



ARBITRATION FORUMS, INC.  
*Exceptional service. Innovative solutions.*

# **Total Recovery Solution® (TRS®) Worklist**

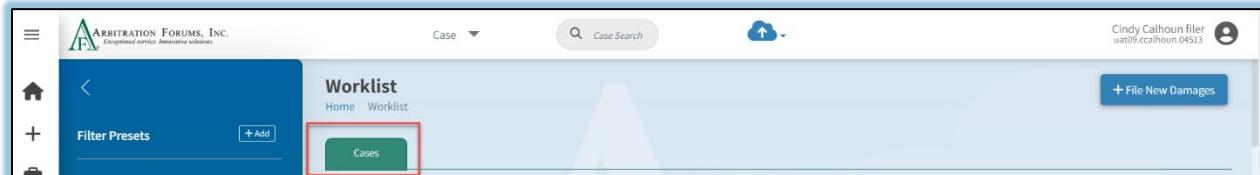
January 2026

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## Total Recovery Solution® (TRS®) Worklist

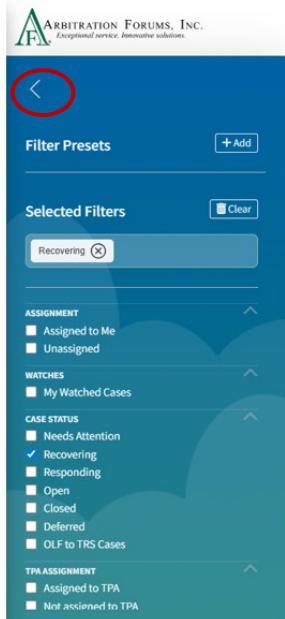
When you open Total Recovery Solution® (TRS®), you will first see the **Worklist**. It includes cases (found under the **Cases** tab) you have worked on (submitted a filing or response) or that have been assigned to you to work.



## Filters

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

### Expanded View



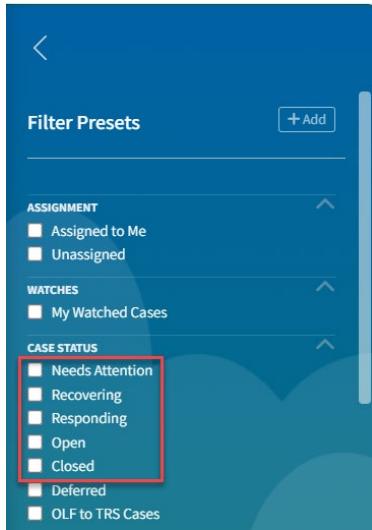
### Collapsed View



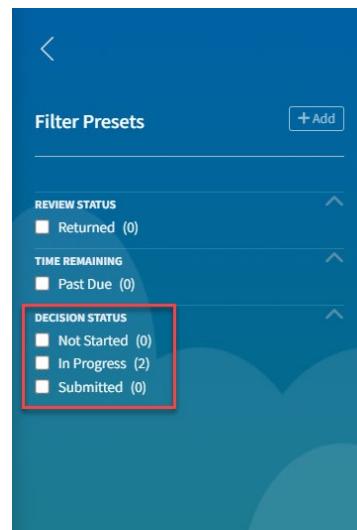
There are five primary filters found under **Case Status** for filers and responders: **Needs Attention**, **Recovering**, **Responding**, **Open**, and **Closed**. **Needs Attention** is the default filter.

For arbitrators, the primary options are: **Not Started**, **In Progress**, and **Submitted**.

### Filer/Responder View



### Arbitrator View



## Primary Filters

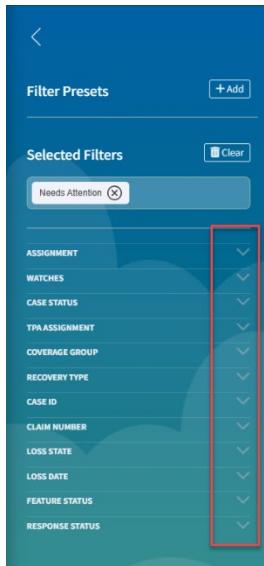
- **Needs Attention** is for any case that has an action needed. For example, a response is due or a revisit is needed. Cases are removed from the **Needs Attention** list when the needed action(s) has been taken.
- **Recovering** is for any case where the representative's company is a recovering company.
- **Responding** is for any case where the representative's company is a responding company.
- **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 Arbitrator Filter 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 using the expand functionality. Clicking the arrows either collapses or expands the list.

### Collapsed View



### Expanded View



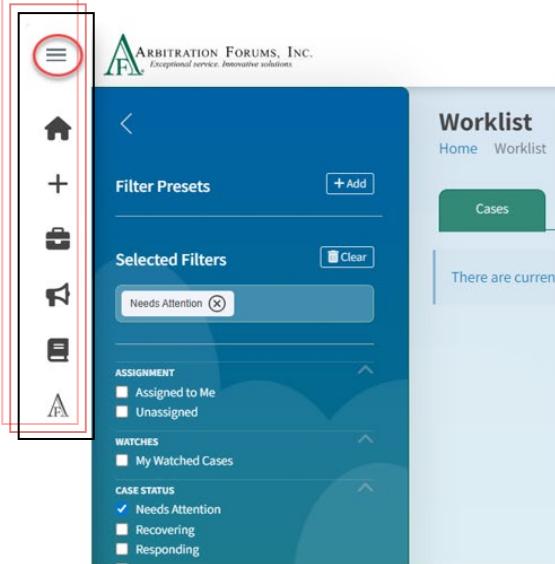
## File New Damages

Located on the upper-right side of the page is a tab titled **File New Damages**. To initiate a filing in TRS®, select this tab.

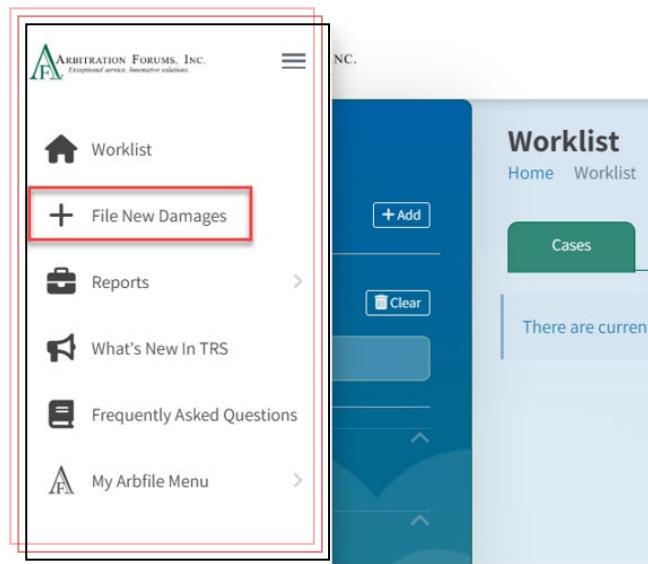


**File New Damages** can also be accessed by selecting the menu icon circled in red below. Once selected, the menu expands to reveal the **File New Damages** option.

### Collapsed Menu View



### Expanded Menu View

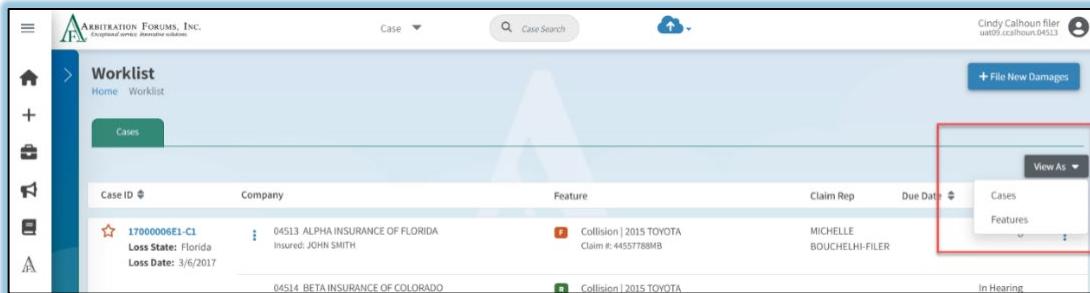


Other options available from this drop-down list include:

- **Worklist** takes users back to the worklist.
- **Reports** allow users to run reports on TRS cases. Privileges are required to access reports.
- **What's New in TRS** is where members can learn about key features available in the latest release.
- **Frequently Asked Questions** answers users' most frequently asked questions.
- **My Arbfile Menu** takes users back to AF's website.

## Viewing Cases or Features

The **View As** option allows you to search by **Cases** or **Features**.



The screenshot shows the 'Worklist' screen with a list of cases. The 'View As' dropdown menu is open, showing 'Cases' and 'Features' as options. The 'Cases' option is highlighted.

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

#### High-Level View

This view displays the following:

- Case ID number
- Type of coverage
- State
- Date of loss
- Insured name
- Claim/policy number
- Features and due date (if applicable)



17000006E1-C1 Coll/Comp Florida 3/6/2017 JOHN SMITH 44557788MB 1F OR

### Features View

#### Detailed View

This view displays more detailed information such as:

- Case ID number
- Loss State and date
- Insurance company
- Insured name
- Type of coverage
- Representative information
- Due date (if applicable)
- Status

 <b>17000006E1-C1</b> Loss State: Florida Loss Date: 3/6/2017	 04513 ALPHA INSURANCE OF FLORIDA Insured: JOHN SMITH	 Collision   2015 TOYOTA Claim #: 44557788MB	MICHELLE BOUCHELHI-FILER	In Hearing	
	04514 BETA INSURANCE OF COLORADO Insured: MARY JONES	 Collision   2015 TOYOTA Claim #: 3366987		In Hearing	

 View My Features Only 

From the **Cases** or **Features** view, the following badges may appear based on your selection.

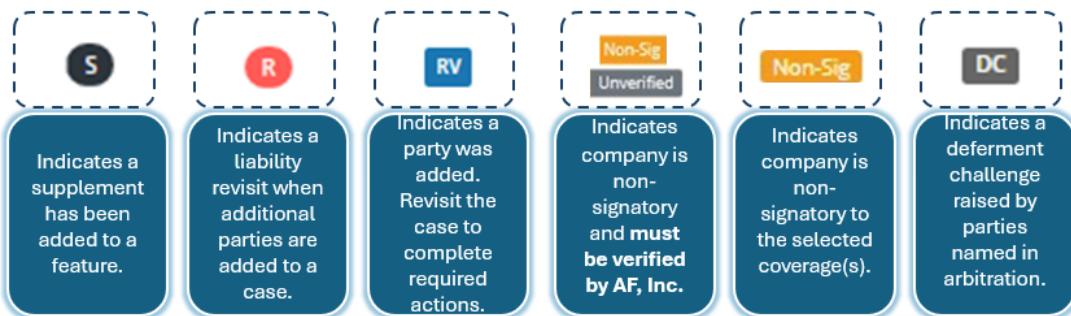
					
Indicates a liability decision that has been rendered.	Displays feature details on a case.	Indicates a pending change request.	Indicates how many actions are required on the case.	A hollow star indicates the case is not on a watch list.	A solid star indicates the case has been added to your watch list.

The image below displays where the various badges are located within the filer/responder worklist.

 <b>17000006E1-C1</b> 	Coll/Comp	Florida	3/6/2017	JOHN SMITH	44557788MB		
 <b>1700000911-C1</b> 	Coll/Comp	Florida	9/5/2017	SALLY JONES	EJM-20171023-1017-A		Pending change request
 <b>I2400007ADB-C1</b>	New York PIP	New York	12/20/2024	LAZLO CRAVENSWORTH	123FANGS		
 <b>A2500007C89-C1</b> 	Coll/Comp	Wisconsin	6/2/2025	FELICITY FILECASE	67630-DY7-399WI		6/25/25

## Arbitrator Worklist

Arbitrators may see the following additional badges.



The worklist for arbitrators includes these additional tabs:



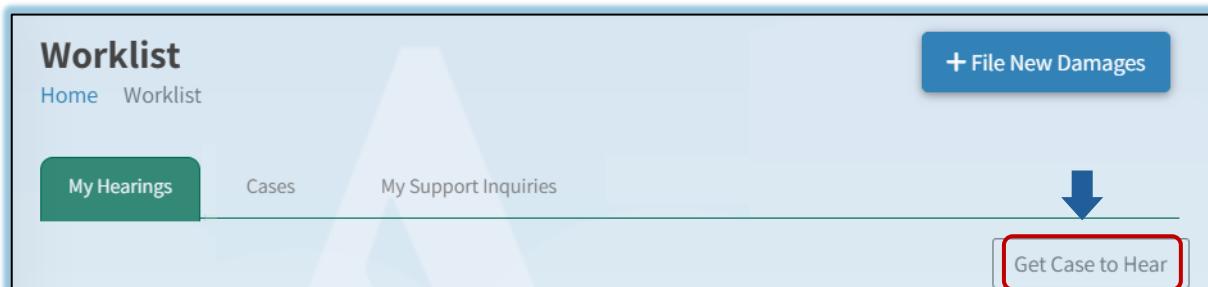
**Worklist**  
Home Worklist

My Hearings Cases My Support Inquiries

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

When selecting a specific tab, it will be highlighted in “green” as seen above.

In TRS, cases are not assigned to arbitrators. Instead, arbitrators will retrieve their own cases by selecting the **Get Cases to Hear** tab.



**Worklist**  
Home Worklist

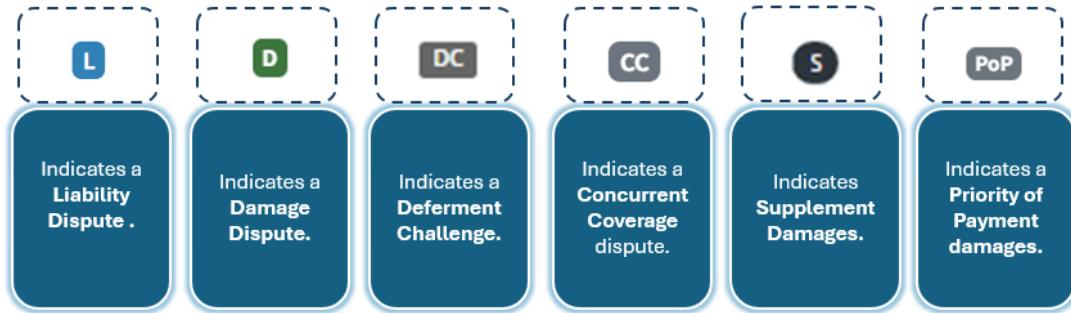
My Hearings Cases My Support Inquiries

+ File New Damages

Get Case to Hear

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Arbitrators may also see the following badges on their worklist. These badges represent the types of disputes heard in the filing:



Where arbitrators are assigned cases requiring a panel of three or personal appearance, the following badges will appear:

