

eServe User Guide Index

System Basics

- Accepting Service / Receiving a Claim
- Sharing a Folder
- Adding a Package to a Folder
- Adding Documents to a Package
 - Attaching a Document
 - Adding Documents Using a Divider Sheet
 - Creating Multiple Divider Sheets
 - Adding Documents via Fax
 - Adding a Scanned Document
- Serving a Package
- Certificate of Service
- Searching for Users to Share a Folder

eServe User Guide Index

System Basics

- Removing a User from Sharing a Folder
- Archiving a Folder
- Editing a Folder / Modifying Folder Data
- Editing a Document
- Creating and Sending Notifications
- Adding Documents to the My Documents Folder
 - Attaching a Document
 - Adding a Document Using a Divider Sheet
 - Adding a Document as an email Attachment
 - Moving Documents to a Package

eServe User Guide Index

System Basics *continued* ...

- Creating a Work Product Folder
 - Adding Documents to a Work Product Folder
 - Work Product Folder Service List
- Creating a Claim
- Locating a Folder / Claim
 - Viewing All Folders / Claims
 - Word Search
- System Requirements
- Security

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When a New Claim is filed or a subsequent Package is Served, the eServe system sends an email message notification of Service to the designated representative of the Party being Served.

Striking the Hyperlink “Click Here to View and accept service” Will bring the User to the eServe Logon Screen

Book

Key National Arbitration Forum Claim Number: 012520050003 - eLaw Tracking #

This eMail is a notification for you to accept service of legal documents in the following matter:

Case Information

Jurisdiction: New Jersey

Venue: National Arbitration Forum

Case Type: No-Fault Arbitration

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

Client Matter: NJIW_HRhode

Policy Number: 200501250003

Claim Number: 012520050003

Claimant Reference Number: NJIW_HRhode

Total Claim Amount: \$5,555.00

Claimant Representative: PIP Arb Claimant of PIP Arb Claimant

1311 Mamaroneck Ave Wall, NH 09712

Accident Date: 1/1/2003

Served By: PIP Arb Claimant of PIP Arb Claimant

Wall, NH

[Click Here to View and accept service](#) of the linked documents.

Pursuant to the Terms and Conditions of the Master Service Agreement governing your eServe subscription, you will be deemed to have acknowledged receipt of these documents unless you [notify eLaw that you are unable to view or download the documents](#) within two (2) business days from the date this message is sent to you.

If none of the above links direct you to eLaw's web site, you may reach customer service at (877) 906-E-LAW (906-3529) ext. 8.

Accepting Service / Receiving a Claim

eServe is a Internet based application.

If not accessing eServe from a link contained within an email notification of service, open an internet browser application and type in the following URL [*Uniform Resource Locator*] which is associated with the eServe web site :

<http://www.e-law.com/Login.asp>

The screenshot shows the eLaw website interface. At the top right, there are links for "News" and "Contact E-Law". Below these is a login box with fields for "User ID:" and "Password:", a "Sign in" button, and a "Remember Login" checkbox. The main content area features a headline "about saving time." followed by a paragraph about court activity. Below this is a "Sign up for Free Now" button. A blue banner states "E-Law offers state of the art litigation support services." The page is divided into several service tiles: "What does it Cost" (with a link to premium services), "E-Watch" (receiving notices), "Document Repository GO" (bankruptcy documents), "E-Docket" (court dockets), "E-Copy" (court decisions), "Outlook® Synchronization" (calendar sync), "E-Calendar" (online calendar), "Case Activity" (court activities), and "Case Management" (software sync). At the bottom, there are browser compatibility logos for Microsoft Internet Explorer and Netscape, a copyright notice for 2000-2005 eLaw, LLC, and a trademark disclaimer.

User ID:

Password:

Remember Login

When the web site appears, eServe is accessed by entering a User ID and Password in the appropriate Fields and then Clicking on the Sign in Button

about time.
It's about saving time.



All of your court commitments, with dates, times and case activity – organized the way you want it, where you want it. Access information on the web, get notices by email, automatically populate your Microsoft Outlook® Calendar or Case Management Software. Get a copy of a document from the court without picking up the phone. FREE searches for New York Supreme Civil Cases. FREE membership. Pay only for the services you want – no surprises, no hidden charges.

[Sign up for Free Now](#)

"Don't be the empty chair at your next appearance - use eLaw"

E-Law offers state of the art litigation support services.

What does it Cost

Docket information and membership is Free. [Click here for Premium Services price list.](#)

E-Watch

Receive notices by e-mail of any activity by the court. Know when an appearance is scheduled or a motion is decided.

Document Repository

View bankruptcy documents for the Enron and WorldCom bankruptcies.

E-Docket

Complete case information compiled directly from the New York Supreme Court dockets – Free of charge.

E-Copy

Get copies of court decisions and other documents with the click of a button.

Outlook® Synchronization

Automatically synchronize your court notices with your Microsoft Outlook® Calendar. Your court appearances are entered electronically to your calendar.

E-Calendar

Appearances for your registered case are automatically captured in an on-line, printable daily calendar.

Case Activity

View all New York Supreme Civil Court case activities.

Case Management

Synchronize court information with case management software. Web services allow case management and other software to exchange information with E-Law. For details please call (877) 908-E-LAW (908-3529) ext. 8.

Best viewed with IE 4.x / Navigator 4.x or later



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Upon successful login the User is presented with the eLaw Main Navigation Screen. eServe is accessed by Striking the e-Serve Button at the top of the screen or by Clicking the eServe Link that appears in the middle of the screen.

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

Insurance Company One [Gate Keeper] Appellate Court Supreme Court County Clerk City Civil Federal New Jersey Logout

Supreme Court

County: <ALL>

Index/Year Search (e.g., 123/99)
Find by Index

Name Search Find by Name
Plaintiff:
Defendant:
Year(and prior): 2005
Reset

No new alerts.
There are 13 cases on your E-Watch.
View the Latest Summer Schedules for Queens and Kings - [Click Here](#)

Message Of the Day
Courts are closed today paying tribute to former President Ronald Reagan on the event of his state funeral

E-Watch
[Clients](#) | [Address Book](#) | [Add to E-Watch](#)

My E-Law
[Make Payments](#) | [E-Copy List](#) | [Account History](#) | [Invoice History](#)

E-Calendar
Personal Appearance schedule at a glance
[Online Calendar](#) | [Print Calendar](#) | [Court Calendar](#)

E-Serve
[Serve and file documents electronically](#) | [Terms and Conditions](#)

Resources
[Jury Verdict](#) **NEW!**

Bankruptcies
[Enron Bankruptcy](#) | [WorldCom Bankruptcy](#)

About Us
[Contact Us](#) | [Privacy Statement](#) | [Press Releases](#)

Upon entering the eServe system the User will see a link to the Claim that has been filed. The link appears in the eServe Inbox.

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, along with a help icon and a user profile icon. Below the navigation bar, the user is logged in as "Insurance Company One [Gate Keeper]" and there is a "Logout" link. The main content area is divided into two columns. The left column is a sidebar with a "Search Directory" button and a list of folders: Open Packages, Served Packages, My Address Book, My Documents, My Inbox (circled in red), My Groups, Reports, and Insurance Company One. There are also checkboxes for "Show Archived Folders" and "Show Alternate View". The right column contains a "My Service Alerts" section with a notification: "New Served Package to View (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1 Claim Number: 012520050003)". Below this are sections for "My eServe", "My eFile - File A New Jersey No-Fault Arbitration Claim", and "Frequently Asked Questions".

In addition to an email message a link to the filing appears in the eServe Inbox.

Clicking on the new served package hyperlink will create a Folder for the Claim and display the Package that contains the Demand Documents.



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 Claim Number: 012520050003)

My eServe

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

Frequently Asked Questions

Once in the Folder, Click on the + symbol, that appears to the left of the Folder Name, in order to display Packages that are contained within the Folder.

Clicking on the Package will cause the contents of the Package to be displayed.

Clicking on the Document Name will generate a copy of the document to view.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Demand for Arbitration**

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package Documents (1) Service List (0)

Document Name	Document Type	Description	Pages	Document Status
Demand for Arbitration.pdf	Demand		35	eServe

A Document may be navigated using the Adobe Bookmarks, if the Claimant has filled in the Document Description field as documents were added to the Package.

atch E-Calendar E-Serve My-Elaw ? (

Microsoft Internet Explorer

be made to the contents of a Package once it has been Sent for Service, including the list of
ents. This view of the package and its contents is provided for convenience only.

Open Packages
Served Packages
My Address Book
My Documents
My Inbox
My Groups
Reports
Insurance Company One
012520050003
Demand for Arbitration

Show Archived Folders
Show Alternate View

Bookmarks
Package Cover Sheet
1. Demand - 4 Page(s)
2. Demand Attachment 2

III
NATIONAL
ARBITRATION
FORUM
DEMAND FOR ARBITRATION
Pursuant to the No-Fault Laws of the State of New Jersey

Date: mm/dd/yyyy Web Username: Optional

THE CLAIMANT herein demands dispute resolution of certain Personal Injury Protection Benefits pursuant to a policy of insurance issued by the named Respondent and in accordance with the Rules for No Fault Arbitrations in the State of New Jersey.

Case Name:
Claimant
VS.
Carrier

Claimant(s)
Name: Claimant Name
Address: 100 Main Street, Central, New Jersey 08888
Telephone: 201 908 609x Fax: 201 908 609b
Email Address: Name@email.com

A Folder may be shared with Users within the same account or Users in another account. To share a Folder the party who will be sharing the Folder is required to have an eServe Account.

Clicking on the Folder Name results in the eServe system displaying the options associated with a Folder.

To Share a Folder with another eServe User start by Clicking on the Manage Security Button.

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with buttons for 'ch', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a 'Logout' link. The main content area is divided into several sections:

- Left Sidebar:** A list of navigation options including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Insurance Company One', and 'Demand for Arbitration'. The 'Insurance Company One' folder is expanded, and the folder '012520050003' is highlighted with a blue oval.
- Main Content Area:**
 - Case Information:** 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. Details include: 'New Jersey', 'National Arbitration Forum', 'No-Fault Arbitration', 'Ins Claim #: 012520050003', 'Amount: \$5,555.00', 'Policy #: 200501250003', 'Accident Date: 1/1/2003', and 'Policyholder: Helen Rhode'.
 - Folder Management:** A tabbed interface with 'Folder', 'Documents', 'Service List', and 'Manage Security'. The 'Manage Security' tab is highlighted with a green oval.
 - My eServe:** A list of actions available for the folder: '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'.
 - Frequently Asked Questions:** A section at the bottom of the main content area.

Sharing a Folder

As a result of Clicking on the Manage Security Tab, the eServe system displays the Users who are currently Sharing the Folder [Claim].

Click on the Manage Users Icon to Add or Remove a User from sharing a Folder or to make changes to a User's Folder options.

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
 - 012520050003
 - Demand for Arbitration
- Show Archived Folders

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Folder Documents Service List **Manage Security**

Users Security



	Type	Account Name	User Name	Alerts	Service Recipient
<input type="checkbox"/>	Account	Insurance Company One	Insurance Company One [Gate Keeper]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

When **Alerts** are checked it indicates that the User is registered for eWatch. When the **Service Recipient** is checked that indicates that the User appears on the Service list that is displayed by the Claimant and NAF. Only one User may be designated as the Service Recipient for a Folder / Claim. The Check Boxes under Alerts and Service Recipient are displayed on this screen for information purposes only and can not be changed on this screen.

In response to Clicking the Manage Users Icon the eServe system displays all of the eServe Users related to the same account as the User. The eServe system will also list all Users currently sharing the Folder and User's in other eServe accounts with whom other Folders have been Shared.

The Users with check boxes illuminated are currently Sharing the Folder.

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

eserve Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

Folder

012520050003 Policy # 200501250003 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)
NAF Document Required (Response)

Manage Folder Users

Search for Users

Group: Please Select...

Type	Account Name	User Name	Share	Alerts	Service Recipient
Account	Insurance Company One	Insurance Company One [Gate Keeper]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Account	Insurance Company One	Ins Co One Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Insurance Company One	Insurance Company One Legal Gate Keeper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Insurance Company One	Insurance Company One Master	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Insurance Company One	Insurance Company One Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message to New Assignee:

You acknowledge that you have read and understand the below notice and that you wish to complete the transfer or assignment.

In this example we are going to Share the Folder with the User Insurance Company One Master and Insurance Company One Staff.

Checking the Alerts Box will add the Claim to the Users eWatch for monitoring.

In this example we are going to change the Service Recipient from the User who was initially served to a User who will be involved with the Claim through to Closing.

When sharing a Folder with other User's the User doing the sharing may enter in a message that will be sent to notify the other User's that they now share a Folder.

Click the Save button to finalize the changes to the Sharing Options for the Folder.

Show Alternate View

Every Claim has to have a Service Recipient identified. The User that is specified as the Service Recipient will appear on the Service List displayed by the Claimant and will be served future Packages.

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

Policy # 200501250003 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)
NAF Document Required (Response)

Manage Folder Users

Search for Users

Group: Please Select...

Account Name	User Name	Share	Alerts	Service Recipient
Insurance Company One	Insurance Company One [Gate Keeper]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Insurance Company One	Ins Co One Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance Company One	Insurance Company One Legal Gate Keeper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance Company One	Insurance Company One Master	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insurance Company One	Insurance Company One Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Show Alternate View

User Account Insurance Company One

Message to New Assignee:

Sharing Claim with ICO Master and ICO Staff. ICO Master is now Service Recipient.

You acknowledge that you have read and understand the below notice and that you wish to complete the transfer or assignment.

1. Notice Regarding Responsibility for Fees upon Transfer or Assignment to another eLaw account: Please note that even though you wish to transfer or assign responsibility for future online transactions in this matter, your account remains liable to eLaw, LLC for any fees incurred on your behalf by the account to which this case is transferred or shared. Unless other arrangements have been made between and you and eLaw, eLaw will first look to such transferred or assigned account for payment of fees, including any associated filing fees, and only seek recovery from you in the event of non-payment by the account to which you transfer or assign this case.

Save Cancel

After saving the changes to the Sharing Options for the Folder the eServe system will display the Manage Security screen. The Manage Security screen reflects all of the Users who now Share the Folder. It also reflects the Share options that have been selected for each User.

e-LAW 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
 - 012520050003**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Folder Documents Service List **Manage Security**

Users Security Manage Users

	Type	Account Name	User Name	Alerts	Service Recipient
<input type="checkbox"/>	Account	Insurance Company One	Insurance Company One [Gate Keeper]	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Account	Insurance Company One	Insurance Company One Master	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Account	Insurance Company One	Insurance Company One Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>

User's who were added to Sharing the Folder with the Alerts Checkbox illuminated will receive an email Alert notifying them that they have been added to Share the Folder.

s Book

Subject: Notification of Assignment for New Jersey National Arbitration Forum Claim Number: 012520050003 - eLaw Tracking # 100002
Date: Tue, 25 Jan 2005 11:03:52 -0500

This eMail is a notification that a Folder has been assigned to you with the following comments from the party making the assignment:

Sharing Claim with ICO Master and ICO Staff. ICO Master is now Service Recipient.

Case Information

Jurisdiction: New Jersey

Venue: National Arbitration Forum

Case Type: No-Fault Arbitration

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

Client Matter: Policy # 200501250003

Policy Number: 200501250003

Claim Number: 012520050003

Claimant Reference Number: NJIW_HRhode

Total Claim Amount: \$5,555.00

Claimant Representative: PIP Arb Claimant of PIP Arb Claimant

1311 Mamaroneck Ave Wall, NH 09712

Accident Date: 1/1/2003

Assigned By: Insurance Company One

Clinton, NJ

[Click Here log onto to your eServe account](#) and go to your eServe My Inbox to view the case details.

If the link above fails to direct you to eLaw's web site, you may reach customer service at (877) 906-E-LAW (906-3529) ext. 8.

Example of email notification that accompanies the Sharing of a Folder

When a User who has been added to Share a Folder logs into their eServe Account and accesses their eServe Inbox, they will see a notice of a Folder being Shared with them. Clicking on the Inbox hyperlink will take the User to the Folder that has been Shared.

eSERVE Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One

Show Archived Folders

Show Alternate View

Account User Guides

Insurance Company One

My Service Alerts

New Shared Folder to View (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1 Claim Number: 012520050003)

My eServe

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

Frequently Asked Questions

Clicking on the new Shared Folder link results in the eServe system displaying the Folder that contains the Details for the Claim that is being Shared.

Clicking on the + symbol, that sits to the left of the Folder name, will display the Packages contained within the Folder.

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 home icon. Below the navigation bar, the page title is "Insurance Company One Staff" and there is a "Logout" link. A "Hide Directory" link is also present. The main content area is divided into a left sidebar and a main panel. The sidebar, titled "eServe Search Directory", contains a tree view of folders: Open Packages, Served Packages, My Address Book, My Documents, My Inbox, My Groups, Insurance Company One, and a folder named "012520050003" which is circled in red. Below the tree view are checkboxes for "Show Archived Folders" and "Show Alternate View". The main panel displays the details for the "012520050003" folder. It shows the folder name "NJ Image Works a/s/o Helen Rhode v. Insurance Company 1" and a list of details: New Jersey, National Arbitration Forum, No-Fault Arbitration, Ins Claim #: 012520050003, Amount: \$5,555.00, Policy #: 200501250003, Accident Date: 1/1/2003, and Policyholder: Helen Rhode. Below the details, there are tabs for "Folder", "Documents", "Service List", and "Manage Security". The "Folder" tab is active, showing the folder name and a "My eServe" section with 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. At the bottom of the main panel, there is a "Frequently Asked Questions" section.

To add a new Package to a Folder, Click on the Folder and then Click on Add a Package to this Folder.

The Add a Package function is used to create Packages containing Prepped File, Response, Pre Hearing, etc. Documents.

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 home icon. Below this, the page title is 'Insurance Company One Staff' with a 'Logout' link on the right. A 'Hide Directory' link is also present. The main content area is divided into a left sidebar and a main panel. The sidebar, titled 'eServe Search Directory', contains a tree view with folders like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', and 'Insurance Company One'. The 'Insurance Company One' folder is expanded, and a sub-folder with ID '012520050003' is highlighted with a blue circle. Below the sidebar, the main panel shows the details for the folder 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. It includes case information: 'New Jersey', 'National Arbitration Forum', 'No-Fault Arbitration', 'Ins Claim #: 012520050003', 'Amount: \$5,555.00', 'Policy #: 200501250003', 'Accident Date: 1/1/2003', 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 ID '012520050003' and the policy number 'Policy # 200501250003 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)'. A section titled 'My eServe' contains a list of actions, with 'Add a Package to this Folder' highlighted by a green circle. Other actions include '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'. At the bottom of the main panel, there is a 'Frequently Asked Questions' section.

Adding a Package to a Folder

Clicking on the Add a Package to this Folder hyperlink results in the eServe system displaying the Create a Package screen.

To proceed with creating a new Package, enter a name for the Package in the Package Name: field.

The screenshot displays the eSERVE web interface. At the top, there is a navigation bar with links for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. Below this, the user is identified as 'Insurance Company One Staff' with a 'Logout' link. A sidebar on the left contains a directory tree with options like 'Open Packages', 'Served Packages', and 'My Address Book'. The main content area shows a folder named '012520050003' containing a package for 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. The 'Create a Package' form is visible, with the 'Package Name:' field highlighted by a green oval. Below the form are 'Create Package' and 'Cancel' buttons.

In this example we are creating a Package that will contain documents that will be used by an Attorney in preparing a Response to the Demand.

After entering a name for the Package Click on the Create Package button.

Note: Entering a Description for the Package is optional.

- eServe Search Directory
- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Insurance Company One
 - 012520050003
- Show Archived Folders
- Show Alternate View

NJ Image Works a/s/o Helen Rhode v. Insurance Company 1	New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012520050003 Amount: \$5,555.00 Policy #: 200501250003 Accident Date: 1/1/2003 Policyholder: Helen Rhode
--	---

Folder
012520050003 Policy # 200501250003 (NJ Image Works a/s/o Helen Rhode v. Insurance Company 1)
NAF Document Required (Response)

Create a Package

Package Name:

Description:

Documents may be added to the Package either by Attaching a Document to the Package or Creating a Divider Sheet to accompany a Faxed or Scanned Document ensemble.

The screenshot shows the eLAW 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 user profile icon. Below the navigation bar, the page title is "Insurance Company One Staff" 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, and a tree view showing folders like "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Insurance Company One", and "012520050003". Under "012520050003", there is a "Prepped File" folder. At the bottom of the sidebar, there are checkboxes for "Show Archived Folders" and "Show Alternate View". The main content area shows a "Package" section with "Prepped File" and "Package Content" tabs. A central callout box with an orange background contains the text: "Documents may be added to an eServe Package either by Attaching a document directly from a Computer or using a Divider Sheet to accompany a Faxed or Scanned Document ensemble. No matter how a document is added to a Package it will be converted to the PDF format. Once converted, documents are viewed using Adobe Reader®". Below the callout box, there are several action links: "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", "Move this Package", and "Edit this Package". At the bottom of the main content area, there is a "Frequently Asked Questions" section. On the right side of the page, there is a table with columns for "Created/Opened" and "Document(s) / Recipient(s)".

Adding Documents To A Package

Use the Add a Document to this Package function to attach documents located on an eServe User's PC or Network Drives that the User is authorized to access.

Clicking on the Add a Document to this Package hyperlink causes eServe to display a screen for adding up to 5 documents at a time.

The screenshot shows the eSERVE web interface. At the top, there is a navigation bar with links for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. Below this is a header for 'Insurance Company One Staff' with a 'Logout' link. The main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of folders and files, including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Insurance Company One', and '012520050003'. The main panel displays the details for a package titled 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. It includes case information such as 'New Jersey', 'National Arbitration Forum', 'No-Fault Arbitration', 'Ins Claim #: 012520050003', 'Amount: \$5,555.00', 'Policy #: 200501250003', 'Accident Date: 1/1/2003', and 'Policyholder: Helen Rhode'. Below this, there is a section for 'Package Documents (0) Service List (2)' with a 'Prepped File' and a note: 'Package Containing Background Material'. A message states: 'To Serve this Package, you need to add Documents to it.' The 'My eServe' section contains several links, with 'Add a Document to this Package' circled in green. Other links include 'Add a Divider Sheet to this Package', 'Upload a Document with Divider Sheets', 'Add a Recipient to this Package', 'Move this Package', and 'Edit this Package'. At the bottom of the main panel is a 'Frequently Asked Questions' section.

Attaching a Document

Clicking on the Add a Document to this Package hyperlink causes eServe to display the Attach Documents screen for attaching up to 5 documents at a time.

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 ...

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - 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 #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

Package
Prepped File
Package Containing Background Material
Created/Open
0 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

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

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

- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package

Prepped File
Package Containing Background Material

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

Attach Documents

Document Type:	Description:	File Name:
Please Select...		<input type="text"/> <input type="button" value="Browse..."/>
Please Select...		<input type="text"/> <input type="button" value="Browse..."/>
3 DRP Panel Request		<input type="text"/> <input type="button" value="Browse..."/>
Appeal Request		<input type="text"/> <input type="button" value="Browse..."/>
Change Claim Request		<input type="text"/> <input type="button" value="Browse..."/>
Consolidation Request		<input type="text"/> <input type="button" value="Browse..."/>
Counsel Fee Dispute Request		<input type="text"/> <input type="button" value="Browse..."/>
Demand		<input type="text"/> <input type="button" value="Browse..."/>
Demand Attachment		<input type="text"/> <input type="button" value="Browse..."/>
Discovery Request		<input type="text"/> <input type="button" value="Browse..."/>
Dismissal Request		<input type="text"/> <input type="button" value="Browse..."/>
DRP Challenge		<input type="text"/> <input type="button" value="Browse..."/>
Expedited Relief Request		<input type="text"/> <input type="button" value="Browse..."/>
Extension Request		<input type="text"/> <input type="button" value="Browse..."/>
General Request		<input type="text"/> <input type="button" value="Browse..."/>
Modification/Clarification Request		<input type="text"/> <input type="button" value="Browse..."/>
MRO Request		<input type="text"/> <input type="button" value="Browse..."/>
PostHearing Submission Attachment by Claimant		<input type="text"/> <input type="button" value="Browse..."/>
PostHearing Submission Attachment by Respondent		<input type="text"/> <input type="button" value="Browse..."/>
PostHearing Submission by Claimant		<input type="text"/> <input type="button" value="Browse..."/>
PostHearing Submission by Respondent		<input type="text"/> <input type="button" value="Browse..."/>
Postponement Request		<input type="text"/> <input type="button" value="Browse..."/>
PreHearing Submission Attachment by Claimant		<input type="text"/> <input type="button" value="Browse..."/>
PreHearing Submission Attachment by Respondent		<input type="text"/> <input type="button" value="Browse..."/>
PreHearing Submission by Claimant		<input type="text"/> <input type="button" value="Browse..."/>
PreHearing Submission by Respondent		<input type="text"/> <input type="button" value="Browse..."/>
Request for Abeyance		<input type="text"/> <input type="button" value="Browse..."/>
Response		<input type="text"/> <input type="button" value="Browse..."/>
Response Attachment		<input type="text"/> <input type="button" value="Browse..."/>
Settlement Request		<input type="text"/> <input type="button" value="Browse..."/>
Withdrawal Request		<input type="text"/> <input type="button" value="Browse..."/>

After selecting the desired Document Type the eServe system responds by displaying the Attach Documents screen with the Document Type selected seeded in the Document Type: field.

Continue the Attaching a Document process by filling in the Document Description field.

Insurance Company One Staff

[Logout](#)

Hide Directory

- eServe** Search Directory
- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

NJ Image Works a/s/o Helen Rhode v. Insurance Company 1		New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012520050003 Amount: \$5,555.00 Policy #: 200501250003 Accident Date: 1/1/2003 Policyholder: Helen Rhode
Package		
Prepped File		Created/Open
Package Containing Background Material		0 Document(s) 2 Recipient(s)
Attach Documents		
Document Type:	Description:	File Name:
Response Attachment		Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...
Attach Documents		Cancel

After filling in the Document Description field, Click on the Browse Button

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

Insurance Company One Staff [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package

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

Attach Documents

Document Type:	Description:	File Name:
Response Attachment	Prepped File Material	Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...
Please Select...		Browse...

Clicking on the Browse Button will result in the eServe system displaying the Chose file screen which is resident on the User's PC.

Use the Chose file function to navigate the User's PC and authorized Network Drives. When the document to be attached is located Click on the document name.

The screenshot shows a Windows 'Choose file' dialog box overlaid on the eServe web interface. The dialog box title is 'Choose file' and it shows the 'Docs for Testing' folder. The file list is as follows:

Name	Size	Type	Date
Cert of Service	3 KB	Adobe Acrobat Doc...	12/6/
eServe Generic Receipt Ackno...	120 KB	Microsoft Word Doc...	12/6/
email accounts	20 KB	Microsoft Excel Wor...	12/1/
100 page fax 110504	3,264 KB	Adobe Acrobat Doc...	11/5/
Detailed Information	165 KB	Microsoft Excel Wor...	10/20
More Detailed Information	532 KB	Microsoft Excel Wor...	10/20
eServe Generic Response 101...	207 KB	Microsoft Word Doc...	10/18
eServe Generic Demand 1019...	165 KB	Microsoft Word Doc...	10/18
eServe Demand 10 09 04 Jes...	332 KB	Microsoft Word Doc...	10/10
eServe Demand 10 04 04 Mar...	164 KB	Microsoft Word Doc...	10/4/
10105-0	8,066 KB	Adobe Acrobat Doc...	9/28/
eServe Demand 09 28 04 Bar...	166 KB	Microsoft Word Doc...	9/28/
eServe Demand 09 28 04 Virgi...	329 KB	Microsoft Word Doc...	9/28/
Expedited Relief	23 KB	Microsoft Word Doc...	9/28/

The eServe interface in the background shows a navigation bar with 'E-Serve' and 'My-Elaw' buttons, a 'Logout' link, and a section for 'Attach Documents'. The 'Attach Documents' section has a table with the following data:

Description:	File Name:	Created/Open
ed File Material		0 Document(s) 2 Recipient(s)

Clicking on the document name will result in the document name appearing in the File name field. Click on the Open button to complete loading the document to the eServe Attach Documents screen.

The screenshot shows a 'Choose file' dialog box with the following table of files:

Name	Size	Type	Date
Cert of Service	3 KB	Adobe Acrobat Doc...	12/6/03
eServe Generic Receipt Ackno...	120 KB	Microsoft Word Doc...	12/6/03
email accounts	20 KB	Microsoft Excel Wor...	12/1/03
100 page fax 118504	3,264 KB	Adobe Acrobat Doc...	11/5/03
Detailed Information	165 KB	Microsoft Excel Wor...	10/20/03
more Detailed Information	532 KB	Microsoft Excel Wor...	10/20/03
eServe Generic Response 101...	207 KB	Microsoft Word Doc...	10/18/03
eServe Generic Demand 1019...	165 KB	Microsoft Word Doc...	10/18/03
eServe Demand 10 09 04 Jes...	332 KB	Microsoft Word Doc...	10/10/03
eServe Demand 10 04 04 Mar...	164 KB	Microsoft Word Doc...	10/4/03
10105-0	8,066 KB	Adobe Acrobat Doc...	9/28/03
eServe Demand 09 28 04 Bar...	166 KB	Microsoft Word Doc...	9/28/03
eServe Demand 09 28 04 Virgi...	329 KB	Microsoft Word Doc...	9/28/03
Expedited Relief	23 KB	Microsoft Word Doc...	9/28/03

The background web interface includes a header with 'E-Serve' and 'My-Elaw' buttons, a 'Logout' link, and a case summary for 'Rhode' with the following details:

- New Jersey
- National Arbitration Forum
- No-Fault Arbitration
- Ins Claim #: 012520050003
- Amount: \$5,555.00
- Policy #: 200501250003
- Accident Date: 1/1/2003
- Policyholder: Helen Rhode

The 'Attach Documents' section shows a table with the following columns:

Description:	File Name:	Created/Open
ed File Material		0 Document(s) 2 Recipient(s)

If more than one document is going to be added, continue the same process of selecting a Document Type, filling in the Description field and 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.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

NJ Image Works a/s/o Helen Rhode v. Insurance Company 1		New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012520050003 Amount: \$5,555.00 Policy #: 200501250003 Accident Date: 1/1/2003 Policyholder: Helen Rhode
Package		
Prepped File		Created/Open
Package Containing Background Material		0 Document(s) 2 Recipient(s)
Attach Documents		
Document Type:	Description:	File Name:
Response Attachment <input type="button" value="v"/>	Prepped File Material	C:\Documents and Settings <input <="" td="" type="button" value="Browse..."/>
Please Select... <input type="button" value="v"/>		<input <="" td="" type="button" value="Browse..."/>
Please Select... <input type="button" value="v"/>		<input <="" td="" type="button" value="Browse..."/>
Please Select... <input type="button" value="v"/>		<input <="" td="" type="button" value="Browse..."/>
Please Select... <input type="button" value="v"/>		<input <="" td="" type="button" value="Browse..."/>
<input type="button" value="Attach Documents"/>		<input type="button" value="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.

Insurance Company One Staff [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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
	Detailed Information.xls	Response Attachment	Prepped File Material		Ready

In addition to Attaching a document, Documents may also be added to a Package via Fax or the Uploading of a Scanned Document ensemble.

Both Faxing and the Uploading of a Scanned Document begin with the creation of a Divider Sheet.

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, the page title is "Insurance Company One Staff" with a "Logout" link on the right. A "Hide Directory" link is also present.

On the left side, there is a sidebar with a tree view under "eServe Search Directory". The tree view includes:

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

 There are checkboxes for "Show Archived Folders" and "Show Alternate View".

The main content area displays a package titled "NJ Image Works a/s/o Helen Rhode v. Insurance Company 1". To the right of the title, the following details are listed:

- New Jersey
- National Arbitration Forum
- No-Fault Arbitration
- Ins Claim #: 012520050003
- Amount: \$5,555.00
- Policy #: 200501250003
- Accident Date: 1/1/2003
- Policyholder: Helen Rhode

Below the package title, there are tabs for "Package", "Documents (1)", "Service List (2)", and "Serve this Package". The "Documents" tab is active, showing a table of documents. Above the table, there are buttons for "Add Document", "Add via Divider Sheet", and "Print Divider Sheets".

Document Name	Document Type	Description	Pages	Document Status
Detailed Information.xls	Response Attachment	Prepped File Material		Ready

Adding a Document to a Package Using a Divider Sheet

A “**Divider Sheet.**” is used as the Cover Page when using a Fax machine to add Documents to an eServe Package. The Divider Sheet may also be incorporated into document ensembles that are created using document scanning technologies. After scanned document ensembles have been created the eServe Document Upload function is used to upload the documents into the eServe system.

Step 1

Create Divider Sheets



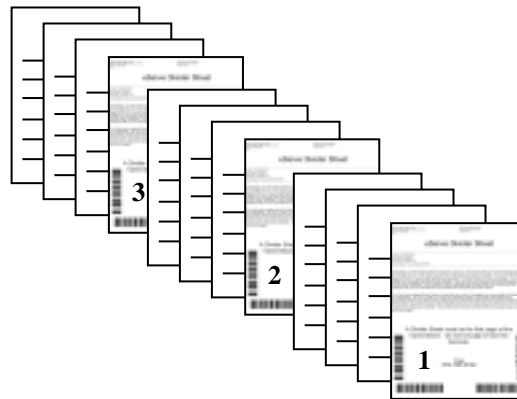
Step 2

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 via Divider Sheet to this Package link, which appears on the Documents screen.

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

Insurance Company One Staff [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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
Detailed Information.xls	Response Attachment	Prepped File Material		Ready

The add via Divider Sheet option may also be accessed from the Package Options screen. To add a Divider Sheet from the Package Options screen, Click on the Add a Divider Sheet to this Package hyperlink.

eSERVE Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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**
- Upload a Document with Divider Sheets
- Add a Recipient to this Package
- Move this Package
- Edit this Package

Frequently Asked Questions

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Clicking on the Add via Divider Sheet Icon or the Add a Divider Sheet to this Package hyperlink will result in the eServe system 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:..

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
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package

Prepped File Created/Open
Package Containing Background Material 1 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.

eLAW

E-Docket E-Watch E-Calendar

Insurance Company One Staff
Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

Package

- Prepped File
- Package Containing Background Material

Divider Sheet Multiple Divider Sheets

Create a Div

Document Type:

Document Name:

Description: **PreHearing Submission by Respondent**

Create Divider Sheet

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

Logout

/Open
ient(s)

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

After the Document Type has been seeded the Document Name and Description may be entered by the User who is creating the Divider Sheet.

atch 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
- Insurance Company One
 - 012520050003
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

Package

Prepped File Created/Open
Package Containing Background Material 1 Document(s) 2 Recipient(s)

Create a Divider Sheet

Divider Sheet Multiple Divider Sheets

Document Type: PreHearing Submission Attachment by Respondent

Document Name: DividerSheet.Pdf

Description:

Create Divider Sheet Cancel

After entering the Document Name and Description, Clicking on the Create Divider Sheet Button will result in the eServe system generating and displaying the Divider Sheet.

The screenshot displays 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 page title is "Insurance Company One Staff" and there is a "Logout" link. A "Hide Directory" link is also present. On the left side, there is a sidebar with a tree view showing the directory structure, including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Insurance Company One", and a folder named "012520050003" containing a "Prepped File" 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 Helen Rhode v. Insurance Company 1" with details such as "New Jersey", "National Arbitration Forum", "No-Fault Arbitration", "Ins Claim #: 012520050003", "Amount: \$5,555.00", "Policy #: 200501250003", "Accident Date: 1/1/2003", and "Policyholder: Helen Rhode". Below the case summary, there is a "Package" section with a "Prepped File" and "Package Containing Background Material", and a "Created/Open" status of "1 Document(s) 2 Recipient(s)". The "Create a Divider Sheet" form is the central focus, with fields for "Document Type" (set to "PreHearing Submission Attachment by Respondent"), "Document Name" (set to "Exhibit B"), and "Description" (set to "Additional Background Material"). The "Create Divider Sheet" button is circled in green.

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

To print the Divider Sheet for use in a Fax or Scanned document ensemble Click on the Printer Icon that appears on the top of the page.

The screenshot shows the eServe web interface. On the left is a navigation pane with folders like 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', and 'Insurance Company One'. Under 'Insurance Company One', there is a folder '012520050003' containing a 'Prepped File' and a 'Demand for Arbitration'. Below the navigation pane are checkboxes for 'Show Archived Folders' and 'Show Alternate View'. The main content area displays the 'eServe Divider Sheet'. At the top of this area is a toolbar with various icons; the printer icon is circled in green. The divider sheet itself contains the following text:

My Insurance Company One
Address: 5 West Main Clinton, NJ 08809
Phone: 9082251213
Fax:

This Divider Sheet Created
Tuesday, January 25, 2005
11:36:01 AM

eServe Divider Sheet

Folder: 012520050003
Document: Exhibit B
Package: Prepped File
Client Matter: Policy # 200501250003

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 serve 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

There are four barcodes: two vertical ones on the sides and two horizontal ones at the bottom.

Closing the screen that displays the Divider Sheet results in the eServe system displaying the Package Documents screen.

The Document Status of the Divider Sheet will remain "Divider Sheet" until the eServe system receives a document with the Divider Sheet as the lead page to either a Fax or uploaded scanned document ensemble.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Insurance Company One
 - 012520050003
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package Documents (2) Service List (2)

Documents

Add Document Add via Divider Sheet Print Divider Sheets

Document Name	Document Type	Description	Pages	Document St
Detailed Information.xls	Response Attachment	Prepped File Material	27	Ready
Exhibit B	PreHearing Submission Attachment by Respondent	Additional Background Material		Divider Sheet


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.

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 #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

**NJ Image Works a/s/o Helen Rhode
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	

[Logout](#)

Creating 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 Divider Sheets.

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

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 Helen Rhode v. Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

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:

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 #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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: **Please Select...**

Document Name:

Description:

OK Cancel

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

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

- 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

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
 - Response To Claim
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

Package

Response To Claim

Create a

Divider Sheet **Multiple Divider Sheets**

Document Type

Add a Divi

Document Type:

Document Name:

Description:

OK

Cancel

Logout

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

After filling 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 Helen Rhode
v.
Insurance Company 1**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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:

Document Name:

Description:

Clicking on the OK Button on the Create 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 #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

NJ Image Works a/s/o Helen Rhode
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**

Create Multiple Divider Sheets Cancel

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 multiple 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 Helen Rhode
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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 generate 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 #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

NJ Image Works a/s/o Helen Rhode
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 generate the Divider Sheets.

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

To view and print the Divider Sheets Click on 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 Helen Rhode
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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 is a sidebar with a directory tree under 'eServe Search Directory'. The tree includes 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'. Below the tree are checkboxes for 'Show Archived Folders' and 'Show Alternate View'. 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 use. At the bottom, it states 'A Divider Sheet must be the first page of the transmission. Do not smudge or tear the barcode.' and provides a fax number: 'Fax 973-755-9192'. A printer icon in the browser's toolbar is circled in green.

Closing the screen that displays the Divider Sheet results in the eServe system displaying the Package Documents screen.

The Document Status of the Divider Sheet will remain "Divider Sheet" until the eServe system receives a document with the Divider Sheet as the lead page to either a Fax or uploaded scanned document ensemble.

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 Helen Rhode
v.
Insurance Company 1

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

When Faxing a document into the eServe system the “Divider Sheet.” is used as the Cover Page. For convenience the eServe system will accept many sets of Divider Sheets and documents in one Fax call.

Step 1

Create Divider Sheets



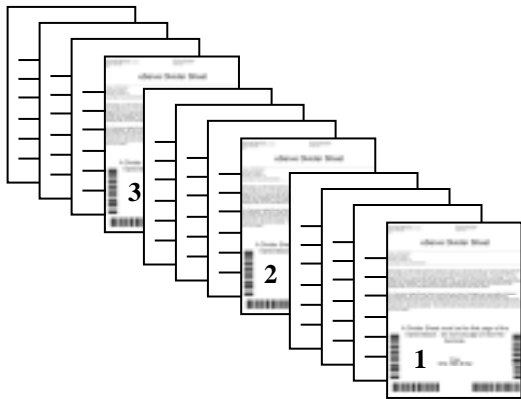
Step 2

Print Divider Sheets



Step 3

Assemble Document Ensembles



Step 4

Fax the Document Ensemble To eServe



Adding Documents via Fax

After Faxing the documents, dialing the Phone Number that appears on the the Divider Sheet, and receiving a confirmation message that the Fax has been sent, return to the eServe system to check the status of the document(s) that were sent via Fax.

When the Document Status of the Document Name associated with the Divider Sheet changes to Ready the eServe system has processed the document(s) that was Faxed.

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

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

Documents Add Document Add via Divider Sheet Print Divider Sheets

Document Name	Document Type	Description	Pages	Document Status
Prepped File Material	Response Attachment	Prepped File Material	27	Ready
Additional Background Material	PreHearing Submission Attachment by Respondent	Additional Background Material	1	Ready

Open Packages
Served Packages
My Address Book
My Documents
My Inbox
My Groups
Insurance Company One
012520050003
Prepped File
Demand for Arbitration

Show Archived Folders
 Show Alternate View

NOTE:

After Faxing a document and receiving a Confirmation that the Fax has been sent it is suggested that the User revisit the eServe system in 20 - 30 minutes to check the status of the document. If after 45 minutes the Document Status does not change to "Ready" contact the eServe Help Staff to verify the status of the Fax.

When the Document Status of the Document Name associated with the Divider Sheet changes to Ready the eServe system has processed the document(s) that was Faxed.

To view the results of Faxing, Click on the Document Name to view and verify the document that has been loaded into the eServe system.

Hide Directory

eServe Search Directory

- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Insurance Company One
 - 012520050003
 - Response To Claim
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
 Show Alternate View


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

New Jersey
 National Arbitration Forum
 No-Fault Arbitration
 Ins Claim #: 012520050003
 Amount: \$5,555.00
 Policy #: 200501250003
 Accident Date: 1/1/2003
 Policyholder: Helen Rhode

[Package](#)
[Documents \(2\)](#)
[Service List \(2\)](#)
[Serve this Package](#)

[Add Document](#)
[Add via Divider Sheet](#)
[Print Divider Sheets](#)

Documents			
	Document Name	Document Type	Description
	Detailed Information.xls	Response Attachment	Prepped File Material
	Exhibit B	PreHearing Submission Attachment by Respondent	Additional Background Material

After viewing the document that has been loaded into the eServe system, Click on the  on the top right of the document display screen to close the document.

Warning! This view of the attached Document is not available for editing or modification. Eventhough your cursor may allow you to alter text - these changes will not be saved to the Document. To change the contents of this attached Document you must first delete it from the Package. Make all changes to the Document on your local machine or office network and then re-attach the revised Document to the Package.

NJ PIP ARBITRATION CLAIM DETAILS and TRACKING REPORT

Claim Number: _____

NAF Case ID: _____

Claim Name: _____

NAF Claim Admin: _____

Arbitrator: _____

Name of Insured: _____

Name of Claimant: _____

County: _____

Assigned To: _____

Attorney: _____

Closing the Document Viewer screen returns the User to the Package Documents screen.



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
 - 012520050003
 - Response To Claim
 - Prepped File**
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

Documents			
		Add Document	Add via Divider Sheet
		Print Divider Sheets	
	Document Name	Document Type	Description
	Detailed Information.xls	Response Attachment	Prepped File Material
	Exhibit B	PreHearing Submission Attachment by Respondent	Additional Background Material

After creating, printing the divider sheet(s) and creating a Scanned Document Ensemble the next step is to Upload the documents into the eServe System [STEP 5]. At the current time the eServe system recognizes and will process document ensembles that are in the .TIF format.

Step 1

Create Divider Sheets



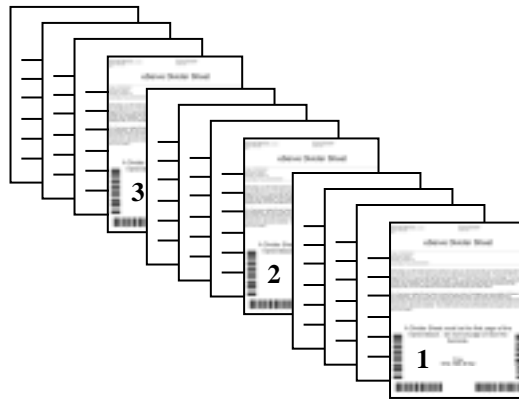
Step 2

Print Divider Sheets



Step 3

Assemble Document Ensembles



Step 4

Scan Document Ensembles



Step 5

Then Upload the Scanned Document Ensembles into eServe



Adding a Scanned Document

After creating the Scanned document(s) ensemble the next step is to Upload the Document(s) into the eServe system.

To Upload a scanned document ensemble begin by Clicking on the Upload a Document with Divider Sheets hyperlink that appears on the Package Options screen.

Navigation: Search, 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
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package Documents (1) Service List (2)

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

To Serve this Package, the Divider Sheet needs to be printed and submitted with your Documents.

My eServe

- 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
- Move this Package
- Edit this Package

Frequently Asked Questions

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 intended to result in locating the .TIF file that contains the scanned document ensemble.

Ins Co One Legal [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders 

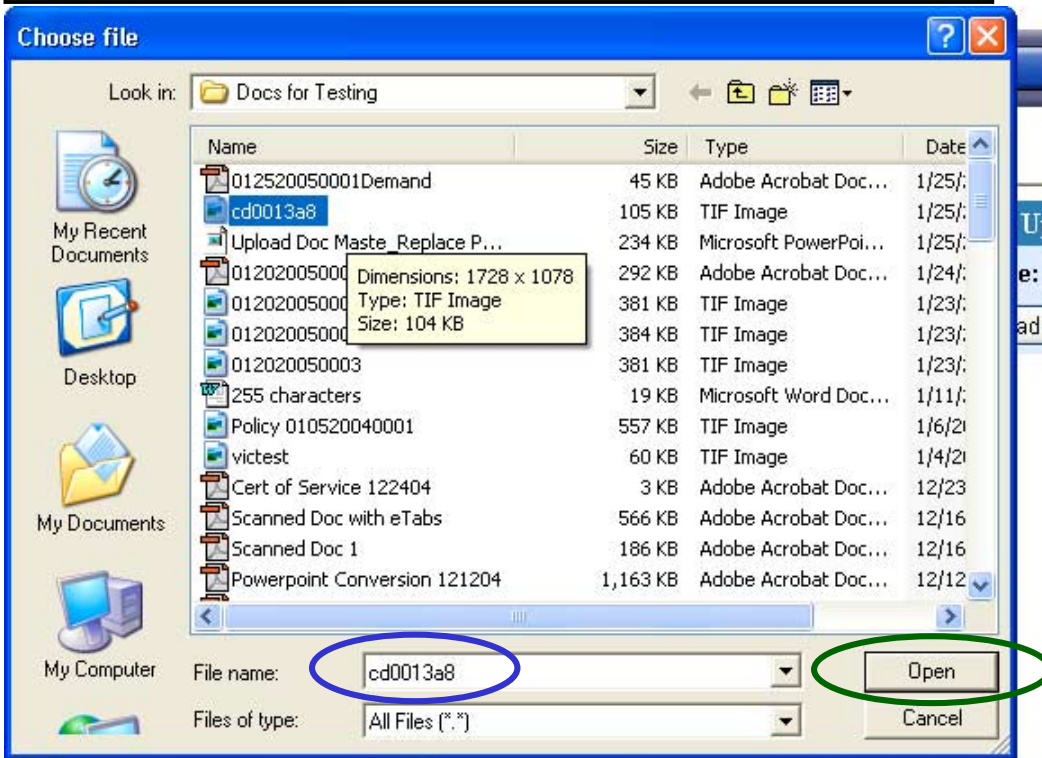
Show Alternate View

Upload Document

Document Name: **Browse...**

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.


Ins Co One Legal

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders 

Show Alternate View

Upload Document

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

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 Package Options screen for the Package into which the documents have been uploaded.

Clicking on the Documents Tab of the Package Options screen will display the document(s) that has been Uploaded

ar 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
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

Response To Claim Created/Open
1 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
- Move this Package
- Edit this Package

Frequently Asked Questions

Clicking on the Documents Tab of the Package Options screen will display the document(s) that has been Uploaded. After the document has been uploaded the Document Status should be displayed as Ready.

To view the results of the document upload process, Click on the Document Name to view and verify the document that has been loaded into the eServe system.

Ins Co One Legal

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode


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

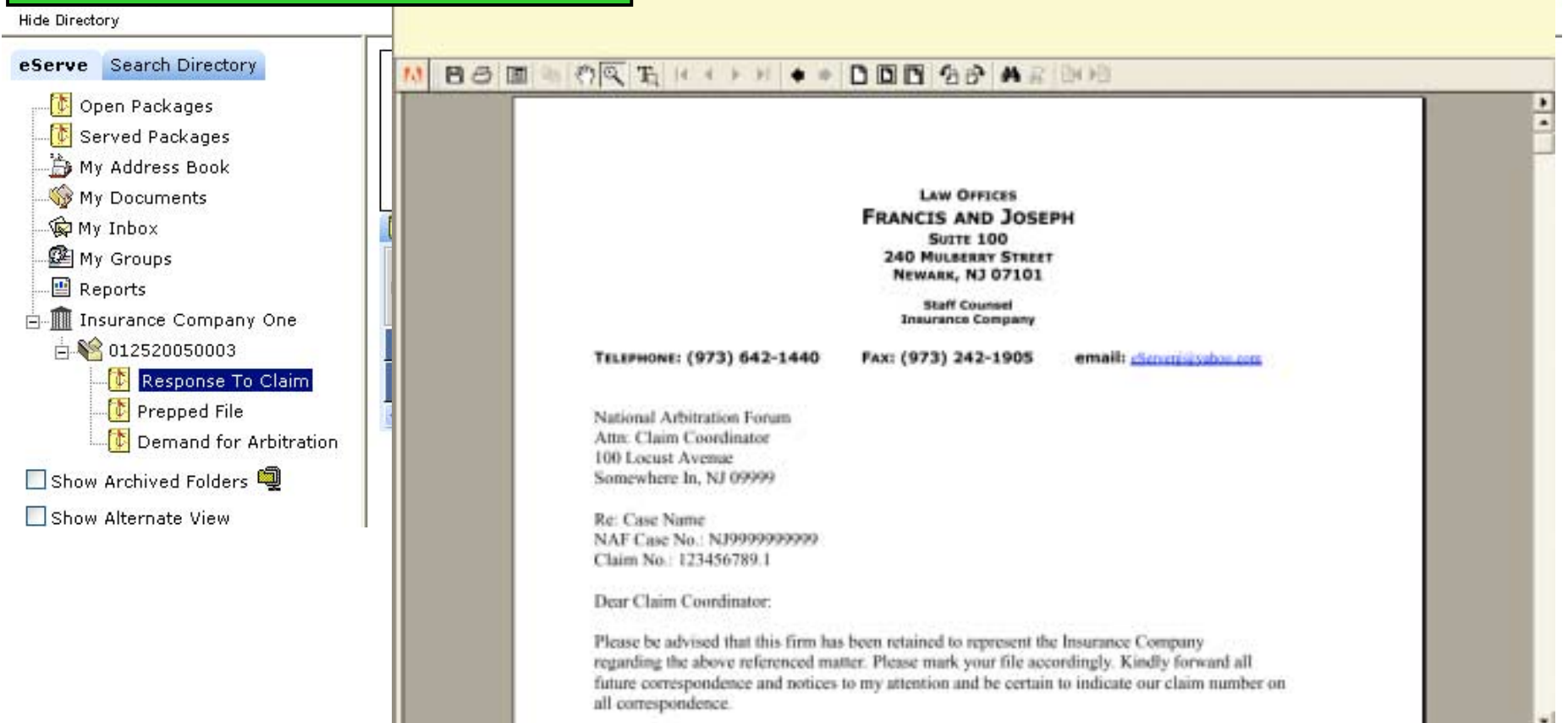
Documents

Add Document Add via Divider Sheet Print Divider Sheets

Document Name	Document Type	Description	Pages	Document Status
Response to Demand	Response	Response To Demand For Arbitration		Ready

Clicking on the Document Name will result in the eServe system displaying the document that has been loaded into the eServe system.

After viewing the document that has been loaded into the eServe system, Click on the  on the top right of the document display screen to close the document.



The screenshot displays the eServe web interface. On the left is a directory tree under the heading "eServe Search Directory". The tree includes folders for "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 "012520050003" which contains "Response To Claim", "Prepped File", and "Demand for Arbitration". Below the tree are checkboxes for "Show Archived Folders" and "Show Alternate View".

The main content area shows a document viewer. At the top, a message states: "The Document is not available for editing or modification. Even though your cursor may allow you to alter text - these changes will not be saved. To change the contents of this attached Document you must first delete it from the Package. Make all changes to the Document on your local machine or office network and then re-attach the revised Document to the Package." A green circle highlights the close button (an 'X' icon) in the top right corner of the document viewer window.

The document content is as follows:

**LAW OFFICES
FRANCIS AND JOSEPH
SUITE 100
240 MULBERRY STREET
NEWARK, NJ 07101**

Staff Counsel
Insurance Company

TELEPHONE: (973) 642-1440 FAX: (973) 242-1905 email: eserve@yaboo.com

National Arbitration Forum
Attn: Claim Coordinator
100 Locust Avenue
Somewhere In, NJ 09999

Re: Case Name
NAF Case No.: NJ999999999999
Claim No.: 123456789.1

Dear Claim Coordinator:

Please be advised that this firm has been retained to represent the Insurance Company regarding the above referenced matter. Please mark your file accordingly. Kindly forward all future correspondence and notices to my attention and be certain to indicate our claim number on all correspondence.

Closing the Document Viewer screen returns the User to the Package Documents screen.

The screenshot displays 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 this, the user is logged in as 'Ins Co One Legal' with a 'Logout' link. The left sidebar shows a directory tree under 'eServe' 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 '012520050003' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main content area shows the document details for 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. The document is a 'Response' type, titled 'Response to Demand', with a description 'Response To Demand For Arbitration'. The document status is 'Ready'. The interface also includes a 'Documents' table with columns for Document Name, Document Type, Description, Pages, and Document Status. There are also buttons for 'Add Document', 'Add via Divider Sheet', and 'Print Divider Sheets'.

Ins Co One Legal [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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
	Response to Demand	Response	Response To Demand For Arbitration		Ready

When all documents that are to be included in a Package have been Attached, Faxed or Uploaded into the Package the Serve this Package Tab will appear on the Package options menu.

The appearance of the Serve this Package Tab indicates that the documents in the Package are in a state that would allow them to be Served. Click on the Serve this Package Tab to initiate Service of the Package.

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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
	Response to Demand	Response	Response To Demand For Arbitration		Ready

Serving a Package

Clicking on the Serve this Package Tab will result in the eServe system displaying the Serve this Package screen.

After reviewing the Service List and charges Click on the Go Ahead and Serve Button to Serve the Package.

- eServe Search Directory
- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

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

Serve Package

You cannot change the contents of a Package or the list of Recipients once you click the Serve button.

	Service Level	Service Charge	Service Type	Detail
	Standard Service	\$6.00	eServe	eServe Package Service Charge
	Standard Service	\$0.00	eServe User	- NAF Test User (e-law) (eServe User)
	Standard Service	\$0.00	eServe User	PIP Arb Claimant (PIP Arb Claimant) (eServe User)
	Standard Service	\$225.00	Response	National Arbitration Forum Filing Fee
	Total Charge	\$231.00		

Send Confirmation Email when Package Served
 Send Confirmation Email when each Delivery Served

Are you Sure?

Total Charge of this transaction to be billed to a Credit Card


The eServe system displays the Gavel while it processes the request to Serve the Package. The Browser should not be closed until the screen displaying the Gavel is replaced with the screen confirming the Service is in progress.

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

[Logout](#)

Document Conversion in Progress

Please be patient and do not click on the back button or any other links until the Process is complete.



d

or

After serving the package the system displays a Confirmation screen that reflects the parties that have been served and the status of the Service.

The screenshot displays 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 logged in as "Ins Co One Legal" and has a "Logout" link. The main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of folders, including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Insurance Company One", and "012520050003". The "012520050003" folder is expanded, showing "Response To Claim", "Prepped File", and "Demand for Arbitration". The main panel displays the details of a service. The title is "NJ Image Works a/s/o Helen Rhode v. Insurance Company 1". The location is "New Jersey" and the forum is "National Arbitration Forum No-Fault Arbitration". The claim number is "012520050003", the amount is "\$5,555.00", the policy number is "200501250003", the accident date is "1/1/2003", and the policyholder is "Helen Rhode". Below this information, there is a "Service List (2)" section with a table of recipients. The table has three columns: "Delivery Type", "Delivery State", and "Recipient". The first row shows "eServe User" for "Sent for Service" to "NAF Test User (e-law) (eServe User)". The second row shows "eServe User" for "Sent for Service" to "PIP Arb Claimant (PIP Arb Claimant) (eServe User)". The "Delivery State" column in both rows is circled in green.

Ins Co One Legal [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Insurance Company One
 - 012520050003
 - Response To Claim
 - Prepped File
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Package Documents (1) Service List (2)

Recipients		
Delivery Type	Delivery State	Recipient
eServe User	Sent for Service	NAF Test User (e-law) (eServe User)
eServe User	Sent for Service	PIP Arb Claimant (PIP Arb Claimant) (eServe User)

When the Served parties opens the Package that was Served a Certificate of Service is generated and added to the status of the party.

Clicking on the Certificate Icon will display a Certificate of Service.


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 home icon. Below the navigation bar, the user is logged in as 'Ins Co One Legal' and there is a 'Logout' link. The main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of the user's account structure, including '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 for '012520050003' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main panel displays case information for 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1'. To the right of the case name, there is a summary of the case details: 'New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012520050003 Amount: \$5,555.00 Policy #: 200501250003 Accident Date: 1/1/2003 Policyholder: Helen Rhode'. Below this, there is a 'Package Documents (1)' and 'Service List (2)' section. The 'Service List' is a table with the following data:

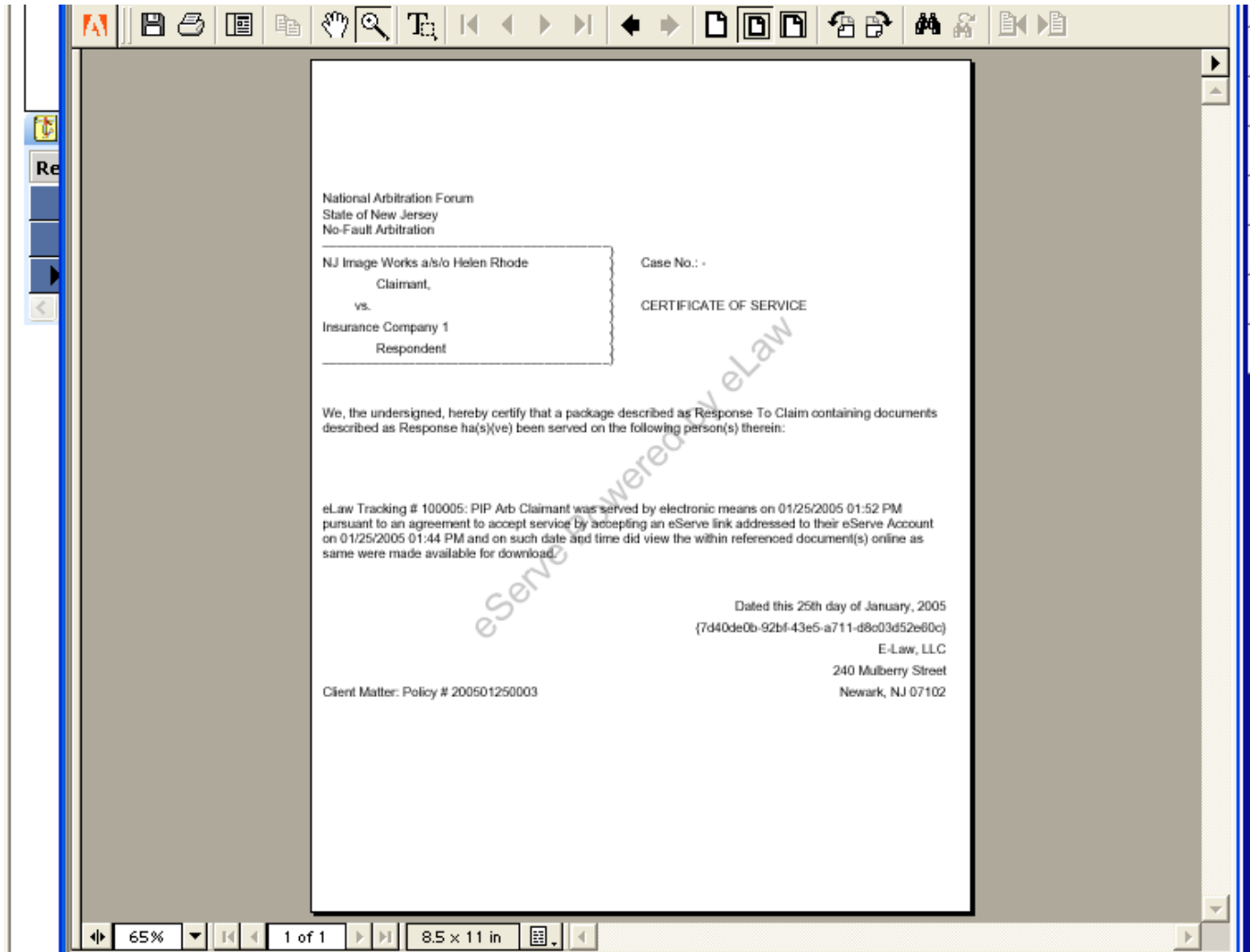
	Delivery Type	Delivery State	Recipient
	Serve User	Processing	- NAF Test User (e-law) (eServe User)
	eServe User	Served	PIP Arb Claimant (PIP Arb Claimant) (eServe User)

Certificate of Service

The Certificate can be viewed and printed.

When done viewing the Certificate close the Browser window.

- Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Insurance Company One
 - 012520050003
 - Response To Claim**
 - Prepped File
 - Demand for Arbitration
- Show Archived Folders 
- Show Alternate View



National Arbitration Forum
State of New Jersey
No-Fault Arbitration

NJ Image Works a/s/o Helen Rhode
Claimant,
vs.
Insurance Company 1
Respondent

Case No.: -
CERTIFICATE OF SERVICE

We, the undersigned, hereby certify that a package described as Response To Claim containing documents described as Response ha(s)(ve) been served on the following person(s) therein:

eLaw Tracking # 100005: PIP Arb Claimant was served by electronic means on 01/25/2005 01:52 PM pursuant to an agreement to accept service by accepting an eServe link addressed to their eServe Account on 01/25/2005 01:44 PM and on such date and time did view the within referenced document(s) online as same were made available for download.

Dated this 25th day of January, 2005
{7d40de0b-92bf-43e5-a711-48e03d52e60c}
E-Law, LLC
240 Mulberry Street
Newark, NJ 07102

Client Matter: Policy # 200501250003

Closing the Certificate of Service display screen returns the User to the Service List display screen.

The screenshot displays 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. Below this, the user is logged in as 'Ins Co One Legal'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of folders, with 'Insurance Company One' expanded to show a folder '012520050003' containing 'Response To Claim', 'Prepped File', and 'Demand for Arbitration'. The main panel shows a case summary for 'NJ Image Works a/s/o Helen Rhode v. Insurance Company 1' with details for New Jersey, National Arbitration Forum, and a claim amount of \$5,555.00. Below the summary is a 'Service List (2)' table with two rows of recipient information.

Case Summary:

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

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012520050003
Amount: \$5,555.00
Policy #: 200501250003
Accident Date: 1/1/2003
Policyholder: Helen Rhode

Service List (2)

Recipients			
	Delivery Type	Delivery State	Recipient
	eServe User	Processing	- NAF Test User (e-law) (eServe User)
	eServe User	Served	PIP Arb Claimant (PIP Arb Claimant) (eServe User)

A Folder may be shared with Users within the same account or Users in another account. To share a Folder the party who will be sharing the Folder is required to have an eServe Account.

Clicking on the Folder Name results in the eServe system displaying the options associated with a Folder.

To Share a Folder with another eServe User start by Clicking on the Manage Security Button.

- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Phantom Insurance Company
 - Demo Insurance Company
 - 012528850004
 - 012820050001**
 - Respond to Initial Service
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

The screenshot shows the eSERVE web interface. At the top, there is a navigation bar with buttons for "E-Calendar", "E-Serve", and "My-Elaw", along with a help icon and a "Logout" link. The main content area displays the case name "NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co" and case details: "New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012820050001 Amount: \$7,532.00 Policy #: 200501280001 Accident Date: 1/1/2002 Policyholder: Johnson Waxman". Below this, a "Folder" tab is selected, showing a list of folders with "012820050001" selected. A "Manage Security" button is circled in green. The "My eServe" section lists various 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". A "Frequently Asked Questions" section is also visible at the bottom.

Searching for Users to Share a Folder

As a result of Clicking on the Manage Security Tab, the eServe system displays the Users who are currently Sharing the Folder [Claim].

Click on the Manage Users Icon to Add or Remove a User from sharing a Folder or to make changes to a User's Folder options.

Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory


- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - 012820050001**
 - Respond to Initial Service
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Folder Documents Service List **Manage Security**

Users Security

 Manage Users

	Type	Account Name	User Name	Alerts	Service Recipient
	Account	Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

After Clicking on the Manage Users Icon the system displays a list of Users from the same account as well as User's with whom the account has Shared this and / or other Folders.

If the eServe User with whom the Folder is to be Shared does not appear on the list of Users that is displayed, Click on the Search for Users Button to locate other Users with whom to Share a Folder.

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

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - 012820050001**
 - Respond to Initial Service
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

Folder 012820050001 Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

Manage Folder Users

Search for Users

Group: Please Select...

	Type	Account Name	User Name	Share	Alerts	Service Recipient
	Account	Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	User Account	Phantom Insurance Company	Phantom Insurance Company Law GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	User Account	Phantom Insurance Company	Phantom Insurance Company Law Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	User Account	Phantom Insurance Company	Phantom Insurance Company Lawyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	User Account	Phantom Insurance Company	Phantom Insurance Company ML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	User Account	Phantom Insurance Company	Phantom Insurance Company Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message to New Assignee:

You acknowledge that you have read and understand the below notice and that you wish to complete the transfer or assignment.

To search for a User with whom to share a Folder enter in search criteria.

When entering search criteria a value is required in either the First, Last or Firm Name fields. Entering in multiple criteria will minimize the number of entries displayed on the search results list.

atch 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
Phantom Insurance Company
Demo Insurance Company
012520050004
012820050001
Respond to Initial Service
Demand for Arbitration

Show Archived Folders
Show Alternate View

User Search

First Name:

Last Name:

Firm Name:

City:

State:

Zip:

Search Cancel

In this example we are entering in the Firm 'Richard C. Lewis.' After entering in the search criteria Click the Search button.



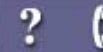
E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - 012820050001
 - Respond to Initial Service
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

User Search

First Name:

Last Name:

Firm Name:

City:

State:

Zip:

Search

Cancel

The system displays the User's that were located in the search at the bottom of the screen. In this example two User's were located as a result of the search.

If the User (s) who will be sharing the Folder is displayed proceed to the next step in sharing a Folder.

In the event that the eServe User does not appear on the list, Click on the Search for Users Button and refine the search criteria that was entered.

- My Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - 012820050001**
 - Respond to Initial Service
 - Demand for Arbitration
- Show Archived Folders
- Show Alternate View

Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

Manage Folder Users

Search for Users

Group: Please Select...

Type	Account Name	User Name	Share	Alerts	Service Recipient
Account	Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Lawyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company ML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search	Richard C. Lewis	Richard C. Lewis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search	Richard C. Lewis	Susan Drieborg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message to New Assignee:

In this example we are going to Share the Folder with the User Richard C. Lewis

Checking the Alerts Box will add the Claim to the Users eWatch for monitoring.

When sharing a Folder with other User's the User doing the sharing may enter in a message that will be sent to notify the other User's that they now share a Folder.

Click the Save button to finalize the changes to the Sharing Options for the Folder.

- Show Archived Folders
- Show Alternate View

Account Name	User Name	Share	Alerts	Service Recipient
Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phantom Insurance Company	Phantom Insurance Company Law GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phantom Insurance Company	Phantom Insurance Company Law Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phantom Insurance Company	Phantom Insurance Company Lawyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phantom Insurance Company	Phantom Insurance Company ML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phantom Insurance Company	Phantom Insurance Company Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Richard C. Lewis	Richard C. Lewis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Richard C. Lewis	Susan Drieborg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message to New Assignee:

Claim is being forwarded to you for your review. Please call so we can discuss. PICGK

You acknowledge that you have read and understand the below notice and that you wish to complete the transfer or assignment.

1. Notice Regarding Responsibility for Fees upon Transfer or Assignment to another eLaw account: Please note that even though you wish to transfer or assign responsibility for future online transactions in this matter, your account remains liable to eLaw, LLC for any fees incurred on your behalf by the account to which this case is transferred or shared. Unless other arrangements have been made between and you and eLaw, eLaw will first look to such transferred or assigned account for payment of fees, including any associated filing fees, and only seek recovery from you in the event of non-payment by the account to which you transfer or assign this case.

Save Cancel

After saving the changes to the Sharing Options for the Folder the eServe system will display the Manage Security screen. The Manage Security screen reflects all of the Users who now Share the Folder. It also reflects the Share options that have been selected for each User.

e-LAW

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

Phantom Insurance Company GK [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - 012820050001**
 - Respond to Initial Service
 - Demand for Arbitration

Show Archived Folders

Show Alternate View

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Folder Documents Service List **Manage Security**

Users Security Manage Users

	Type	Account Name	User Name	Alerts	Service Recipient
	Account	Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Shared	Richard C. Lewis	Richard C. Lewis	<input checked="" type="checkbox"/>	<input type="checkbox"/>

When a User no longer has a need to Share a Folder they may remove themselves from sharing a folder. In addition to a User removing themselves from sharing a Folder any other User who is sharing a Folder may remove another User from sharing Folder.

When removing a User from sharing a Folder the system requires that at least one remaining User be listed as a Share on the Folder. In addition to the requirement that one User share the folder, the system requires that at least one User sharing the Folder be selected as the Service Recipient.

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

Policy # 200501250004 (NJ Image Works a/s/o Helen Rhode v. Demo Insurance Co)
NAF Document Required (Response)

Manage Folder Users

Search for Users

Group: Please Select...

Type	Account Name	User Name	Share	Alerts	Service Recipient
Account	Phantom Insurance Company	Phantom Insurance Company GK	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Lawyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company ML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Assign	Richard C. Lewis	Richard C. Lewis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message to New Assignee:

Removing a User From Sharing a Folder

To remove a User from sharing a Folder uncheck the Share Checkbox and if that User is the Service Recipient or has the Alerts Checkbox illuminated remove the checks in those two boxes.

If the User being removed was designated as the Service Recipient a new Service Recipient will need to be selected.

Clicking the Save button to make the changes to the Folder.

Reports

- Phantom Insurance Company
- Demo Insurance Company
 - 012520050004
 - Response To Claim
 - Demand for Arbitration
 - 012820050001

Show Archived Folders

Show Alternate View

Every Claim has to have a Service Recipient identified. The User that is specified as the Service Recipient will appear on the Service List displayed by the Claimant and will be served future Packages.

Policy # 200501250004 (NJ Image Works a/s/o Helen Rhode v. Demo Insurance Co)
NAF Document Required (Response)

Manage Folder Users

Search for Users

Group:

Type	Account Name	User Name	Share	Alerts	Service Recipient
Account	Phantom Insurance Company	Phantom Insurance Company GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law GK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Law Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Lawyer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company ML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Account	Phantom Insurance Company	Phantom Insurance Company Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Assign	Richard C. Lewis	Richard C. Lewis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Checkboxes unchecked

Sole User who will be sharing the Folder

Message to New Assignee:

You acknowledge that you have read and understand the below notice and that you wish to complete the transfer or assignment.

1. Notice Regarding Responsibility for Fees upon Transfer or Assignment to another eLaw account: Please note that even though you wish to transfer or assign responsibility for future online transactions in this matter, your account remains liable to eLaw, LLC for any fees incurred on your behalf by the account to which this case is transferred or shared. Unless other arrangements have been made between and you and eLaw, eLaw will first look to such transferred or assigned account for payment of fees, including any associated filing fees, and only seek recovery from you in the event of non-payment by the account to which you transfer or assign this case.

Save

Cancel

After saving the changes to the Folder the system displays the eServe main screen.

The Folder that was removed from the User's Share not longer is listed on the Claim Assignment list.

When the Service Recipient is modified on a Folder the Service List viewed by the Claimant will reflect the new Service Recipient.

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with buttons for "Watch", "E-Calendar", "E-Serve", and "My-Elaw", along with a help icon and a "Logout" link. The main content area is divided into two sections. On the left, a folder tree is visible, with "Demo Insurance Company" selected and its sub-folder "012820050001" circled in green. On the right, the "Frequently Asked Questions" section is visible. Below this, a "Service List Viewed by Claimant" window is shown, containing a table of recipients.

Delivery Type	Recipient
eServe User	- NAF Master Coordinator (National Arbitration Forum) (eServe User)
eServe User	Richard C. Lewis (Richard C. Lewis) (eServe User)

The Archive Folder Option is used to prevent a Folder from being displayed on the Claim Assignment list.

To Archive a Folder, Click on the Edit this Folder option that is displayed on the Folder Options screen.

Phantom Insurance Company GK

[Logout](#)

Hide Directory

- eServe Search Directory
- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company

Using the Archive Folder option will prevent the Folder from being displayed by **all** User's who share the Folder.



NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co	New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 012820050001 Amount: \$7,532.00 Policy #: 200501280001 Accident Date: 1/1/2002 Policyholder: Johnson Waxman
---	--

Folder Documents Service List Manage Security

012820050001 Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

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

Archiving a Folder

Clicking on the Edit this Folder option will result in the display of the Edit Folder Screen.

To Archive a Folder, Click on the Checkbox that is adjacent to the word Status.



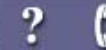
E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012820050001

Show Archived Folders

Show Alternate View

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Folder

012820050001

Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

Edit Folder

Folder Name: 012820050001

Client Matter: Policy # 200501280001

Description: NJ Image Works a/s/o Johnson Waxman v. Demo Insurat

Status Archived

Case Link (Optional)

Jurisdiction: New Jersey

Venue: National Arbitration Forum

Case Type: No-Fault Arbitration

Claimant: NJ Image Works a/s/o Johnson Waxman

Respondent: Demo Insurance Co

Save

Cancel

After checking the Status box, Click on Save to save the change to the Folder.



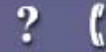
E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
 - Served Packages
 - My Address Book
 - My Documents
 - My Inbox
 - My Groups
 - Reports
 - Phantom Insurance Company
 - Demo Insurance Company
 - 012820050001
- Show Archived Folders
- Show Alternate View

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman



012820050001

Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

Edit Folder

Folder Name:

Client Matter:

Description:

Status: Archived

Case Link (Optional)

Jurisdiction:

Venue:

Case Type:

Claimant:

Respondent:

Save

Cancel

Click on Save to save the change to the Folder will result in the Folder being removed from the Claim Assignment list.



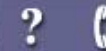
E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory

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

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Folder Documents Service List Manage Security

012820050001 Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

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

After Archiving a Folder the Folder may be viewed by adding a Check to the Checkbox that is adjacent to the words Show Archived Folders.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Phantom Insurance Company GK

[Logout](#)

Hide Directory

eServe Search Directory

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

**NJ Image Works a/s/o Johnson Waxman
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Folder Documents Service List Manage Security


012820050001 Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

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

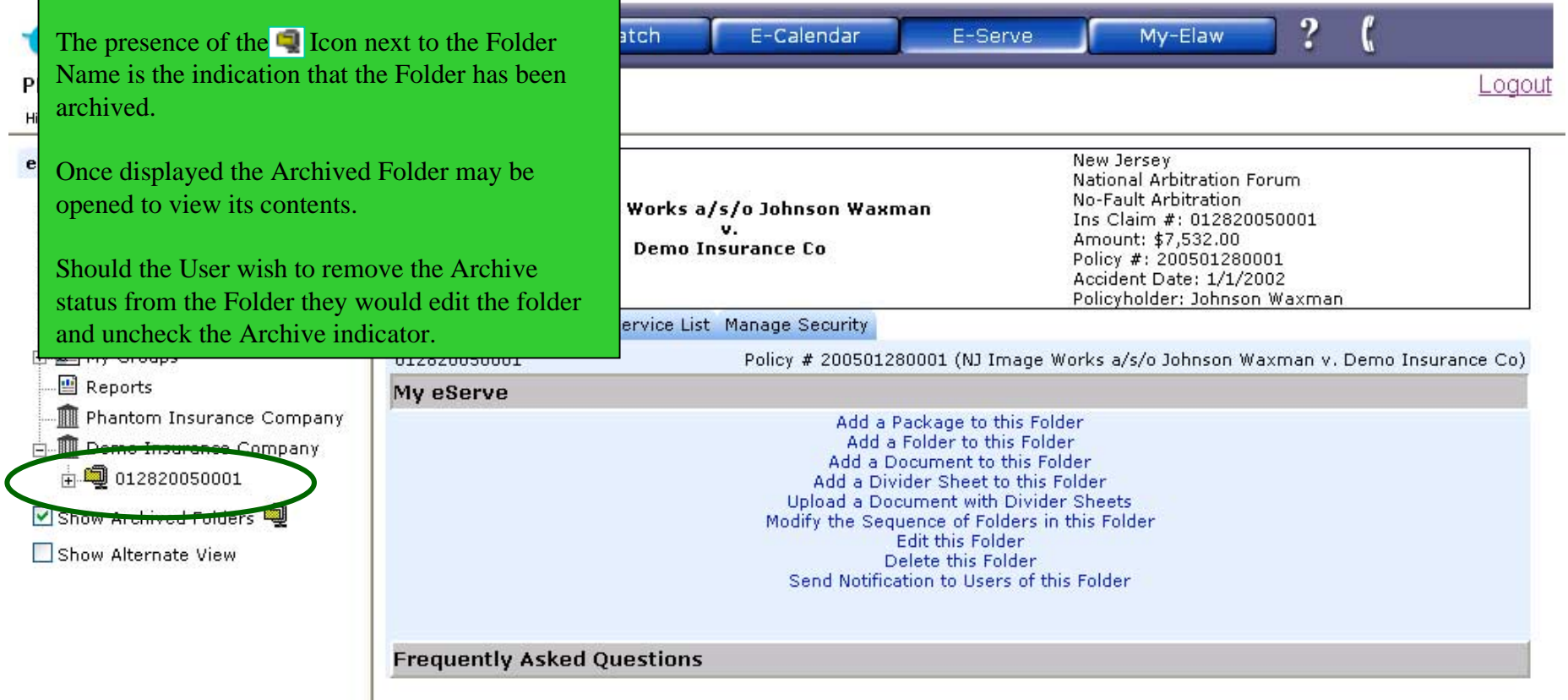
Frequently Asked Questions

Adding a Check to the Checkbox that is adjacent to the words Show Archived Folders will result in the eServe system displaying all Archived Folders in addition to all other Folders that may be assigned to the User.

The presence of the  Icon next to the Folder Name is the indication that the Folder has been archived.

Once displayed the Archived Folder may be opened to view its contents.

Should the User wish to remove the Archive status from the Folder they would edit the folder and uncheck the Archive indicator.



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

Works a/s/o Johnson Waxman
v.
Demo Insurance Co

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

service List Manage Security



Policy # 200501280001 (NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co)

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

My Groups

- Reports
- Phantom Insurance Company
- Demo Insurance Company
 -  012820050001
- Show Archived Folders 
- Show Alternate View

The Recipient of the Claim may from time to time wish to modify the Claim data that is displayed in the Folder Header.

To modify Claim data that is displayed, Click on the Folder on the left panel on the screen. Clicking on the Folder will display Folder options.

Click on the Edit this Folder option to change the Claim data that is displayed in eServe.

Note: Changing the data in eServe will only change the data that is displayed by the Users who are sharing the Folder. The changes that are made will not be reflected on the Folder displayed by the Claimant or change the data that resided in the NAF system.

- 110820040001
- 110920040001
- 111820040001
- 111920040001
- 111920040003
- 122020040001**
- 1013200400012
- 1013040001

The screenshot shows the eSERVE web interface. At the top, there are navigation buttons for 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a 'Logout' link. Below the navigation bar, a claim header is displayed: 'New Jersey National Arbitration Forum No-Fault Arbitration Ins Claim #: 122020040001 Amount: \$5,689.00 Policy #: 2004202000001 Policyholder: Alan Rench'. The main content area shows 'Image Security' and 'Policy # 2004202000001 (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co)'. A list of actions is available for the folder: 'Add a Package to this Folder', 'Add a Folder to this Folder', 'Modify the Sequence of Folders in this Folder', 'Edit this Folder' (highlighted with a green oval), 'Delete this Folder', and 'Send Notification to Users of this Folder'. At the bottom, there is a 'Frequently Asked Questions' section.

Editing A Folder

Data that is not Grayed out on the screen may be modified. After changing the data, Click on the Save button to make the changes to the data that is displayed for the Folder.

Clicking on the Status box will cause the Claim to be hidden from all Users who Share the Folder. This feature may be utilized when a Claim has been settled and there is no reason to display the Claim along with Active Claims.

The screenshot displays the e-SERVE web application interface. At the top, there is a navigation bar with buttons for "E-Calendar", "E-Serve", and "My-Elaw", along with a help icon and a "Logout" link. Below the navigation bar, the main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of folders, including "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", and "Demo Insurance Company". Under "Demo Insurance Company", several folders are listed with their respective IDs, and the folder "122020040001" is selected and highlighted in blue. The main panel displays the details for the selected folder, "122020040001", which is titled "Folder" and associated with "Policy # 2004202000001 (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co)". The "Edit Folder" form includes the following fields: "Folder Name" (122020040001), "Client Matter" (Policy # 2004202000001), "Description" (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co), "Status" (Archived checkbox), "Case Link (Optional)", "Jurisdiction" (New Jersey dropdown), "Venue" (National Arbitration Forum dropdown), "Case Type" (No-Fault Arbitration dropdown), "Claimant" (NJ Image Works a/s/o Alan Rench), and "Respondent" (Demo Insurance Co). The "Save" button is circled in green, and the "Cancel" button is also visible.

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 122020040001
Amount: \$5,689.00
Policy #: 2004202000001
Policyholder: Alan Rench

Folder
122020040001 Policy # 2004202000001 (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co)

Edit Folder

Folder Name: 122020040001
Client Matter: Policy # 2004202000001
Description: NJ Image Works a/s/o Alan Rench v. Demo Insurance Co
Status Archived
Case Link (Optional)
Jurisdiction: New Jersey
Venue: National Arbitration Forum
Case Type: No-Fault Arbitration
Claimant: NJ Image Works a/s/o Alan Rench
Respondent: Demo Insurance Co

Save Cancel

A document may be Edited, Deleted, Copied or Moved by Clicking on the appropriate edit Icon that appears to the left of the document name.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Joan Rice

[Logout](#)

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Demo Insurance Company
 - 110320040001
 - 110820040001
 - 110920040001
 - 111820040001
 - 111920040001
 - 111920040003
 - 122020040001
 - Prepped File
 - Demand for Arbitration

NJ Image Works a/s/o Alan Rench
v.
Demo Insurance Co





New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 122020040001
Amount: \$5,689.00
Policy #: 2004202000001
Policyholder: Alan Rench

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

Documents





Add Document

Add via Fax

	Document Name	Document Type	Description	Pages	Docu
   	14481-0.pdf	Response Attachment	Background Information for creating Response		Ready

Editing A Document

A document may be Edited, Deleted, Copied or Moved by Clicking on the appropriate edit Icon that appears to the left of the document name.

		Document Name	Document Type
	   	14481-0.pdf	Response Attachment

Utilize the Move option to move a Document to another Package

Select Package for Document Move

- Demo Insurance Company
 - 110320040001
 - 110920040001
 - 111820040001
 - Medical Records
 - Response
 - Demand for Arbitration

Utilize the Copy option to copy a Document to another Package

Select Package for Document Copy

- Demo Insurance Company
 - 110320040001
 - acknowledgment letter to NAF
 - Medical Records
 - anything you want
 - smith

Utilize the Delete option to delete a Document

Delete Document from Package

Are you Sure?

Document Name	Document Type	Description
14481-0.pdf	Response Attachment	Background Information for creating Res

Delete Cancel

Utilize the Edit option to change a Document Attribute

Edit Document

Document Type: Response Attachment

Document Name: 14481-0.pdf

Description: Background Information for creating Response

Save Cancel

To notify other Users sharing a Folder of an Action, Click on the Send Notification to Users of this Folder Button.

This menu of options is displayed by Clicking on the Claim Folder Id.

Oliver Hayward

[Logout](#)

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with buttons for 'Match', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a user profile icon. Below the navigation bar, the user's name 'Oliver Hayward' is visible on the left, and a 'Logout' link is on the right. The main content area is divided into two sections. The left section is a sidebar with a tree view of folders and documents. The right section is the main content area, which is currently displaying a folder management menu for a specific claim. The menu options are: 'Add a Package to this Folder', 'Add a Folder to this Folder', 'Modify the Sequence of Folders in this Folder', 'Edit this Folder', 'Delete this Folder', and 'Send Notification to Users of this Folder'. The 'Send Notification to Users of this Folder' option is highlighted with a green oval. The folder name is 'NJ Image Works a/s/o Alan Rench v. Demo Insurance Co'. The claim ID is '122020040001'. The policy number is '2004202000001'. The amount is '\$5,689.00'. The policyholder is 'Alan Rench'. The menu is titled 'My eServe' and includes a 'Frequently Asked Questions' link at the bottom.

Creating and Sending Notifications

When the Send Notification to Users of this Folder Button is Clicked the system will display a "Message to Users:" box. The notification message is entered into this box.

The Users to be Notified can be selected by checking the Notify box adjacent to their name. By default all Users are pre selected to receive the Notification.

After the message has been entered Click the Send Button to Send the Notification to the selected Users.

122020040001 Policy # 2004202000001 (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co)

	Notify	Type	Account Name	User Name	Alerts	Service Recipient
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Account	Demo Insurance Company	NIAI Law Gatekeeper	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Account	Demo Insurance Company	Oliver Hayward	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Account	Demo Insurance Company	Claims Received	<input type="checkbox"/>	<input type="checkbox"/>

Message to Users:

On mm/dd/yy, I have served a Response to the Demand on this Claim.

Each User selected will receive the Notification in their eServe Inbox . Users who's profile on the Folder is set to receive Alerts will also receive an email message with the Notification.

Clicking on the link New Folder Notification to View will display the message that was entered.

Oliver Hayward

E-Calendar

E-Serve

My-Elaw



[Logout](#)

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Demo Insurance Company
 - My Inbox
 - 110320040001
 - 111920040003
 - 122020040001
 - Policy # 051304002
 - 101820040001
 - 101920040001
 - 1021200400001
 - 1029200400002
 - 092120040009

My Inbox

My Service Alerts

[New Folder Notification to View \(NJ Image Works a/s/o Alan Rench v. Demo Insurance Co\)](#)

Frequently Asked Questions

After viewing the Notification Clicking on the OK Button will remove the Notification from the system.

If a copy of this message is to be retained it is suggested that the User copy and paste the message to a Text processing program for retention.

E-Calendar

E-Serve

My-Elaw



Oliver Hayward

[Logout](#)

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Demo Insurance Company
 - My Inbox
 - 110320040001
 - 111920040003
 - 122020040001
 - Policy # 051304002

Folder

122020040001

Policy # 2004202000001 (NJ Image Works a/s/o Alan Rench v. Demo Insurance Co)

Folder Notification

Message:

Folder: 122020040001

On mm/dd/yy, I have served a Response to the Demand on this Claim.

OK

Notification Recipients who receive a copy of the Notification by email in addition to their eServe Inbox, will receive the email message below.

document@elaw.com **Folder Notification to User for New Jersey National Arbit...**

This eMail is a Folder Notification to you with the following comments:
Folder: 122020040001
On mm/dd/yy, I have served a Response to the Demand on this Claim.

Subject: Folder Notification to User for New Jersey National Arbitration Forum - eLaw Tracking # 100654

This eMail is a Folder Notification to you with the following comments:
Folder: 122020040001
On mm/dd/yy, I have served a Response to the Demand on this Claim.

Case Information
Jurisdiction: New Jersey
Venue: National Arbitration Forum
Case Type: No-Fault Arbitration
Case Name: NJ Image Works w/s/o Alan Rench v. Demo Insurance Co
Client Matter: Policy # 2004202000001
Policy Number: 2004202000001
Claim Number: 122020040001
Claimant Reference Number: NJIW_ARench
Total Claim Amount: \$5,689.00
Claimant Representative: Robert Hale Alden of Robert Hale Alden
WWWeb Anywhere, NH 08832

Sent By: Demo Insurance Company
Newark, NJ

[Click Here log onto to your eServe account](#) and go to your eServe My Inbox to view the case details.

If the link above fails to direct you to eLaw's web site, you may reach customer service at (877) 906-E-LAW (906-3529) ext. 8.

The My Documents function allows documents may be added to the eServe system before a Package, to house them, has been created. To utilize the My Documents option Click on the My Documents link.

The screenshot shows the eLAW 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, the user is logged in as 'Phantom Insurance Company GK'. The left sidebar contains a directory tree with 'My Documents' highlighted. The main content area shows a folder titled 'NJ Image Works a/s/o Alerton Rhode v. Demo Insurance Co' with details such as 'New Jersey National Arbitration Forum' and 'No-Fault Arbitration'. Below the folder name are tabs for 'Folder', 'Documents', 'Service List', and 'Manage Security'. The 'Folder' tab is active, displaying a list of documents and a 'My eServe' section with various actions like 'Add a Package to this Folder' and 'Delete this Folder'.

Adding Documents to the My Documents Folder

Clicking on the My Documents link results in the eServe system displaying the My Documents options screen.

Click on the Add Document Icon to initiate the process for adding a document by attaching a document located on an eServe User's PC or Network Drives that the User is authorized to access.

The screenshot shows the eServe web interface. At the top, there is a navigation bar with buttons for 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a search icon and a 'Logout' link. Below this, the 'My Documents' section is displayed. On the left, a sidebar contains a 'Search Directory' box and a tree view of folders including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents' (highlighted), 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'. The main content area shows a 'Documents' section with three buttons: 'Add Document' (circled in green), 'Add via Divider Sheet', and 'Add via Email'. Below these buttons is a table with columns for 'Document Name', 'Document Type', 'Description', 'Pages', and 'Document Status'.

Attaching a Document

Clicking on the Add Document Icon causes eServe to display the Attach a Document screen

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

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

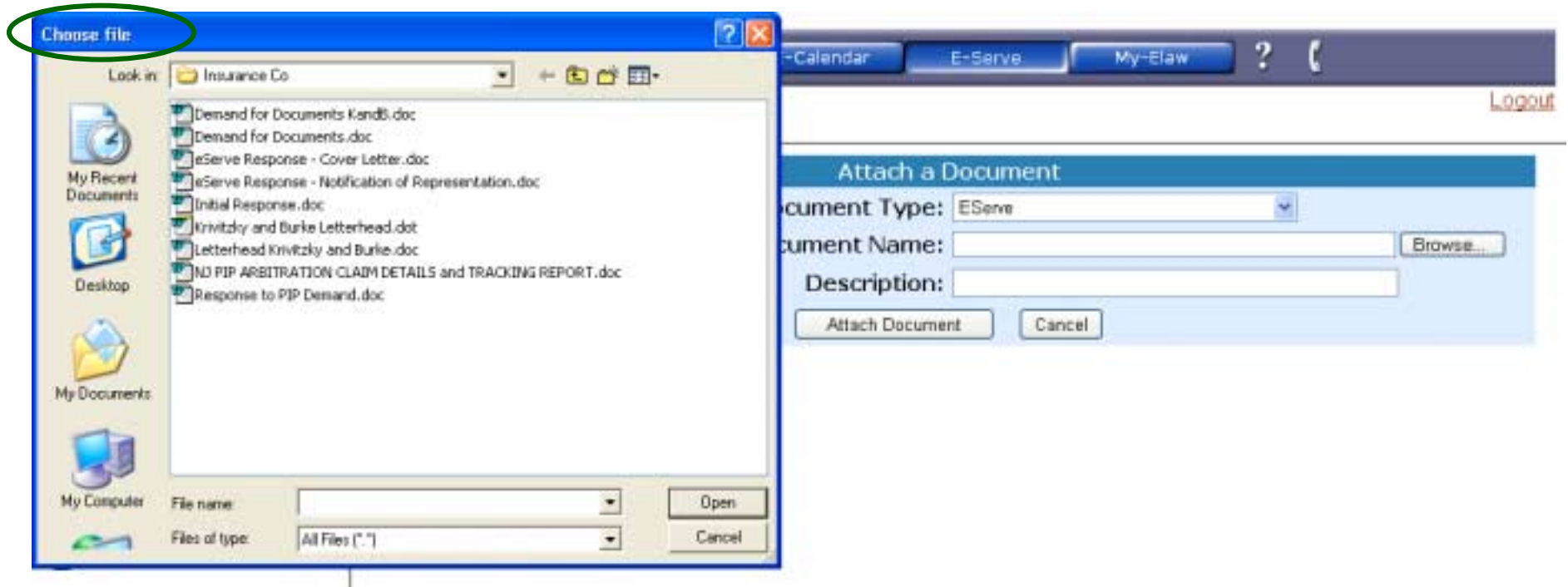
The screenshot shows the eServe interface with the 'Attach a Document' screen. The top navigation bar includes 'E-Watch', 'E-Calendar', 'E-Serve', and 'My-eLaw'. A 'Logout' link is in the top right. On the left, a sidebar shows 'eServe Search Directory' with various folders like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'. The main content area is titled 'Attach a Document' and features a 'Document Type' dropdown menu. The dropdown is open, displaying a list of document types. The first two items, 'Please Select...' and 'Please Select...', are circled in green. Below the dropdown is a 'Description:' field and an 'Attach Document' button.

After the Document Type has been filed in, Click on the Browse Button to continue the Attach a Document process.

The screenshot displays 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'. Below this, the user is logged in as 'Phantom Insurance Company GK' with a 'Logout' link. The main content area is titled 'Attach a Document'. It features a form with the following fields: 'Document Type' (set to 'EServe'), 'Document Name' (with a 'Browse...' button circled in green), and 'Description'. At the bottom of the form are 'Attach Document' and 'Cancel' buttons. On the left side, there is a sidebar with a tree view of folders and documents, including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'.

Clicking on the Browse Button will result in the eServe system displaying the Chose file screen which is resident on the User's PC.

Use the Chose file function to navigate the User's PC and authorized Network Drives. When the document to be attached is located Click on the document name.



Clicking on the document name will result in the document name appearing in the File name field. Click on the Open button to complete loading the document to the eServe Attach a Document screen.

The image shows a web application interface with a navigation bar at the top containing 'Calendar', 'E-Serve', 'My-Elaw', and a 'Logout' link. Below the navigation bar is the 'Attach a Document' form, which includes a 'Document Type' dropdown menu set to 'EServe', a 'Document Name' input field with a 'Browse...' button, and a 'Description' input field. At the bottom of the form are 'Attach Document' and 'Cancel' buttons.

Overlaid on the right side of the form is a Windows-style 'Choose file' dialog box. The dialog shows the 'Look in' path as 'Insurance Co' and a list of files. The file 'eServe Response - Notification of Representati.doc' is selected and highlighted with a blue dashed oval. Below the file list, the 'File name' field contains the selected file name, which is also highlighted with a blue dashed oval. The 'Open' button is circled in green. The 'Files of type' dropdown is set to 'All Files (*.*)'.

Continue the Attach a Document process by filling in the Document Description field.

The screenshot displays 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'. Below this, the user is logged in as 'Phantom Insurance Company GK' with a 'Logout' link. On the left side, there is a sidebar menu under the 'eServe Search Directory' heading, listing various folders and options like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', 'Demo Insurance Company', and several numeric folders. The main content area is titled 'Attach a Document' and contains the following fields and controls:

- Document Type:** A dropdown menu currently set to 'EServe'.
- Document Name:** A text input field containing 'C:\Documents and Settings\WIESR\My Documents\Work\'. To its right is a 'Browse...' button.
- Description:** An empty text input field, which is circled in green in the image.
- At the bottom of the form are two buttons: 'Attach Document' and 'Cancel'.

After the Document Type, Document Name [including the Path] and the Document Description have been filed in, Click on the Attach Documents Button to upload the documents into the eServe system.

The screenshot displays the eSERVE web interface for Phantom Insurance Company GK. The top navigation bar includes buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. The main content area is titled "Attach a Document" and contains the following fields:

- Document Type: E-Serve (dropdown menu)
- Document Name: C:\Documents and Settings\LJESR\My Documents\Work (text input with a "Browse..." button)
- Description: Notice of Assignment (text input)

At the bottom of the form, there are two buttons: "Attach Document" and "Cancel". The "Attach Document" button is circled in green. On the left side of the interface, there is a sidebar with a tree view showing folders like "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Phantom Insurance Company", and "Demo Insurance Company".

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 document in the Document Name field and the Document Status will reflect Ready.

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with buttons for 'atch', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a 'Logout' link. Below the navigation bar, the page title is 'Phantom Insurance Company GK' and there is a 'Hide Directory' link. The main content area is titled 'My Documents' and features a table of documents. The table has columns for 'Document Name', 'Document Type', 'Description', 'Pages', and 'Document Status'. A single document is listed with the name 'eServe Response - Notification of Representation.doc', type 'EServe', and status 'Ready'. The 'Document Status' cell is circled in green. Above the table are three buttons: 'Add Document', 'Add via Divider Sheet', and 'Add via Email'. On the left side, there is a sidebar with a search bar and a directory tree containing folders like 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'. There are also checkboxes for 'Show Archived Folders' and 'Show Alternate View'.

Document Name	Document Type	Description	Pages	Document Status
eServe Response - Notification of Representation.doc	EServe	Notice of Assignment		Ready

In addition to Attaching a document, Documents may also be added to a Package via Fax or the Uploading of a Scanned Document ensemble.

Both Faxing and the Uploading of a Scanned Document begin with the creation of a Divider Sheet.

To create a Divider Sheet Click on the Add via Divider Sheet Icon, which appears on the Documents screen.

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

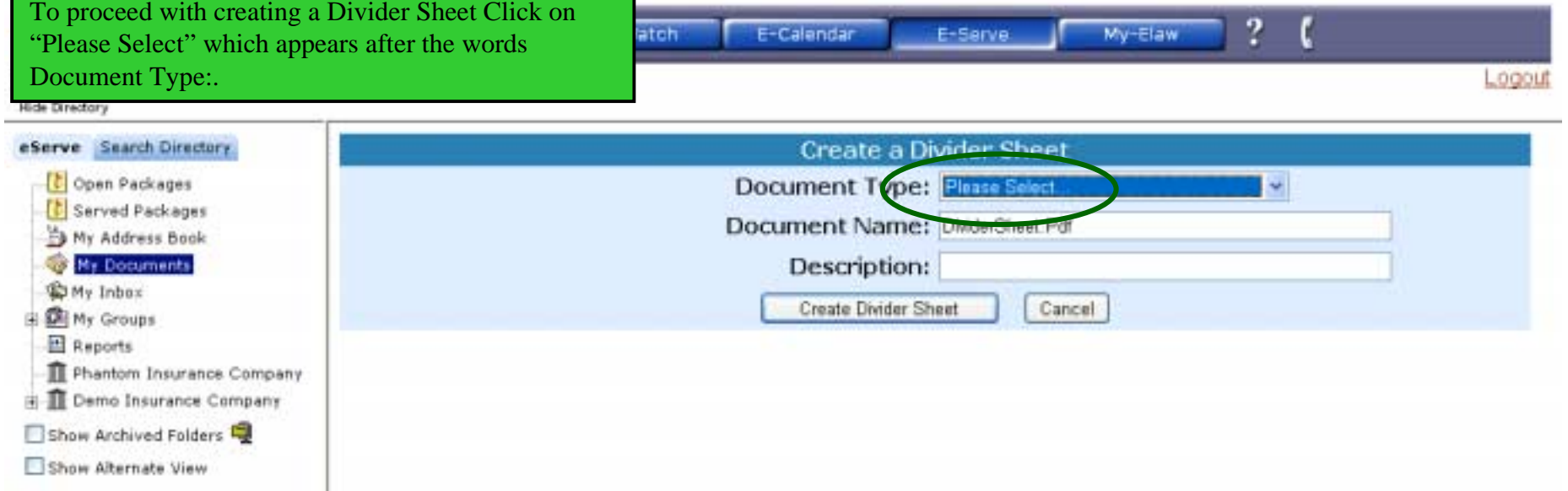


Document Name	Document Type	Description	Pages	Document Status
eServe Response - Notification of Representation.doc	EServe	Notice of Assignment		Ready

Adding a Document Using a Divider Sheet

Clicking on the Add via Divider Sheet Icon or the Add a Divider Sheet to this Package hyperlink will result in the eServe system 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:..



The screenshot shows the eSERVE web interface. At the top, there is a navigation bar with buttons for 'atch', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a 'Logout' link. Below the navigation bar, the main content area is titled 'Create a Divider Sheet'. The form contains the following fields and controls:

- Document Type:** A dropdown menu with 'Please Select...' selected and circled in green.
- Document Name:** A text input field containing 'DividerSheet.Pdf'.
- Description:** An empty text input field.
- Buttons:** 'Create Divider Sheet' and 'Cancel' buttons are located at the bottom of the form.

On the left side of the page, there is a sidebar with the 'eSERVE Search Directory' section. It lists various folders and options:

- Open Packages
- Served Packages
- My Address Book
- My Documents (highlighted)
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

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

Select the appropriate Document Type. When adding a Document in this manner a different, non NAF, list of Document types will be displayed.

Documents that are added to the Documents Folder may not be served electronically with NAF. To add a valid NAF Document Type, move the document to a NAF Package and then edited the document and replace the Document Type with a valid NAF Document Type.

The screenshot displays the eSERVE web application interface. At the top, there is a navigation bar with buttons for 'Watch', 'E-Calendar', 'E-Serve', and 'My-eLaw', along with a help icon and a 'Logout' link. The main content area is titled 'Create a Divider Sheet'. Below this title, there are three input fields: 'Document Type:' with a dropdown menu, 'Document Name:', and 'Description:'. The 'Document Type' dropdown menu is open, showing a list of document types. The 'Attachment' option is circled in green. A 'Create Divider Sheet' button is visible below the 'Description' field. On the left side, there is a sidebar with a folder structure under 'My Documents', including 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'. There are also checkboxes for 'Show Archived Folders' and 'Show Alternate View'.

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

After the Document Type has been seeded the Document Name and Description may be entered by the User who is creating the Divider Sheet.

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

- My Address Book
- My Documents**
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

Watch E-Calendar E-Serve My-Elaw ?

Logout

Create a Divider Sheet

Document Type: Attachment

Document Name: Exhibit A

Description: Exhibit A

Create Divider Sheet Cancel

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

To print the Divider Sheet for use in a Fax or Scanned document ensemble Click on the Printer Icon that appears on the top of the page.

- Phantom Insurance Company
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

By Phantom Insurance Company
Address: 120 W Main Street, NJ-08809
Phone: 908991212
Fax:

This Divider Sheet Created:
Tuesday, February 08, 2005
1:29:42 PM

eServe Divider Sheet

Folder:
Document: Exhibit A
Package: My Documents
Client Matter:

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 serve 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
973-954-2118

77% 1 of 1 8.5 x 11 in

When the Document Status of the Document Name associated with the Divider Sheet changes to Ready the eServe system has processed the document(s) that was Faxed or Uploaded into the eServe system..

Phantom Insurance Company GK Logout

Hide Directory

eServe Search Directory

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

My Documents

Documents

Add Document Add via Divider Sheet Add via Email

	Document Name	Document Type	Description	Pages	Document Status
	eServe Response - Notification of Representation.doc	E-Serve	Notice of Assignment	1	Ready
	Exhibit A	Attachment	Exhibit A		Ready

NOTE:

After Faxing a document and receiving a Confirmation that the Fax has been sent it is suggested that the User revisit the eServe system in 20 - 30 minutes to check the status of the document. If after 45 minutes the Document Status does not change to "Ready" contact the eServe Help Staff to verify the status of the Fax.

To add a Document to an eServe Package using email, click on My Documents on the left side of the screen and then Strike Add via email Icon located on the right side of the screen.

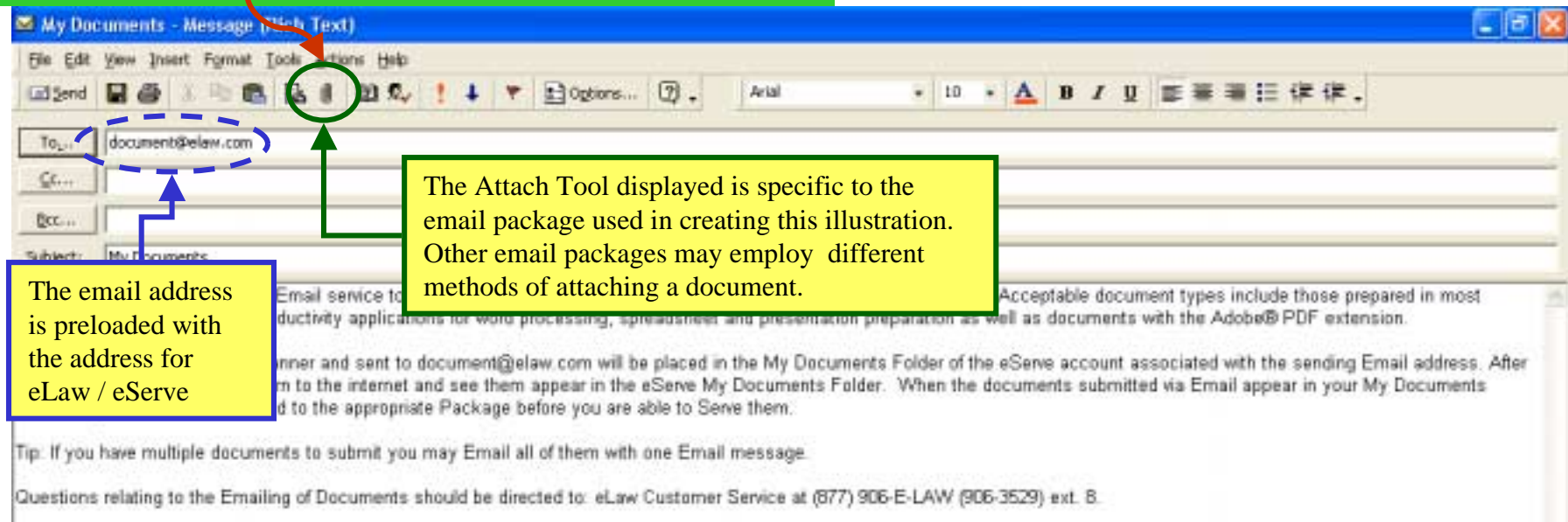
The screenshot shows the eLAW eSERVE interface. At the top, there are navigation buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. The user is logged in as Phantom Insurance Company GK. On the left, a sidebar contains a tree view with 'My Documents' highlighted. The main area shows a 'My Documents' section with a table of documents. The 'Add via Email' icon is circled in green.

Document Name	Document Type	Description	Pages	Document Status
eServe Response - Notification of Representation.doc	eServe	Notice of Assignment	1	Ready
Exhibit A	Attachment	Exhibit A		Ready

Adding a Document as an email Attachment

The eServe system should interact with the email package on the PC to display a pre addressed email with instructions on using email to add Documents to a Package.

Select the Attach Tool to add documents to the email message.



Note:

The email address sending the documents to eServe must match the email address associated with the User account that will be used to work with the Documents in eServe.

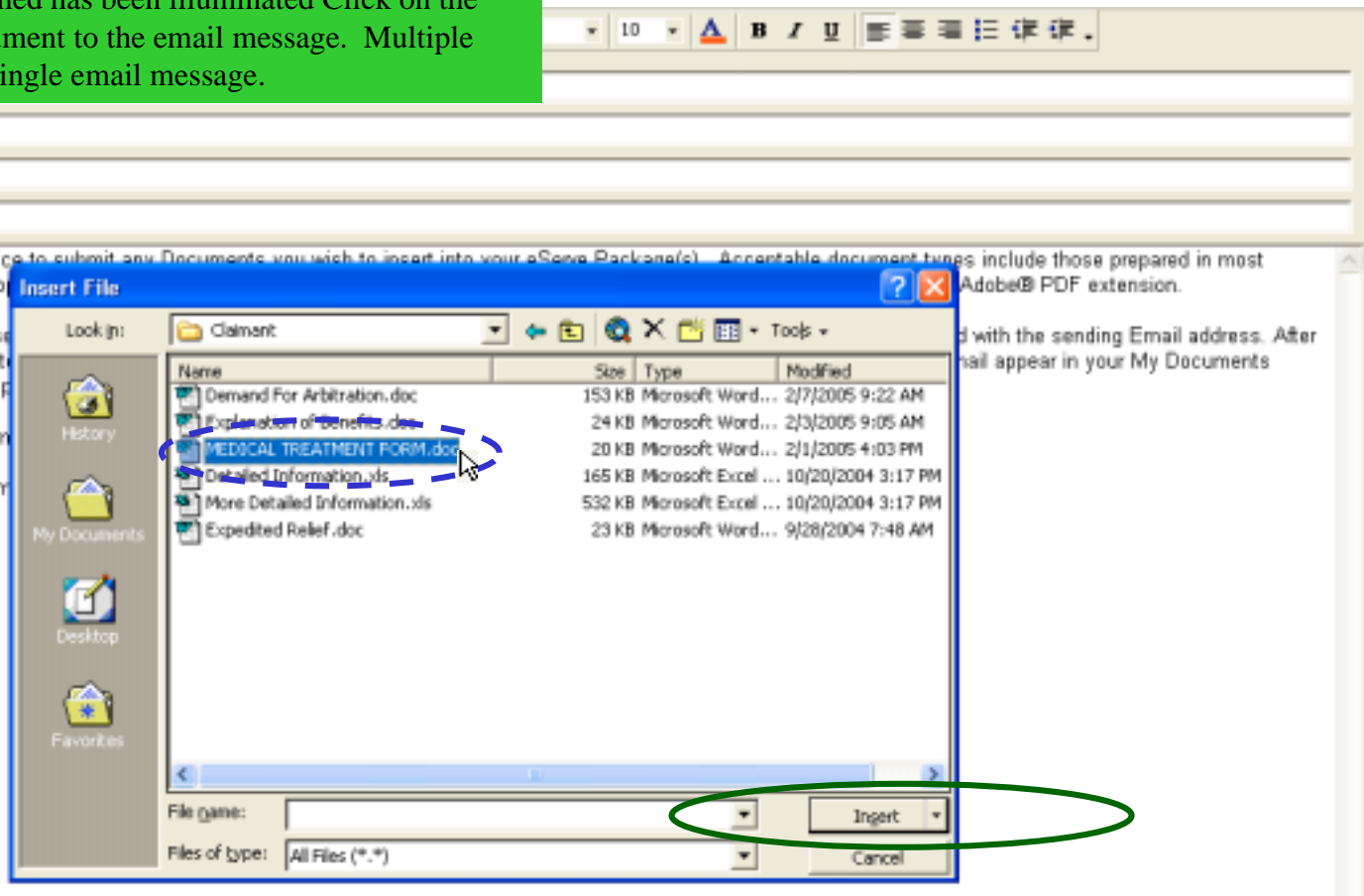
Clicking on the Attach Tool Icon will result in the eServe system displaying the Insert File screen which is resident on the User's PC.

Use the Insert File function to navigate the User's PC and authorized Network Drives. When the document to be attached is located Click on the document name.

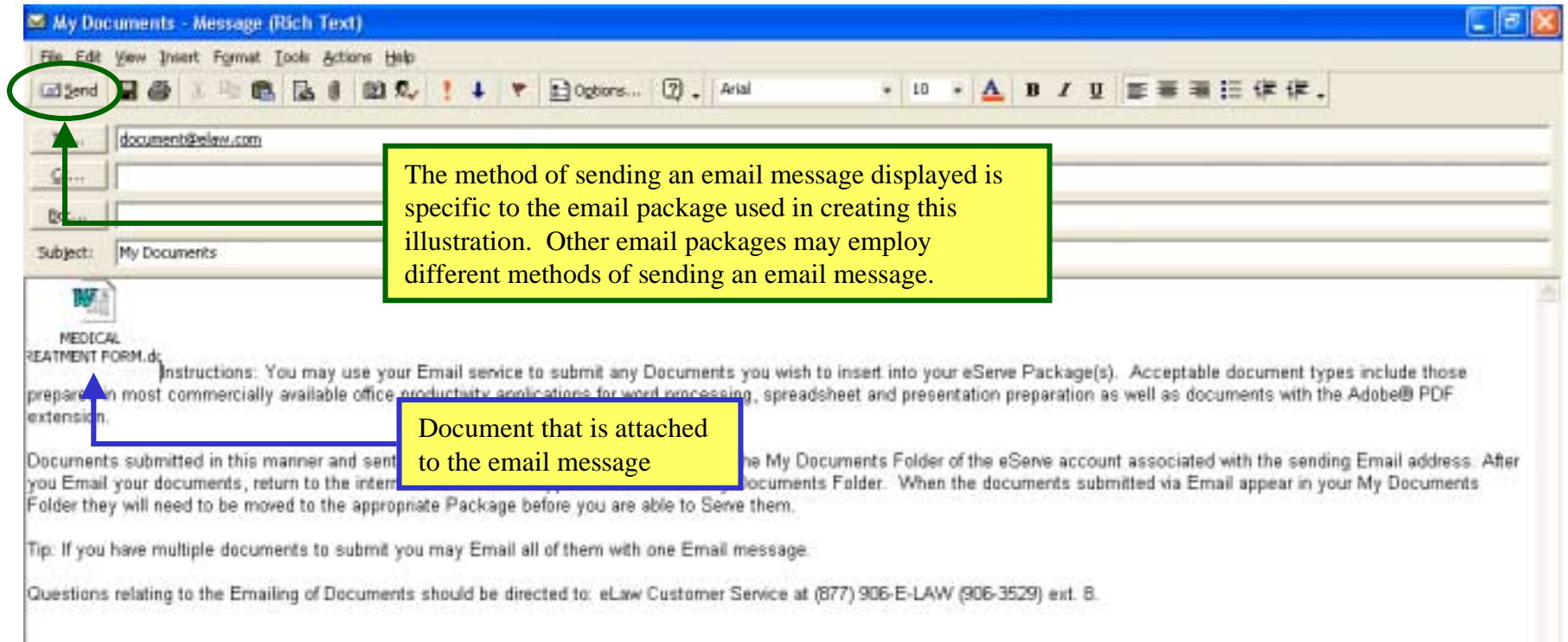
When the document to be attached has been illuminated Click on the Insert Button to attach the document to the email message. Multiple documents may be added to a single email message.

Note:

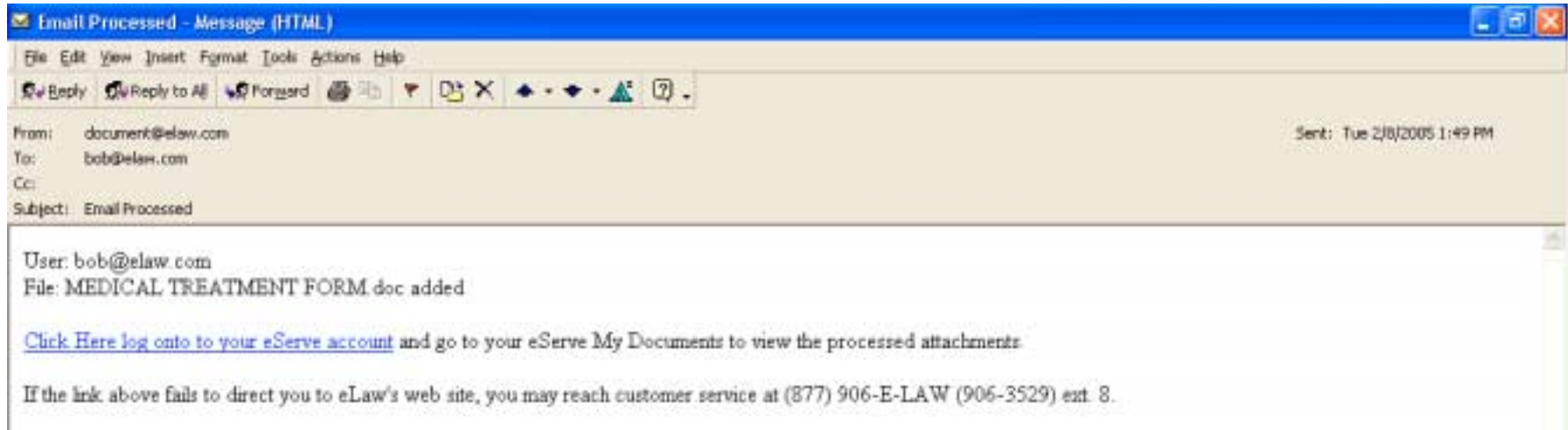
The email package on the PC and the email Service employed by the User have to support attachments in order for this option to be exercised.



Once the Document(s) have been attached to the email message press the Send key.



When the documents have been received by the eServe System an email is sent back to the originator of the email confirming receipt of the documents.



Once the Document(s) has been received in eServe it will appear under the My Documents Folder.

The Document Type will be Email Attachment and the Document Status will be Ready.

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. Below this, the user is logged in as 'Phantom Insurance Company GK'. The left sidebar contains a directory tree with 'My Documents' highlighted. The main content area is titled 'My Documents' and contains a table of documents. The table has columns for Document Name, Document Type, Description, Pages, and Document Status. The document 'MEDICAL_TREATMENT_FORM.doc' is highlighted, showing a Document Type of 'EMail Attachment' and a Document Status of 'Ready'.

Document Name	Document Type	Description	Pages	Document Status
eServe Response - Notification of Representation.doc	E-Serve	Notice of Assignment	1	Ready
Exhibit A	Attachment	Exhibit A	1	Ready
MEDICAL_TREATMENT_FORM.doc	EMail Attachment			Ready

In order to be Served a document that resides in the My Documents Folder has to be moved to a Package.

Clicking on the Move Icon, adjacent to the document to be moved, will display a screen for moving the Document to a Package.

Phantom Insurance Company GK [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents**
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company

Show Archived Folders

Show Alternate View

My Documents

Documents

Add Document Add via Divider Sheet Add via Email

		Document Name	Document Type	Description	Pages	Document Status		
				eServe Response - Notification of Representation.doc	EServe	Notice of Assignment	1	Ready
				Exhibit A	Attachment	Exhibit A	1	Ready
				MEDICAL_TREATMENT_FORM.doc	E-Mail Attachment			Ready

Moving Documents to a Package

Select the Package to which the Document will be moved. The system will only display Packages that have not been Served.

Click on the Select Button, after selecting the Package to which the document is to be moved.

The screenshot shows the eSERVE web interface. At the top, there are navigation buttons: E-Watch, E-Calendar, E-Serve, and My-Elaw. Below these is a header for 'Phantom Insurance Company GK' with a 'Logout' link. The main content area is titled 'Select Package for Document Move'. It features a tree view of packages. The tree structure is as follows:

- Phantom Insurance Company
 - Demo Insurance Company
 - 012820050001
 - Correspondence (highlighted with a blue dashed oval)
 - 013120050001
 - worksheet2
 - Worksheet
 - 013120050002
 - PIP Arb Letter
 - worksheet3

At the bottom of the dialog, there are two buttons: 'Select' (circled in green) and 'Cancel'. On the left side of the interface, there is a sidebar with 'eServe Search Directory' and a list of folders including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', 'Phantom Insurance Company', and 'Demo Insurance Company'. The 'Demo Insurance Company' folder is expanded to show its sub-packages.

Packages to house the documents have to be created before moving the documents to their respective Folders. Documents can be moved to preexisting Packages that have not been served. If the Package that will house the document has not been created proceed to create the Package prior to attempting to move a Document.

After Clicking on the Select button, eServe will display the document that has been moved in the Package to which it was moved.

Before proceeding it is suggested that the document be reviewed to ensure the document resides in the correct Package.

Click on the Document Name to display the document.

The screenshot shows the eSERVE web interface. At the top, there are navigation buttons: "atch", "E-Calendar", "E-Serve", and "My-Elaw", along with a help icon and a "Logout" link. The main content area is titled "NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co". To the right of the title, case details are listed: "New Jersey National Arbitration Forum No-Fault Arbitration", "Ins Claim #: 012820050001", "Amount: \$7,532.00", "Policy #: 200501280001", "Accident Date: 1/1/2002", and "Policyholder: Johnson Waxman". Below this, there are tabs for "Package", "Documents (1)", and "Service List (2)". The "Documents" tab is active, showing a table with columns: "Document Name", "Document Type", "Description", "Pages", and "Document Status". A single document is listed: "eServe Response - Notification of Representation.doc", with a document type of "EServe", description of "Notice of Assignment", 1 page, and a status of "Ready". The document name is circled in green. On the left side, there is a sidebar with a search directory and a tree view of folders, including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Phantom Insurance Company", and "Demo Insurance Company". Under "Demo Insurance Company", there are sub-folders for "012820050001" (containing "Correspondence", "Respond to Initial Service", and "Demand for Arbitration") and "013120050001" and "013120050002". There are also checkboxes for "Show Archived Folders" and "Show Alternate View".

Document Name	Document Type	Description	Pages	Document Status
eServe Response - Notification of Representation.doc	EServe	Notice of Assignment	1	Ready

After viewing the document to ensure that it is the correct document. Close the Document review panel, by clicking on the “X” on the top right corner of the document display screen.

Warning! This view of the attached Document is not available for editing or modification. Eventhough your cursor may allow you to alter text - these changes will not be saved to the Document. To change the contents of this attached Document you must first delete it from the Package. Make all changes to the Document on your local machine or office network and then re-attach the revised Document to the Package.

LAW OFFICES
FRANCIS AND JOSEPH
SUITE 100
248 HULANBY STREET
NEWARK, NJ 07102
Staff Counsel
Insurance Company

TELEPHONE: (973) 642-1440 FAX: (973) 242-1905 email: cfj@francisandjoseph.com

National Arbitration Forum
Attn: Claim Coordinator
100 Locust Avenue
Somewhere In, NJ 09999

Re: Case Name
NAF Case No.: NJ9999999999
Claim No.: 123456789.1

Dear Claim Coordinator:

Please be advised that this firm has been retained to represent the Insurance Company regarding the above referenced matter. Please mark your file accordingly. Kindly forward all future correspondence and notices to my attention and be certain to indicate our claim number on all correspondence.

Please note that a Demand for Production of Documents has been served on the attorney for the claimant. Said Demand is being served pursuant to the New Jersey No Fault Automobile Arbitration Rules and the conditions of the policy of insurance under which this claim is being asserted.

Responses to this discovery request are necessary in order for the Insurance Company to prepare a defense of the above-referenced claim. Pursuant to the Rules, we request that the matter will not proceed to arbitration until all requested discovery has been provided by the claimant.

Thank you for your attention and cooperation.

After confirming the correct document has been added to the Package the Document Type has to be verified to ensure that the correct document type has been selected. Click on the Edit Icon to verify and if necessary modify the 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, the user is logged in as 'Phantom Insurance Company GK'. The main content area displays a case titled 'NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co'. A table lists documents, with one document highlighted: '#Serve Response - Notification of Representation.doc' with a document type of 'EServe' and a status of 'Ready'. An edit icon (a pencil) is circled in green, and a yellow box with the text 'Edit Button' and an arrow points to it.

Document Name	Document Type	Description	Pages	Document Status
#Serve Response - Notification of Representation.doc	EServe	Notice of Assignment	1	Ready

Upon striking the Edit Icon the system will display Document details. If the desired Document Type is not displayed Click on the Document Type display button to select the appropriate Document Type.

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

Phantom Insurance Company GK [Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012820050001
 - Correspondence**
 - Respond to Initial Service
 - Demand for Arbitration
 - 013120050001
 - 013120050002
- Show Archived Folders
- Show Alternate View

NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

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

Edit Document

Document Type: 3 DRP Panel Request

Document Name: eServe Response - Notification of Representation.doc

Description: Notice of Assignment

Save Cancel

Select the appropriate Document Type

The screenshot displays 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. Below this, the user is logged in as Phantom Insurance Company GK. The main content area shows a document titled "NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co" with details for a New Jersey National Arbitration Forum claim. A dropdown menu for "Document Type" is open, listing various options such as "3 DRP Panel Request", "Appel Request", "Change Claim Request", and "General Request". The "General Request" option is highlighted with a green circle. The interface also includes a sidebar with navigation options like "Open Packages" and "My Documents", and a table of correspondence documents.

Phantom Insurance Company GK

Logout

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Phantom Insurance Company
- Demo Insurance Company
 - 012820050001
 - Correspondence
 - Respond to Initial Service
 - Demand for Arbitration
 - 013120050001
 - 013120050002
- Show Archived Folders
- Show Alternate View

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 012820050001
Amount: \$7,532.00
Policy #: 200501280001
Accident Date: 1/1/2002
Policyholder: Johnson Waxman

Package

Correspondence

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

Edit Document

Document Type: 3 DRP Panel Request

Document Name: 3 DRP Panel Request

Description: Appel Request

Save

- 3 DRP Panel Request
- Appel 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/Classification Request
- MRP Request

After selecting the Document type the system displays the Document Type in the Document Type field. To save the changes to the document details click in the Save Button.

The screenshot displays 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 logged in as "Phantom Insurance Company GK" with a "Logout" link. The main content area is divided into a left sidebar and a main panel. The sidebar contains a tree view of folders and documents, including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", "My Groups", "Reports", "Phantom Insurance Company", "Demo Insurance Company", and several sub-folders under "012820050001", "013120050001", and "013120050002". The main panel shows a document titled "NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co" with details such as "New Jersey National Arbitration Forum", "No-fault Arbitration", "Ins Claim #: 012820050001", "Amount: \$7,532.00", "Policy #: 200501280001", "Accident Date: 1/1/2002", and "Policyholder: Johnson Waxman". Below this, there is a "Package" section with a "Correspondence" folder containing "1 Document(s) 2 Recipient(s)". The "Edit Document" form is visible, with the "Document Type" dropdown menu set to "General Request" (circled in blue), "Document Name" as "eServe Response - Notification of Representation.doc", and "Description" as "Notice of Assignment". The "Save" button is circled in green.

When the Document Type has been modified the System will reflect the new Document type in the Document Type field.
The Serve this Package Tab will appear, if all the Documents within the Package are in the Ready Document Status.

The screenshot displays the eSERVE web interface for Phantom Insurance Company GK. The top navigation bar includes buttons for E-Docket, E-Watch, E-Calendar, E-Serve, and My-Elaw. The main content area shows a package titled "NJ Image Works a/s/o Johnson Waxman v. Demo Insurance Co." with a "Serve this Package" tab circled in red. Below the package title is a table of documents. The table has columns for Document Name, Document Type, Description, Pages, and Document Status. One document is listed: "#Serve Response - Notification of Representation.doc" with a Document Type of "General Request" circled in blue, a Description of "Notice of Assignment", 1 page, and a status of "Ready".

Document Name	Document Type	Description	Pages	Document Status
#Serve Response - Notification of Representation.doc	General Request	Notice of Assignment	1	Ready

Returning to the My Documents Tab will reflect the remaining Documents that have not been moved to a Package.

The screenshot shows the eLAW 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, the user is logged in as "Phantom Insurance Company GK" with a "Logout" link. The main content area is titled "My Documents" and contains a table of documents. On the left, a sidebar menu shows "My Documents" circled in green. The table lists two documents: "Exhibit A" and "MEDICAL TREATMENT FORM.doc", both of which are attachments with 1 page and a status of "Ready".

Document Name	Document Type	Description	Pages	Document Status
Exhibit A	Attachment	Exhibit A	1	Ready
MEDICAL TREATMENT FORM.doc	Attachment		1	Ready

The eServe system support the creation of folders to house Claim related documents [Work Product] that are not intended to be served. All Users who share a Claim Folder may view the contents of a Work Product Folder.

To create a Work Product Folder, Click on the Folder Id that appears in the left panel on the screen. Clicking on the Folder will display Folder options in the right screen panel. On the right panel, Click on the Add a Folder to this Folder option to initiate the process for creating a Work Product Folder.

- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
- 123020040001**
- Robert Hale Alden
- Tony's Carrier
- Show Archived Folders
- Show Alternate View

The screenshot shows the eSERVE web interface. At the top, there is a navigation bar with buttons for 'E-Calendar', 'E-Serve', and 'My-Elaw'. A 'Logout' link is visible in the top right. The main content area is divided into two panels. The left panel displays a tree view of folders, with '123020040001' selected and circled in blue. The right panel shows the details for the selected folder, including the case name 'New Jersey National Arbitration Forum No-Fault Arbitration' and the policy number '2004302000001'. Below the details, a menu is open with the 'Folder' option selected and circled in purple. The menu items are: 'Add a Package to this Folder', 'Add a Folder to this Folder' (circled in green), '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'. The folder list below shows '123020040001' with the policy number '2004302000001 (NJ Image Works a/s/o Axel Bearing v. Demo Insurance Co)'.

Creating a Work Product Folder

The only field that is required to be entered is the Folder Name. This is the Name that will be displayed for this Folder. Multiple Folders may be added. After entering the Folder Name, Click Create Folder to create the Folder. The Jurisdiction, Court and County / District fields should be left blank when creating a Work Product Folder.

Folders created in this manner will not be seeded with a Service List. As long as a Service List is not created for the Folder it can not be served upon another Party.

In the event that a Service List is manually added to the Folder and the Folder is Served, Non NAF eServe charges will apply.

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

Image Works a/s/o Axel Bearing v. Demo Insurance Co

New Jersey
National Arbitration Forum
No-Fault Arbitration
Case Number: NJ0501000373797
Case Status: Electronic Filing Pending
Ins Claim #: 123020040001
Amount: \$6,589.00
Policy #: 2004302000001
Policyholder: Axel Bearing

Policy # 2004302000001 (NJ Image Works a/s/o Axel Bearing v. Demo Insurance Co)

Create a Folder

Folder Name:

Client Matter:

Description:

Case Link (Optional)

Jurisdiction:

Court:

County/District:

Plaintiff:

Defendant:

Create Folder Cancel

- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
- 123020040001
- Robert Hale Alden
- Tony's Carrier
- Show Archived Folders
- Show Alternate View

After entering in the Folder Name and filling in any other optional fields that appear on the screen Click on the Create Folder button.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Richard C. Lewis

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
- 123020040001**
- Robert Hale Alden
- Tony's Carrier
- Show Archived Folders
- Show Alternate View

**NJ Image Works a/s/o Axel Bearing
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Case Number: NJ0501000373797
Case Status: Electronic Filing Pending
Ins Claim #: 123020040001
Amount: \$6,589.00
Policy #: 2004302000001
Policyholder: Axel Bearing

Folder

123020040001

Policy # 2004302000001 (NJ Image Works a/s/o Axel Bearing v. Demo Insurance Co)

Create a Folder

Folder Name:

Client Matter:

Description:

Case Link (Optional)

Jurisdiction:

Court:

County/District:

Plaintiff:

Defendant:

Create Folder

Cancel

After Clicking on the Create Folder button the system will display a Work Product Folder.

To add a Documents to the Folder create a Package Using the Add a Package to this Folder option.

The screenshot shows the eSERVE web application interface. At the top, there is a navigation bar with buttons for 'Watch', 'E-Calendar', 'E-Serve', and 'My-Elaw', along with a help icon and a user profile icon. Below the navigation bar, the user's name 'Richard C. Lewis' is displayed, and a 'Logout' link is visible in the top right corner. The main content area is divided into two sections. On the left is a sidebar with a tree view of the directory structure, including 'Open Packages', 'Served Packages', 'My Address Book', 'My Documents', 'My Inbox', 'My Groups', 'Reports', and several company folders like 'Richard C. Lewis', 'Demo Insurance Company', 'Fearless Casualty Co', 'Phantom Insurance Company', 'Robert Hale Alden', and 'Tony's Carrier'. The 'Phantom Insurance Company' folder is expanded to show a sub-folder '123020040001', which is further expanded to show 'Demand for Arbitration' and 'Work Product'. The 'Work Product' folder is selected. On the right is the main content area, which shows the 'Work Product' folder details. The folder name 'Work Product' is displayed, along with the claim number 'Claim 123020040001 (Work Product Documents)'. Below this, there is a section titled 'My eServe' with a context menu open. The menu items are: 'Add a Package to this Folder' (circled in green), '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', 'Move this Folder', 'Edit this Folder', and 'Delete this Folder'. Below the context menu is a section titled 'Frequently Asked Questions'.

Adding Documents to a Work Product Folder

Add the Package Name on the Create a Package Screen and Click on the Create Package button.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Richard C. Lewis

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
 - 123020040001
 - Demand for Arbitration
 - Work Product
- Robert Hale Alden
- Tony's Carrier
- Show Archived Folders
- Show Alternate View

Folder

Work Product

Claim 123020040001 (Work Product Documents)

Create a Package

Package Name: NAF Correspondence

Description:

Create Package

Cancel

After the Package has been created the Add a Document to this Package link is displayed. Click in the Add a Document to this Package link to begin the process of adding a Document to a Package.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



Richard C. Lewis

[Logout](#)

Hide Directory

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
 - 123020040001
 - Demand for Arbitration
 - Work Product
 - NAF Correspondence**
- Robert Hale Alden
- Tony's Carrier
- Show Archived Folders
- Show Alternate View

Package Documents (0) Service List (0)

NAF Correspondence

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

My eServe

- 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
- Move this Package
- Edit this Package
- Delete this Package

Frequently Asked Questions

When adding a Document to a Package in the Work Product Folder a different, non NAF, list of Document types will be displayed. Documents that are added to this Folder can not be served electronically with NAF.

Documents may be added to a Work Product Package in the same manner as described earlier in this document.

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

Attach Documents

Document Type:	Description:	File Name:
Please Select...		Browse...
Please Select...		Browse...
Affidavit		Browse...
Amended Answer		Browse...
Amended Complaint		Browse...
Answer		Browse...
Answer to Third-Party Complaint		Browse...
Answers to Interrogatories		Browse...
Appeal File		Browse...
Attachment		
Attorney Assignment		
Authorization for Release of Information		
Bill of Particulars		
Brief		
Case Information Cover Sheet		
Case Management Order		
Certificate		
Closing Statement		
Complaint		
Counterclaim		
Crossclaim		
Discovery Demand		
Discovery Response		
Dismissal		
E-Mail Attachment		
EServe		
Exhibit List		
Exhibits		
Fee Agreement		
Interrogatories		
Judgment		

Attach Documents Cancel

Clicking on the Service List Tab of a Work Product Folder or Package will result in the display of an empty Service List. Work Product Folders are not seeded with a Service List. As long as a Service List is not manually created for the Folder it can not be served upon another Party.

A Work Product Folder and it's contents may be viewed by all User's Sharing a Folder.

In the event that a Service List is manually added to the Folder and the Folder is Served, Non NAF eServe charges will apply.

Watch E-Calendar E-Serve My-Elaw ?

Logout

Service List (0)

Select Recipients

Delivery State	Recipient
----------------	-----------

- My Inbox
- My Groups
- Reports
- Richard C. Lewis
- Demo Insurance Company
- Fearless Casualty Co
- Phantom Insurance Company
- 123020040001
 - Demand for Arbitration
 - Work Product
 - NAF Correspondence

Work Product Folder Service List

The Claimant creates the Claim Folder by filling in the fields on the Electronic Claim creation form.

The Insurance Carriers who have agreed to be served electronically are displayed by Clicking on the words Please Select ... on Respondent drop down list.

The Fields identified by an * are required Fields.

- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Robert Hale Alden
- Bendinroad Insurance
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

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

Create a New Jersey No-Fault Arbitration Claim

Claimant Representative

Respondent: Please Select... *

Insurance Claim Number: *

Claimant Name: *

Total Claim Amount: *

Policy Number: *

Note: If you do not have the information to enter into a required field it is suggested that you enter "N/A". The entry of the Policy Number and Claim Number is highly recommended, otherwise the processing of your Claim may be delayed.

Policyholder Name:

Claimant Reference Number:

Case Name:

Note: A Folder will be created with the default Case Name or the name you supply in the Case Name field.

Method of Creating the Demand Document

Fax Placeholder - Fax Documents using a fax cover sheet

User Add - Attach Documents to Package from your local drive

Creating a Claim

From the list of Insurance Carriers who have agreed to accept Claims Served via eServe, the Claimant selects the Insurance Company that the Claim will be filed with.

Fields that are required to create a Claim are noted with an Asterisk symbol - *

E-Watch

E-Calendar

E-Serve

My-Elaw



[Logout](#)

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Robert Hale Alden
- Bendinroad Insurance
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

Create a New Jersey No-Fault Arbitration Claim

Claim Information Claimant Representative

Respondent: Demo Insurance Co *

Insurance Claim Number: Please Select... *

Claimant Name: Demo Insurance Co

Total Claim Amount: *

Policy Number: *

Note: If you do not have the information to enter into a required field it is suggested that you enter "N/A". The entry of the Policy Number and Claim Number is highly recommended, otherwise the processing of your Claim may be delayed.

Policyholder Name:

Claimant Reference Number:

Case Name:

Note: A Folder will be created with the default Case Name or the name you supply in the Case Name field.

Method of Creating the Demand Document

- Fax Placeholder - Fax Documents using a fax cover sheet
- User Add - Attach Documents to Package from your local drive

Create Claim

Cancel

Note:
Only Insurance Carriers who have agreed to be served electronically via the eServe System will be displayed on the Selection List of Insurance Carriers

The Claimant continues creating the Demand by filling in all of the Claim data in the fields displayed on the screen.

When this Claim Initiation Screen has been filed out, Clicking on the Create Claim Button creates the Claim Folder for the Claimant.

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Robert Hale Alden
- Bendinroad Insurance
- Demo Insurance Company
- Show Archived Folders
- Show Alternate View

Create a New Jersey No-Fault Arbitration Claim

Claim Information Claimant Representative

Respondent: Demo Insurance Co *

Insurance Claim Number: 122020040001 *

Claimant Name: NJ Image Works a/s/o Alan Rench *

Total Claim Amount: \$5,689.00 *

Policy Number: 2004202000001 *

Note: If you do not have the information to enter into a required field it is suggested that you enter "N/A". The entry of the Policy Number and Claim Number is highly recommended, otherwise the processing of your Claim may be delayed.

Policyholder Name: Alan Rench

Claimant Reference Number: NJIW_ARench

Case Name:

Note: A Folder will be created with the default Case Name or the name you supply in the Case Name field.

Method of Creating the Demand Document

- Fax Placeholder - Fax Documents using a fax cover sheet
- User Add - Attach Documents to Package from your local drive

Create Claim Cancel

After creating and serving the Claim the eServe System confirms that the Claim has been served. When the Package has been served the Delivery State on the Service List is updated to reflect the type of Service that occurred.

E-Calendar

E-Serve

My-Elaw



Robert Hale Alden

[Logout](#)

eServe Search Directory

- Open Packages
- Served Packages
- My Address Book
- My Documents
- My Inbox
- My Groups
- Reports
- Robert Hale Alden
 - NJ Image Works a/s/o Ala
 - Pre Hearing Submissio
 - Demand for Arbitration**
 - NJ Image Works a/s/o Jas

**NJ Image Works a/s/o Alan Rench
v.
Demo Insurance Co**

New Jersey
National Arbitration Forum
No-Fault Arbitration
Ins Claim #: 122020040001
Amount: \$5,689.00
Policy #: 2004202000001
Policyholder: Alan Rench

Package Documents (1) Service List (2)

Recipients			
	Delivery Type	Delivery State	Recipient
	eServe User	Auto Served	- MAF Master Coordinator (National Arbitration Forum) (eServe User)
	eServe User	Served	- New India Auto Indemnity (Demo Insurance Company) (eServe User)

Clicking on Show all New Jersey No-Fault Arbitration Cases will display a list of all the cases that have been served.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



- Demo Insurance Company

[Logout](#)

eServe Search Directory

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

Account Folder Security

Demo Insurance Company

My Service Alerts

My eServe

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

[File a New Jersey No-Fault Arbitration Claim](#)
[Show all New Jersey No-Fault Arbitration Cases](#)

Frequently Asked Questions

Locating a Folder / Claim

Clicking on the labels in the Column Heading will result in that data element being sorted in Ascending or Descending order.

The User may scroll across the page to view other options for Sorting the list of Claims.

- Demo Insurance Company

[Logout](#)

eServe Search Directory

No-Fault Arbitration Cases

File No-Fault Arbitration Claim

The Fields Displayed include:

- Folder Name [Claim Nbr]
- Client Matter
- Case Name
- Case Number
- Claimant
- Respondent
- Status
- Representative
- Insurance Claim Number
- Claim Amount
- Policy Number
- Policyholder Name
- Assigned DRP
- Coordinator
- Create Date
- Demand Date
- Response Date

Folder Name	Client Matter	Case Name
20040001	Portis	James N Jones a/s/o Clinton Portis v. Demo In
20040001	NJIW_CAnsberryd	NJ Image Works a/s/o Clare Ansberry v. Dem
20040001	NJIC-EK20040001	NJ Image Centers a/s/o Edward Kerri v. Demc
20040001	NJPC-NRblrDmnd	NJ Pain Centre a/s/a/ Nash Rambler v. Demo
20040003	NJPC-DGRSDMD	NJ Pain Center a/s/o Disraeli Gears v. Demo I
20040002		NJ Image Works a/s/o Jasper Jones v. Demo I
20040001		Jones v. Demo Insurance Co
20040001	NJIW_ARench	NJ Image Works a/s/o Alan Rench v. Demo In
040009	20042000005	Doctor for Walter Koegel v. New India Auto In
040010	2004201PIP00010	Doctor for Leyland Douglas v. New India Auto
200400012	20041013PIP001	Russell Perry v. New India Auto Indemnity
040001	2004201PIP0001	Dr J N Jones for Liam McGee vs NIAI
200400003	2004202PIP00003	James N Jones a/s/o Roy Stills v. New India Ai
20040001	2004201PIP0001	We Care a/s/o Michael Frassinella v. New Indi.
200400005	2004202PIP00005	Charles Young a/s/o Roy Nash v. New India Ai
20040001	2004203PIP00001	James N Jones a/s/o Joseph Crosby v. New In
1000000000	2004204PIP00003	Dr Delebia a/s/o Anthony Lisco v. New India A

Viewing All Folders / Claims

Scrolling to the right displays additional Columns of data.

Clicking on the labels in the Column Heading will result in that data element being sorted in Ascending or Descending order.

- Demo Insurance Company

[Logout](#)

eServe Search Directory

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

No-Fault Arbitration Cases

File No-Fault Arbitration Claim

Case #	Claimant	Respondent	Status	
NJ0411000040012	James N Jones a/s/o Clinton Portis	Demo Insurance Co	Request in Progress	Robert Hale Alder
NJ0411000040009	NJ Image Works a/s/o Clare Ansberry	Demo Insurance Co	Request in Progress	Jerry Krivitzky of
	NJ Image Centers a/s/o Edward Kerri	Demo Insurance Co		- Demo Insuranc
NJ0411000040035	NJ Pain Centre a/s/a/ Nash Rambler	Demo Insurance Co	Request in Progress	Jerry Krivitzky of
NJ0411000040036	NJ Pain Center a/s/o Disraeli Gears	Demo Insurance Co	Request in Progress	Jerry Krivitzky of
NJ0412000373789	NJ Image Works a/s/o Jasper Jones	Demo Insurance Co	Electronic Filing Pending	Robert Hale Alder
	Jones	Demo Insurance Co		- Demo Insuranc
	NJ Image Works a/s/o Alan Rench	Demo Insurance Co		Robert Hale Alder
NJ0410000347829	Doctor for Walter Koegel	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of e
NJ0410000347831	Doctor for Leyland Douglas	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347828	Russell Perry	Demo Insurance Co	Electronic Filing Pending	R A Lease of e-La
NJ0410000347800	Dr James N Jones for Liam McGee	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347839	James N Jones a/s/o Roy Stills	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347837	We Care a/s/o Michael Frassinella	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347841	Charles Young a/s/o Roy Nash	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347840	James N Jones a/s/o Joseph Crosby	Demo Insurance Co	Electronic Filing Pending	Ira Hayward of Ir
NJ0410000347844	Dr Delphia a/s/o Anthony Lioce	Demo Insurance Co	Electronic Filing Pending	Jerry Krivitzky of
NJ0410000347845	Dr DeWitt Clinton a/s/o Doug McArthur	Demo Insurance Co	Electronic Filing Pending	Jerry Krivitzky of

Scrolling to the right displays additional Columns of data.

Clicking on the labels in the Column Heading will result in that data element being sorted in Ascending or Descending order.

- Demo Insurance Company

eServe Search Directory

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

No-Fault Arbitration Cases			
Representative	Ins Claim #	Claim Amount	Policy #
Robert Hale Alden of Robert Hale Alden	110320040001	\$659.00	Auto 564-17564
Jerry Krivitzky of Krivitzky & Burke, P.C.	110920040001	\$5,489.00	Auto 310-00001
- Demo Insurance Company of Demo Insurance Company	111820040001	\$5,689.00	Auto1118200400001
Jerry Krivitzky of Krivitzky & Burke, P.C.	111920040001	\$9,874.00	Auto11192004001
Jerry Krivitzky of Krivitzky & Burke, P.C.	111920040003	\$5,689.00	N/A
Robert Hale Alden of Robert Hale Alden	121320040002	\$6,589.00	2004121300002
- Demo Insurance Company of Demo Insurance Company	1111111	\$1,000.00	qwert
Robert Hale Alden of Robert Hale Alden	122020040001	\$5,689.00	2004202000001
Ira Hayward of e-Law	1013040009	\$2,514.00	Auto10130010
Ira Hayward of Ira A Hayward	1013040010	\$2,136.00	Auto200410130001
R A Lease of e-Law	1013200400012	\$2,412.00	ACAR200413001
Ira Hayward of Ira A Hayward	1017040001	\$2,145.00	Auto10170001
Ira Hayward of Ira A Hayward	1018200400003	\$2,587.00	ACAR101800003
Ira Hayward of Ira A Hayward	1018200400001	\$1,256.00	ACAR200410180001
Ira Hayward of Ira A Hayward	1019200400005	\$2,500.00	ACAR200410190000!
Ira Hayward of Ira A Hayward	1019200400001	\$2,545.00	ACAR200410190001
Jerry Krivitzky of Krivitzky & Burke, P.C.	102020040003	\$6,589.00	ACAR200410200009
Jerry Krivitzky of Krivitzky & Burke, P.C.	102020040004	\$2,589.00	2004102000003

Scrolling to the right displays additional Columns of data.

Clicking on the labels in the Column Heading will result in that data element being sorted in Ascending or Descending order.

eServe Search Directory

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

No-Fault Arbitration Cases

File No-Fault Arbitration Claim					
Policyholder Name	Assigned DRP	Coordinator	Create Date	Demand Date	Response Date
Clinton			11/03/2004	11/03/2004	11/25/2004
Clare Ansberry			11/09/2004	11/09/2004	12/15/2004
Edward Kerri			11/18/2004		
Nash Rambler			12/02/2004	11/19/2004	12/15/2004
Disraeli Gears			12/03/2004	11/19/2004	12/03/2004
Jasper Jones		Theresa Paczkowski	12/15/2004	12/13/2004	12/16/2004
			12/20/2004		
Alan Rench			12/20/2004	12/20/2004	12/21/2004
Walter Koegel		PJ Walter	10/14/2004	10/13/2004	
Leyland Douglas		PJ Walter	10/14/2004	10/13/2004	12/07/2004
Russell Perry		PJ Walter	10/14/2004	10/13/2004	
Liam McGee		PJ Walter	10/17/2004	10/17/2004	
Roy Stills		PJ Walter	10/18/2004	10/18/2004	10/22/2004
Michael Frassinella		PJ Walter	10/18/2004	10/18/2004	10/18/2004
Roy Nash		PJ Walter	10/19/2004	10/19/2004	11/19/2004
Joseph Crosby		PJ Walter	10/19/2004	10/19/2004	10/20/2004
Anthony Lioce		PJ Walter	10/20/2004	10/20/2004	
Douglas McArthur		PJ Walter	10/21/2004	10/20/2004	
Geoffrey Gregory		PJ Walter	10/21/2004	10/20/2004	

To locate a Folder containing a specific Word click on Search Directory.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



- Demo Insurance Company

[Logout](#)

eServe **Search Directory**

Search Directory

Search

Account Folder Security

Demo Insurance Company

My Service Alerts

New Served Package to View (Plaintiff v. Defendant)

My eServe

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

Frequently Asked Questions

Word Search

Enter the search criteria in Search Directory

The Search Directory option will search: Policy Number, Insurance Claim Number, Case Name, Package Name, Document Name and Document description.



E-Docket

E-Watch

E-Calendar

E-Serve

My-Elaw



- Demo Insurance Company

[Logout](#)

eServe **Search Directory**

Search Directory

rench

Search

Account Folder Security

Demo Insurance Company

My Service Alerts

[New Served Package to View \(Plaintiff v. Defendant\)](#)

My eServe

[My eFile - File A New Jersey No-Fault Arbitration Claim](#)

[Frequently Asked Questions](#)

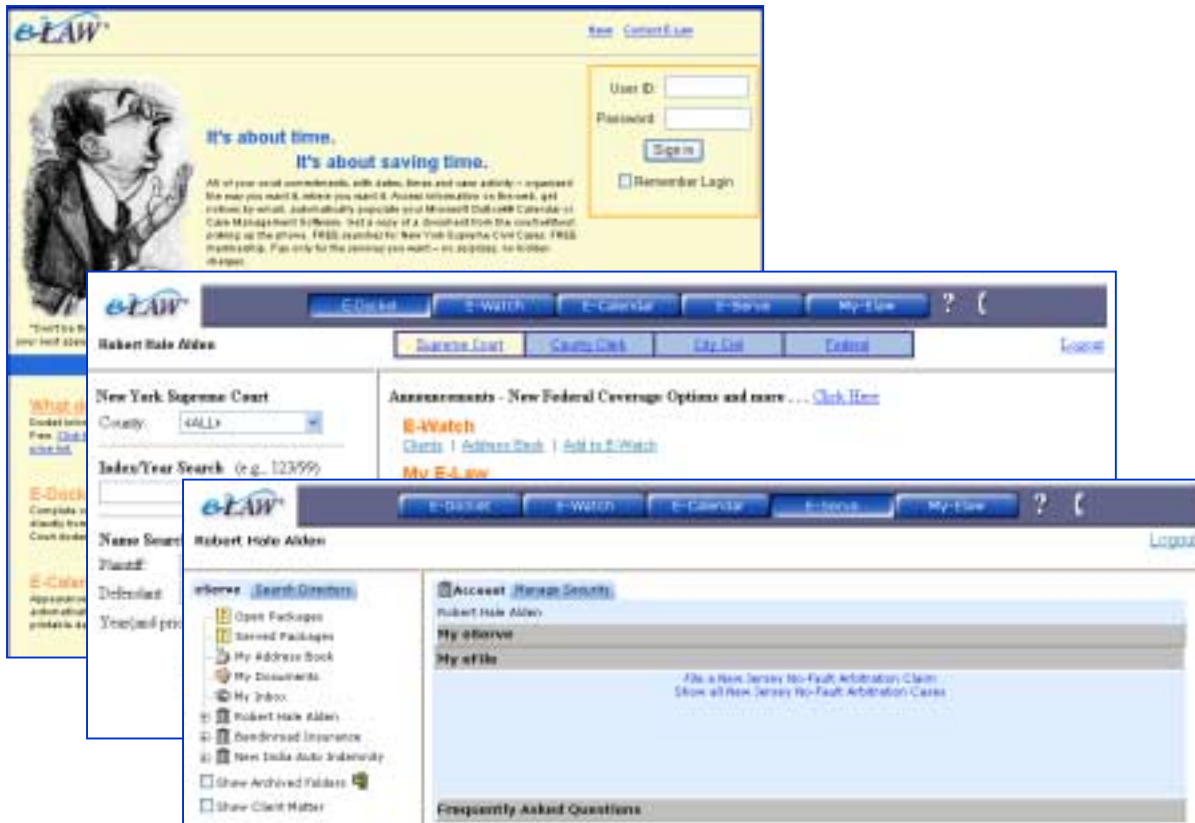
The Folders that match the search criteria are displayed.

Clicking on the data under Name will display the Folder associated with the Policy Number that is displayed.

eServe Search Directory

Search Directory

Search Results			
Type	Name	Description	Client Matter
Folder	122020040001	NJ Image Works a/s/o Alan <u>Rench</u> v. Demo Insurance Co	Policy # 2004202000001
Folder	102120040002	Dr Gus Coin for William <u>French</u> v. New India Auto Indemnity	Policy # ACAR102120040002



To access the eServe Application requires a PC with access to the Internet. The eServe site can be viewed using either the Microsoft Internet Explorer or the Netscape Internet Browser. The site is best viewed with Microsoft Internet Explorer version 6. PC's that will be accessing the eServe site need to have Adobe Reader software installed. Adobe Reader can be downloaded, for free, by accessing <http://www.adobe.com/products/acrobat/readstep2.html>.

In order to view the eServe web site at <http://www.e-law.com/Login.asp> the security setting of the Browser should be set [at a minimum] as having Session Cookies enabled.

Some pop-up blocker's may prevent eServe documents from being displayed. Allow pop-ups from the eLaw / eServe site.

System Requirements

Create a New Jersey No-Fault Arbitration Claim

Claim Information **Claimant Representative**

Respondent:

Insurance Claim Number:

Claimant Name:

Total Claim Amount:

Policy Number:

Policyholder Name:

Claimant Reference Number:

Case Name:

Note: A Folder will be created with the default Case Name or the name you supply in the Case Name field.

Method of Creating the Demand Document

Fax Placeholder - Fax Documents using a fax cover sheet

User Add - Attach Documents to Package from your local drive

Fax Placeholder Requirements

eServe Fax Placeholder

By: Frank Quigley
Address: 10000 New Jersey Avenue, NJ 08002
Phone: 973-954-2118
Fax:

The Placeholder Created
Monday, September 21, 2004
10:47:33 AM





Folder: Quigley vs. New India
Document: Demand
Package: Demand for Arbitration
Claim Number: PIP Arb 2004 000311

Instructions: Use this Fax Placeholder Cover Sheet to fax any papers you wish to insert into your eServe Package. The insertion of these pages will be in the same order that they are transmitted by fax. This cover sheet must be the first page. Once you fax these pages, you can return to the internet and see them appear as part of your eServe Package. If you created an eServe Package with a Fax Placeholder, you cannot save the package until you have completed this fax transmission.

Tip: If you have multiple Fax Placeholder Cover Sheets to insert into your eServe Package(s) you may fax all of them with one fax call. Be sure to order your work in the following manner: First Fax Cover Sheet followed by documents related to that cover sheet; followed by the next Fax Cover Sheet and the documents related to that cover sheet; repeat this sequence until all Fax Cover Sheets and accompanying documents have been loaded into the Fax Machine. Once all the Cover Sheets and documents are properly loaded, you can exit and target it!

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

Fax: 973-954-2118

To use a Fax Placeholder to attach documents to a Package requires access to a Fax machine, Printer and Adobe Reader software installed on the PC's that will be accessing the eServe site.

When clicking on to the eServe application for the first time the User is presented with a "Security Alert." The Alert notifies the User that they are about to enter secure internet connection.

Checking the "... do not show this warning" should prevent this box from appearing each time the User accesses eServe



New York Supreme Court

County: <Select County>

Index/Year Search (e.g., 123/99)

Name Search

Plaintiff:

Defendant:

Year: 2004 **And Prior**

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Security Alert

You are about to view pages over a secure connection.
Any information you exchange with this site cannot be viewed by anyone else on the Web.

In the future, do not show this warning

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Security

When leaving the eServe application for the first time the User is presented with a "Security Alert." The Alert notifies the User that they are about to terminate a secure internet connection.

Checking the "... do not show this warning" should prevent this box from appearing each time the User exits eServe

The screenshot displays the eServe application interface. At the top, there is a navigation bar with buttons for "ch", "E-Calendar", "E-Serve", and "My-Elaw", along with a help icon and a "Logout" link. The main content area is titled "Terri W. Ackerman vs New India Auto Indemnity" and lists case details: "Ackerman, Terri Wendy v. New India Auto Indemnity", "New Jersey National Arbitration Forum", "No-Fault Arbitration", "Ins Claim #: 37742.A001.00152", "Amount: \$11,500.00", "Policy #: A-8789654321", and "Policyholder: William Ackerman". A "Folder" tab is active, showing "Service List" and "Manage Security". Below this, a "My eServe Security Alert" dialog box is open, displaying a warning icon and the text: "You are about to leave a secure Internet connection. It will be possible for others to view information you send." The dialog asks "Do you want to continue?" and includes a checkbox labeled "In the future, do not show this warning", which is circled in blue. Buttons for "Yes", "No", and "More Info" are visible at the bottom of the dialog. The background shows a tree view of folders and documents, including "Open Packages", "Served Packages", "My Address Book", "My Documents", "My Inbox", and "New India Auto Indemnity" with sub-items like "Policy # 789654321-A01", "Policy # 987654321-A01", "Policy # A-8789654321", "Initial Response", "Demand for Arbitration", and several other policies.

eServe employs the highest level of encryption, using industry standard 128 bit SSL to secure the data that is transferred via the web between your computer's web browser and the eServe application server.

The screenshot displays the eLAW eServe 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 text '- New India Auto Indemnity' is visible on the left, and a 'Logout' link is on the right. The main content area is divided into two sections. On the left, there is a 'Search Directory' section with a search input field containing 'Ackerman' and a 'Search' button. On the right, there is a 'Search Results' section displaying a table with the following data:


Type	Name	Description	Client Matter
Folder	Policy # A-8789654321	Terri W. Ackerman vs New India Auto Indemnity	37742.A001.00152

At the bottom right of the browser window, a status bar shows 'SSL Secured (128 Bit)' and 'Internet', which is circled in blue. A blue line connects the search input field to the status bar, indicating the secure connection.

eServe uses enterprise class SSL Certificates issued by tier one certificate authorities. This certificate ensures the identity of a business in an online transaction.

Certificate [?] [X]

General | Details | Certification Path

 **Certificate Information**

This certificate is intended for the following purpose(s):

- Ensures the identity of a remote computer

Issued to: www.elaw.com

Issued by: Equifax Secure Certificate Authority

Valid from: 7/21/2004 to 7/22/2006

E-Calendar | E-Serve | My-Elaw | ? | (

[Logout](#)

Search Results

Name	Description	Client Matter
54321	Terri W. Ackerman vs New India Auto Indemnity	37742.A001.00152