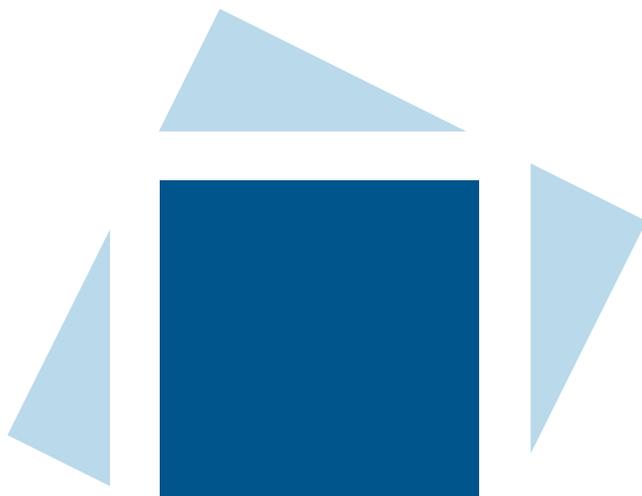


Resolve My Consumer Dispute:

Manual for
Consumers



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Introduction to the *Resolve My Consumer Dispute* Guide

This guide will help use and navigate the online dispute resolution system. For further information please contact the Financial and Consumer Affairs Authority of Saskatchewan (FCAA) directly.

Overview of the FCAA Online Dispute Resolution Process

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



Draft: The consumer starts 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 the case is now assigned to the FCAA Consumer Protection Division for review.

Negotiation: The consumer and business are linked together and can communicate with each other in the system. Both Parties can attempt to reach a resolution using the built in chat and proposal functions.

Facilitation requested: This status only appears if the consumer or business has requested a facilitator to 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 both 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

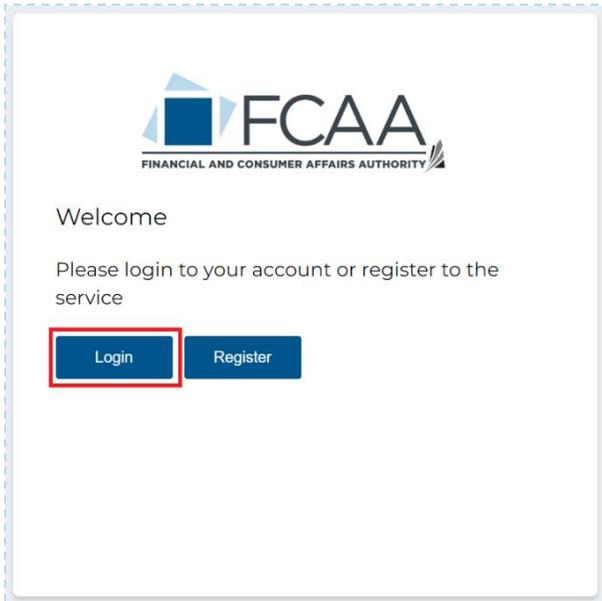
You will be routed to the Saskatchewan Account login page. If you do not have a Saskatchewan Account, you must create one before proceeding to login.

1.1 Register for the First Time 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](#).

If you have both an Individual and an Organization profile in your Saskatchewan Account, select the “Individual” Profile to create a new case. You will not have this option if you only have an Individual 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

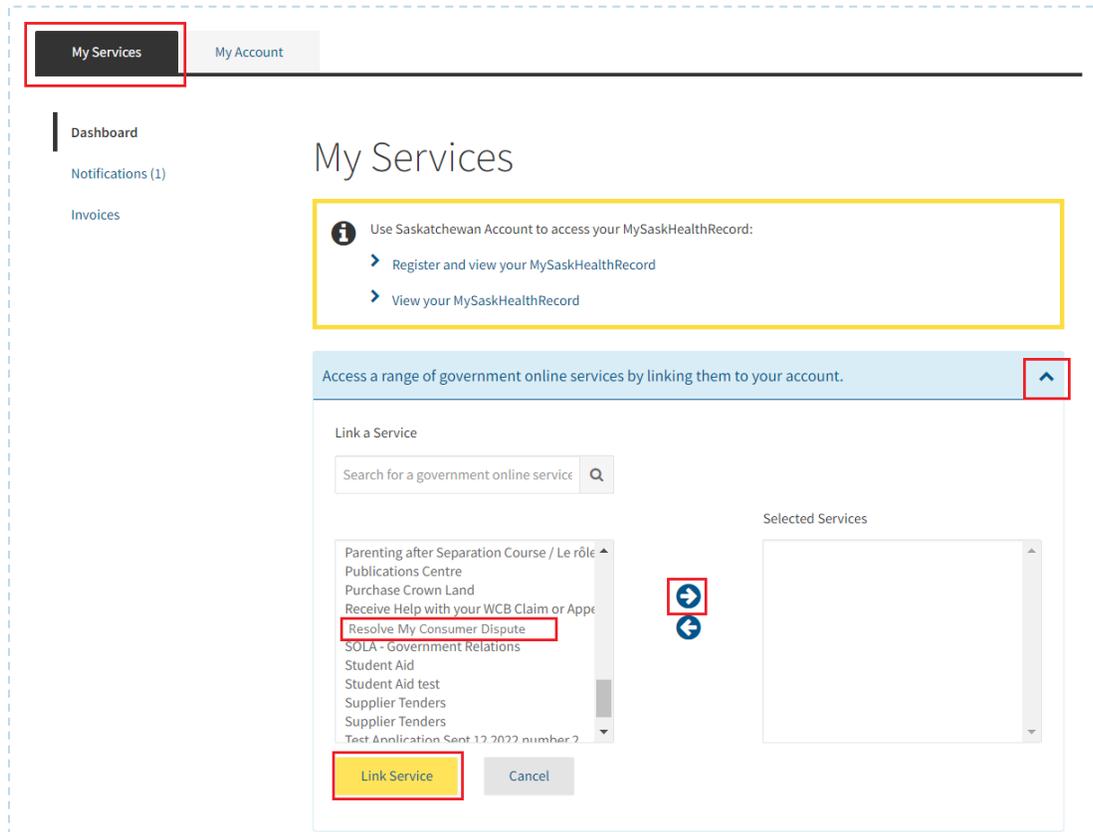
	Individual	Your name	
	Organization	Business name	Delegate

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

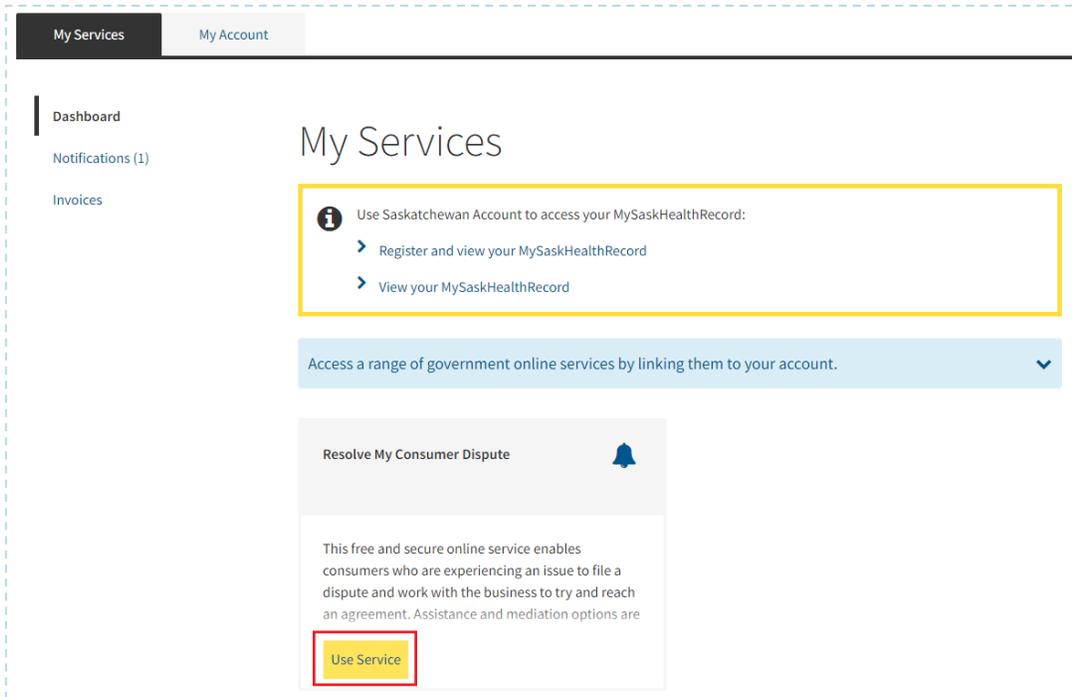


1.3 Link and Use the Resolve My Consumer Dispute service.

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



A card for “Resolve My Consumer Dispute” will appear. 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 any cases you have already created.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

New Case [Open A New Case](#)

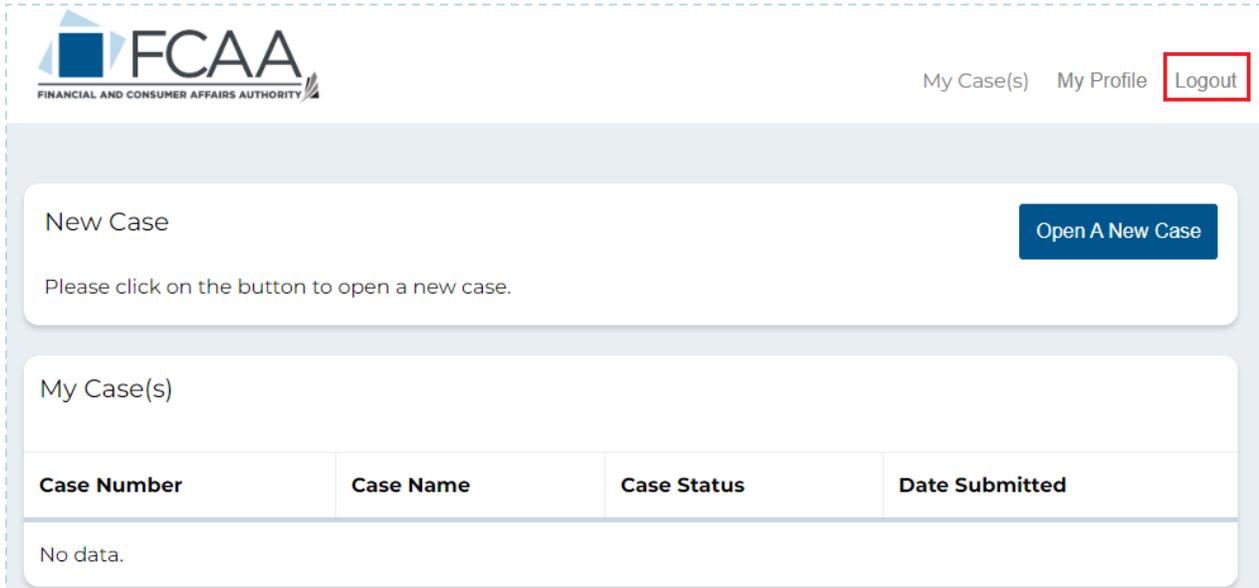
Please click on the button to open a new case.

My Case(s)

Case Number	Case Name	Case Status	Date Submitted
No data.			

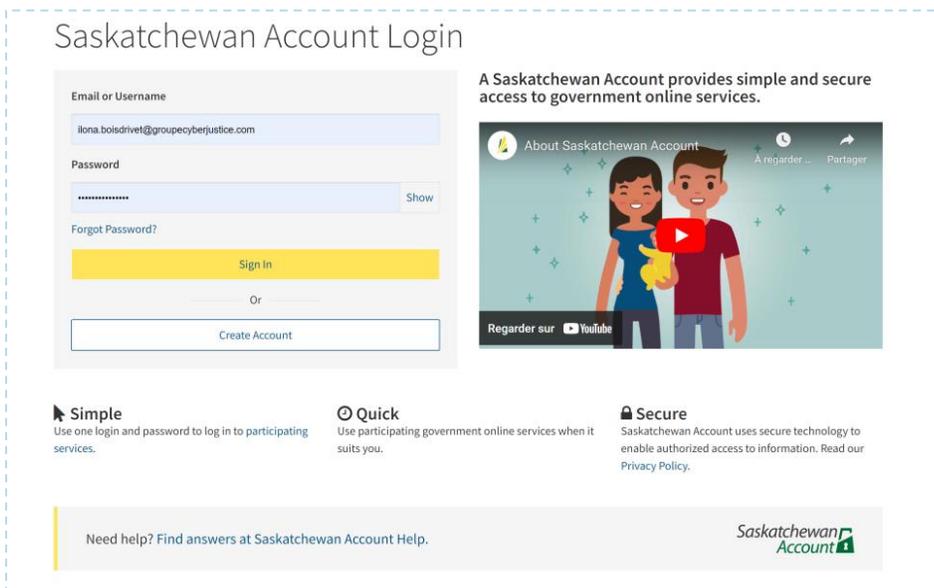
2. LOGOUT FROM YOUR ACCOUNT

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



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. At the top right, there are navigation links: "My Case(s)", "My Profile", and "Logout". The "Logout" link is highlighted with a red rectangular box. Below the navigation bar, there is a "New Case" section with a blue button labeled "Open A New Case". Below that is a "My Case(s)" section containing a table with the following headers: "Case Number", "Case Name", "Case Status", and "Date Submitted". The table body contains the text "No data."

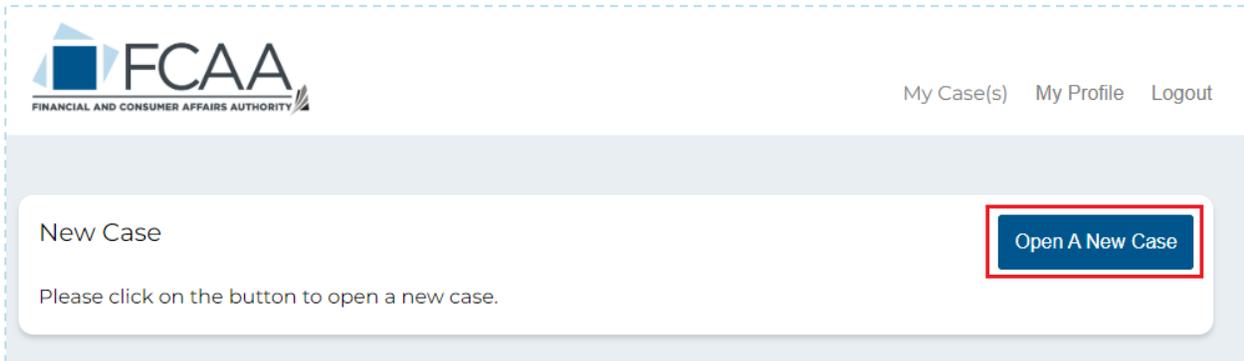
You will be redirected to the Saskatchewan Account page.



The screenshot shows the "Saskatchewan Account Login" page. On the left is a login form with fields for "Email or Username" (containing "ilona.bolsdrivet@groupecyberjustice.com"), "Password" (with a "Show" button), and a "Forgot Password?" link. Below the form is a yellow "Sign In" button, an "Or" separator, and a "Create Account" button. To the right of the form is a video player titled "About Saskatchewan Account" showing a man and a woman. Below the video player are three feature highlights: "Simple" (one login and password for participating services), "Quick" (use participating government online services when it suits you), and "Secure" (Saskatchewan Account uses secure technology to enable authorized access to information). At the bottom, there is a link to "Saskatchewan Account Help" and the "Saskatchewan Account" logo.

Open a New Case

To open a new case for your dispute, select “Open A New Case.”



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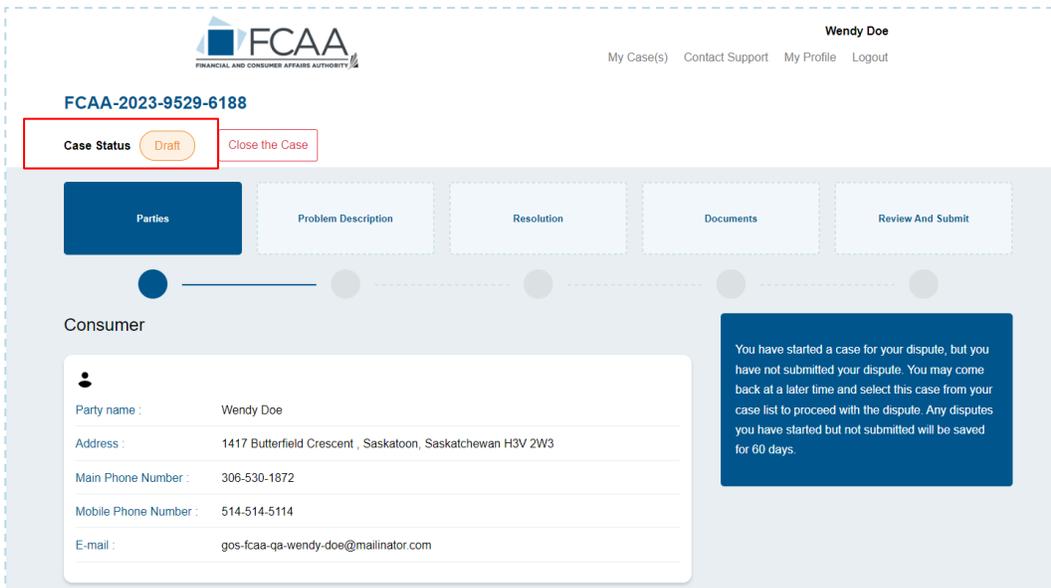
My Case(s) My Profile Logout

New Case

[Open A New Case](#)

Please click on the button to open a new case.

Once opened, the status of your case is “Draft”. You will have five steps to complete before your case can be submitted to the CPD Administrator for review. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not yet submitted will be saved for 60 days.



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Wendy Doe

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Draft** [Close the Case](#)

Parties Problem Description Resolution Documents Review And Submit

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

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

1. SEARCH A BUSINESS

Under the “Parties” tab scroll down to the “Search Business” window.

The screenshot shows a web interface for a case titled "FCAA-2023-9103-3363". The "Case Status" is "Draft", with a "Close the Case" button. A navigation bar includes tabs for "Parties", "Problem Description", "Resolution", "Documents", and "Review And Submit". The "Parties" tab is active, showing a "Consumer" section with a profile icon and fields for "Party name: Consumer", "Representative phone number: 306-555-1234", and "E-mail: consumer@mailinator.com". A blue informational box states: "You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days." Below this is a "Search Business" section with a search input field containing "Please type the business name" and a "Search" button.

Search for the name of the company or business you want to submit your dispute with. A search using part of the name will also show results.

This is a close-up of the "Search Business" input field. The text "sasuke" is entered into the search box, and a blue "Search" button is visible to the right.

If you have any questions about which business to select, call the FCAA help desk or submit a request for support using “Contact Support” in the top right of the page. Otherwise, select the business.

Search Business

Search Business

SASUKE LIMITED
Regina
1 Place Street, Regina, SK, S4S4S4

SASUKE LIMITED
Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4

No more results available.

If the business was not listed above, please click on the button below to enter the details manually.

Confirm your selection.

Confirm Selection

SASUKE LIMITED
Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4

Do you confirm you want to add the company above to the case?

Select "Next" to proceed to the next step.

Business

 Party name : SASUKE LIMITED, Saskatoon

Address : 2 Place Street, Saskatoon, S4S4S4, SK, CA

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

Edit Business

Select a different business Select business

Next

If you cannot find the business you are looking for, select "Enter Business Details Manually."

Search Business

Search Business

Search

SASUKE LIMITED
Regina
1 Place Street, Regina, SK, S4S4S4 Select

SASUKE LIMITED
Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4 Select

No more results available.

If the business was not listed above, please click on the button below to enter the details manually.

Enter Business Details Manually

Please enter the company details below and press submit to add the party to the case.

All fields marked with an * are required.

* Business Name	* Business Email
<input type="text"/>	<input type="text"/>
* Business Phone Number	Representative Name (Optional)
<input type="text"/>	<input type="text"/>
* Address Line 1	Address Line 2 (Optional)
<input type="text"/>	<input type="text"/>
* City	* Postal Code
<input type="text"/>	<input type="text"/>

Please provide any additional information (Optional)

10000 characters allowed

[Submit](#)

Select “Next” to proceed to the next step. If you want to edit the form you submitted, select “Edit Business.” If you want to search for a different business, choose “Select business.”

Business

 Party name: The Business

Address: 1 Somewhere Street, Regina, S4S4S4, Saskatchewan, Canada

E-mail: emailaddress@email.com

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

Edit Business

Edit business details [Edit Business](#)

Select a different business [Select business](#)

[Next](#)

2. PROBLEM DESCRIPTION

Under the “Problem Description” tab, select the type of service your dispute is about. Note that you cannot proceed to the problem description tab if you have not previously identified the business (see the previous section).

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. The user's name, Shawn Cook, is shown at the top right, along with navigation links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case ID 'FCAA-2023-9423-5353' is prominently displayed. Below the case ID, the 'Case Status' is 'Draft', with a 'Close the Case' button. A progress bar at the top of the main content area shows five steps: 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Problem Description' step is currently active, indicated by a checkmark in a blue circle. The main form area is titled 'Describe your dispute' and asks 'What type of service is your dispute about?'. It features a list of radio button options: Pre-paid Purchase Card, Vehicle Dealer, Ticket Sellers, Collection Agency, Credit Reporting Agency, Contracts, Auction Sales Company, and Direct Sellers (Door-to-door Sales). A blue informational box on the right side of the form states: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.'

Complete the form and select “Save problem description.”

* How did you purchase the item?

They came to my door

At an auction

I purchased online

In the dealership

I phoned the business

Other

Save problem description

You can edit the information you filled out or proceed to the next step.

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)
 There has been a breach of warranty.

How did you purchase the item or communicate with the business?
 I purchased online

Edit

Previous Next

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

3. RESOLUTION

Under the “Resolution” tab, complete the “Describe Resolution” form and select “Next”. This resolution form will be the first proposal submitted to the business representative. Once the case moves to negotiation, the business representative will have the ability to accept your proposal or make a counter proposal. If the business representative has not responded to your proposal, you can edit it.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case resolution interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, along with navigation links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case ID 'FCAA-2023-9529-6188' is prominently displayed. Below this, the 'Case Status' is shown as 'Draft' with a 'Close the Case' button. A progress bar indicates the current step is 'Resolution', with 'Parties' and 'Problem Description' completed. The 'Describe Resolution' form contains a required field for the resolution type, with 'Repair or maintenance of the good' selected. A date picker shows '2023 / 3 / 15'. A text area provides a rationale for the resolution, mentioning an extended warranty. A blue callout box on the right states: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.' The bottom of the form shows '9847 characters remaining'.

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Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Draft** Close the Case

Parties Problem Description **Resolution** Documents Review And Submit

Describe Resolution

All fields marked with an * are required.

* 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

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

* Please select a preferred date for the repair or maintenance

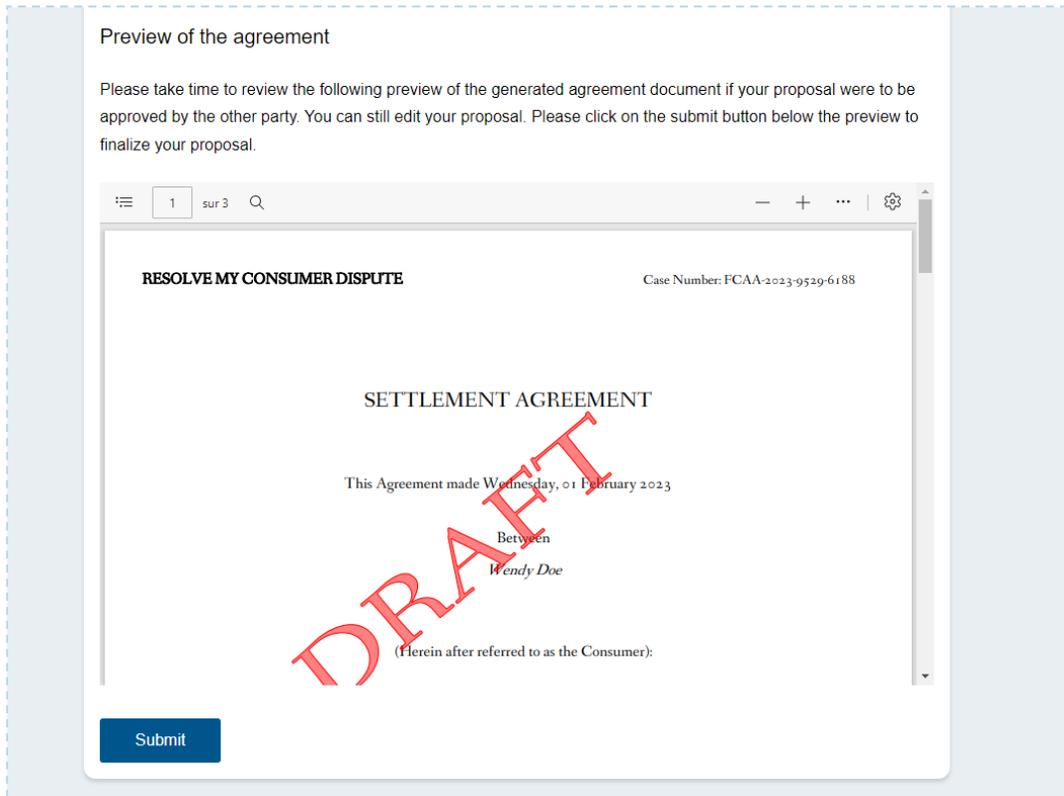
2023 / 3 / 15

* 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.

9847 characters remaining

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



You can edit your resolution or select “Next” to proceed to the next step.

Case Status Draft Close the Case

Parties Problem Description Resolution Documents Review And Submit

Resolution sought

What is the resolution you are seeking?
Repair or maintenance of the good

Please select a preferred date for the repair or maintenance
15 Mar 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."

Edit

Previous Next

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

4. DOCUMENTS

You can upload documents or files to support your case. Examples of files that may be applicable include:

- Receipts or invoices
- Contracts or agreements
- Correspondence (emails, letters, notes)
- Photos or videos

It is optional to upload a document or file to your case. To skip and proceed to the next step, select "Next" or select the "Review and Submit" tab.

The screenshot shows the FCAA case management interface for case FCAA-2023-9529-6188. The user is Wendy Doe. The case status is 'Draft'. The navigation bar includes 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The main navigation tabs are 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Review And Submit' tab is highlighted with a dashed box. Below the tabs, there is a progress indicator with five steps, the last of which is active. A section titled 'Attach Document To Case' contains an 'Add Document' button. Below this is a table for 'Documents of the case' with columns for Party, Title, Extension, Submitted Date, and Actions. A blue informational box on the right states: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.' At the bottom, there are 'Previous' and 'Next' buttons, with 'Next' highlighted by a red box.

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

This screenshot is identical to the one above, but with the 'Add Document' button in the 'Attach Document To Case' section highlighted by a red box. The 'Next' button at the bottom is also highlighted by a red box.

Select "Attach document" and select the document you want to upload from your computer.

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

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

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

IMAGE TEST.jpg

* Description

Invoice

Delete Download

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Select "Submit"

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

IMAGE TEST.jpg

* Description

Invoice

Delete Download

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Once uploaded, the document will appear in the "Documents of the case" section. To delete a document from a case, select "Delete" in the "Actions" column (See image below). Note that after the case is submitted, it will no longer be possible to delete a document.

FCAA-2023-9529-6188

Case Status Draft Close the Case

Parties Problem Description Resolution Documents Review And Submit

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 Delete

Previous Next

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Select "Next" to proceed to the next step.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. On the top right, the user's name "Wendy Doe" is shown, along with navigation links for "My Case(s)", "Contact Support", "My Profile", and "Logout". The case ID "FCAA-2023-9529-6188" is prominently displayed. Below this, the "Case Status" is "Draft", with a "Close the Case" button. A progress bar consists of five steps: "Parties", "Problem Description", "Resolution", "Documents", and "Review And Submit". The first four steps are marked with checkmarks, while the fifth is a grey circle. Below the progress bar, there is a section for "Attach Document To Case" with an "Add Document" button. A table titled "Documents of the case" lists one document: "Invoice" by "Wendy Doe (Consumer)" with extension "jpg" and submitted date "Feb 1st, 2023 - 15:50". The table includes "Download" and "Delete" actions. A blue informational box on the right states: "You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days." At the bottom, "Previous" and "Next" buttons are visible, with the "Next" button highlighted by a red border.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Draft** Close the Case

Parties Problem Description Resolution Documents Review And Submit

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 Delete

Previous **Next**

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

5. REVIEW AND SUBMIT THE CASE

Under the “Review and Submit” tab you can review all the information you filled out and files that you uploaded to your case before submitting it. Scroll down the page to review your information and select “Submit Case.”

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface for reviewing and submitting a case. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, along with navigation links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case ID 'FCAA-2023-9529-6188' is displayed. Below this, the 'Case Status' is 'Draft', with a 'Close the Case' button. A progress bar shows five steps: 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Review And Submit' step is highlighted with a red box. Below the progress bar, there are two sections: 'Parties' and 'Business'. The 'Parties' section is for the 'Consumer' and includes a form with fields for Party name (Wendy Doe), Address (1417 Butterfield Crescent, Saskatoon, Saskatchewan S3V 2W3), Main Phone Number (306-530-1872), Mobile Phone Number (514-514-5114), and E-mail (gos-fcaa-qa-wendy-doe@mailinator.com). The 'Business' section is for 'The Carnduff Community Theatre Co-operative Association Ltd.' and includes fields for Party name, Address (BOX 96, CARNDUFF, S0C 0S0, SASKATCHEWAN, CA), and Representatives (The party representative has not yet joined the case.). Below the Business section is an 'Edit Company' section with a dropdown menu 'Select a different company' and a 'Select company' button. A blue information box on the right side of the 'Parties' section states: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.' A large red arrow points downwards from the 'Review And Submit' button area.

Documents

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 Delete

Problem Description

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)



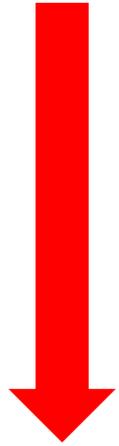
There has been a breach of warranty.

How did you purchase the item or communicate with the business?



I purchased online

Edit



Resolution

Resolution sought

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

15 Mar 2023

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.

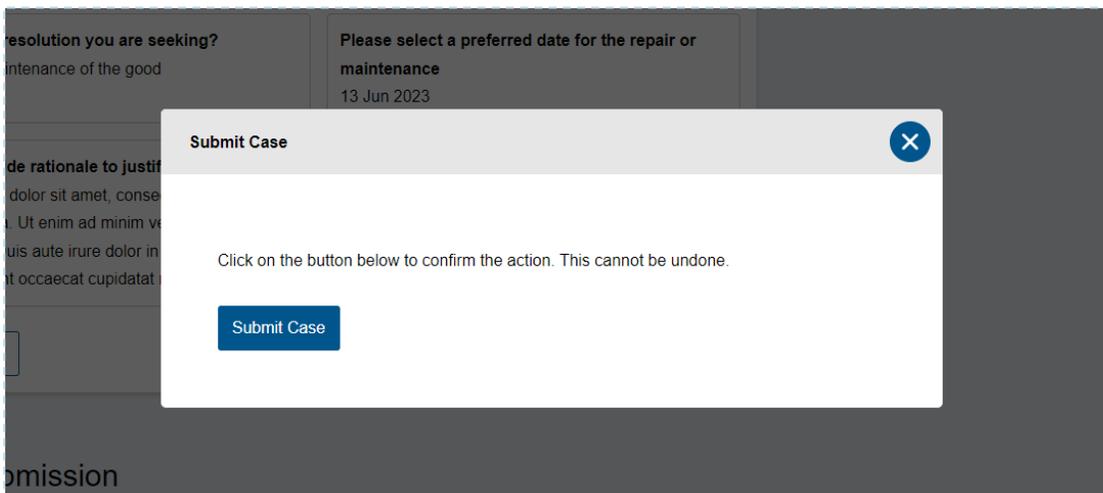
Edit

Case Submission

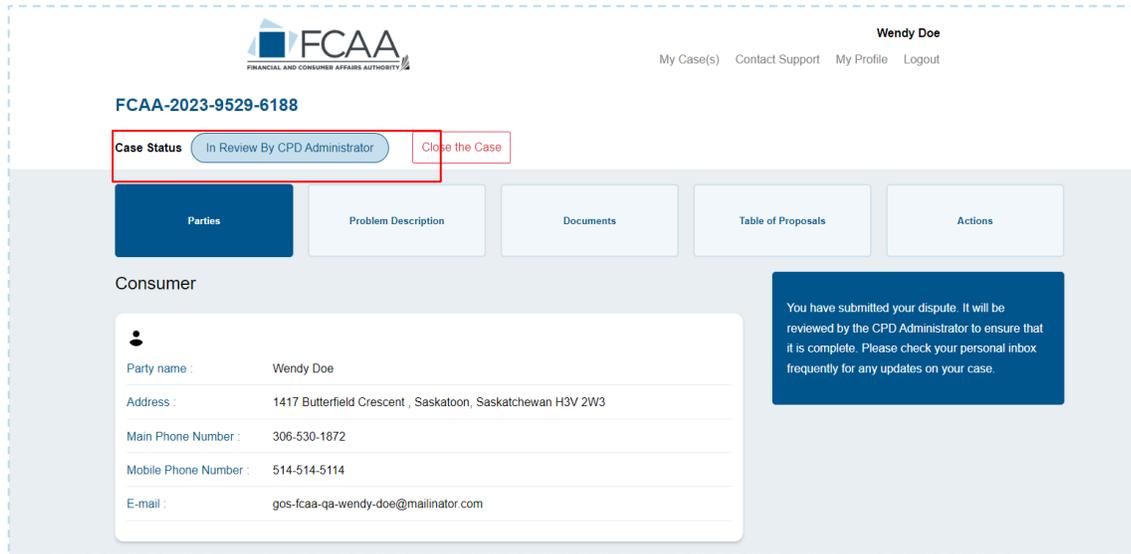
Submit Case

Submit Case

Confirm you want to submit your case by selecting "Submit Case."



Once your case is submitted, the status will change to: In Review by CPD Administrator. It will be reviewed by the Consumer Protection Division (CPD) Administrator to ensure that it is complete.



Become Familiar with the Portal

1. MY CASE(S)

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

1.1. Case List

The Case List allows you to have an overview of the cases you opened on the platform:

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

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
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-2190-5082	Wendy Doe and The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd.	Draft	

1-5 of 371

[Next](#)

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

FCAA-2023-8132-3407
Case Status Draft
[Close the Case](#)

Parties

Problem Description

Resolution

Documents

Review And Submit

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

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

1.2. Accessing a Case

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

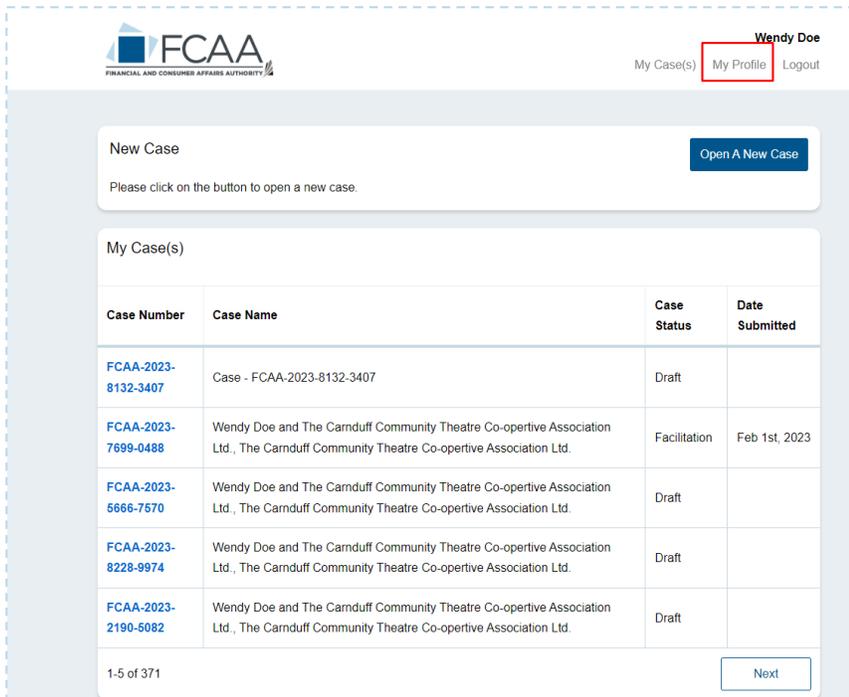
New Case [Open A New Case](#)

Please click on the button to open a new case.

My Case(s)			
Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	

1.3. User Profile and Notification Preference

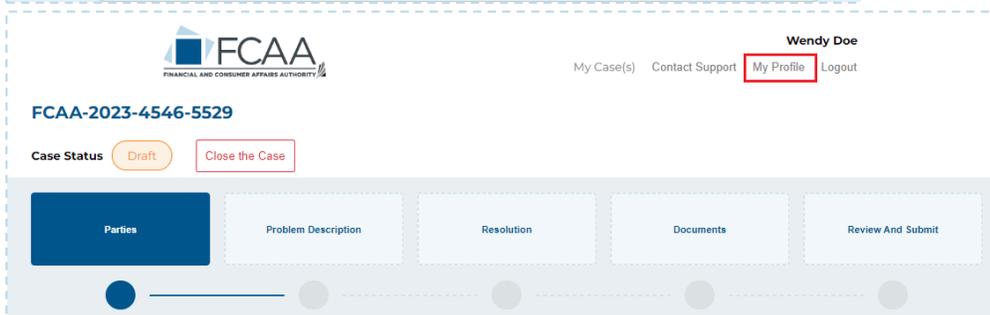
Select “My Profile” at the top of the page to access your user profile. This information in your profile (name, email address, phone number) is from your Individual Saskatchewan Account.



The screenshot shows the FCAA user interface. At the top right, the user name "Wendy Doe" is displayed. Below it, there are three links: "My Case(s)", "My Profile" (highlighted with a red box), and "Logout". The main content area features a "New Case" section with a button labeled "Open A New Case". Below this is a table titled "My Case(s)" with the following data:

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-2190-5082	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	

At the bottom of the table, it shows "1-5 of 371" and a "Next" button.



The screenshot shows the FCAA user interface. At the top right, the user name "Wendy Doe" is displayed. Below it, there are three links: "My Case(s)", "Contact Support", and "My Profile" (highlighted with a red box), followed by "Logout". The main content area features a case titled "FCAA-2023-4546-5529" with a status of "Draft" and a "Close the Case" button. Below this is a navigation bar with five tabs: "Parties" (selected), "Problem Description", "Resolution", "Documents", and "Review And Submit".

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.

My Profile [Close]

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

1.4. Update Notification Preference

To update your notification preference, select your 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 [Close]

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: you (the consumer), the business and its representative, the facilitator (if applicable) and the mediator (if applicable).

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-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.

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

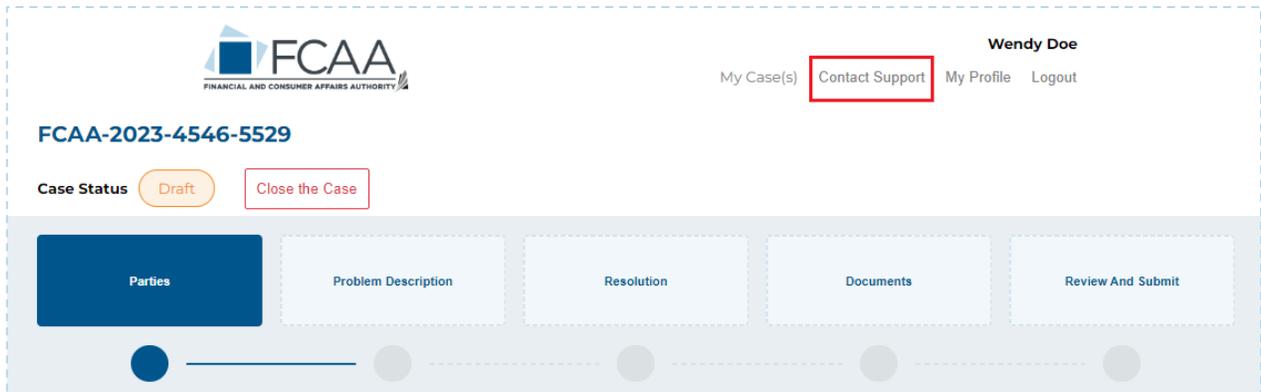
Representative

Name : Eggz Benedict

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

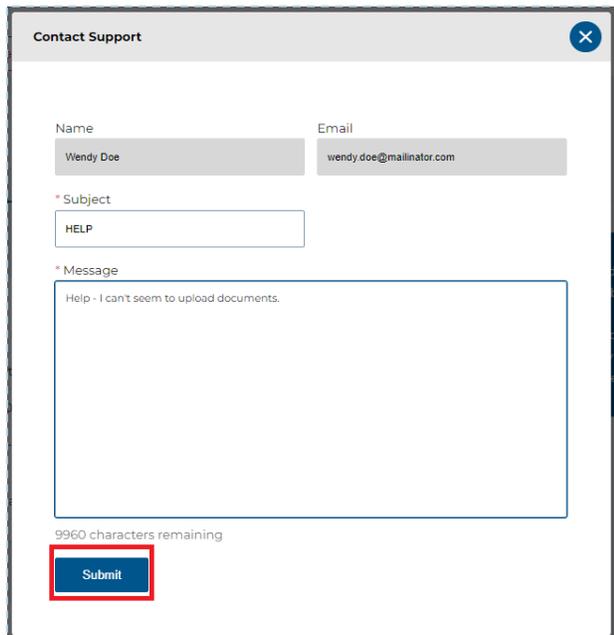
2.2. Contact Support

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 case management interface. At the top left is the FCAA logo (Financial and Consumer Affairs Authority). To the right, the user's name "Wendy Doe" is displayed, along with navigation links: "My Case(s)", "Contact Support" (highlighted with a red box), "My Profile", and "Logout". Below the logo, the case ID "FCAA-2023-4546-5529" is shown. Underneath, the "Case Status" is "Draft", with a "Close the Case" button. A horizontal navigation bar contains five tabs: "Parties" (active, highlighted in dark blue), "Problem Description", "Resolution", "Documents", and "Review And Submit". Below the tabs is a progress indicator with five circular markers.

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



The screenshot shows the "Contact Support" form. It has a title bar with a close button (X). The form contains the following fields:

- Name:** Wendy Doe
- Email:** wendy.doe@mailinator.com
- * Subject:** HELP
- * Message:** Help - I can't seem to upload documents.

At the bottom of the form, it indicates "9960 characters remaining" and a "Submit" button is highlighted with a red box.

3. PROBLEM DESCRIPTION

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

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. At the top right, the user name 'Wendy Doe' is shown along with navigation links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. A 'Case Status' section contains three buttons: 'Negotiation' (highlighted in blue), 'Close the Case' (bordered in red), and 'Request Facilitation' (dark blue). A horizontal menu below the status buttons includes 'Parties', 'Problem Description' (highlighted in blue and enclosed in a red box), 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The main content area is titled 'Problem Description' and shows the following details:

- 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)**
 There has been a breach of warranty.
- How did you purchase the item or communicate with the business?**
 I purchased online

4. DOCUMENTS

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

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

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 Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download

4.1. Upload a Document to the Case

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

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

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 Delete
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

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

FCAA-2023-9529-6188

Case Status: Negotiation Close the Case Request Facilitation

« Back

Attach Document To Case
Attach document

You may attach up to 5 documents at a time.

File extensions accepted: .img, .jpg, .png, .pdf, .doc, .docx, .mp4, .mov, .wmv, .avi.

Maximum file size: 50 MB

Submit Cancel

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

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

TEST 1.docx

* Description

Test 1

Delete Download

Submit Cancel

Select "Submit."

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

TEST 1.docx

* Description

Test 1

Delete Download

Submit Cancel

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

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

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	<a>Download <a>Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	<a>Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	<a>Download <a>Delete

4.2. Download a Document from the Case

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

The screenshot shows 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 'Wendy Doe' is on the right. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. The 'Case Status' is 'Negotiation', with buttons for 'Close the Case' and 'Request Facilitation'. A navigation bar contains tabs for 'Parties', 'Problem Description', 'Documents' (highlighted with a red box), 'Table of Proposals', 'Message Center', and 'Actions'. Below the navigation bar, there is an 'Attach Document To Case' section with an 'Add Document' button. The main content area is titled 'Documents of the case' and contains a table with columns for Party, Title, Extension, Submitted Date, and Actions.

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

Go to the “Actions” column and select “Download”.

This is a close-up view of the 'Documents of the case' table. The table has five columns: Party, Title, Extension, Submitted Date, and Actions. The 'Actions' column contains 'Download' and 'Delete' buttons for each document entry.

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

4.3. Deleting a Document Uploaded to the Case

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

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. At the top right, the user name 'Wendy Doe' is displayed along with navigation links: 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is shown. Underneath, the 'Case Status' is 'Negotiation', with buttons for 'Close the Case' and 'Request Facilitation'. A navigation bar contains several tabs: 'Parties', 'Problem Description', 'Documents' (highlighted with a red box), 'Table of Proposals', 'Message Center', and 'Actions'. Below the navigation bar is an 'Attach Document To Case' section with an 'Add Document' button. The main content area is titled 'Documents of the case' and contains a table with the following data:

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

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

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

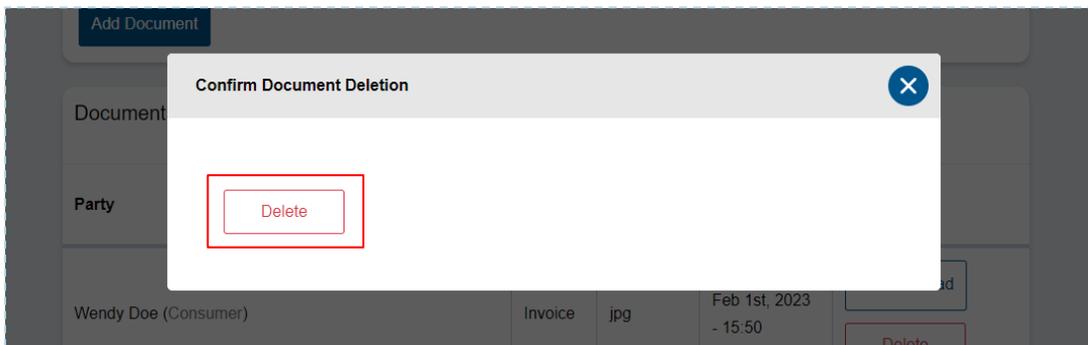
Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
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
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

Confirm you want to delete the file or document.



5. TABLE OF PROPOSALS

5.7 Table of Proposals in Negotiation and Facilitation

5.1.1 Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the case interface for FCAA-2023-9529-6188. At the top, the case status is 'Negotiation', with buttons for 'Close the Case' and 'Request Facilitation'. Below this is a navigation bar with tabs for 'Parties', 'Problem Description', 'Documents', 'Table of Proposals' (highlighted with a red box), 'Message Center', and 'Actions'. The main content area is titled 'Negotiation' and shows two proposal cards. The left card is 'Your proposal as consumer' with a date of Feb 1st, 2023 - 15:19 and a status of 'The proposal was rejected.' The right card is 'Proposal of The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)' with a date of Feb 3rd, 2023 - 15:27 and a status of 'Waiting for your response.' Both cards have a 'Details' button and a question 'What is the resolution you are seeking?'.

If the business has submitted a proposal, you can accept their proposal or make a counter proposal. To accept the proposal, scroll down the page and select “Accept Proposal.”

The screenshot shows the decision options for a proposal. There are two buttons: 'Accept Proposal' (highlighted with a red box) and 'Make a Counter Proposal'. Both buttons have a circular icon above the text: a checkmark for 'Accept Proposal' and a plus sign for '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”.

Case Status Facilitation Close the Case

« Back to Table

Accept Proposal

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.
We will reimburse the amount

Preview of the agreement

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

1 sur 2

RESOLVE MY CONSUMER DISPUTE Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Monday, 06 February 2023

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

DRAFT

* 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

5.1.2 Make a Counter Proposal.

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

The screenshot shows a decision interface with two columns. The left column has a header 'Please provide rationale to justify the resolution you are seeking.' and a text input field containing 'I want my card replaced'. Below this is a 'Decision' header and a large empty text area. The right column has a header 'Please specify the reimbursement amount (\$)' with a text input field containing '500'. Below this is another 'Please provide rationale to justify the resolution you are seeking.' header and a text input field containing 'We will reimburse the amount'. At the bottom of each column is a 'Decision' header. The right column features two buttons: a blue 'Accept Proposal' button with a checkmark icon, and a white 'Make a Counter Proposal' button with a plus icon, which is highlighted with a red border.

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

The screenshot shows a 'New Proposal' form. At the top, there are three buttons: 'Negotiation' (selected), 'Close the Case', and 'Request Facilitation'. Below these is a '« Back to Table' link. The main form area is titled 'New Proposal' and contains a question: '* What is the resolution you are seeking?' with a 'Help' button. There are six radio button options: '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' (selected), 'Cancellation of the contract', and 'Other'. Below the options is a text input field for the reimbursement amount, labeled '* Please specify the reimbursement amount (\$)', containing the value '126.00'.

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

THIS IS MY COUNTER PROPOSAL.

9971 characters remaining

Next

You can review a draft of the agreement document if your proposal was to be accepted by the business. Once you have 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 next button below the preview to finalize your proposal.



The image shows a preview of a document titled "RESOLVE MY CONSUMER DISPUTE" with Case Number: FCAA-2023-9529-6188. The document is a "SETTLEMENT AGREEMENT" dated Monday, 06 February 2023, made between Wendy Doe (referred to as the Consumer). A large red "DRAFT" watermark is overlaid diagonally across the center of the document.

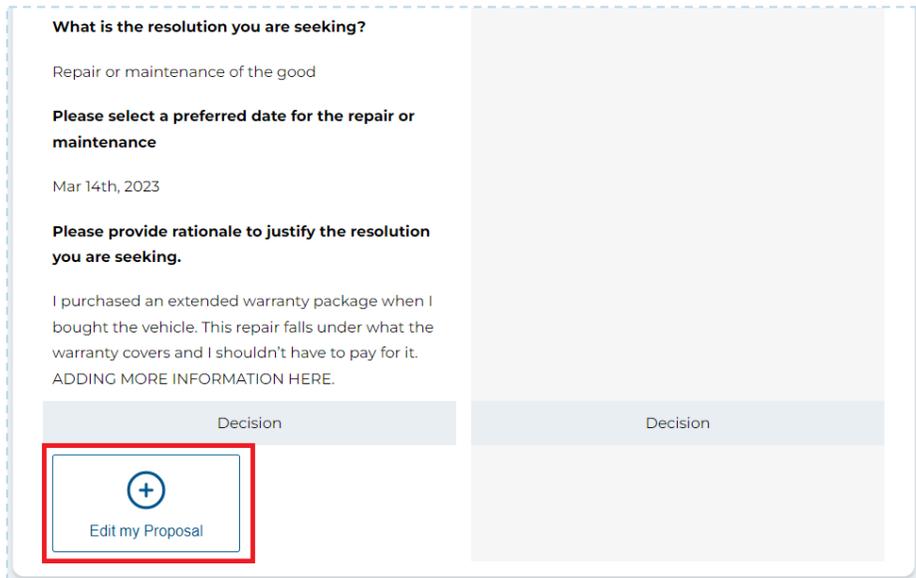
Submit

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

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. The user's name, "Wendy Doe", is shown at the top right, along with navigation links for "My Case(s)", "Contact Support", "My Profile", and "Logout". The case number "FCAA-2023-9529-6188" is prominently displayed. Below this, the "Case Status" is "Negotiation", with buttons for "Close the Case" and "Request Facilitation". A navigation bar contains tabs for "Parties", "Problem Description", "Documents", "Table of Proposals" (which is selected), "Message Center", and "Actions". The main content area is titled "Negotiation" and shows a table of proposals. The first proposal, "Your proposal as consumer", is highlighted with a red border. It includes a date of "Feb 6th, 2023 - 15:09" and a status of "Awaiting a response from The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd. (Business)". The second proposal, "Proposal of The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd. (Business)", has a date of "Feb 3rd, 2023 - 15:27" and a status of "You rejected the proposal.". Below each proposal is a "Details" section with the question "What is the resolution you are seeking?". The consumer's response is "Total or partial reimbursement of the good or service", while the business's response is "Replacement or exchange of the good". A partially visible question at the bottom asks to "Please select a preferred date for the replacement or exchange".

5.1.3 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.”



The screenshot shows a proposal form with the following content:

- What is the resolution you are seeking?**
Repair or maintenance of the good
- 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.

Below the text are two buttons labeled "Decision". At the bottom left, a button with a plus sign icon and the text "Edit my Proposal" is highlighted with a red rectangular border.

Make changes to the proposal form and select “Next.”

Case Status

Negotiation

Close the Case

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 specify the reimbursement amount (\$)

126.00

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

THIS IS MY COUNTER PROPOSAL. ADDING MORE INFORMATION HERE.

9941 characters remaining

Next

You can review a draft of the agreement document if your proposal was to be accepted by the business. Once you have 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 next button below the preview to finalize your proposal.



RESOLVE MY CONSUMER DISPUTE Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Monday, 06 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

Close the Case

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as consumer

Proposal of The Carduff Community Theatre Co-opertive Association Ltd., The Carduff Community Theatre Co-opertive Association Ltd. (Business)

🕒 **Date** : Feb 6th, 2023 - 15:15

🕒 **Date** : Feb 3rd, 2023 - 15:27

↔ **Status** : Awaiting a response from The Carduff Community Theatre Co-opertive Association Ltd., The Carduff Community Theatre Co-opertive Association Ltd. (Business)

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

Details

Details

What is the resolution you are seeking?

Repair or maintenance of the good

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

5.2 Table of Proposals in Mediation

5.2.2 Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top right, the user is identified as Wendy Doe, with navigation links for My Case(s), Contact Support, My Profile, and Logout. The case ID is FCAA-2023-9529-6188. The 'Case Status' is 'Mediation', with a 'Close the Case' button. A navigation bar contains tabs for Parties, Problem Description, Documents, Table of Proposals (highlighted with a red box), Message Center, and Actions. The 'Mediation' section is active, showing a 'Mediator's proposal' and a 'Mediation discussion space'. The proposal details include a date of Feb 7th, 2023, and a status of 'Waiting for parties approval'. The mediator, Ron Mc Donald, has submitted a message: 'Hi, I updated the proposal.' Below this is a text input field with a 'Submit' button. A blue information box on the right explains that the mediation request is approved and provides instructions on checking email for updates. It also defines mediation as a cooperative approach to resolving disputes.

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.”



FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Mediation Close the Case

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

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

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.

Lorem Ipsum, Ipsum Lorem. Updating the proposal.

Decision

✓

Accept Proposal

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

FAA-2023-3806-6264

Case Status

Facilitation

Close the Case

« Back to Table

Accept Proposal

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.

We will reimburse the amount

1 sur 2

RESOLVE MY CONSUMER DISPUTE

Case Number: FAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Tuesday, 07 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

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

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediation

Mediator's proposal

Mediation discussion space

🕒 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.

Lorem Ipsum, Ipsum Lorem. Updating the proposal.

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

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.

Decision

Wendy Doe (Consumer) accepted the proposal on Feb 7th, 2023 - 13:42

5.2.3 Refuse a Proposal

Go to the “Table of Proposals” tab.

The screenshot shows a mediation case interface for case ID **FCAA-2023-9529-6188**. At the top, the case status is **Mediation**, with a **Close the Case** button. Below this is a navigation bar with 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 contains a **Mediator's proposal** section with a date of Feb 7th, 2023 - 13:47 and a status of "Waiting for parties approval." Below this is a **Details** section asking for the resolution sought, with the text "Replacement or exchange of the good" and a request to select a preferred date for replacement or exchange (Feb 22nd, 2023). The right column is the **Mediation discussion space**, showing a message from **Ron Mc Donald (Mediator)** dated Feb 07, 2023 - 12:03: "Hi, I updated the proposal." Below the message is the name of the business: **The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)** with a date of Feb 07, 2023 - 13:44. A large blue informational box on the right explains that the mediation request is approved and provides details about the mediation process.

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

This screenshot is similar to the previous one, but the **Table of Proposals** tab is no longer highlighted. Instead, the **Mediation discussion space** tab is highlighted with a red box. The rest of the interface, including the mediator's proposal details and the business information, remains the same. The blue informational box on the right is also present.

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

Wendy Doe (Consumer)
Feb 07, 2023 - 13:55
I disagree with the proposal because...

Accept Proposal

Submit

agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

5.2 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 Proposals section.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

Negotiation

<p>Your proposal as consumer</p> <p>Date : Feb 6th, 2023 - 15:15</p> <p>Status : Awaiting a response from The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)</p> <p>Details</p>	<p>Proposal of The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)</p> <p>Date : Feb 3rd, 2023 - 15:27</p> <p>Status : You rejected the proposal.</p> <p>Details</p>
--	--

<p>What is the resolution you are seeking?</p> <p>Total or partial reimbursement of the good or service</p> <p>Please specify the reimbursement amount (\$)</p> <p>126</p> <p>Please provide rationale to justify the resolution you are seeking.</p> <p>THIS IS MY COUNTER PROPOSAL. ADDING MORE INFORMATION HERE.</p> <p>Decision</p> <p>+ Edit my Proposal</p>	<p>What is the resolution you are seeking?</p> <p>Replacement or exchange of the good</p> <p>Please select a preferred date for the replacement or exchange</p> <p>Feb 15th, 2023</p> <p>Please provide rationale to justify the resolution you are seeking.</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est UPDATED INFORMATION</p> <p>Decision</p>
--	---

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 Close the Case Request Facilitation

« Back

The most recent proposal appears first.

Wendy Doe (Consumer) edited their proposal.

Submitted Date : Feb 6th, 2023 - 15:15

Submitted By : Wendy Doe (Consumer)

Display Proposal

Wendy Doe (Consumer) made a counter-proposal.

Submitted Date : Feb 6th, 2023 - 15:09

Submitted By : Wendy Doe (Consumer)

Status : Cancelled because the party edited their proposal.

Display Proposal

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

 **FCAA**
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Negotiation Close the Case Request Facilitation

« Back

The most recent proposal appears first.

Wendy Doe (Consumer) edited their proposal.

Submitted Date : Feb 6th, 2023 - 15:15

Submitted By : Wendy Doe (Consumer)

Display Proposal

6. MESSAGE CENTER

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

6.1 Start a Chat

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

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. The user's name, Wendy Doe, is shown in the top right corner, along with navigation links for My Case(s), Contact Support, My Profile, and Logout. The case ID is FCAA-2023-9529-6188. Below the case ID, there are three buttons: Negotiation (highlighted in light blue), Close the Case (highlighted in red), and Request Facilitation (highlighted in dark blue). A horizontal menu contains six tabs: Parties, Problem Description, Documents, Table of Proposals, Message Center (highlighted in dark blue and enclosed in a red box), and Actions. Below the tabs, a message reads: "Please click on a chat below to view the messages." The Message Center section contains a list of chat discussions. The first chat has the 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", and a count of 3. The second chat has the 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.", and a count of 1. A "Start a Chat" button (highlighted in dark blue and enclosed in a red box) is located at the top left of the Message Center section.

Enter a subject and a message and select “Submit.” If the case status is “Negotiation,” you can only send a message to the business. But if the case status is

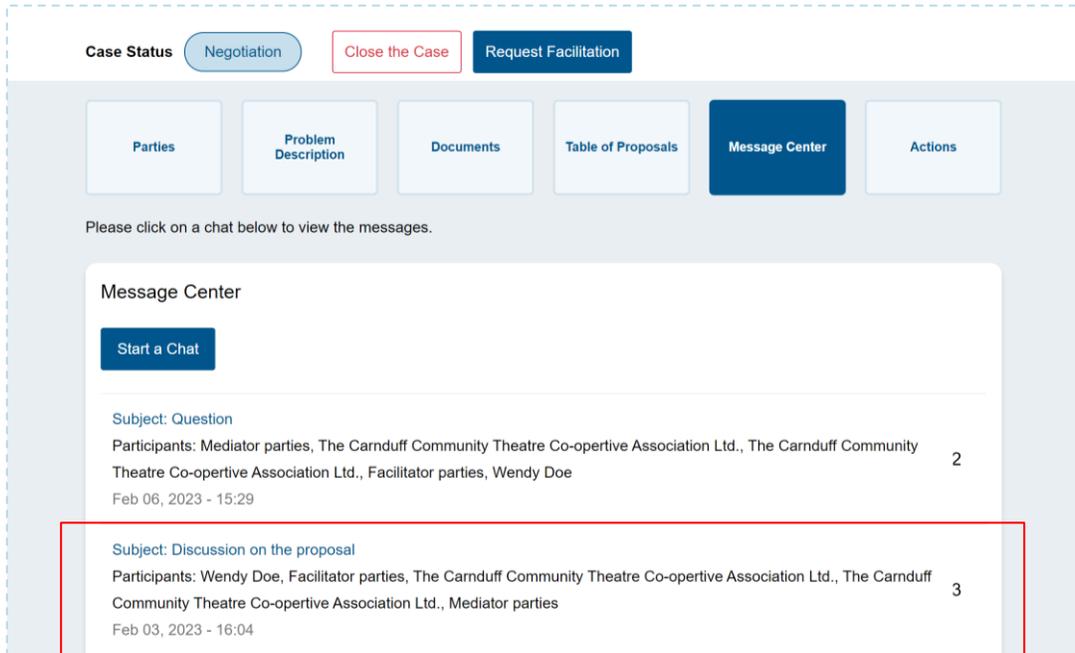
“Facilitation,” you can send a message to the business, the facilitator or both. Note that if the case proceeds to facilitation and mediation, the facilitator and the mediator will have access to all conversations.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. On the top right, the user's name "Wendy Doe" is shown, along with navigation links for "My Case(s)", "Contact Support", "My Profile", and "Logout". The case ID "FCAA-2023-9529-6188" is prominently displayed. Below the case ID, the "Case Status" is "Negotiation", with buttons for "Close the Case" and "Request Facilitation". A link to "« Back to Message Center" is visible. The main section is titled "Start a Chat" and contains a form with the following elements:

- A "Subject" field with a red asterisk, containing the text "Question".
- A "Participants" dropdown menu with a red asterisk, showing "The Carduff Community Theatre Co-opertive Association Ltd., The Carduff Community Theatre Co-opertive Associatio..." and a downward arrow.
- Two informational notes: "Note: If this case proceeds to facilitation, the assigned Facilitator will have access to this conversation." and "Note: If this case proceeds to mediation, the assigned Mediator will have access to this conversation."
- A "Message" field with a red asterisk, containing the text "Hi, I have a question on the proposal you submitted." and a red border.
- A "Submit" button with a red border.

6.2 Reply to a Message

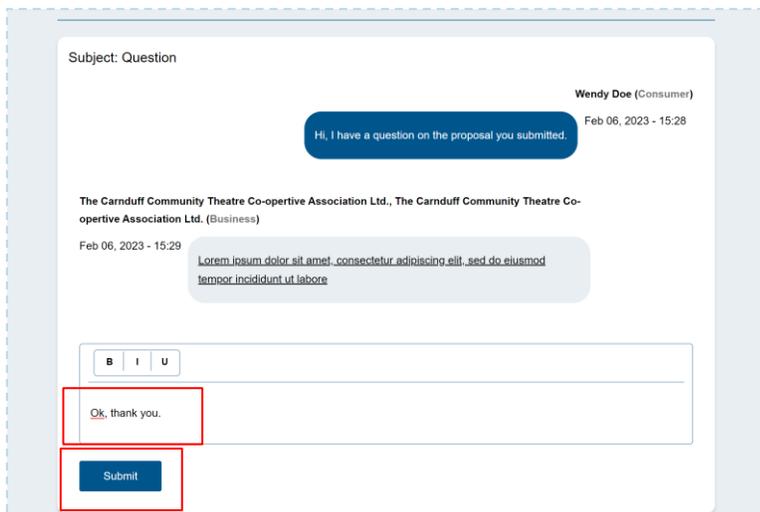
To respond to a message, select the “Message Center” tab and select the conversation you want to respond to.



The screenshot shows a web interface for a case management system. At the top, there is a 'Case Status' section with three buttons: 'Negotiation' (selected), 'Close the Case', and 'Request Facilitation'. Below this is a navigation bar with six tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals', 'Message Center' (selected), and 'Actions'. A message prompt reads: 'Please click on a chat below to view the messages.' The 'Message Center' area contains a 'Start a Chat' button and a list of messages. The second message is highlighted with a red box:

- Subject:** Discussion on the proposal
- Participants:** Wendy Doe, Facilitator parties, The Carduff Community Theatre Co-operative Association Ltd., The Carduff Community Theatre Co-operative Association Ltd., Mediator parties
- Count:** 3
- Date:** Feb 03, 2023 - 16:04

Type your answer and select “Submit.”

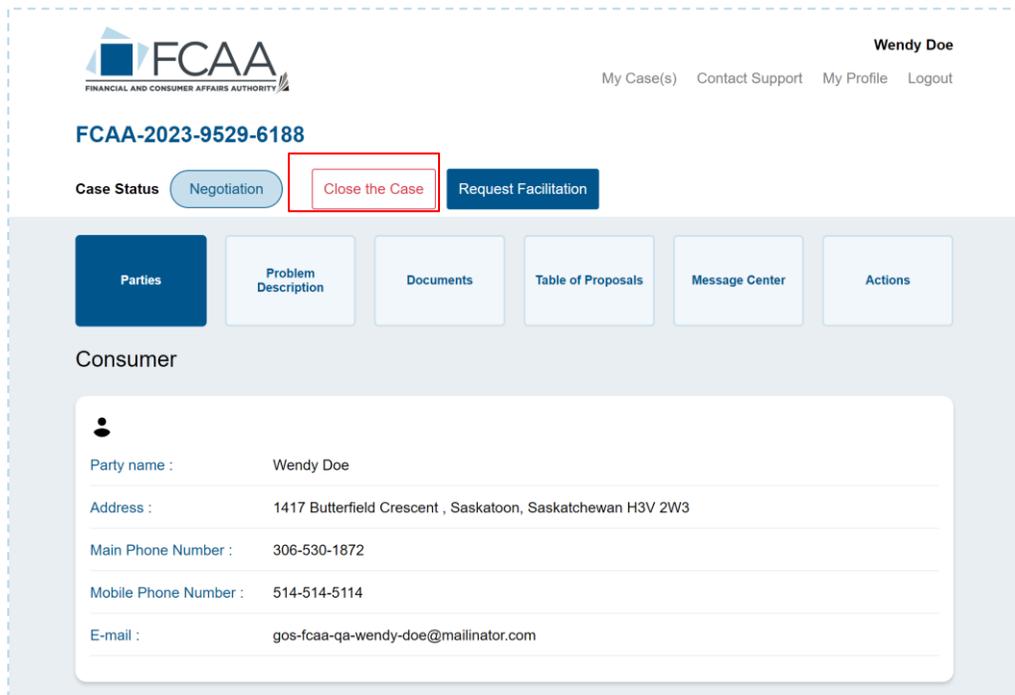


The screenshot shows a detailed view of a message thread. The top message is from 'Wendy Doe (Consumer)' dated Feb 06, 2023 - 15:28, with the text: 'Hi, I have a question on the proposal you submitted.' Below it is a response from 'The Carduff Community Theatre Co-operative Association Ltd. (Business)' dated Feb 06, 2023 - 15:29, with placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore'. At the bottom, there is a text input field containing 'Ok, thank you.' and a 'Submit' button, both highlighted with red boxes.

7 ACTIONS

7.1 Close the Case

To close your case, select “Close the Case” next to the Case Status.



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's name 'Wendy Doe' is shown, along with navigation links: 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. The case ID 'FCAA-2023-9529-6188' is prominently displayed. Below the case ID, the 'Case Status' section contains three buttons: 'Negotiation' (light blue), 'Close the Case' (white with a red border), and 'Request Facilitation' (dark blue). A horizontal menu below these buttons includes 'Parties', 'Problem Description', 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The 'Parties' section is expanded to show 'Consumer' information for Wendy Doe, including her address, phone numbers, and email.

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

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

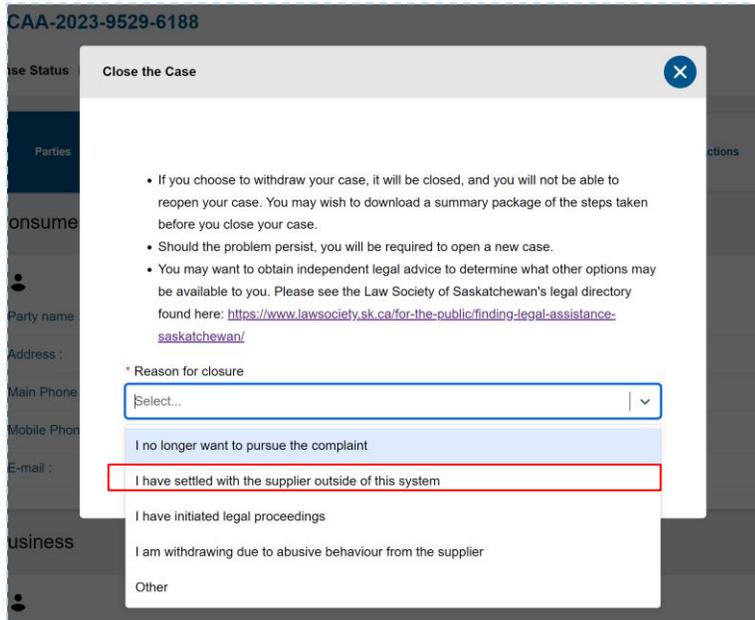
Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number : 306-530-1872

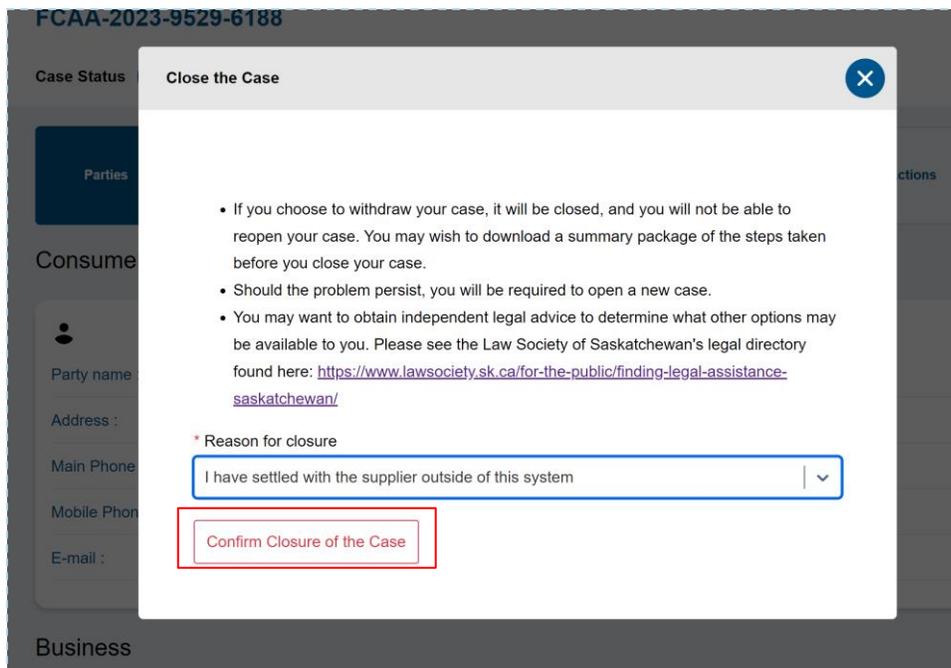
Mobile Phone Number : 514-514-5114

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

Select the reason why you want to close your case.

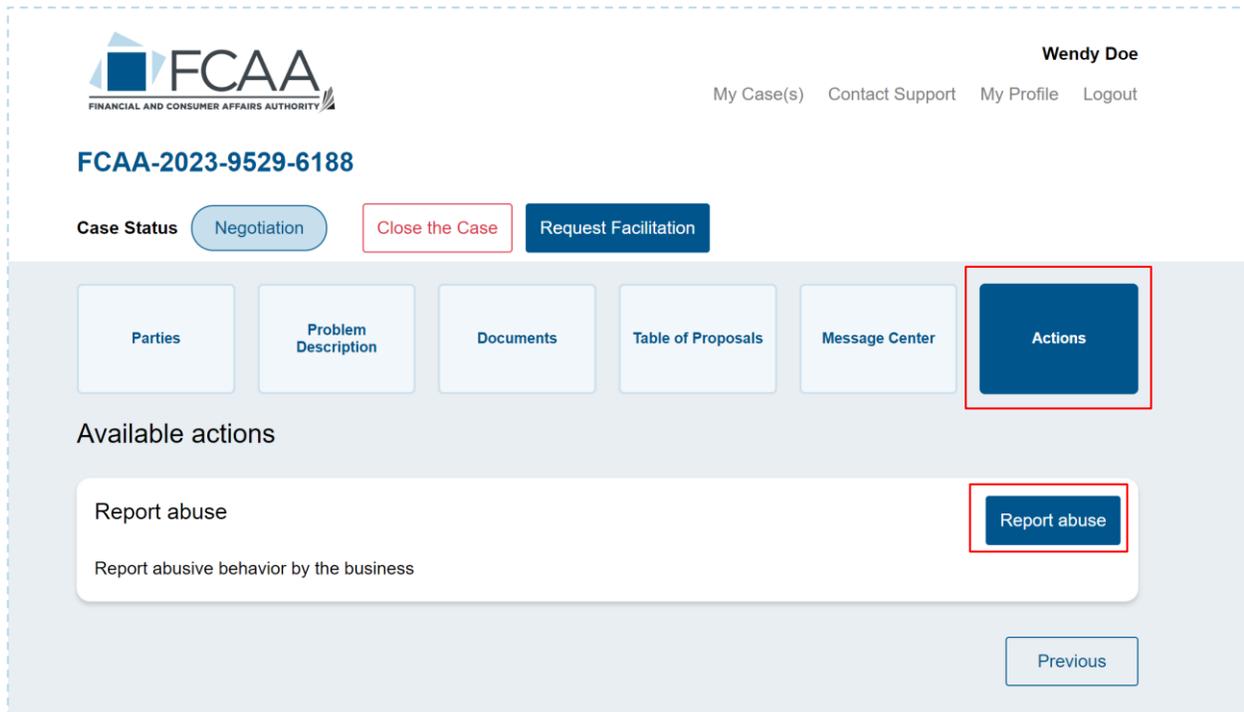


Select "Confirm Closure of the Case."



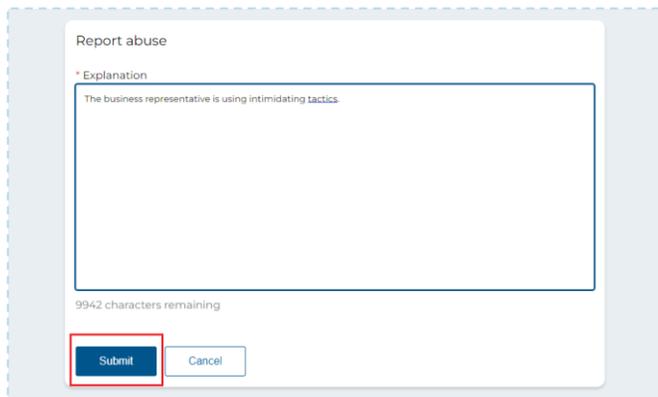
7.2 Report Abuse

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



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. At the top right, the user name "Wendy Doe" is displayed, along with navigation links for "My Case(s)", "Contact Support", "My Profile", and "Logout". Below the logo, the case number "FCAA-2023-9529-6188" is shown. Underneath the case number, there are three buttons: "Negotiation" (highlighted in blue), "Close the Case" (in red), and "Request Facilitation" (in dark blue). A horizontal menu below these buttons contains six items: "Parties", "Problem Description", "Documents", "Table of Proposals", "Message Center", and "Actions" (highlighted with a red border). Below the menu, the section "Available actions" is displayed. It contains a card with the title "Report abuse" and the description "Report abusive behavior by the business". A "Report abuse" button is highlighted with a red border on the right side of this card. At the bottom right of the interface, there is a "Previous" button.

Fill out the form and select “Submit.”



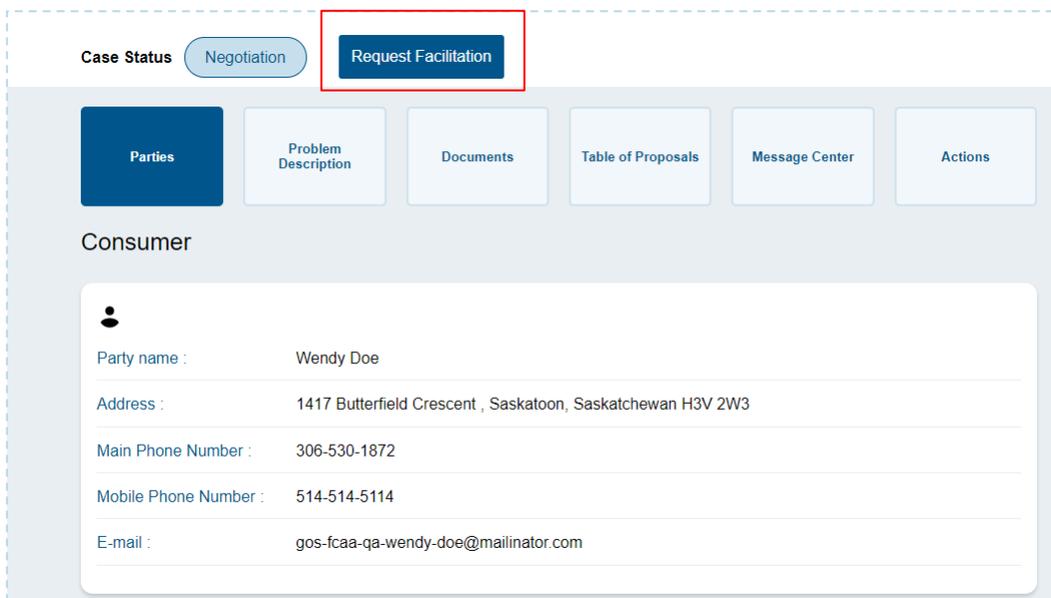
The screenshot shows the "Report abuse" form. At the top, it says "Report abuse". Below that is a section titled "* Explanation" with a text area containing the text "The business representative is using intimidating tactics." Below the text area, it says "9942 characters remaining". At the bottom of the form, there are two buttons: "Submit" (highlighted with a red border) and "Cancel".

The report will be sent to the FCAA and a facilitator will be assigned to the case.

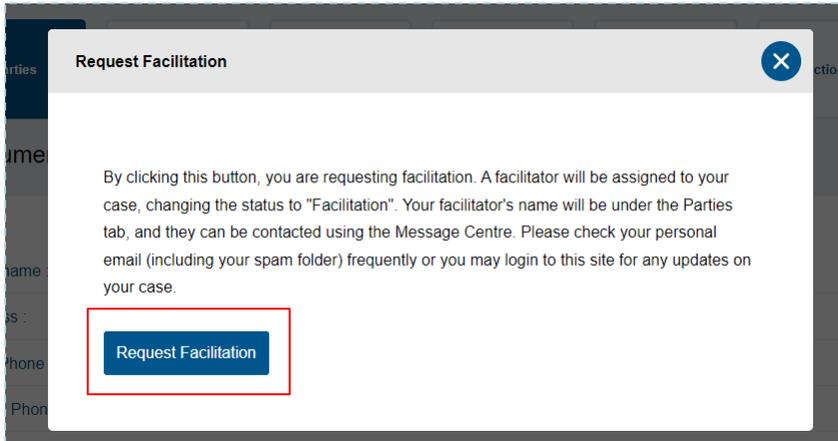
7.3 Request Facilitation

Once a proposal and counter proposal have 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.



Select “Request Facilitation.”

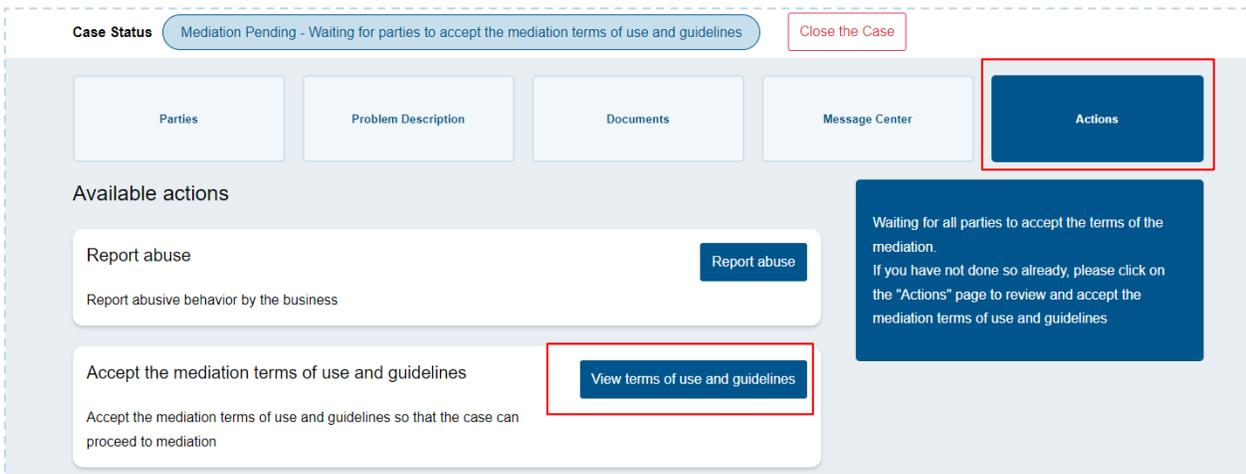


The case will be assigned a facilitator.

7.4 Accept Mediation Terms of Use and Guidelines.

If your case is eligible for mediation, you will be asked to accept the mediation terms of use and guidelines. Before the case can proceed to mediation, both the consumer and the business must agree to the mediation terms of use and guidelines.

Go to the “Actions” tab and select “View terms of use and guidelines.”



Scroll down the page to read the terms of use and guidelines for mediation.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) online dispute resolution portal. At the top left is the FCAA logo. On the top right, the user's name "Wendy Doe" is shown, along with navigation links for "My Case(s)", "Contact Support", "My Profile", and "Logout". The case number "FCAA-2023-9529-6188" is prominently displayed. Below this, the "Case Status" is "Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines", with a "Close the Case" button. A "Back to all actions" link is also present. The main content area is titled "Terms of Use & Guidelines for Mediation" and contains four numbered points: 1. THE ROLE OF THE MEDIATOR, 2. CONDUCT OF MEDIATION, 3. IMPARTIALITY, and 4. CONFIDENTIALITY. A blue notification box on the right side of the content area 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".

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines** [Close the Case](#)

[« 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 do not want to move forward with mediation, select the “Message center” tab (see section 6) to let the business 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