



Online Settlement Tool FAQ

1. What is the online settlement tool?

The settlement tool is an online portal in which the parties may submit settlement offers and counteroffers in an attempt to resolve the case amongst themselves. *Note:* this tool is currently only available for two-party cases being administered under the AAA's Consumer Arbitration Rules.

2. Where can I access the tool?

To access the tool, navigate to AAA WebFile® located on the American Arbitration Association® (AAA®) homepage at www.adr.org and click on "My Account." AAA WebFile is an online platform that allows parties to access and manage their cases online. If you do not already have an account, please contact your case administrator or AAA Customer Service at 800-778-7879 for assistance with setting up your account.

- After clicking on "My Account" follow the login instructions.
- 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. To locate the case, use the search feature at the top of the case grid.
- Once you have located the case, click on the case number to access your case.
- The Online Settlement Tool is located on the right-hand side of the screen and is titled "Make Settlement Offers".

3. How does it work?

Parties who use the tool can submit either lump sum or itemized offers and/or counteroffers up until the case is closed. There is also a comment section that will allow the parties to provide an explanation and additional terms and conditions for their offer. Should the parties reach a resolution using the tool, the online system will alert the AAA case administrator who will contact the parties shortly after.

You may also attach any documents related to the settlement offer by clicking on "Upload" under the "Attach Document" box.

4. Can I retract an offer?

Yes. Offers or counteroffers may be retracted at any time prior to the other party accepting or declining it.

5. Is it mandatory to use the tool?

No, however, the AAA certainly encourages its use if the parties are attempting to work out a settlement. The parties are free to use any method most convenient to engage in settlement negotiations.



6. Will the arbitrator and/or the AAA see my offer, counteroffer, or offer rejection?

No. Neither the arbitrator nor the AAA will have access to these communications; however, the AAA will receive an email notification that an offer or counteroffer has been accepted.

7. Can I track previous offers and counteroffers?

Yes. All offers/counteroffers can be viewed in the “View Offer History” tab.

8. Can I extend the amount of time for the other side to accept my offer/counteroffer?

Yes, the timing of offers and counteroffers can be extended.

9. Can I make a non-monetary offer using the tool?

No, although you can add non-monetary terms/items in the comments section of your offer.

10. Are settlement offers using the tool final and binding?

Yes. Therefore, we encourage the parties to be certain of the terms they are offering to the other side. Similar to offline settlement negotiations, use of the tool requires a good faith effort on the part of both parties.

11. There are more than two parties on my case. Can I use the tool for my case?

Currently, the tool is only available for two-party cases.

12. I accepted an offer in error. What should I do?

Contact the other party and your case administrator as soon as possible so they are aware that you accepted the offer in error.

13. Can I continue to proceed with my arbitration case even while using the tool?

Yes, the arbitration will proceed as scheduled even if the parties are actively using it. However, if the parties believe progress is being made using the tool, and would like to put the arbitration case on hold, they may do so by contacting their case administrator.