



AAA WebFile® Electronic Case Filing (“ECF”) Guidelines FAQ

Is adoption of the ECF Guidelines determined by the case manager, arbitrator(s), and/or parties for the matter, or are they automatically adopted for all cases?

Unless the parties agree otherwise, the ECF Guidelines will be automatically adopted for all cases. There may be exceptions to e-filing, such as the need to transmit file types that WebFile does not accept (e.g. audio and video files). There may be certain caseloads in which the AAA determines that the ECF Guidelines do not apply.

Can a party opt out of email notifications if the ECF Guidelines are adopted for the case?

Any party may opt out of receiving automated email notifications even if the ECF Guidelines have been adopted for the case. The filing party must serve e-filed documents on any party that has opted out of automated email notifications by an alternative method, e.g. email or regular mail.

Is there a way for WebFile users to see if a case participant has opted out of email notifications in case an alternative method of service needs to be used in lieu of WebFile?

Automated email notifications will contain the names and email addresses of the case participants with viewing privileges for the document who have been notified via email of the filing. Filing a document via WebFile constitutes service as to the case participants notified via the automated email notification. It is the responsibility of the filing party to ensure documents are served on any other necessary case participants not listed in the automated email notification.

Will the filing of a demand for arbitration or answering statement satisfy the notice of appearance requirement or must a notice of appearance be filed in order for the case to appear on the user’s WebFile account?

Parties must first notify the case manager of their appearance in a case in order for the case to appear on the user’s WebFile account. A notice of appearance in the form of an email or letter should be sent via email to the case manager. The AAA will also accept notice via the filing of a demand for arbitration or answering statement. However, the initial notice of appearance, in any form, must be sent to the case manager so that the case manager can grant the user access to the case in WebFile for subsequent filings.

Will WebFile reject a filing if the document is not named in accordance with the naming convention?

The purpose of AAA’s document naming convention is to create consistency and ease of use when managing documents in WebFile. Accordingly, parties are strongly encouraged to utilize the naming convention when filing documents. However, a document will not be rejected if the naming convention is not utilized. If a file name is not descriptive, the case manager may rename the document in accordance with the naming convention.



Will WebFile confirm document-specific viewing privileges based on the selected document group and type before the document is formally submitted?

The filing party will set a document's initial viewing privileges through the indexing selected upon e-filing. Users will be able to see which case participants will have viewing privileges prior to formally e-filing the document. Users should take special care in selecting the indexing categories to set the appropriate viewing privileges. The case manager may revise the indexing categories/viewing privileges upon review. Any changes made by the case manager that impact viewing privileges will be communicated to the parties via email.

With regard to viewing privileges, what does *All Neutrals* refer to?

All Neutrals refers to any arbitrator *currently* serving on a case. It does not include arbitrators who previously served on a case and were subsequently removed or who served as a special purpose arbitrator and are no longer active (e.g. an arbitrator appointed to determine issues of consolidation or joinder).

Can parties file arbitrator rankings via WebFile without the other parties accessing the same?

The parties are encouraged to submit arbitrator rankings via the *Rank List* task in WebFile. Arbitrator rankings and lists are confidential and will not be seen by the other party. If a party e-files a ranked list in lieu of completing the *Rank List* task, the party must select the appropriate indexing categories to ensure that the document remains confidential.

How will AAA issue invoices to the parties?

Parties will continue to receive monthly cyclical statements from the AAA via email. The AAA may provide additional statements, invoices or other financial documentation via email at its discretion or at the request of a party. Additionally, parties may access a case's financial information via the Finance tab in WebFile. The Finance tab displays all outstanding billing related to the case attributed to the user/party. The user can generate a statement and/or an invoice or pay open invoices directly online.

Can the parties use WebFile to serve written discovery requests and responses? Do expert reports need to be filed and shared via WebFile?

Yes, the parties may use WebFile to serve any document, including written discovery requests and responses. Assuming no party has opted out of WebFile for a particular case, the types of documents to be filed via WebFile may be agreed upon by the parties and will be discussed with the arbitrator upon appointment.

Are parties required to register an official service list and make any changes to same via WebFile?

No. The parties should notify the case manager *via email* of any changes to the service list or email recipient list. The parties may download a copy of the most up to date service list via WebFile by clicking "Print Contact List" above the list of Participants under the Case Information tab.