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## REQUEST TO PARTICIPATE IN ON-LINE DISPUTE RESOLUTION (ODR) FOR SMALL CLAIMS LITIGANTS

The Superior Court of California, County of Santa Clara – Small Claims Division, encourages parties to use ODR to resolve monetary disputes where all parties agree to participate voluntarily.

### **What is on-line dispute resolution (ODR)?**

ODR is a voluntary process for resolving disputes. Disputes may be resolved between the parties or with the help of a neutral third party, called a mediator. ODR allows you and the other party to reach a mutually acceptable settlement of the cases without having to appear in court to have a judge impose a decision on you. **The information you provide through your negotiation or mediation is secure and confidential. However, any agreement you come to will be made a part of the public record.** The mediator will not provide legal advice, evaluate your case, or make any decision or judgment for you. However, the mediator will help you and the other party focus on reaching an agreement that is acceptable to all parties involved in the dispute. If you reach a settlement agreement an agreement will be created and filed automatically with the Court, eliminating the necessity of you having to appear in Court.

### **How do I sign up for ODR?**

You may participate in ODR before your court appearance date by providing your email address to the court **at least 20 days before your scheduled hearing**. When the court receives both parties' email addresses, your case will automatically be forwarded to the ODR program. Once the plaintiff initiates the process, the defendant will have the opportunity to opt in and the ODR process can begin. **Please add the ODR program email address "no-reply@uat-scscourt.modria.com" to your contacts to ensure your invitation does not go to your spam or junk folder.**

### **HOW TO PROVIDE YOUR EMAIL ADDRESS TO THE COURT**

To request ODR please go to [http://www.scscourt.org/self\\_help/small\\_claims/small\\_claims\\_ODR.shtml](http://www.scscourt.org/self_help/small_claims/small_claims_ODR.shtml) to complete your request form.

**Please Note:** In order to participate in the ODR program the Court must receive your email address at least 20 days before your scheduled hearing.

### **For more information please go to:**

[http://www.scscourt.org/self\\_help/small\\_claims/small\\_claims\\_help.shtml](http://www.scscourt.org/self_help/small_claims/small_claims_help.shtml)  
[http://www.scscourt.org/self\\_help/self\\_help\\_videos.shtml](http://www.scscourt.org/self_help/self_help_videos.shtml).

or

Go to [www.scscourt.org](http://www.scscourt.org)  
Click on "Self-Help" near the top of the page,  
Click on "Small Claims", then  
Click on "Self-Help Videos" link in the top, middle section of the page)