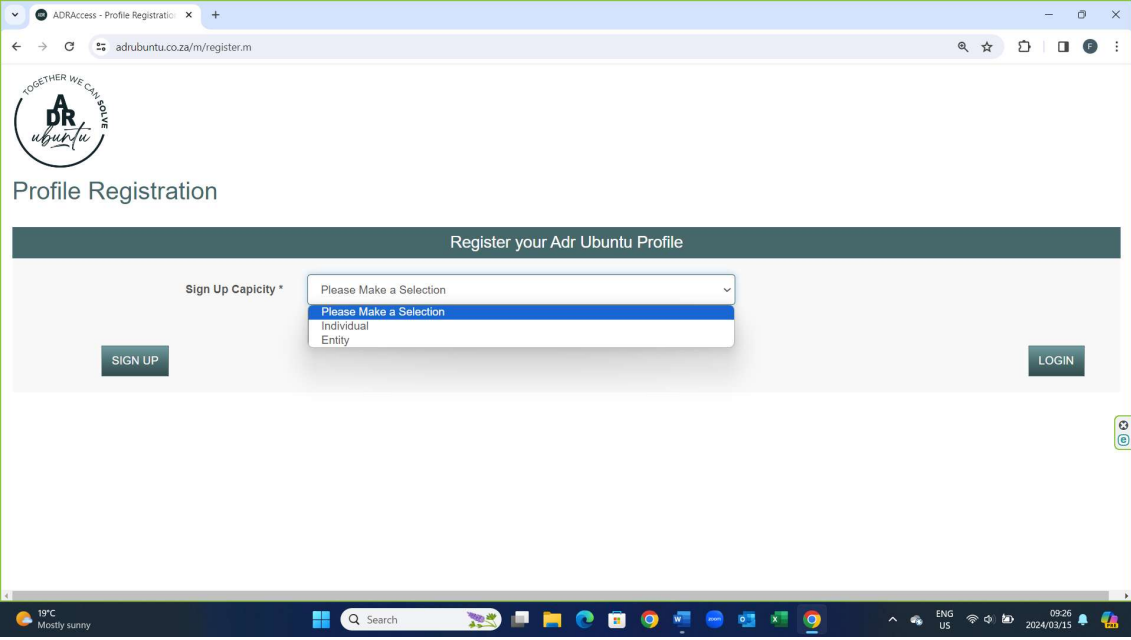
1. User to log into the www.adrubuntu.co.za website.



2. User to click on the [REGISTE NOW](#) link.

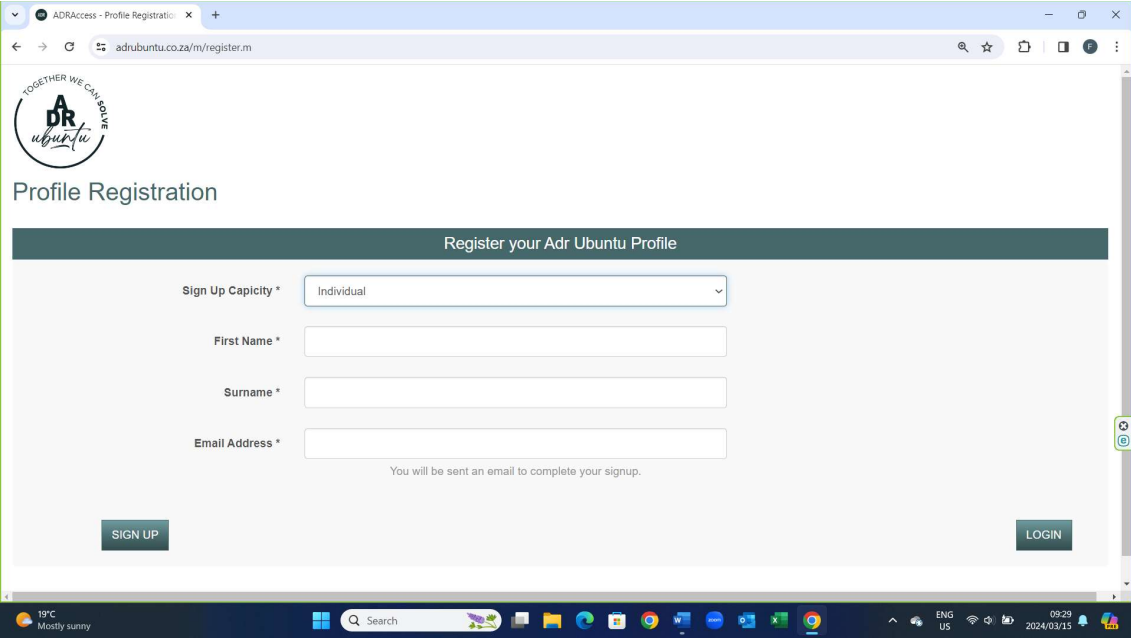


3. User to select the sign-up capacity of their profile. User can register either as an individual or entity.



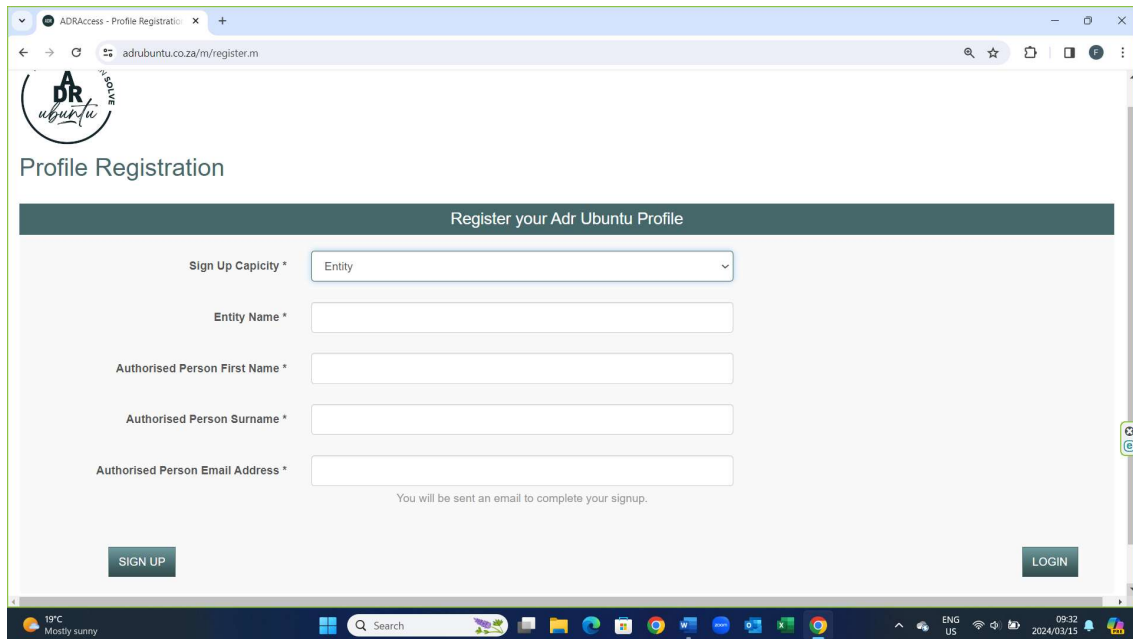
The screenshot shows a web browser window with the URL `adrubuntu.co.za/m/register.m`. The page title is "Profile Registration" and it features the "ADR ubuntu" logo. A dark green header bar contains the text "Register your ADR Ubuntu Profile". Below this, the "Sign Up Capacity *" dropdown menu is open, displaying "Please Make a Selection" at the top, followed by "Individual" and "Entity". The "SIGN UP" button is on the left and the "LOGIN" button is on the right. The Windows taskbar at the bottom shows a temperature of 19°C, a search bar, and various application icons.

4. If user selects to sign-up as an individual, they then need to complete the information requested and as indicated below.



The screenshot shows the same web browser window, but now the "Sign Up Capacity *" dropdown menu is set to "Individual". Below the dropdown, there are three required input fields: "First Name *", "Surname *", and "Email Address *". A note below the email field states: "You will be sent an email to complete your signup." The "SIGN UP" and "LOGIN" buttons remain visible. The Windows taskbar at the bottom shows a temperature of 19°C, a search bar, and various application icons.

5. If user selects to sign-up as an individual, they then need to complete the information requested and as indicated below.

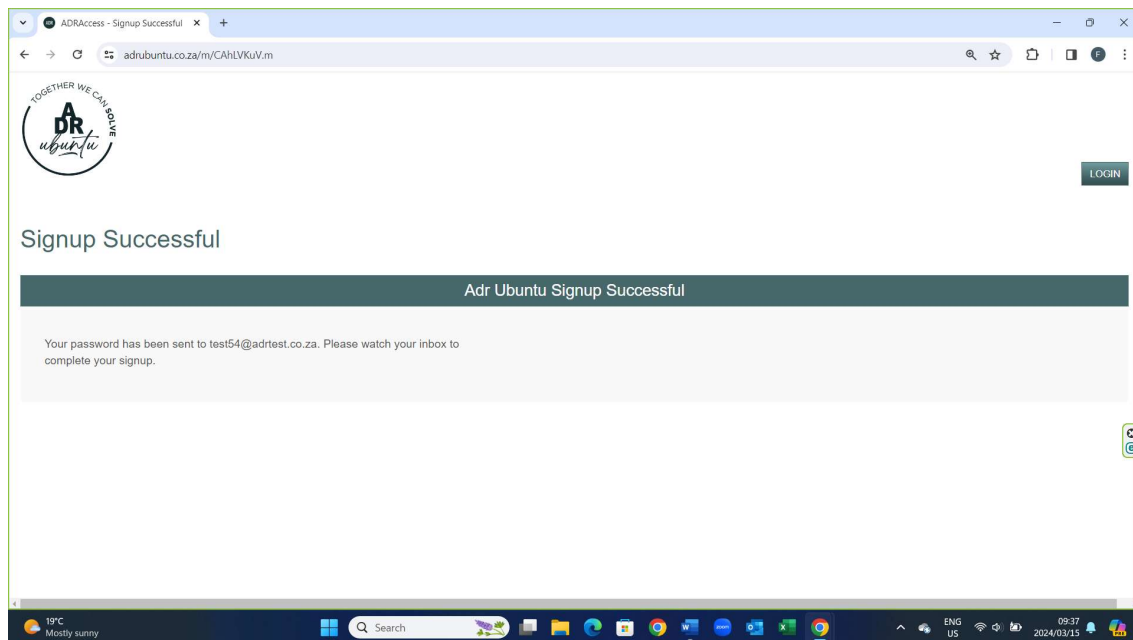


The screenshot shows a web browser window with the URL `adrubuntu.co.za/m/register.m`. The page title is "Profile Registration". Below the title is a dark green header bar with the text "Register your ADR Ubuntu Profile". The form contains the following fields:

- Sign Up Capacity ***: A dropdown menu with "Entity" selected.
- Entity Name ***: A text input field.
- Authorised Person First Name ***: A text input field.
- Authorised Person Surname ***: A text input field.
- Authorised Person Email Address ***: A text input field.

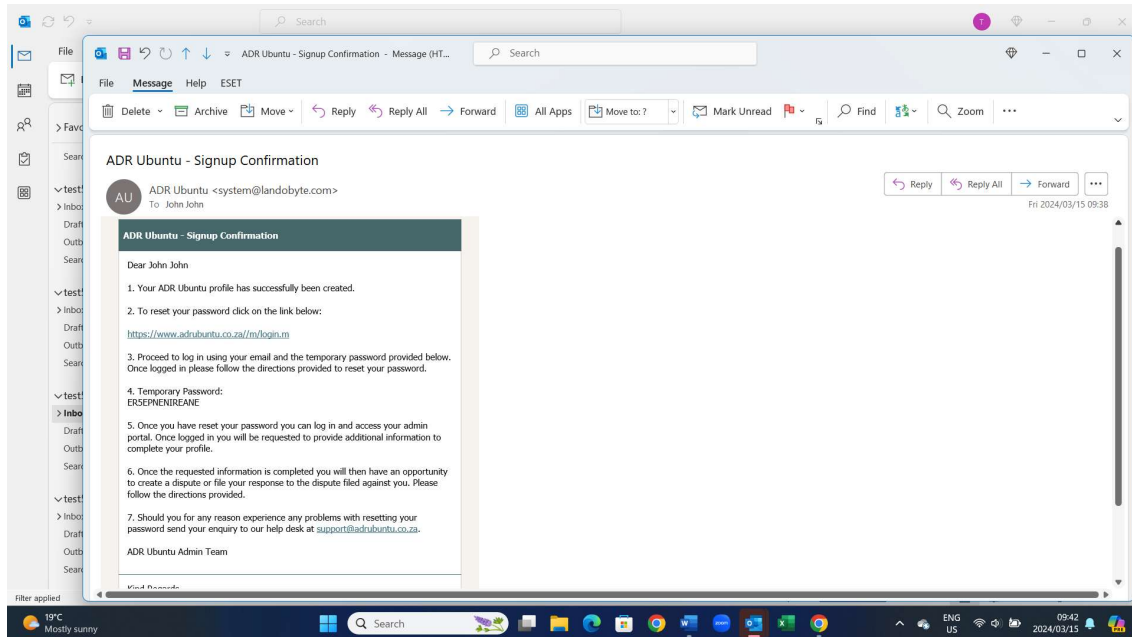
Below the email field, a message states: "You will be sent an email to complete your signup." At the bottom of the form are two buttons: "SIGN UP" and "LOGIN". The browser's taskbar at the bottom shows the date as 2024/03/15 and the time as 08:52.

6. Once the user has provided the information and clicks on the SIGN UP button, he will be taken to the below mentioned screen indicating that a password has been sent to the users email address and that he must go to his/her inbox to complete the sign up.

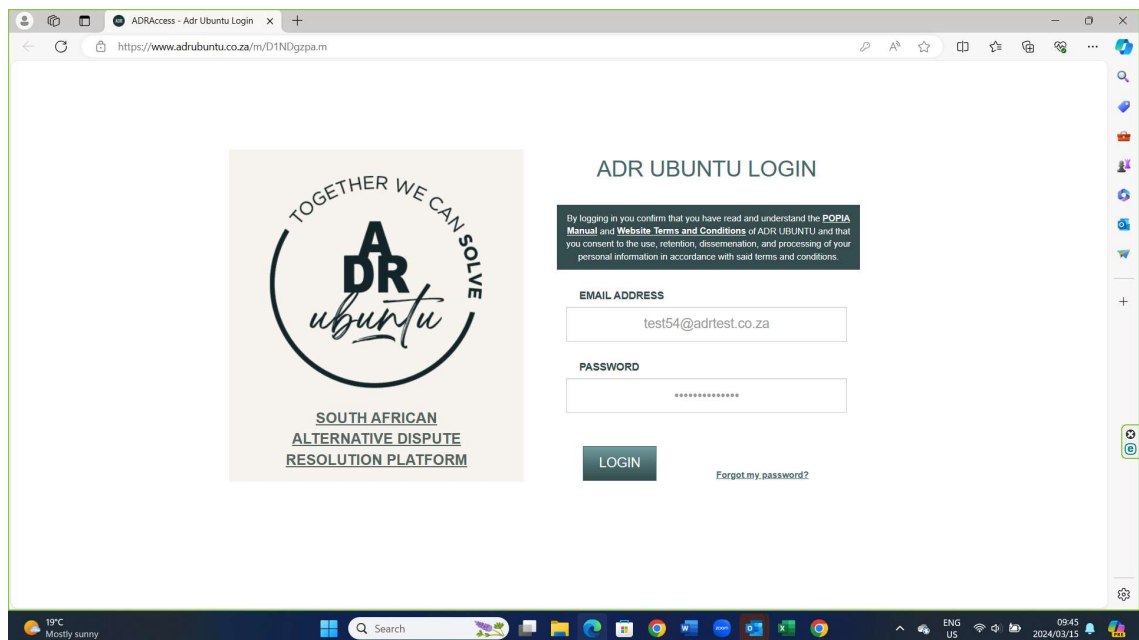


The screenshot shows a web browser window with the URL `adrubuntu.co.za/m/CAHlVKuV.m`. The page title is "Signup Successful". Below the title is a dark green header bar with the text "Adr Ubuntu Signup Successful". The main content area contains a message: "Your password has been sent to test54@adrtest.co.za. Please watch your inbox to complete your signup." At the top right of the page is a "LOGIN" button. The browser's taskbar at the bottom shows the date as 2024/03/15 and the time as 09:37.

7. The user will 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.



8. The user 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.



9. The user 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.

ADRAccess - Reset Password

adrubuntu.co.za/m/d04FIOr.m

NOTIFICATION

2024-03-15 09:45:35

Your password has expired and must be reset before you can log in again.

Please enter a new password to continue.

Reset Password

Enter new password

Password *

Verify Password *

SUBMIT

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.

10. Once reset the user 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.

ADRAccess - Password Reset

adrubuntu.co.za/m/yXigjb2dh.m

TOGETHER WE CAN SOLVE

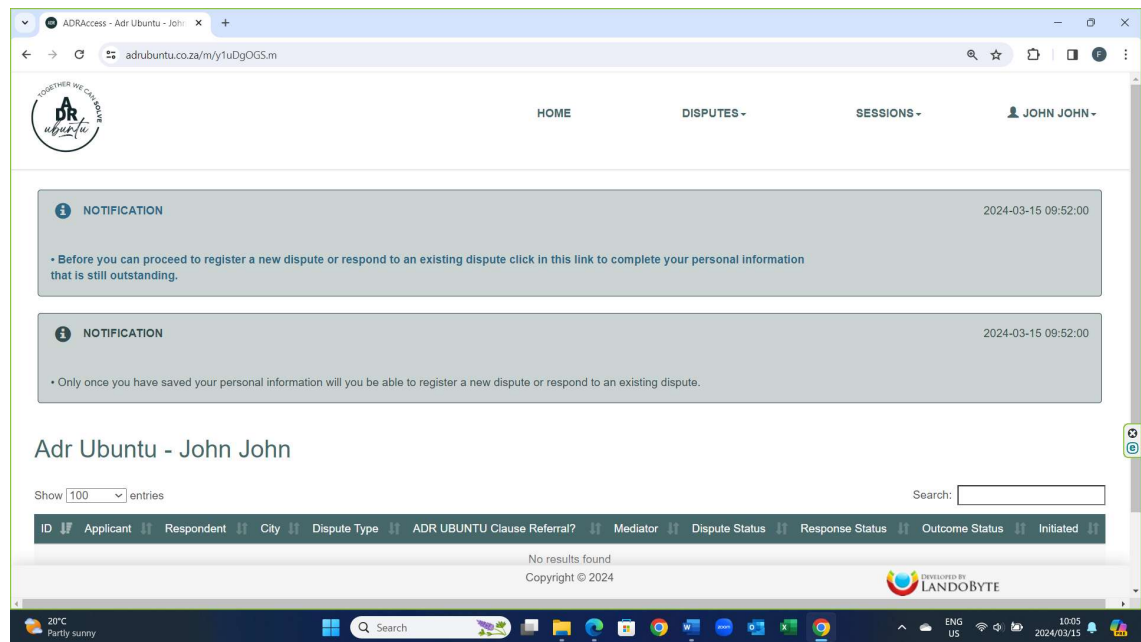
ADRubuntu

LOGIN

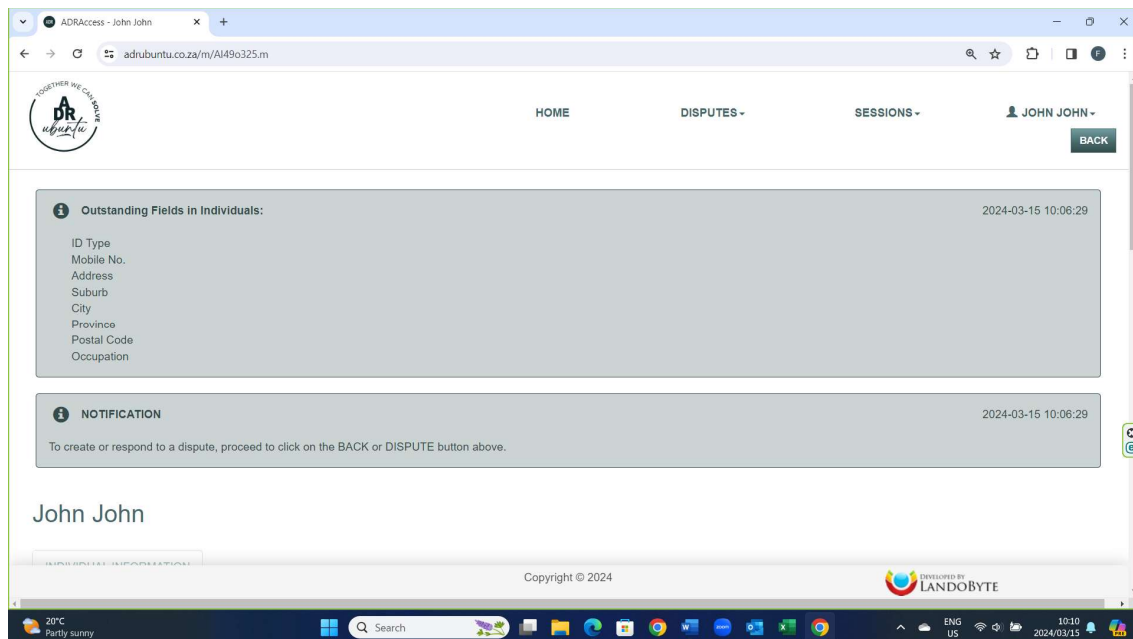
Password Reset

Your password has been successfully reset.

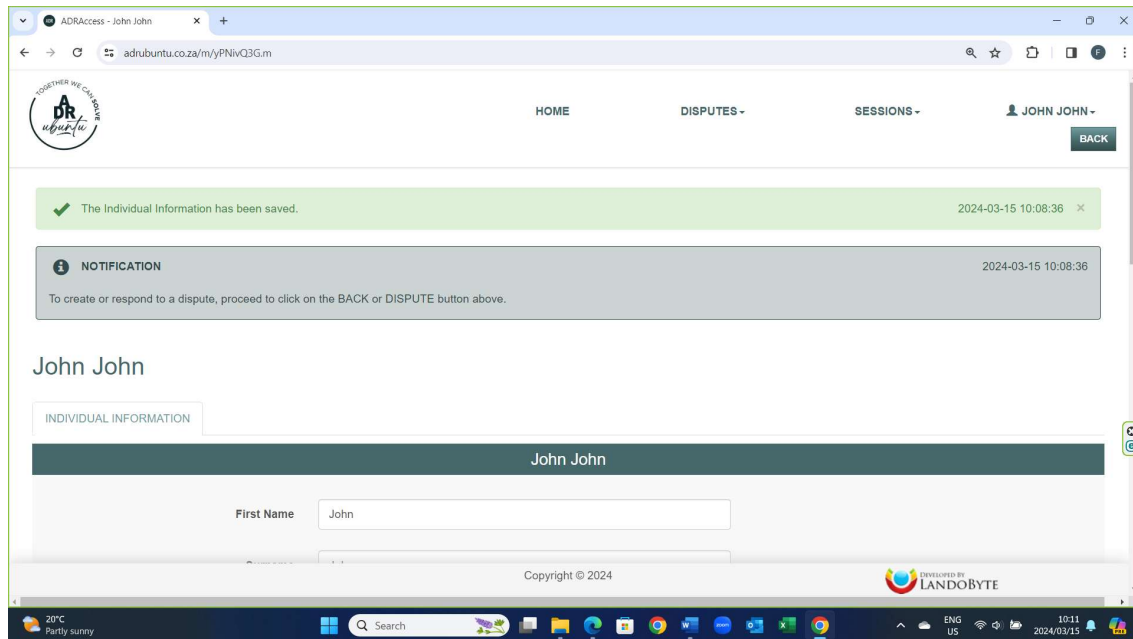
11. Once logged in the user will be requested to complete the additional information required to finalize their profiles. The user will click on the link provided in the NOTIFICATION tab.



12. Once the link is clicked on the user will taken to below mentioned page, which shall indicate to them what information is still required to be completed. Once completed the user will click in the SAVE button.

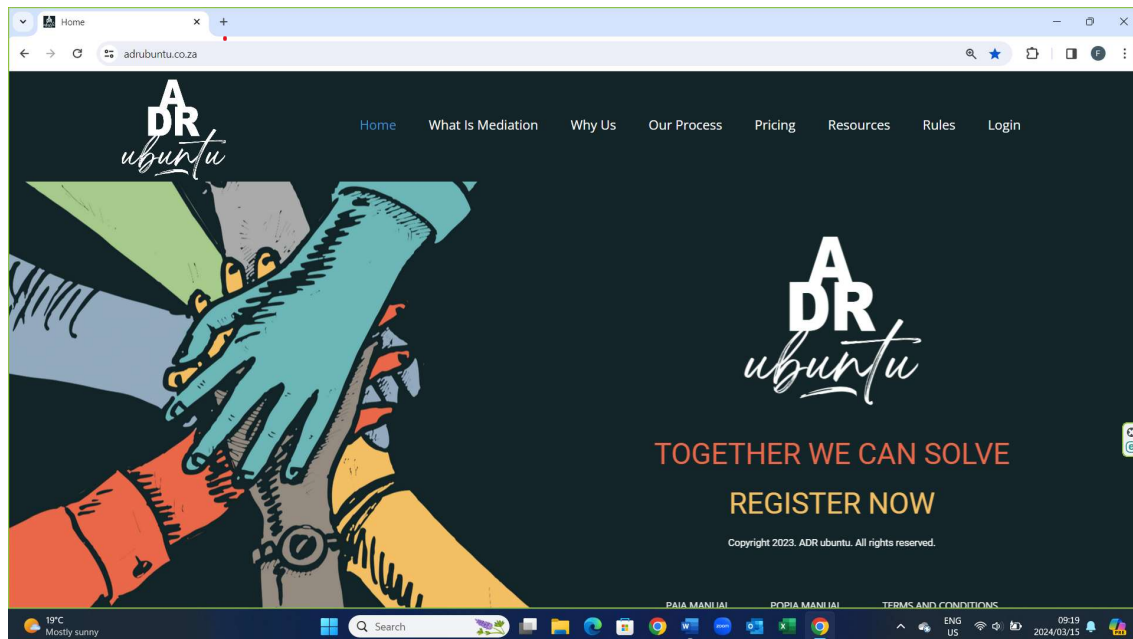


13. Once saved the user will receive the below mentioned screen message. The users' profile has now been finalized and is now positioned to lodge a new dispute or respond to an existing dispute by clicking on the BACK button provided.

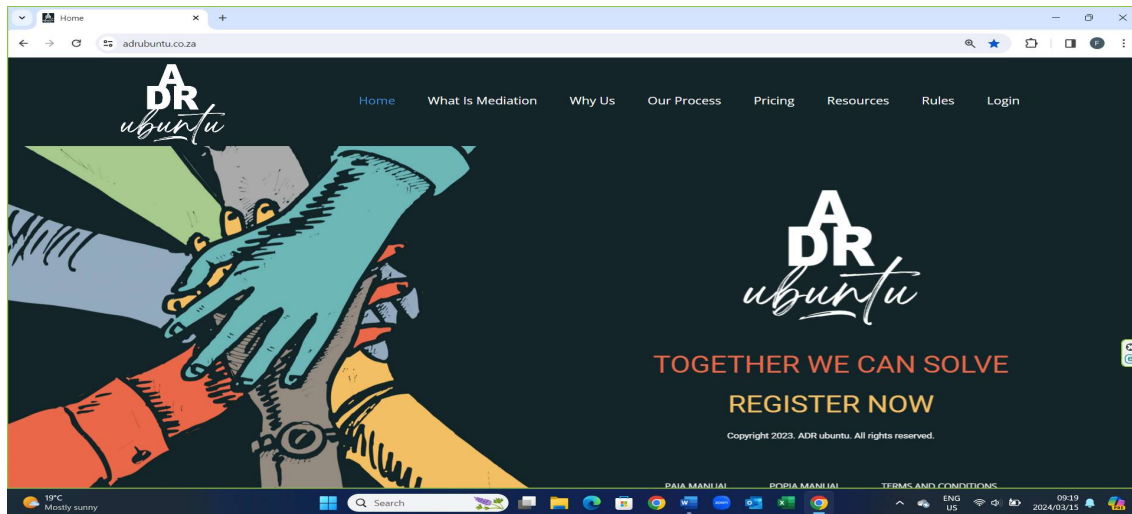


STEP 2 – APPLICANT LODGES DISPUTE

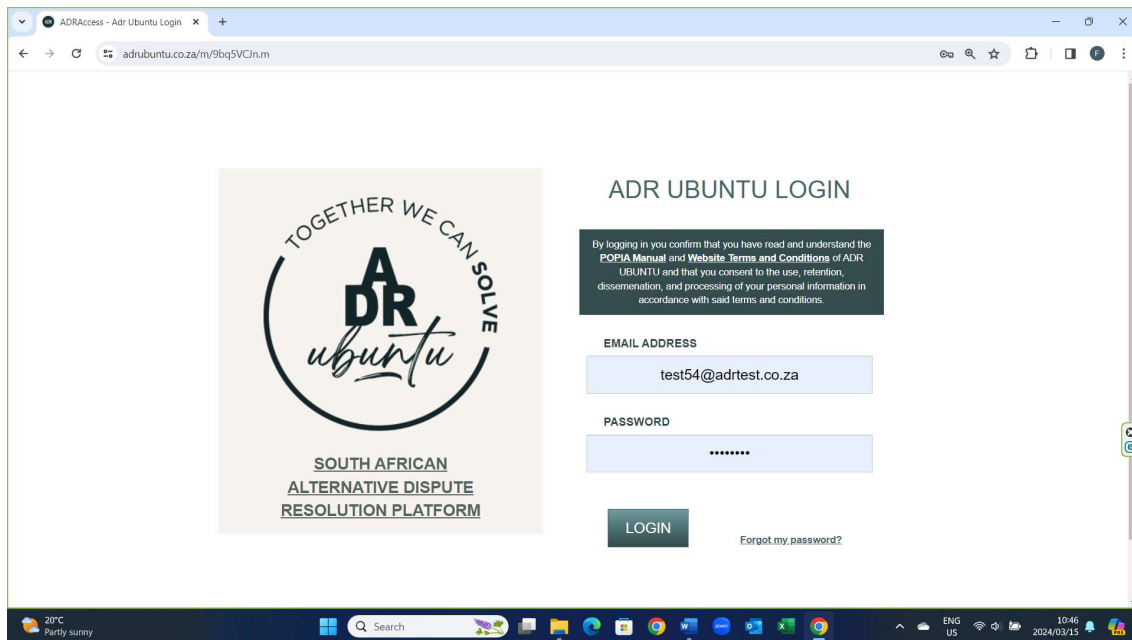
User to log into the www.adrubuntu.co.za website.



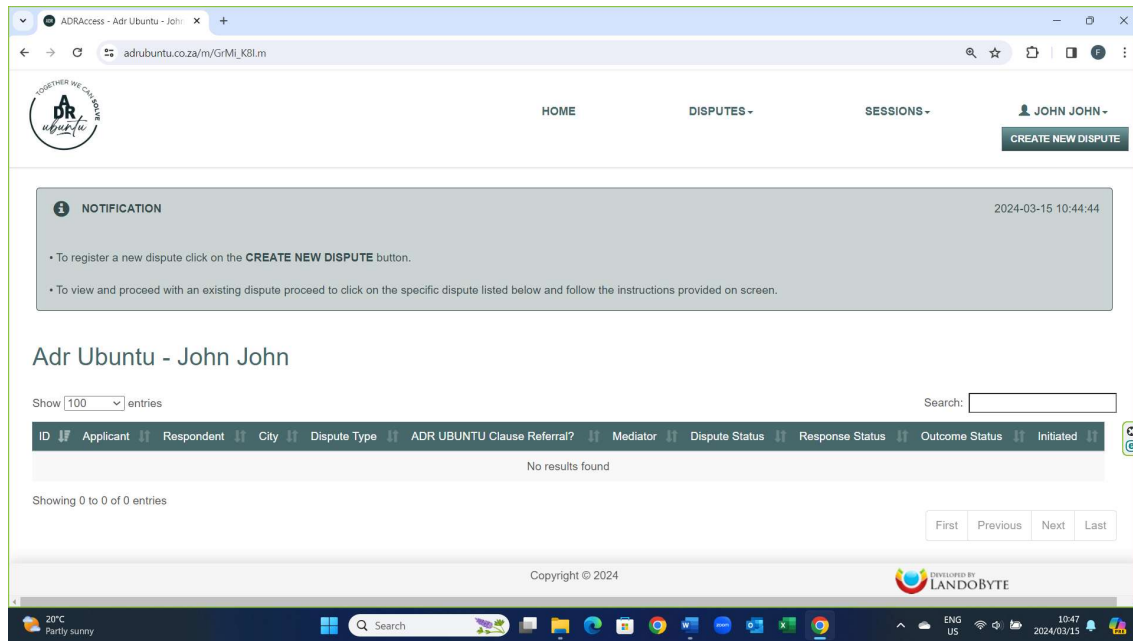
14. User to click on the **LOG IN** navigation button



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



16. 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.



17. 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.

ADRAccess - Create New Dispute

HOME DISPUTES SESSIONS JOHN JOHN - CREATE NEW DISPUTE

NOTIFICATION 2024-03-15 10:47:20

- All requested information must be supplied before the platform will allow you to register your new dispute.
- Information marked with * (asterisk) is COMPULSORY and if not supplied the platform will not allow you to move onto the next phase of registering your new dispute.
- Ensure that you have all your supporting documentation available in PDF format before registering your new dispute.

Create New Dispute

Create New Dispute

Dispute Type * Please make a selection

Dispute Date * 2024/03/15

ADR UBUNTU Clause Referral? * Please Make a Selection

In ADR UBUNTU clause in existing agreement

Province * Select a province

Nearest City * Please select a city

Respondent Information

Account Type * Please Make a Selection

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18. 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.

ADRAccess - Dispute Details

HOME DISPUTES SESSIONS JOHN JOHN

Dispute Details

Please capture your dispute information.

Dispute Date * 2024/03/01

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

SAVE

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19. 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.

ADRAccess - JHB-2024-03-ARB-00001-JO

HOME DISPUTES SESSIONS JOHN JOHN

SEND DISPUTE TO RESPONDENT DOCUMENTS MANAGE DISPUTE

Upload Document

NOTIFICATION

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 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.

JHB-2024-03-ARB-00001-JO

DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION DETAILS

JHB-2024-03-ARB-00001-JO

Applicant John John

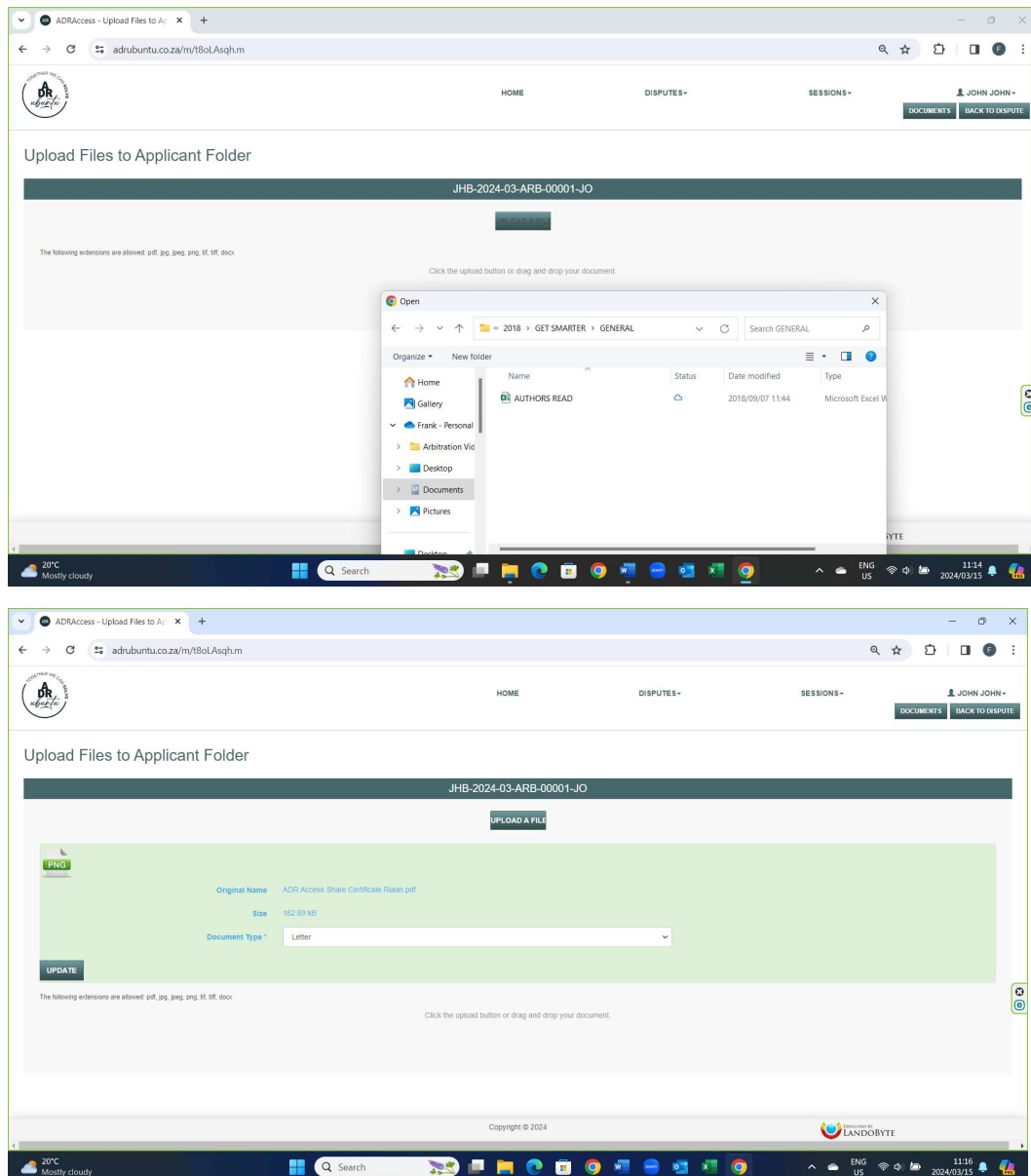
Respondent Ben Ben

Dispute Type Commercial

ADR UBUNTU Clause Referral? Yes

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20. 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.



21. 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.

ADRAccess - JHB-2024-03-ARB-00001-JO

HOME DISPUTES SESSIONS JOHN JOHN

SEND DISPUTE TO RESPONDENT DOCUMENTS MANAGE DISPUTE

NOTIFICATION 2024-03-15 11:14:17

- 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.

JHB-2024-03-ARB-00001-JO

DISPUTE APPLICANT INFORMATION RESPONDENT INFORMATION DETAILS

JHB-2024-03-ARB-00001-JO

Applicant John John

Respondent Ben Ben

Dispute Type Commercial

ADR UBUNTU Clause Referral? Yes

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20°C Mostly cloudy

22. 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.

ADRAccess - Send Statement of Dispute to Respondent

HOME DISPUTES SESSIONS JOHN JOHN

SEND DISPUTE TO RESPONDENT DOCUMENTS MANAGE DISPUTE

NOTIFICATION 2024-03-15 11:19:30

- By clicking on SEND DISPUTE TO RESPONDENT button you confirm that the information as set out in the Statement of Dispute is correct.
- By clicking on SEND DISPUTE TO RESPONDENT button you confirm that you have given the consent that the Statement of Dispute can be sent to the Respondent.
- By clicking on SEND DISPUTE TO RESPONDENT button you confirm that you have read, understand and accept the rules, terms and conditions of the ADR UBUNTU platform.

Send Statement of Dispute to Respondent

Are you sure you wish to send this Dispute to the Respondent?

Dispute JHB-2024-03-ARB-00001-JO

Dispute Type Commercial

Applicant John John

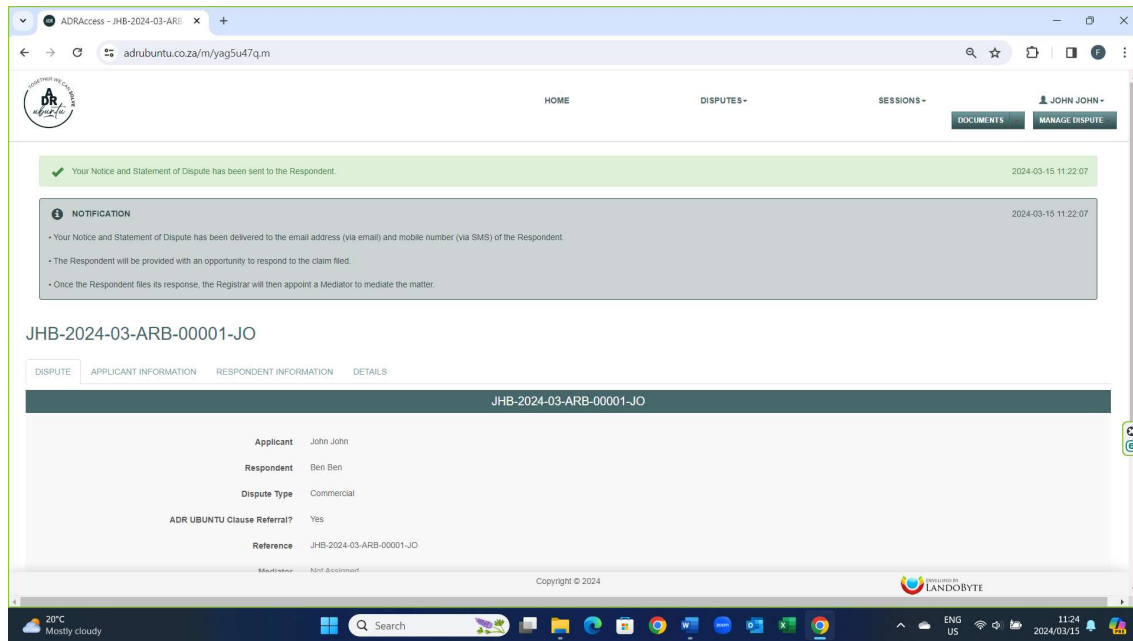
Respondent Ben Ben

SEND TO RESPONDENT BACK TO DISPUTE

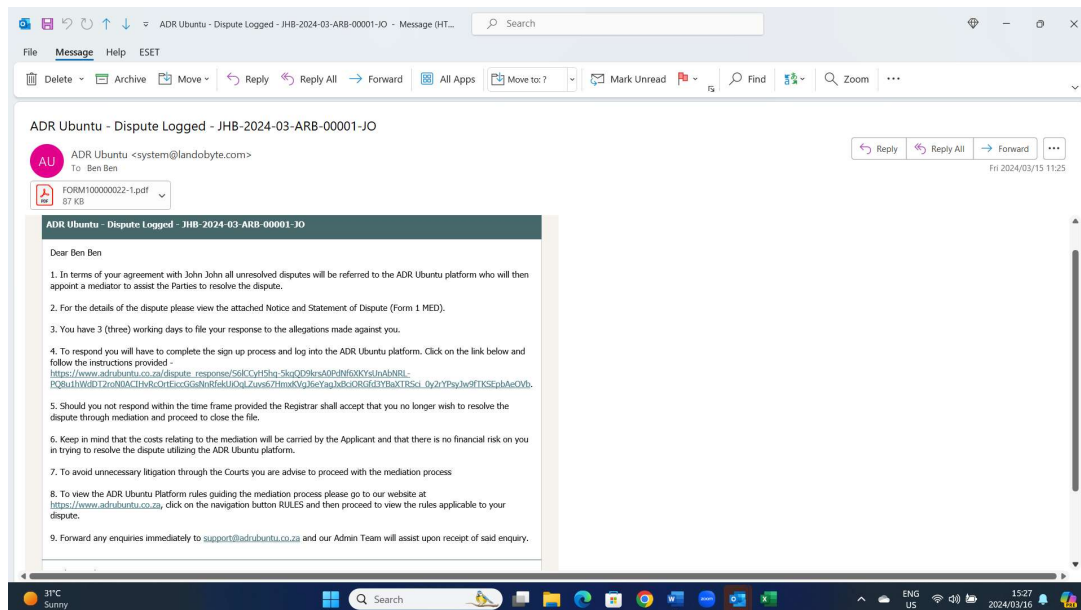
Copyright © 2024

20°C Mostly cloudy

23. 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.



24. 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.



STEP 3 – ALLOCATION OF MEDIATOR

- THE ADMIN TEAM SHALL THEN ALLOCATE THE CASE FILE TO A MEDIATOR AND ARRANGE A DATE FOR HEARING WITH ALL PARTIES.
- ONCE THE CASE FILE IS ALLOCATED TO THE MEDIATOR AT A VENUE, THEY SHALL MANAGE THE PROCESS GOING FORWARD.

- IF THE MATTER IS NOT FINALIZED ON THE DATE SET ASIDE, THE MEDIATOR SHALL DECIDE, IN COLABORATION WITH THE PARTIES AND THE ADMIN TEAM, ON WHERE, HOW AND WHEN THEY WILL CONTINUE WITH THEIR EFFORTS IN RESOLVING THE DISPUTE.
- IF THE PARTIES WITH THE ASSISTANCE OF THE MEDIATOR RESOLVE THE DISPUTE THE MEDIATOR WILL DRAFT AND ENSURE THAT THE PARTIES SIGN A SETTLEMENT AGREEMENT. ONCE SIGNED THE MEDIATOR SHALL ISSUE A NOTICE OF OUTCOME AND ATTACH THE SETTLEMENT AGREEMENT.
- IF THE PARTIES ARE UNABLE TO RESOLVE THE DISPUTE THE MEDIATOR SHALL DRAFT AND ISSUE A NOTICE OF OUTCOME INDICATING THAT SAID DISPUTE COULD NOT BE RESOLVED.
- IF UNRESOLVED THE MEDIATOR WILL PROVIDE THE PARTIES WITH THE NECESSARY ADVICE AS TO THE WAY FORWARD.
- ONCE THE NOTICE OF OUTCOME IS ISSUED BY THE MEDIATOR THE ADMIN TEAM WILL THE PROCEED TO CLOSE THE CASE FILE.