

# Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>) Worklist

Accessing Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>) 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.

			Cases				
🚍 Filters						Export Open Compar	ny Cases View As
Filter Presets	+ Add	Case ID 🌲	Company	Feature	Claim Rep	Due Date 👙	Status

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**.

#### I≣ Filters Case ID 👙 Filter Presets Compan + Add Selected Filters Clear All 1900007B3-C1 04 NeedsAttn A Loss State: Florida Loss Date: 1/17/2019 Assignment Assigned to Me Unassigned 2 190000A15-C1 1 04 Ins Watches ~ Loss State: Massachusetts My Watched Cases Loss Date: 2/1/2019 Case Status ~ Needs Attention Recovering Responding Open Closed 190000A47-C1 . 04

# **Arbitrator View**

<b>≔</b> Filters	
Filter Presets	+ Add
Review Status	^
Time Remaining Past Due (0)	^
Decision Status Not Started (0) In Progress (2) Submitted (0)	^

**Filer/Responder 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**

## **Expanded View**

<b>≔</b> Filters		10 Filters	
Filter Presets	+ Add	Filter Presets	+ Add
Selected Filters	Clear All	Selected Filters NeedsAttn ×	🛢 Clear Al
Assignment	~	Assignment	
Watches	~	Assigned to Me	
Case Status	~	Unassigned	
TPA Assignment	~	Watches	
Case ID	~	My Watched Cases	
Claim Number	~	Case Status	· · · ·
Feature Status	~	Recovering	
Response Status	~	Responding	
Claim Rep	~	Open	
Filed By Company	~	Closed	
Loss Date	~	TPA Assignment	· ·
Loss State	~	Assigned to TPA	



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

+ File New Damages	Case 🗸 Search	Q	æ	Jack Demand	ler 🗸
Export Open Company Cases View As  Claim Rep Due Date Cases Features  JACK DEMANDER Submitted			+ File N	New Damages	5
Export Open Company Cases     View As       Claim Rep     Due Date     Cases       JACK     Submitted     I					
JACK Submitted I	Claim Rep	Export Open Com	pany Cases Cases Features 🗸	View As 🗸	
	JACK DEMANDER		Submitted	I	

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			
					Export Open Company Cases	View As 👻
Case ID 💠	Loss State 🗘	Loss Date 💠	Insured Name 🌻	Claim Number 💲	Features Due Date 🗘	+
☆ 1900007B3-C1 🛕	Florida	1/17/2019	MOOREY LANCASTER	20190117JDA	<b>1F</b> 0R	:

### **Features View**

	(	ases					
					Export Open Compa	iny Cases	View As 👻
Case ID 🌲	Company	Feature		Claim Rep	Due Date ≑	Status	
<ul> <li>☆ 19000007B3-C1</li> <li>▲ Loss State: Florida</li> <li>Loss Date: 1/17/2019</li> </ul>	04513 ALPHA INSURANCE OF FLORIDA Insured: MOOREY LANCASTER	Co Cla	bllision   2008 HONDA JA JAim #: 20190117JDA DI	CK EMANDER	:	Submitted	I
		⊗ View Feat	tures 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.

ARBITRATION FORUMS, INC. N. Industry created. Membership driven.	Y ARBFILE				Welcome JACK [	Search	1 <u>Log Or</u> 1 Q
		Home My Arbfile	Member Directo	ry Member Access 🔻 E	-Subro 🔻 Administratio	n 🔻 Rep	orts
Refresh Listing					My Wa	atched Ca	ases
My Dockets My OLF Material Requests M	y Cases in Process My Reports						
5 Report Requests found, displaying all Report Requ	ests.						
Report Name	Request ID	Output		Expiration	Status	Resubmit	0
My Company Cases	100000929	EXCEL 12 (xlsx)		Jul 06, 2019	New	C	
My Company Cases	1000000919	EXCEL 12 (xlsx)		Jul 06, 2019	New	C	٢
My Company Cases	100000909	EXCEL 12 (xlsx)		Jul 06, 2019	New	C	0
My Company Cases	100000899	EXCEL 12 (xlsx)		Jul 06, 2019	New	C	
My Company Cases	100000889	EXCEL 12 (xlsx)		Jun 01, 2019	New	C	٢

Reports can be found on My Reports tab.

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



	+ File New Damages
Export Open Compar	ny Cases 🛛 View As 👻

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.

					Export Open Cor	mpany Cases	View As 👻
Case ID 🌲	Loss State 🌲	Loss Date 🌲	Insured Name 🌲	Claim Number 🍦	Features	Cases 🗸 Features	
☆ 1700000155-C1 <b>L</b>	California	7/1/2017	JUSTIN CASE	ALPHA-CALHOUN01	1F OR		:
☆ 1900007B3-C1 🛦	Florida	1/17/2019	MOOREY LANCASTER	20190117JDA	1F OR		:
★ 190000A15-C1	Massachusetts	2/1/2019	JOHN SMITH	AA-BB-CC-DDDD	2F 1R	6/26/2019	₿ ;

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

Indicate	es a supplement has bee	n added to a feature.				
			E	xport Open Compa	any Cases	View As 👻
Case ID 🗢 Con	npany	Feature	Claim Rep	Due Date 🗧	Cases Features 🗸	
★ 1900000A15-C1 Loss State: Massachusetts	04513 ALPHA INSURANCE OF FLORIDA Insured: JOHN SMITH	Collision   2010 FORD Claim #: AA-88-CC-DDDD	TOM VOZIKIS- 6 FILER	6/26/2019	Revisit	:
Loss Date: 2/1/2019		Collision   2010 FORD S Claim #: AA-88-CC-0000	TOM VOZIKIS- 6 FILER	6/26/2019	In Progress	1
		Collision   2005 DODGE     Claim #: AA-BB-CC-DDDD	TOM VOZIKIS- 6 FILER	6/26/2019	In Progress	÷

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





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 Coim #: E2519-A	JACK DEMANDER	9/24/2019	Submitted	ı
			♥ View Features From All Parties ♥				

RV	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.
Non-Sig Unverified	Indicates company is non-signatory to the selected coverage(s) and must be verified by Arbitration Forums, Inc.
Non-Sig	Indicates company is non-signatory to the selected coverage(s).
DC	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	Arizona
DC	04514 - BETA INSURANCE OF COLORADO	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:

wy rearings cases wy support inquiries	My Hearings	Cases	My Support Inquiries
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- 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 Rem
190000082B-C1-D1	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	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	