



## **ODR EXPERT GROUP MEETING – 26 JUNE 2013**

**Albert Borschette Meeting Centre (Room AB-4D)  
36, Rue Froissart, 1040 Brussels**

### **PROGRAMME**

- 1. INTRODUCTION** [10h00 - 10h15]  
(*Cristina Russo, DG SANCO, Head of Unit "Financial Services and Redress"*)
  - 2. WEB ACCESSIBILITY** [10h15 - 10h30]  
(*Philippe Loopuyt, DG SANCO, Head of Unit "Information systems"*)
  - 3. ODR PLATFORM – OVERVIEW OF THE COMPLETE WORKFLOW** [10h30 - 12h00]  
(*Rebecca Vanhecke/Caroline Fabre, DG SANCO, "Information systems" team*)
  - 4. ODR PLATFORM – AUTOMATIC REMINDERS** [12h00 - 12h30]\*  
(*Rebecca Vanhecke/Caroline Fabre*)
- \* The lunch break will take place between 12h30 and 14h00.*
- 5. DISCUSSION ON WORKFLOW AND REMINDERS** [14h00 - 14h45]
  - 6. ODR CONTACT POINTS** [14h45 - 15h45]  
(*Rebecca Vanhecke/Caroline Fabre*)

**7. TRADER BUSINESS ID CARD & ADR ID CARD** [15h45 - 16h30]

*(Philippe Loopuyt / Samuel Morello, DG SANCO, "Information systems" team)*

**8. CONCLUSIONS AND PREPARATION OF NEXT MEETING** [16h30 - 17h00]