



Frequently Asked Questions

Migrating Cases from Online Filing (OLF) to Total Recovery Solution® (TRS®)

Q. Why is AF discontinuing Online Filing (OLF)?

A. Total Recovery Solution® (TRS®) now contains all of AF's programs available for arbitration and offers reduced cycle time, decreased filing errors, and improved decision quality.

Q. When will OLF be discontinued?

A. This migration is AF's first step in discontinuing OLF. An official date will be announced once it is available.

Q. When is the migration taking place?

A. The migration will begin Monday, September 9, 2024, and will continue through Monday, September 30, 2024.

Q. Will I need to take any action?

A. Once a case has been imported into TRS, the Recovering Party on the case will receive an email notification. This notification will be sent to the global email address of the Recovering Party. For companies with TPAs on record as a filing party in OLF, the migration notification will be sent to both the Recovering Party and the TPA. Please contact AF Member Services if you need to update your notification settings. To update the email notification, please use the [Electronic Notification Authorization](#) form.

For more information on the migration process, please view our [August 2024 E-Bulletin](#).

Q. What happens to migrated cases that have not been submitted by December 31, 2024?

A. Any cases that have not been submitted by December 31, 2024, will be discontinued.

Q. What will happen to my OLF docket information and reports?

A. After the docket is imported into TRS, it will no longer be available in OLF. Your OLF data will be provided to you in the form of a PDF in TRS, which will be located under the Case Actions menu. The Responding Parties on the case will also be able to view the case details in the PDF. Once submitted, migrated cases will be included in TRS reports.

Q. How long will I have to respond to migrated cases?



A. For cases imported from OLF, Responding Parties will have 90 days to respond to the filing. The time to respond to all other cases will remain at 30 days.

Q. May I defer cases?

A. Yes. Recovering and Responding Parties will have the option to defer the cases. See the [How to Request a Deferment](#) job aid available under the [TRS Resources](#) page.

Q. Who should I contact if I need help?

A. Please reach out to our Member Service Center (1-866-977-3434) with any questions or concerns. AF will also provide training materials via our E-Bulletins and website.