

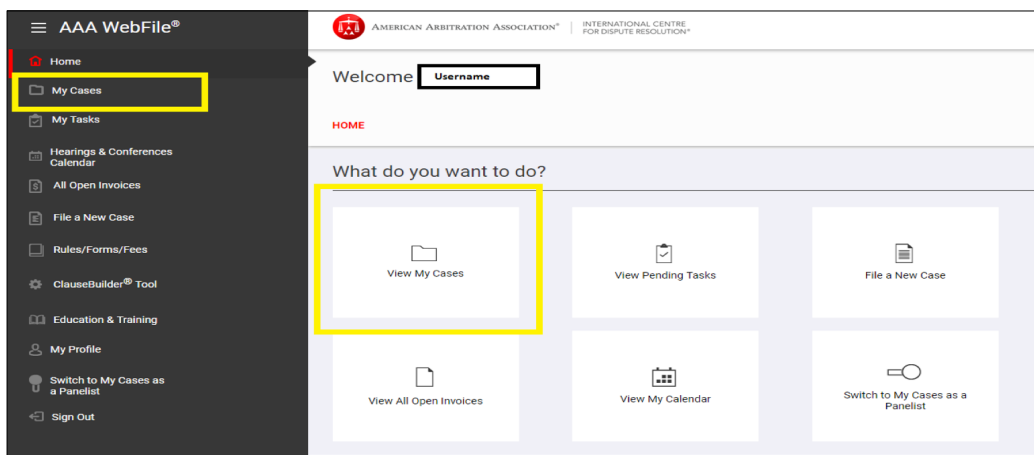


## Online Settlement Tool Guide

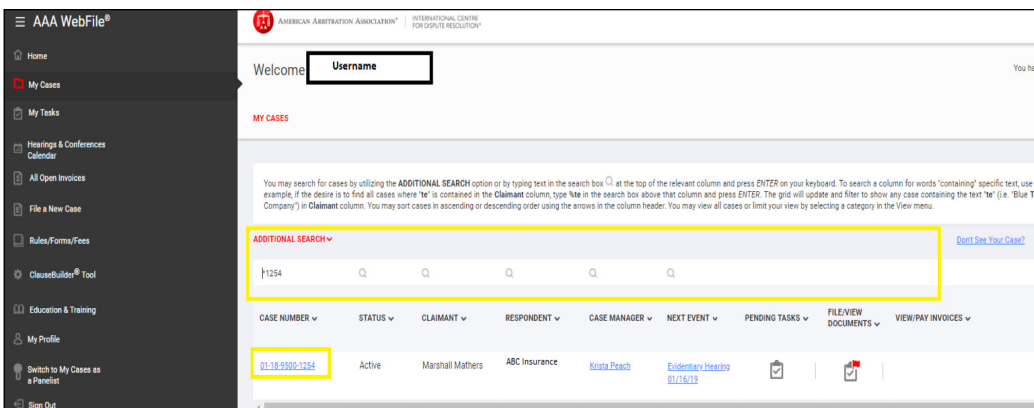
### How to Locate the Online Settlement Tool:

**Step 1:** To access the tool, navigate to AAA WebFile® located on the American Arbitration Association® homepage at [www.adr.org](http://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”.

BACK TO ALL CASES

CASE INFORMATION TASKS EVENTS FORM TEMPLATES DOCUMENTS FINANCE VIEW OFFER HISTORY

Case Caption: Marshall Mathers v Progressive  
Case Number: 01-18-9500-1254

File Additional Claim/Counterclaim **Make Settlement Offers**

ADR Process: Arbitration  
Applicable Rules: MN No-fault Automobile Insurance Arbitration Rules  
Filed Date: 11/1/2018  
Track: Regular  
Claim Amount: \$5,968.00 [View Document](#)  
Case Status: Active  
Hearing Locale: St. Paul, Minnesota, United States of America

Case Manager:  
Krista Peach  
U.S. Bank Plaza  
200 South Sixth Street, Suite 700  
Minneapolis, MN 55402  
Phone: (766) 613-2700  
Email: [pa@adrism.adr.org](mailto:pa@adrism.adr.org)

Upcoming Event

January 16 2019  
Evidentiary Hearing  
Date: 01/16/2019  
Time: 10:30 AM (Central Time)  
Method: In-Person  
Location: AN-2966708  
444 Cedar Street  
Suite 1250  
St. Paul, MN 55102

Participants

PARTY NAME	ROLE	LEAD REPRESENTATIVE	SECONDARY REPRESENTATIVE	CLAIM INFORMATION
Marshall Mathers	Claimant	Mark Brandenburger c/o McSweeney / Langevin LLC 2112 2nd Avenue South Minneapolis, MN 55404 (766)613-2700 <a href="mailto:pa@adrism.adr.org">pa@adrism.adr.org</a>	N/A	Claim Amount: \$3,968.00 Claim Type: Claim Claim Received: 11/01/2018 <a href="#">Insurance Claim Details</a> Claim Number: 5875765

Print Service List

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

**Make Offer**

Enter the details of your settlement offer below. Once an offer is submitted, it will be transmitted to the other party. Any offers accepted will be for by law or applicable rule. For non-monetary settlements or partial settlements of any claim/counterclaim/crossclaim on this matter, please contact your offer.

Submitted By: \*  
ABC Insurance

Expires on: \*  
01-Feb-2019

Offer Type: \*  
Lump

Lump Amount: \*  
\$5,000.00

Enter itemized amounts below.

DESCRIPTION

Comments (optional):  
Full and Final Settlement - We will split the arbitrator compensation.]

3,000 character limit.

Cancel 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.

The screenshot shows the user interface for reviewing offers. At the top, there is a navigation bar with tabs: CASE INFORMATION, TASKS, EVENTS, FORM TEMPLATES, DOCUMENTS, FINANCE, and VIEW OFFER HISTORY (highlighted in red). Below the navigation bar, case information is displayed: Case Caption: Marshall M. v. ABC Insurance, Case Number: 01-18-9500-1254, Case Manager: Krista Peach (kpa@arism.adr.org), and Phone: (706) 613-2700. A table below lists offers with columns: Submitted on, Submitted By, Submitting Party, Amount, Offer Type, Offer Details, Status, Responded By, and Responded on. One offer is highlighted with a yellow box: Submitted on: 13-Dec-2018, Submitted By: Username, Submitting Party: Marshall M., Amount: \$5,000.00, Offer Type: Lump, Offer Details: view, Status: 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.

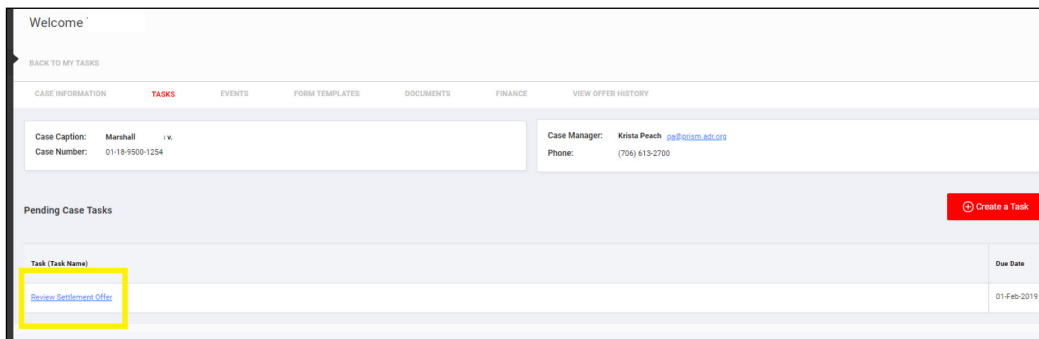
The screenshot shows the Offer Details page. The offer information is: Submitted On: 13-Dec-2018, Submitted By: Username, Submitting Party: Marshall M., Offer Type: Lump, Status: Active, Expires On: 01-Feb-2019. The TOTAL AMOUNT OFFERED is \$5,000.00. There is a Comments section with the text: Full and Final Settlement. We will split the arbitrator compensation. In the top right corner, there is an Actions dropdown menu with options: Extend Expiration Date and Retract Offer. A yellow box highlights the Actions menu and its options.



### How to Respond to an Offer or Counteroffer:

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.

