

	Department: N/A	SOP #	CPO1-07
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SOP Name	Chat	Last Reviewed/Update Date	12/2016
SOP Owner	Certification Point Team	Approval	BLG

Standard Operating Procedure

1. Purpose

This SOP describes the process for using the CertificationPoint.org chat resource.

2. Scope

The intended audience for this SOP are registered site members who needed to completion online mediation in reference to a conflict requiring scheduled resolution.

3. Prerequisites

The prerequisites associated using the online chat is site registration and a scheduled hearing.

4. Responsibilities

Registered professional and student freelancers and registered businesses are responsible for contacting CertificationPoint.org in the event a scheduled Chat mediation is required. In the event of an issue, registered members are required to contact CertificationPoint.org first via email (info@certificationpoint.org).

5. Procedure

Please contact CertificationPoint.org via email (info@certificationpoint.org) in order to have an official mediation process scheduled.

6. References

None at this time

7. Definitions

None at this time