

Resolve My Consumer Dispute:

Manual for Business
Users



Table of Contents

Introduction - Welcome to the “Resolve My Consumer Dispute” Guide.....	2
Overview of the FCAA Online Dispute Resolution Process.....	2
Login/Logout	3
1. LOGIN TO YOUR SASKATCHEWAN ACCOUNT.....	3
1.1 Register as an Organization and create a Saskatchewan Account.....	3
1.2 Login	3
1.3 Link and Use the Resolve My Consumer Dispute service.....	5
2. LOGOUT FROM YOUR ACCOUNT	7
Become Familiar with the Portal: Management of Cases	8
1. MY CASE(S).....	8
1.1. Case List.....	8
1.2. Case List Filters.....	10
1.3. Accessing a Case	13
1.4. User Profile and Notification Preference	14
1.5. Update Notification Preference.....	15
2. OVERVIEW OF A CASE.....	16
2.1. Landing Page	16
2.2. Contact Support	17
3. PARTIES.....	18
3.1. Complete Representative Information	18
4.PROBLEM DESCRIPTION	20
5. DOCUMENTS.....	21
5.1. Upload a Document to the Case.....	21
5.2. Download a Document from the Case	25
5.3. Deleting a Document Uploaded to the Case.....	27

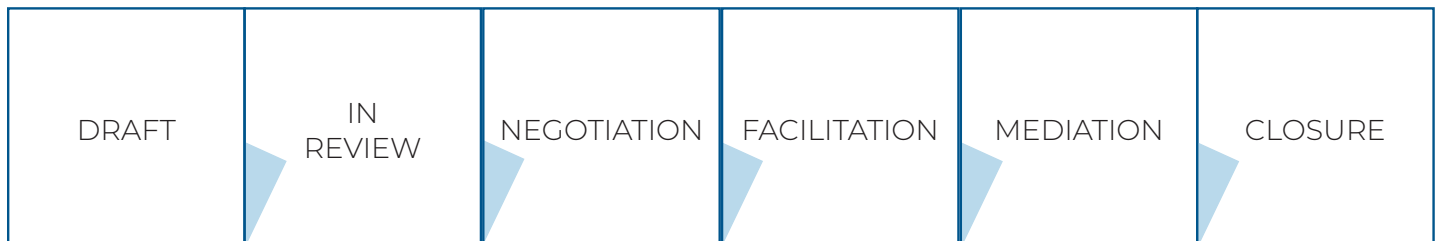
6. TABLE OF PROPOSALS	29
6.1. Table of Proposals in Negotiation and Facilitation.....	29
6.2 Table of Proposals in Mediation.....	39
6.3 History of Proposals.....	46
7. MESSAGE CENTER	50
7.1. Start a Chat	50
7.2. Reply to a Message	52
8. ACTIONS.....	55
8.1 . Refuse to Negotiate	55
8.2 . Report Abuse.....	57
8.3 . Request Facilitation	58
8.4 Accept Mediation Terms of Use.....	60

Introduction - Welcome to the “Resolve My Consumer Dispute” Guide

This guide helps use and navigate the online dispute resolution system. For further information please contact the Financial and Consumers Affairs Authority of Saskatchewan directly.

Overview of the FCAA Online Dispute Resolution Process

As a case for a dispute proceeds through online dispute resolution process, its status will change.



Draft: The consumer started the case using the “Resolve My Consumer Dispute” system. At this stage, the case has not been submitted for the FCAA to review.

In Review By CPD Administrator: The consumer has submitted the case in the “Resolve My Consumer Dispute” system and it is assigned to the FCAA Consumer Protection Division for review.

Negotiation: The consumer and business are linked and can negotiate in the system. Both parties can attempt to reach a resolution on their own using the built-in chat and proposal functions.

Facilitation requested: This status appears if the consumer or business has requested that a facilitator join the case.

Facilitation: This status only appears if a facilitator from the FCAA has been assigned to the case to assist the parties in resolving their dispute.

Mediation Pending: This status only appears if the case has been approved for mediation but is waiting for both parties to accept the Mediation Terms of Use and Guidelines. Once both parties review and accept the Mediation terms of use and guidelines, the case can proceed to mediation.

Mediation – Waiting for Mediator to be Assigned: This status only appears if the case is proceeding to mediation. Both parties have accepted the Mediation terms of use and guidelines and the case has been forwarded to the Dispute Resolution Office so that a mediator can be assigned.

Mediation: This status only appears if the case has proceeded to mediation. A mediator from the Dispute Resolution Office has been assigned to the case and will lead the parties.

Closed: The case is closed. The parties can review the details of the case and download a summary for their records.

Login/Logout

1. LOGIN TO YOUR SASKATCHEWAN ACCOUNT

To access “Resolve My Consumer Dispute,” use the following connection link:
[resolvemyconsumerdispute.saskatchewan.ca](https://resolve.myconsumerdispute.saskatchewan.ca)

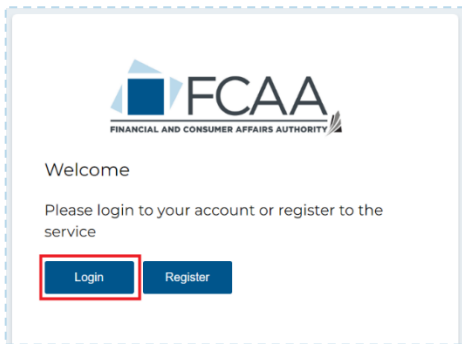
You will be routed to the Saskatchewan Account login page. If you do not have a Saskatchewan Account, you must create one before proceeding to login.

1.1 Register as an Organization and create a Saskatchewan Account

Follow the instructions at <https://services.saskatchewan.ca/#/login> to create an Individual Saskatchewan Account.

1.2 Login

Select “Login.”



You will land on the Saskatchewan Account login. Enter your email/username and your password. Select “Sign In.”

Saskatchewan Account Login

Email or Username

Password

 [Show](#)


[Forgot Password?](#)

Sign In

Or

[Create Account](#)

A Saskatchewan Account provides simple and secure access to government online services.



Simple
Use one login and password to log in to participating services.

Quick
Use participating government online services when it suits you.

Secure
Saskatchewan Account uses secure technology to enable authorized access to information. Read our [Privacy Policy](#).

Select the “Organization” Profile.

Saskatchewan Account - Select Profile

Select the profile you wish to use or connect a business or an organization to your account.

 **Connect an Organization**

Profiles



Individual

Your name



Organization

Business name

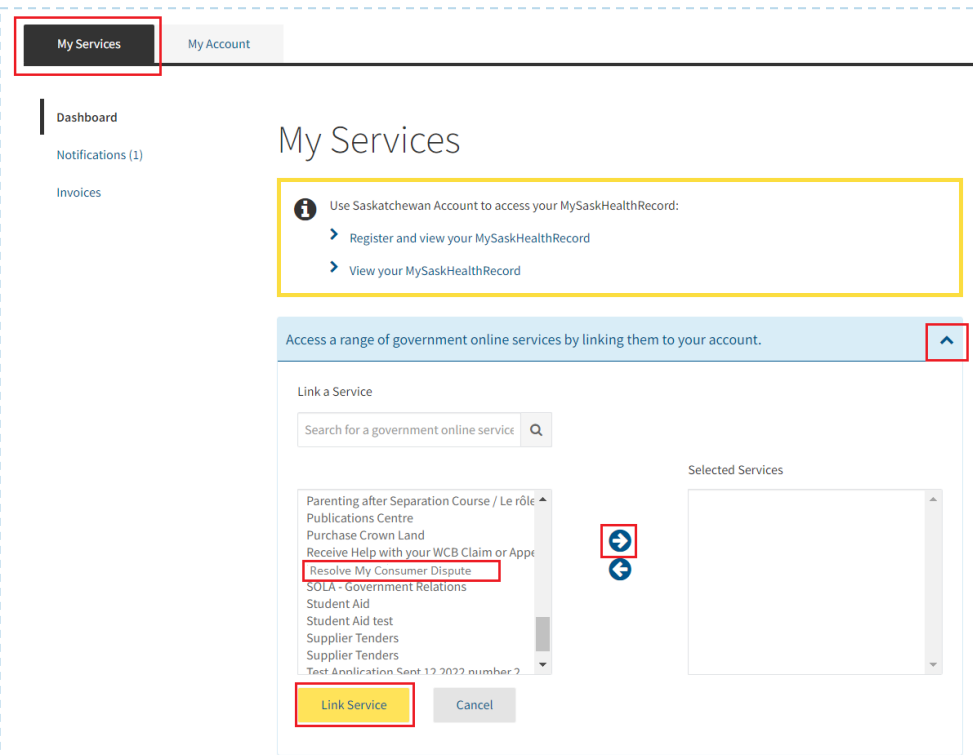
Delegate

Need help? Find answers at Saskatchewan Account Help.

Saskatchewan
Account 

1.3 Link and Use the Resolve My Consumer Dispute service

On the My Services tab, select “Resolve My Consumer Dispute” from the list, then select “Link Service”.



My Services

My Account

Dashboard

Notifications (1)

Invoices

Use Saskatchewan Account to access your MySaskHealthRecord:

- Register and view your MySaskHealthRecord
- View your MySaskHealthRecord

Access a range of government online services by linking them to your account.

Link a Service

Search for a government online service

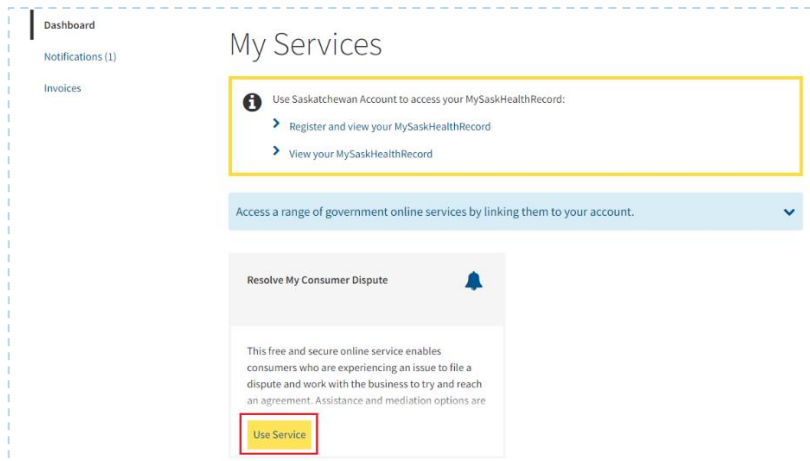
Parenting after Separation Course / Le rôle
Publications Centre
Purchase Crown Land
Receive Help with your WCB Claim or Appeal
Resolve My Consumer Dispute
SOLA - Government Relations
Student Aid
Student Aid test
Supplier Tenders
Supplier Tenders
Test Application Sent 12/2022 number 2

Selected Services

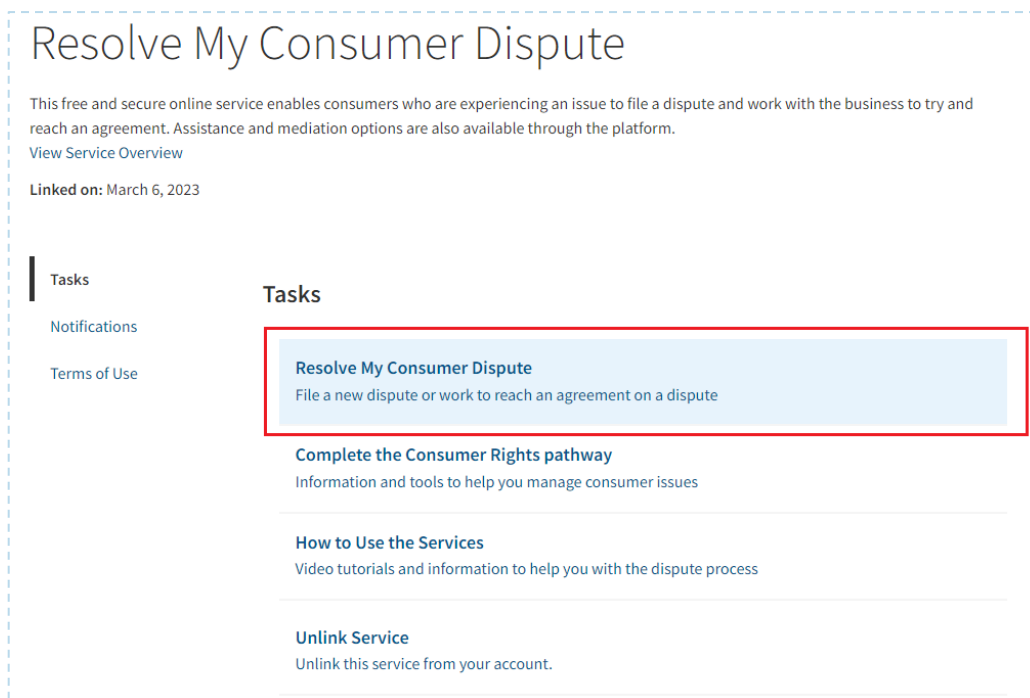
Link Service

Cancel


A card for “Resolve My Consumer Dispute” will appear below. Select “Use Service” under the “Resolve My Consumer Dispute” card.



A list of tasks will appear. Select “Resolve My Consumer Dispute”.



The “My Case(s)” page will appear where you can see all cases for which your business need to assign a business representative and cases you are assigned to.



Business
BUSINESS NAME
My Case(s) My Profile Logout


My Case(s)

Display filters

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-4458-3902	Consumer and Business Name	Negotiation	Mar 14th, 2023

2. LOGOUT FROM YOUR ACCOUNT

To logout from your account, select “Logout” at the top right of your screen.



My Case(s) My Profile Logout

New Case

Open A New Case

Please click on the button to open a new case.

My Case(s)

Case Number	Case Name	Case Status	Date Submitted
No data.			

You will be redirected to the Saskatchewan Account page.

Saskatchewan Account Login

Email or Username
ilona.bosidriev@groupecyberjustice.com

Password
[Redacted] [Show](#)

[Forgot Password?](#)

[Sign In](#)

Or

[Create Account](#)

A Saskatchewan Account provides simple and secure access to government online services.

[About Saskatchewan Account](#)

[Sign Out](#) [My Account](#) [Partners](#)

[Register our](#) [YouTube](#)

Simple
Use one login and password to log in to participating services.

Quick
Use participating government online services when it suits you.

Secure
Saskatchewan Account uses secure technology to enable authorized access to information. Read our [Privacy Policy](#).

Need help? Find answers at [Saskatchewan Account Help](#).

Saskatchewan Account

Become Familiar with the Portal: Management of Cases

1. MY CASE(S)

After logging in, you will automatically land on the “My Case(s)” page.

1.1. Case List

The Case List allow you to have an overview of the cases for which your business is a party:

- The Case Number - each case has a unique number. The numbers are not sequential.
- The Case Name – The consumer’s name and the business name.
- The status of the case.
- The date the case was submitted.

My Case(s)

[Display filters](#)

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-9529-6188	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Feb 1st, 2023
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for consumer to accept mediation terms of use and guidelines	Feb 1st, 2023
FCAA-2023-8821-3763	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 24th, 2023
FCAA-2023-3838-3484	Sun Soleil and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines	Jan 17th, 2023
FCAA-2023-0787-7750	Sun Soleil and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 17th, 2023

If you navigate to another page, the “My Case(s)” page is accessible at the top of the page.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Eggz Benedict Company

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Negotiation** Refuse to negotiate

Parties Problem Description Documents Table of Proposals Message Center Actions

Consumer

Party name : Wendy Doe

Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

1.2. Case List Filters

You can apply filters to the case list. The available filters are:

- Case Number: find a case by the case number
- Case Name: find a case by searching the case name
- Case Status: filter cases by case status
- Date Submitted: filter files by submitted date
- A default filter to hide closed cases

Except for the “Hide Closed Cases” filter, filters are not permanent; a filter must be re-applied each time you logout/login again. However, if you do not logout, the filters remain. Select “Reset Filters” to remove applied filters.

To apply filters, select “Display filters.”

My Case(s)

Display filters

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-9529-6188	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Feb 1st, 2023
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for consumer to accept mediation terms of use and guidelines	Feb 1st, 2023
FCAA-2023-8821-3763	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 24th, 2023
FCAA-2023-3171-8083	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Closed	Jan 17th, 2023

My Case(s)

Hide filters

Case Number

Case Name

Case Status

☐ Negotiation

☐ Facilitation Requested

☒ **Facilitation**

☐ Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines

☐ Mediation Pending - Waiting for consumer to accept mediation terms of use and guidelines

Complete the information for the fields you wish to filter by and select “Apply filters.”

Hide Closed Cases ☐

Date submitted from

yyyy / mm / dd

Date submitted to

yyyy / mm / dd

Apply filters

Reset filters

Apply filters		Reset filters	
Case Number	Case Name	Case Status	Date Submitted
FCAA-2022-5342-5257	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Nov 1st, 2022
FCAA-2022-0516-5587	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Nov 1st, 2022
FCAA-2022-2973-6404	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Oct 31st, 2022
FCAA-2022-9381-1412	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Oct 28th, 2022

Select “Reset filters” to remove the filters that have been applied.

Apply filters		Reset filters	
Case Number	Case Name	Case Status	Date Submitted
FCAA-2022-5342-5257	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Nov 1st, 2022
FCAA-2022-0516-5587	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Nov 1st, 2022
FCAA-2022-2973-6404	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Oct 31st, 2022
FCAA-2022-9381-1412	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Oct 28th, 2022


Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-9529-6188	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Feb 1st, 2023
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for consumer to accept mediation terms of use and guidelines	Feb 1st, 2023
FCAA-2023-8821-3763	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 24th, 2023
FCAA-2023-3838-3484	Sun Soleil and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines	Jan 17th, 2023
FCAA-2023-0787-7750	Sun Soleil and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 17th, 2023

1-5 of 22

Next

1.3. Accessing a Case

To access a case, you must select the row for the specific case.



FCAA

FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Eggz Benedict

Company

My Case(s)

My Profile

Logout

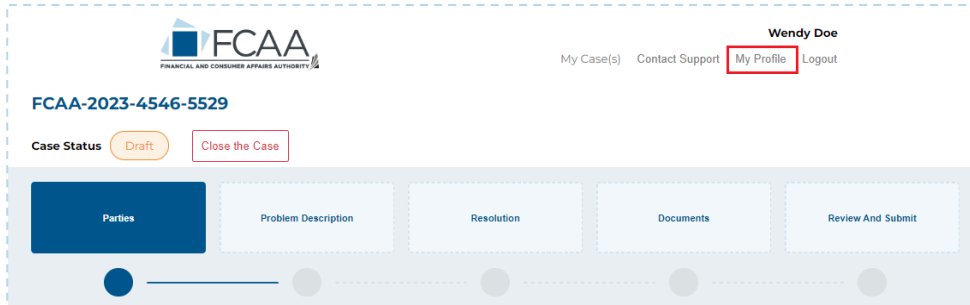
My Case(s)

Display filters

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-9529-6188	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Feb 1st, 2023
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Mediation Pending - Waiting for consumer to accept mediation terms of use and guidelines	Feb 1st, 2023
FCAA-2023-8821-3763	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Negotiation	Jan 24th, 2023

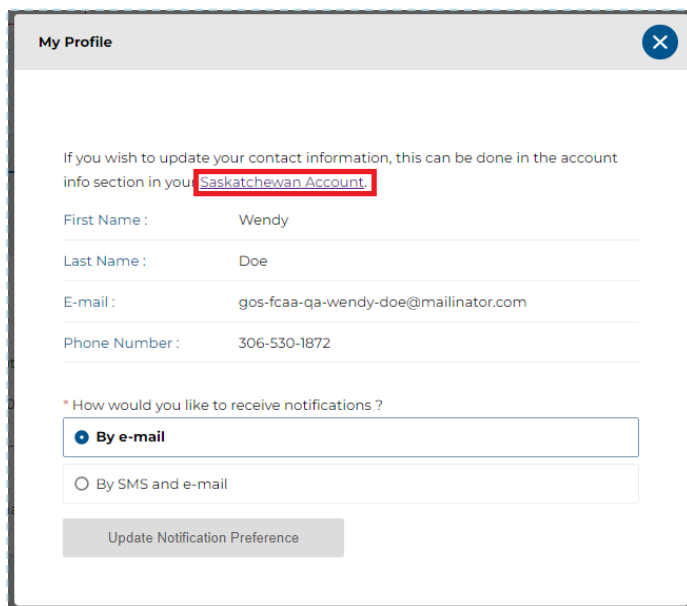
1.4. User Profile and Notification Preference

Select “My Profile” at the top of the page to access your user profile. This information in your profile (name, email address, phone number) is from your Saskatchewan Account.



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top right, the user's name "Wendy Doe" is displayed. Below it, there are links for "My Case(s)", "Contact Support", "My Profile" (which is highlighted with a red box), and "Logout". On the left, the case number "FCAA-2023-4546-5529" is shown. Below the case number, there is a "Case Status" section with a "Draft" button and a "Close the Case" button. At the bottom, there is a navigation bar with five tabs: "Parties", "Problem Description", "Resolution", "Documents", and "Review And Submit". The "Parties" tab is currently selected.

If you want to update the information in “My Profile” you must update it in your Individual Saskatchewan Account. Select the “Saskatchewan Account” link to update your information.



The screenshot shows the "My Profile" form. At the top, there is a close button (X). Below the header, there is a message: "If you wish to update your contact information, this can be done in the account info section in your Saskatchewan Account". The form contains the following fields:

- First Name : Wendy
- Last Name : Doe
- E-mail : gos-fcaa-qa-wendy-doe@mailinator.com
- Phone Number : 306-530-1872

Below these fields, there is a section for notification preferences:

* How would you like to receive notifications ?

- ☒ By e-mail
- ☐ By SMS and e-mail

At the bottom, there is a button labeled "Update Notification Preference".

1.5. Update Notification Preference

To update your notification preference, select the preferred option and select “Update Notification Preference”. Please note that if you have not added your phone number to your Saskatchewan Account, the SMS option will not appear.

My Profile

If you wish to update your contact information, this can be done in the account info section in your [Saskatchewan Account](#).

First Name :

Wendy

Last Name :

Doe

E-mail :

gos-fcaa-qa-wendy-doe@mailinator.com

Phone Number :

306-530-1872

* How would you like to receive notifications ?

☒ By e-mail


☐ By SMS and e-mail

Update Notification Preference

2. OVERVIEW OF A CASE

2.1. Landing Page

When you access a case, you will land on the “Parties” tab. This tab displays the case parties information: the consumer, the business and its representative, the facilitator (if applicable) and the mediator (if applicable).



Wendy Doe

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Consumer

Party name : Wendy Doe

Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

Business

Party name : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.

Address : BOX 96, CARNDUFF, S0C 0S0, SASKATCHEWAN

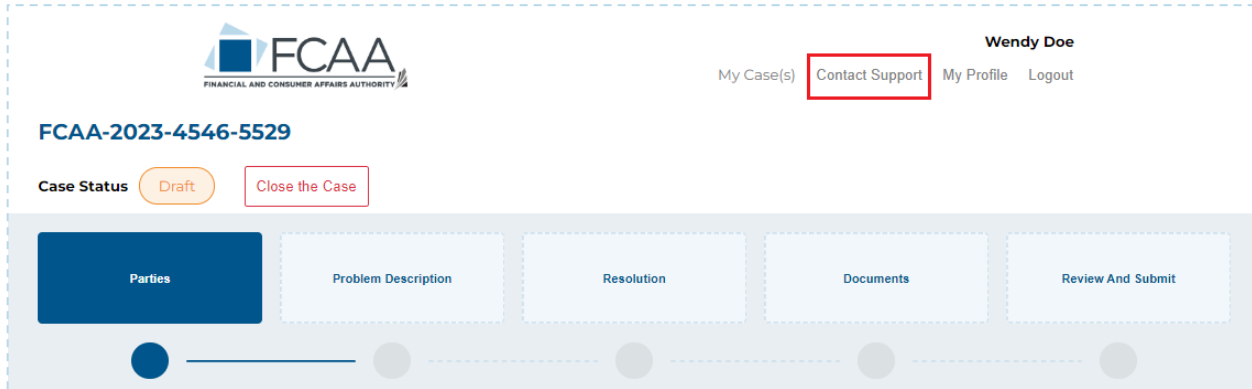
Representative

Name : Eggz Benedict

E-mail : gos-fcaa-qa-ebmpdemoaug15@mailinator.com

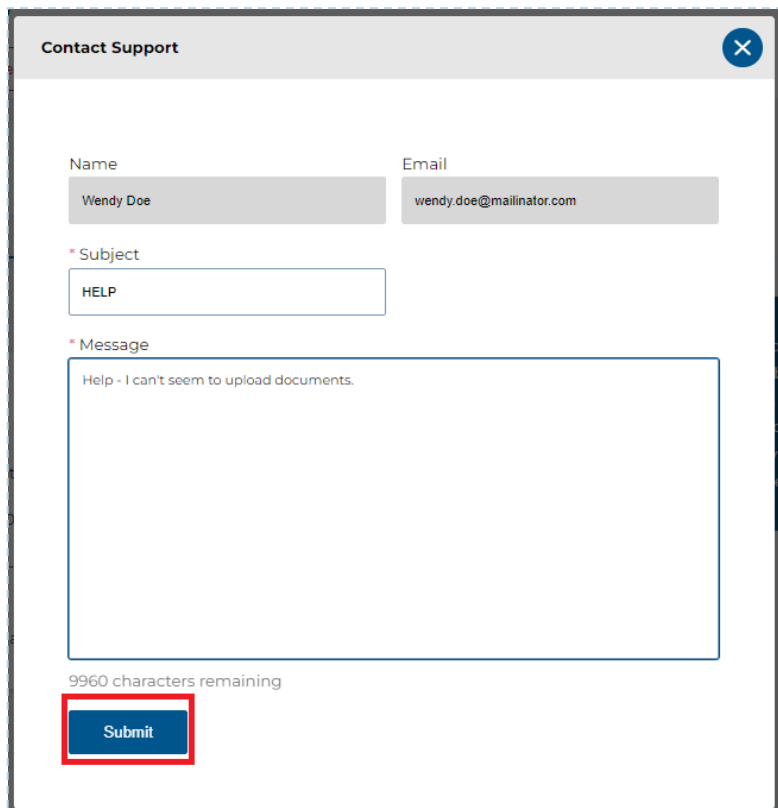
2.2. Contact Support

When you are in a case and you have technical difficulties, you have the option to "Contact Support" in the top right of the page. This feature enables you to send a message to the FCAA requesting help.



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. To the right of the logo, the user's name "Wendy Doe" is displayed. Below the name, there are four links: "My Case(s)", "Contact Support" (highlighted with a red box), "My Profile", and "Logout". Below the navigation bar, the case number "FCAA-2023-4546-5529" is shown. Underneath the case number, there are two buttons: "Draft" (orange) and "Close the Case" (red). Below these buttons is a horizontal bar with five tabs: "Parties" (dark blue), "Problem Description" (light blue), "Resolution" (light blue), "Documents" (light blue), and "Review And Submit" (light blue). Below the tabs is a progress indicator with five circles, where the first circle is filled with dark blue.

Complete the form to request support and select "Submit."




The screenshot shows the "Contact Support" form. At the top left of the form is the title "Contact Support" and a close button (X). The form contains the following fields: "Name" (filled with "Wendy Doe"), "Email" (filled with "wendy.doe@mailinator.com"), "* Subject" (filled with "HELP"), and "* Message" (filled with "Help - I can't seem to upload documents."). Below the message field, it says "9960 characters remaining". At the bottom of the form is a blue "Submit" button, which is highlighted with a red box.

3. PARTIES

3.1. Complete Representative Information

When the case is approved by the CPD administrator and proceeds to negotiation, a business representative must assign themselves to the case.

Under the “Parties” tab, scroll down the page and select “Complete Information”



Eggz Benedict Company

My Case(s)Contact SupportMy ProfileLogout


FCAA-2023-2257-5358

Case StatusNegotiation

Parties

Problem Description

Consumer



Party name :Wendy Doe


Address :1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number :306-530-1872

Mobile Phone Number :514-514-5114

E-mail :gos-fcaa-qa-wendy-doe@mailinator.com

Business



Party name :The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.

Address :BOX 96, CARNDUFF, S0C 0S0, SASKATCHEWAN

Representatives :The party representative has not yet joined the case.

Representative Information

Complete Information

Confirm your role and select “Submit.”

Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail :

+ Take charge of the case

Name

Eggz Benedict

* Role

☒ I am the official representative

Submit

Business

Party name

Address :

Representat

atre Co-

Once assigned as the business representative in the case, you will have access to the Documents, Table of Proposals, Message Center and Actions tabs.

Case Status

Negotiation

Refuse to negotiate

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Consumer

Party name : Wendy Doe

Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

4.PROBLEM DESCRIPTION

Under the “Problem Description” tab, you can access the problem description form that the consumer has submitted.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface for case FCAA-2023-9529-6188. The user, Eggz Benedict, is logged in as a Company. The interface includes a top navigation bar with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the header, the case status is shown as 'Negotiation' (active) and 'Refuse to negotiate' (inactive). A horizontal menu contains tabs for 'Parties', 'Problem Description' (selected), 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The 'Problem Description' section shows the category 'Vehicle dealer' and several input fields with pre-filled data: 'What is the good or service that caused your problem? (e.g. warranty issue, disclosure)' is 'Warranty Issue'; 'When did you buy the good/service?' is '4 Dec 2022'; 'How much did you pay? (\$)' is '5000.00'; 'What is the contract #/order #/invoice #' is '0001'; 'Have you already contacted the business about your dispute?' is 'No'; and 'What is the nature of the problem/type of dispute (please check at least one box)' is empty.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Eggz Benedict [Company](#)

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status [Negotiation](#) [Refuse to negotiate](#)

[Parties](#) [Problem Description](#) [Documents](#) [Table of Proposals](#) [Message Center](#) [Actions](#)

Problem Description

Category : Vehicle dealer

What is the good or service that caused your problem? (e.g. warranty issue, disclosure)
Warranty Issue

When did you buy the good/service?
4 Dec 2022

How much did you pay? (\$)
5000.00

What is the contract #/order #/invoice #?
0001

Have you already contacted the business about your dispute?
No

What is the nature of the problem/type of dispute (please check at least one box)

5. DOCUMENTS

Under the “Documents” tab, you can view the list of files or documents added to the case and add more files to the case.


The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top, the FCAA logo is on the left, and the user's name 'Eggz Benedict' with a 'Company' link is on the right. Below the logo, the case number 'FCAA-2023-9529-6188' is shown. The 'Case Status' section includes two buttons: 'Negotiation' (highlighted in blue) and 'Refuse to negotiate' (highlighted in red). A navigation bar contains six tabs: 'Parties', 'Problem Description', 'Documents' (highlighted in dark blue), 'Table of Proposals', 'Message Center', and 'Actions'. Below the tabs, there is a section titled 'Attach Document To Case' (highlighted in red) with an 'Add Document' button. Another section titled 'Documents of the case' (highlighted in red) contains a table with the following data:

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download

At the bottom right of the interface, there are 'Previous' and 'Next' navigation buttons.

5.1. Upload a Document to the Case

To upload a file or document to a case, select "Add Document."



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions


Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download

Select “Attach document” and select the file or document you want to upload from your computer or device.



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

[« Back](#)

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: jpg, pdf, doc, docx.

Maximum file size: 50 MB.

Submit

Cancel

It is mandatory to add a description of the file or document you want to upload.

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: jpg, pdf, doc, docx.

Maximum file size: 50 MB.

TEST 4 .pdf

* Description

Contract

Delete Download

Submit Cancel

The screenshot shows a web form titled "Attach Document To Case". At the top left is a "« Back" link. Below the title is a section for attaching documents, including instructions on limits and accepted file types. A document named "TEST 4 .pdf" is shown with a description field containing the word "Contract". This description field is highlighted with a red rectangle. Below the description are "Delete" and "Download" buttons. At the bottom of the form are "Submit" and "Cancel" buttons.

Select "Submit."

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: jpg, pdf, doc, docx.

Maximum file size: 50 MB.

TEST 4 .pdf

* Description


Contract

Delete Download

Submit Cancel

This screenshot is identical to the previous one, but the "Submit" button at the bottom left of the form is highlighted with a red rectangle.

Once uploaded, the document will appear in the “Documents of the case” section.



Eggz Benedict [Company](#)
[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Attach Document To Case


Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	<div>Download</div>
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	<div>Download</div> <div>Delete</div>

5.2. Download a Document from the Case

To download a document, select the “Documents” tab.



Eggz Benedict Company
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties

Problem Description


Documents

Table of Proposals

Message Center

Actions

Consumer



Party name :

Wendy Doe

Address :

1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number :

306-530-1872


Mobile Phone Number :

514-514-5114

E-mail :

gos-fcaa-qa-wendy-doe@mailinator.com

Under the “Actions” column and select “Download.”



Eggz Benedict Company

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download Delete


5.3. Deleting a Document Uploaded to the Case

To delete a document, select the “Documents” tab.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. To the right, the user is logged in as 'Eggz Benedict' with a 'Company' role. Navigation links include 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case number 'FCAA-2023-9529-6188' is prominently displayed. Below this, the 'Case Status' section shows two buttons: 'Negotiation' (active) and 'Refuse to negotiate'. A horizontal menu contains six tabs: 'Parties', 'Problem Description', 'Documents' (highlighted with a red box), 'Table of Proposals', 'Message Center', and 'Actions'. Under the 'Documents' tab, the 'Consumer' section is visible, containing a form with the following details:

Party name :	Wendy Doe
Address :	1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3
Main Phone Number :	306-530-1872
Mobile Phone Number :	514-514-5114
E-mail :	gos-fcaa-qa-wendy-doe@mailinator.com

Go to the “Actions” column and select “Delete” for the file or document you want to remove. You can only delete documents that you uploaded. Once the case status changes to facilitation, it will no longer be possible to delete a file or document.



Eggz Benedict Company
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download Delete

Confirm you want to delete the file or document.

Add Document

Document

Party

Wendy Doe (Consumer)

Invoice

jpg

Feb 1st, 2023 - 15:50

Confirm Document Deletion

×

Delete

6. TABLE OF PROPOSALS

The Table of Proposals is a function that allows you to negotiate with the consumer. If your case goes to mediation, it is the mediator who will make proposals.

6.1. Table of Proposals in Negotiation and Facilitation

6.1.1. Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) online dispute resolution interface. At the top, the FCAA logo is on the left, and the user's name 'Eggz Benedict' with a 'Company' link is on the right. Below the logo, the case number 'FCAA-2023-9529-6188' is shown. The 'Case Status' section has two buttons: 'Negotiation' (active) and 'Refuse to negotiate'. A horizontal menu contains six tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals' (highlighted with a red box), 'Message Center', and 'Actions'. Below the menu, the 'Consumer' section displays a profile card for 'Wendy Doe' with the following details:

Party name :	Wendy Doe
Address :	1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3
Main Phone Number :	306-530-1872
Mobile Phone Number :	514-514-5114
E-mail :	gos-fcaa-qa-wendy-doe@mailinator.com

You can accept the consumer’s proposal or make a counter proposal. To accept the proposal, scroll down the page and select “Accept Proposal.”

FCAA-2023-9529-6188

Case Status

Negotiation

Refuse to negotiate

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as company

🕒 **Date** : Feb 3rd, 2023 - 15:02

↔ **Status** : Waiting for your proposal.

Details

Proposal of Wendy Doe (Consumer)

🕒 **Date** : Feb 1st, 2023 - 15:19

↔ **Status** : Waiting for your response.

Details

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

Jun 13th, 2023

Please provide rationale to justify the resolution you are seeking.

Please provide rationale to justify the resolution you are seeking.

I want my card replaced

Decision

Please specify the reimbursement amount (\$)

Please provide rationale to justify the resolution you are seeking.

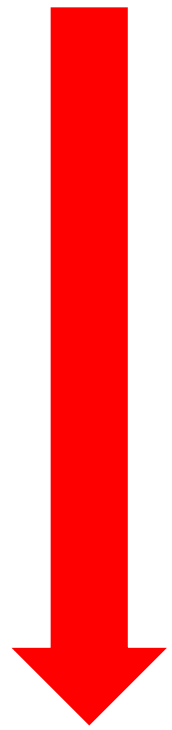
Decision



Accept Proposal



Make a Counter
Proposal



Review the proposal and the preview of the generated agreement document. To accept the proposal, check the box and select "Accept proposal."

FCAA-2023-3806-6264

Case Status

Facilitation

Close the Case

« Back to Table

Accept Proposal

Full reimbursement of the card.

What is the resolution you are seeking?

Total or partial reimbursement of the pre-paid card

Please specify the reimbursement amount (\$)

500.00

Please provide rationale to justify the resolution you are seeking.

Preview of the agreement

Please take time to review the following preview of the generated agreement document.

1 sur 3

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Friday, 03 February 2023

Between

Wendy Doe

(Herein after referred to as the Consumer):

* If the proposal is accepted, you will be bound by the terms and details in the proposal.

☐

By checking this box, I acknowledge that this is equivalent to an electronic signature and that I have read, verified and accepted all elements.

Accept proposal

Cancel

6.1.2. Make a Counter Proposal

To make a counter proposal, scroll down the page and select “Make a Counter Proposal.”

<div></div> <div>Please provide rationale to justify the resolution you are seeking.</div> <div>I want my card replaced</div> <div>Decision</div> <div></div>	<div>Please specify the reimbursement amount (\$)</div> <div>500</div> <div>Please provide rationale to justify the resolution you are seeking.</div> <div>We will reimburse the amount</div> <div>Decision</div> <div><div>✓ Accept Proposal</div><div><div>+</div><div>Make a Counter Proposal</div></div></div>
--	--

Fill out the proposal you want to submit to the consumer and select “Next.”

FCAA-2023-9529-6188

Case Status

Negotiation

Refuse to negotiate

« Back to Table

New Proposal

* What is the resolution you are seeking? [Help](#)

☐ Delivery of the good or provision of the service

☐ Repair or maintenance of the good

☒ Replacement or exchange of the good

☐ Total or partial reimbursement of the good or service

☐ Cancellation of the contract

☐ Other

* Please select a preferred date for the replacement or exchange

2023 / 02 / 15



* Please provide rationale to justify the resolution you are seeking.

I purchase a warranty package when I bought the vehicle. this falls under warranty so it should be covered.

9893 characters remaining

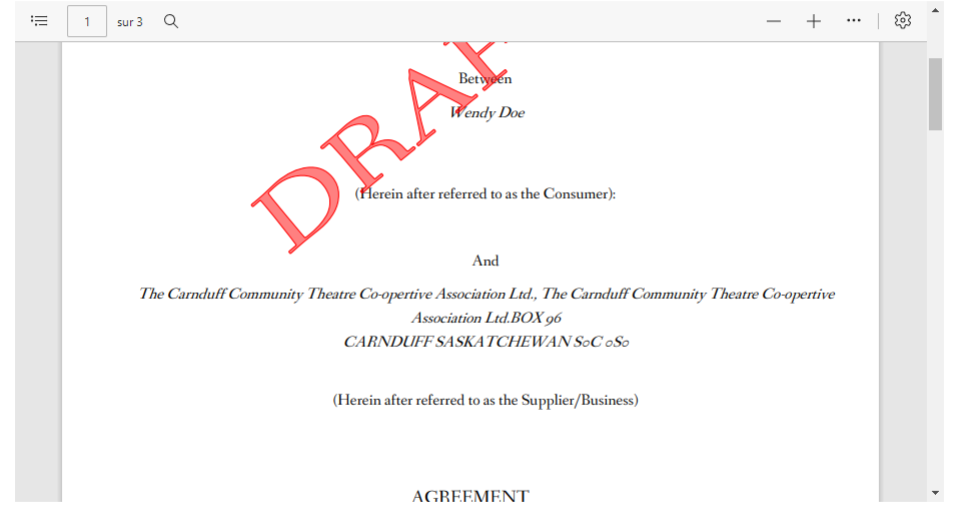
Generate agreement preview



You can review a draft of the agreement document if your proposal was to be accepted by the consumer. Once you reviewed the document, select “Submit.”

Preview of the agreement

Please take time to review the following preview of the generated agreement document if your proposal were to be approved by the other party. You can still edit your proposal. Please click on the submit button below the preview to finalize your proposal.



1 sur 3

Between
Wendy Doe
(Herein after referred to as the Consumer):

And
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.BOX 96
CARNDUFF SASKATCHEWAN S0C 0S0
(Herein after referred to as the Supplier/Business)

AGREEMENT

Submit

Your proposal will be visible below the “Your proposal as company” section.

Parties
Problem Description
Documents
Table of Proposals
Message Center
Actions

Negotiation

Your proposal as company

🕒 **Date** : Feb 3rd, 2023 - 15:13

↔ **Status** : Awaiting a response from Wendy Doe (Consumer)

Details

What is the resolution you are seeking?
Replacement or exchange of the good
Please select a preferred date for the replacement or exchange
Feb 15th, 2023
Please provide rationale to justify the resolution you are seeking.

Proposal of Wendy Doe (Consumer)

🕒 **Date** : Feb 1st, 2023 - 15:19

↔ **Status** : You rejected the proposal.

Details

What is the resolution you are seeking?
Repair or maintenance of the good
Please select a preferred date for the repair or maintenance
Jun 13th, 2023
Please provide rationale to justify the resolution you are seeking.

Please provide rationale to justify the resolution you are seeking.
i want the replaced

Please provide rationale to justify the resolution you are seeking.
We will reimburse the amount


Decision

+
Edit my Proposal


Decision

6.1.3. Edit a Proposal

If you are the last party to submit a proposal, you can edit it. To edit your proposal, scroll down the page and select “Edit my Proposal.”

Please provide rationale to justify the resolution you are seeking.	Please provide rationale to justify the resolution you are seeking.
i want the replaced	We will reimburse the amount
Decision	Decision
<div>  Edit my Proposal </div>	

Make changes to the proposal form and select “Generate agreement preview”



Eggz Benedict Company

[My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status Negotiation Request Facilitation

[« Back to Table](#)

New Proposal

* What is the resolution you are seeking? [Help](#)

☐ Delivery of the good or provision of the service

☐ Repair or maintenance of the good


☒ Replacement or exchange of the good

☐ Total or partial reimbursement of the good or service

☐ Cancellation of the contract

☐ Other

* Please select a preferred date for the replacement or exchange

2023 / 02 / 15 

* Please provide rationale to justify the resolution you are seeking.

I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it. **ADDING MORE INFORMATION HERE.**

9818 characters remaining

Generate agreement preview

You can review a draft of the agreement document if your proposal was to be accepted by the consumer. Once you reviewed the document, select “Submit”.

Preview of the agreement

Please take time to review the following preview of the generated agreement document if your proposal were to be approved by the other party. You can still edit your proposal. Please click on the submit button below the preview to finalize your proposal.

1

sur 3

RESOLVE MY CONSUMER DISPUTE

Case Number: PCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Friday, 03 February 2023

Between

Wendy Doe

(Herein after referred to as the Consumer):

DRAFT

Submit

Your proposal will be updated with the new information.

FCAA-2023-9529-6188

Case Status

Negotiation

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as company

Proposal of Wendy Doe (Consumer)

🕒 **Date** : Feb 3rd, 2023 - 15:27

↔ **Status** : Awaiting a response from Wendy Doe
(Consumer)

Details

What is the resolution you are seeking?

Replacement or exchange of the good

🕒 **Date** : Feb 1st, 2023 - 15:19

↔ **Status** : You rejected the proposal.

Details

What is the resolution you are seeking?

Repair or maintenance of the good

**Please select a preferred date for the repair or
maintenance**

Jun 13th, 2023

**Please select a preferred date for the repair or
maintenance**

Mar 14th, 2023

**Please provide rationale to justify the resolution
you are seeking.**

I purchased an extended warranty package when I
bought the vehicle. This repair falls under what the
warranty covers and I shouldn't have to pay for it.

ADDING MORE INFORMATION HERE.

Decision

Decision



Edit my Proposal




6.2 Table of Proposals in Mediation

6.2.1 Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) Case Management System interface. At the top, the FCAA logo is on the left, and the user's name 'Eggz Benedict' and role 'Company' are on the right. Below the user name are links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case number 'FCAA-2023-9529-6188' is prominently displayed. Under 'Case Status', the 'Mediation' tab is selected. A navigation bar contains five tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals' (highlighted with a red box), and 'Message Center'. The main content area is divided into two columns. The left column, titled 'Mediation', contains a 'Mediator's proposal' section with a clock icon, a date 'Feb 7th, 2023 - 13:47', and a status 'Waiting for parties approval'. Below this is a 'Details' section with a question 'What is the resolution you are seeking?' and a text input field containing 'Replacement or exchange of the good'. It also includes a prompt 'Please select a preferred date for the replacement or exchange' with a date 'Feb 22nd, 2023' and another prompt 'Please provide rationale to justify the resolution you are seeking.'. The right column, titled 'Mediation discussion space', shows a message from 'The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)' dated 'Feb 07, 2023 - 13:44' with the text 'Hi, I updated the proposal.'. Below this is a response from 'Ron Mc Donald (Mediator)' dated 'Feb 07, 2023 - 13:48' with the text 'Hi, I disagree with the proposal because.....'. A large blue box on the right side of the screen contains a message: 'Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.' Below this is a paragraph explaining mediation: 'Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.'

When a case is in the Mediation status, only the mediator can submit a proposal. If the mediator has submitted a proposal, you can accept the proposal or refuse the proposal in the “Mediation Discussion Space”. To accept the proposal, scroll down the page and select “Accept Proposal.”



Eggz Benedict Company
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Mediation

Parties
Problem Description
Documents
Table of Proposals
Message Center

Mediator's proposal

Date : Feb 7th, 2023 - 13:47
Status : Waiting for parties approval.

Details
What is the resolution you are seeking?
Replacement or exchange of the good
Please select a preferred date for the replacement or exchange
Feb 22nd, 2023
Please provide rationale to justify the resolution you are seeking.

Mediation discussion space
Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)
Feb 07, 2023 - 13:44
Hi, I disagree with the proposal because.....
Ron Mc Donald (Mediator)
Feb 07, 2023 - 13:48

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

Lorem Ipsum, Ipsum Lorem.
Decision

Accept Proposal

Hi, I updated the proposal.

B I U

Submit

Review the proposal and the preview of the generated agreement document. To accept the proposal, check the box and select "Accept proposal."

FCAA-2023-9529-6188

 Case Status **Mediation**
[« Back to Table](#)

Accept Proposal

What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

22 Feb 2023

Please provide rationale to justify the resolution you are seeking.

Lorem Ipsum, Ipsum Lorem.

Preview of the agreement

Please take time to review the following preview of the generated agreement document.

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

1

sur 2

Q

— + ... | ⚙

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Tuesday, 07 February 2023

Between

Wendy Doe

(Herein after referred to as the Consumer):

And

* If the proposal is accepted, you will be bound by the terms and details in the proposal.

☒
 By checking this box, I acknowledge that this is equivalent to an electronic signature and that I have read, verified and accepted all elements.

Accept proposal

Cancel

For the case to be closed, both you and the consumer must have agreed to the mediator's proposal.

Mediation

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 13:47

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

Feb 22nd, 2023

Please provide rationale to justify the resolution you are seeking.

Lorem Ipsum, Ipsum Lorem.

Decision

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) accepted the proposal on Feb 7th, 2023 - 13:51

Mediation discussion space

Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 07, 2023 - 13:44

Hi, I disagree with the proposal because.....

Ron Mc Donald (Mediator)

Feb 07, 2023 - 13:48

Hi, I updated the proposal.

B I U

Submit


Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

6.2.2 Refuse a Proposal

Select the “Table of Proposals” tab.

44



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status

Mediation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 11:57

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?
 Repair or maintenance of the good
Please select a preferred date for the repair or maintenance
 Feb 28th, 2023

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03


Hi, I updated the proposal.

B I U

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

If you do not agree with the proposal submitted, you can let the parties know in the “Mediation discussion space” on the right of the screen.



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status
 Mediation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediation

Mediator's proposal

Date : Feb 7th, 2023 - 11:57
 Status : Waiting for parties approval.

Details

What is the resolution you are seeking?
 Repair or maintenance of the good
Please select a preferred date for the repair or maintenance
 Feb 28th, 2023

Mediation discussion space

Ron Mc Donald (Mediator)
 Feb 07, 2023 - 12:03
 Hi, I updated the proposal.

B I U

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

Write your message and select “Submit”. This message will be sent to the mediator and the consumer.

FCAA-2023-9529-6188

Case Status Mediation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediation

Mediator's proposal

🕒 **Date** : Feb 7th, 2023 - 11:57↔ **Status** : Waiting for parties approval.

Details

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

Feb 28th, 2023

Please provide rationale to justify the resolution you are seeking.

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

Hi, I updated the proposal.


B I U

Hi, I disagree with the proposal because.....

Submit

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status
 Mediation

Parties
Problem Description
Documents
Table of Proposals
Message Center

Mediator's proposal

Date : Feb 7th, 2023 - 11:57

Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

Feb 28th, 2023

Please provide rationale to justify the resolution you are seeking.

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 07, 2023 - 13:44

Hi, I disagree with the proposal because.....

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

6.3 History of Proposals

To access the History of Proposals, select the "Table of Proposals" tab and scroll down the page. Select "View" under the History of Proposal section.

FCAA-2023-9529-6188

Case Status

Negotiation

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as company

🕒 **Date** : Feb 3rd, 2023 - 15:27

↔ **Status** : Awaiting a response from Wendy Doe
(Consumer)

Details

What is the resolution you are seeking?

Replacement or exchange of the good

Proposal of Wendy Doe (Consumer)

🕒 **Date** : Feb 1st, 2023 - 15:19

↔ **Status** : You rejected the proposal.

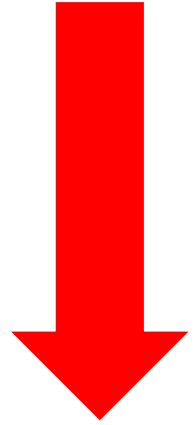
Details

What is the resolution you are seeking?

Repair or maintenance of the good

**Please select a preferred date for the repair or
maintenance**

Jun 13th, 2023



Please select a preferred date for the repair or maintenance

Mar 14th, 2023

Please provide rationale to justify the resolution you are seeking.

I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it.
ADDING MORE INFORMATION HERE.

Decision

+

Edit my Proposal

Decision

History of Proposals

View

You will see all the proposals that have been submitted in the case. The most recent proposal appears first.

FCAA-2023-9529-6188

Case Status

Negotiation

Request Facilitation

[« Back](#)

The most recent proposal appears first.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) edited their proposal.

Submitted Date : Feb 3rd, 2023 - 15:27

Submitted By : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)


[Display Proposal](#)

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) made a counter-proposal.

Submitted Date : Feb 3rd, 2023 - 15:13

Submitted By : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

To see the proposal details, select “Display Proposal.”



Eggz Benedict Company
 [My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status
Negotiation
Request Facilitation

[« Back](#)

The most recent proposal appears first.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) edited their proposal.

Submitted Date : Feb 3rd, 2023 - 15:27

Submitted By : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Display Proposal

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) made a counter-proposal.

Submitted Date : Feb 3rd, 2023 - 15:13


Submitted By : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

7. MESSAGE CENTER

The Message Center allows you to create discussions to communicate with one or multiple parties in the case.

7.1. Start a Chat

Select the “Message Center” tab and select “Start a Chat.”



Eggz Benedict

Company

My Case(s)

Contact Support

My Profile

Logout

FCAA-2023-9529-6188

Case Status

Negotiation

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Please click on a chat below to view the messages.

Message Center

Start a Chat

You do not have any messages

Enter a subject and a message and select “Submit”. If the case status is “Negotiation”, you can only send a message to the consumer. But if the case status is “Facilitation”, you can send a message to the consumer, the facilitator or both parties together. Note that if the case proceeds to facilitation and mediation, the facilitator and the mediator will have access to all conversations.

[« Back to Message Center](#)

Start a Chat

* Subject

Introduction

* Participants. Select who you would like to send a message to:

SASUKE LIMITED, Shawn Cook (You) | v

Note: If this case proceeds to mediation, the assigned mediator will have access to this conversation.

Note: If this case proceeds to facilitation, the assigned facilitator will have access to this conversation.

Message

B | I | U

hey, I just wanted to introduce myself. I'm looking forward to working this out with you.

Submit

7.2. Reply to a Message

To respond to a message, select the “Message Center” tab and select the conversation you want to respond to.



Eggz Benedict Company

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status

Negotiation

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Please click on a chat below to view the messages.

Message Center

Start a Chat

Subject: Discussion on the proposal

Participants: Wendy Doe, Facilitator parties, The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd., Mediator parties

2

Feb 03, 2023 - 16:02

Subject: Introduction

Participants: Facilitator parties, Wendy Doe, Mediator parties, The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.

1

Feb 03, 2023 - 15:44

Type your answer and select "Submit."

« Back to Message Center

Subject: Discussion on the proposal

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Hi, I updated the proposal

Feb 03, 2023 - 16:00

Wendy Doe (Consumer)

Feb 03, 2023 - 16:02

Hello, I have formulated a counter-proposal

B I U

Hi, ok thank you

Submit

« Back to Message Center

Subject: Discussion on the proposal

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 03, 2023 - 16:00

Hi, I updated the proposal

Wendy Doe (Consumer)

Feb 03, 2023 - 16:02

Hello, I have formulated a counter-proposal

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 03, 2023 - 16:04


Hi, ok thank you

B I U

8. ACTIONS

8.1 . Refuse to Negotiate

If the case status is “Negotiation” and you have not yet accepted a proposal or made a counterproposal, you can refuse to negotiate with the consumer.

 **FCAA**
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Eggz Benedict Company

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status Negotiation Refuse to negotiate

Parties Problem Description Documents Table of Proposals Message Center Actions

Select the reason for refusing to negotiate.

FCAA-2023-9529-6188

Case Status

Parties

Consumer

Party name

Address :

Main Phone

Mobile Phone

E-mail :

Business

Refuse to negotiate

- If there has been a breach of the legislation, it is likely in your best interests to negotiate with the consumer and remedy the situation. When considering what regulatory action may be taken, the decision maker may consider the seriousness of the contravention, including the harm or risk of harm resulting from the contravention, as well as the efforts made by the business to address the consumer harm.
- The regulatory actions include:
 - new terms or conditions on a licence
 - suspending a licence; or
 - cancelling a licence.

* Reason for refusing to negotiate

Select...

The business is withdrawing as resolution was reached outside of this system

The business does not believe this is a valid dispute

The business is withdrawing due to abusive behaviour from the consumer

Other

Select "Confirm Closure of the Case."

58

Refuse to negotiate ✕

- If there has been a breach of the legislation, it is likely in your best interests to negotiate with the consumer and remedy the situation. When considering what regulatory action may be taken, the decision maker may consider the seriousness of the contravention, including the harm or risk of harm resulting from the contravention, as well as the efforts made by the business to address the consumer harm.
- The regulatory actions include:
 - new terms or conditions on a licence
 - suspending a licence; or
 - cancelling a licence.


* Reason for refusing to negotiate

The business is withdrawing as resolution was reached outside of this system ▼

Confirm Closure of the Case

8.2. Report Abuse

To report abusive behavior by the consumer, select the “Actions” tab and select “Report abuse”.

 **FCAA**
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Eggz Benedict Company

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Negotiation Request Facilitation

Parties Problem Description Documents Table of Proposals Message Center **Actions**

Available actions

Report abuse Report abuse

Report abusive behavior by the consumer

Fill out the form and select “Submit.”

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) online portal. At the top left is the FCAA logo. At the top right, the user is identified as 'Shawn Cook' with a 'Business' account type, and the company name 'SASUKE LIMITED' is shown. Navigation links include 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case number 'FCAA-2023-0713-0759' is prominently displayed. Below this, the 'Case Status' is shown with two buttons: 'Negotiation' (active) and 'Refuse to negotiate'. A link '« Back to all actions' is present. The main section is a 'Report abuse' form. It contains a text area for 'Explanation' with the text 'The consumer is being unreasonable and rude.' and a character count of '9956 characters remaining'. At the bottom of the form are 'Submit' and 'Cancel' buttons, with the 'Submit' button highlighted by a red rectangle.

The report will be sent to the Director of Enforcement who will assign a facilitator to the case.

8.3. Request Facilitation

Once a proposal and counter proposal has been submitted in the case, the option to “Request Facilitation” becomes available. This feature will allow a facilitator to assist with the case.

To request facilitation, select “Request Facilitation” at the top of your case next to the Case Status.

The screenshot shows a web interface for a case management system. At the top, there is a 'Case Status' section with two buttons: 'Negotiation' and 'Request Facilitation'. The 'Request Facilitation' button is highlighted with a red rectangular box. Below this, there is a horizontal row of six buttons: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The 'Parties' button is dark blue, while the others are light blue. Below these buttons, the 'Consumer' section is visible, containing a form with the following details:

Party name :	Wendy Doe
Address :	1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3
Main Phone Number :	306-530-1872
Mobile Phone Number :	514-514-5114
E-mail :	gos-fcaa-qa-wendy-doe@mailinator.com

Select "Request Facilitation"

This screenshot shows a modal dialog box titled 'Request Facilitation' with a close button (X) in the top right corner. The dialog contains the following text:

By clicking this button, you are requesting facilitation. A facilitator will be assigned to your case, changing the status to "Facilitation". Your facilitator's name will be under the Parties tab, and they can be contacted using the Message Centre. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

At the bottom of the dialog, there is a dark blue button labeled 'Request Facilitation', which is highlighted with a red rectangular box. The background of the page is dimmed, showing the same 'Case Status' and 'Consumer' information as the previous screenshot.

The case will be sent to the Director of Enforcement who will assign a facilitator to the case.

8.4 Accept Mediation Terms of Use

If your case is eligible for mediation, you will be asked to accept the Mediation Terms of Use and Guidelines. Before the case proceeds to mediation, both the consumer and the business must agree to the Mediation Terms of Use and Guidelines.

Select the “Actions” tab and select “View Terms of Use and Guidelines.”

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) portal interface. At the top, the FCAA logo is on the left, and the user's name 'Eggz Benedict' with a 'Company' link is on the right. Below the logo, the case number 'FCAA-2023-9529-6188' is shown. The 'Case Status' is 'Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines'. A navigation bar contains five tabs: 'Parties', 'Problem Description', 'Documents', 'Message Center', and 'Actions'. The 'Actions' tab is highlighted with a red box. Below the tabs, under 'Available actions', there are two main sections. The first section is 'Report abuse' with a sub-link 'Report abusive behavior by the consumer' and a 'Report abuse' button. The second section is 'Accept the mediation terms of use and guidelines' with a sub-link 'Accept the mediation terms of use and guidelines so that the case can proceed to mediation' and a 'View terms of use and guidelines' button, which is also highlighted with a red box. A blue informational box on the right states: 'Waiting for all parties to accept the terms of the mediation. If you have not done so already, please click on the "Actions" page to review and accept the mediation terms of use and guidelines'.

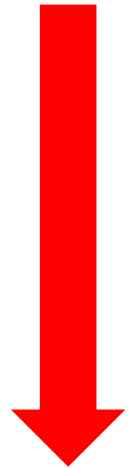
Scroll down the page to read the Terms of Use and Guidelines.

FCAA-2023-9529-6188**Case Status** Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines[« Back to all actions](#)**Terms of Use & Guidelines for Mediation**

1. **THE ROLE OF THE MEDIATOR** - It is understood that mediation is an agreement reaching process in which an independent Mediator assists the parties in achieving an acceptable solution to their dispute. The Mediator will lead and manage discussion. The Mediator will remain impartial without making decisions or judgements. **The Mediator's role is to assist each party equally and help the parties reach their own agreement.**
2. **CONDUCT OF MEDIATION** - Mediation will be conducted through use of the Online Dispute Resolution
3. **IMPARTIALITY** - The Mediator shall remain impartial and not act as an advocate for either party.
4. **CONFIDENTIALITY** - All communication and documentation used in the mediation process (including all communication provided electronically, by phone, or any other form of correspondence) shall be treated by all parties as strictly confidential and will not be admissible in any other proceedings. Screenshots, photographs, audio and/or video recording of any kind is strictly prohibited during the mediation process.

Waiting for all parties to accept the terms of the mediation.

If you have not done so already, please click on the "Actions" page to review and accept the mediation terms of use and guidelines



5. **EVIDENCE NOT ADMISSIBLE** The parties further agree not to use any evidence directly arising from anything said in the course of mediation, any evidence of anything said in the course of mediation, or any evidence of an admission or communication made in the course of mediation as evidence in any further.
6. **MEDIATOR NOT LIABLE** – no action lies or shall be commenced against the mediator for any loss or damage suffered by a person by reason of anything in good faith done, caused, permitted or authorized to be done, attempted to be done or omitted to be done by the mediator as part of the online dispute resolution process.
7. **FULL DISCLOSURE** - Each party agrees to fully and honestly disclose to the Mediator all information that may be requested by the Mediator to aid in the resolution of the issues.
8. **GOOD FAITH AND CONDUCT OF PARTIES** -
1. It is expected that all parties in mediation shall act in good faith and participate directly and sincerely in negotiations.
 2. Parties are not to submit any evidence or information they know is false, and must not be dishonest or misrepresent facts.
 3. Parties are to try their best to meet deadlines provided by the mediator, or to communicate as soon as they can if more time is needed.
 4. Parties shall always communicate courteously and respectfully to other parties, and the mediator.
9. **LEGAL AND TAX REVIEW** - Under no conditions will the Mediator provide advice on legal or tax matters. All parties acknowledge that they have been advised to obtain independent legal and tax advice during mediation and prior to signing any settlement agreement.
10. **SCOPE AND TIME FRAME** - The scope and time frame of the mediation process, including time to respond and accept/reject offers and counteroffers will be established by the Mediator during in the mediation process.

To agree to participate in mediation, select “I accept the above mediation terms of use and guidelines” and select “Submit”. If you don’t want to move forward with mediation, select the “Message center” tab to let the consumer and facilitator know you do not want to participate in mediation.

11. **ENDING MEDIATION** - Mediation shall continue until the parties reach an agreement or:
1. The Mediator believes the matter is no longer appropriate for mediation; or
 2. Either party, after making good faith effort in participating, wishes to end mediation and proceed to have the matters between the parties resolved by the court.

☐ I accept the above mediation terms of use and guidelines

Submit

Cancel