SDRCC Introduces the Case Management Portal

In its efforts to become a paperless organization and to bank on technology to improve its services, the SDRCC is proud to introduce its new system for case management, the Case Management Portal (CMP).   This new secure online tool will allow parties to access all information and documents relating to their case anywhere, anytime. Its main purpose is to provide greater freedom and flexibility for the parties, alleviating the limitations of email capacities, home vs. work computers, or travel.

The current case management process consists essentially of email communications, often accompanied with several, voluminous attachments. The CMP will eliminate clogged inboxes, lost emails, misfiled attachments, forgotten conference calling numbers, or erroneous calendar entries. Everything on the CMP will be up to date and at each parties' fingertips. A mobile version of the CMP is also accessible on most popular handheld devices such as Blackberry and iPhone.

The CMP is designed to be user-friendly, intuitive, and highly secure. Access to the files is password-protected and each user will be assigned personalized login credentials. Information in the CMP is organized into five sections:

Party Filings: This section catalogues all submissions made by each party. Users can choose to view all submissions or to filter the submissions by a single party. All documents in this section can be opened, viewed, or downloaded onto a local computer.

Admin Documents: This section contains all official documents and correspondence sent by the SDRCC to the parties in the course of the case. The users can find in this section the SDRCC letters, the notes from administrative and preliminary meetings, as well as the complete chronology of administrative correspondence emailed to them by the SDRCC concerning the case.

Events: All past and upcoming events, from deadlines and meetings, are logged into this interactive calendar. A monthly view highlights days on which an event takes place, and an event viewer window allows to consult the details of each event which may contain the time, duration, and other useful information such as instructions to parties. All events in the CMP can be downloaded to most electronic calendars. One of the exciting features of the CMP is that a system-generated reminder will be sent out to all parties 72 hours prior to each event.

Forms /Resources: Users can find here all tribunal forms, outlines of meetings, applicable rules, as well as the CMP user-guide and other helpful tools to assist them with their case.

The fifth section "Orders/Awards" contains all procedural orders, preliminary decisions and awards as rendered by the arbitrator.

It is expected that the CMP will simplify the administrative process of the tribunal and allow parties to concentrate all of their attention and efforts into preparing themselves for the proceedings. ∎