

Endispute™ Online Dispute Resolution FAQs



What type of cases are appropriate for Endispute Online Dispute Resolution (ODR)?

While Endispute ODR is an efficient option for a variety of cases, it is ideal for disputes involving low- to moderate-value claims that can be resolved in a two-hour session. Please contact us to discuss whether Endispute is the right ADR format for your matter.

What are the per-party fees, and what do they include?

A standard Endispute ODR session is intended for a two-party case, with four participants total.

The flat fee of \$500 per party includes:

- Up to two participants per party
- Up to two hours of mediation session time with the JAMS neutral
- Use of our online video and audio platform

Additional participants beyond the standard four (e.g., two per party) will be charged an additional \$100 per hour per participant. Additional mediation hours beyond two will be charged at \$300 per hour per party. These costs will be charged to the credit card or account on file.

How do I pay the fees?

1. By credit card. Your Endispute ODR case manager can facilitate the transaction.
2. By payment on an existing account with JAMS. Check with an Endispute ODR case manager for additional information.

What is the cancellation policy?

Request for cancellations should be received in writing no later than two business days before the session date and sent to all parties and to JAMS at mediate@endispute.com.

If a request for cancellation is received with less than two business days' advance notice, JAMS will make every attempt to reschedule the neutral's time with another matter. However, if JAMS cannot reschedule, the party canceling the mediation is responsible for all fees associated with the reserved time.

Additionally, JAMS may cancel your mediation if fees are not paid by all participants at least two business days before the session date. Should your session be canceled for failure to pay, JAMS will notify all participants and refund any party who has paid. The paying party may choose to advance all fees to keep the session date.

Do I need to submit any documents before the mediation?

The mediator often will want to receive a one-page mediation brief at least two days before the session. The assigned mediator will tell you what documents they require and when and how to send them.

How can I share documents during the mediation session?

A feature is available during the session that enables any party to upload, download and share documents. Documents can be shared with a specific user or group of users. They are not automatically shared with everyone unless that option is selected. You can decide who receives documents when you upload them.

What if I have technical issues?

Please test your connectivity and camera in advance of the scheduled mediation session at <https://demo.courtcall.com/troubleshooting/webrtc/>. If you encounter technical issues, please call **888.882.6878** or **310.342.0888**.

What are the options if my case does not settle?

The mediator and the parties will agree to the next step. Typically, the options are to:

- Continue the session for another hour
- Schedule a follow-up ODR session for a future date
- Schedule an in person mediation session
- Stipulate to decide the matter by arbitration
- Pursue an alternative legal remedy

To determine if Endispute ODR is the right option for your case, contact us at **1.844.WebJAMS** or Mediate@endispute.com or visit www.jamsadr.com/endispute.

