



FMCS

FEDERAL MEDIATION &
CONCILIATION SERVICE

OFFICE OF ARBITRATION

REQUESTOR'S USER GUIDE

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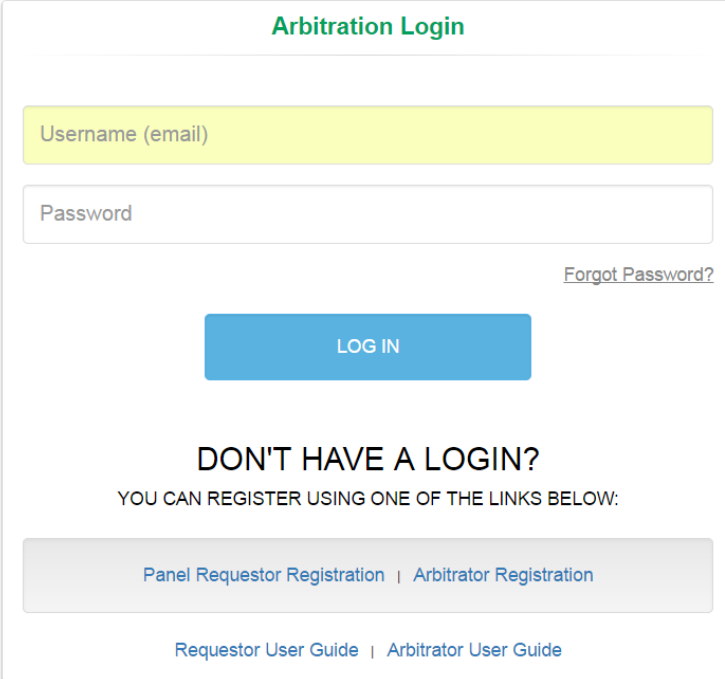
OVERVIEW

A requestor is an internet user who publicly registers on the site and usually is a representative of a union or a company/other entity. As a requestor, you can submit a panel request on behalf of the parties involved in the dispute.

TO REGISTER

In order to gain access to the arbitration system, you must first register. To register:

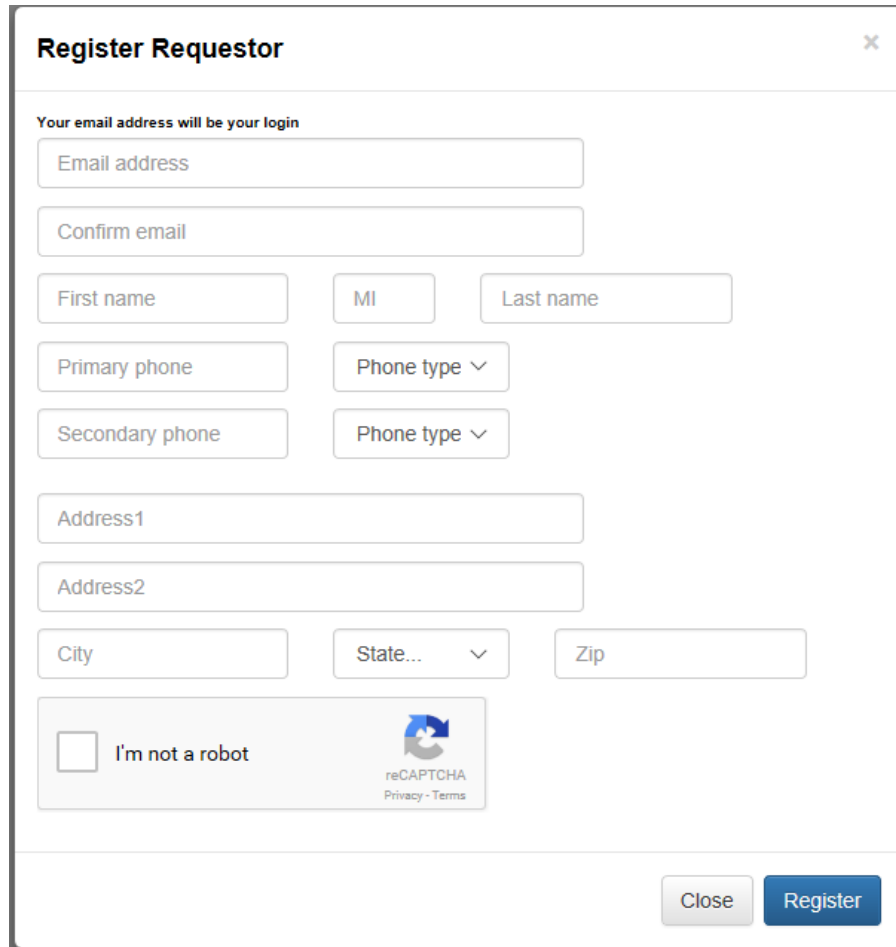
1. Click on the **Requestor Registration** link on the login page

A screenshot of the 'Arbitration Login' page. At the top, the title 'Arbitration Login' is in green. Below it are two input fields: 'Username (email)' with a yellow background and 'Password' with a white background. To the right of the password field is a link 'Forgot Password?'. Below the fields is a blue 'LOG IN' button. Underneath the button, the text 'DON'T HAVE A LOGIN?' is followed by 'YOU CAN REGISTER USING ONE OF THE LINKS BELOW:'. Below this is a grey box containing two links: 'Panel Requestor Registration' and 'Arbitrator Registration'. At the bottom of the page are two more links: 'Requestor User Guide' and 'Arbitrator User Guide'.

For more information about the FMCS arbitration program, click here:

[FMCS Arbitration Program](#)

2. On the next Register Requestor window enter the required information, check "I'm not a robot" button and click **Register**.



The image shows a 'Register Requestor' form with a close button (X) in the top right corner. The form contains the following fields and elements:

- Your email address will be your login** (instructional text)
- Email address (text input)
- Confirm email (text input)
- First name (text input), MI (text input), Last name (text input)
- Primary phone (text input), Phone type (dropdown menu)
- Secondary phone (text input), Phone type (dropdown menu)
- Address1 (text input)
- Address2 (text input)
- City (text input), State... (dropdown menu), Zip (text input)
- ☐ I'm not a robot (checkbox with text)
- reCAPTCHA logo and Privacy - Terms link
- Close (button) and Register (button) at the bottom right

3. A temporary password will be emailed to you at the email supplied during the registration process
4. When you login for the first time, you will be required to change your password

TO MANAGE YOUR ACCOUNT

You can manage your account via **Manage Account** on the left navigation menu.

1. Click on **Manage Account** in the left navigation menu

The screenshot shows the FMCS (Federal Mediation & Conciliation Service) Requestor's User Guide. The left navigation menu includes Home, Request Arbitration, Manage Account (highlighted), and Default Selections. The user is logged in as 'requestor'. The Profile page displays the following information:

- First Name:** Requestor
- Last Name:** Requestor
- M.I.:** (empty field)
- Email:** requestor@gmail.com
- Primary Phone:** (555)555-5555
- Phone Extension:** (empty field)
- Primary Phone Type:** Mobile (dropdown menu)
- Secondary Phone:** (empty field)
- Phone Extension:** (empty field)
- Secondary Phone Type:** Phone type... (dropdown menu)

Buttons at the bottom of the profile form are 'Save Profile' and 'Change Password'.

2. Make any appropriate changes to your account information
3. Click **Save Profile** button

To Change Your Password

You can change your password on the Manage Account page.

1. Click on **Manage Account** in the left navigation menu
2. Click the **Change Password** button
3. Enter your new password and click **Submit** button

The screenshot shows the FMCS (Federal Mediation & Conciliation Service) Requestor's User Guide. The left navigation menu includes Home, Request Arbitration, Manage Account (highlighted), and Default Selections. The user is logged in as 'requestor'. The Profile page displays the following information:

- First Name:** Requestor
- Last Name:** Requestor
- M.I.:** (empty field)
- Email:** brad_burnette@i3solutions.com
- Primary Phone:** (empty field)
- Phone Extension:** (empty field)
- Primary Phone Type:** Phone type... (dropdown menu)
- Secondary Phone:** (empty field)
- Phone Extension:** (empty field)
- Secondary Phone Type:** Phone type... (dropdown menu)

Buttons at the bottom of the profile form are 'Save Profile' and 'Change Password'. A 'Change Password' dialog box is open, showing the following fields:

- Password:** (empty field)
- Confirm password:** (empty field)

Buttons at the bottom of the dialog box are 'Close' and 'Submit'.

TO MANAGE DEFAULT SELECTIONS

Default selections is a mechanism whereby the arbitration system will store company/unions/representatives you have selected for previous panel requests. Upon further panel requests, the drop downs on the first step of the panel request process will be prepopulated with these selections. This can speed up the panel request process since you will not need to search for those selections every time. To manage these lists:

1. Click on the **Default Selections** option in the left navigation menu

The screenshot displays the FMCS (Federal Mediation & Conciliation Service) web application interface. On the left is a navigation menu with options: Home, Request Arbitration, Manage Account, and Default Selections (highlighted in blue). Below the menu, it states 'You are logged in as: requestor' with a 'Logout' button. The main content area is titled 'Company Default Selections' and contains two sections: 'Companies' and 'Company Representatives'. The 'Companies' section has a dropdown menu showing '(FOR KING SOOPERS INC)' and 'Add'/'Remove' buttons. The 'Company Representatives' section has a dropdown menu showing 'Brink, Alan' and 'Add'/'Remove' buttons. Below this is the 'Union Default Selections' section, which contains 'Unions' and 'Union Representatives' dropdowns. The 'Unions' dropdown shows 'Communications Workers of America' and the 'Union Representatives' dropdown shows 'Whitley, Ben'. Both sections also have 'Add'/'Remove' buttons.

2. Add/remove any of your preferred selections

Figure 1

TO MAKE A PANEL REQUEST

To make a new panel request:

1. Click on **Request Arbitration** in the left navigation menu
2. Enter the required information on the Company/Union Information step and click **Next** button

Requestor's User Guide

FMCS | FEDERAL MEDIATION & CONCILIATION SERVICE

Home

Request Arbitration

Manage Account

Default Selections

You are logged in as: pe_sheriff@yahoo.com

Logout

Company/Union Information | Dispute Site | Panel Criteria | Delivery Preferences | Review

NOTICE: Requests for on-line panels that are sent via e-mail will be charged \$30. If one or more of the parties requests delivery by mail or fax, the charge will be \$50. You may use the Representative Profile button below to check your email address and change your preference to email. Click here for more information.

All panels that request the email option of receiving their panel will need to have Adobe Acrobat Reader in order to view them. If you do not have Acrobat Reader, you can download it for free here.

Identify your affiliation:

☒ Company ☐ Union

Company

* Company: Choose Lookup or Add... [Lookup] [Add]

* Representative: Choose Lookup or Add... [Lookup] [Add]

Union

* Union: Choose Lookup or Add... [Lookup] [Add]

* Representative: Choose Lookup or Add... [Lookup] [Add]

Next

You may pay by credit card (VISA, MasterCard, American Express, or Discover) or check. We will need your ABA routing number and checking account number to process an electronic debit. If you use a check to make your payment, your check will be converted into an electronic fund transfer. "Electronic fund transfer" is the term used to refer to the process in which we electronically instruct your financial institution to transfer funds from your account to our account. PLEASE MAKE SURE WE CAN ELECTRONICALLY WITHDRAW FUNDS BEFORE ENTERING CHECK INFORMATION ON THE INTERNET.

3. Enter the required information on the Dispute Site step and click **Next** button

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Home

Request Arbitration

Manage Account

Default Selections

You are logged in as: requestor

Logout

Company/Union Information | Dispute Site | Panel Criteria | Delivery Preferences | Review

* City: [Text Field]

* State: [State...]

* Zip Code: [Text Field]

* Sector of Requestor (DOES NOT AFFECT PANEL CRITERIA)

☐ Private Sector ☐ State or Local Government ☒ Federal Government

You can create multiple cases (initial panel request) between the same union/management parties. The panel criteria you select in the next step will apply to all cases and may result in duplicate arbitrators.

☐ Would you like to create more than 1 case at this time?

Enter issue(s) for case 1: [Text Field]

Previous

Next

4. Enter the require information on the Panel Criteria step and click **Next**

The screenshot shows the 'Panel Criteria' step of the 'Request Arbitration' process. The left sidebar contains links for 'Request Arbitration', 'Manage Account', and 'Default Selections'. The main content area has a header with the FMCS logo and 'FEDERAL MEDIATION & CONCILIATION SERVICE'. Below the header, there's a 'Panel Criteria' section with a dropdown menu. A blue informational box states: 'If you have additional special requirements, you will not be able to submit it via this Online form. You will need to email the form R-43 with that information to "arbitration@fmcs.gov". An additional \$20 will be required. The default panel size is "7". Select a different number if permitted by your collective bargaining consent'. The 'Panel Size' dropdown is set to '7'. Below this, there's a section 'Select the pool of arbitrators from' with three radio buttons: 'Metropolitan' (selected), 'Subregional', and 'Regional'. To the right of these is a '125-mile radius' dropdown and a 'Zip Code' field with '12345'. A 'View Regional Map' link is also present. A red notice box states: 'NOTICE: If there are not enough arbitrators in the geographic area you have selected, the system will automatically select arbitrators at the next geographic level.' Below this are two checkboxes: 'This case requires Federal Sector experience' and 'This case may involve international travel'. The 'Special Requirements' section follows, with a link to 'Click here for instructions'. It states 'The following requires agreement from both parties.' and has a checkbox for 'Check if this request is under FMCS expedited arbitration procedures.' with a link to 'View Arbitration Procedures'. Below this, 'Arbitrators must be:' is followed by 'Affiliated with' (AAA, NAA) and 'One or both of the following' (Attorney, Industrial Engineer). At the bottom, there are two dropdowns for 'Arbitrator must have (if applicable)' with labels 'Select an Industry Specialization...' and 'Select an Issue Specialization...'. 'Previous' and 'Next' buttons are at the bottom.

5. If you select anything in the Special Requirements section, you will be required to certify that **BOTH** parties have agreed to that requirement

The screenshot shows a 'Special Requirements Certification' dialog box. It has a title bar with a close button. The main text reads: 'A panel will be sent based upon the request of a single party. If special requirements are listed or expedited arbitration is requested you must certify that these are jointly agreed upon by all parties. This also applies to additional panel requests. However, a submission of a panel should not be construed as anything more than compliance with a request and does not reflect on the substance or arbitrability of the issue in dispute.' Below this text is a checkbox labeled 'I certify that the above is true'. At the bottom, there is a 'Sign' button next to a text input field, and 'Close' and 'Save' buttons at the bottom right.

6. Verify/edit data on the Delivery Preferences step and click **Next**

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Home | Request Arbitration | Manage Account | Default Selections

You are logged in as: **requestor** [Logout]

Delivery Preferences

Company Contact Information

Last Name: [Blank] First Name: Alan M.I.: [Blank]
 Job Title: President
 Street 1 (DO NOT INCLUDE THE UNION OR COMPANY NAME IN THE ADDRESS FIELD): [Blank]
 Street 2: [Blank]
 PO Box: 19
 City: [Blank] State: FL Zip Code: 19475-
 Email: swright@fmcs.gov
 Primary Phone: 610-948-4000 Office: [Blank] Secondary Phone: [Blank] Mobile: [Blank]

☐ Please check here if you do not have access to email and require mail delivery. This will incur additional cost and it will delay receipt.


Union Contact Information

Last Name: Whalley First Name: Sam M.I.: [Blank]
 Job Title: [Blank]
 Street 1 (DO NOT INCLUDE THE UNION OR COMPANY NAME IN THE ADDRESS FIELD): 13225 NE 128th Pl
 Street 2: [Blank]
 City: Kirkland State: WA Zip Code: 98034-
 Email: swright@fmcs.gov
 Primary Phone: 253-804-6760 Office: [Blank] Secondary Phone: [Blank] Mobile: [Blank]

☐ Please check here if you do not have access to email and require mail delivery. This will incur additional cost and it will delay receipt.

Previous **Next**

7. On the Review step, enter your name, phone number and click **Finish**


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Home
 Request Arbitration
 Manage Account
 Default Selections

You are logged in as: requestor

[Logout](#)

Company/Union Information
 Dispute Site
 Panel Criteria
 Delivery Preferences
 Review

Case Information

Case Number: 170325-00644
Company: (FOR KING SOOPERS INC)
Union: Communications Workers of America
Dispute Site: Portland, OR 97202
Issue: termination

Panel Criteria

Panel Size: 7
Geo Location of Arbitra... Regional
Use First Business Add... No
Fact Finders Only: No
Needs Expedited Arbitr... No
AAA: No
NAA: No
Attorney: No
Industrial Engineer: No
Issue Specialization: None
Industry Type: None

Complete Your Request

Please review your request carefully. FMCS is not responsible for your errors and will not re-issue panels because of errors made by the requestor.

When you have finished reviewing your request, enter the information below and click the "Submit" button.

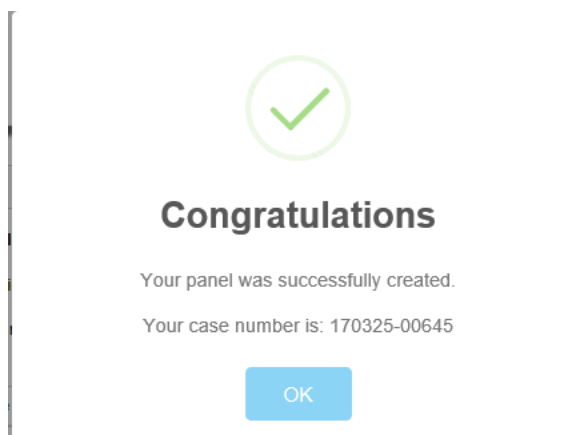
All panels that request the email option of receiving their panel will need to have Adobe Acrobat Reader in order to view them. If you do not have Acrobat Reader, you can download it for free [here](#)

* Requestor Name:
 * Requestor Phone Number:
 Date Received: 03/25/2017


The cost for this panel is \$30

[Previous](#) [Submit](#)

8. When your request has been completed you will be notified with the case number



9. Click OK and you will be taken to the case management page for your new request


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[Home](#)
[Request Arbitration](#)
[Manage Account](#)
[Default Selections](#)

You are logged in as: requestor

[Logout](#)

[Make Panel Payment](#)
[Print R43](#)
[Withdraw](#)

Case Information

Case Number: 170325-00645
Date Received: 3/25/2017
Status: PaymentPending
Company: (FOR KING SOOPERS INC)
Union: Communications Workers of America

Dispute Site: Portland, Oregon 97202
Issue: Termination
Sector: Federal Government

Panel Criteria

Panel Size: 7
Geo Location of Arbitra... Regional
Use First Business Add... No
Fact Finders Only: No
Needs Expedited Arbitr... No

AAA: No
NAA: No
Attorney: No
Industrial Engineer: No
Issue Specialization: None
Industry Type: None

[View Original Criteria](#)

Case History

Type	Date	Description
Case Created	3/25/2017	Case created by Requestor Requestor

[Previous](#)
[1](#)
[Next](#)

Payment History

Transaction #	Type	Amount	Payment Date	Status	Check Cleared
No data available in table					

[Previous](#)
[Next](#)

10. NOTE: If the combination of panel criteria and geographic area you have selected do not produce enough arbitrators to fill a panel, you will be notified and asked if you would like to increase the geographic area and try to create the panel again. This can be done until the geographic region reaches the Regional level. At that point the site will tell you that you should alter your panel selection criteria so that it is no longer too narrow.



The geographic area selected (Metropolitan - 60 mile radius) was not sufficient to fill the panel. Would you like us to increase the area to Metropolitan - 125 mile radius and try again?

No

Yes

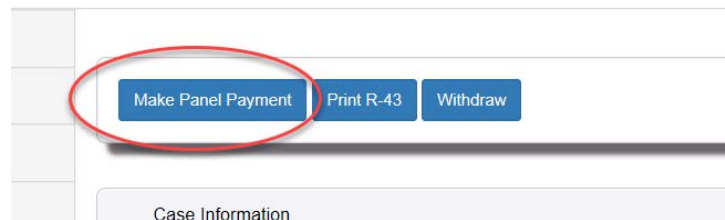
TO MANAGE A CASE

To manage a case you have requested, locate the case on the list on the Home page and click on it to be taken to the Case Management page.

To Pay for a Case

To make a panel payment:

1. From the Case Management page, click on the **Make Panel Payment** button. All payments are handled via the Pay.Gov online payment service



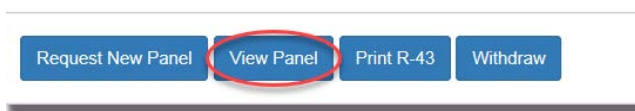
2. Choose either the PayGov Credit Card or ACH payment method, enter the required information and click Submit (Figure 14)

A screenshot of a 'Make Payment' form. At the top, it says 'Make Payment' with a close button. Below is a 'Payment Type' dropdown menu with 'PayGov - Credit Card' selected. The cost is displayed as 'The cost for this panel is: \$30.00'. Below this are input fields for 'First Name', 'Last Name', 'Address' (Street address), 'City', 'State' (dropdown), and 'Zip'. Further down are fields for 'Credit Card Number', 'Exp Month' (dropdown), and 'Exp Year' (dropdown). At the bottom right are 'Close' and 'Submit' buttons.

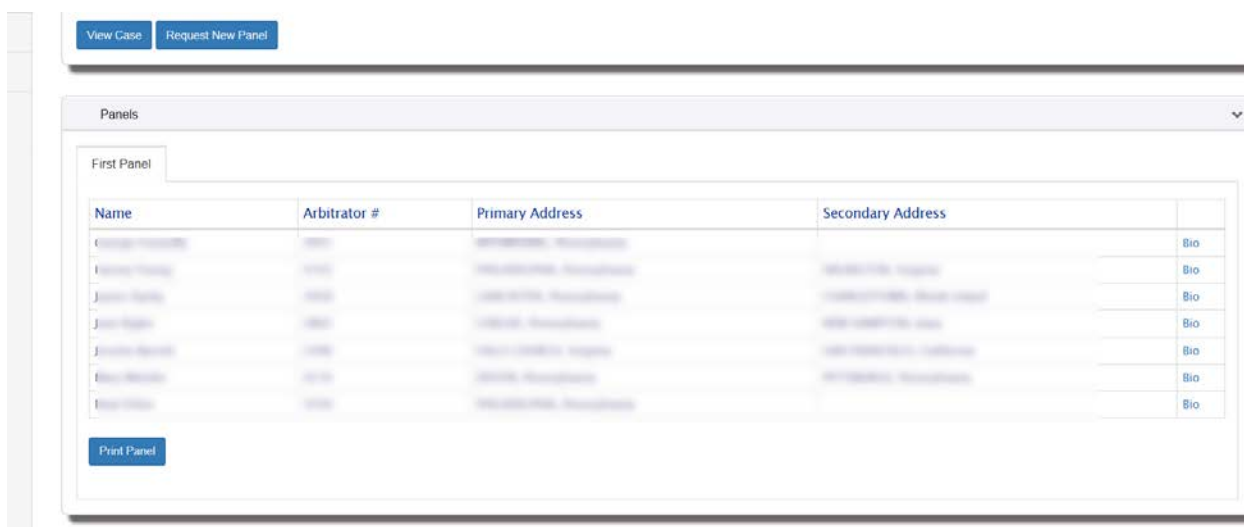
Once your panel has been successfully paid, all parties will receive the panel document (with arbitrator biographies attached) via email (if that was selected as the preferred contact method).

To View Panels

Press the **View Panel** button on the Case Management page.



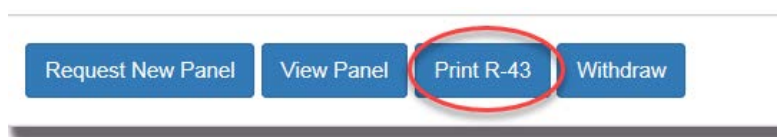
This will open a page that contains a list of the arbitrators on the panel.



On the far right side of the list, there are links to the biographies of each arbitrator on the panel. At the bottom you can print the panel, including biographies.

To View and Print an R-43

You can view and/or print a copy of the Request for Arbitration Panel (R-43) from the Case Management page.



The form will download as an Adobe Acrobat file (.pdf) which you can view and print.

To Withdraw a Case

If you have made a request for an arbitration panel, but no longer need the panel, you can withdraw the case. To do this, click on the **Withdraw** button found on the Case Management page.



A screen will open confirming your request to withdraw the case.



Clicking on the **Yes** button will withdraw the case. You will be able to see the case on your Home screen with a Status of **Withdrawn**

