

Total Recovery Solution® (TRS®) Worklist

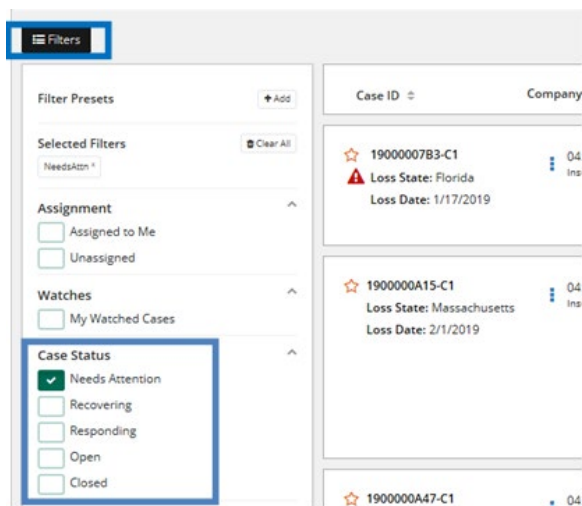
Accessing Total Recovery Solution® (TRS®) brings you to the **Cases** worklist. The worklist includes cases you have worked on (submitted a filing or response) or that have been assigned to you to work.



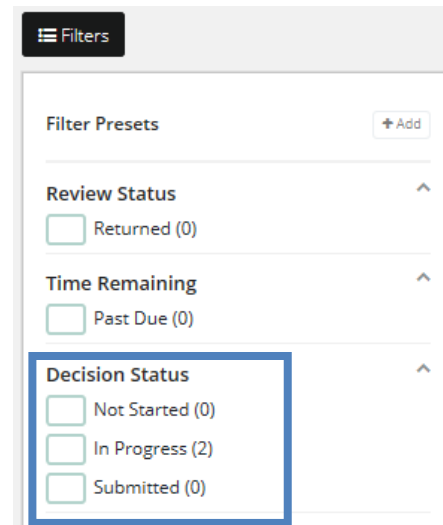
From the left side, you will see a **Filters** tab. All filter options are initially visible from the worklist. To collapse these options, click on the **Filters** tab. To expand the filter list, click the tab a second time.

There are five primary filters found under **Case Status** for filers and responders: **Needs Attention**, **Recovering**, **Responding**, **Open**, and **Closed**. **Needs Attention** is the default filter. For arbitrators, the primary options are: **Not Started**, **In Progress**, and **Submitted**.

File/Responder View



Arbitrator View



Primary Filters

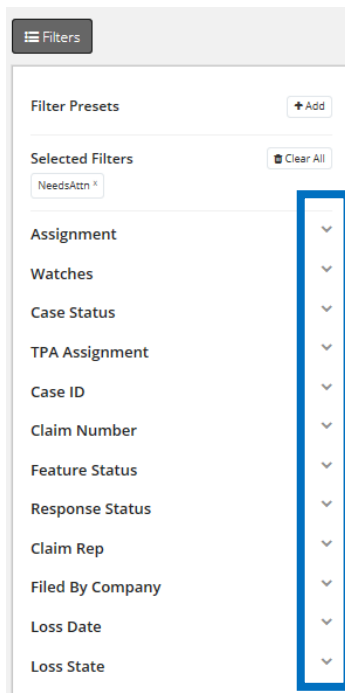
- **Needs Attention** is for any case that has an action needed. For example, a response is due or a revisit is needed. Cases are removed from the **Needs Attention** list when the needed action(s) has been taken.
- **Recovering** is for any case where the representative's company is a recovering party.
- **Responding** is for any case where the representative's company is a responding party.
- **Open** is for any case with one or more features that does not have a published decision.
- **Closed** is for any case where all features have a published decision. Cases will be removed after 70 days of no activity (i.e., no award pay request, post-decision inquiry).

Primary Options

- **Not Started** is for cases in the arbitrator's worklist that have not yet been started.
- **In Progress** is for cases arbitrators have started but not yet made a decision.
- **Submitted** are cases where the arbitrator has made a decision. **Submitted** cases will remain on the worklist for two hours before dropping off the worklist.

In addition to the primary filters and options discussed above, additional filters can be found on the **Filters** tab. Clicking the arrows either collapses or expands the list.

Collapsed View



Filters

Filter Presets ➕ Add

Selected Filters 🗑 Clear All

NeedsAttn *

Assignment ▼

Watches ▼

Case Status ▼

TPA Assignment ▼

Case ID ▼

Claim Number ▼

Feature Status ▼

Response Status ▼

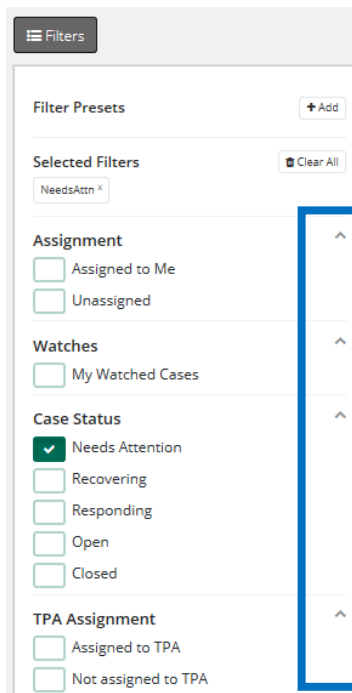
Claim Rep ▼

Filed By Company ▼

Loss Date ▼

Loss State ▼

Expanded View



Filters

Filter Presets ➕ Add

Selected Filters 🗑 Clear All

NeedsAttn *

Assignment ▲

Assigned to Me

Unassigned

Watches ▲

My Watched Cases

Case Status ▲

Needs Attention

Recovering

Responding

Open

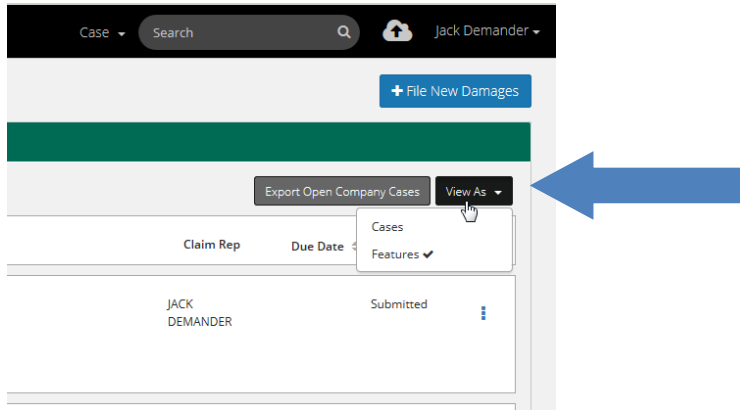
Closed

TPA Assignment ▲

Assigned to TPA

Not assigned to TPA

Another filter option can be found under **View As**. This option allows you to search cases by **Cases** or **Features**.



The **View As** drop-down menu brings you to the **Cases View**, a high-level overview, or **Features View**, a more in-depth view.

Cases View

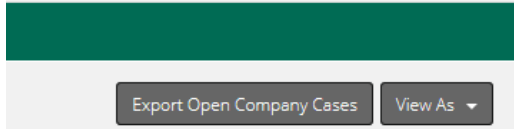
Cases						
Case ID	Loss State	Loss Date	Insured Name	Claim Number	Features	Due Date
☆ 19000007B3-C1 ⚠	Florida	1/17/2019	MOOREY LANCASTER	20190117JA	IF OR	

Features View

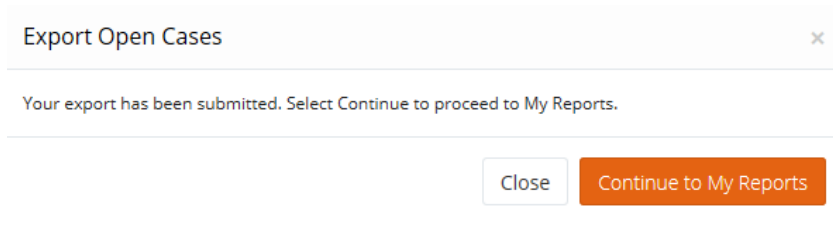
Cases						
Case ID	Company	Feature	Claim Rep	Due Date	Status	
☆ 19000007B3-C1 ⚠ Loss State: Florida Loss Date: 1/17/2019	04513 ALPHA INSURANCE OF FLORIDA Insured: MOOREY LANCASTER	Collision 2008 HONDA Claim #: 20190117JA	JACK DEMANDER		Submitted	

View Features From All Parties

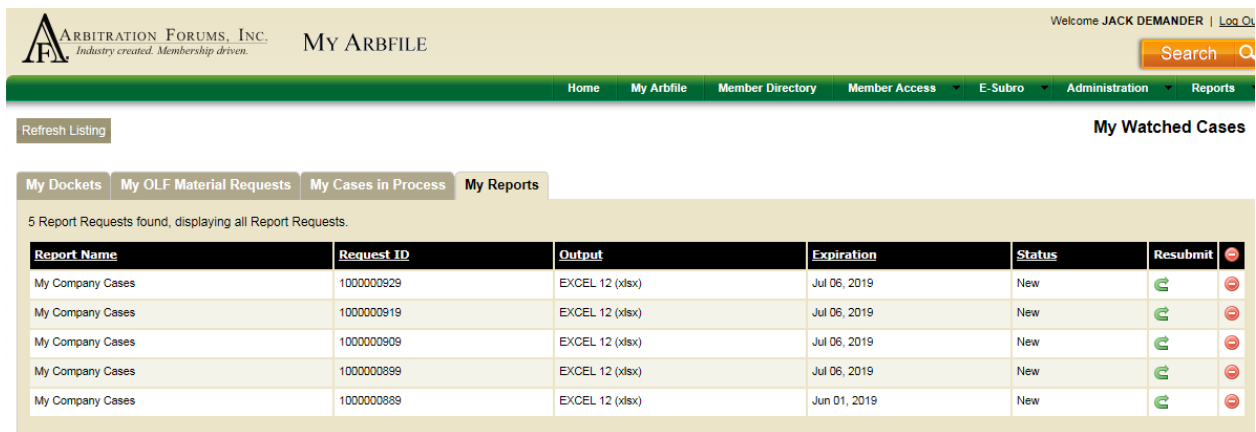
The **Export Open Company Cases** feature allows you to export open cases from the worklist, saving the data in an Excel format.



After selecting the **Export Open Company Cases**, the following message appears:

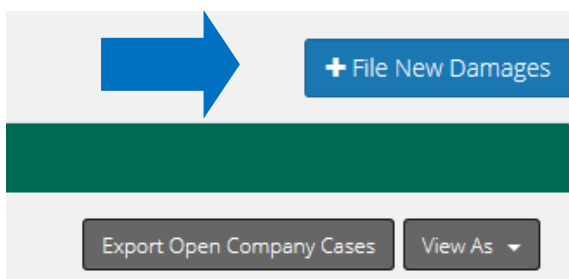



Select **Continue to My Reports**.

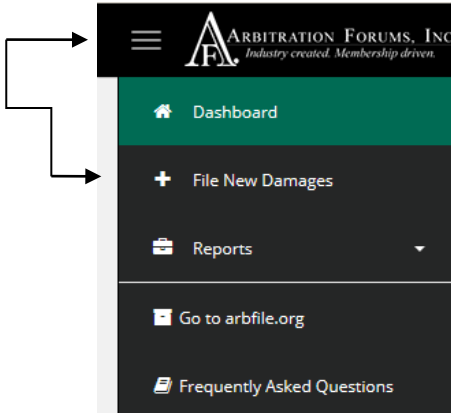


Reports can be found on **My Reports** tab.

To file new damages without exiting TRS, select the **File New Damages** tab.




File New Damages can also be accessed by clicking , where a drop-down menu will appear.





Other options available from this drop-down list include:


- **Dashboard** takes users back to the worklist.
- **Reports** allow users to run reports on TRS cases. Privileges are required to access reports.
- **Go to arbfile.org** takes users back to AF's website.
- **Frequently Asked Questions** answers users' most frequently asked questions.


Below are additional icons you may see when the **View As/Cases** filter has been selected.

 Click to view a liability decision that has been rendered.

 Click to view a pending change request.

 Click to view feature details.

 The number indicates how many actions are required on the case. Click on the number to view the action and its due dates.


 The filled in star means the case has been added to the watch list.

Case ID	Loss State	Loss Date	Insured Name	Claim Number	Features	
☆ 1700000155-C1	California	7/1/2017	JUSTIN CASE	ALPHA-CALHOUN01	1 F 0 R	⋮
☆ 19000007B3-C1	Florida	1/17/2019	MOOREY LANCASTER	20190117JDA	1 F 0 R	⋮
★ 1900000A15-C1	Massachusetts	2/1/2019	JOHN SMITH	AA-BB-CC-DDDD	2 F 1 R	6/26/2019 3 ⋮

From the **View As/Features** filter option you may see the following icon:




Indicates a supplement has been added to a feature.

Case ID	Company	Feature	Claim Rep	Due Date	Cases
★ 1900000A15-C1 Loss State: Massachusetts Loss Date: 2/1/2019	04513 ALPHA INSURANCE OF FLORIDA Insured: JOHN SMITH	Collision 2010 FORD Claim #: AA-BB-CC-DDDD	TOM VOZIKIS-FILER	6/26/2019	Revisit
		Collision 2010 FORD Claim #: AA-BB-CC-DDDD 	TOM VOZIKIS-FILER	6/26/2019	In Progress
		Collision 2005 DODGE Claim #: AA-BB-CC-DDDD	TOM VOZIKIS-FILER	6/26/2019	In Progress

For cases where additional parties have been implead, you may see the following icon for liability revisits:

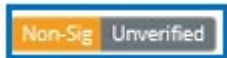


Indicates a liability revisit.

Case ID	Company	Feature	Claim Rep	Due Date	Status
☆ 1900000D53-C1 Loss State: Arizona Loss Date: 6/4/2019	04513 ALPHA INSURANCE OF FLORIDA 	Collision 2019 TOYOTA Claim #: 62619A	JACK DEMANDER	9/24/2019	Submitted



Indicates a party was added. Revisit the case to update your admitted liability, liability arguments, and any consent to arbitrate with all non-signatory parties on the case.



Indicates company is non-signatory to the selected coverage(s) and must be verified by Arbitration Forums, Inc.



Indicates company is non-signatory to the selected coverage(s).



Indicates a deferment challenge raised by one of the parties named in arbitration.

Arbitrators may also see the following icons:



Indicates a deferment challenge in the decision.



Indicates a liability dispute in the decision.



Indicates a Damage Dispute in the decision.

190000305D-C1-D2



04513 - ALPHA INSURANCE OF FLORIDA
04514 - BETA INSURANCE OF COLORADO

Arizona
Pure Comparative

18000006C3-C1-LD1



04513 - ALPHA INSURANCE OF FLORIDA
04514 - BETA INSURANCE OF COLORADO

Florida
Pure Comparative

The worklist for arbitrators includes these additional tabs:



- **My Hearings** include cases assigned to you.
- **Cases** include cases in which you submitting a filing or response.
- **My Support Inquiries** is for cases where you have asked a question about the case.

In TRS, cases are not assigned to arbitrators as they are in Online Filing (OLF). Arbitrators will retrieve their own cases by selecting **Get Cases to Hear**.



Arbitrators assigned cases requiring a panel of three or personal appearance will have the following icons:

PO3-Primary

Indicates a panel of three and the arbitrator is primary (scribe).

PO3

Indicates a panel of three is required.

PR

Indicates a personal appearance.

Past Due

Means the decision has not been submitted by the heard by date. This badge will appear one day after the scheduled hearing.

Ready to Hear		Cases			
Filing ID	Parties	Loss State Negligence Law	Coverages	Dates	Time Rema
190000082B-C1-D1 L PO3-Primary	04513 - ALPHA INSURANCE OF FLORIDA 04514 - BETA INSURANCE OF COLORADO	California Pure Comparative	Collision	1/24/2019 Assigned Date 1/24/2019 3:50 PM ET Hearing Date	Past Due
190000080D-C1-D1 L PO3	04513 - ALPHA INSURANCE OF FLORIDA 04514 - BETA INSURANCE OF COLORADO	Florida Pure Comparative	Collision	1/24/2019 Assigned Date 1/24/2019 3:22 PM ET Hearing Date	Past Due
1900000781-C1-D1 L PO3 PR	04513 - ALPHA INSURANCE OF FLORIDA 04514 - BETA INSURANCE OF COLORADO	New York Pure Comparative	Collision	1/10/2019 Assigned Date 1/10/2019 2:00 PM ET Hearing Date	