Online Filing Help
Online Filing Help

by Arbitration Forums, Inc.

This manual represents a print version of the Online Filing Help.

Care should be taken when referencing printed material as it may not represent the most up-to-date information available.
Online Filing Help

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1 Introduction

1.1 About the Online Filing Guide

Arbitration Forums (AF) developed this user guide to help you become familiar with Online Filing.

Usage Tips

Here are some tips to help you use this guide. Use any of the methods below, depending on what works best for you.

- View the user guide in sequence using the table of contents. Click the Contents button, then click on a book to see its contents. Click each page to view the corresponding lesson in the right-hand pane.

- Find information using the online index. Click the Index button, scroll through the keyword list, and then double-click the keyword. When you double-click a keyword, the corresponding topic appears in the right-hand pane.

- Locate every occurrence of a word or phrase in the online user guide by clicking the Search button and then typing the word. When the list of topics displays, double-click the topic title you want to display. The corresponding topic appears in the right-hand pane.

- Hyperlinks are clickable items such as text (typically underlined and displayed in a different color) that perform an action, such as displaying another topic or a Web page.

- To print this guide, click the PDF link to open and print that version.

2 Getting Started

2.1 Accessing Online Filing

To logon to the Arbitration Forums website and access Online Filing, you need a User ID and Password. Your Security Administrator controls the user names and passwords used by your company. See your supervisor if you have not been assigned a User ID and Password.

Note: Passwords and User ID are case sensitive. For example, you must enter all lowercase letters if you were assigned a password in lowercase.

Logging In

To log into the AF web site:

1. Enter your User ID in the appropriate field located in the upper right-hand corner of the AF web site.
2. Enter your Password in the appropriate field.
3. Click Login.
Once logged in, access Online Filing as follows:

1. Click **Member Access** from the top level menu.
2. Hover over Online Filing in the drop down.
3. Click the Forum link associated with the type of arbitration filing desired.

---

### 2.2 Navigation

When using Online Filing, the action menu as well as various buttons and page tabs will be present on the screen. Each page has its own set of unique buttons and drop-down menus.
Action Menu

The top of the screen contains the Action Menu that identifies the actions available. These options can change for each section.

Clicking on the action menu option once will perform the specified function.

In some instances, a down arrow icon "▼" will be shown next to an Action Menu item. This represents a drop-down menu that will appear when clicking the item once.

Page Tabs

Under the Action menu are Page Tabs used to represent various transaction screens. The lighter colored tab with the arrow showing on it is the current working tab. The darker colored tabs represent other page options. Clicking each tab once will make that tab active.

Buttons

Each tab contains various buttons that appear throughout the screens. When activated, these buttons perform specified functions which are initiated by clicking the desired button using a mouse.
2.3 Notification

Online Filing contains a series of notification boxes located at the top of each page just under the action menu. The type of icon displayed with the message provides some context about the message.

### Notification Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
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<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>This is the general message icon that will appear on every page. It gives a short description of what the function of the form is and how to proceed.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>This icon will be displayed with important information.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>A warning message will appear when incorrect information has been entered or a required data field has omitted.</td>
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<tr>
<td><img src="image4.png" alt="Icon" /></td>
<td>An error message will be displayed if an error has occurred.</td>
</tr>
<tr>
<td><img src="image5.png" alt="Icon" /></td>
<td>This icon will provide notification of new features in the system.</td>
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SEE ALSO:
Accessing the Online Filing Guide
Navigation

### Add Docket

#### 3.1 Cases in Process Listing

A Case in Process is a filing that has had some items input but has not been submitted. This page will display a listing of any cases previously started.
## Column Definitions

The first five columns allow you to sort in ascending or descending order by each of the different categories by clicking the header label:

- **Last Accessed** - The date corresponding with the last time you opened the case.
- **Process Type** - The action that was taking place when the In Process case was exited.
- **Company Name** - The Company Name associated with the applicant of the case.
- **Claim / Policy** - The Claim / Policy number associated with the applicant of the case.
- **Insured Name** - The name of the applicant's insured individual.

The last column can not be sorted:

- **Delete?** - The Delete button is used to delete the case from the list.

When deleting, you will be prompted with a verification pop-up. Click **Yes** to confirm deletion.

If you wish to cancel and return to My Watches click the **Cancel Add Docket** button in the action menu.

## Using the Case in Process Screen

There are three choices from the Case In Process screen:

1. Click **Cancel Add Docket** to cancel the process and return to the previous screen.
   OR
2. Click **Add New Docket** to begin a new filing.
   OR
3. Click a linked item in the list to access that filing.
To delete a case in process and remove it from the list:

1. Click the Delete button located in the "Delete?" column.
2. Click Yes in the pop-up window to confirm deletion.

SEE ALSO:
- Applicant Information
- Incident Information
- Contentions
- Pleadings
- Evidence
- Special Damages
- Respondent
- Check Related Cases
- Summary
- Confirmation

3.2 Applicant (Company 1) Information

The Applicant Information tab is used to enter the names and addresses associated with the party initiating the arbitration filing.

In the Special and Uninsured Motorist Forums, this tab will be designated as "Company 1" but contains the same information.
The first set of fields collect information associated with the Applicant. Depending upon the setup, these fields may be populated by the system based on the information associated with the logged in user's account. Otherwise, choose the appropriate item for each field using its drop down box.

- **Applicant (Company 1) Name**: The member group name under which the arbitration is being filed.
- **Applicant (Company 1) Subsidiary**: The member subsidiary under which the arbitration is being filed.
- **Billing Code**: The specific entity (i.e. claim office, region) to which the invoice will be applied, if applicable.

![Applicant Information Fields](image1)

### Representative Contact Information Field Definitions

The second group of fields collect contact information for the Applicant company representative.

- **Rep First Name**: The representative's first name.
- **Rep Last Name**: The representative's last name.
- **Rep Phone**: The representative's phone number.
- **Rep Fax**: The representative's fax number.
- **Rep E-Mail Address**: The representative's e-mail address.

![Representative Contact Information Fields](image2)

### Company Address Field Definitions

**© 2013 Arbitration Forums, Inc.**
Company Address is a required field.

- **Address 1**: The primary address line.
- **Address 2**: A secondary address line, if needed.
- **City**: The name of the city.
- **State**: The name of the state.
- **Country**: The name of the country.
- **Postal Code**: The postal code.

After entering the appropriate address information, click **Verify Address**.

**Note**: If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.

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Remittance Address Field Definitions

Remittance Address is a required field.

- **Attention**: Used if the award payment should be directed to a specific individual or another company (i.e. TPA handling the claim for a member).
- **Address 1**: The primary address line.
- **Address 2**: A secondary address line, if needed.
- **City**: The name of the city.
- **State**: The name of the state.
- **Country**: The name of the country.
- **Postal Code**: The postal code.

After entering the appropriate address information, click **Verify Address**.

**Note**: If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

If you are certain that the address you entered is correct, click the checkbox located at the bottom of
Completing Applicant (Company 1) Tab

To complete the Applicant (Company 1) Tab:

1. If applicable, select the Applicant (Company) Name, Subsidiary, and Billing Code from the appropriate drop down lists.
2. Enter the Representative contact information in the appropriate fields.
3. Enter the Company Address information in the appropriate fields.
4. Click **Verify Address** to validate the entered address.
   
   **Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

   If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.
5. Enter the Remittance Address information in the appropriate fields.
6. Click **Verify Address** to validate the entered address.
   
   **Note:** If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Make any needed corrections and click **Verify Address** again.

   If you are certain that the address you entered is correct, click the checkbox located at the bottom of the address group box, verifying that you accept this address as correct.
7. Click the **Incident Info** tab to continue creating the docket.
Note: Once you have entered the information on this screen and completed a filing, this information will become the default and you will not have to enter the information each time you file.

SEE ALSO:
Cases in Process Listing
Incident Information
Contentions
Pleadings
Evidence
Special Damages
Respondent
Check Related Cases
Summary
Confirmation

3.3 Incident Information

The Incident Info tab is where information about the incident is defined and any administrative requests are entered.

- Incident Information Field Definitions

The Incident Information section contains fields used to enter the basics of the filing:

- **Incident City**: The city where the incident occurred.
- **Incident State**: The state where the incident occurred.
- **Date of Loss**: The date when the incident occurred.
- **Claim / Policy Number**: The claim or policy number associated with the filing.
- **Insured Type**: Used to indicate if filing is regarding a Personal or Commercial policy.
- **Insured First Name** (if Type = Personal): The first name of the insured individual.
- **Insured Last Name** (if Type = Personal): The last name of the insured individual.
- **Insured Company Name** (if Type = Commercial): The name of the commercial insurer.
- **Injured Party First Name** (Med Pay, PIP, Special only): The first name of the injured party.
- **Injured Party Last Name** (Med Pay, PIP, Special only): The last name of the injured party.
- **Injured Party Status** (PIP only): Used to indicate the injured party’s relationship to the incident - Driver, Occupant or Pedestrian.
- **Line of Insurance** (Special only): Used to indicate the line of insurance involved in the loss from the perspective of Company 2.
Administrative Requests Field Definitions

The Administrative Requests section contains fields used to indicate requests pertaining to the filing:

- **Accept Policy Limits**: Used to indicate if policy limits will be accepted as final claim settlement.

- **Request Deferment**: Used to request a one-year deferment of hearing.

- **Deferment Justification** (if Request Deferment = Yes): Used to enter justification for deferment request.

- **Personal Rep at Hearing**: Used to indicate if a representative will attend the hearing.

- **Select All That Apply** (if Personal Rep at Hearing = Yes): Used to indicate the role of the representative who will attend the hearing - Member Representative, Insured, Expert, Witness.

- **Automatic Counter Response** (Auto, Med Pay, PIP, Property, Special only): Used to automatically answer a potential counterclaim associated with the filing should one be filed.

- **Return Photos**: Used to indicate if printed photos should be returned once a decision has been rendered.

- **Administrative Request**: Used to enter a request not covered by the other options.
Use the following steps to complete the Incident Information tab:

1. Enter the information requested in the Incident Information section. The requested info will vary depending upon the type of filing.
2. Select the desired requests in the Administrative Requests section and enter any additional information that may be requested.
3. Click the Contentions tab to proceed with the filing.

SEE ALSO:
Cases in Process Listing
Applicant Information
Contentions
Pleadings
Evidence
Special Damages
Respondent
Check Related Cases
Summary
Confirmation

3.4 Contentions

The Contentions tab is used to enter the contentions for the filing or the parties liability, damages and/or coverage position, if applicable.

Completing Contentions Tab

Use the following steps to enter contentions:

1. Enter the contentions in the text area provided. This can be done by either using the Copy and Paste features of Windows to move portions of or the entire contentions from a word processing application into the Contentions field or by typing the contentions directly into the field. Rich text formatting enables the use of bold, italics, underlining, and highlighting tools to emphasize key information.
2. If raising an Affirmative Pleading, click the Pleadings tab to proceed.
3. If not raising an Affirmative Pleading, click the Evidence tab to proceed.

SEE ALSO:
Cases in Process Listing
Applicant Information
Incident Information
Pleadings
Evidence
Special Damages
Respondent
Check Related Cases
Summary
Confirmation

3.5 Pleadings

The Pleadings tab is used to raise any affirmative pleadings that may be appropriate.

Pleadings Field Definitions

There are two fields contained within the Affirmative Pleading Entry section:

- **Affirmative Pleading Type**: Used to identify the type of Affirmative Pleading being raised.
- **Affirmative Pleading Description**: Used to provide a detailed description of the pleading.
The Affirmative Pleading Type drop down will display different pleading types based on the forum:

- **Bailment** (Auto only): A legal relationship in common law where physical possession of personal property is transferred from one person (the 'bailor') to another person (the 'bailee') with the expectation that the property will be returned to the bailor in as good or better condition.

- **Joint and Several** (Auto, Med Pay, PIP, Property, Special only): A rule most relevant in tort claims and often applied in negligence cases whereby a plaintiff may recover all the damages from any of the defendants regardless of their individual share of the liability.

- **Other**: Used when the alternative listed choices do not apply.

- **Phantom Vehicle** (Auto only): A vehicle that causes bodily injury, death, or property damage to an insured vehicle, either with or without contact, and leaves the scene.

- **Policy Limit Acceptance** (Auto, Med Pay, PIP, Property, Special only): The filing company is aware of the responding company’s policy limits and/or is willing to accept the responding company’s policy limits as final settlement of their claim per Article Second (d) of the various Arbitration Agreements.

- **Pro-rata Share Acceptance** (Auto, Med Pay, PIP, Property, Special only): The filing company is aware of the respondent company’s policy limits and the existence of other claims against said limits and/or is willing to accept the pro-rata share of the policy limits as final settlement of the claims per Article Second (d) of the various Arbitration Agreements. (This pleading is acceptable only when all claims have been filed together in arbitration and all flers agree to a pro rata share of the policy limits).

- **Spoliation of Evidence** (Auto, Property, Special only): The intentional or negligent withholding, hiding, alteration or destruction of evidence relevant to a legal proceeding. It's application may vary from state to state.
Adding Affirmative Pleadings

To add an Affirmative Pleading:

1. Select the Affirmative Pleading Type from the drop-down menu.
2. Type your Affirmative Pleading Description in the text area provided to explain how the pleading applies to the case being submitted.
3. Click **Add Affirmative Pleading**.
4. If additional items are desired, click **Add New Affirmative Pleading**.

Adding Additional Pleadings

To change an item:

1. Click the *Edit* button to the right of the item description.
2. Enter any desired edits.
3. To cancel the edits, click **Cancel Affirmative Pleading Edit**.
4. To commit the edits, click **Update Affirmative Pleading**.
To eliminate an item:

1. Click the **Delete** button to the right of the item description.
2. Click **OK** in the confirmation pop-up.

SEE ALSO:
- Cases in Process Listing
- Applicant Information
- Incident Information
- Contentions
- Evidence
- Special Damages
- Respondent
- Check Related Cases
- Summary
- Confirmation
3.6 Evidence

The Evidence tab is used to list the evidence that will be used to support the case.

--- Evidence Field Definitions ---

The Evidence tab is made up of two sections:

- **Available Evidence Types**: lists the most frequently used types of evidence based on the type of filing.
- **Selected Evidence Items**: displays the items that have been chosen from the Available Evidence Types box.

--- Adding Evidence ---

To list evidence items:

1. Select the checkbox(es) next to the desired Evidence Type(s) in the Available Evidence Types box.
2. Click the arrow pointing to the right to move the Evidence type(s) into the Selected Evidence Items box.

**Note**: you may select and move one Available Evidence Type at a time OR select multiple items and move them together.

**Note**: you may not upload the evidence items until you complete the process to “Submit” the filing.
To reorder the Selected Evidence Items list:

1. Click the up arrow ▲ to move an item higher in the list.

OR

2. Click the down arrow ▼ to move an item lower in the list.

To enter a description for items in the Selected Evidence Items list:

**Note**: This is strongly recommended for statements as a method to include an individual’s name.

1. Click the magnifying glass 🔍 to access the Description field(s).
2. Enter the desired description.
3. Click Return to Evidence Selection to return to Evidence entry.
To remove an item from the Selected Evidence Items list:

1. Select the checkbox next to the desired Evidence Type in the Selected Evidence Items list.
2. Click the arrow pointing to the left to remove the item from the Selected Evidence Items box.
Viewing Previously Submitted Evidence (during amend process)

To view evidence that has previously been submitted and received:
1. Click the Document icon located next to the desired Evidence Item in the Selected Evidence Items box.
2. Click the PDF icon under the Status Column on the Submitted Evidence popup window.

SEE ALSO:
Cases in Process Listing
Applicant Information
Incident Information
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3.7 Damages

The Damages tab is used to either enter itemized damages or indicate the filing is for legal fees only.

Damages Field Definitions

The Damage Item Entry section (Auto, Med Pay, PIP, Property, Special) contains the following fields:

- **Type of Damage**: Used to indicate the damage type.
- **Description of Damage**: Used to enter a detailed description of the damage in question.
- **Damage Amount**: Used to indicate the dollar amount associated with the entry.
The Damages Summary section (UM only) contains the following fields:

- **Payment Made**: Used to indicate if a payment has been made.
- **Payment Amount**: Used to indicate the dollar amount of a payment.
- **Legal Fees Sought**: Used to indicate the dollar amount in legal fees that are being sought.
- **Request Three Member Panel**: Used to indicate if a three person panel is desired or not.

**Entering Damages**

**Filing for Legal Fees Only**: If you are filing arbitration to recover legal fees only, click the **File for Legal Fees Only** button to submit your application without entering itemized damages.
The following steps are used to enter itemized damages:

1. Select which type of damage occurred by using the Type of Damage drop-down list.
2. Enter the Description of Damage in the text area provided. You do not need to describe the damage in great detail.
3. Enter the Damage Amount.
4. Click **Add Damage Item**.

To add an additional damage item:

5. You can add a new Damage Item by clicking the **Add New Damage Item** button and repeating steps 1-4. As you enter each damage item, it will appear in the Itemized Damages Entered section.

6. The sum of all itemized damages are displayed in the Total Itemized Company-Paid Damages field located in the Damages Summary group box. In the event that your insured vehicle was deemed a total loss, enter the amount recovered for salvage in the Net Salvage Recovery field.
To modify an item:
  7. Click the Edit button next to the item if you wish to make changes.
  OR
  8. Click Delete to remove the item.

To complete the Damages Summary:
  9. If applicable, enter the amount of Deductible Paid By Insured, Payments Accepted, and Legal Fees Sought.
The Special Damages page pertains to the Damages Tab Page under Special Docket. In the Damage Item Type section you will define the type of special damage sustained and then describe the damage.

## Enter Special Damages

Enter Special Damages as follows:

1. Select which type of damage by using the Type of Damage drop-down list.
2. Enter the Description of Damage in the text area provided. You do not need to describe the damage in great detail.
3. Enter the Damage Amount.
4. Click the **Add Damage Item** button.
5. You can add a new Damage Item by clicking the **Add New Damage Item** button. As you enter each damage item, it will appear in the Itemized Damages Entered section.

6. Click the **Edit** button next to the item if you wish to make changes or the **Delete** button if you would like to remove the item.

7. Once all itemized damages have been entered, your next step is to record the damages you are seeking in the Damages Summary group box. Begin by selecting the Dispute in Question. The selections are as follows:
   - Contribution Among Co-defendants
   - Contribution For Concurrent Coverage
   - Workers Compensation Subrogation
   - Non-Compulsory Provisions

   For more information about the types of Disputes see [Reference Guides](#) on our web site.

8. Specify the Settlement Date.
   **Note**: If this is a Worker's Comp subro and no settlement has been made you can enter the last payment date.

9. Enter the Total Settlement Amount, the Company Payment, the Contribution Sought, and Legal Fees Sought.

10. If the Contribution Sought is greater than $15,000, you have the opportunity to request a three member panel which can be done by selecting Yes or No from the corresponding drop down menu.
SEE ALSO:
Cases in Process Listing
Applicant Information
Incident Information
Contentions
Pleadings
Evidence
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Check Related Cases
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3.8 Respondent (Company 2)

The last tab in Online Filing is the Respondent (Company 2) tab. This is where you will list all the companies that you seek recovery or contribution from. The first Respondent Company will be labeled as Respondent 1 (Company 2), the second Respondent 2 (Company 3), and so on.

Entering Respondent Information

Use the following steps to enter the Respondent information:

1. Enter either the first few characters of the company name or the company subsidiary code.
2. Click the Search button to execute the query.

3. You will be presented with a listing of companies that meet your search criteria, select the company by clicking on the link in the Subsid - Subsidiary Name column.
4. If the company you searched for is not listed, click the Enter Non Signatory Company button, this will take you to the Unlisted Respondent Confirmation page. Enter the full company name in the provided text field and click the Continue button to proceed.
5. Once you have selected the Respondent Company, you will be presented with a group of text input fields to provide contact information for the Respondent Company representative. The fields marked with an asterisk (*) are required and must be completed before continuing.

6. The Company Address is required before you can continue. Enter the appropriate address information in the corresponding fields.

**Note:** If a TPA is handling the claim for a respondent, use Address 1 to enter the name of the TPA for mailing purposes (i.e. "C/O TPA Company") and use Address 2 for the physical address.

7. Click the **Verify Address** button.

8. If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Inspect the address carefully and make any needed corrections.

9. If you are certain that this information is correct, place a check in the checkbox located at the bottom of the address group box verifying that you accept this address as correct.
10. You can add multiple Respondent Companies by clicking the Add Respondent button on the action menu and completing the steps covered in this section.

11. To remove the last Respondent Company added, click the Remove Respondent button on the action menu.

12. To continue to the next step, click the Submit Application button on the action menu.

3.9 Check Related Dockets

On this page you will establish Related Dockets. If any were found you will be presented with a listing.

If no dockets are found which seem to be related, you will be given the option of selecting the I know of a Related Docket checkbox to manually enter a docket number. Enter the docket number and click Add Related Docket to proceed.
If seemingly related dockets are found, use the following steps:

1. To mark a docket as related, select the drop-down menu located in the Relationship column of the listing and change it from Not Related to Companion Claim.
2. If you know of an existing docket that should be related to the docket information being submitted, select the I know of a Related Docket checkbox.
3. Enter the docket number in the space provided and click the **Add Related Docket** button. Then set the relationship.

**Note:** If you see a ☢ icon in the Relationship column, the docket cannot be related because the last day to respond has already expired.

**SEE ALSO:**
- Cases in Process Listing
- Applicant Information
- Incident Information
- Contentions
- Pleadings
- Evidence
- Damages
- Special Damages
- Respondent
- Summary
- Confirmation

### 3.10 Summary

This page summarizes the Docket information you just entered.

**Summary Options**

In the User Options group box you will find the following options:

- **Add Docket To Watch List** - To add this docket to My Watches place a check in the check box.
• **Send A Confirmation E-Mail** - To receive a confirmation E-Mail, place a check in the check box.

Once you have reviewed and verified that all information is correct, click the **Finish** button on the action menu to complete the process. Click the **Back** button on the action menu to return to the previous page.

**SEE ALSO:**
- [Cases in Process Listing](#)
- [Applicant Information](#)
- [Incident Information](#)
- [Contentions](#)
- [Pleadings](#)
- [Evidence](#)
- [Damages](#)
- [Special Damages](#)
- [Respondent](#)
- [Check Related Cases](#)
- [Confirmation](#)

### 3.11 Application Print Options

The Application Print Options popup is used to print evidence coversheets in preparation for faxing documents to AF. Additionally, this screen can be used to print a copy of the Application/Contentions for your records. These documents are not to be mailed to AF.

**Application Print Options**

Depending upon your company's configuration, you may be presented with the Application Print Options popup upon arriving at the Confirmation screen. If this is not the case, simply click **Print...** in the menu on the Confirmation screen to launch the popup.
3.12 Confirmation

Once your Docket has been successfully added, you will be presented with the confirmation page.

**Confirmation Screen**

The Confirmation screen details the filing and provides the docket number as well as information about the filing.

This concludes the process of adding a docket into Online Filing. Click on **Docket Details** to review the docket in further detail. You can also print the application at any time from the docket details page.

**SEE ALSO:**
4 Enter Response

4.1 Respondent 1 Information

The Respondent 1 Info page contains information entered by the filing company that is related to the Respondent.

Editing Respondent Information

Edit the respondent information, if necessary, by doing the following:

1. If your company has multiple subsidiaries, you will need to select a Respondent Name and Respondent Subsidiary from the drop-down menus. The correct Billing Code will automatically be entered.

   Note: If your organization only has one Name, Subsidiary, or Billing Code, these fields will not be displayed as drop down lists.

2. The next group of text input fields provide contact information for the Respondent Company representative. First Name, Last Name, Phone, Fax, and E-Mail Address should be entered when possible.

3. The Company Address is required before you can continue. Enter the appropriate address information in the corresponding fields.

4. Click the Verify Address button.
5. If you have entered an incorrect address or the address is not in AF records, a warning message will appear. Inspect the address carefully and make any needed corrections.

6. If you are certain that this information is correct, place a check in the checkbox located at the bottom of the address group box verifying that you accept this address as correct.
4.2 Incident Information

The next tab you'll come to is the Incident Info page. Here we will verify the Incident Information, define Liability Issues, and enter any administrative requests that there may be.

**Entering Incident Information**

When entering Incident Information:

1. Verify that the Insured's information and Claim / Policy Number are correct. You can specify whether the Insured Type is Personal or Commercial by selecting the Insured Type drop-down menu.
2. Specify whether the insured is under your policy or contract by selecting the corresponding drop-down menu. If you select No, the remaining fields in this group box will be disabled. If you select Yes, you will then specify whether coverage has been denied for this claim. You will then need to enter the Percentage of Liability Admitted, and then specify any Liability Deductible. In the remaining two fields, enter any amounts paid to the Applicant Company or the Applicant's Insured, if applicable.

**Note:** If Yes is selected, a copy of the denial letter must be included as evidence.

3. Administrative requests are as follows:
   - **Request Deferment**: Used to request a one-year deferment of hearing.
   - **Deferment Justification** (if Request Deferment = Yes): Used to enter justification for deferment request.
   - **Personal Rep at Hearing**: Used to indicate if a representative will attend the hearing.
   - **Select All That Apply** (if Personal Rep at Hearing = Yes): Used to indicate the role of the representative who will attend the hearing - Member Representative, Insured, Expert, Witness.
   - **Return Photos**: Used to indicate if printed photos should be returned once a decision has been rendered.
   - **Administrative Request**: Used to enter a request not covered by the other options.
4.3 Affirmative Defenses

The next tab you'll encounter when entering a response is the Affirmative Defenses Tab. Here you will raise any Affirmative Defenses that you may have. Affirmative pleadings are not required. Per the Rules, an Affirmative Defense is a "complete defense that does not address the allegations, but instead, asserts reasons that preclude the arbitrator(s) from accepting jurisdiction and ruling on the disputed issue(s)."

**Entering Affirmative Defenses**

Use the following steps to enter Affirmative Defenses:

1. Select the Affirmative Defense Type from the drop-down menu, the types are:
   - **Claim amount within Liability Deductible/Self-Insured Retention**: Instances in which the carrier has no exposure, just their insured due to a deductible or retention limit.
   - **Filed In Wrong Forum**: The claim was filed under the incorrect forum.
   - **No Coverage**: The party the applicant feels is at fault in the accident has no coverage.
   - **Not Signatory to Forum**: Used to indicate that your company is not Signatory to the
Forum in which the application is filed.

- **Not a Compulsory Dispute - No Consent**: Dispute is not compulsory and no consent has been given.
- **Other**: Used when the alternative choices do not apply.
- **Policy Limits - Multiple Exposures**: Used for a claim where more than two parties may potentially be involved.
- **Policy Limits - One Exposure (Applicant's Claim)**: Used if claim involves only two parties.
- **Retro-rated Policy - Insured's Consent Needed**: If Respondent's coverage stems from a retro rated policy or if the insured's consent is required to execute a settlement.
- **Spoliation of Evidence**: Evidence has been altered or custodial chain has been broken.
- **Statute of Limitations**: Used to indicate that the Statute of Limitations has expired.

2. Enter your Affirmative Defense Description in the text area provided.
3. Click **Add Affirmative Defense** to add the item.

4. You will then see the item listed, you can add a new Affirmative Defense by clicking on the Add New Affirmative Defense button. As you enter each Affirmative Defense item, it will appear in the Affirmative Defenses Entered section.
5. Click the **Edit** button next to the item if you wish to make changes or the **Delete** button if you would like to remove the item.

**SEE ALSO:**
- **Respondent Information**
- **Incident Information**
4.4 Contentions

The Contentions tab is used to enter the contentions for the filing or the parties liability, damages and/or coverage position, if applicable.

**Entering Contentions**

Use the following steps to enter contentions:

1. Enter the contentions in the text area provided. This can be done by either using the Copy and Paste features of Windows to move portions of or the entire contentions from a word processing application into the Contentions field or by typing the contentions directly into the field.
2. Click the Evidence tab to proceed.

4.5 Evidence

The Evidence page allows you to select the evidence being submitted to support your contentions.

**Evidence Override Information**

The Evidence Override section of the Evidence tab provides a method for proceeding with the
response without the need to submit evidence in support of the response.

There are two options from which to choose:

- **Yes, I will submit evidence with this application**: displays the Available Evidence Types and Selected Evidence Items sections from which you will select the evidence you intend to submit in support of your response.

- **No, I will not be providing evidence with this application**: hides the Available Evidence Types and Selected Evidence Items sections and allows you to proceed with the response, without submitting evidence.

**Evidence Field Definitions**

The Evidence tab is made up of two sections:

- **Available Evidence Types**: lists the most frequently used types of evidence based on the type of filing.

- **Selected Evidence Items**: displays the items that have been chosen from the Available Evidence Types box.
Adding Evidence

To list evidence items:

1. Select the checkbox next to the desired Evidence Type in the Available Evidence Types box.
2. Click the arrow pointing to the right to move the Evidence type into the Selected Evidence Items box.

Note: you may select and move one Available Evidence Type at a time OR select multiple items and move them together.

Listing Evidence

To reorder the Selected Evidence Items list:

1. Click the up arrow to move an item higher in the list.
   OR
2. Click the down arrow to move an item lower in the list.
Reordering Evidence

To enter a description for items in the Selected Evidence Items list:

**Note**: This is strongly recommended for statements as a method to include an individual's name.

1. Click the magnifying glass ![magnifying glass] to access the Description field(s).
2. Enter the desired description.
3. Click **Return to Evidence Selection** to return to Evidence entry.

Entering Evidence Description
Entering Evidence Description (Continued)

To remove an item from the Selected Evidence Items list:

1. Select the checkbox next to the desired Evidence Type in the Selected Evidence Items list.
2. Click the arrow pointing to the left to remove the item from the Selected Evidence Items box.

Removing Selected Evidence Items

Viewing Previously Submitted Evidence (during amend process)

To view evidence that has previously been submitted and received:

1. Click the Document icon located next to the desired Evidence Item in the Selected Evidence Items box.
2. Click the PDF icon under the Status Column on the Submitted Evidence popup window.

SEE ALSO:
Respondent Information
Incident Information
Contentions
Affirmative Defenses
Dispute Damages
Summary
Confirmation
4.6 Coverage Denial - UM Forum

When entering a response for an Uninsured Motorist Arbitration, the Coverage Denial tab is shown. The Coverage Denial page allows you to select the coverage denial type.

Entering Coverage Denial in UM Forum

To complete the Coverage Denial tab, click the appropriate denial type(s). If selecting Other, enter a short description in the provided text field.

SEE ALSO:
Respondent Information
Incident Information
Contentions
Evidence
Affirmative Defenses
Dispute Damages
Summary
Confirmation

4.7 Dispute Damages

Per the Rules, the Dispute Damages tab allows you to "...present all damages, arguments and disputed dollar amounts, if known..."

Entering Disputed Damages

Use the following steps to enter disputed damages:

1. Specify whether or not you are disputing the Applicant's Damages by selecting Yes or No from the drop-down menu.
2. If Yes is selected, present all damages, arguments and disputed dollar amounts, if known. Rich text formatting enables the use of bold, italics, underlining, and highlighting tools to emphasize key information.
3. Once you've finished entering your Dispute Damages, click the Submit Response button.
located on the action bar to continue.

SEE ALSO:
- Respondent Information
- Incident Information
- Contentions
- Affirmative Defenses
- Evidence
- Summary
- Confirmation

4.8 Summary

This page summarizes the Docket information you just entered.

- **Summary Options**

In the User Options group box you will find the following options:

- **Add To Watch List** - To add this docket to My Watches place a check in the check box.

- **Send Confirmation E-Mail** - To receive a confirmation E-Mail place a check in the check box.
Once you have reviewed and verified that all information is correct click the **Finish** button on the action menu to complete the process. Click the **Back** button on the action menu to return to the previous page.

**SEE ALSO:**
- Respondent Information
- Incident Information
- Contentions
- Affirmative Defenses
- Evidence
- Dispute Damages
- Confirmation

### 4.9 Application Print Options

The Application Print Options popup is used to print evidence coversheets in preparation for faxing documents to AF. Additionally, this screen can be used to print a copy of the Application/Contentions for your records. These documents are not to be mailed to AF.

**Application Print Options**

Depending upon your company’s configuration, you may be presented with the Application Print Options popup upon arriving at the Confirmation screen. If this is not the case, simply click **Print...** in the menu on the Confirmation screen to launch the popup.
Application Print Options

For additional information regarding the Application Print Options popup and it’s usage, see the Arbitration Document Coversheet Instructional Aid.

SEE ALSO:
Respondent Information
Incident Information
Contentions
Affirmative Defenses
Evidence
Dispute Damages
Confirmation

4.10 Confirmation

Once the Docket has been successfully responded to, you will be presented with the confirmation page.

The Confirmation screen details the response and provides the docket number as well as information about the hearing.
This concludes the process of responding to a docket in Online Filing. Click on Docket Details to review the docket in further detail. You can also print the application at any time from the docket details page.

SEE ALSO:
- Respondent Information
- Incident Information
- Contentions
- Affirmative Defenses
- Evidence
- Dispute Damages
- Summary

### 4.11 Counter Claim Answer

The Counter Claim Answer screen appears after you have entered the information for the counter claim and is used to capture your response to the original claim.

#### Entering Counter Claim Answer

The Counter Claim Answer screen contains four tabs used to capture information related to the original claim.

To complete this screen:

1. Make the desired selections on the Answer tab.
2. Click the Contentions tab.
3. Modify the contentions as needed (the system will pre-fill the contentions from the previously entered information).

4. Click the **Affirmative Defenses** tab (if you need to assert an Affirmative Defense).

5. Enter the appropriate Affirmative Defense information.

6. Click the **Dispute Damages** tab (if you want to dispute).

7. Enter the appropriate dispute information.

8. Click **Continue** in the menubar.
SEE ALSO:
Respondent Information
Incident Information
Contentions
Affirmative Defenses
Evidence
Dispute Damages
Summary
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