



# **ODR**

## **Online Dispute Resolution**

2017/07/12



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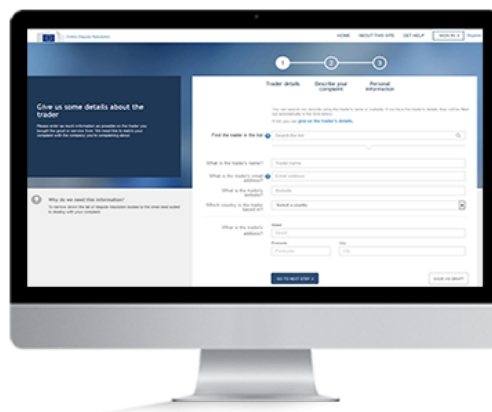


# Workflow

Consumer (Complainant)

## 1. Create a complaint

If you want to file a complaint about an online sale, you can use the ODR system.



### Overview

To **create a complaint**, you can start by creating an account, or you can sign in if you already have one.

You can also create a complaint without registering (you will, however, need to register later on). To start the process, first go through the screening phase, which means answering some questions. Then provide the trader's details, describe your complaint and enter your personal information.

If you wish, you can save all this in draft form. You can **edit the complaint** later on, then submit it.

You can also **create a complaint as a consumer representative**.

At this stage, you can also perform the following actions:

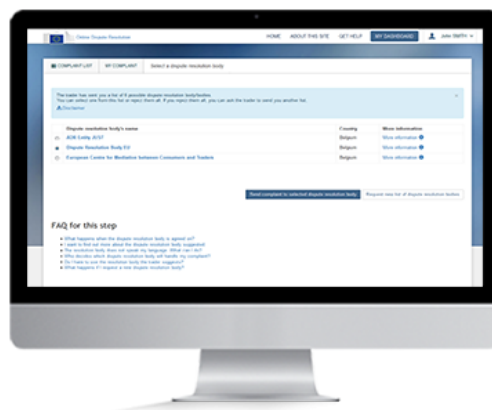
- Contact a national contact point
- Print the complaint information

# Workflow

Consumer (Complainant)

## 2. Agree on a dispute resolution body

Once the trader has accepted the complaint, he will propose a list of possible dispute resolution bodies able to deal with your complaint



### Overview

Once the trader has agreed to continue with the complaint and proposed possible dispute resolution bodies, you will have to set up an account in the system so you can access the following steps in the procedure. If you have already set one up, sign in.

Once you receive the trader's list of suggested dispute resolution bodies, you can either **accept a dispute resolution body from the list** or **request new list of dispute resolution bodies**. If you request new list of dispute resolution bodies, the trader will send other lists until you reach an agreement. You must accept at least one of the trader' suggested dispute resolution bodies from a list before the system can send the complaint to a dispute resolution body.

If you have any questions about the system, **contact a national contact point**.

At this stage, you can also perform the following actions:

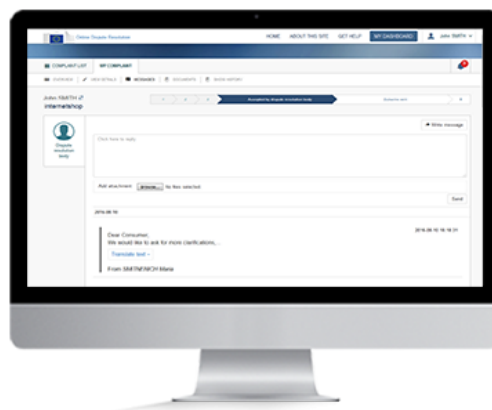
- Access your personal dashboard
- Print the complaint information
- Contact a national contact point

# Workflow

Consumer (Complainant)

## 3. Exchange of information

Once the dispute resolution body accepts the complaint, it might ask you for further information.



### Overview

While your complaint is being processed, you will be contacted by the dispute resolution body. It may want to discuss certain matters with you through messages or in a meeting, or it may ask you to provide certain documents. You will need to **reply to these messages** or **meeting requests** via the ODR system.

In order to proceed, sign in, open your complaint, in which you have received a message, and reply to the message. In the complaint you will find all the messages that you and the dispute resolution body have exchanged. You can also reply to meeting requests.

You may need to translate a text or a document.

At this stage, you can perform the following actions:

- Access your personal dashboard
- Contact a national contact point
- Reply to message from the dispute resolution body
- Reply to a meeting request
- Print the complaint information

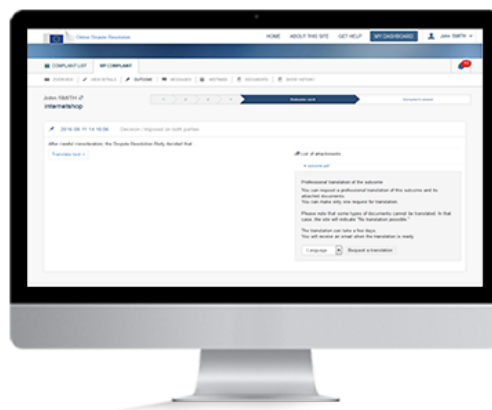


# Workflow

Consumer (Complainant)

## 4. View the outcome

Once the dispute resolution body reaches an outcome, it will send it to you.



### Overview

The system will notify you of the outcome sent by the dispute resolution body.

You can **view the outcome** in the complaint itself. Sign in, open the complaint and open the outcome tab.

You can also access the outcome via the notification bell icon in the notification bar. Open the list and click on the outcome to open it.

At this stage, you can perform the following actions:

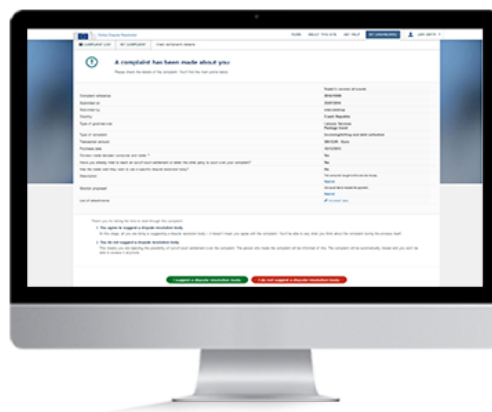
- Contact a national contact point
- Reply to a message
- Print the complaint information

# Workflow

Consumer (Respondent)

## 1. Receive a complaint

A trader has submitted a complaint against you.



### Overview

You received an e-mail, notifying you that that a trader has submitted a complaint against you in the site.

You first need to create an account or sign in to an existing one.

You can either accept or refuse the complaint. If you accept it, you and the trader will need to agree on the dispute resolution body to which the complaint will be sent. If you refuse, the trader will be notified of your decision.

First sign in and view the complaint. To accept it, click on "I propose a dispute resolution body". To refuse, click on "I do not propose a dispute resolution body".

You can also do the following:

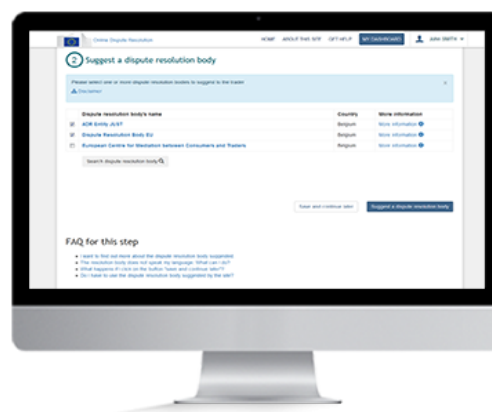
- Contact a national contact point
- Print the complaint information

# Workflow

Consumer (Respondent)

## 2. Agree on a dispute resolution body

Once you accept the complaint, you and the trader will need to agree on the dispute resolution body to which the complaint will be sent.



### Overview

Once you accept the complaint you can give your version of events and/or suggest one or more dispute resolution bodies.

If you give your version, you can explain what happened. A list of dispute resolution bodies will then appear. Select one or more, and click on "I propose a dispute resolution body". The trader can then accept or refuse the body/bodies you suggested.

If the trader accepts a dispute resolution body, the complaint is automatically sent to that body.

After assessing the complaint, the dispute resolution body will inform you and the trader whether it can deal with it.

You can also search for a dispute resolution body which is not displayed in the list.

You can also do the following:

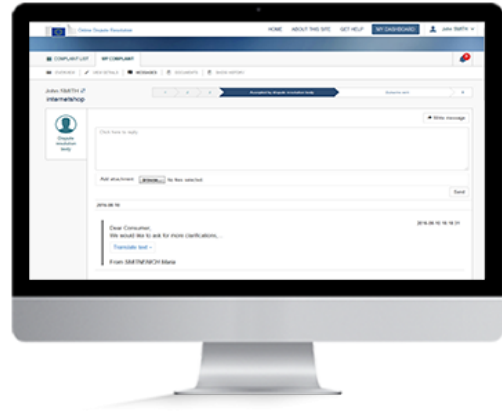
- Contact a national contact point
- Print the complaint information

# Workflow

Consumer (Respondent)

## 3. Exchange of information

Once the dispute resolution body accepts the complaint, it might ask you for further information.



### Overview

The dispute resolution body might send you a message, invite you to a meeting, or ask you for documents. You should reply to these messages or meeting requests.

To do this, sign in, view the complaint, and respond to the message. In the complaint you will find all the messages exchanged with the dispute resolution body.

You can also do the following:

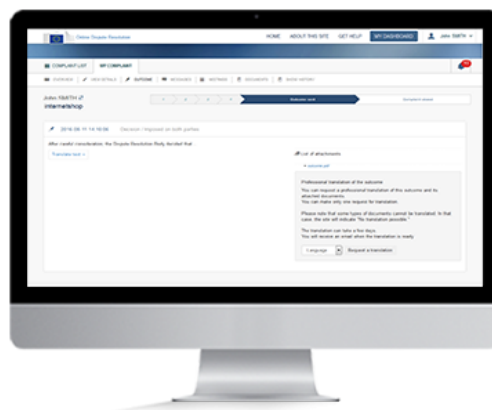
- Contact a national contact point
- Message the dispute resolution body
- Reply to a meeting request
- Print the complaint information

# Workflow

Consumer (Respondent)

## 4. View the outcome

Once the dispute resolution body reaches an outcome, it will send it to you.



### Overview

The site will inform you of the outcome that the dispute resolution body reached.

You can view the outcome in the complaint. Sign in, open the complaint, then click on "outcome".

You can also view the outcome by clicking on the "View outcome" button in your complaint list on your dashboard.

You can also access the outcome via the bell icon at the top right of your dashboard. Find the notification in the list and click on it. The site will display the outcome.

You can also do the following:

- Contact a national contact point
- Reply to a message
- Print the complaint information

# Create an account

Consumer



## Overview

To submit a complaint against a trader or to respond to a complaint made by a trader, you must have an account.

You can:

- Use an existing account, or
- Set up a new one if you are not yet registered.

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If you want to submit a complaint, or if you have received an email telling you that someone has submitted a complaint against you, follow these steps (after clicking on the link in the email received):

1. Click on "**Register**" at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Fill in the EU Login form and click "**Create an account**".
4. You'll receive an email. To validate your account, click on the link in the email.
5. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the Sign in button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and password.
4. Your account name is shown at the top right of the screen after you sign in.

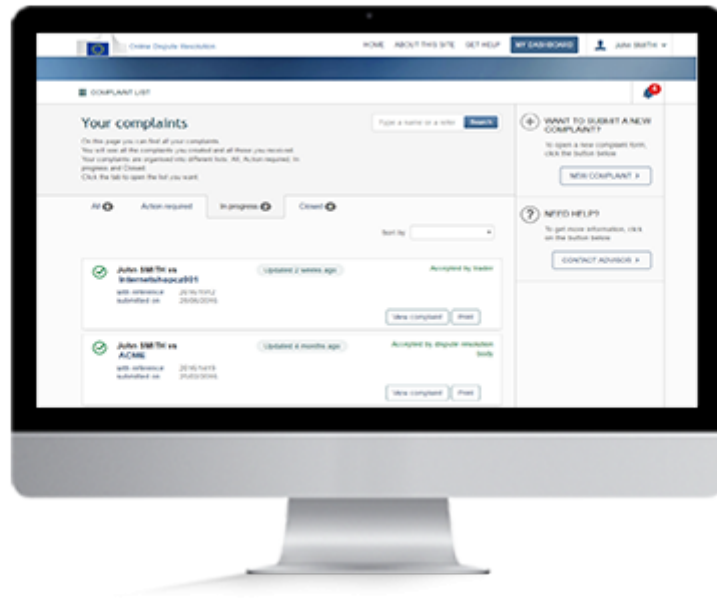
You'll see a list of your complaints on your dashboard. You can now view the complaint.

## 3. View a complaint

1. On your dashboard you'll see a list of all the complaints you've received and/or created.
2. Click on "View complaint" on a complaint to open it and see an overview.

# Access Your Personal Dashboard

Consumer



## Overview

Your personal dashboard displays a list of the complaints you've created or received.

Sign into the system to view your personal dashboard.

From the dashboard you can:

1. consult complaints
2. search for complaints
3. go to a new complaint form
4. contact a national contact point

## Warning

To access your personal dashboard, you need an ODR account.



## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

1. Click on the Sign in button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. Once you've signed in, you can access your personal dashboard.

You'll see the list of your complaints on your dashboard.

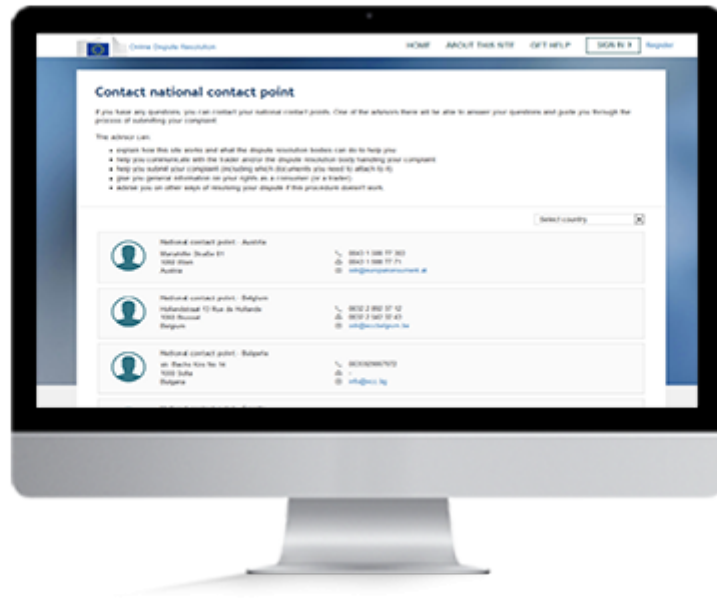
## 3. Personal Dashboard

After signing into the system, you will be redirected to your dashboard. This page displays the complaints you've created or received. Your complaints are sorted into the following lists: All, Action required, In progress, Draft, Refused and Closed.

From any other page you can access your dashboard by clicking on the button labelled "My dashboard" at the top of the screen.

# Contact a national contact point

Consumer



## Overview

If you have any questions, contact one of the national contact points. One of the advisors there can answer your questions and guide you in using the system. The advisor can:

- Explain how this site works and how dispute resolution bodies can help you;
- Help you communicate with the trader and/or the dispute resolution body handling your complaint;
- Help you submit your complaint (including any documents you need to attach to it);
- Give you general information on your rights as a consumer (or a trader);
- Advise you on other ways of resolving your dispute if this procedure doesn't work.

### 1. Contact by email

1. Click on the button labelled "**Contact an Advisor**" or "**contact National Contact Point**" on any page.
2. Click on the button labelled "**SELECT COUNTRY**" and choose one country. You can contact the national contact point in your own country or another one. Contact details will be provided. National contact points work together closely, so they can give you the information and assistance you need, even if the dispute involves a trader based abroad.
3. **Note down the email address or phone number** of the national contact point you've chosen.

You can also contact a national contact point by using this system to send a message .

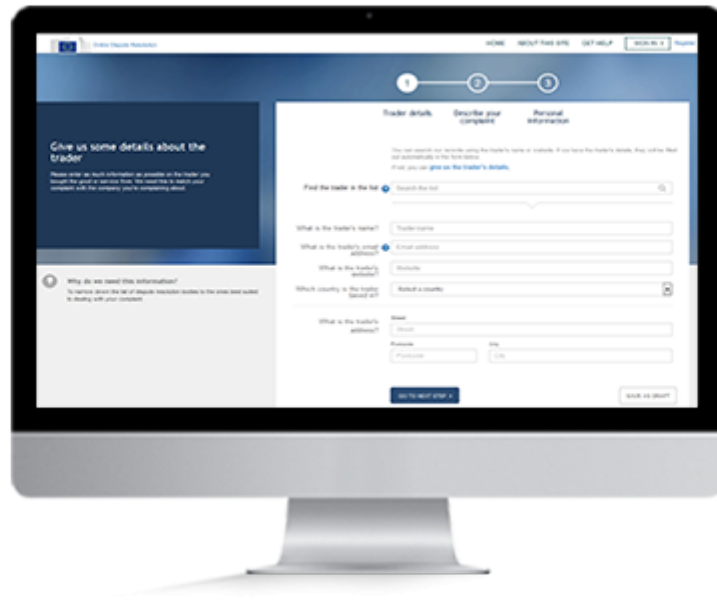
## 2. Contact by message

To use the system to send a message to a national contact point, you need to have started creating a complaint.

1. Click on the button labelled "**Contact an Advisor**".
2. Click on the button labelled "**SELECT COUNTRY**" and pick a country. Or click on "Ask question" in the list next to the chosen country. You can contact the national contact point in your own country or another one. The contact details of the national contact point of your choice will be displayed. National contact points work closely together, so they can help you, even if the dispute involves a trader based abroad.
3. **A form will appear, in which you can enter your message.**
  1. Enter the reference number (not necessary if the complaint has already been submitted).
  2. Enter the text. You can also attach documents to the message. Click "Browse" or "Choose Files", depending on your browser, and choose the files you want to add.
  3. Click on "Send message".

# Create a complaint

Consumer



## Overview

To use the ODR system, you can: create an ODR account or sign in to your existing account, or create a complaint without registering.

To create a complaint, fill in the online complaint form. Enter a few details about yourself, the trader, your purchase and what your complaint is about. upload any relevant documents (e.g. invoice, purchase order).

You can submit your complaint right away, or save it as a draft.

You have 6 months to submit your complaint. After that, all drafts are automatically deleted for data protection reasons.

## Create a complaint

You don't have to register to create a complaint, but later on you'll need to sign in using an EU Login account.

Want to create a complaint? You have 2 options:

1. Create an account (or sign in if you already have one).
2. Create a complaint without registering after answering simple screening questions on the homepage

Whichever option you choose, you'll need to fill in a complaint form.

### 1. Create an account

To create an account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

### 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create an account by following the previous step.

1. Click "**Sign in**" at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see a list of your complaints on the dashboard.

Click on "New complaint" to create a complaint.

You'll be asked to fill in a simple form (with information about the trader, your complaint and your contact details).

Don't want to register now? Simply answer the 3 screening questions on the homepage to create a complaint without registering.

### 3. Screening questions

To be able to create a complaint on the site, you must live in the EU and have bought a product or service online from an EU trader.

Before creating a complaint, you need to answer 3 quick questions to check if you can use this site.

There are 2 ways to access the questions:

1. Don't want to register?
  - Click 'I am a consumer' on the homepage and then answer the 3 questions.
2. Already signed in? Click 'New complaint' on your dashboard, then answer the 3 questions.
  - If your complaint is eligible, click "Proceed to complaint form".

### 4. Trader details

Enter as much information as possible about the trader you bought the product or service from. This will help ensure your complaint is dealt with by the right service.

Start typing the name of the trader in the box 'Find the trader in the list'. A list of possible matches will appear if the trader is already registered on the system.

Select your trader. The site will autocomplete the trader's contact details.

Your trader is not listed? Just enter the contact details manually. When you're done, click "Go to next step".

### 5. Describe your complaint

Describe the product/service and the problem in detail. This will help the trader and the dispute resolution body understand the situation. Don't forget to say what your preferred solution would be.

When you're done, click "Go to next step".

### 6. Personal information

Enter your contact details. This makes it easier for the trader to identify you and for the dispute resolution body to get in touch when handling your complaint.

When you've filled in your contact details, you can save your complaint as draft or submit it right away.

## 7. Save draft

Your draft is only visible to you. You can edit the draft as often as you like, but you must submit it within 6 months. If you submit your complaint without registering, you'll receive an email asking you to confirm the email address. The trader will only be notified of the complaint after you confirm it.

To save your complaint and work on it later, click on "**Save as draft**". If you're signed in, you'll be redirected to your dashboard and will see a message confirming your complaint has been saved as a draft.

Not signed in? You'll be asked to enter your email address and then click "**Continue**". You'll be redirected to a new page confirming your complaint has been saved. From here you can print and edit your complaint, access the help page (additional information), return to the homepage or contact a national contact point. You'll also receive an email with a unique reference number, so you can access your complaint in the system. Sometimes emails will end up in your spam folder, so please make sure to also check this folder.

Now you're free to edit your draft whenever you want within the next 6 months, and submit your complaint when you're ready.

## 8. Submit the complaint

Click "**Submit your complaint**". A message appears confirming that your complaint has been submitted successfully.

If you created the complaint without registering, you'll get an email asking you to confirm your email address. Click on the link in the email to confirm your email address. The trader will only be notified of your complaint after you do this.

You can also duplicate an existing complaint if you want to re-use the content:

1. Locate the complaint that you want to duplicate on your dashboard and click on "View complaint".
2. The "Overview" page of the complaint will appear. Click on "Duplicate" on the right side of the dashboard.
3. The complaint form will be displayed with some of the copied content of the complaint and your contact details. The trader details are not copied.
4. To submit this new complaint, complete it with all the necessary information and submit it.

You can only duplicate a complaint that was created by you, however you cannot duplicate a complaint which has been made against you.

# Create a complaint as a consumer representative

Consumer



## Overview

To create a complaint on behalf of someone else, you need to fill in the online complaint form. You'll be asked to provide your contact details, the details of the consumer, plus the details of the trader, the purchase and the complaint. You can also upload any relevant documents (e.g. invoice, purchase order).

When you're ready, you can submit your complaint. Not finished yet? You can save your complaint as a draft and work on it later – but you must submit it within 6 months. After that, it will be deleted automatically for data protection reasons.

Both, you and the consumer will be able to track the complaint on the website.



## Create a complaint

You can create a complaint on behalf of someone else without registering, but later on you'll need to sign in.

If you don't have an EU Login account, you'll need to create one.

If you create a complaint without registering, you'll need to link the complaint to your account later on. It's easy – just click on the link in the email you'll receive about it and sign in with your new EU Login account. This action will link this complaint to your account.

In order to submit a complaint on behalf of someone else, you need to fill in a complaint form.

To create a complaint on behalf of someone, you have 2 options:

1. Create a complaint after signing into the system with an existing account.
2. Create a complaint without registering after answering 3 simple screening questions on the homepage.

### 1. Create an account

To create an account you must have a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of all the complaints on your dashboard. These are the complaints you've created either as a consumer or as a representative (on behalf of someone else).

Click on New complaint to create a complaint. You'll be asked to fill in a simple form (with information about the trader the complaint and the contact details of yourself and of the consumer).

Don't want to register now? Just answer the 3 simple screening questions on the homepage to create a complaint without registering.

## 3. Screening questions

To be able to create a complaint on the site, you (and the person you're representing) must live in the EU. The person you're representing must have bought a product or service online from an EU trader.

Before creating the complaint, you need to answer 3 quick questions to check you can use this site.

How to create a complaint (without registering):

1. Click "I am a consumer" on the homepage, then answer the 3 questions
2. If your complaint is eligible, click "Proceed to complaint form".
3. Fill in the complaint form (enter information about the trader, the complaint and your contact details and those of the consumer).

## 4. Trader details

Enter as much information as possible on the trader that sold the product or service. This will help ensure that the complaint is dealt with by the right service.

Start typing the name of the trader in the search box "**Find the trader in the list**".

A list of possible matches will appear. Select your trader. The site autocompletes the trader's address and contact details. Your trader not listed? Just enter the contact details manually. When you're done, click "Go to next step".

## 5. Describe the complaint

Describe the product/service and the problem in detail. This will help the trader and the dispute resolution body understand the situation. Don't forget to say what the preferred solution would be.

When you're done, click "Go to next step".

## 6. Personal information

As a representative, you need to provide your contact details and the consumer's contact details. This will make it easier for the trader to identify you and for the dispute resolution body to contact you while handling your complaint.

When you've filled in your contact details, you can save your complaint as a draft or submit it right away.

## 7. Save draft

Your draft is only visible to you. You can edit the draft as often as you like, but you must submit it within 6 months. If you submit the complaint without registering, you'll receive an email asking you to confirm the email address. The trader will only be notified of the complaint after you confirm.

To save your complaint and work on it later, click "**Save as draft**". If you're signed in, you'll be redirected to your dashboard and will see a message confirming your complaint has been saved as a draft.

Not signed in? You'll be asked to enter your email address and then click "Continue". You'll be redirected to a new page confirming your complaint has been saved. From here you can print and edit your complaint, access the help page (additional information), return to the homepage or contact a national contact point. You'll also receive an email with a unique reference number, so you can access your complaint in the system.

Sometimes emails will end up in your spam folder, so please make sure to also check this folder.

Now you're free to edit your draft whenever you want within the next 6 months, and submit the complaint when you're ready.

## 8. Submit the complaint

Click "**Submit your complaint**". A message appears confirming that the complaint has been submitted successfully.

If you created the complaint without registering, you'll get an email asking you to confirm your email address. Click on the link in the email received to confirm your email address. The trader will only be notified of your complaint after you do this.

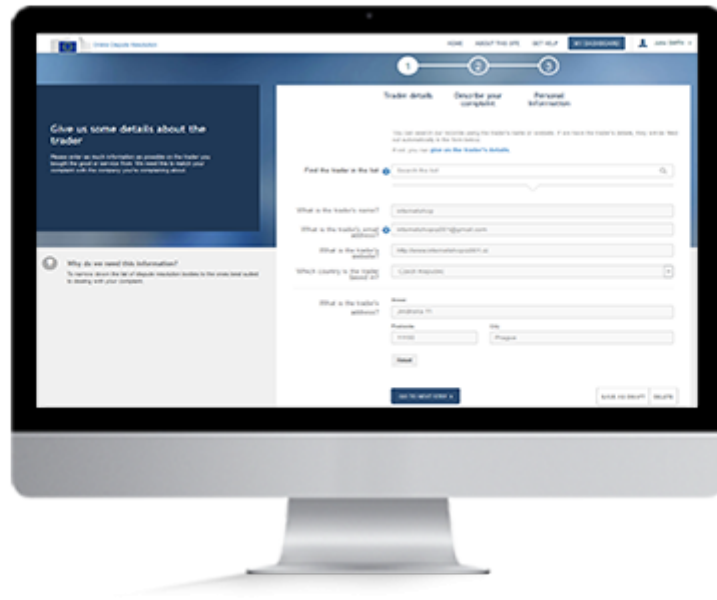
You can also duplicate an existing complaint if you want to re-use the content:

1. Locate the complaint that you want to duplicate on your dashboard and click on "View complaint".
2. The "Overview" page of the complaint will appear. Click on "Duplicate" on the right side of the dashboard.
3. The complaint form will be displayed with some of the copied content of the complaint and your contact details and those of the represented consumer. The trader details are not copied.
4. To submit this new complaint, complete it with all necessary information and submit it.

You can only duplicate the complaint that was created by you. You cannot duplicate a complaint which has been made against you.

# Edit a complaint

Consumer



## Overview

If you saved your complaint as draft, you can come back to it and edit it as long as you did not submit it. Once you submit the complaint, you can no longer edit it.

You can edit your complaint in several ways, depending on whether you have signed in the system or not when you saved the draft complaint.

## 1. Edit a complaint

You can edit a complaint you have saved as a draft. But you can't edit a complaint after you submit it.

### A. Guest user (not signed in).

If you saved your draft complaint without signing in the system, you can:

1. Click on "Edit your complaint" on the confirmation page that appears after saving your complaint as draft.
2. Click on "Edit complaint" in the email you received confirming that your draft was saved.

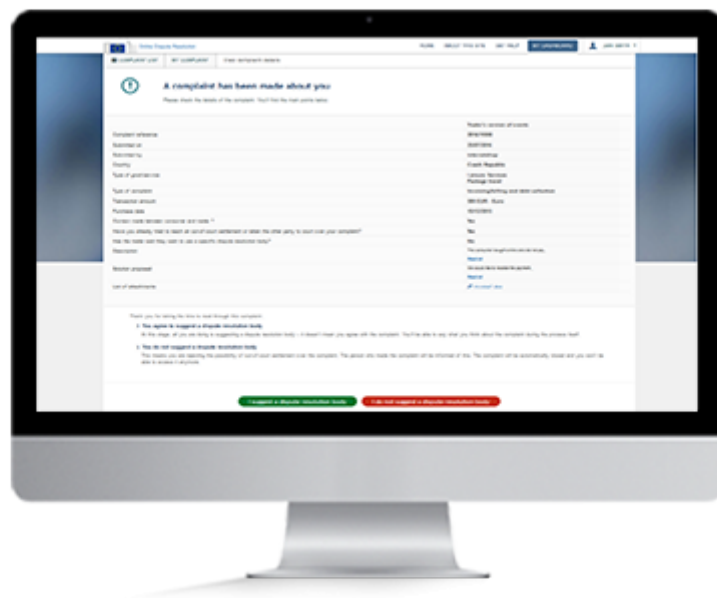
### B. Signed in.

If you saved your draft complaint after signing in the system you can:

1. Click on "View complaint", after signing in and accessing your dashboard. You can then edit your draft complaint.

# Accept or refuse a complaint

Consumer



## Overview

You will be alerted by email if a trader lodges a complaint against you.

Please read all the information in the complaint and decide whether to use this procedure to follow it up.

If you're new to the system, you'll need to set up an EU Login account first.

You must then decide whether to propose a dispute resolution body. If you choose not to do so, it implies that you have decided not to use this procedure to deal with the complaint.

You can also assign the complaint to a representative who will follow it up on your behalf. For more information, read the page "Add/remove representative".

## 1. Create an account

To create an ODR account, you must have an email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of your complaints on your dashboard.

You can now view the complaint.

## 3. View the complaint

1. On your dashboard, you can find all the complaints you've received or created.
2. Locate the new complaint received.
3. Click on "View complaint" on the line to open the complaint. A "Overview" page will appear.

Now decide whether to propose a dispute resolution body.



#### **4. I suggest a dispute resolution body**

If you agree to address the complaint by means of the dispute resolution procedure, you must propose a dispute resolution body. This doesn't mean that you necessarily agree with the facts as presented by the complainant. You will have the opportunity to state your own views later.

- Click on "I suggest a dispute resolution body".

Alternatively, you can decide not to address the complaint through the dispute resolution procedure. In that case, do not propose a dispute resolution body.

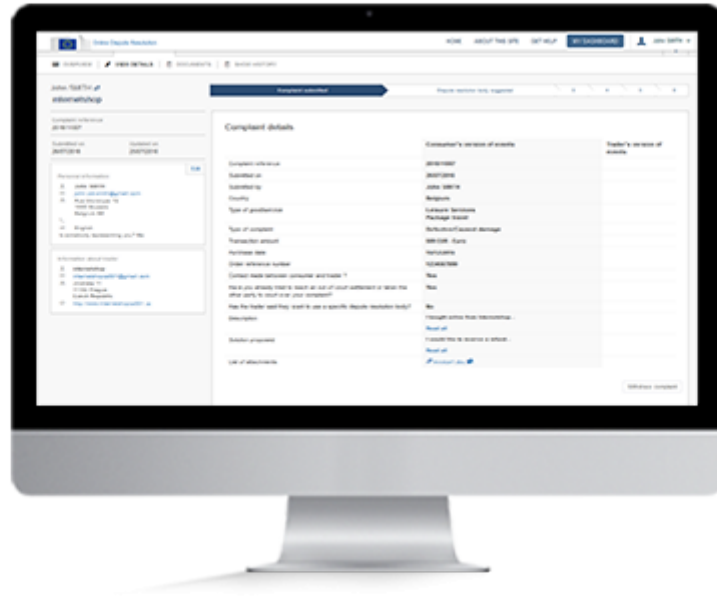
#### **5. I do not suggest a dispute resolution body**

If you do not want to proceed, the complainant will be informed of your decision and the complaint will be automatically closed.

- Click on "I do not suggest a dispute resolution body"

# Withdraw a complaint

Consumer



## Overview

You can withdraw a complaint at any time.

If a complaint hasn't yet been sent to a dispute resolution body, you can withdraw the complaint by yourself from the system.

Once the complaint has been sent to a dispute resolution body you will need to send a request to the dispute resolution body to have it withdrawn. The dispute resolution body will then withdraw the complaint in the system.

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard. You can now withdraw your complaint.

## 3. Withdraw a complaint

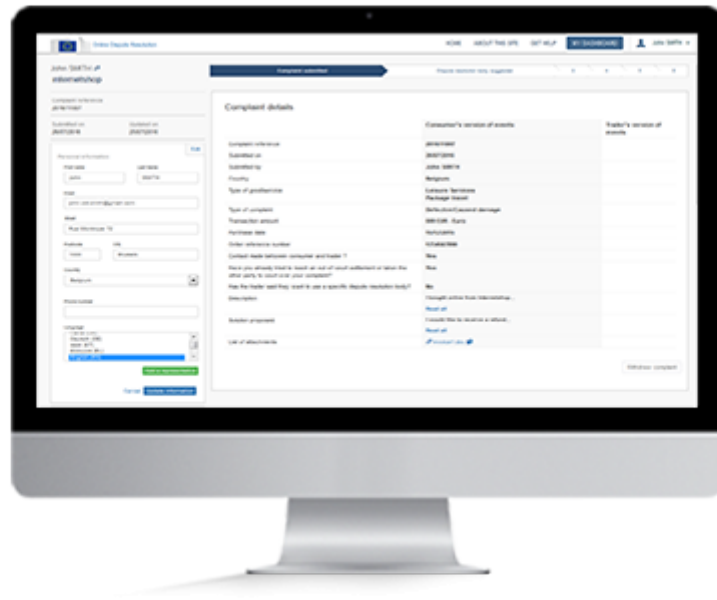
You can only withdraw the complaint if it hasn't already been sent to the dispute resolution body. After that, you will need to ask the dispute resolution body to close the complaint on your behalf.

1. Select the complaint you want to withdraw.
2. Click on "View complaint".
3. Click on the "View details" tab and all the complaint details will appear.
4. Click on "Withdraw complaint".
5. Confirm the withdrawal of the complaint.

Your complaint has been withdrawn successfully. The trader will be notified by email notification about the withdrawal.

# Edit personal data

Consumer



## Overview

Once you create your (EU Login) account, you can access your personal information and edit it. The changes you make are linked to a specific complaint. If you have more than one complaints in the system, you need to change your personal information in each of them.

To edit your personal information, you need to log into the system and open a complaint. Then open the "view details" page. Click on "edit" to change your contact details.

### 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## **2. Open a complaint**

On your dashboard, find the complaint you want to edit, by using the different filters. Click on "View details" to open it.

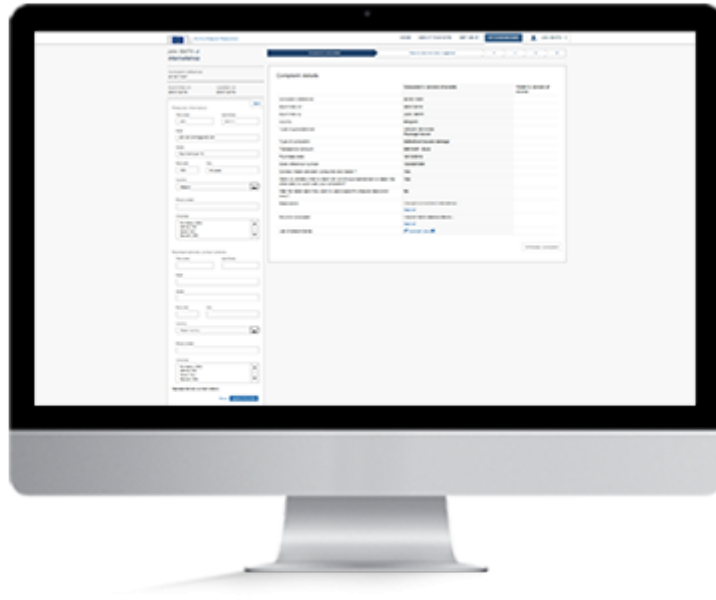
## **3. Edit personal data**

Click on "View details", and then click on "Edit" to change your contact details.

Once you edit your information, click on "Update information".

# Add/remove representative

Consumer



## Overview

You can add and remove a representative to your complaint at any step of the procedure.

Log into the system and open the complaint.

Click on "View details" and on "edit" on the left side of the screen. A form opens with all the details that you entered when you submitted your complaint. There you can add or remove a representative.

### 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the Sign in button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## **2. Open a complaint**

Click on "View details" on your dashboard to open the complaint for which you want to add/remove a representative.

## **3. Add representative**

Click on the "View details" tab and on "Edit" on the left side of the screen. A form opens with all the details that you entered when you submitted your complaint.

Click on "Add representative".

Add the representative's contact details and click on "Update information".

## **4. Remove representative**

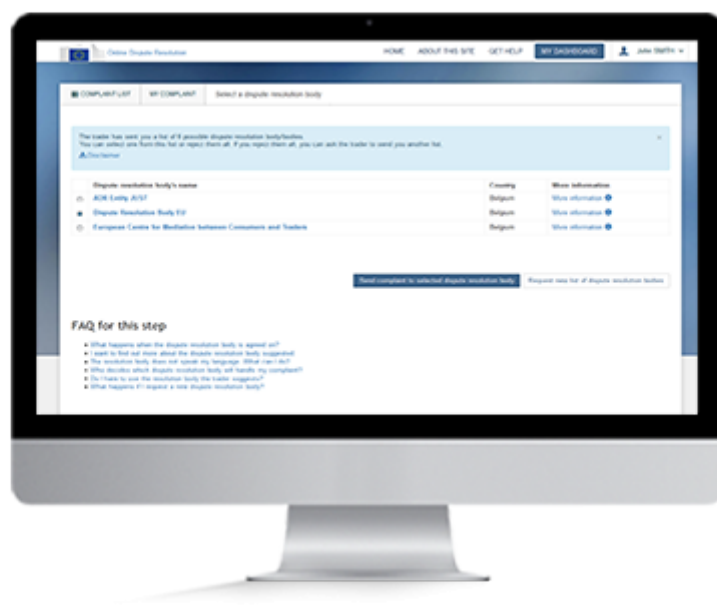
Click on "view details", then click "Edit" on the left side of the screen.

A form opens with all the details that you entered when you submitted your complaint.

To remove a representative, click on "Remove representative". You will be asked to confirm the removal. Click on "Continue".

# Select a dispute resolution body

Consumer



## Overview

Once the trader has agreed to use the dispute resolution procedure to address your complaint, he will send you, via the system, the list of one or more dispute resolution bodies able to deal with it .

It's advisable to read all the information provided about these dispute resolution bodies (fees, geographical coverage, procedures, etc.). Do you agree to one of them trying to resolve your complaint? If so, select one from the list and click on "Send complaint to selected dispute resolution body".

If you created your complaint without registering, you must now sign into the system to register. To be able to sign in, you will need to create an EU Login account.

## Warning

You can select only one dispute resolution body from the list sent to you by the trader.

You must now sign into the system to be able to continue the procedure. If necessary create an account. If you already have one, you can sign in directly.



## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign In

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the Sign in button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard. You can now find your complaint.

## 3. Find your complaint

After signing into the system, you are redirected to your dashboard, which displays all your complaints, both those you created and those you received. Your complaints are sorted into the following lists: All, Action required, In progress, Draft, Refused and Closed. Some of these filters are only visible once there is a complaint with this status.

1. Click the tab to open the list labelled "Action required".
2. Locate the complaint you are looking for in this list.
3. On the same line, click on the button labelled "Select a dispute resolution body".

You can now select a dispute resolution body.

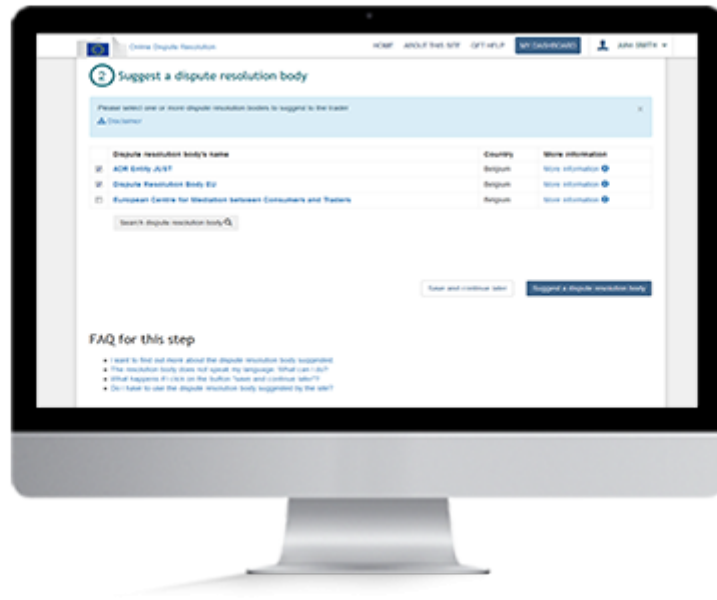
#### 4. Select a dispute resolution body

The list of dispute resolution bodies proposed by the trader is displayed on the screen. Look at the information provided about the dispute resolution bodies (fees, geographical coverage, procedures, etc) before selecting one. (To access this information, click on the "More information" button). Then:

1. Select one of the dispute resolution bodies.
2. Click on "Send complaint to selected dispute resolution body"

# Send a list of dispute resolution bodies

Consumer



## Overview

You have agreed to follow up on the complaint and clicked on the button "I suggest a dispute resolution body".

The next step is as follows:

1. You can give your version of events outlined in the complaint.
2. You must propose one or more dispute resolution bodies. A list of possible dispute resolution bodies will be displayed, based on the information given in the complaint. You can add others if you wish.

On receiving your list of proposed dispute resolution bodies, the trader either selects one or asks you for a new list. You and the trader must reach agreement on the dispute resolution body within 30 days of the complaint's being lodged. If you cannot do so, the complaint will be closed automatically.

### 1. Give your version

Once you click on "I suggest a dispute resolution body", a new page will appear.

On this page you can give your version of the event that occurred.

## **2. Send a list of dispute resolution bodies**

You will see the list of the dispute resolution bodies that would be able to handle the complaint.

1. For more details about a dispute resolution body, click on "More information"
2. Select one or more dispute resolution bodies
3. Click on "Suggest a dispute resolution body"

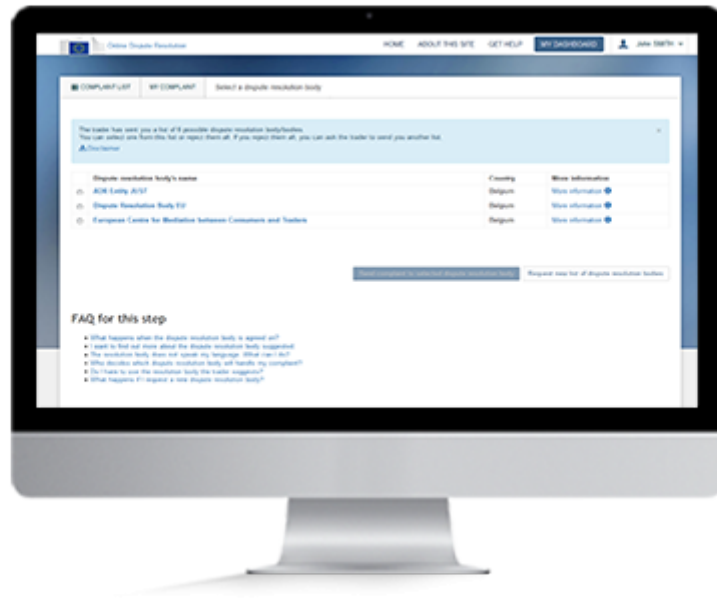
If you want add other dispute resolution bodies to this list, you can do this using the search tool.

## **3. Search for a dispute resolution body**

1. Click on "Search dispute resolution body"
2. Enter the name of the dispute resolution body OR the country OR the sector
3. Click on Search
4. Select the dispute resolution body you want to use
5. Click on "Select dispute resolution body"

# Refuse a list of dispute resolution bodies

Consumer



## Overview

Once the trader has agreed to use the dispute resolution procedure to address your complaint, they will send you, via the system, the list of one or more dispute resolution bodies able to deal with it.

Look through the list and compare different dispute resolution bodies (check fees, countries/regions covered, working methods, etc.) Then decide whether you'd like one of these bodies to help settle your complaint.

Not happy with the list? You can refuse the list and ask the trader to send you a new one. If you created your complaint without registering, you'll need to register and sign in to do this.

## Warning

You have 30 days to agree on a dispute resolution body.

You'll need to sign in for this part of the process. Not registered yet? You'll need to create an account.

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 3. View your complaint

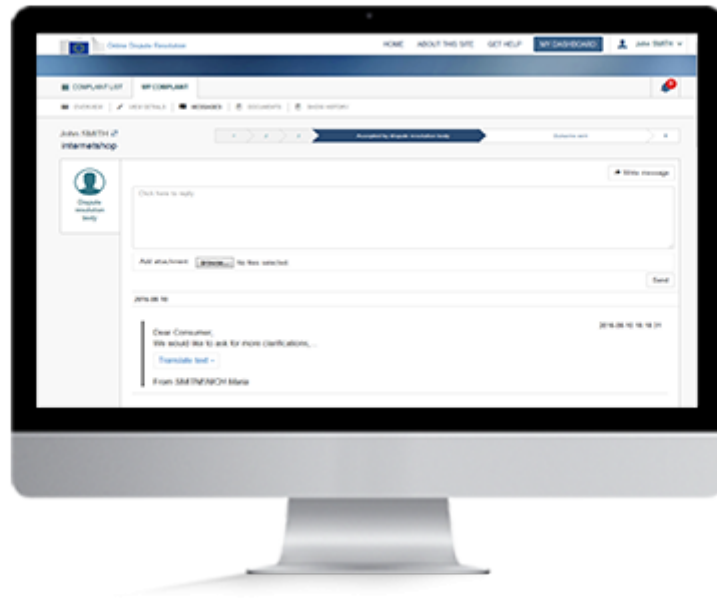
After signing in, you are redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. Your complaints are organised in different lists: All, Action required, In progress, Draft, Refused, Closed. Click on the "Action required" tab. Find your complaint and click on the "Select a dispute resolution body" button. Go through the list of suggested dispute resolution bodies. Decide if you want to accept and use one of the listed bodies or refuse the list.

## 4. Refuse the list of dispute resolution bodies

The list of dispute resolution bodies suggested by the trader is displayed on screen. Look through the list carefully. Click on "More information" to compare fees, countries/regions covered, working methods, etc. Not happy with any of the suggested resolution bodies? Then click "Request new list of dispute resolution bodies".

# Reply to a message

Consumer



## Overview

Received a new message? You can reply through the site.

You need to sign in to view your messages.

Not registered yet? You'll need to create an account first. After you've created your account and signed in, find the message and write your reply.

## Warning

To reply to your messages, you need to sign in. Not registered yet? You'll need to create an account.

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on the dashboard.

## 3. View your complaints

After signing in, you will be redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. Your complaints are organised into different lists: All, Action required, In progress, Draft, Refused and Closed. Click the "Action required" tab. Find your complaint and click on "View message" button (if the message is still unread). You can now read and reply to the messages. Otherwise, click on "View complaint" to see the details.



## 4. Reply to a message

If the message is unread, you can do the following:

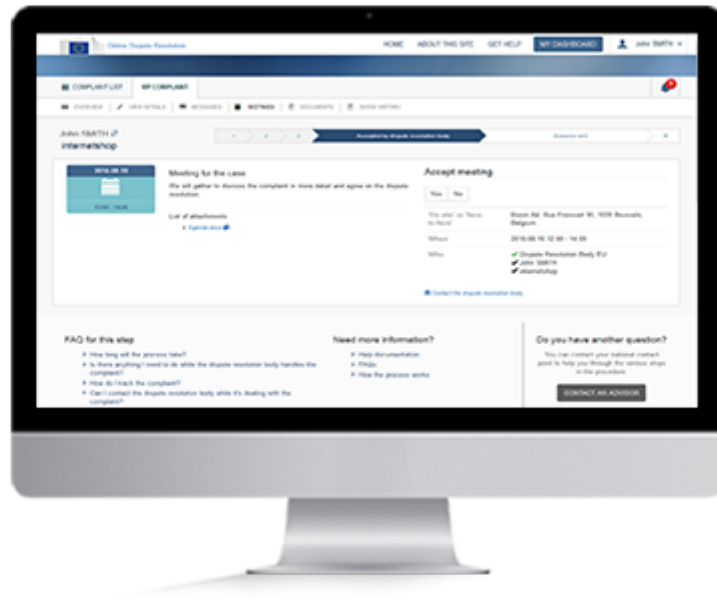
1. Click on "View message" button on the respective complaint.
2. You will be redirected to the messages page. Click on "Write message".
3. A new message box will appear and you can type your reply. You can also attach files to your message if you want. You can do this by clicking on "Add attachment".
4. When you're done, click send.

If the message is already read, but you want to read it again or write another one, you can do the following:

1. Click on "View complaint" on the respective complaint.
2. Click on "Messages" tab.
3. You will be redirected to the messages page. Click on "Write message".
4. A new message box will appear where you can type your message. You can also attach files to your message if you want. You can do this by clicking on "Add attachment".
5. When you're done, click "Send".

# Reply to a meeting request

Consumer



## Overview

While working on your complaint, the dispute resolution body might want to organise a meeting to help find a solution. Meetings may take place in person, online, or on the phone.

You'll receive the meeting request through the website. You'll also get an email notification telling you that you've received a new meeting request. You can access the meeting request by clicking on the link in the email.

To reply to a meeting request, you need to sign in. Not registered yet? You'll need to create an account.

Once you've signed in, you can access the meeting request via your dashboard by clicking on the "View meeting" button.

## Warning

The dispute resolution body can suggest 3 types of meetings: online (e.g. Skype), phone, and face to face. To reply to a meeting request, you need to sign in. If you are not yet registered, you'll need to create an account.

Once you've signed in, you can access the meeting request via your dashboard by clicking on "View meeting".

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create an account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard. When you are signed in, you can reply to a meeting request.

### 3. Reply to a meeting request

You can reply to a meeting request in the following ways:

From the dashboard:

1. On the dashboard, locate the complaint for which you received a meeting request.
2. Click on the "View meeting" button to see the meeting requests for that complaint.
3. Click on "Yes" or "No" to reply.

From notification:

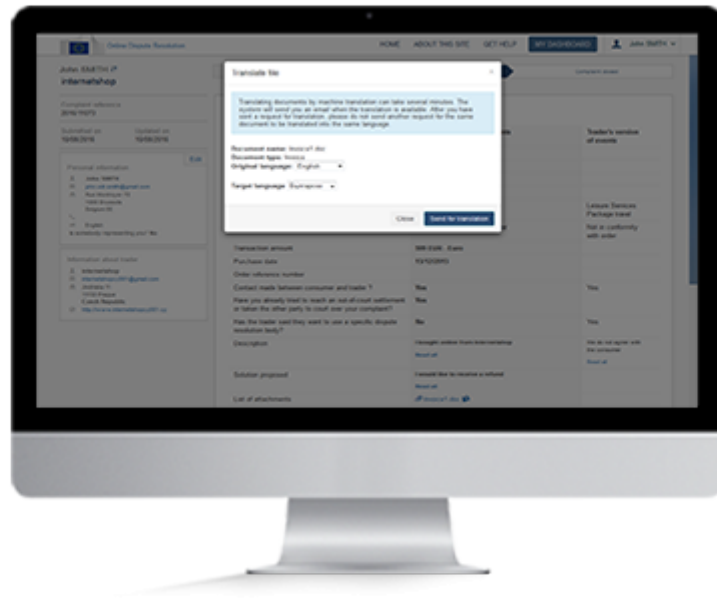
1. Click on the red bell notification icon on the top right of the page.
2. Click on the notification about the meeting request. You will be redirected to the meeting request page in the complaint.
3. Click on "Yes" or "No" to reply.

From email:

1. Click on the link in the automated email notification about your complaint. You will be redirected to the ODR system to sign in.
2. Sign in with your EU Login account. You will be redirected to the meeting request page in the complaint.
3. Click on "Yes" or "No" to reply.

# Translate a text or a document

Consumer



## Overview

If you have a text or a document that needs translating, you can use the system's automatic translation tool. All translations are stored in the system. If you come back to the complaint later on you will see both the original text and the translation.

## Warning

The translation tool is available for all the free text fields and the attached documents. Some documents may not be supported. You can use the following file types: pdf, jpg, jpeg, docx, xls, xlsx, ppt, pptx. The maximum file size is 10MB.

## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard. You can now open a complaint.

## 3. Open a complaint

Once you have signed in, the system will take you automatically to your dashboard. On this page you can find all your complaints: all those you created and all those you received. Your complaints are organised into lists depending on their status: All, Action required, In progress, Draft, Refused and Closed. Some of these filters are only visible once there is a complaint with this status.

1. Click the tab to open one of the lists.
2. Find the complaint you are looking for in this list.
3. Click on "View complaint" button next to the complaint.

You can translate a text or a document in the complaint.

## 4. Translate a text

You can translate the text in the complaint following the steps:

1. Click on "Read all" to see the full text. In the pop-up window choose the original text language.
2. Select the language into which you want the text translated.
3. Click on "Translate this text".

To translate the text of a message or of an outcome, follow these steps:

1. Click on "Translate text".
2. Select the original language and the one you wish the text to be translated into.
3. Click on ">".

The system will display the translation of the text

You can also have a document translated.

## 5. Translate a document

You can translate a document from the complaint details, message, outcome or documents tab.

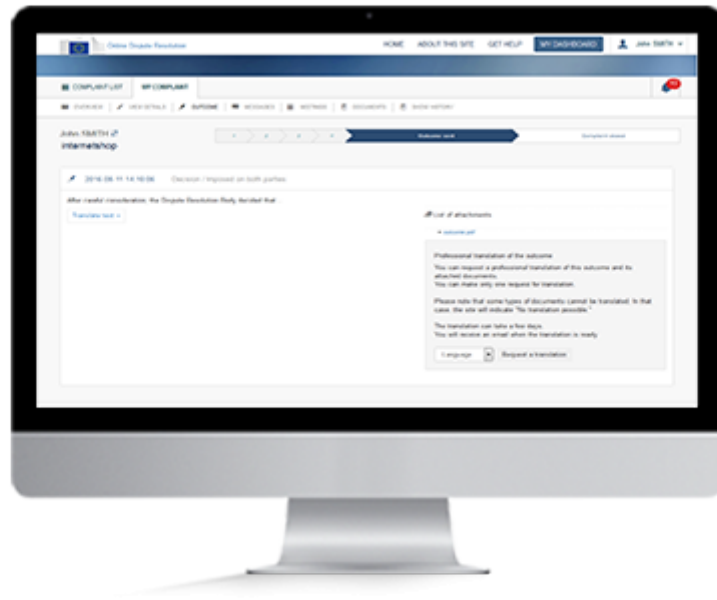
To have a document translated from the complaint details, message or outcome follow these steps:

1. Click on the icon next to the document in the complaint details, message or outcome page. Or click on "Translate" next to the document in the documents tab.
2. The original language of the document is automatically detected.
3. Select the language of your choice for the translation.
4. Click on "Send for translation" and click to confirm.

You will be informed via email when the translation is done. The translated document will be displayed next to the original document.

# View the outcome

Consumer



## Overview

Once the dispute resolution body reaches an outcome on your complaint it will indicate this in the system.

You will be told by the system that your complaint has an outcome.

To read the outcome, you will need to sign into the system and open the complaint.

## Warning

You can receive several outcomes for the same complaint.



## 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of your complaints on your dashboard.

You can now find your complaint or open your notification list to access the outcome.

## 3. Find your complaint

Once you have signed in, the system will take you automatically to your dashboard. Here you can find all your complaints: all those you created and all those you received. Your complaints are organised into lists depending on their status: All, Action required, In progress, Draft, Refused and Closed. Some of these filters are only visible once there is a complaint with this status.

1. Click the tab to open one of the lists.
2. Find the complaint you are looking for in this list.
3. Click on the "View outcome" button next to the complaint.

Or you can access the outcome via the notification icon on the top right side of your dashboard.

## 4. Open your notification list

You can view the outcome in few ways.

From notifications:

1. Click on the bell icon at the top right of your dashboard.
2. Find the notification showing that there is a new outcome for a complaint and click on it. The system will open the outcome page, where you can read it.

From dashboard:

1. Once you found the complaint on your dashboard, click on "View outcome". The system will open the outcome page, where you can read it.

From email:

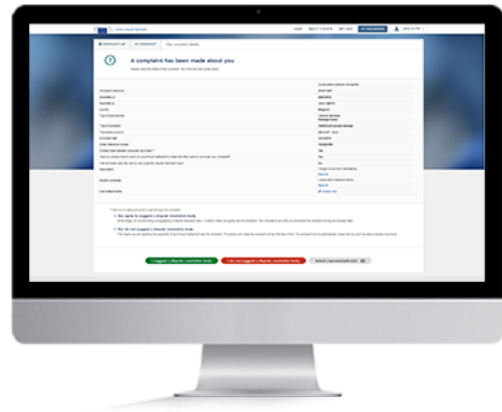
1. Click on the link in the automated email notification about your complaint. You will be redirected to the ODR system to sign in.
2. Sign in with your EU Login account. You will be redirected to the outcome page in the complaint, where you can read it.

# Workflow

Trader (Respondent)

## 1. Receive a complaint

One of your customers has created a complaint against you in the system.



### Overview

As a trader, you have received a notification by email that a consumer has lodged a complaint against you through the system.

The email asks you to connect to the system to view the complaint.

You can either accept or refuse the complaint.

If you accept it, you and the consumer must reach an agreement on the dispute resolution body to which the complaint will be sent. If you refuse the complaint, the consumer is notified of your decision.

First sign in and view the complaint. To accept it, click on "I suggest a dispute resolution body". To refuse it, click on "I do not suggest a dispute resolution body".

You may need to translate a text or a document.

You can also add a representative to a complaint.

At this stage, you can also perform the following actions:

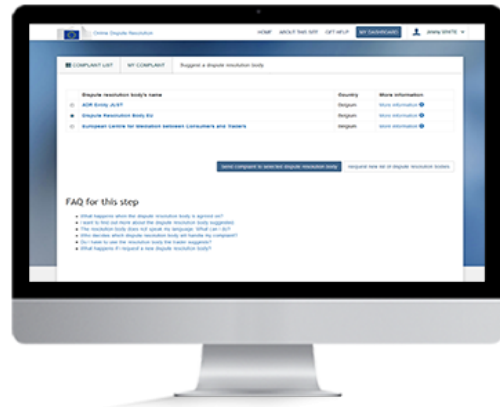
- Contact a national contact point
- Print the complaint information

# Workflow

Trader (Respondent)

## 2. Agree on a dispute resolution body

Once you accept the complaint, you must reach agreement with the consumer on the dispute resolution body that will deal with the complaint.



### Overview

Once you accept the complaint by clicking on the "I suggest a dispute resolution body" button, a new page will appear. It will ask you to give your version of events and to send a list of dispute resolution bodies.

If you choose to give your version, you can explain the situation from your point of view.

A list of possible dispute resolution bodies will then appear. Select one or more, and click on "I suggest a dispute resolution body". Then the consumer can either accept one dispute resolution body from your list or refuse the list.

Once the consumer has selected a dispute resolution body from your list, the complaint is sent to that body. After assessing the complaint, the dispute resolution body will inform you and the consumer whether the complaint falls within its remit.

You can also search for a dispute resolution body which is not in the list displayed.

At this stage, you can also perform the following actions:

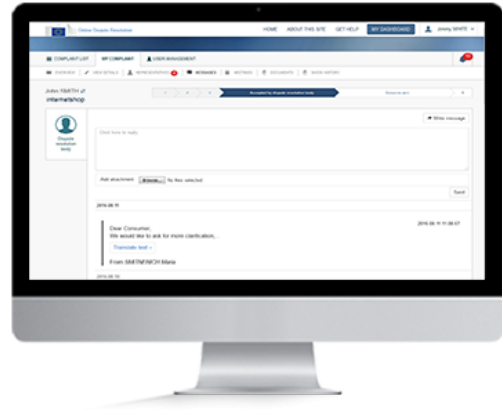
- Contact a national contact point
- Print the complaint information

# Workflow

Trader (Respondent)

## 3. Exchange of information

Once the dispute resolution body has accepted the complaint, you may be asked to provide more information to help it handle the complaint.



### Overview

While the dispute resolution body is processing the complaint, it may send you a message, invite you to a meeting, or ask you for particular documents. You must reply to these messages or meeting requests.

To do this, sign in, view the complaint containing the message, and respond to the message or to the meeting request. In the complaint you will find all the messages exchanged between you and the dispute resolution body.

You may need to translate a text or a document.

At this stage, you can also perform the following actions:

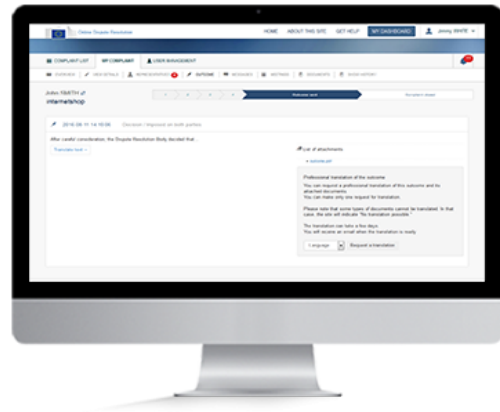
- Contact a national contact point
- Message the dispute resolution body
- Reply to a meeting request
- Print the complaint information

# Workflow

Trader (Respondent)

## 4. View the outcome

Once the complaint has been dealt with, the dispute resolution body will send you the outcome.



### Overview

You will be automatically notified of the outcome entered by the dispute resolution body.

You can view the outcome in the complaint itself. Sign in, open the complaint, and then open the outcome tab.

You can also access the outcome via the notification bell icon on the top right of your dashboard. Open the list and click on the outcome notification to open it.

At this stage, you can also perform the following actions:

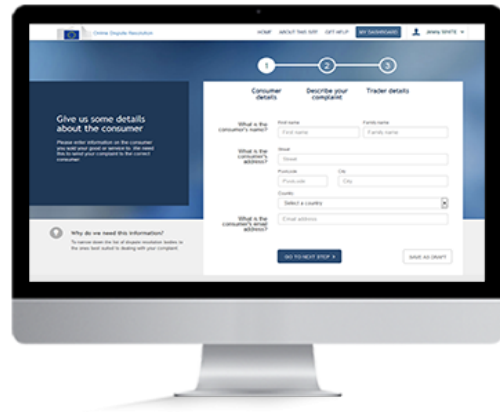
- Contact a national contact point
- Reply to a message
- Print the complaint information

# Workflow

## Trader (Complainant)

### 1. Create a complaint

If you want to file a complaint about an online sale, you need to register to the ODR system as a trader organisation and fill in the complaint form.



### Overview

To **create a complaint**, you first need to register in the system and create your organisation. If you are already registered, you just need to sign in .

As a local administrator you can also manage users within your organisation.

Once on your dashboard, click on "Create new complaint". You first need to reply to few questions to ensure that your complaint is eligible for this site. In the complaint form, provide the consumer's details, describe your complaint and enter your personal information (in a specific form each time).

If you wish, you can save your complaint as a draft . You can edit the draft complaint later and submit it.

A representative can submit a complaint on your behalf.

You can also do the following:

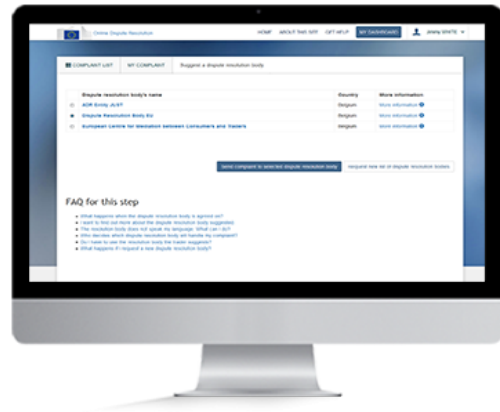
- Contact a national contact point
- Print the complaint information

# Workflow

Trader (Complainant)

## 2. Agree on a dispute resolution body

Once the consumer accepts the complaint, they will propose one or more dispute resolution bodies to handle your complaint.



### Overview

Once the consumer proposes one or more dispute resolution bodies to deal with your complaint, you can either **accept a dispute resolution body** or **ask the consumer to make a new proposal** until you reach an agreement. Once you do, the complaint will be sent automatically to the dispute resolution body.

You can also do the following:

- Access your personal dashboard
- Contact a national contact point
- Print the complaint information

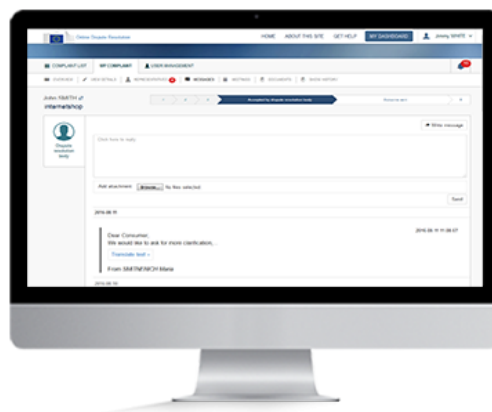


# Workflow

Trader (Complainant)

## 3. Exchange of information

Once the dispute resolution body has accepted the case, it may ask you for further information.



### Overview

While the dispute resolution body handles the complaint, it may send you a message, invite you to a meeting, or ask you for further documents. You should reply to these messages or meeting requests.

To do this, sign in, view the complaint containing the message, and respond to the message or the meeting request. In the complaint you will find all the messages exchanged with the dispute resolution body.

You may need to translate a text or a document.

You can also do the following:

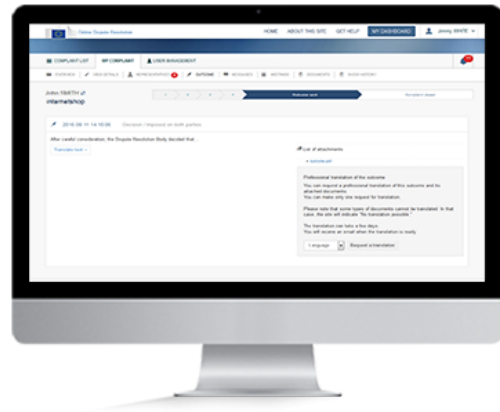
- Access your personal dashboard
- Contact a national contact point
- Message the dispute resolution body
- Reply to a meeting request
- Print the complaint information

# Workflow

Trader (Complainant)

## 4. View the outcome

Once the dispute resolution body reaches an outcome, it will send it to you via the ODR system.



### Overview

The site will inform you of the outcome that the dispute resolution body reached.

You can view the outcome in the complaint. Sign in, open the complaint, then open the outcome tab.

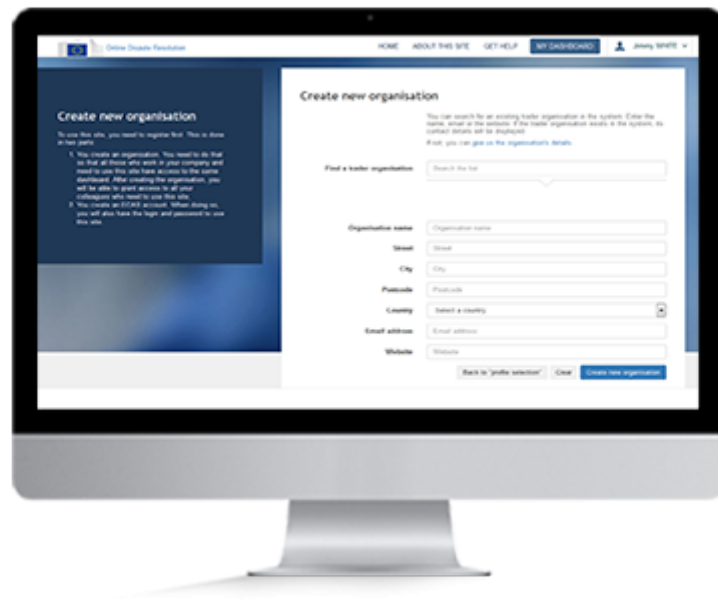
You can also access the outcome via the bell icon on the top right of your dashboard. Find the notification in the list and click on it. The site will display the outcome.

You can also do the following:

- Contact a national contact Point
- Reply to a message
- Print the complaint information

# Create an organisation

Trader



## Overview

You have to create an organisation in the site to be able to:

1. Access the system.
2. Create/Receive complaints via the ODR system.
3. Manage users within your organisation.
4. Update your personal data (e.g. change the e-mail address to which the notifications will be sent).

Once you have created an organisation, you can add members to your organisation and assign cases to them.

### 1. Receiving a new complaint

You will receive an email if a complaint is submitted against you. When you click on the link in the email, you will be directed to a page to see the complaint. You have the following options:

1. See the summary of the complaint.
2. Sign in (if your organisation already exists in the system).
3. Register in the system and create an organisation.
4. Contact a national contact point.

## 2. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 3. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

If the account exists in the system:

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

Now you can create a new organisation by clicking on "Create new organisation".

## 4. Create new organisation

1. Click on "Create new organisation" on profile selection page.
2. Fill in the fields of the form with the details of your organisation.
3. Click on "Create new organisation". Once the organisation is created, you will have local administrator rights. This allows you to manage users within your organisation.
4. An e-mail notification will be sent to the e-mail address you provided, to confirm that your organisation is registered on the ODR system.
5. You can then see your organisation on the system and access it by clicking on its name. You will be then redirected to your dashboard where you will find all the complaints you have received and submitted within your organisation.

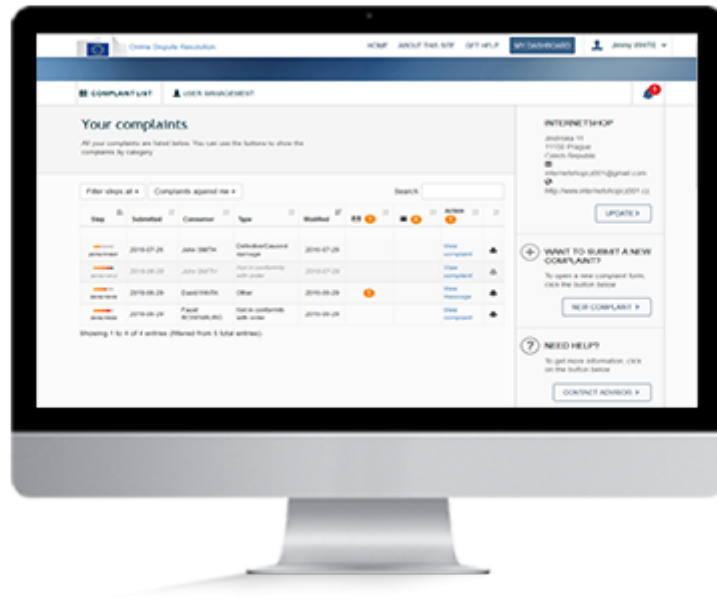
You can filter your complaints according to their status: "Draft", "Complaint submitted", "Dispute resolution body suggested", "Sent to dispute resolution body", "Accepted by dispute resolution body", "Outcome sent" and "Complaint closed".

You can also filter your complaints by: step, date of submission, consumer name, type of complaint, date of the last modification, date of last message, date of next meeting and the action that needs to be taken.

You can access your dashboard from any other page by clicking on "My dashboard" at the top of the screen. You can edit your personal data by clicking on "Update" on your dashboard.

# Access your personal dashboard

Trader



## Overview

Your personal dashboard shows a list of all the complaints you have created and all the complaints you have received.

When you sign into the system, you will be taken automatically to your personal dashboard.

From the dashboard you can:

1. consult complaints;
2. search for complaints;
3. go to a new complaint form;
4. update organisation information;
5. contact an advisor.

## Warning

To access your personal dashboard you will need to have an account.

## 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and password.
4. Your account name is shown at the top right of the screen after you sign in.

Once you have signed in, you can access your personal dashboard.

## 2. Personal Dashboard

After signing into the system you will be taken automatically to your dashboard. Here you can find all your complaints: all those you created and all those you received.

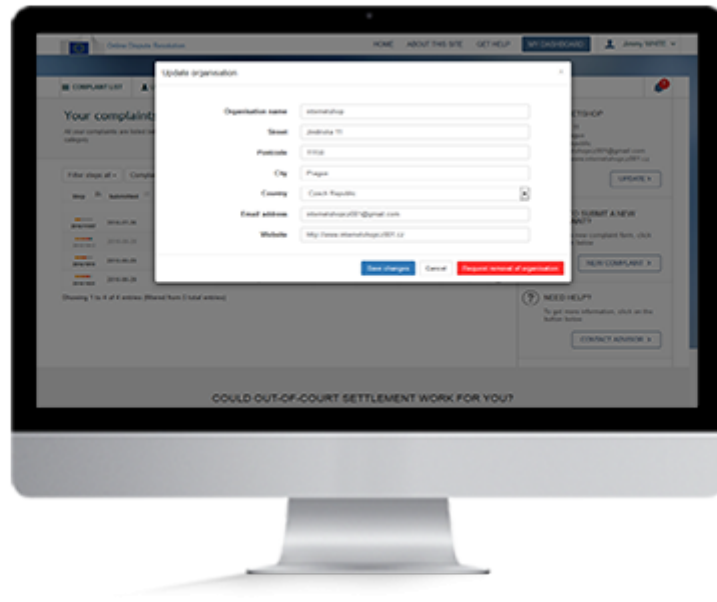
You can filter your complaints according to their status: "Draft", "Complaint submitted", "Dispute resolution body suggested", "Sent to dispute resolution body", "Accepted by dispute resolution body", "Outcome sent" and "Complaint closed".

You can also sort your complaints by the step of procedure, date of submission, consumer name, type of complaint, date of the last modification, date of last message, date of next meeting and the action that needs to be taken.

You can access your dashboard from any other page by clicking on the "My dashboard" button at the top of the screen.

# Edit personal data

Trader



## Overview

The local administrator can update the company's information at any time on the dashboard. The local administrator can also change the email address of the organisation to which the automated email notification will be sent. He can also request the removal of the trader organisation from the ODR system.

### 1. Sign in

To sign in with an existing account you must have a valid username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of your complaints on your dashboard.

You can now view the complaint and edit your personal information.



## 2. Edit personal data

1. **Click on "Update"** on the top right of your dashboard under the personal information of the organisation.
2. **Edit** the information you want to update.
3. **Click "Save changes"**.

The trader organisation information is updated and will be visible for the other members and the consumers.

## 3. Remove a trader organisation

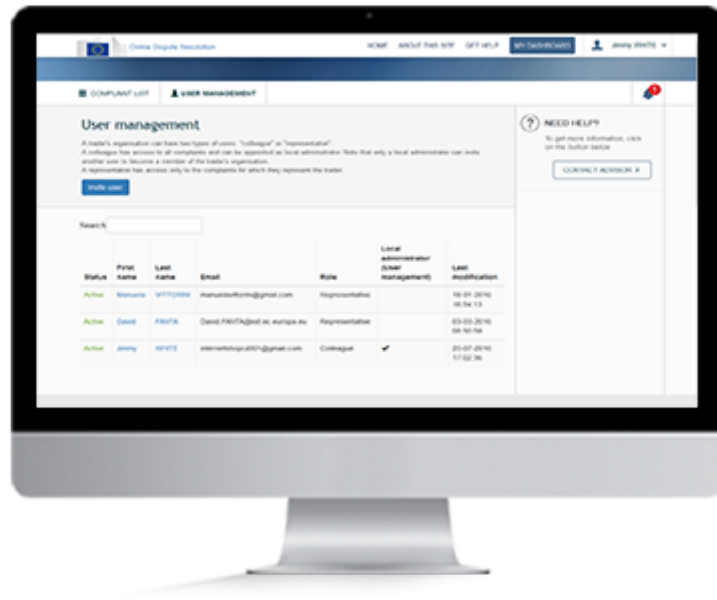
You can have your trader organisation removed from the system. To be able to request the removal of the organisation, you need to be the local administrator of this trader organisation. Please be informed that the trader organisation can be removed from the ODR system only if it does not have any ongoing complaints involving them. In case there are ongoing complaints, the trader organisation will have to wait until they are withdrawn or closed.

To remove a trader organisation, follow these steps:

1. Click on "Update" under the details of trader organisation on your dashboard.
2. In the new pop-up window click on "Request removal of organisation" and confirm it.

# Manage users within your organisation

Trader



## Overview

A trader's organisation can have two types of users: "colleague" or "representative".

A colleague has access to all complaints and can be appointed as local administrator. Only a local administrator can add and manage users in a trader's organisation.

A representative has access only to the complaints for which he was assigned as representative.

## 1. Invite user

1. **Click on the "User management"** tab on the dashboard when you want to invite another user to become a member of your organisation.
2. **Click on "Invite user"**.
3. **Fill out the information requested:** email address, first and last name, preferred language and role (colleague or representative).
4. **Click on "Send invitation"**.

An email will be sent to the user you invited. They need to click on the link to confirm the invitation and become a member of the organisation.

They will then be asked to log in with their EU Login account. After clicking "Sign in", they will be directed to dashboard of the organisation.

## 2. Re-invite user

If the user you invited does not confirm their registration, you can send them a new invitation.

1. **Click on the user** with a "pending" status. The options "Delete user" and "Re-send invitation" will be displayed in a pop-up window.
2. **Click on "Re-send invitation"**.

An email will be sent to the user you invited. They need to click on the link to confirm the invitation and become a member of the organisation.

They will then be asked to log in with their EU login account. After clicking "Sign in", they will be directed to dashboard of the organisation.

## 3. Remove user

Only the local administrator can remove a user.

1. **Click on "User management"**. A list of users is displayed.
2. **Click on a user with an "Active" status**. The options 'Cancel', 'Delete user' and 'Save changes' are displayed.
3. **Click on the "Delete user"**.

An email is sent to the user notifyingn them that they have been removed.

## 4. Give local administrator rights to user

Only the local administrator can give local administrator rights to another user.

- **Click on "User management"**. A list of users is displayed.
- **Click on a user with an "Active" status**. You can edit the role and local administrator rights of the user.

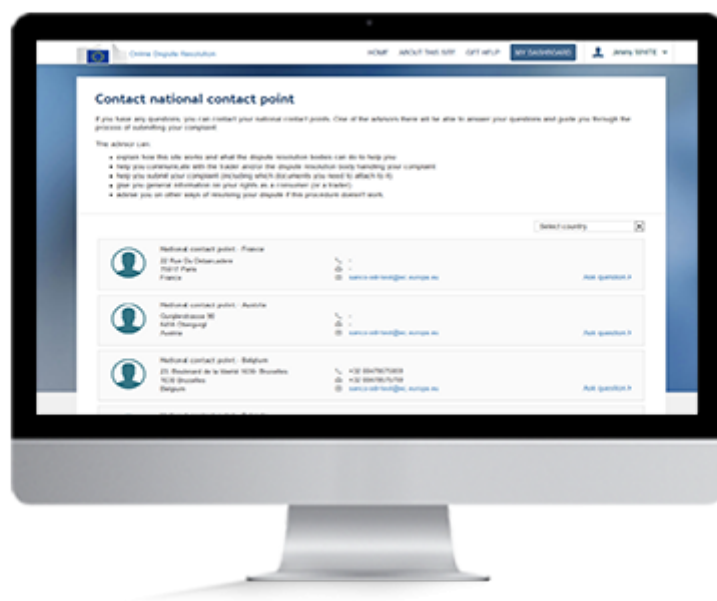
Local administrator rights can be given only to a colleague. A representative cannot have local administrator rights.

- **Tick the box next to "local administrator" for the respective user**.
- **Click on "Save changes"**.

The rights of local administrator are given to the other user.

# Contact a national contact point

Trader



## Overview

If you have any questions, contact one of the national contact points. One of the advisors there will be able to answer your questions and guide you through the process of dealing with the complaint in the system.

The advisor can:

- Explain how this site and the resolution bodies work
- Help you communicate with the consumer and/or the resolution body
- Give you general information on your rights as trader
- Advise you on other ways of resolving the dispute if this procedure doesn't work.

## 1. Contact by email

1. Click on the "**Contact advisor**" button on any page.
2. Click on the button labelled "**SELECT COUNTRY**" and choose one country.. You can contact the online dispute resolution contact point in your country or another EU country. You can find the contact details of the national contact point of your choice on the site. The national contact points work closely together and will therefore be able to provide you with the information and assistance you need, even if the dispute is with a consumer in another country.
3. **Take note of the email address** of the national contact point that you have chosen.

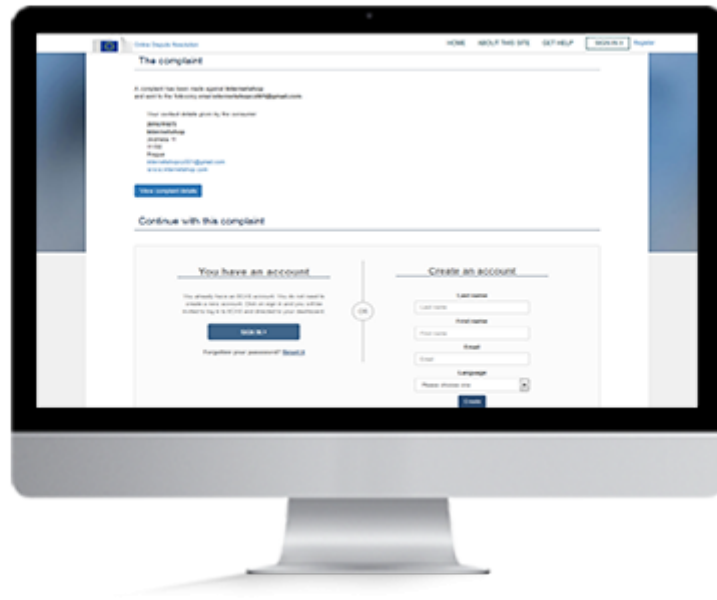
You can also contact an national contact point by sending them a message through the site.

## 2. Contact by message

1. Click on the "**Contact advisor**" button.
2. Click on the button labelled "**SELECT COUNTRY**" and choose one country. You can contact the online dispute resolution contact point in your country or in another EU country. You can find the contact details of the national contact point of your choice in the list. The online dispute resolution contact points work closely together and will therefore be able to provide you with the information and assistance you need, even if the dispute is with a consumer in another country.
3. **You will see a form where you can write your message.**
  1. Enter the reference number (not necessary if you accessed the message box from the particular complaint already).
  2. Enter the text.
  3. Click on "Send message".

# Access a new complaint

Trader



## Overview

You will receive an email if a complaint is submitted against you. When you click on the link, you will be directed to the complaint. You have the following options:

- See the summary of the complaint
- Sign in (if your organisation already exists in the system)
- Register in the system and create an organisation

### 1. Create an account

To create an ODR account you need a valid email address. Already have an account? Sign in.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in, enter your username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 3. Access a new complaint

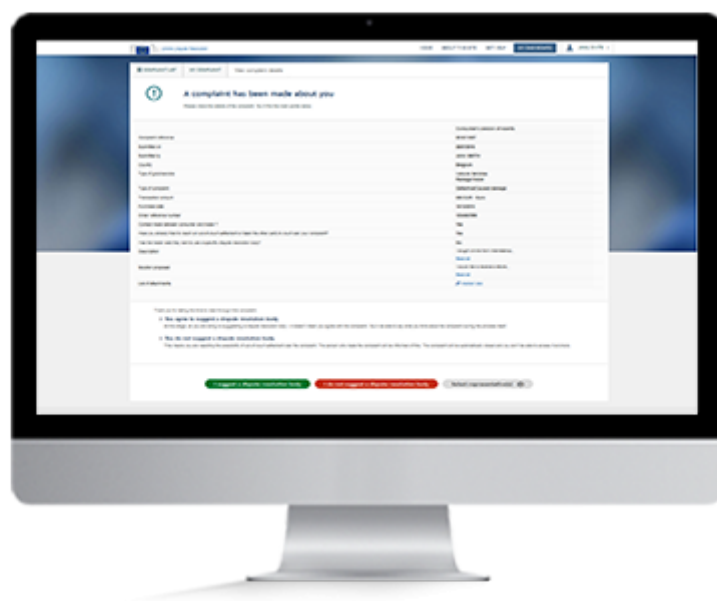
If you have already created your trader organisation, you will need to click on the link in the automated email notification about the complaint to link this complaint to your dashboard.

Once you click on the link, you will be redirected to the EU Login page to log in. After you log in, you will be redirected to your personal dashboard, where you will see the new complaint.



# Accept or refuse a complaint

Trader



## Overview

You will be alerted by an e-mail if a new complaint relating to you is submitted in the system.

You will be asked to read the complaint and decide if you want to continue with it or not.

If you are new to the system you will need to create an account first and create your trader organisation.

Once you're signed into the system you must choose if you want to propose a dispute resolution body or not. If you decide not to propose a dispute resolution body it means that you don't want the complaint to be handled in this way.

You can also assign the complaint to a representative who can accept or refuse and handle the complaint on your behalf. For more information, see "Add a representative to a complaint".

## 1. Create an account

To be able to accept or refuse a complaint, you need to create an account. To create an account, you must have a valid email address. If you already have an account, you can sign in directly.

If your account does not yet exist:

1. Click "**Register**" at the top right of the homepage.
2. Fill in the EU Login form and click "**Create an account**".
3. You'll receive an email. To validate your account, click on the link in the email.
4. You'll be asked to create a password.

Once your account is created, you can sign in.

## 2. Sign in

To sign in with an existing European Commission Authentication System (EU Login) account you must have a valid username or email address and password. Not registered yet? Create a new account by following the previous step.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of your complaints on your dashboard.

You can now view the complaint.

### 3. View the complaint

You can view your complaint details in two ways – by logging into your personal dashboard or by clicking on the link in the automated email notification.

To view the complaint via the dashboard:

1. On your personal dashboard find all the complaints you received and all the complaints you created.
2. Locate the new complaint you received.
3. To open the complaint, click anywhere on the line where it appears or on the "View complaint" button. You will see the main details of the complaint.

To view the complaint via the automated email notification:

1. Click on the link in the latest automated email notification about the specific complaint.
2. You will be redirected to the EU Login page. Enter your credentials and sign in to the system.
3. Once signed in, the "Overview" page of the complaint will be displayed.

If you have created the trader organisation after you received the complaint, you will still have to link the complaint to your dashboard.

To do so, just click on the link in the automated email notification and, when redirected, sign in with your EU Login account. After clicking on the link in the email, the complaint will be linked to your new organisation and you will be able to accept or refuse it.

Next you need to decide if you want to suggest a dispute resolution body or not.

### 4. I suggest a dispute resolution body

To continue with the complaint, you need to suggest a dispute resolution body to the complainant. This does not mean that you agree with the information entered by the complainant. You will have the opportunity to state your views on the complaint later in the process.

- Click on "I suggest a dispute resolution body".

Alternatively, you can refuse to have the complaint handled by alternative dispute resolution and to not suggest a dispute resolution body.

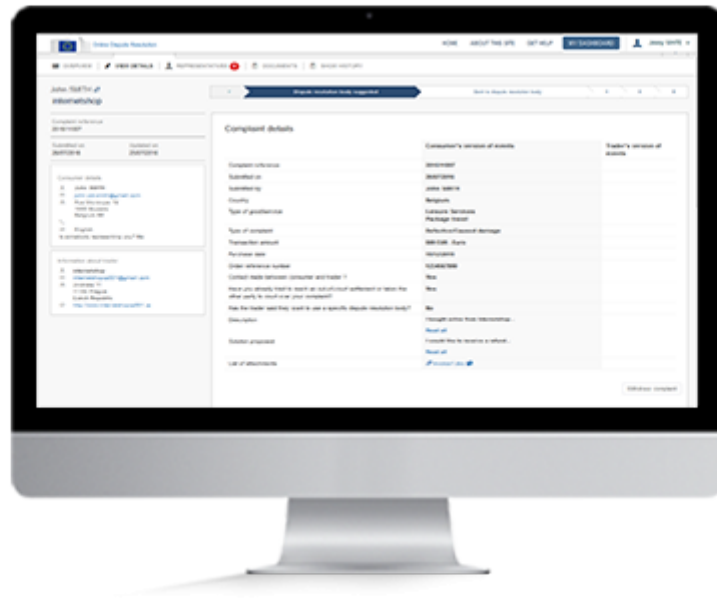
### 5. I do not suggest a dispute resolution body

By not allowing the complaint be handed by alternative dispute resolution, you are refusing to go further with this procedure. The complainant will be informed of your decision and the complaint will be automatically closed.

- Click on "I do not suggest a dispute resolution body".

# Withdraw a complaint

Trader



## Overview

If you want you can withdraw a complaint.

If a complaint hasn't yet been sent to a dispute resolution body, you can just click to withdraw it.

Once the complaint has been sent to a dispute resolution body you will need to send a withdrawal request to the dispute resolution body. They will then withdraw the complaint in the system.

### 1. Withdraw a complaint

You can only withdraw the complaint if it hasn't already been sent to the dispute resolution body. After that, you will need to ask the dispute resolution body to close the complaint on your behalf.

If the complaint is not yet sent to the dispute resolution body, you can do the following:

1. Access the complaint you want to withdraw.
2. Click on "View complaint".
3. Click on the "View details" tab and all the complaint details will appear.
4. Click on "Withdraw Complaint" and click "OK" to confirm the withdrawal.

# Add/remove representative

Trader



## Overview

You can add a representative to your complaint at any point in the procedure.

This means you are asking someone else to lodge the complaint or to follow up the case on your behalf. This person will have full access to your complaint and can take any action that may be needed to lodge and follow up the complaint.

As a trader, you can only add representatives belonging to your organisation.

## Warning

You can add one (or more) representative(s) to a complaint

## 1. Before accepting the complaint

When you first receive the complaint, you have 3 choices. You can:

1. Accept the complaint ("Suggest a dispute resolution body")
2. Refuse the complaint ("Do not suggest a dispute resolution body")
3. Assign the complaint to a representative ("Select representative(s)")

To select representative (s), click on the third button. You will see a pop-up box displaying the list of representatives already registered in your organisation. For more information on how to add a user to your organisation, go to "manage users" within your organisation. Select the representative and click 'Save'.

## 2. After accepting the complaint

When you open a complaint, you can access the "Representatives" tab.

Click on the tab. You will see a pop up displaying the list of representatives already registered in your organisation. For more information on how to add a user to your organisation please read "Manage users within your organisation" page.

Select the representative.

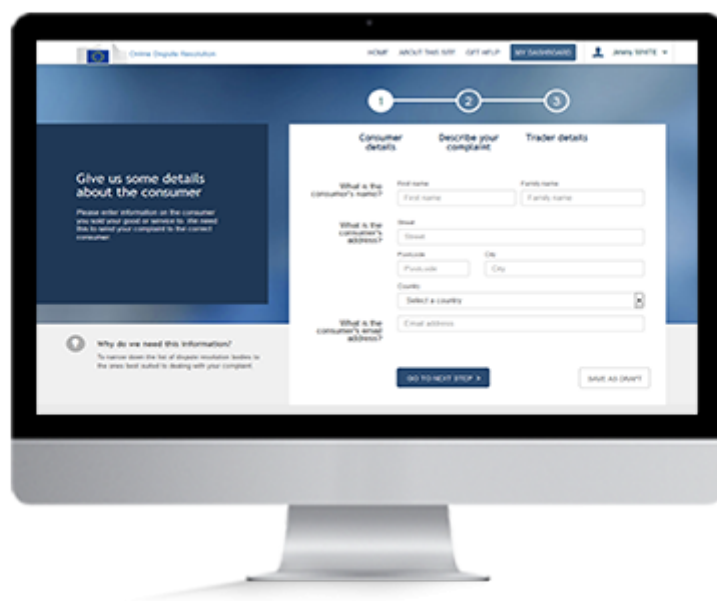
Click "Save".

The representative will receive a message containing a link enabling it to access your dashboard.

The representative will then be able to deal with the complaint on your behalf.

# Create a complaint

Trader



## Overview

To create a complaint you can:

- use an existing account,
- set up an account if you don't have one yet

To create a complaint, complete the online complaint form (with details of the consumer, the sale and the reason for your complaint) and upload any supporting documents (invoice, purchase order, etc).

Before sending your complaint to the consumer you can save it as a draft if you wish. You can then complete and send it at any time in the following 6 months. After 6 months it will be deleted automatically for data protection reasons.

You can, of course, send the complaint as soon as you have completed the form.

## 1. Start to create a complaint

You need to sign in to the system to be able to create a complaint.

If you don't have an account yet, you will need to create one and create your trader organisation.

Once you are signed in, you will be taken directly to your dashboard. From the dashboard you can go to the screening questions.

## 2. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 3. Screening phase

Before you start creating your complaint, you will need to answer some questions to determine if the complaint is eligible.

Follow these steps:

1. Click on "New complaint" on your dashboard. You will see 2 questions.
2. Answer these questions. Once you've done this, you know whether your complaint is eligible or not.
3. Click on "Proceed to complaint form".
4. You will be taken automatically to the complaint form.

## 4. Consumer details

Enter as much information as possible on the consumer you sold the product or service to. This is necessary to ensure that your complaint is sent to the right person.

Enter all the contact details of the consumer in the first part of the complaint form.



## 5. Describe your complaint

Describe the product or service and the problem that occurred in as much detail as possible. This will enable the consumer and the dispute resolution body to clearly understand the situation. Don't forget to state what solution you hope to achieve.

Click on "Go to next step".

## 6. Trader details

You will see your organisation's contact details in this part of the complaint form.

## 7. Save as draft

You can save the complaint as draft. Click on the "Save as draft" button. You will be taken automatically to your dashboard, where you will see a message confirming that the complaint has been successfully saved in draft. You can edit the draft as often as you like, but you must submit it within six months. After six months, draft complaints are deleted from the system.

## 8. Submit the complaint

Click on the "Submit your complaint" button. You will see a message confirming that the system has received your complaint.

You can also duplicate an existing complaint if you want to re-use the content:

1. Locate the complaint that you want to duplicate on your dashboard and click on "View complaint".
2. The "Overview" page of the complaint will appear. Click on "Duplicate" on the right side of the dashboard.
3. The complaint form will be displayed with some of the copied content of the complaint and your contact details. The consumer details are not prefilled so you can choose to make a complaint against different person.
4. To submit this new complaint, complete it with all necessary information and submit it.

You can only duplicate the complaint that was created by you. However you cannot duplicate a complaint which has been made against you.

# Create a complaint as a trader's representative

Trader



## Overview

To create a complaint, you can:

- use an existing account
- set up an account if you don't have one yet.

To create a complaint as a trader representative, you'll need to complete the online complaint form (with details of the consumer, the sale and the reason for your complaint) and upload any supporting documents (invoice, purchase order, etc).

Before sending the complaint to the consumer, you can first save it as a draft. You can then complete and send it at any time in the following 6 months. After 6 months it will be deleted automatically for data protection reasons.

You can, of course, send the complaint as soon as you have completed the form, if you so wish.

## 1. Start to create a complaint

You need to sign in to the system to be able to create a complaint.

If you don't have an account yet, you will need to create one and become a representative of a trader organisation.

Once you are signed in, you will be taken automatically to your dashboard. From the dashboard you can go to screening questions.

## 2. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 3. Screening phase

Before you start creating your complaint, you will need to answer some questions to determine if the complaint is eligible.

Follow these steps:

1. Click on "New complaint" on your dashboard. You will see 2 questions.
2. Answer these questions. Once you've done this, you know whether your complaint is eligible or not.
3. Click on "Proceed to complaint form".
4. You will be taken to the complaint form.

## 4. Consumer details

Enter as much information as possible on the consumer you sold the product or service to. This information is necessary to ensure that your complaint is sent to the right person.

Enter all the contact details for the consumer in the first part of the complaint form.

## 5. Describe your complaint

Describe the product or service and the problem that occurred in as much detail as possible. This will enable the consumer and the dispute resolution body to clearly understand the situation. Don't forget to state what solution you hope to achieve.

Click on "Proceed to next step"

## 6. Trader details

Here you will see the contact details of the organisation and your own contact details as its representative.

## 7. Save as draft

You can save the complaint as draft. Click on the "Save as draft" button. You will be taken automatically to your dashboard, where you will see a message confirming that the complaint has been successfully saved in draft. You can edit the draft as often as you like, but you must submit it within six months. After six months, draft complaints are deleted from the system.

## 8. Submit the complaint

Click on the "Submit your complaint" button. You will see a message confirming that the system has received your complaint.

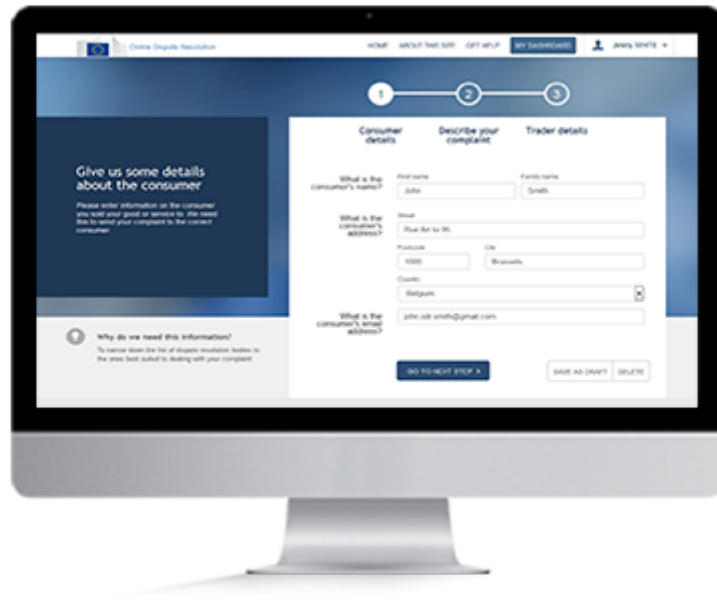
You can also duplicate an existing complaint if you want to re-use the content:

1. Locate the complaint that you want to duplicate on your dashboard and click on "View complaint".
2. The "Overview" page of the complaint will appear. Click on "Duplicate" on the right side of the dashboard.
3. The complaint form will be displayed with some of the copied content of the complaint and your contact details. The consumer details are not prefilled so you can choose to make a complaint against different person.
4. To submit this new complaint, complete it with all necessary information and submit it.

You can only duplicate the complaint that was created by you against the consumer. However you cannot duplicate a complaint which has been made against you.

# Edit a complaint

Trader



## Overview

If you saved your complaint as draft, you can come back to it and edit it as long as you did not submit it. Once you submit the complaint, you can no longer edit it.

You can edit your complaint in several ways, depending on whether you have signed in the system or not when you saved the draft complaint.

## 1. Edit a complaint

You can edit a complaint you have saved as a draft. But you can't edit a complaint after you submit it.

### A. Guest user (not signed in).

If you saved your draft complaint without signing in the system you can:

1. Click on "Edit your complaint" on the confirmation page that appears after saving your complaint as draft.
2. Click on "Edit complaint" in the email you receive confirming that your draft was saved.

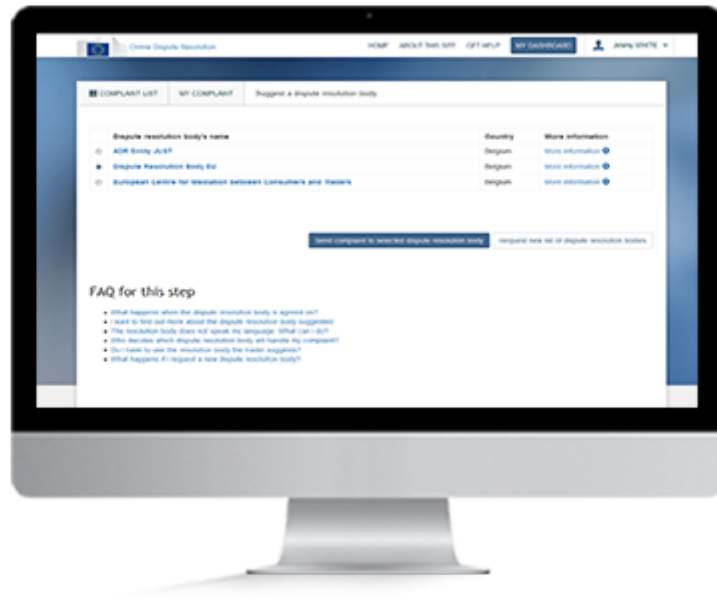
### B. Signed in.

If you saved your draft complaint after signing in the system you can click on "View complaint", after signing in and accessing your dashboard.

You can now edit your draft complaint.

# Select a dispute resolution body

Trader



## Overview

Once the consumer has agreed that the complaint can be handled through an alternative dispute resolution procedure, they will send you a list of one or more possible dispute resolution bodies through the system.

You can analyse this list by reading all the information on the different dispute resolution bodies, such as information on their fees, their geographical coverage and their procedures.

You will then need to decide if you agree to one of those bodies handling your complaint. If you do agree, select that resolution body in the list and click on "Send complaint to selected dispute resolution body".

## Warning

You can select only one dispute resolution body from the list sent to you by the consumer.

## 1. Sign in

To sign in with an existing account you must have a valid username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.
5. You'll see the list of your complaints on your dashboard.

You can now find your complaint.

## 2. Find your complaint

Once you've signed in, you will be taken automatically to your dashboard. Here you can find all your complaints: all those you created and all those you received.

After signing in, you are redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. You can filter the complaints by the type: Complaints against me, Complaints against consumers or All.

You can also filter the complaints by steps: All, Draft, Complaint Submitted, Dispute resolution body suggested, Sent to dispute resolution body, Accepted by dispute resolution body, Outcome sent, and Complaint closed. Click on the "Dispute resolution body suggested" filter.

Find your complaint and click on the "Select a dispute resolution body" button. Go through the list of suggested dispute resolution bodies. Decide if you want to accept and use one of the listed bodies or refuse the list.

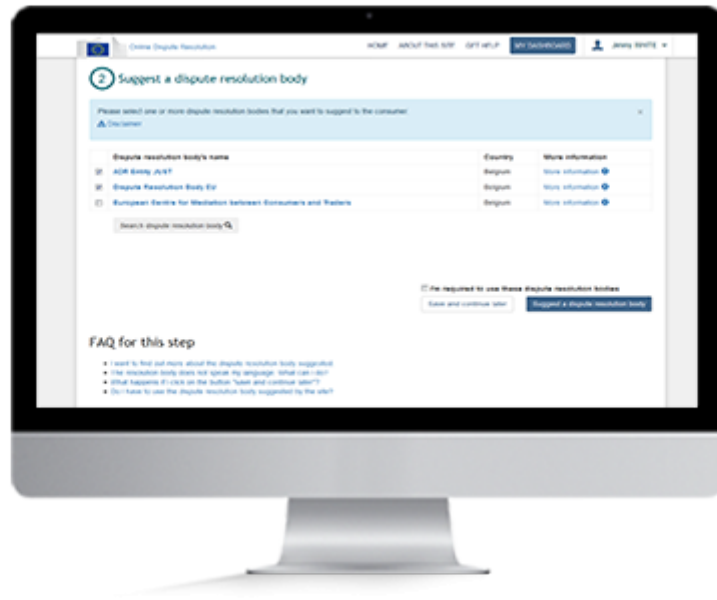
## 3. Select a dispute resolution body

On the screen you will see the list of dispute resolution bodies that the consumer has suggested. Before you choose a dispute resolution body, you can consult all the information on them, such as their fees, geographical coverage and procedures. You can access this information by clicking on the "More information" button. If you want to use one of them, tick the box next to the chosen dispute resolution body and click on "Send complaint to selected dispute resolution body".



# Send a list of dispute resolution bodies

Trader



## Overview

If you have received a complaint against you from a consumer, agreed to follow up on it and clicked on the button "I suggest a dispute resolution body", you will have to propose a list of dispute resolution bodies.

The next step is:

1. You can now give your version of the events.
2. You will need to suggest one or more dispute resolution bodies. The system will display a list of possible dispute resolution bodies for the complaint. The list is based on the information entered into the complaint. You can add other dispute resolution bodies to the list if you want.

When the consumer receives your list of suggested dispute resolution bodies, they will either select one of the dispute resolution bodies from the list or ask you to send a new list. You and the consumer need to agree on a dispute resolution body within 30 days of the complaint being submitted. If you can't reach an agreement within the 30 days, the complaint will be closed by the system.

## 1. Give your version of the events

You have decided that the complaint can be handled by alternative dispute resolution and you have clicked on the "I suggest a dispute resolution body" button. You will be redirected to a new page to give your details of the complaint:

1. Enter your version of the events in the part called "Trader's version of events"
2. You can give information on the following (although you are not obliged to): the type of the good or service, the amount of the transaction, the date of the sale and you can give a description of the events.
3. After giving your version of the events, or if you decide that this is not necessary, you will need to send a list of possible dispute resolution bodies to the consumer. You and the consumer will need to agree on one body to handle the complaint.

## 2. Send a list of dispute resolution bodies

You will see a list of possible dispute resolution entities. This list is based on the information provided in the complaint. Your version of the events can have an impact on this list.

If you want to select from this list and send your selection to the consumer, you can do the following:

1. If you want to see more details about the dispute resolution body before making a selection, click on "More information".
2. Select one or several dispute resolution bodies from the list. You should also state if you are required to use any of these.
3. To send your list, click on "Suggest a dispute resolution body".

If you want to add another dispute resolution body to the list, you can search for a dispute resolution body.

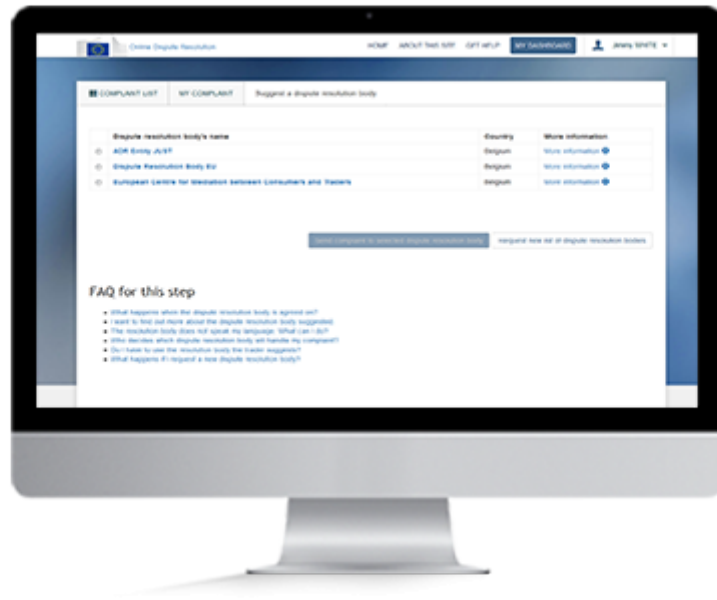
## 3. Search for a dispute resolution body

If you want to add a dispute resolution body to the list:

1. Click on "Search dispute resolution body"
2. Enter at least one of the search criteria in the pop-up displayed and click on the "Search" button
3. Select the dispute resolution body you wish to add to the list
4. Click on "Select dispute resolution body"

# Refuse a list of dispute resolution bodies

Trader



## Overview

Once the consumer has agreed that the complaint can be handled by alternative dispute resolution, it will send you a list of one or more possible dispute resolution bodies through the system.

You can analyse this list by reading all the information on the different dispute resolution bodies, such as information on their fees, their geographical coverage and their procedures.

You will then need to decide if you agree to one of those bodies handling your complaint. If you do agree, select that resolution body in the list and click on "Send complaint to selected dispute resolution body".

## Warning

You have 30 days to agree on a dispute resolution body

## 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You can now find your complaint.

## 2. Find your complaint

After signing in, you are redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. You can filter the complaints by the type: Complaints against me, Complaints against consumers or All.

You can also filter the complaints by steps: All, Draft, Complaint Submitted, Dispute resolution body suggested, Sent to dispute resolution body, Accepted by dispute resolution body, Outcome sent, and Complaint closed. Click on the "Dispute resolution body suggested" filter.

Find your complaint and click on the "Select a dispute resolution body" button. Go through the list of suggested dispute resolution bodies. Decide if you want to accept and use one of the listed bodies or refuse the list.

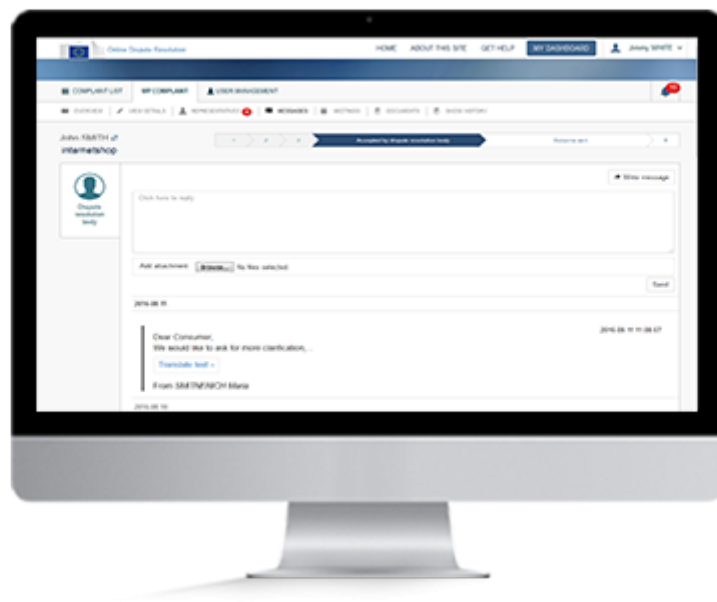
## 3. Refuse to select a dispute resolution body

You will see the list of dispute resolution bodies proposed by the consumer on the screen. Before you choose a dispute resolution body, you can consult all the information on them, such as their fees, geographical coverage and procedures. You can access this information by clicking on the "More information" button. If you don't want to use any of them, you can:

1. Decide not to select one of the bodies from the list.
2. Click on "Request new list of dispute resolution bodies"

# Reply to a message

Trader



## Overview

If you received a message, you can send a reply via the system. There are different ways to reply to a message.

### 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 2. View your complaints

After signing in, you are redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. You can filter the complaints by the type: Complaints against me, Complaints against consumers or All.

You can also filter the complaints by steps: All, Draft, Complaint Submitted, Dispute resolution body suggested, Sent to dispute resolution body, Accepted by dispute resolution body, Outcome sent, and Complaint closed.

Find your complaint and click on the "View message" button. To find the complaint easier, you can filter by clicking on envelope icon so that the case with unread message appears first on the list. Also, you can access the complaint by clicking on the bell notification about the message on the top right.

Click on a complaint or the notification to open the message.

## 3. Reply to a message

If the message is unread, you can do the following:

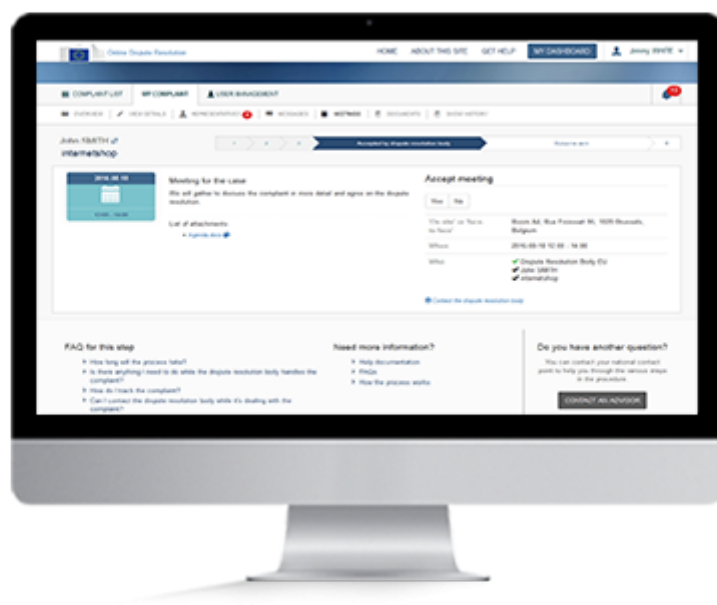
1. Click on the "View message" button on the respective complaint.
2. You will be redirected to the messages page. Click on "Write message".
3. A new message box will appear where you can type your reply. You can also attach files if you want by clicking on "Add attachment".
4. When you're done, click "Send".

If the message is read already, but you want to write another one, you can do the following:

1. Click on "View complaint" on the respective complaint.
2. Click on "Messages" tab.
3. You will be redirected to the messages page. Click on "Write message".
4. A new message box will appear where you can type your message. You can also attach files if you want by clicking on "Add attachment".
5. When you're done, click "Send".

# Reply to a meeting request

Trader



## Overview

While handling your complaint, the dispute resolution body might want to organise a meeting with you. This might take place online, over the phone or on site.

You'll receive the meeting request through the website. You'll also get an email notification telling that you've received a new meeting request. You can access the meeting request by clicking on the link in the email.

To reply, you need to sign in the site.

You can then access the meeting request via your dashboard. If there is a meeting request, a number will be displayed in the column "Meeting".

## 1. Sign In

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

Once you are logged in, you can reply to a meeting request in a complaint.

## 2. Reply to a meeting request

The dispute resolution body can suggest 3 types of meetings: online (e.g. Skype), phone, and face to face.

You can reply to a meeting request in following ways:

From the dashboard:

1. On the dashboard, locate the complaint for which you received a meeting request.
2. Click on the "View meeting" button to see the meeting requests for that complaint.
3. Click on "Yes" or "No" to reply.

From a notification:

1. Click on the red bell notification icon on the top right on the page.
2. Click on the notification about the meeting request. You will be redirected to the meeting request page in the complaint.
3. Click on "Yes" or "No" to reply.

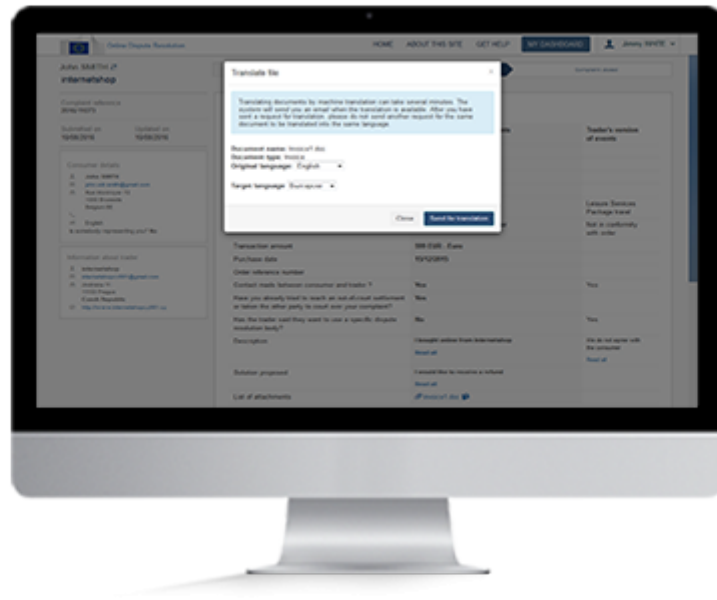
From an email:

1. Click on the link in the automated email notification about your complaint. You will be redirected to the ODR system to sign in.
2. Sign in with your EU Login account. You will be redirected to the meeting request page in the complaint.
3. Click on "Yes" or "No" to reply.



# Translate a text or a document

Trader



## Overview

The site enables you to translate a text or a document using the automatic translation tool.

All the translations are stored in the site and you can see both the original text and the translation.

For the outcome reached by the dispute resolution body, you can also request translation by professional translators-once and for one language.

This is also stored in the system.

## 1. Sign In

To sign in, enter your username or email address and password.

1. Click on the Sign in button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard.

## 2. Open a complaint

After signing in, you are redirected to your dashboard. On this page you'll see a list of all the complaints you've created and/or received. You can filter the complaints by the type: Complaints against me, Complaints against consumers or All.

You can also filter the complaints by steps: All, Draft, Complaint Submitted, Dispute resolution body suggested, Sent to dispute resolution body, Accepted by dispute resolution body, Outcome sent, and Complaint closed.

Find your complaint and click on it to open it.

## 3. Translate a text

You can translate the text in the complaint following these steps:

1. Click on "Read all" to see the full text. In the pop-up window choose the original text language.
2. Select the language into which you want the text translated.
3. Click on "Translate this text".

To translate the text of a message or outcome, follow the steps:

1. Click on "Translate text".
2. Select the original language and the language of your choice for the translation.
3. Click on ">".

The system will display the translation of the text.

You can also have a document translated.

## 4. Translate a document

You can translate a document from the complaint details, message, outcome or documents tab.

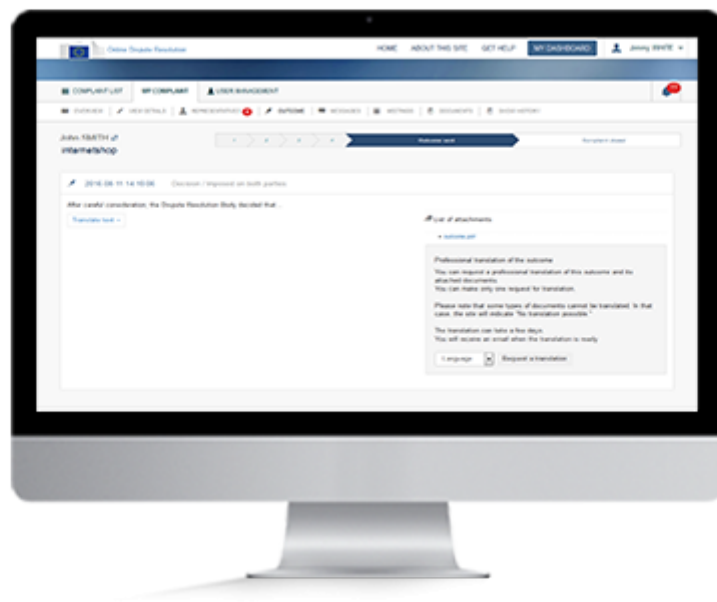
To have a document translated from the complaint details, message or outcome follow these steps:

1. Click on the icon next to the document in the complaint details, message or outcome. Or click on "Translate" next to the document under "Documents" tab.
2. The pop up window will appear. The original language of the document is automatically detected. Select the language of your choice for the translation.
3. Click on "Send for translation" and click to confirm.

You will be informed via email when the translation is done. The translated document will be displayed next to the original document.

# View the outcome

Trader



## Overview

Once the dispute resolution body reaches a resolution to your complaint it will record it in the system as what is called an 'outcome'.

You will be sent a message through the system to let you know that there is an outcome for your complaint.

To read the outcome, you will need to sign into the system and open the complaint.

## Warning

You can receive several outcomes for the same complaint.

## 1. Sign in

To sign in, enter your username or email address and password.

1. Click on the "Sign in" button at the top right of the homepage.
2. The European Commission Authentication System (EU Login) page will be displayed.
3. Enter your username or email address and your password.
4. Your account name is shown at the top right of the screen after you sign in.

You'll see the list of your complaints on your dashboard. You can now find the complaint or open your notification list, where you will be able to see the outcome.

## 2. Find your complaint

Once you have signed in, you will be taken automatically to your dashboard. Here you can find all your complaints: all those you created and all those you received. You can filter the complaints by the type: Complaints against me, Complaints against consumers or All.

You can also filter the complaints by steps: All, Draft, Complaint Submitted, Dispute resolution body suggested, Sent to dispute resolution body, Accepted by dispute resolution body, Outcome sent, and Complaint closed.

Find your complaint and click on a complaint to open it.

## 3. Open the outcome

You can view the outcome in few ways following the steps:

From notifications:

1. Click on the bell icon at the top right of the screen.
2. Find the notification showing that there is a new outcome for a complaint and click on it. The system will open the outcome page.

From dashboard:

1. Once you found the complaint on your dashboard, click on "View outcome". The system will open the outcome page.

From an email:

1. Click on the link in the automated email notification about your complaint. You will be redirected to the ODR system to sign in.
2. Sign in with your EU Login account. You will be redirected to the outcome page in the complaint.