
LIBERTY MUTUAL QUICK GUIDE

Uploading and Returning
Documents Via ABI Portal

Staff Counsel – Western Zone

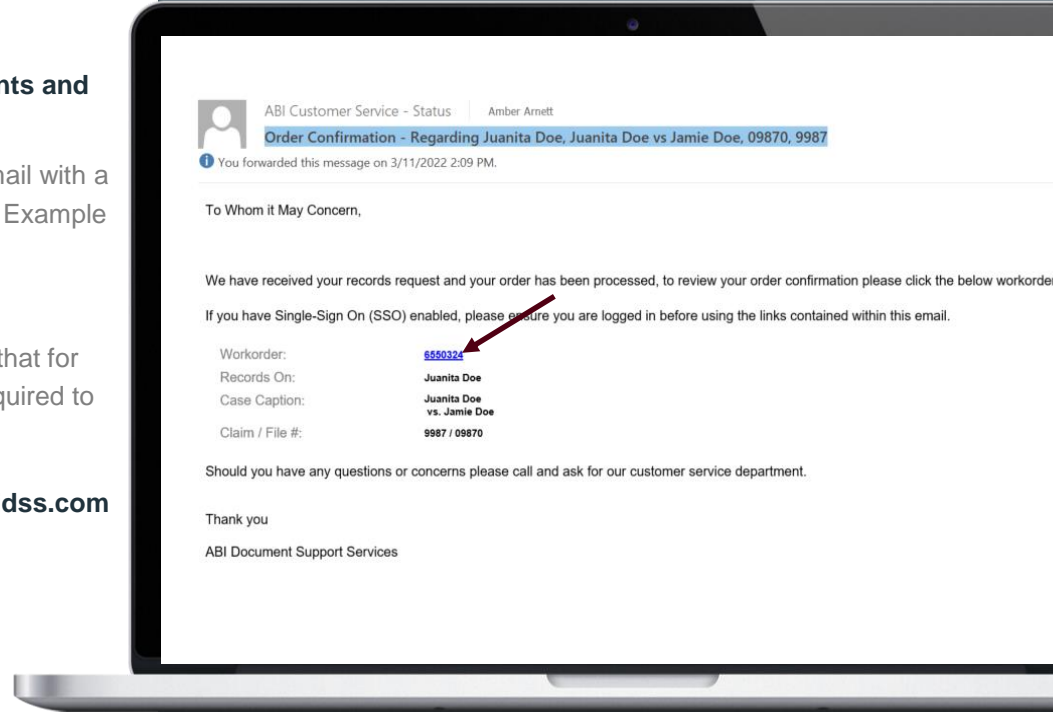
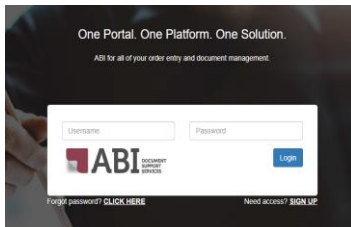


CONFIRMATION EMAIL NOTIFICATION

Confirmation Email Notification to Attorney includes Documents and Pleadings for Review and Signature

- The handling attorney will receive an Order Confirmation via email with a hyperlink to the Court Packet/Subpoena Documents for review. Example shown on screenshot at right.
- Please click on the blue Workorder hyper-link within the order confirmation email to view your documents. Please be advised that for security reasons you will be redirected to the login page and required to enter your login credentials to view the documents.

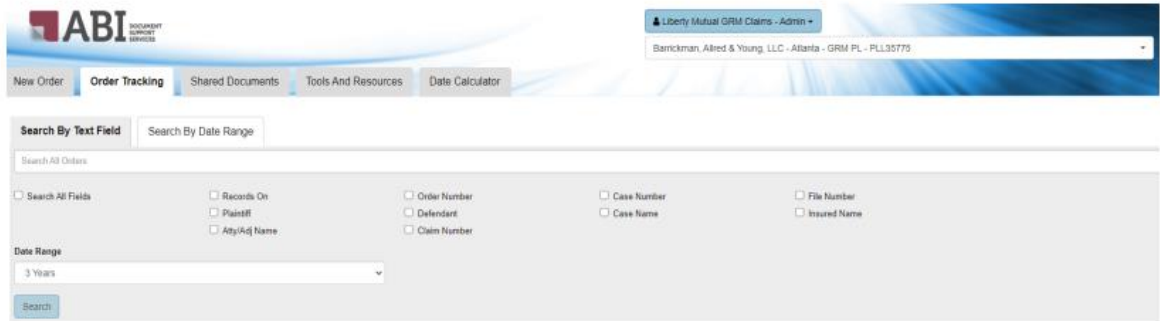
Please email the Liberty Support Team at LibertySupport@abidss.com to request login credentials if needed.



UPLOAD DOCUMENTS VIA THE ABI PORTAL

Please note that signed documents can either be returned to ABI via the portal or by simply emailing the signed documents to the following email address:
subpoenanoticeca@abidss.com

- Review documents.
- Do Not Date.
- Affix Electronic Signature.
- Return Signed Documents or any Revisions through ABI Portal.



The screenshot shows the ABI Document Support Services portal. At the top left is the ABI logo with the text 'DOCUMENT SUPPORT SERVICES'. To the right is a user dropdown menu showing 'Liberty Mutual GRM Claims - Admin' and a search bar containing 'Barrickman, Alfred & Young, LLC - Atlanta - GRM PL - FL135775'. Below the header is a navigation bar with tabs: 'New Order', 'Order Tracking', 'Shared Documents', 'Tools And Resources', and 'Date Calculator'. The main content area has two tabs: 'Search By Text Field' (selected) and 'Search By Date Range'. Under 'Search By Text Field', there is a search input field labeled 'Search All Orders'. Below this are several checkboxes for search criteria: 'Search All Fields', 'Records On', 'Plaintiff', 'Atty/Adj Name', 'Order Number', 'Defendant', 'Claim Number', 'Case Number', 'Case Name', 'File Number', and 'Insured Name'. A 'Date Range' section has a dropdown menu set to '3 Years' and a 'Search' button.

RETURNING DOCUMENTS VIA ABI PORTAL

- Locate your case by **Searching By Text Field** or **Search by Date Range**.

The screenshot shows the ABI Document Support Services portal. At the top left is the ABI logo with the text 'DOCUMENT SUPPORT SERVICES'. To the right is a user profile dropdown menu showing 'Liberty Mutual GRM Claims - Admin' and a search bar containing 'Barrickman, Alfred & Young, LLC - Atlanta - GRM PL - PLL35775'. Below the header is a navigation bar with buttons for 'New Order', 'Order Tracking', 'Shared Documents', 'Tools And Resources', and 'Date Calculator'. The main search area has two tabs: 'Search By Text Field' (selected) and 'Search By Date Range'. Under 'Search By Text Field', there is a search input field labeled 'Search All Orders'. Below this are several checkboxes for search criteria: 'Search All Fields', 'Records On', 'Order Number', 'Case Number', 'File Number', 'Plaintiff', 'Defendant', 'Case Name', 'Insured Name', 'Atty/Adj Name', and 'Claim Number'. A 'Date Range' section includes a dropdown menu set to '3 Years' and a 'Search' button.

RETURNING DOCUMENTS VIA ABI PORTAL

- Once your case has been located, click on the **case** in burgundy to see a list of all providers.
- Click on action icon name **“Documents Upload”** on the far right in order to upload your documents pertaining to your case.

Search By Text Field Search By Date Range

6224087-01

Search All Fields Records On Order Number Case Number File Number
 Plaintiff Defendant Case Name Insured Name
 Atty/Adj Name Claim Number

Date Range
3 Years

Search

Case Name A-Z 10 per page

Filter Grid X Exclude Completed Orders

Showing 1 - 1 of 1

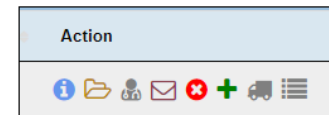
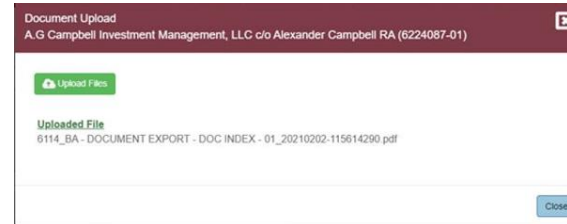
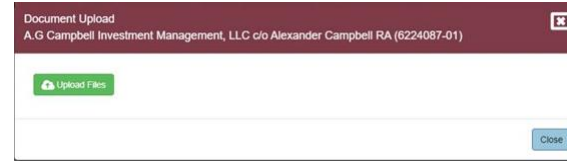
AC Doyle
Claim Number: Y258-852
Records On: AC Doyle

Status	Work Order	Facility	Records Type	Date Ordered	Records On	Ordered By	Action
Completed/Records Available	6224087-01	A.G Campbell Investment Management, LLC ...	INSURANCE	6/14/2021	AC Doyle	John Q. Public	
In Progress	6224087-02	Absolute Chiropractic & Wellness	MEDICAL	6/14/2021	AC Doyle	John Q. Public	

Case: Y258-852

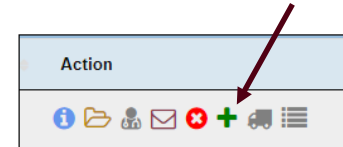
RETURNING DOCUMENTS VIA ABI PORTAL

- Click on green **Upload Files** which will allow you to locate the document you would like to upload.
- Once your documents have been uploaded it will be available in the gold folder.



ABI / LIBERTY MUTUAL SUBPOENA PROCESSES AND REMINDERS

- Attorney will receive Confirmation packet via email notification which includes the documents and pleadings prepared for signature.
- Attorney may affix electronic signature to the documents and send back via the ABI Portal.
- Please do **NOT** date the documents.
- A one-time reminder will be sent at 10 days if documents are not returned.
- If signed documents are not returned to ABI, the documents will be closed AFTER 45 DAYS.
- If there are revisions, the firm can contact Client Relations via website or send the revisions back to ABI through the “Document Upload” action icon.



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ABI

