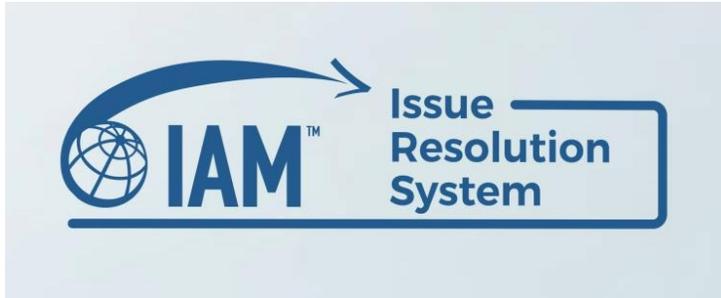


IIRS Procedures

The IAM Issue Resolution System

Welcome to the IAM Issue Resolution System (IIRS) course. This course's coverage includes learning how to sign in/access and use the IIRS Dashboard.



Additional sections include how to file an issue and how to respond to an issue that has been filed against you.

Access to the IIRS is through the IAM Mobility Exchange or IAMX. The internet address for IAMX is:

www.iamovers.mobilityex.com



Figure 1

You will need administrative rights to sign in to IAMX. (red arrow Fig 1) If you are unsure of whether you have user credentials or if you need to request administrative rights, click the link to [Register](#) at the top of the screen.

Once properly signed in, you will see a Welcome followed by your e-mail address at the top, right corner of the screen. (yellow arrow Fig 2)

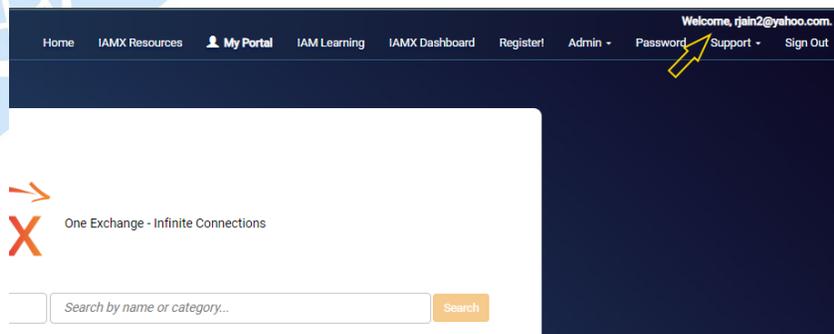


Figure 2

Click the **Admin** menu option. You will find the **Issue Resolution Help** File that contains general information about the IIRS.

You will also see the option to access the **Issue Resolution Dashboard**. (yellow arrow Fig 3) The dashboard holds the list of trade issues that you have filed against other companies as well as any issues that have been filed against your company. This is also where you can start the process of filing a new issue (see following section).

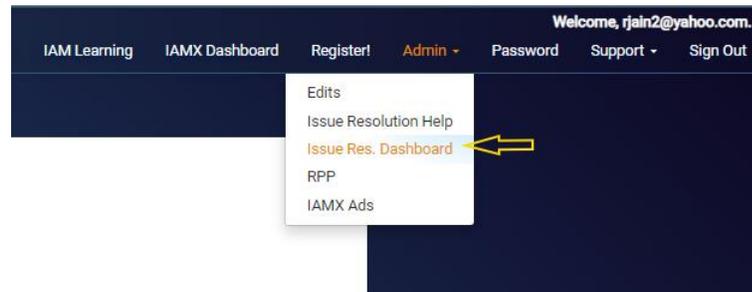


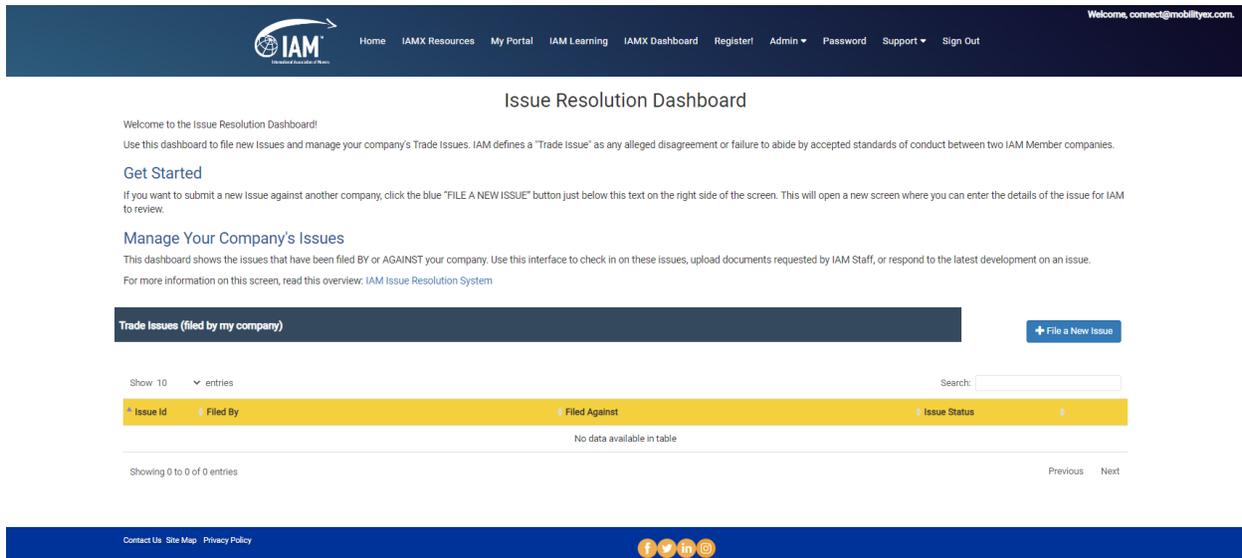
Figure 3



How to File an Issue

The IIRS is the gateway for filing any issue, dispute, or request for IAM intervention. All unpaid debts must be registered and filed through this system to qualify for the [Receivable Protection Program](#) or RPP. The IAM staff categorizes all filed issues based on the nature of the issue and then directs it to the proper channel. This categorization determines the appropriate channel for the filed issue, with the RPP being one of the possible channels.

Let's click the option to File a New Issue



Welcome to the Issue Resolution Dashboard!

Use this dashboard to file new Issues and manage your company's Trade Issues. IAM defines a "Trade Issue" as any alleged disagreement or failure to abide by accepted standards of conduct between two IAM Member companies.

Get Started

If you want to submit a new Issue against another company, click the blue "FILE A NEW ISSUE" button just below this text on the right side of the screen. This will open a new screen where you can enter the details of the issue for IAM to review.

Manage Your Company's Issues

This dashboard shows the issues that have been filed BY or AGAINST your company. Use this interface to check in on these issues, upload documents requested by IAM Staff, or respond to the latest development on an issue. For more information on this screen, read this overview: [IAM Issue Resolution System](#)

Trade Issues (filed by my company) + File a New Issue

Show 10 entries Search:

Issue Id	Filed By	Filed Against	Issue Status
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

Figure 4

Note the instructions for possible assistance that the IAM can provide based on the different membership types (blue arrow Fig 5):

Non-Member – The IAM can register and record the issue but cannot take any action. The report may affect the company's profile in IAMX and acceptance into IAM should they apply for membership. IAM can take action on non-members misrepresenting themselves as IAM members and using the IAM logo on their website or marketing materials.

IAM Member – The IAM can intervene on your behalf at the end of the Member Resolution Period. While IAM Members are all encouraged to accept IIRS guidelines and determinations, the IAM has more enforcement options when the complaint is against an [IAMTrusted Moving Company](#).

IAMTrusted Moving Companies – The IAM has the most recourse against IAMTrusted companies due to their voluntary commitment to abide by a stronger set of expectations and requirements and to communicate and spread the importance of being a trusted mover.

Enter the name of the company in the search field (red arrow Fig 5). If you are not certain of the exact company name, type the most unique aspect of the company name. The system will look for matches and present a list which you can refine.

If you get a large number of possible matches, you may narrow down the list by entering the country, city or another part of the company name (red arrow Fig 5)

The screenshot shows the 'Issue Resolution System Submission Step 1' page. At the top, there is a navigation bar with the IAM logo and links for Home, IAMX Resources, My Portal, IAM Learning, IAMX Dashboard, Register!, Admin, Password, Support, and Sign Out. The page title is 'Issue Resolution System Submission Step 1' and it shows 'Claim Filed By: IAMX Ads' and 'Date: Feb 3, 2023'.

The main section is titled 'Search for the Right Company'. It includes instructions: 'It is critical to get this step right. Use the search field below to input the company name against whom you are submitting this issue. If you do not see the company after searching, please enter other names by which they may trade or be known as. If you have any questions, contact trusted@iamovers.org.' Below this is a search input field containing 'mobility' with a red arrow pointing to it.

Below the search field is the 'Select the Right Company' section. It explains that if the search is successful, a list of companies will be shown. It also defines 'Member Status' with three categories: Non-Member, IAM Member, and IAM Trusted Mover. A blue arrow points to this section.

Below the text is a table of search results. A green arrow points to a 'Refine Results:' input field above the table. The table has columns for Company Name, Trade Name, City, Country, and Member Status. Each row has a '# Select' button.

Company Name	Trade Name	City	Country	Member Status
ACR International Mobility	ACR International Mobility	Les Acacias	Geneva	IAM Member
ACR International Mobility	ACR INTERNATIONAL MOBILITY	Cornelles-en-Parisis	France	IAM Member
ACR International Mobility	Atlantic Corporate Relocation	Chazay d'Azergues	France	Non-Member
ACR International Mobility	Atlantic Corporate Relocation	Middlesex	England	Non-Member
ACR International Mobility	ACR INTERNATIONAL MOBILITY			Non-Member
Action Mobility Service LLC		Bossier City	LA	Non-Member
Africa Mobility Services	AMS	Pointe Noire	Congo	IAM Member
Africa Mobility Services	AMS	Strubensvalley	Gauteng	IAM Member
Africa Mobility Services (AMS)	AMS	Luanda	Angola	IAM Member

Figure 5

Be sure that you have selected the exact company in the exact location that you wish to file the issue against. Note their membership type and remember the possible levels of assistance the IAM may be able to provide. **Dealing with IAM Members especially IAMTrusted Moving Companies is your best assurance of prompt issue resolution. Be selective when choosing potential trading partners.**

Having selected the right company, you can now provide the details of the issue. The first part of the screen showing your company as the **Filed By** party (red arrow Fig 6) and the **Filed Against** (blue arrow Fig 6) party are entered automatically with the fields presented on a gray background. Fields that are in gray are auto entered and not editable by you.

Let's click on Step 1 to start entering the issue details. Select what you think best describes the type of issue that you are filing from the **Issue Type** (green arrow Fig 6) drop down list. IAM will ultimately categorize the issue based on your submission details.

The screenshot shows a two-step process for submitting an issue. The top section, 'Provide the Issue Details', contains fields for 'Issue ID' (7), 'Filed By' (IAMX Ads, Tuvalu, Tuvalu), 'Filed Against' (Mobility Exchange, LLC, North Potomac, MD, United States), 'Member Status' (IAM Member), 'Issue Status' (Pending Submission), and 'Status Date' (Feb 3, 2023). There are also fields for 'IAM Classification Date', 'Date Acknowledge (target)', 'Date Acknowledge (actual)', 'Date Resolved (target)', and 'Date Resolved (actual)', along with 'Acknowledged By' and 'Resolved By'. The bottom section, 'Step 1: Share Issue Details', includes an 'Issue Type' dropdown menu (Unpaid Debt), a checkbox for 'Check here if you wish for IAM to alert the company against whom you are submitting this issue' (checked), a 'Notify This Issue Report to the Company' section with two options, and a 'Transaction Details' section with fields for 'Transaction Date' (2022-Sep-14), 'Invoice Date (if applicable)' (2022-Sep-30), 'Total Amount Due (if applicable)' (2000), and 'Currency' (United States Dollar). The 'Issue Description' field contains the text: 'Invoice remains unpaid after 65 days despite repeated promises to pay.' Annotations include a red arrow pointing to 'Filed By', a blue arrow pointing to 'Filed Against', a green arrow pointing to 'Issue Type', a purple arrow pointing to the checkbox, and a yellow arrow pointing to 'Transaction Details'.

Figure 6

You may file this issue confidentially. This means the filing is for IAM records only and it is not your intention to have the **Filed Against party** notified. Read carefully about your option to report this issue for record purposes only without notifying the Filed Against Party. While this will preserve your rights to Compensation eligibility through the RPP, the **Filed Against party** will not be notified and no action may be taken by the IAM. You can come back to this record and request notification later if necessary.

If you check the box for notification, the **Filed Against party** will be notified by e-mail once the IAM has reviewed and categorized your issue. (purple arrow Fig 6)

If you have classified your Issue Type as an Unpaid Debt, you will need to enter the Transaction Details (gold arrow Fig 6) in the fields provided. Remember that you will be able to upload supporting documents like invoices and correspondence in Step 3.

In the Issue Description comment field, you will need to provide a brief description of your issue.

Let's proceed to Step 2, Providing Contact Information.

By default, your information is entered as the contact for the **Filed By party** (red arrow Fig 7) because you are signed in to IAMX. You may change these details if you wish the main contact to be a different person.

Always press the Save button (blue arrow Fig 7) to ensure that the information you entered and the information you edited are saved to the record.

Next, enter the information for the main contact for the **Filed Against party**. (green arrow Fig 7)

The screenshot shows the IAMX Issue Details form. At the top, there is a navigation bar with the IAM logo and links for Home, IAMX Resources, IAM Learning, IAMX Dashboard, Register, (MX)Admin, and Password. Below the navigation bar, there are 'Back' and 'Save' buttons. The main form area is titled 'Issue Details' and contains the following information:

- Issue ID:** 5
- Filed By:** Mobility Exchange, LLC, North Potomac, MD, United States
- Filed Against:** International Association Of Movers, Alexandria, VA, United States
- Member Status:** IAM Member
- Issue Status:** Pending Submission
- Status Date:** Feb 9, 2023
- IAM Classification Date:** (empty)
- Acknowledged (Target):** (empty)
- Acknowledged (Actual):** (empty)
- Resolution (Target):** (empty)
- Resolution (Actual):** (empty)
- Acknowledged By:** (empty)
- Resolved By:** (empty)

Below the main form area, there are two steps:

- Step 1: Issue Details** (expanded)
- Step 2: Contact Information** (expanded)

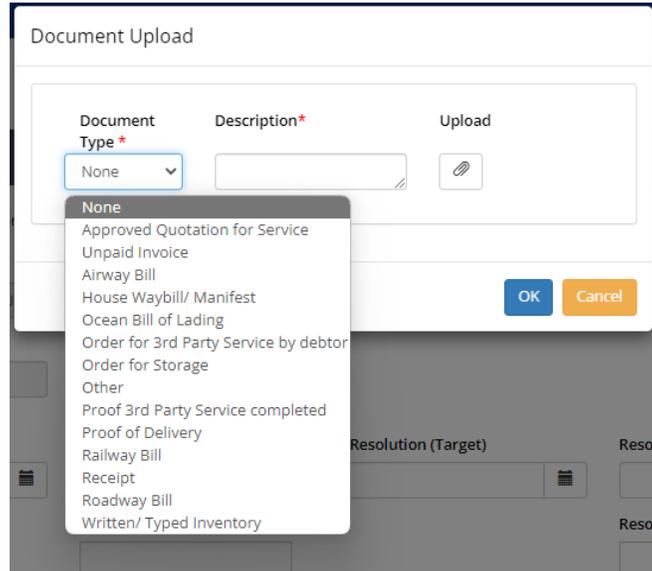
Under Step 2, there are two sections for contact information:

- Main Contact Information at the Company filing the issue:** (indicated by a red arrow). Fields include: First Name (RPP), Last Name (Teister), Email (jack@noemail.com), Phone (7033179950), and Mobile Phone (empty).
- Main Contact Information at the Company this issue report against:** (indicated by a green arrow). Fields include: First Name (Brian), Last Name (Limperopoulos), Email (brian@iammovers.org), Phone (202 453 4334), and Mobile Phone (515 234 1233).

Figure 7

In Step 3, upload your supporting documents. These documents will be visible to the IAM and the Filed Against party if you selected the option to notify the Filed Against party.

Click the Upload Document button and select the type of document you are uploading. Provide a brief description of the document. Click on the staple icon to select the document from your computer and click open.



The screenshot shows a 'Document Upload' dialog box. It has three main sections: 'Document Type *', 'Description*', and 'Upload'. The 'Document Type *' dropdown menu is open, showing a list of document types. The 'Description*' field is empty. The 'Upload' section contains a staple icon. At the bottom right, there are 'OK' and 'Cancel' buttons. A large, semi-transparent watermark for 'IAM' is visible in the background.

Document Type *	Description*	Upload
None		

- None
- Approved Quotation for Service
- Unpaid Invoice
- Airway Bill
- House Waybill/ Manifest
- Ocean Bill of Lading
- Order for 3rd Party Service by debtor
- Order for Storage
- Other
- Proof 3rd Party Service completed
- Proof of Delivery
- Railway Bill
- Receipt
- Roadway Bill
- Written/ Typed Inventory

You may upload (green arrow Fig 8) as many relevant documents as you need to support your issue. You can save your document/s and return at another time to upload additional documents and comments (yellow arrow Fig 8) as required. Be sure to click the Save icon (red arrow Fig 8) to save your changes as you go.

When you have checked your work, click the Submit button (blue arrow Fig 8). This will send the alert to the IAM about this new issue submission.

> Step 1: Share Issue Details

> Step 2: Provide Contact Information

> Step 3: Upload Supporting Documents

Please upload any documentation here that would support your Issue Submission. Click the blue "Upload Document" button to get started.

Use the blue "Upload Document" below to provide IAM and the other company with the documents that support your company's position on this issue. To provide an example, if you are reporting an issue on the origin services provided by the other company, please upload at a minimum the service level agreement or quotation your company accepted for this service, the inventory, and any correspondence concerning this matter between your two companies.

Upload Document

Show 10 entries Search:

ID	Document Name	Document Type	Description	Uploaded Date	View Document
3	45001_2018 2022-2025 AMS 00037807-003.pdf	Unpaid Invoice	Invoice Sept 2022	Feb 3, 2023 17:16:54	

Showing 1 to 1 of 1 entries Previous 1 Next

Save Submit Issue to IAM

Comments

New Comment

Add Comment

Figure 8

What Happens Next?

The IAM will review your submission and assign its category based on the information you have provided.

If you have asked that the Filed Against Party not be notified, the IIRS will retain a record of the issue for reporting purposes only. This will acknowledge your timely reporting in case you decide at a future date that you need the IAM's intervention.

If you have asked for the Filed Against Party to be notified, an e-mail alert informing them that an issue has been filed against their company and a response is required from them, will go out to the company's listed administrative contacts in IAMX. All IAM Members are encouraged to file an acknowledgement of receipt of the issue within 10 working days. As soon as the IAM has categorized an issue for notification, two timeframes are initiated. First, IIRS' 30-day clock starts to tick for the two parties to try to resolve the issue between themselves. We believe that most issues will be resolved between the two IAM Members during this period. **Second, the 10-day clock starts to tick for IAMTrusted Moving Companies to acknowledge the receipt of the issue or risk losing their ITMC status.** The IAM encourages all members to acknowledge the issues submitted against their company.

The Comments Field box (yellow arrow Fig 8) is available to both parties to discuss the issue resolution. A running record of the comments is always available to both parties and the IAM.

The Issue Details View

After the Issue has been filed with IAM, it is important to understand the milestones that have been created to drive the issue resolution. Once IAM has reviewed the Issue submission, Target Dates will be created. The Acknowledged Target Date (green arrow Fig 9) establishes the deadline date for the Filed Against Party to Acknowledge the issue. The Resolution Target Date for the issue to be resolved between the two parties also gets set. (red arrow Fig 9)

The screenshot displays the 'Issue Details' form in the IAM system. At the top, there is a navigation bar with the IAM logo and links for Home, IAMX Resources, IAM Learning, IAMX Dashboard, Register!, (MX)Admin, Password, Support, and Sign Out. Below the navigation bar are 'Back' and 'Save' buttons. The main form area is titled 'Issue Details' and contains the following fields:

- Issue ID: 7
- Filed By: IAMX Ads, Tuvalu, Tuvalu
- Filed Against: Mobility Exchange, LLC, North Potomac, MD, United States
- Member Status: IAM Member
- Issue Status*: Pending IAM Review
- Status Date: Feb 3, 2023
- IAM Classification Date: 2023-Feb-06
- Acknowledged (Target): 2023-Feb-19 (indicated by a green arrow)
- Acknowledged (Actual): 2023-Feb-09
- Resolution (Target): 2023-Mar-14 (indicated by a red arrow)
- Resolution (Actual):
- Acknowledged By: lmo@mobilityex.com
- Resolved By:

Below the form are three expandable sections: 'Issue Details', 'Contact Information', and 'Supporting Documents'. There is also a 'Convert to RPP' button. At the bottom, there is a 'Comments' section with a 'New Comment' field containing the text: 'We acknowledge receipt of this issue. The parking permit was not in the original quote but was required and a copy of our email advising you of this charge has been uploaded.' and an 'Add Comment' button.

Figure 9

The Filed Against Party will acknowledge receipt of the issue by entering the Acknowledged Actual Date into the IIRS system. The system will automatically use the name of the party signed in and enter this name into the Acknowledged By field.

If the two parties are able to successfully resolve the issue between themselves, the Party Filing the Issue must enter the date in the Resolved By field to record that a resolution has been reached. The name of the person recording this date will automatically be entered into the Resolved By field.

All IAM Members are encouraged to work to resolve issues within the 30-working day period.

What Happens If Resolution Is Not Reached Within 30 Days?

If the two parties fail to reach a resolution within 30 days, the issue will automatically be routed to the IAM for review. The IAM Staff will then take over the resolution process, guided by the nature of the issue and the established resolution processes as set forth in the [RPP Operating Rules and Regulations](#) or the [IAM Procedures for Dispute Resolution and Ethics Enforcement](#).

After a thorough review of the issue, the IAM will deliver the final determination on the issue settlement and communicate all necessary information to both parties.

All IAM Members are encouraged to accept the determinations made by the IAM as part of the IIRS. **IAMTrusted Moving Company Members are required to accept these determinations and respond accordingly within the prescribed time period if they wish to maintain their IAMTrusted Moving Company status.**



How To Respond To An Issue Filed Against Your Company

If an issue has been filed against your company in the IIRS, the contacts listed as Admins in your IAM member profile will receive an e-mail alert. The alert will contain a link that will take you to your IIRS dashboard. Note that If your contacts are not updated in IAMX, you may miss the alerts. Manage your contacts by logging in today or contacting membership@iamovers.org.

You can also access the IIRS dashboard by clicking the Admin menu at [IAM Mobility Exchange](#) and selecting the Issue Resolution Dashboard option. You must be signed in to IAM Mobility Exchange as a company admin to access the dashboard. For help with signing in, please refer to the Support menu option at IAMX.

Welcome to the Issue Resolution Dashboard!

Use this dashboard to file new Issues and manage your company's Trade Issues. IAM defines a "Trade Issue" as any alleged disagreement or failure to abide by accepted standards of conduct between two IAM Member companies.

Get Started

If you want to submit a new Issue against another company, click the blue "FILE A NEW ISSUE" button just below this text on the right side of the screen. This will open a new screen where you can enter the details of the Issue for IAM to review.

Manage Your Company's Issues

This dashboard shows the issues that have been filed BY or AGAINST your company. Use this interface to check in on these issues, upload documents requested by IAM Staff, or respond to the latest development on an issue.

For more information on this screen, read this overview: [IAM Issue Resolution System](#)

Trade Issues (filed by my company) + File a New Issue

Show 10 entries Search:

Issue Id	Filed By	Filed Against	Issue Status
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

Trade Issues (filed against my company)

Show 10 entries Search:

Issue Id	Filed Against	Filed By	Issue Status
7	Mobility Exchange, LLC, North Potomac, MD, United States	IAMX Ads, Tuvalu, Tuvalu	Pending Acknowledgement Manage

Showing 1 to 1 of 1 entries Previous 1 Next

Contact Us Site Map Privacy Policy f t in @

Figure 10

The dashboard will have a listing of any issues you may have raised against other companies (red arrow Fig 10). You will also find a listing of any issues filed against your company (green arrow Fig 10). Click the Manage (blue arrow Fig 10) option to view the issue.

Your first step is to Acknowledge receipt of the issue. This simply asks you to acknowledge that you have received the issue and are reviewing it. Click the blue Acknowledge button (red arrow Fig 11) on the screen. This will automatically enter the current date (blue arrow Fig 11) and your e-mail address as the person acknowledging the issue (green arrow Fig 11).

The screenshot displays the 'Provide the Issue Details' form in the IAM system. At the top, there is a navigation bar with the IAM logo and various utility links. Below the navigation bar, there are 'Back' and 'Save' buttons. The main form area is titled 'Provide the Issue Details' and contains several sections:

- Issue Information:** Issue ID (7), Filed By (IAMX Ads, Tuvalu, Tuvalu), Filed Against (Mobility Exchange, LLC, North Potomac, MD, United States), and Member Status (IAM Member).
- Issue Status:** A dropdown menu set to 'Pending Acknowledge' and a 'Status Date' field set to 'Feb 1, 2023'. A blue 'Acknowledge' button is highlighted with a red arrow.
- Resolution Dates:** IAM Classification Date (Feb 1, 2023), Date Acknowledge (target) (Feb 11, 2023), Date Acknowledge (actual) (empty), Date Resolved (target) (Mar 3, 2023), and Date Resolved (actual) (empty). A blue arrow points to the 'Date Acknowledge (actual)' field.
- Personnel:** Acknowledged By (empty) and Resolved By (empty). A green arrow points to the 'Acknowledged By' field.

Below the form, there are three expandable sections: 'Share Issue Details', 'Provide Contact Information', and 'Upload Supporting Documents'. At the bottom of the form, there are 'Save' and 'Submit Issue to IAM' buttons. Below the form is a 'Comments' section with a 'New Comment' text area and an 'Add Comment' button.

Figure 11

It is important for all IAM Members to promptly acknowledge issues raised against their company within 10 days of the issue filing. **It is a requirement for IAMTrusted Moving Companies to do so as a condition for maintaining their ITMC status.**

You now have access to the details of the issue including the uploaded documents and comments. We encourage you to immediately review the issue. Use the Comments field to record any responses, comments and proposals into the IIRS system. The comments will be available to the party that has filed the issue against your company and also to the IAM.

You may wish to communicate with the company who filed the issue by e-mail or phone to work out the issue. Ideally, this communication should lead to a resolution. If an agreement is reached, you may make a note of this in the Comments field.

The issue can only be closed or resolved when the party that has filed the issue agrees and records their agreement to the resolution in the system. This should ideally be completed prior to the 30-day self-resolution period.

Remember that if the issue cannot be resolved between the two parties within this 30-day period, it will automatically be routed to IAM for review.

Based on the nature of the issue, it may be referred to the IAM Staff for further review. The IAM has additional tools to support issue resolutions through the established resolution processes in the RPP Operating Rules and Regulations or the IAM Procedures for Dispute Resolution and Ethics Enforcement.

After review, the IAM will issue a determination to settle the issue and will advise the parties.

All IAM Members are encouraged to accept the determinations made by the IAM as part of the IIRS.

IAMTrusted Members are required to accept these determinations and promptly take the actions requested as a condition for maintaining their IAMTrusted status.

