



# THE ONLINE DISPUTE RESOLUTION PLATFORM

## Testing days

### Introduction

1 Brussels, 25 & 27 November 2014

---

---

---

---

---

---

---

---



### THE ODR PLATFORM

- **Two legal texts**
  - Directive 2013/11/EU on consumer ADR
  - Regulation (EU) No 524/2013 on consumer ODR (in short: the ODR Regulation)
- **Who is involved?**
  - DG SANCO (DG JUST)
  - ODR Expert Group (since 2012)
  - ODR Committee (since 2014)
  - You!
- **Goal**
  - Develop a single point of entry for consumers and traders seeking to resolve through an online out-of-court procedure disputes concerning goods/services bought online

2

---

---

---

---

---

---

---

---



### WHAT HAS BEEN DONE?

- **ODR Expert Group**
  - Experts appointed by Member States
  - Learn from experience of national ADR platforms
  - Assistance and discussion on development of the ODR platform (workflow, screens, procedure, interoperability, ...)
- **ODR Committee**
  - Discussion on draft act implementing some Articles of the ODR Regulation
- **Development and testing** of the initial ODR platform
  - Two dry runs (November 2013 and June 2014)
  - Ongoing Development of the ODR platform

3

---

---

---


---

---

---

---

---

  
European Commission

### PLANNING AND MILESTONES

- **Two testing days** = 25 and 27 November 2014
- **Report on result of testing** to Parliament & Council during Q1 2015
- **Further development & improvements** of the ODR platform in 2015
- **Interoperability** with national ADR platforms in 2015
- **ODR platform** in production on **9 January 2016** 

4

---

---

---

---

---

---

---

---

  
European Commission

### WHO PARTICIPATES TODAY ?

- **Four groups playing each a different role**
  - **Consumers** representatives (1 group of 15 persons)
  - **Traders** representatives (1 group of 15 persons)
  - **ADR entities** (1 group of 15 persons)
  - **ODR contact points** (1 group of 15 persons – Member States representatives)
- So, 60 persons will test the ODR platform today (i.e. **in total 120 persons** over the 2 days)



5

---

---

---

---

---

---

---

---

  
European Commission

### HOW DO YOU PARTICIPATE ?

- **Participants** will play 'their role' and discover the ODR platform via **hands-on exercises /scenarios**
- Based on **feedback** collected => **improve** further the ODR platform



6

---

---

---

---

---

---

---

---



**TIMETABLE OF THE DAY**

■ **Testing from 10am – 16.30pm**

■ **Coffee and tea** in the room at all times



■ **Lunch at 13pm** in SANCO building (Breydel entrance)

■ **Afternoon** session will start at 14.15pm

---

---

---

---

---

---

---

---