American Arbitration Association® API Services for Mass Arbitrations – Q&A

What is an API?

Answer: An API, which stands for Application Programming Interface, is like a bridge that allows different software systems or platforms to talk to each other and share information.

What are the AAA's API services, and how can they benefit our mass arbitration cases?

Answer: Our API services are a powerful set of tools that enable you to streamline the administration of your mass arbitration cases. Our API services allow you to send and receive documents, file new cases, and track various case-related activities more efficiently.

Is there a fee to use your API services?

Answer: Our API services are provided at no charge to firms who have pending mass arbitrations with the AAA®.

How can we access your APIs?

Answer: To access any of our APIs, you will need to first integrate them into your systems. The AAA will provide documentation and technical assistance to help you with the integration process.

What types of documents can be sent and received through an API?

Answer: APIs can be used to send and receive various documents related to your mass arbitration, including document submissions, exhibits, as well as correspondence from the AAA and Arbitrators.

Can we file new mass arbitration cases using an API?

Answer: Our Case Filing API allows you to file new mass arbitration cases seamlessly. You will need to provide the required case details and relevant documents through the API for case creation. Please contact MassArbitration@adr.org if you are interested in filing cases via our API service.

How does an API help us track arbitrator case appointments?

Answer: Our APIs can provide you with all notices of arbitrator appointment and arbitrator disclosures.

What kind of security measures are in place to protect our data when using an API?

Answer: At the AAA we take data security very seriously. Our APIs are designed with robust security protocols, including encryption, access controls, and authentication mechanisms, to safeguard your sensitive information.

Are there any API usage limits or rate limits we should be aware of?

Answer: At this time, the AAA does not impose any usage or rate limits.

How frequently are our API services updated or improved?

Answer: We regularly update and improve our API services to enhance functionality and performance. You can stay informed about updates through our mass arbitration webpage or by speaking with your Case Administrator.

Do you provide technical assistance for developers or staff who will be working with the API?

Answer: Our team is available to provide technical assistance.

What are the next steps if we are interested in further exploring the AAA's API services?

Answer: If you have a pending mass arbitration matter, please reach out directly to your Case Administrator. They can assist you in setting up an initial call with our technical team to discuss our system requirements, integration procedures and required documentation.

If you do not have a pending mass arbitration but have questions about the AAA's API services, please email us at MassArbitration@adr.org.

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