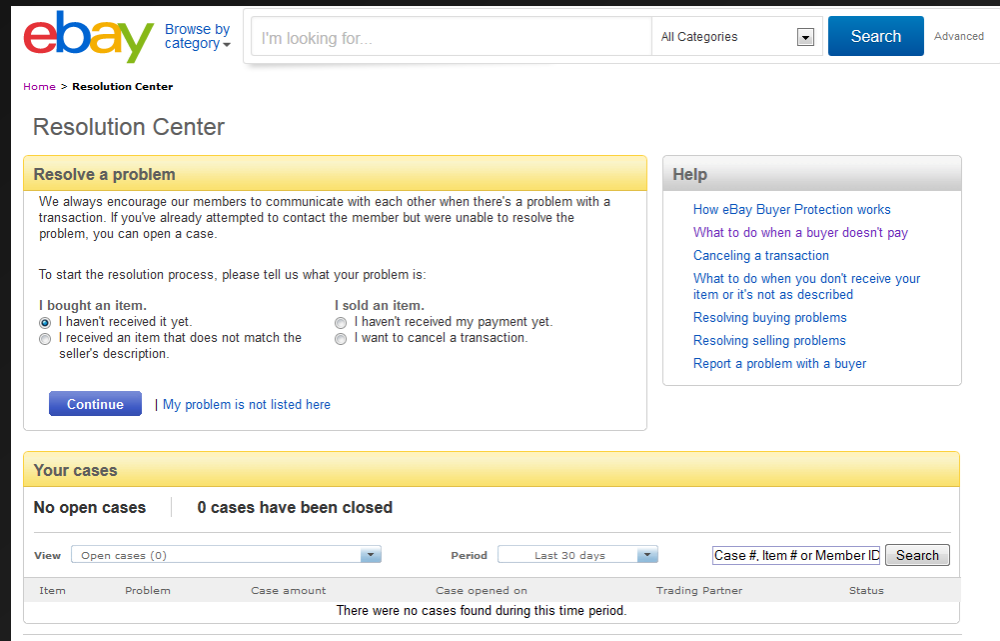




**ODR.COM**

# Resolution Center

Colin Rule, CEO  
March 29, 2022



The screenshot shows the eBay Resolution Center interface. At the top, there is the eBay logo and a search bar with the text "I'm looking for...". Below the search bar, there are links for "Home" and "Resolution Center". The main heading is "Resolution Center".

**Resolve a problem**

We always encourage our members to communicate with each other when there's a problem with a transaction. If you've already attempted to contact the member but were unable to resolve the problem, you can open a case.

To start the resolution process, please tell us what your problem is:

**I bought an item.**

- I haven't received it yet.
- I received an item that does not match the seller's description.

**I sold an item.**

- I haven't received my payment yet.
- I want to cancel a transaction.

[Continue](#) | [My problem is not listed here](#)

**Your cases**

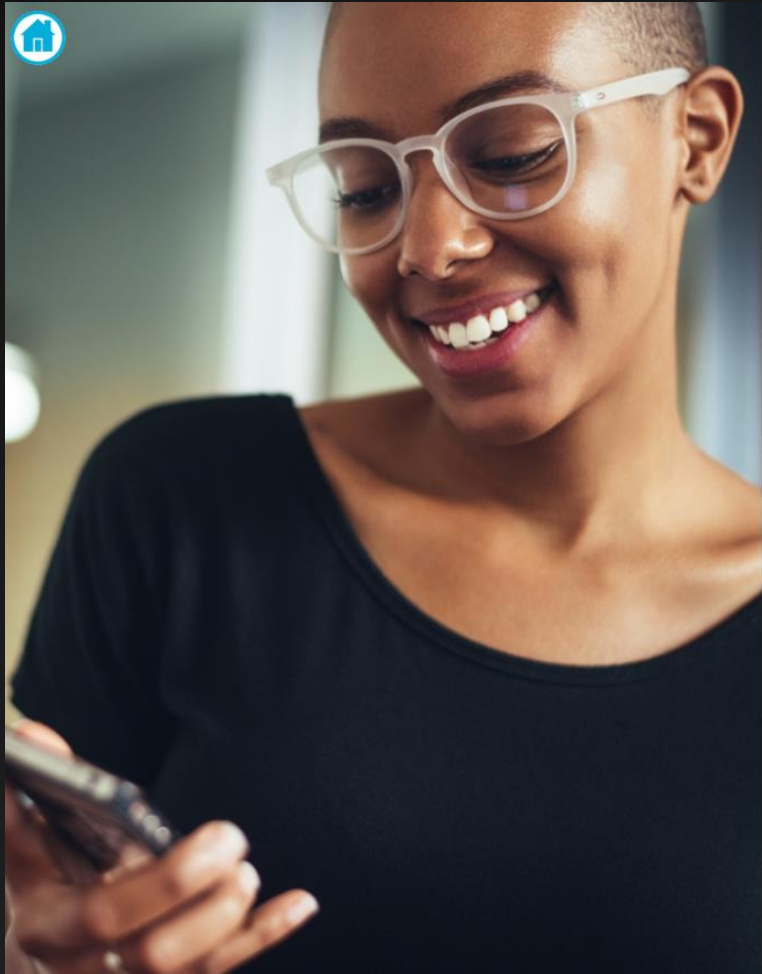
**No open cases** | **0 cases have been closed**

View:  Period:

Item	Problem	Case amount	Case opened on	Trading Partner	Status
There were no cases found during this time period.					

We built the Resolution Center for  
eBay/PayPal

It has resolved more than a billion cases,  
90% without human customer support



### Dispute Type

What type of issue are you experiencing:

- Tom owes me money and I want it paid. ?
- Tom agreed to deliver a service to me, but I'm not satisfied with what was done. ?
- Tom injured me, or took my property, and I want to be compensated. ?
- I have a different type of issue that's not listed here.

[Proceed](#)

The Solution Explorer module helps parties to diagnose their situation and envision acceptable resolution options – as well as getting their cases filed

CaseLOAD MANAGER Home Mail Manage Users Multimediate Settings D

Display : All Staff & Rooms

### My Cases

Filter Select Fields Export Mail Add Case

Case ID	Case Na...	Date Init...	Date Clo...	Status	Needs A...	Open/Cl...	Attentio...	Types	Case Ma...	Party 1	Party 2	Addition...
184	CREK's Test case -	08/18/2021	08/18/2021	In Process	-	Case Open	true	Compensatio and	Devdm Administrator	suzy@mailina suzy S	-	-
183	Morphogene: Disconnect	08/16/2021	-	In Process	-	Case Open	false	-	Devdm Administrator	suzy@mailina suzy S test_attorney Test	-	-
182	CREK's - 12 Aug	08/12/2021	08/13/2021	In Process	-	Case Open	true	Evaluative Relationships:	Devdm Administrator	-	-	-

Items per page 10

First Previous 1 2 3 4 5 Next Last

The Caseload Manager module tracks every case, calendar event, and completed activity to ensure cases stay on track and reports are accurate

CASELOAD MANAGER Home Mail Manage Users Multimediale Settings D

CASE ID : 184

Case Detail Documents Users Calendar Activity

Export case

Case Payment Details Page Colin's page Case Details Page

Now!

Case Status \*  
 Case Open  
 Case Closed

Dispute Name \*  
CREK's Test case - 18th Aug

Number of Participants  
2

Date Initiated  
08 / 18 / 2021

Date Closed  
08 / 18 / 2021

Referred By  
Human Resources

Legacy Case #  
AB143B

Other

Notes  
Test

The Caseload Manager module tracks every case, calendar event, and completed activity to ensure cases stay on track and reports are accurate

CASELOAD MANAGER Home Mail Manage Users Multimediae Settings D

### General Mail

#### Available Email Templates

- 1 Read Me
- 1 Visit the Ombuds Office
- Final Agreement
- Mediation Progress - Initial Agreements
- Meeting Arrangements
- Sending Staff Log-in Information
- Thank you for contacting us about mediation
- Welcome to Caseload Manager: Configuration 2 of 3
- Welcome to Caseload Manager: Introduction 1 of 3
- Welcome to Caseload Manager: Optimization 3 of 3
- Email template created by Sundar - General Template
- Test General Template
- General Template
- Test Template general

#### Send Mail

Filter: Selected roles only (No case filter)

To:

<input type="checkbox"/> CaseManager	<input type="checkbox"/> Complainant	<input type="checkbox"/> Respondent	<input type="checkbox"/> Mediator
<input type="checkbox"/> Arbitrator	<input type="checkbox"/> Complainant Representative	<input type="checkbox"/> Respondent Representative	<input type="checkbox"/> Participant
<input type="checkbox"/> Attorney	<input type="checkbox"/> TestRole	<input type="checkbox"/> Representative	<input type="checkbox"/> KingofEverything
<input type="checkbox"/> teststafftype	<input type="checkbox"/> anotherone	<input type="checkbox"/> zz	<input type="checkbox"/> zzzx
<input type="checkbox"/> aaa			

From: Devclm Administrator <democlm@mailinator.com>

Cc (comma separated values eg: suzy@mailinator.com, larry@mailinator.com):

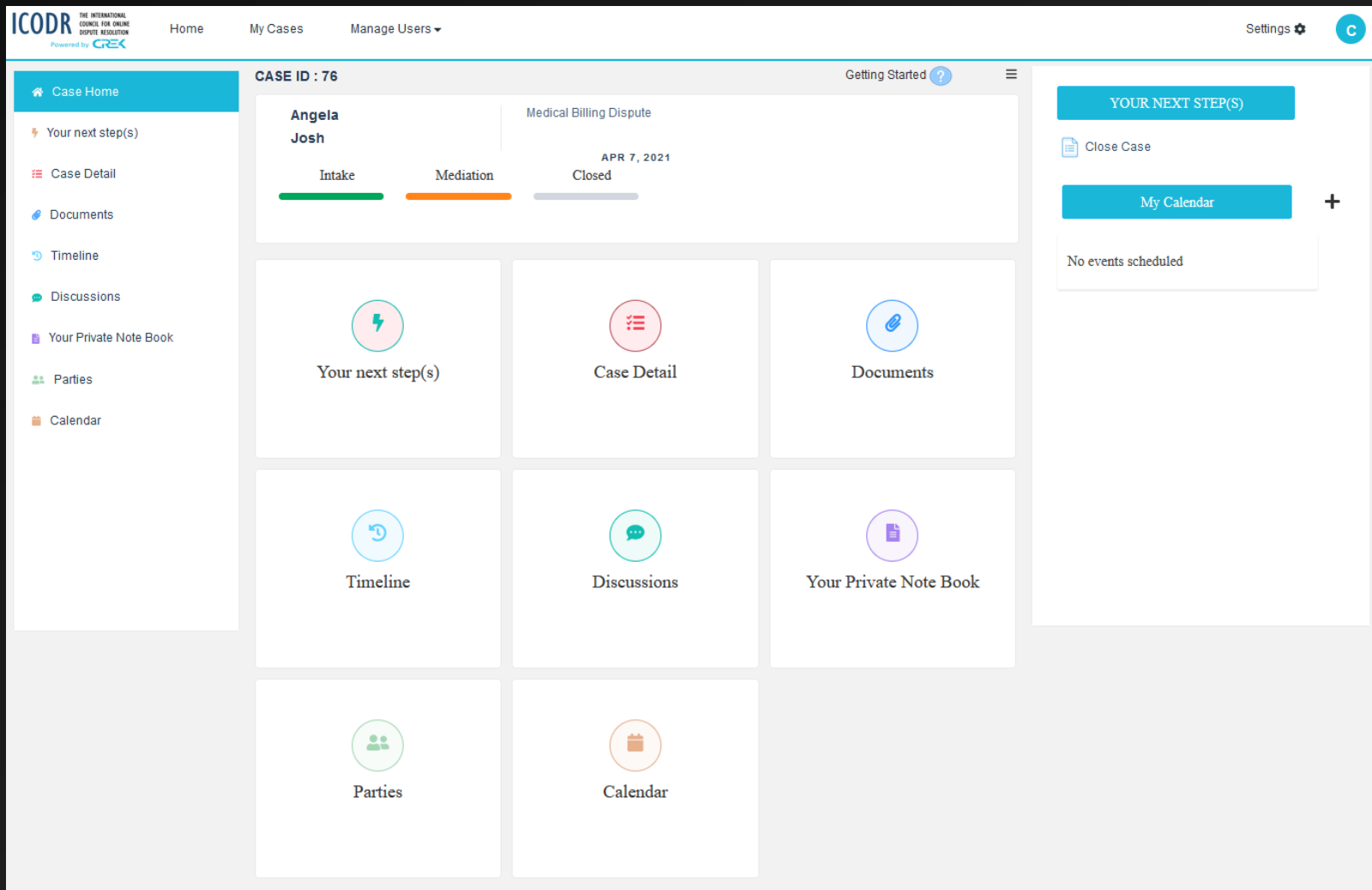
Bcc (comma separated values eg: suzy@mailinator.com, larry@mailinator.com):

Subject:

Body:

**B I U Normal**

The Caseload Manager module tracks every case, calendar event, and completed activity to ensure cases stay on track and reports are accurate



The Meeting Room module enables disputants and neutrals to interact in an online collaborative workspace designed specifically for their case type

ICODR THE INTERNATIONAL COUNCIL FOR ONLINE DISPUTE RESOLUTION Powered by CREK

Home My Cases Manage Users Settings C

CASE ID : 76

**Joint Discussion - Colin Rule, Colin Rule, Arthur Lee, Morton Barnett**

**YOUR NEXT STEP(S)**

Close Case

My Calendar +

No events scheduled

**Case Home**

**JOINT DISCUSSION**

- Colin Rule
- Colin Rule
- Arthur Lee
- Morton Barnett

**PRIVATE DISCUSSION**

- Colin Rule
- Morton Barnett
- Colin Rule

**PRIVATE DISCUSSION 1**

- Colin Rule
- Arthur Lee
- Colin Rule

**This discussion is temporarily paused.**

[Click here to resume](#)

**A Arthur**  
here's another message 05-May-21 9:23:33 AM

**C Colin**  
this is a new message 07-May-21 2:34:28 PM

**A Arthur**  
hello this is my message 25-Jun-21 6:31:37 PM

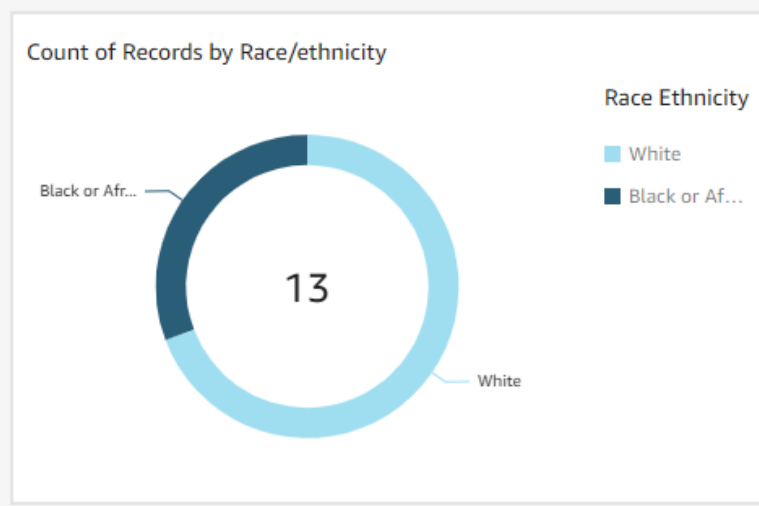
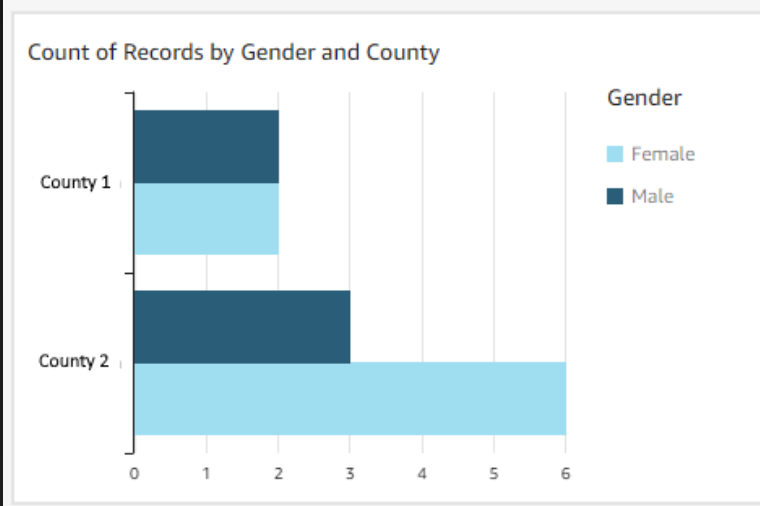
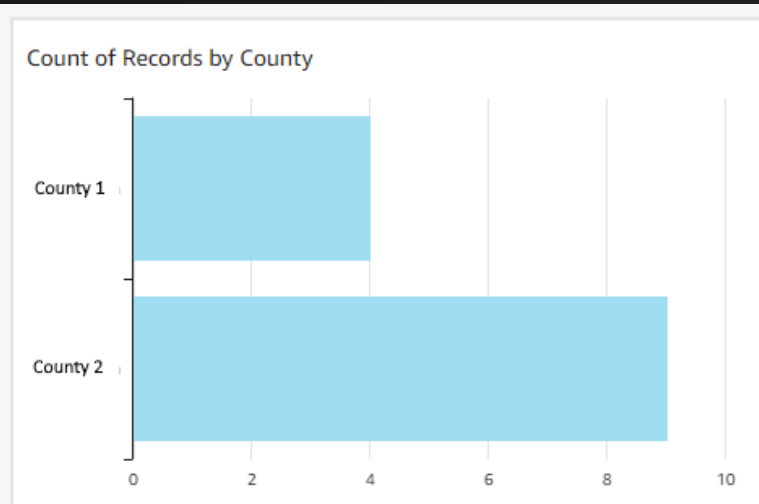
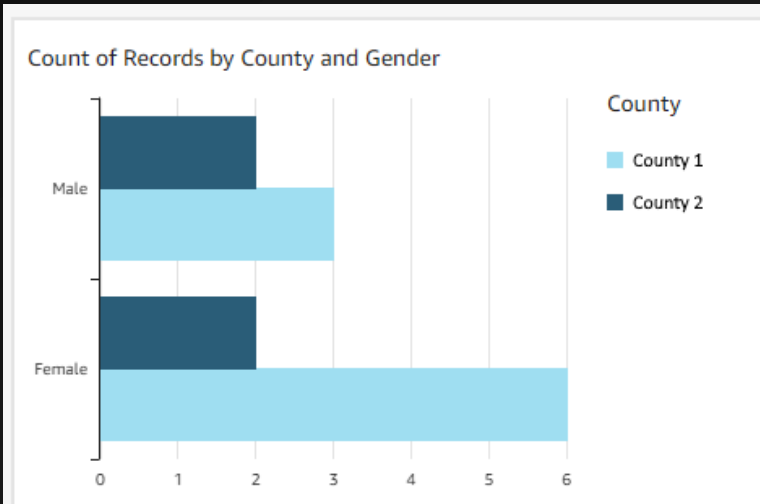
**A Arthur**  
hello this is a new message 25-Aug-21 1:13:29 PM

**C Colin**  
hey how is the case going? 26-Aug-21 9:20:44 AM

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The Meeting Room module enables disputants and neutrals to interact in an online collaborative workspace designed specifically for their case type





The reporting engine offers real time visibility into data on customizable dashboards that can be shared internally or externally

# Thank You!

Colin Rule  
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