



We're making some changes



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Insurance Company One [Gate Keeper]

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
- Show Archived Folders
- Show Alternate View

Account Folder Security User Guides

Insurance Company One

My Service Alerts

New Served Package to View (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)

My eServe

My eFile - File A New Jersey No-Fault Arbitration Claim

Frequently Asked Questions



Summary of changes

Based upon customer feedback we are announcing the implementation of a number of changes to the eServe System. These changes are designed to make eServe easier to use and improve it's functionality in the day-to-day work environment of it's Users.

In this latest version of eServe you will notice changes in functionality in the following areas:

- ➔ Modification in the manner in which documents are added to a Package
- ➔ Expanding the use of the Fax Placeholder to include use with both Fax and Scanned documents
- ➔ Support for printing multiple Divider Sheets [formerly Fax Placeholder]
- ➔ Introducing a new function - Upload Documents
- ➔ Display of Printable User Guides on the eServe web site

More details concerning these changes follow within in this document.

These changes are scheduled to appear on the eServe system after January 24, 2005. If you have any questions regarding these changes, please contact us on Monday January 25, 2005 at 800.444.4041 ext. 8.

Thanks for using eServe

Bob Lies

The look and feel of the add a Document to a Package function has been changed.

Clicking on the Add a Document to this Package displays a new screen for adding up to 5 documents at a time.

The screenshot shows the eSERVE web application interface. At the top, there is a navigation bar with buttons for E-Docket, E-watch, E-Calendar, E-Serve, and My-Elaw, along with a help icon and a phone icon. Below the navigation bar, the page title is "Insurance Company One [Gate Keeper]" and there is a "Logout" link. A "Hide Directory" link is also present. On the left side, there is a sidebar menu with "eServe" and "Search Directory" buttons. The menu items include Open Packages, Served Packages, My Address Book, My Documents, My Inbox, My Groups, Reports, Insurance Company One (expanded to show 011820050001, Prepped File, and Demand for Arbitration), Show Archived Folders, and Show Alternate View. The main content area displays a package for "NJ Image Works a/s/o Alan Rench v. Insurance Company 1". The package details include: New Jersey, National Arbitration Forum, No-Fault Arbitration, Ins Claim #: 011820050001, Amount: \$5,689.00, Policy #: 200501180001, Accident Date: 1/1/2002, and Policyholder: Alan Rench. Below the package details, there is a "Package" section with "Documents (0)" and "Service List (2)". A "Prepped File" section shows "Created/Open" and "0 Document(s) 2 Recipient(s)". A message states: "To Serve this Package, you need to add Documents to it." Below this, there is a "My eServe" section with a yellow background. The "Add a Document to this Package" button is highlighted with a green oval. Other buttons in this section include "Add a Divider Sheet to this Package", "Add Document to this Package", "Remove this Package", and "Edit this Package". At the bottom of the main content area, there is a "Frequently Asked Questions" section.

Adding a Document to a Package

To add a document to a Package using the Attach Documents option, begin by selecting a Document Type.

To select a Document Type click on the words Please Select ...

The screenshot displays the eSERVE web interface. At the top, there is a navigation bar with buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw, along with a help icon and a phone icon. Below this, the page title is "Insurance Company One [Gate Keeper]" and there is a "Logout" link on the right. A "Hide Directory" link is also present.

The left sidebar contains a directory tree under the "eServe" header. The tree includes "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Insurance Company One", and a sub-folder "011820050001" which contains "Prepped File" (highlighted in blue) and "Demand for Arbitration". There are also checkboxes for "Show Archived Folders" and "Show Alternate View".

The main content area shows a case summary for "NJ Image Works a/s/o Alan Rench v. Insurance Company 1". The summary includes details: "New Jersey", "National Arbitration Forum", "No-Fault Arbitration", "Ins Claim #: 011820050001", "Amount: \$5,689.00", "Policy #: 200501180001", "Accident Date: 1/1/2002", and "Policyholder: Alan Rench".

Below the summary is a "Package" section labeled "Prepped File". It shows "0 Document(s) 2 Recipient(s)". The "Attach Documents" section is highlighted in blue and contains a table with the following columns: "Document Type:", "Description:", and "File Name:". The first row's "Document Type:" dropdown menu is circled in green and contains the text "Please Select...". There are five rows in total, each with a "Browse..." button. At the bottom of the "Attach Documents" section are "Attach Documents" and "Cancel" buttons.

Clicking on Please Select ... will cause the system to display a list of NAF Document Types.

Select the appropriate Document Type by Clicking on the desired Document Type.

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with "E-Serve" and "My-Elaw" buttons, a help icon, and a "Logout" link. Below the navigation bar, the user is logged in as "Insurance Company One [Gate Keeper]". A sidebar on the left contains a "Search Directory" box and a tree view of folders including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Insurance Company One", "011820050001", "Prepped File", and "Demand for Arbitration". A dropdown menu is open, listing various document types. The "Demand Attachment" option is highlighted with a green oval. The main content area shows details for a document, including "New Jersey National Arbitration Forum No-Fault Arbitration" with claim and policy information. Below this is a table for "Attach Documents" with columns for "Description" and "File Name", and a "Browse..." button for each row. At the bottom of the dropdown menu, there are "Attach Documents" and "Cancel" buttons.

Insurance Company One [Gate Keeper]

Hide Directory

eSERVE Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

Please Select ...

- 3 DRP Panel Request
- Appeal Request
- Change Claim Request
- Consolidation Request
- Counsel Fee Dispute Request
- Demand
- Demand Attachment**
- Discovery Request
- Dismissal Request
- DRP Challenge
- Expedited Relief Request
- Extension Request
- General Request
- Modification/Clarification Request
- MRO Request
- PostHearing Submission Attachment by Claimant
- PostHearing Submission Attachment by Respondent
- PostHearing Submission by Claimant
- PostHearing Submission by Respondent
- Postponement Request
- PreHearing Submission Attachment by Claimant
- PreHearing Submission Attachment by Respondent
- PreHearing Submission by Claimant
- PreHearing Submission by Respondent
- Request for Abeyance
- Response
- Response Attachment
- Settlement Request
- Withdrawal Request

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Created/Open
0 Document(s) 2 Recipient(s)

Description:	File Name:
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>

Upon selecting the Document Type the system will display the Choose file function that is resident on the PC that is accessing eServe.

Use the Chose file function to navigate the PC and authorized Network Drives. When the document to be attached is located Click on the document. When the document appears in the File name field, Click on the Open button to add the document to eServe.

The screenshot shows a web application interface for eServe. A 'Choose file' dialog box is open, displaying a file list from the 'Docs for Testing' folder. The file '14455-2' is selected, and its details are shown in a tooltip: Type: Adobe Acrobat Document, Date Modified: 11/25/2003 11:08 AM, Size: 5.04 MB. The 'File name' field in the dialog contains '14455-2' and the 'Open' button is highlighted with a green circle. The background web interface shows a document description for 'New Jersey National Arbitration Forum No-Fault Arbitration' and a table for attaching documents. The table has columns for 'Description' and 'File Name', with the first row containing 'Prepped File Material' and a 'Browse...' button. The 'Attach Documents' button is visible at the bottom of the interface.

Created/Open	
0 Document(s) 2 Recipient(s)	
Attach Documents	
Description:	File Name:
Prepped File Material	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>
<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>

To complete the adding a document to a Package process, enter in the Description for the Document.

If more than one document is going to be added, continue the same process of selecting a Document Type, navigating the PC and Network drives to locate a document.

After all documents to be added to the Package [up to 5 at a time] have been located, Click on the Attach Documents Button to upload the documents into the eServe system.

- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

ch E-Calendar E-Serve My-Elaw ?

[Logout](#)

Insurance Works a/s/o Alan Rench v. Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package
Prepped File
Created/Open
0 Document(s) 2 Recipient(s)

Attach Documents

Document Type:	Description:	File Name:	
Response Attachment	Prepped File Material	C:\Documents and Settings\LI	Browse...
Please Select...			Browse...
Please Select...			Browse...
Please Select...			Browse...
Please Select...			Browse...

Attach Documents Cancel


After Clicking the Attach Documents Button the eServe system will upload the selected documents. When the upload process has been completed the eServe system will display the documents and the Document Status will reflect Ready.

The screenshot displays the eLAW eSERVE web interface. At the top, there is a navigation bar with buttons for E-Docket, E-Watch, E-Calendar, E-Serve, My-Elaw, and a help icon. Below this, the page title is "Insurance Company One [Gate Keeper]" with a "Logout" link on the right. A "Hide Directory" link is also present. On the left side, there is a sidebar menu with "eServe" and "Search Directory" options. The sidebar contains a tree view of folders: "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Insurance Company One", and "011820050001". Under "011820050001", there are sub-items: "Prepped File" (highlighted in blue) and "Demand for Arbitration". There are also checkboxes for "Show Archived Folders" and "Show Alternate View".

The main content area shows a case summary for "NJ Image Works a/s/o Alan Rench v. Insurance Company 1". To the right of the case name, the following details are listed: "New Jersey", "National Arbitration Forum", "No-Fault Arbitration", "Ins Claim #: 011820050001", "Amount: \$5,689.00", "Policy #: 200501180001", "Accident Date: 1/1/2002", and "Policyholder: Alan Rench".

Below the case summary, there are tabs for "Package", "Documents (1)", "Service List (2)", and "Serve this Package". The "Documents" tab is active, showing a table of documents. The table has columns for "Document Name", "Document Type", "Description", "Pages", and "Document Status". A single document is listed: "14455-2.pdf" with a "Response Attachment" type, "Prepped File Material" description, and a "Ready" status. The "Ready" status is circled in green. Above the table, there are icons and buttons for "Add Document", "Add via Divider Sheet", and "Print Divider Sheets".

The Add a Document function may also be accessed from the Documents screen [shown below] as well as the Package screen.

Clicking on the Add Document Icon  will cause the eServe system to display the “Attach Documents” screen.


Insurance Company One [Gate Keeper]

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Prepped File**
 - Demand for Arbitration




Show Archived Folders 





Show Alternate View


New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package Documents (1) Service List (2) Serve this Package

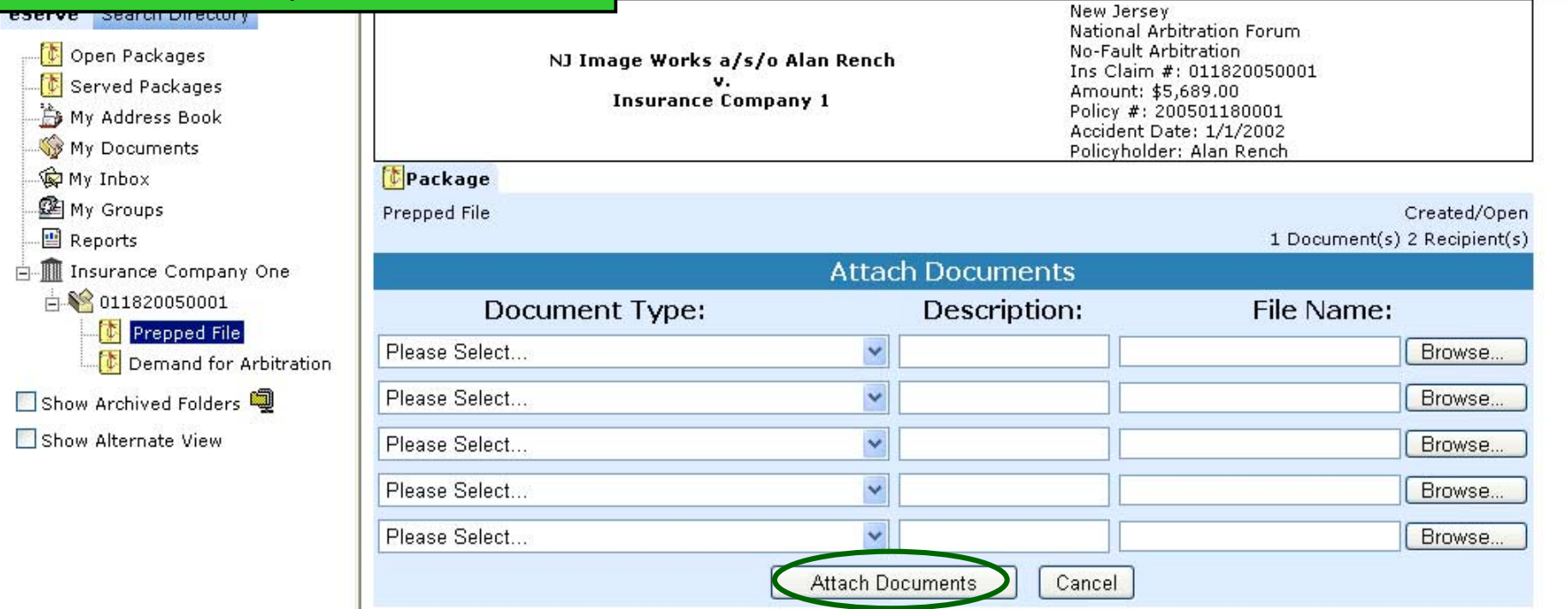
Documents

 Add Document  Add via Divider Sheet  Print Divider Sheets

	Document Name	Document Type	Description	Pages	Document Status
   	14455-2.pdf	Response Attachment	Prepped File Material		Ready

Clicking on the Add Document Icon  will cause the eServe system to display the "Attach Documents" screen.

When the Attach Documents screen is displayed select a Document Type, navigate the PC and Network drives to locate a document, fill in the Description. After loading up to five documents Click on the Attach Documents Button to upload documents to the eServe system.



Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

Attach E-Calendar E-Serve My-Elaw ?

Logout

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

Package
Prepped File

Created/Open
1 Document(s) 2 Recipient(s)

Attach Documents

Document Type:	Description:	File Name:
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...

Attach Documents Cancel

In the original version of eServe an option to add documents to an eServe Package using Fax was provided. In order to add a document to an eServe Package via a Fax Machine required creating and printing a **Fax Placeholder**. The Fax Placeholder was used by eServe to route the accompanying document(s) to the proper Package(s).

In this latest version of eServe the Fax Placeholder has been renamed "**Divider Sheet**." The Divider Sheet is used in the same fashion as the Fax Placeholder when used for the Faxing of Documents.

With this release of eServe the Divider Sheet has an expanded role in the adding of documents to a Package. The Divider Sheet may also be incorporated into document ensembles that are created using document scanning technologies.

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Logout

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Service List (2)

Created/Open
0 Document(s) 2 Recipient(s)

need to add Documents to it.

My eServe

- Add a Document to this Package
- Add a Divider Sheet to this Package**
- Add a Recipient to this Package
- Move this Package
- Edit this Package

Frequently Asked Questions

Adding a Document to a Package Using a Divider Sheet

A “**Divider Sheet.**” is used in the same fashion as the original Fax Placeholder when used for the Faxing of Documents. The Divider Sheet may also be incorporated into document ensembles that are created using document scanning technologies.

Step 1

Create Divider Sheets



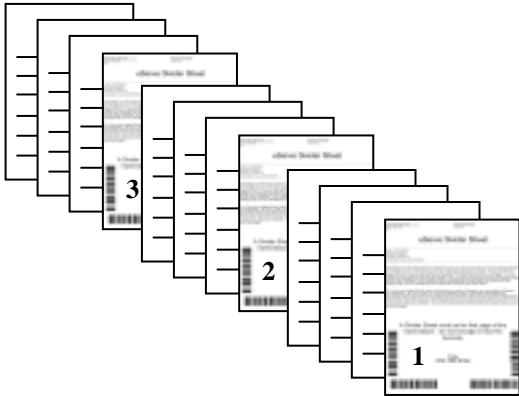
Step 2

Print Divider Sheets



Step 3

Assemble Document Ensembles



Step 4

Fax the Document Ensemble To eServe



Or

Scan the Document Ensemble



Then Upload the Scanned Document Ensembles into eServe



To create a Divider Sheet Click on the Add a Divider Sheet to this Package link.


eLAW E-Docket E-Watch E-Calendar E-Serve My-Elaw ? (

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders 

Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package Documents (0) Service List (2)

Response To Claim Created/Open
0 Document(s) 2 Recipient(s)

To Serve this Package, you need to add Documents to it.

My eServe

- Add a Document to this Package**
- Add a Divider Sheet to this Package**
- Add a Recipient to this Package
- Move this Package
- Edit this Package

Frequently Asked Questions

Clicking on the Add a Divider Sheet to this Package link will result in eServe displaying the Create a Divider Sheet screen.

To proceed with creating a Divider Sheet Click on "Please Select" which appears after the words Document Type:.

Insurance Company One [Gate Keeper]

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package

Response To Claim

Created/Open

0 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet Multiple Divider Sheets

Document Type: **Please Select...**

Document Name: DividerSheet.Pdf

Description:

Create Divider Sheet

Cancel

Clicking on Please Select will result in the eServe system displaying a list of Document Types.

Select the appropriate Document Type.

The screenshot shows the eSERVE web interface. At the top, there are navigation buttons for 'E-Docket', 'E-Watch', and 'E-Calendar'. Below this, the user is logged in as 'Insurance Company One [Gate Keeper]'. A sidebar on the left contains a navigation menu with options like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', and 'Insurance Company One'. Under 'Insurance Company One', there is a folder '011820050001' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main content area shows a 'Package' titled 'Response To Claim' and a 'Divider Sheet' section with a 'Multiple Divider Sheets' button. A 'Create a Divider Sheet' button is highlighted, and a dropdown menu is open, listing various document types. The 'Response' option is circled in green.

Document Type:
Document Name:
Description:

Please Select...
3 DRP Panel Request
Appeal Request
Change Claim Request
Consolidation Request
Counsel Fee Dispute Request
Demand
Demand Attachment
Discovery Request
Dismissal Request
DRP Challenge
Expedited Relief Request
Extension Request
General Request
Modification/Clarification Request
MRO Request
PostHearing Submission Attachment by Claimant
PostHearing Submission Attachment by Respondent
PostHearing Submission by Claimant
PostHearing Submission by Respondent
Postponement Request
PreHearing Submission Attachment by Claimant
PreHearing Submission Attachment by Respondent
PreHearing Submission by Claimant
PreHearing Submission by Respondent
Request for Abeyance
Response
Response Attachment
Settlement Request
Withdrawal Request

After selecting a Document Type the eServe system displays the Create a Document Sheet screen with the Document Type loaded into the Document Type field.

Clicking on the Create Divider Sheet Button will result in the eServe system displaying the Divider Sheet.

Hide Directory

eServe Search Directory

- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Insurance Company One
 - 011820050001
 - Response To Claim
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package

Response To Claim

Created/Open

0 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet Multiple Divider Sheets

Document Type:

Document Name:

Description:

Clicking on the Create Divider Sheet Button will result in the eServe system displaying the Divider Sheet.

To print the Divider Sheet Click on the Printer Icon that appears on the top of the page.

The screenshot shows a web browser window displaying the eServe interface. On the left is a navigation pane with a tree view containing folders like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Insurance Company One', and '011820050001'. Under '011820050001', there are sub-items: 'Response To Claim' (highlighted), 'Prepped File', and 'Demand for Arbitration'. Below the tree are checkboxes for 'Show Archived Folders' and 'Show Alternate View'. The main content area displays a 'Microsoft Internet Explorer' window with a yellow header containing the text: 'PRINT THIS DIVIDER SHEET AND READ THE INSTRUCTIONS BEFORE SENDING YOUR FAX TO ELAW.' Below the header is a toolbar with various icons; the printer icon is circled in green. The main content of the browser window is the 'eServe Divider Sheet' page. It includes contact information for 'Insurance Company One' (Address: 123 W Main Clinton, NJ 08809; Phone: 9085555555; Fax: [blank]), creation details ('This Divider Sheet Created Wednesday, January 19, 2005 3:41:35 PM'), and document metadata (Folder: 011820050001; Document: DividerSheet.Pdf; Package: Response To Claim; Client Matter: Policy # 200501180001). The page contains two paragraphs of instructions and a tip regarding document submission. At the bottom, a partial sentence reads: 'A Divider Sheet must be the first page of the'. The browser's status bar at the bottom shows '108N', '1 of 1', and '8.5 x 11 in'.

Divider Sheets may also be printed using the Print Divider Sheets option Icon that appear on the Documents Screen.

Clicking on the Print Divider Sheets Icon will result in the eServe System displaying the Divider Sheets.

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

**NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package Documents (1) Service List (2)

Documents

Add Document Add via Divider Sheet Print Divider Sheets

Document Name	Document Type	Description	Pages	Document Status
DividerSheet.Pdf	Response			Divider Sheet

Clicking on the Print Divider Sheets Icon will result in the eServe system displaying the Divider Sheet(s).

To print the Divider Sheet(s) Click on the Printer Icon that appears on the top of the page.

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

0. Response - 1 Page(s)

By Insurance Company One
Address: 101 W. Main Street, 4th Floor
Phone: 973-755-9192
Fax:

The Divider Sheet Created
Wednesday, January 19, 2005
2:41:02 PM

eServe Divider Sheet

Folder: 011820050001
Document: DividerSheet.Pdf
Package: Response To Claim
Client Matter: Policy # 200501180001

Instructions: Use this Divider Sheet to submit any papers you wish to insert into your eServe Package that will be submitted by Fax or that will be scanned into a submission document ensemble. The insertion of these pages will be in the same order that they are transmitted. A Divider Sheet must be the first page. Once you submit your documents with their Divider Sheet(s) - you can return to the internet and see them appear as part of your eServe Package. If you created an eServe Package with a Divider Sheet, you cannot save the package until you have submitted the documents that accompany the Divider Sheet.

Tip: If you have multiple Divider Sheets to insert into your eServe Package(s) you may submit all of them in one transaction. Be sure to order your work in the following manner: First Divider Sheet followed by documents related to that divider sheet, followed by the next Divider Sheet and the documents related to that Divider Sheet, repeat this sequence until all Divider Sheets and accompanying documents have been Faxed or scanned into a document ensemble. Once all the Divider Sheets and documents are properly loaded, you can set it and forget it!

A Divider Sheet must be the first page of the transmission. Do not smudge or tear the barcode.

Fax
973-755-9192

76-N 1 of 1 8.5 x 11 in

The eServe system now supports the creation of multiple Divider Sheets at a time.

If more than one Divider Sheet is required to support the submission of documents, Click on the Multiple Divider Sheets Tab that appears on the Create a Divider Sheet screen.

After Clicking on the Multiple Divider Sheets Tab. Click on the Divider Sheet Button that appears next to the words Add New.

- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Insurance Company One
 - 011820050001
 - Response To Claim
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

ch E-Calendar E-Serve My-Elaw ?

[Logout](#)

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

Package
Response To Claim Created/Open
1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

Document Type	Document Name	Description
Add New	Divider Sheet	

Create Multiple Divider Sheets Cancel

Adding Multiple Divider Sheets

Clicking on the Divider Sheet Button that appears next to the words Add New results in the eServe system displaying the screen for creating the Divider Sheets.


To initiate the creation of a Divider Sheet, Click on the blank space that appears under the word Document Type.

ch E-Calendar E-Serve My-Elaw ? (Logout

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders 

Show Alternate View

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package
Response To Claim Created/Open
1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

Document Type	Document Name	Description
*		

Add New **Divider Sheet**

Clicking on the blank space that appears under the word Document Type results in the eServe system displaying the Add a Divider Sheet screen.

To add a divider sheet Click on the words Please Select that appear next to the label Document Type:

The screenshot shows the eSERVE web interface. At the top, there is a navigation bar with buttons for E-Docket, E-watch, E-Calendar, E-Serve, and My-Elaw. Below this is the header for "Insurance Company One [Gate Keeper]" with a "Logout" link. A sidebar on the left contains a directory tree under "eServe" with options like "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Insurance Company One", and "011820050001". The main content area displays a "Package" titled "Response To Claim" with details for "NJ Image Works a/s/o Alan Rench v. Insurance Company 1". A "Create a Divider Sheet" button is visible, and a table with columns "Document Type", "Document Name", and "Description" is shown. An "Add a Divider Sheet" dialog box is open, with the "Document Type" dropdown menu highlighted by a green circle.

Clicking on the words Please Select that appear next to the label Document Type: will result in the eServe system displaying a list of Document Types.

Select the appropriate Document Type to seed the document type in the Document Type: field.

The screenshot displays the eSERVE web interface. At the top, there are navigation buttons for 'E-Docket', 'E-watch', and 'E-Calendar'. Below these, the user is logged in as 'Insurance Company One [Gate Keeper]'. A sidebar on the left contains an 'eServe Search Directory' with a tree view showing folders like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', and 'Insurance Company One'. Under 'Insurance Company One', there is a folder '011820050001' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main content area shows a document titled 'NJ Image Works a/s/o Alan Rench v. Insurance Company 1'. Below the title, there is a 'Package' section with 'Response To Claim' and a 'Create a' button. A 'Document Type' dropdown menu is open, showing a list of document types. The 'Response' option is highlighted with a green circle. The dropdown list includes: Please Select..., 3 DRP Panel Request, Appeal Request, Change Claim Request, Consolidation Request, Counsel Fee Dispute Request, Demand, Demand Attachment, Discovery Request, Dismissal Request, DRP Challenge, Expedited Relief Request, Extension Request, General Request, Modification/Clarification Request, MRO Request, PostHearing Submission Attachment by Claimant, PostHearing Submission Attachment by Respondent, PostHearing Submission by Claimant, PostHearing Submission by Respondent, Postponement Request, PreHearing Submission Attachment by Claimant, PreHearing Submission Attachment by Respondent, PreHearing Submission by Claimant, PreHearing Submission by Respondent, Request for Absence, Response, Response Attachment, Settlement Request, and Withdrawal Request. At the bottom of the dropdown, there are 'OK' and 'Cancel' buttons. The background form has fields for 'Document Type:', 'Document Name:', and 'Description:'. There are also 'Show Archived Folders' and 'Show Alternate View' checkboxes in the sidebar.

With the Document Type field seeded complete the Divider Sheet creation by filing in a name for the Document in the Document Name: field and entering in a description of the document in the Description: field.

After filing in the Document Name and Description fields Click on the OK Button to complete the Divider Sheet creation process.

- eServe** Search Directory
- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

**NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package
Response To Claim Created/Open
1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

Document Type	Document Name	Description
*		

Add a Divider Sheet

Document Type: Response

Document Name: Response to Demand

Description: Response to Demand

Clicking on the OK Button on the Add a Divider Sheet screen will result in the eServe system displaying the information [Document Type, Document Name and Description] that has been entered for the Divider Sheet that will be created.

To add another Divider Sheet Click on the Divider Sheet Button that appears next to the words Add New.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

**NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1**

Package
Response To Claim Created/Open
1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

	Document Type	Document Name	Description
*	Response	Response to Demand	Response to Demand

Add New **Divider Sheet**

Clicking on the Divider Sheet Button that appears next to the words Add New will result in the eServe system adding another row for the entry of information for a subsequent Divider Sheet.

Repeat the steps in the prior illustrations to create the additional Divider Sheets.

Insurance Company One [Gate Keeper]

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

**NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package
Response To Claim Created/Open
1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

Document Type	Document Name	Description
Response	Response to Demand	Response to Demand
Add New Divider Sheet		

When the information for all Divider Sheets [Document Type, Document Name and Description] has been entered Press the Create Multiple Divider Sheets Button to create the Divider Sheets.

eLAW E-Docket E-Watch E-Calendar E-Serve My-Elaw ? (

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders 

Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

Package
Response To Claim Created/Open
0 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet **Multiple Divider Sheets**

	Document Type	Document Name	Description
*	Response	Response to Demand	Response to Demand

Add New **Divider Sheet**

Create Multiple Divider Sheets

Clicking on the Create Multiple Divider Sheets Button causes the eServe system to create the Divider Sheets.

The eServe system displays the Document Screen after it has completed creating the Divider Sheets.

To view and print the Divider Sheets Press the Print Divider Sheets Icon.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - Response To Claim
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

NJ Image Works a/s/o Alan Rench
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 011820050001
Amount: \$5,689.00
Policy #: 200501180001
Accident Date: 1/1/2002
Policyholder: Alan Rench

Package Documents (1) Service List (2)

Documents		Add Document	Add via Divider Sheet	Print Divider Sheets	
	Document Name	Document Type	Description	Pages	Document Status
	Response to Demand	Response	Response to Demand		Divider Sheet

Clicking on the Print Divider Sheets Icon will result in the eServe system displaying the Divider Sheet(s).

To print the Divider Sheet(s) Click on the Printer Icon that appears on the top of the page.

The screenshot displays the eServe web interface. On the left, a sidebar shows a directory tree under 'Insurance Company One' with a folder '011820050001' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main content area shows a document titled '0. Response - 1 Page(s)'. The document content includes the title 'eServe Divider Sheet', folder information, document details, and instructions for submission. A printer icon in the browser's toolbar is circled in green. At the bottom of the document, it states 'A Divider Sheet must be the first page of the transmission. Do not smudge or tear the barcode.' and provides the fax number '973-755-9192'.

[E-Docket](#)[E-Watch](#)[E-Calendar](#)[E-Serve](#)[My-Elaw](#)**Insurance Company One [Gate Keeper]**[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001**
 - Prepped File
 - Demand for Arbitration
 - 012020050002
 - 012020050003
 - TCN 111

**NJ Image Works a/s/o Helen Rhode
v.
Insurance Company 1**New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012020050001
Amount: \$5,874.00
Policy #: 200501200001
Accident Date: 7/4/2003
Policyholder: Helen Rhode**Folder** Documents Service List Manage Security012020050001 Policy # 200501200001 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)
NAF Document Required (Response)**My eServe**

- Add a Package to this Folder
- Add a Folder to this Folder
- Add a Document to this Folder
- Add a Divider Sheet to this Folder
- Upload a Document with Divider Sheets**
- Modify the Sequence of Folders in this Folder
- Edit this Folder
- Delete this Folder
- Send Notification to Users of this Folder

Uploading Scanned Documents Containing Divider Sheets

After creating, printing the divider sheets and creating a Scanned Document Ensemble the next step is to Upload the documents into the eServe System [STEP 5].

Step 1

Create Divider Sheets



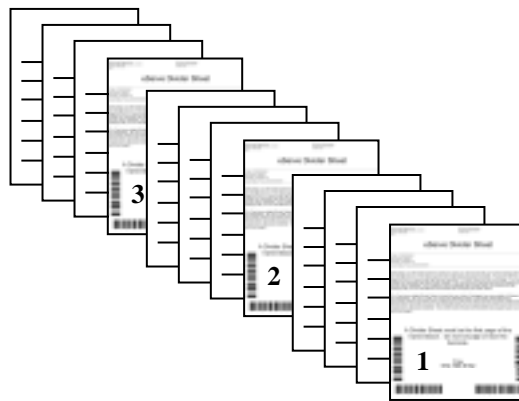
Step 2

Print Divider Sheets



Step 3

Assemble Document Ensembles



Step 4

Scan Document Ensembles



Step 5

Then Upload the Scanned Document Ensembles into eServe



NOTE:
At the current time the eServe system recognizes and will process document ensembles that are in the .TIF format.

Clicking on the Upload a Document with Divider Sheets hyperlink will result in the eServe system displaying Upload Document Screen.

The screenshot displays the eSERVE web interface. At the top, there is a navigation bar with the eLAW logo and buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. Below this, the case name "Insurance Company One [Gate Keeper]" is shown, along with a "Logout" link. The left sidebar contains a "Search Directory" section with various navigation options like "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", and "Insurance Company One". Under "Insurance Company One", several folders are listed, with "012020050001" selected. The main content area shows the case details for "NJ Image Works a/s/o Helen Rhode v. Insurance Company 1", including case information like "New Jersey", "National Arbitration Forum", and "Ins Claim #: 012020050001". Below the case details, there are tabs for "Folder", "Documents", "Service List", and "Manage Security". The "Folder" tab is active, showing a list of documents for "012020050001" with the policy number "200501200001". A "My eServe" section is visible, containing a list of actions: "Add a Package to this Folder", "Add a Folder to this Folder", "Add a Document to this Folder", "Add a Divider Sheet to this Folder", "Upload a Document with Divider Sheets" (highlighted with a green circle), "Modify the Sequence of Folders in this Folder", "Edit this Folder", "Delete this Folder", and "Send Notification to Users of this Folder".

Upon Clicking on the Upload a Document with Divider Sheets hyperlink the eServe system will respond by displaying the Upload Document screen. Clicking on the Browse Button initiates a User guided search of the Users PC and authorized Network Drives. This search is designed to locate the .TIF file that contains the scanned document ensemble.

eLAW E-Docket E-Watch E-Calendar E-Serve My-Elaw ? (

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001
 - Prepped File
 - Demand for Arbitration
 - 012020050002
 - 012020050003

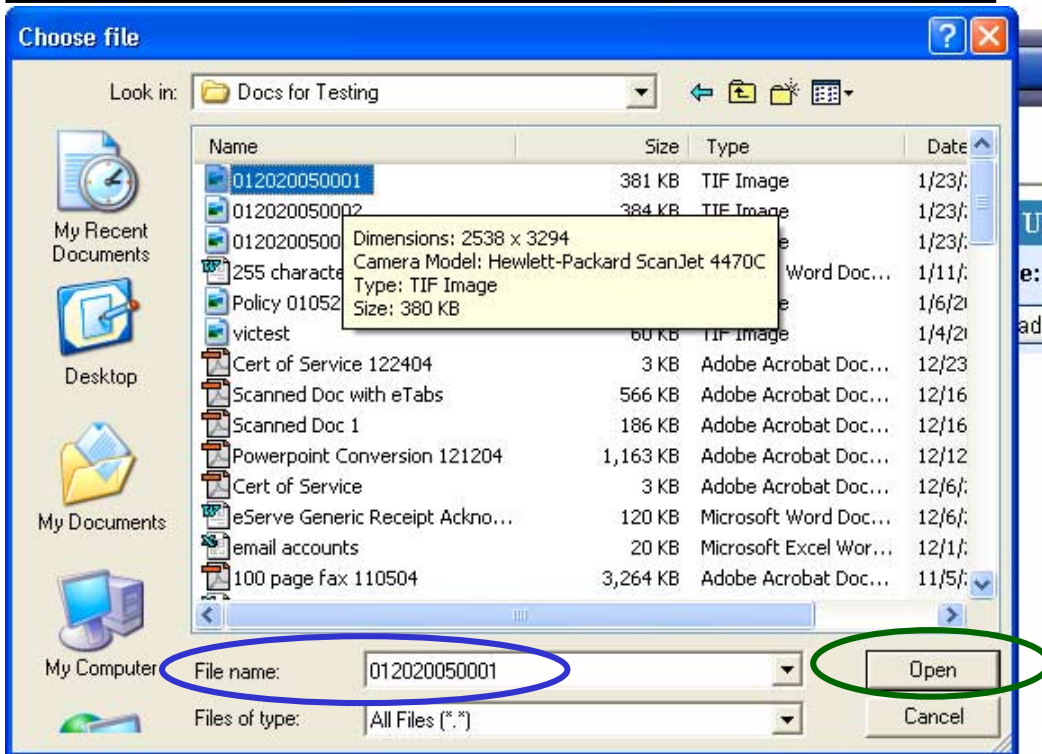
Upload Document

Document Name: **Browse...**

Upload Document Cancel

Upon Clicking on the Browse Button on the Upload Document screen the system will display the Choose file function that is resident on the PC that is accessing eServe.

Use the Chose file function to navigate the PC and authorized Network Drives. When the document to be attached is located Click on the document. When the document appears in the File name field, Click on the Open button to select the file to be uploaded into eServe.



Clicking on the Open button will cause the eServe system to prepare to upload the document that was selected. When the document path and name appear in the Document Name: field the document is ready to be Uploaded.

To complete the document upload process Strike the Upload Document Button.

Insurance Company One [Gate Keeper]

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001
 - Prepped File
 - Demand for Arbitration
 - 012020050002
 - 012020050003

Upload Document

Document Name: C:\Documents and Settings\LIESR\My Documents\Work\ Browse...

Upload Document

Cancel

Striking the Upload Document Button results in eServe transferring a copy of the document into the eServe system. When the file copy transfer is completed the eServe system responds by displaying the Folder Options screen for the Folder into which the documents have been uploaded.

eLAW E-Docket E-Watch E-Calendar E-Serve My-Elaw ? (

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001**
 - 012020050002
 - 012020050003
 - ICN 111
 - ICN 222
 - ICN 333
 - JB 000001

Show Archived Folders

Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012020050001
Amount: \$5,874.00
Policy #: 200501200001
Accident Date: 7/4/2003
Policyholder: Helen Rhode

**NJ Image Works a/s/o Helen Rhode
v.
Insurance Company 1**

Folder Documents Service List Manage Security

012020050001 Policy # 200501200001 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)
NAF Document Required (Response)

My eServe

- Add a Package to this Folder
- Add a Folder to this Folder
- Add a Document to this Folder
- Add a Divider Sheet to this Folder
- Upload a Document with Divider Sheets
- Modify the Sequence of Folders in this Folder
- Edit this Folder
- Delete this Folder
- Send Notification to Users of this Folder

Frequently Asked Questions

Clicking on the + symbol associated with the Folder that contains the Uploaded Document will display the Packages that are contained within the Folder.

To view the Documents that have been uploaded proceed by Clicking on the Package that contains the Uploaded Documents.

The screenshot displays the eSERVE web interface. At the top, there is a navigation bar with buttons for 'E-Booker', 'E-Watch', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a phone icon. Below this, the page title is 'Insurance Company One [Gate Keeper]' and there is a 'Logout' link on the right. A 'Hide Directory' link is also present.

The left sidebar shows a directory tree under 'eServe Search Directory'. The tree includes items like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', and 'Insurance Company One'. Under 'Insurance Company One', there are several folders: '011820050001', '012020050001' (highlighted with a green circle), 'Prepped File', 'Demand for Arbitration', '012020050002', and '012020050003'.

The main content area shows the details for the selected folder '012020050001'. It displays the case name 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1' and the policy number '012020050001'. To the right, there is a summary of case details: 'New Jersey', 'National Arbitration Forum', 'No-Fault Arbitration', 'Ins Claim #: 012020050001', 'Amount: \$5,874.00', 'Policy #: 200501200001', 'Accident Date: 7/4/2003', and 'Policyholder: Helen Rhode'. Below this, there are tabs for 'Folder', 'Documents', 'Service List', and 'Manage Security'. The 'Folder' tab is active, showing the folder name and policy number, and a note that 'NAF Document Required (Response)'. A 'My eServe' section provides a list of actions: 'Add a Package to this Folder', 'Add a Folder to this Folder', 'Add a Document to this Folder', 'Add a Divider Sheet to this Folder', 'Upload a Document with Divider Sheets', 'Modify the Sequence of Folders in this Folder', 'Edit this Folder', 'Delete this Folder', and 'Send Notification to Users of this Folder'.

Selecting the Package that contains the Uploaded Documents will cause the Package Screen to be displayed by the eServe system.

To view the Documents that have been uploaded proceed by Clicking on the Documents Tab.

eLAW E-Docket E-Watch E-Calendar E-Serve My-Elaw ?

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001
 - Prepped File**
 - Demand for Arbitration
 - 012020050002
 - 012020050003

NJ Image Works a/s/o Helen Rhode
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012020050001
Amount: \$5,874.00
Policy #: 200501200001
Accident Date: 7/4/2003
Policyholder: Helen Rhode

Package Documents (3) Service List (2) Serve this Package

Prepped File Created/Open
3 Document(s) 2 Recipient(s)

My eServe

- Serve this Package
- Add a Document to this Package
- Add a Divider Sheet to this Package
- Upload a Document with Divider Sheets
- Add a Recipient to this Package
- Modify the Sequence of Documents in this Package
- Move this Package
- Edit this Package

Clicking on the Documents Tab results in the eServe system displaying the individual documents that were contained in the Document Ensemble that was scanned and uploaded into the eServe system.

Once the documents have been uploaded and verified by the User the Package is ready for processing.

E-Serve My-Elaw ?

Insurance Company One [Gate Keeper] [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 011820050001
 - 012020050001
 - Prepped File**
 - Demand for Arbitration
 - 012020050002
 - 012020050003

**NJ Image Works a/s/o Helen Rhode
v.
Insurance Company 1**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012020050001
Amount: \$5,874.00
Policy #: 200501200001
Accident Date: 7/4/2003
Policyholder: Helen Rhode

Package **Documents (3)** Service List (2) Serve this Package

Documents

Add Document
 Add via Divider Sheet
 Print Divider Sheets

	Document Name	Document Type	Description	Pages	Document
	Exhibit A	PreHearing Submission by Respondent	Exhibit A	1	Ready
	Exhibit B	PreHearing Submission Attachment by Respondent	Exhibit B	1	Ready
	Exhibit C	PreHearing Submission Attachment by Respondent	Exhibit C	1	Ready

Upon entering the eServe System the User is presented with the eServe Main Screen. Clicking on the User Guide will display User Guides that have been added to the system for use by eServe Users.

These Guides are formatted for printing.

eLAW® E-Docket E-Watch E-Calendar E-Serve My-Elaw ?

PIP Arb Claimant [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- PIP Arb Claimant

Show Archived Folders

Show Alternate View

Account Folder Security **User Guides**

PIP Arb Claimant

My eServe

- Add a Folder
- Modify the Sequence of Folders
- Add a Package to a Folder
- Add a Document to a Package
- Serve a Package
- Upload a Document with Divider Sheets

My eFile - File A New Jersey No-Fault Arbitration Claim

Frequently Asked Questions

User Guides

Clicking on the User Guide will display User Guides that have been added to the system for use by eServe Users.

These Guides are formatted for printing. To view and print the User Guides Click on the name of the document.

The screenshot shows the eSERVE web application interface. At the top, there is a navigation bar with buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw, along with a help icon and a user profile icon. Below the navigation bar, the user is identified as "PIP Arb Claimant" with a "Logout" link. A sidebar on the left contains a "Search Directory" section with a tree view of folders including Open Packages, Served Packages, My Address Book, My Documents, My Inbox, My Groups, Reports, and PIP Arb Claimant. The main content area is titled "User Guides" and features a blue header. Below the header, there is a PDF icon and a link to "eServe NJ PIP Arb Guide for Insurance Company and Defense Counsel.pdf", which is circled in green. Below the link, there is a "To View Guides" section with instructions: "Click on the PDF Icon or link associated with the Guide you are interested in viewing. You will need to have Adobe Reader on your system to view a Guide. The Adobe Reader download is free - just strike the 'Adobe' button at the bottom of this page, [or click here](#), and follow the instructions." At the bottom of the page, there is an "Adobe Get Acrobat Reader" button and a small text line: "Adobe® is a registered trademark of Adobe Systems Incorporated."

Clicking on the name of the document will cause the eServe system to display the User Guide that was selected.

To Print a copy of the Guide Click on the Printer Icon.

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- PIP Arb Claimant
- Show Archived Folders
- Show Alternate View

To View
need to
the "Ac

The screenshot shows a web browser window with the address bar displaying a URL. The browser toolbar contains various icons, with the printer icon circled in green. A green text box is overlaid on the page, providing instructions on how to access eServe. The main content area of the browser shows the eServe login page, which includes a sign-in form with fields for User ID and Password, and a 'Sign in' button. Below the form, there is a 'Sign up for Free Now' link. The page also features a grid of service offerings such as 'What does it Cost', 'E-Watch', 'Document Repository', 'E-Docket', 'E-Calendar', 'E-Copy', 'Outlook® Synchronization', and 'Case Management'. At the bottom of the browser window, there is a footer with copyright information and a page number.