

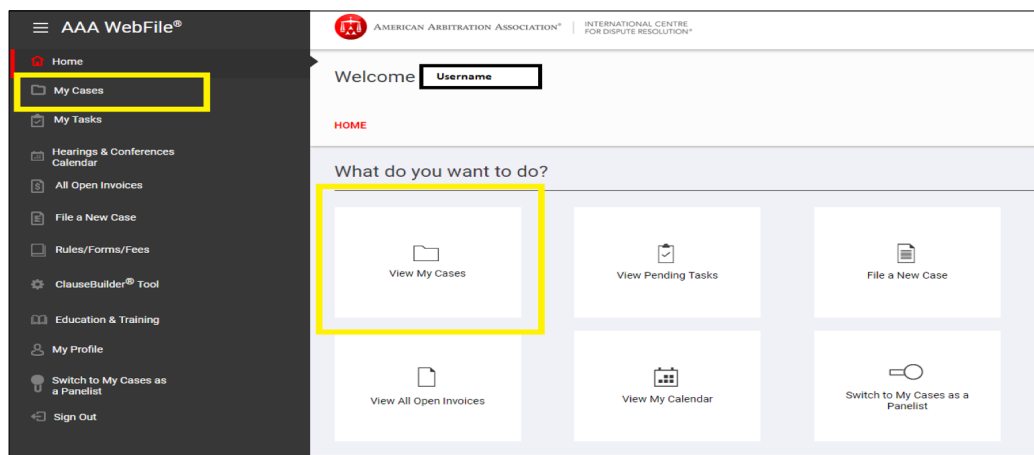


Online Settlement Tool Guide

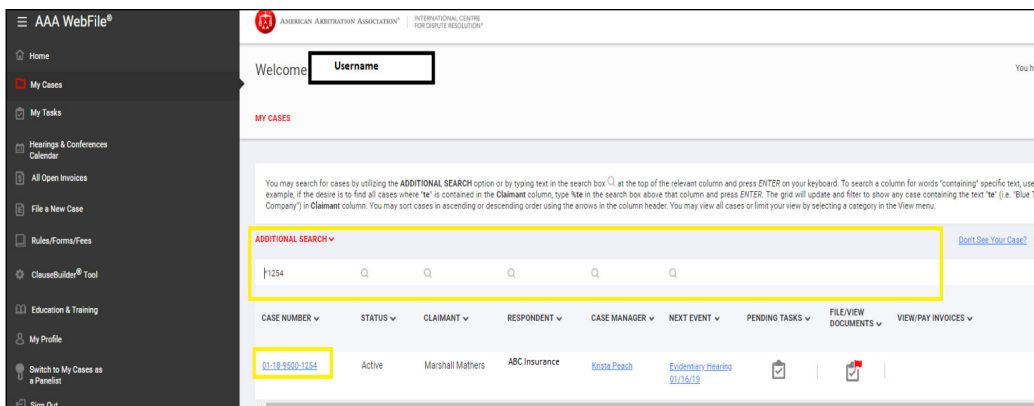
How to Locate the Online Settlement Tool:

Step 1: To access the tool, navigate to AAA WebFile® located on the American Arbitration Association® homepage at www.adr.org and click on "My Account". Follow the login instructions. If you do not already have an account, please contact your case administrator.

Step 2: Next, you may click on either "My Cases" within the sidebar on the left or click on "View My Cases" located on the main screen.



Step 3: Locate the case within the "My Cases" Grid. To locate the case, use the search features at the top of the case grid as noted below.



Step 4: Once you have located the case, click on the associated case number to be directed to the case record. The Online Settlement Tool is located on the right-hand side of the case record and is titled "Make Settlement Offers".



How to Make an Offer:

Step 1: Within the case record, click on “Make Settlement Offers”.

The screenshot shows the 'CASE INFORMATION' tab for a case titled 'Marshall Mothers v. Progressive' with Case Number '01-18-950-1254'. The page includes sections for ADR Process, Applicable Rules, Filed Date, Track, Claim Amount, Case Status, Hearing Locale, Case Manager, and Upcoming Event. A yellow box highlights the 'Make Settlement Offers' button in the top right corner.

PARTY NAME	ROLE	LEAD REPRESENTATIVE	SECONDARY REPRESENTATIVE	CLAIM INFORMATION
Marshall Mothers	Claimant	Mark Brandenburger c/o McSweeney / Langevin LLC 2116 2nd Avenue South Minneapolis, MN 55404 (766)613-2700 pa@mcsmn.adr.org	N/A	Claim Amount: \$3,968.00 Claim Type: Claim Claim Received: 11/01/2018 Insurance Claim Details Claim Number: 5875765

Step 2: Under the heading “Make Offer”, complete each of the required boxes.

The 'Make Offer' form contains the following fields:

- Submitted By: ABC Insurance
- Expires on: 01-Feb-2019
- Offer Type: Lump
- Lump Amount: \$5,000.00
- Comments (optional): Full and Final Settlement - We will split the arbitrator compensation.

At the bottom, there is a '3,000 character limit.' indicator and two buttons: 'Cancel' and 'Submit Offer'.

Step 3: After all of the information has been added, click “Submit Offer”. A pop-up box will appear to confirm the offer has been successfully transmitted.



How to Review My Pending Offers:

Step 1: Within the case record, click on “View Offer History”.

Step 2: Locate the offer with a status of “Active”. Click “View” to view the offer details.

Case Caption: Marshall M. v. ABC Insurance
Case Number: 01-18-9500-1254

Case Manager: Krista Peach ka@adrism.adr.org
Phone: (706) 613-2700

Submitted on	Submitted By	Submitting Party	Amount	Offer Type	Offer Details	Status	Responded By	Responded on
13-Dec-2018	Username	Marshall M.	\$5,000.00	Lump	view	Active		

How to Retract an Offer or Extend the Expiration of an Offer Due Date:

Step 1: Navigate to the case record.

Step 2: Click on “View Offer History”.

Step 3: Locate the offer with a status of “Active”. Click “View” to view the offer details.

Step 4: In the top right-hand of the screen, click “Actions” and use the drop down box to select either Retract Offer or Extend Expiration Date.

Retraction Note: Please note that you cannot retract an offer if the offer has been accepted.

Extension Note: You can extend an offer; however, you cannot move it to an earlier due date.

Offer Details

Submitted On: 13-Dec-2018
Submitted By: Username
Submitting Party: Marshall M.
Offer Type: Lump
Status: Active
Expires On: 01-Feb-2019

TOTAL AMOUNT OFFERED: \$5,000.00

Comments

Full and Final Settlement. We will split the arbitrator compensation.

Actions
Extend Expiration Date
Retract Offer

Close



If the opposing party makes an offer or counteroffer, you will receive an email with notice of the offer/counteroffer. To view the offer/counteroffer, log-in to AAA WebFile and follow the steps below.

Step 1: Navigate to either “My Tasks” within the sidebar on the left or click on “View Pending Tasks” located on the main screen.

Step 2: Within the tasks grid, locate and click on the task "Review Settlement Offer/Counteroffer" for the corresponding case.

Step 3: You will be directed to the case record. In the "Pending Case Tasks" grid, click on the task "Review Settlement Offer/Counteroffer".

Step 4: Next, click on "View" under "Offer Details".

Step 5: Once you have reviewed the offer, click "Close" and navigate to the "Respond to Offer" section as noted below. You may elect to counter, accept or reject the offer within this section.

ONLINE SETTLEMENT TOOL