

ADR4EU

Cross-Border Consumer Protection
through ADR Innovation



Case Handling Odoo Integration Report

One system, from dispute form to closed case.

1

INTEGRATED SYSTEM

2

SUBTASKS PER CASE

Daily

ENCRYPTED BACKUPS



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What changed

One system

The website and ADR back office now run in one Odoo environment.

Parent case

A single case task replaces the flat ticket, with two linked subtasks.

Separate threads

Customer and operator correspondence stay in distinct histories.

Automated intake

Form and email submissions create cases and notify staff.



How a case flows

1

Intake

A website form or support email creates a parent case task and notifies the responsible employee.

2

Assignment

The employee validates the customer assignment, which creates the customer and operator subtasks.

3

Correspondence

Messages go through the right subtask, with a recipient check. The parent case tracks status and is never used for email.



Security and resilience

Hosting

Dedicated server in Germany, with a signed GDPR Art. 28 agreement.

Access

Role-based security groups and record rules, with single sign-on.

Transport

HTTPS enforced, with managed TLS certificates.

Audit trail

Changes, notes and messages are logged against each case.

Backups

Daily encrypted offsite backups; restores tested every 3–4 months.



Ready for routine use

D3.1 confirms the completed Case Handling System Integration under WP3.

DELIVERED UNDER T3.1

01
Procurement
and integration

02
Secure data
migration

03
Workflow
automations

04
Document
generation

05
In-person
training

Delivered as one integrated case handling environment for EADR.

STAFF REMAIN RESPONSIBLE

Automation supports intake and notification. Employees keep responsibility for:

Procedural decisions

Customer assignment

Recipient checks

One record from submission to closure

Traceability

Auditable operations

Clear correspondence

Source: D3.1 — Case Handling Odoo Integration Report, WP3. This summary reflects the documentation at the time of submission, which remains subject to future updates.



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