



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

What is an API?

Answer: An application programming interface (API) is like a bridge that allows different software systems or platforms to talk to each other and share information.

Why are APIs important for clients?

Answer: APIs streamline the integration of various legal technologies and services, enhancing efficiency, reducing manual data entry and enabling clients to access a wider range of services seamlessly. These include document filing, regulatory and case data, client relationship management (CRM) systems, and more.

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

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

What are the AAA inbound APIs, and what functionalities do they offer?

Answer: Inbound APIs deliver clients' data to the AAA system. We currently provide inbound APIs tailored for documents and case filing related to existing AAA cases within our platform. These inbound APIs facilitate seamless integration between external clients' systems and ours and ensure the secure transmission of documents from the client to our system.

What is the AAA Outbound Case Documents API?

Answer: We are currently offering an Outbound Case Document API. This API transmits case document data from the AAA system to the client's system. It is especially useful for managing complex cases or large caseloads efficiently. This API facilitates seamless integration between systems and ensures the secure transmission of documents from our system to yours.



Is there a fee for using your API services?

Answer: No, our API services are provided at no charge.

How can we access your APIs?

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

What if we have limited engineering and development resources?

Answer: The American Arbitration Association has partnered with [LexPipe](#), a third-party API install service founded by Docket Alarm Founder Michael Sanders, specifically designed to support the build-out of firm APIs. This free service is part of the AAA's onboarding approach in serving parties with multiple cases within the AAA system. 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 arbitration or mediation, including document submissions and correspondence from the AAA and arbitrators.

How does an API help us track arbitrator case appointments?

Answer: Our new panelist appointment API provides you with relevant appointment data such as panelist name, appointment status, etc.

Can we file new cases using an API?

Answer: Our Case Filing API allows you to file new arbitration cases seamlessly. You must provide the required case details and relevant documents through the API to create a case. Two APIs are involved here: Case Filing and Inbound Documents. Cases must be transmitted before initial documents. Please contact **API Product Manager Jeremy Lesser** at LesserJ@adr.org if you want to file cases via our API service.

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 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. Stay updated by [clicking here](#). For further assistance, you can also contact your case administrator or our product manager, Jeremy Lesser, at LesserJ@adr.org.

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

Answer: The AAA has partnered with [LexPipe](#), a third-party API install service founded by Docket Alarm Founder Michael Sanders. This service is specifically designed to support the build-out of firm APIs. This free service is part of the AAA's onboarding approach for serving parties with multiple cases with the AAA systems.

The AAA will provide documentation to help you with the integration process. Clients review and accept the AAA validation rules, and the client's team works with AAA and Docket Alarm to install the APIs. Both tech teams test the APIs.

What are the next steps to explore AAA's API services further?

Answer: If you have a pending arbitration matter, please reach out directly to Product Manager Jeremy Lesser at LesserJ@adr.org, who can assist you in setting up an initial call with our technical team to discuss our system requirements, integration procedures and required documentation.