
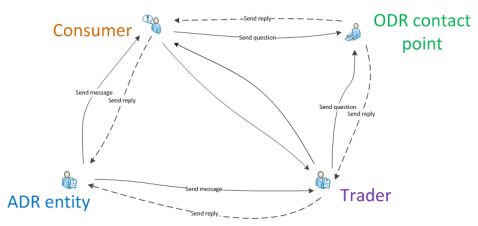



THE ONLINE DISPUTE RESOLUTION PLATFORM
 Testing days
CONSUMERS
 1
 Brussels, 25 & 27 November 2014


INTERACTIONS BETWEEN THE DIFFERENT ACTORS
 Today there are **4 groups** testing the ODR system in **4 different rooms**.



2


FUNCTIONALITIES THAT WILL BE TESTED TODAY BY ALL THE GROUPS

CONSUMER	TRADER
<ul style="list-style-type: none"> • Consult the ODR website • Create and submit complaint • Confirm selection of ADR • Translate a text • Reply to messages from the ADR • Send messages to the ODR contact point • Follow complaint via your dashboard • Receive a resolution from an ADR entity • Receive and reply to proposal for a resolution from ADR entity* 	<ul style="list-style-type: none"> • Consult the ODR website • Receive, read and complete a new complaint • Make a selection of ADRs and send it • Translate a text • Reply to messages from the ADR • Send messages to the ODR contact point • Follow complaint via your dashboard • Receive a resolution from an ADR entity • Receive and reply to proposal for a resolution from an ADR entity
ADR entity	ODR contact point
<ul style="list-style-type: none"> • Consult the ODR website • Receive and read new complaint • Send messages to the parties • Translate a text • Accept a new complaint • Follow complaint via your dashboard • Create a proposal for a resolution • Create a resolution • Receive reply to proposal for a resolution from an ADR entity • Create table, notes and attach documents • Close a case 	<ul style="list-style-type: none"> • Consult the ODR website • Receive messages • Reply to messages • Send messages to other ODR contact points • Receive messages from other ODR contact points

3



FUNCTIONALITIES THAT YOU WILL TEST TODAY

- Consult the ODR website (public information, FAQ ...)
- Create complaints (submit and save as draft before submitting to the trader)
- Choose and accept an ADR proposed by the trader
- Refuse an ADR proposed by the trader
- Translate text and documents in your language
- Read and reply to messages sent by the ADR

4



FUNCTIONALITIES THAT YOU WILL TEST TODAY

- Send messages to an ODR contact point (available today – check in the scenario)
- Go to your dashboard and follow-up your complaints
- Withdraw a complaint before it is submitted to the ADR entity
- Receive and accept or refuse a proposal for a resolution sent by an ADR entity
- Receive and read a binding resolution sent by an ADR entity
- Extract your complaint in PDF

5



NEW FUNCTIONALITIES: AVAILABLE SOON

- Attach multiple documents to the complaint form, messages, etc.
- If the consumer does not agree with the proposed ADR entities
 - Propose himself an alternative ADR entity
 - Ask the trader to make a new proposal
- Receive meeting requests from the ADR entity


6



YOUR ROLE TODAY

- Today you will test the ODR system as a **CONSUMER**.
- *You bought a product online from a trader and something went wrong. You want to submit a complaint against this trader through the ODR system.*
- The **4 main actions** we would like you to take today:
 - **Create and submit** complaints
 - Find an **agreement** with the trader **on the ADR entity** which will handle your dispute
 - **Follow-up your complaints** through your personal dashboard until you receive the decision of the ADR entity
 - **Send questions** to ODR contact points


7



SEQUENCE OF THE MAIN ACTIONS IN THE SYSTEM(1)

- 1. **Read the scenario and login to the system**
- 2.1 **Create the complaint in the system based on the information written down in the scenario**
- 2.2 **Submit the complaint**
- 3. The trader will receive the complaint and propose one or more ADR entities
- 4.1 **Send a question to the ODR contact point related to the selection of the ADR entity**
- 4.2 The ODR contact point will reply to the question
- 4.3 **Select an ADR entity**
- 5.1 The ADR entity will accept to handle the complaint
- 5.2 The ADR entity will contact the parties for complaint handling purposes (send message to ask extra information, send a proposal for a resolution, etc...)


8



SEQUENCE OF THE MAIN ACTIONS IN THE SYSTEM(2)

- 6.1 The Trader sends questions to the ODR contact point
- 6.2 The ODR contact point sends a question to another ODR contact point
- 6.3 There is a conversation between the 2 ODR contact points
- 6.4 The ODR contact point replies to trader
- 7. **Both the Consumer and Trader reply to the messages from the ADR entity**
- 8. The ADR entity sends a non-binding resolution
- 9. **Both the Consumer and the Trader agree with the proposed resolution**
- 10. The ADR entity closes the complaint
- **END**
- **Look at the different information pages in the system (FAQ, help page, home page,...)**

9



SEQUENCE OF THE MAIN ACTIONS IN THE SYSTEM(3)


Alternatives

1. Save a complaint as draft
2. Withdraw a complaint from the system
3. Translate a text
4. Use the system as a guest

IMPORTANT:

- Check your email inbox for the messages sent by the system
- Take action when needed (the email notification and the on screen messages will help you)


10



THE TESTING: IMPORTANT INFORMATION

- Today we will test the scenario in which the **consumer** submits a complaint **against a trader**.
- **Translation tool:**
 - The tool does not yet detect automatically the original language (selection of the original language needs to be done manually)
 - The translation itself can sometimes be a little bit slow – the tool is still under development at DGT
 - Pairs of languages :
 - Direct translation currently available for:
 1. all official languages having EN as source or target language
 2. French into and from DE, EL, EN, IT, ES, NL, PT, PL, HU, RO


11



THE TESTING: IMPORTANT INFORMATION

- The **interface** is translated. But this process is still ongoing. You might still see text in English in the translated pages.
- The **emails** sent by the system are in English only for today – the translation process is ongoing.
- **Trader search tool:** enter the 4 first characters of the trader's name and the system will fill in all the contact details for you.

12


European Commission

THE TESTING: IMPORTANT INFORMATION

- **Feedback** can be given online (the link is available on your desktop)
- **Questions** can be asked during testing (at least 2 persons in the room are available for support)
- Development **still ongoing** (security is not fully implemented)


13


European Commission

THE TESTING

- At your disposal:
 - Hand-out with **scenario and extra information**.
The **scenario** in the folder in front of you contains a brief description of the issue and the main actions you should perform.
It is not detailed on purpose on order to enable you to use the ODR system as in real life situations.
The scenario and the annexes are only in English.
- **Links** on your desktop
 - ODR System
 - Webmail (to receive notifications from messages sent by ADR entity or ODR contact point)
 - Feedback form
 - User manual

14


European Commission





LET'S START

- Take a look at the **credential card** with the necessary credentials needed for the test. You will need this information to perform the test!

1. Login and password for the PC

4. A login and password for the ODR system

CREDENTIALS NEEDED FOR THE TEST

 sando-odr-consumer 1231ex2014	 consumer.odr.eu@odrtest.eu 1231ex2014
 consumer.odr.eu@odrtest.eu 1231ex2014	 BANK 1231ex2014

2. An email address with password

3. An internet login and password

- Please do not remove this welcome card from your desk!

15

LET'S START

ECAS

EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

ECAS Login

Not registered yet
 External domain context
 External IP address

Username or e-mail address

Password

Remember my username
 Warn me each time an application asks for my identity
 Save my ECAS account details after logging me in

16

CREATION OF AN ECAS ACCOUNT

EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

ECAS Login

Not registered yet
 External domain context
 External IP address

Username or e-mail address

Password

Remember my username
 Warn me each time an application asks for my identity
 Save my ECAS account details after logging me in

17

CREATION OF AN ECAS ACCOUNT

EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

ECAS Login

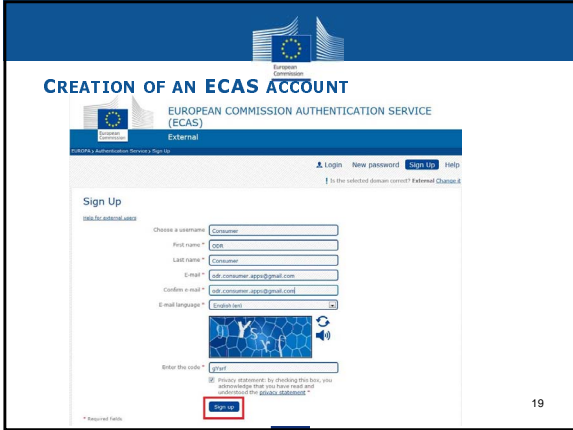
Not registered yet
 External domain context
 External IP address

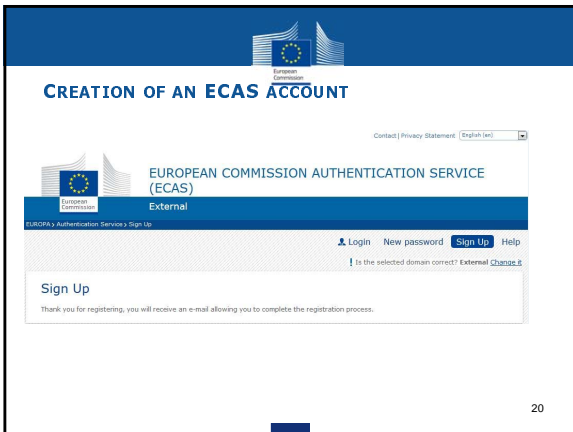
Username or e-mail address

Password

Remember my username
 Warn me each time an application asks for my identity
 Save my ECAS account details after logging me in

18







CREATION OF AN ECAS ACCOUNT

EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

Log In New password Sign Up Help

! Is the selected domain correct? External (2023082)

New password

Please choose your new password.

Username

New password

Confirm new password

*** Required fields**

Passwords entered include your username and must contain at least 12 characters chosen from at least three of the following four character groups (with space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !@#\$%^&*~.,/;:;<=>'|'~`-+=~

Examples: 'P_5!2q@r |@-m|0p|n |m|1|3@+~

Generate other random passwords!

22
