


Damage Disputes Workflow Guide

After accessing TRS and pulling a case to hear, proceed through all required **workflow steps** until you reach the Recovering Party’s damages.



WORKFLOW STEPS

- Neutrality Statement
- Liability**
 - ALPHA INSURANCE OF FLORIDA (YOGI BEAR)
 - BETA INSURANCE OF COLORADO (JESSICA WHITE)
 - Liability Decision
- ALPHA INSURANCE OF FLORIDA (YOGI BEAR) Damage Recovery
 - 2019 FORD



From this step, Damages Disputes will be indicated by a red box with the word “Disputed” displayed inside.

WORKFLOW STEPS	ALPHA INSURANCE OF FLORIDA Recovery (YOGI BEAR) - Damages Decision ⓘ										
<input checked="" type="checkbox"/> Neutrality Statement	Collision, 2019 FORD F150										
Liability	Driver: YOGI BEAR										
<input checked="" type="checkbox"/> ALPHA INSURANCE OF FLORIDA (YOGI BEAR)	Sought: \$3,500.00										
<input checked="" type="checkbox"/> BETA INSURANCE OF COLORADO (JESSICA WHITE)	Proven: \$0.00										
<input checked="" type="checkbox"/> Liability Decision	<table border="1" style="width: 100%;"> <thead> <tr> <th>Damages</th> <th>Sought</th> <th>Proven</th> <th></th> </tr> </thead> <tbody> <tr> <td>* Auto Damage</td> <td>\$3,500.00</td> <td>Disputed</td> <td><input type="button" value="Review"/></td> </tr> </tbody> </table>			Damages	Sought	Proven		* Auto Damage	\$3,500.00	Disputed	<input type="button" value="Review"/>
Damages	Sought	Proven									
* Auto Damage	\$3,500.00	Disputed	<input type="button" value="Review"/>								
ALPHA INSURANCE OF FLORIDA (YOGI BEAR) Damage Recovery	Evidence										
<input type="checkbox"/> 2019 FORD											

Select **Review** to read the arguments and evidence presented by the Responding Party.

BEAR) - Damages Decision ?

Sought Proven

\$3,500.00 Disputed

Show Details

Review

From the Review tab, review the Responding Party’s new proposed amount along with their justification.

Damage Decision - Auto Damage

ALPHA INSURANCE OF FLORIDA (YOGI BEAR) is seeking to recover \$3,500.00.

Disputes

BETA INSURANCE OF COLORADO (JESSICA WHITE)

Proposed Amount: \$3,000.00

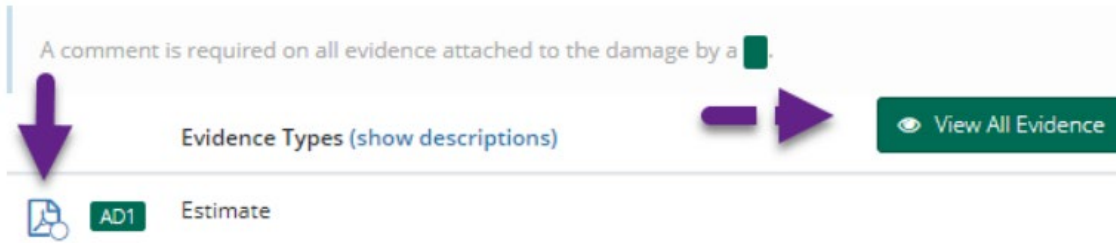
Dispute Types: Parts

Justification:

Alpha wrote estimate using all OEM parts, however, LKQ parts were found and available at time of the repair. AD1

In this example, you can see the filing party’s original damage amount was \$3,500. The proposed amount being requested by the Responding Party is \$3,000, and their justification is that LKQ parts were available but not used.

Next, review the evidence and evaluate whether it supports the arguments made. Evidence can be viewed by either clicking the PDF icon or by selecting **View All Evidence**.



Reminder: A green box requires the arbitrator to make a comment about that evidence item. If not entered, the system prevents the decision from being submitted.

As arbitrators, you will either **Confirm Damages Sought** or **Reduce Auto Damage Amount** by selecting the appropriate radio button seen below.

Determine Damage Amount

Confirm Damages Sought (\$3,500.00) Reduce Auto Damage Amount



After determining the damage amount, enter your justification and select **Done**.

Confirm Damages Sought (\$3,500.00) Reduce Auto Damage Amount

Apportion Damages

Change Apportioned Amount

Party	Proven Liability	Apportionment
BETA INSURANCE OF COLORADO (JESSICA WHITE)	100%	\$3,500.00
Total Apportioned Amount		\$3,500.00

✓ Justification

Reviewed appraisers notes on Alpha's estimate. LKQ parts were ordered but did not fit property. Based on this information, full damages awarded to Alpha.

Cancel Done

In this example, the arbitrator selected **Confirm Damages Sought**, awarded all damages to the filing party, entered a justification, and selected **Done**.

Reminder: When entering your justification, you are speaking to the non-prevailing party who needs to understand why their argument was not taken into consideration.

If selecting **Reduce Auto Damage Amount**, enter the new damage amount.

Confirm Damages Sought (\$3,500.00)
 Reduce Auto Damage Amount ✓

In addition to entering a justification, when selecting **Reduce Auto Damage Amount**, arbitrators must “show the math.” This allows all parties to know how you arrived at the new amount for further clarity and understanding.

Apportion Damages

Change Apportioned Amount

Party	Proven Liability	Apportionment
BETA INSURANCE OF COLORADO (JESSICA WHITE)	100%	\$3,000.00
Total Apportioned Amount		\$3,000.00

✓ Justification

Reviewed alpha's estimate confirming damages of \$3500.00. All parts listed were written using OEM Parts. Reviewed Beta's part search which confirms LKQ parts were available during the time the vehicle was in the shop for repairs. Breakdown is as follows:

\$3500.00	Alpha's original estimate
\$-500.00	Repair to front bumper, bumper guard and cushion, grill assembly (includes grill and header panel)
\$3000.00	Damages Awarded

Lastly, from a quality standpoint, be sure to check all decisions prior to submitting for any mathematical or spelling errors. Comment only on evidence submitted and do not raise arguments not previously raised by the parties involved.