



AAA WebFile® Hearing Exhibits Space Frequently Asked Questions

What is the new Hearing Exhibits space?

The Hearing Exhibits space is a secure place on AAA WebFile® that houses **only** the hearing exhibits that the parties will exchange and provide to the arbitrator(s) in support of their case.

Is the Hearing Exhibits space used for any other submissions?

No—all other documents, such as claims, motions, briefs, etc., that are filed during the case, will continue to utilize the existing Documents tab (commonly referred to as the electronic case file or ECF).

What are the benefits for parties and panelists of using the Hearing Exhibits space on AAA WebFile?

- A single, secure platform for all parties to upload their hearing exhibits for the case
- All parties and arbitrators will be able to view all hearing exhibits
- Reduction or elimination of expensive and time-consuming preparation of hard copy exhibits
- Reduction or elimination of the risk associated with mailing flash drives or hard copies
- Easy to use and accessible within AAA's WebFile and Panelist eCenter® platforms

What are the features of the Hearing Exhibits space?

- Multiple exhibit files may be uploaded at a time.
- When exhibits are uploaded, case participants receive an email notification
- Uploaded documents are viewable immediately to the parties and arbitrator(s).
- Users have the ability to:
 - designate exhibits as joint exhibits by checking a box during upload.
 - filter view of exhibits by party, joint, or view all.
 - privately flag exhibits (e.g., Important).
 - delete only exhibits they uploaded.
 - print/download an exhibit list.
- The space accommodates PDF files up to 75 MB; other file types up to 16 MB
- Advanced next-generation firewall and 256-bit encryption protects all information.



When do the parties and arbitrators decide whether to use the Hearing Exhibits space?

At the preliminary hearing (or later), the parties and arbitrator(s) may discuss how the parties will transmit the hearing exhibits to each other and to the arbitrator(s).

If the parties utilize the Hearing Exhibits space, do they also provide hard copies of exhibits to the arbitrator(s)?

By providing the Hearing Exhibits space, we hope to reduce the need for the expensive and time-consuming preparation of hard copies. Arbitrators could still print exhibits as they deem necessary. Nevertheless, the arbitrators have the discretion to request digital and/or hard copies.

Which cases can use the Hearing Exhibits space?

All arbitration cases may utilize Hearing Exhibits. Mediation cases do not have this new feature.

How does one access Hearing Exhibits space?

The arbitrator will discuss with the parties if the Hearing Exhibits space will be used and, if so, will confirm its use in an order. Hearing Exhibits appears as a tab on a case within AAA WebFile and Panelist eCenter.

What is the typical process when using Hearing Exhibits?

- Generally, the parties will not access the Hearing Exhibits space until they are ready to begin uploading their hearing exhibits, which will be close to the commencement of the hearing. However, the parties may access the Hearing Exhibits Space earlier if they wish.
- Parties name their exhibits using an exhibit number and description (e.g. C-001 Contract). Parties and arbitrator(s) typically agree upon and confirm the numbering convention.
- Exhibits may be sorted in ascending or descending order using the arrow in the Exhibit No. & Description column header. The Search and Filter features help users locate exhibits quickly.
- Arbitrators (and parties) may download the hearing exhibits, which will appear in ascending order by Exhibit No. & Description in a zip file.
- Users may flag certain exhibits that are important, but no one else will see the flag designations.
- Individual exhibits may be viewed in the platform by clicking on the document icon.

Does AAA upload, index, or manage hearing exhibits?

No. Generally only the parties and arbitrator(s) upload, index and manage hearing exhibits. The case manager cannot access or view them. Hearing exhibits are maintained in the Hearing Exhibit space for the same time period as documents uploaded to AAA WebFile on the case.



Who is notified when the parties upload documents to the Hearing Exhibits space?

Parties and the arbitrator(s) receive an email notification when hearing exhibits are uploaded. The case manager is not notified.

What information is on the email notification to the parties and arbitrator(s)?

The email states that a new exhibit has been uploaded for the case (by case number) and includes the exhibit description, the source (i.e. party), whether it is a joint exhibit, and a link to sign in to AAA WebFile or Panelist eCenter to view the document.

What is the contact for technical problems with the Hearing Exhibits space?

For technical help and support, call **1.800.778.7879**.

Feedback about the Hearing Exhibits space?

Please send to Linda Beyea at BeyeaL@adr.org.