



ARBITRATION FORUMS, INC.
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E-Subro Hub Demander Actions Reference Guide

March 2024

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E-Subro Hub Demander Actions

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Introduction

Arbitration Forums, Inc. (AF) has redesigned the E-Subro Hub program to more closely align with the view and performance of Total Recovery Solution® (TRS®).

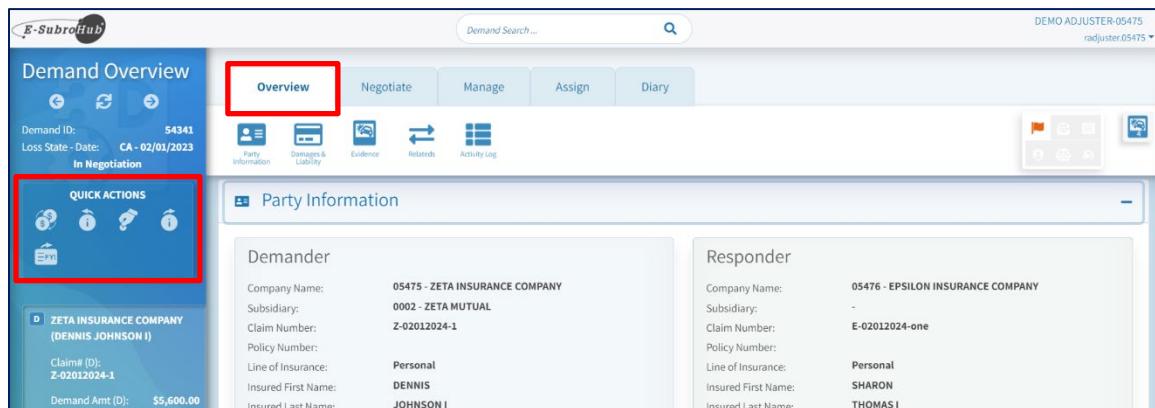
This document provides a reference to the current E-Subro Hub Demander Actions.

The term Demander Actions refers to the different negotiation actions in an issued E-Subro Hub Demand that are available to the demanding party.

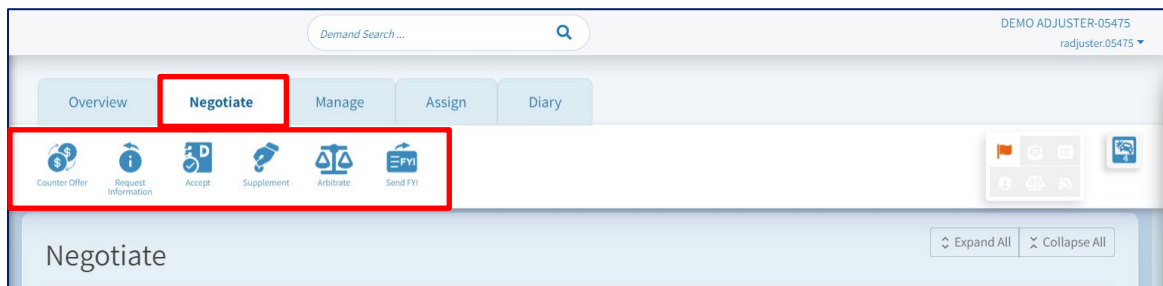
E-Subro Hub – Demander Negotiation Actions

After logging in, the user can access a demand through My Work List or a Demand Search.

The Demand Overview tab is the default page when accessing a demand and the Quick Actions box on the left provides the ability to initiate a Counter Offer, Request Information, Reply to Request, Accept, Supplement and Send FYI event. Additionally, there are links to jump to the different sections of the Overview page.



The Negotiate tab will offer the same quick negotiation icons, but this page will also contain a history of all negotiation events initiated by the demander or responder. The Arbitrate feature is also located on the Negotiate tab. We will use the Negotiate tab, rather than the Quick Actions box, to demonstrate the demander negotiation options.



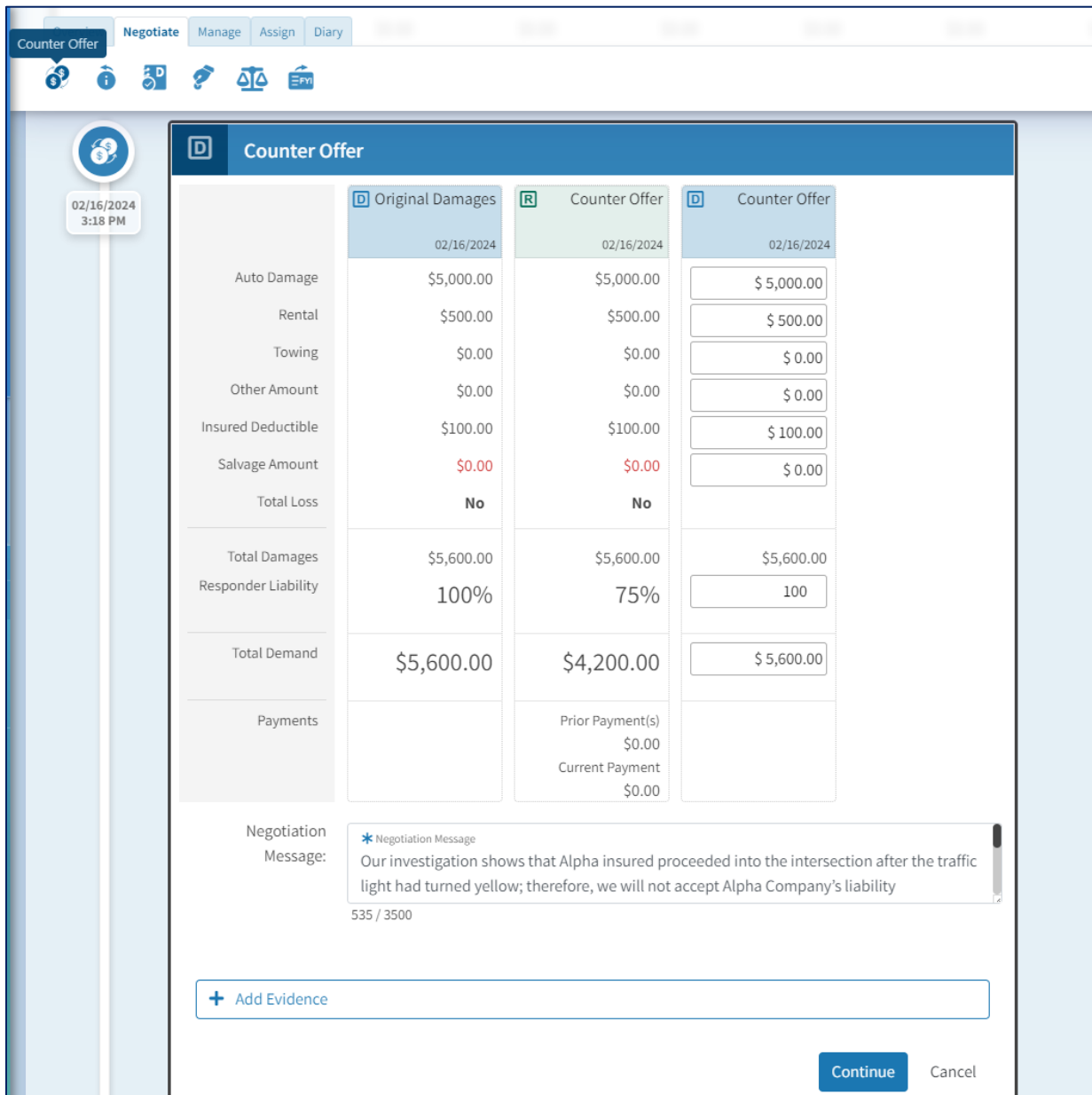
Counter Offer

A counter offer allows the user to restate their current claim position or initiate a reduction to their existing status with a revision to damages, liability, or a combination of the two. This action will activate an Action Flag for the Responding Party.

Complete the necessary fields, enter a “Negotiation Message,” and click “Continue” to complete the action.

Additional evidence can be added to support a negotiation position.

If you wish to see more information regarding how to add a supporting document, please review the “Add Evidence” reference document on the E-Subro Hub training page.



The screenshot shows the 'Counter Offer' interface. At the top, there are navigation tabs: 'Counter Offer', 'Negotiate', 'Manage', 'Assign', and 'Diary'. Below these are several icons representing different actions. The main content area is titled 'Counter Offer' and contains a table comparing 'Original Damages', 'Counter Offer', and another 'Counter Offer' column. The table includes rows for various damage types (Auto Damage, Rental, Towing, Other Amount, Insured Deductible, Salvage Amount, Total Loss), Total Damages, Responder Liability, Total Demand, and Payments. Below the table is a 'Negotiation Message' field with a text area containing the message: 'Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turned yellow; therefore, we will not accept Alpha Company's liability'. At the bottom right, there are 'Continue' and 'Cancel' buttons.

	Original Damages 02/16/2024	Counter Offer 02/16/2024	Counter Offer 02/16/2024
Auto Damage	\$5,000.00	\$5,000.00	\$ 5,000.00
Rental	\$500.00	\$500.00	\$ 500.00
Towing	\$0.00	\$0.00	\$ 0.00
Other Amount	\$0.00	\$0.00	\$ 0.00
Insured Deductible	\$100.00	\$100.00	\$ 100.00
Salvage Amount	\$0.00	\$0.00	\$ 0.00
Total Loss	No	No	
Total Damages	\$5,600.00	\$5,600.00	\$5,600.00
Responder Liability	100%	75%	100
Total Demand	\$5,600.00	\$4,200.00	\$ 5,600.00
Payments		Prior Payment(s) \$0.00 Current Payment \$0.00	

Negotiation Message:
 * Negotiation Message
 Our investigation shows that Alpha insured proceeded into the intersection after the traffic light had turned yellow; therefore, we will not accept Alpha Company's liability
 535 / 3500

[+ Add Evidence](#)

[Continue](#) [Cancel](#)

Request Information

“Request Information” allows the user to ask for additional information from the Responder. An example would be to attach a piece of evidence or to provide a status. This action will activate an Action Flag for the Responding Party.

Enter a “Message,” and click “Send Request” to complete the action.

The screenshot displays the software interface for a negotiator. At the top, there is a search bar labeled "Demand Search..." and a user profile for "DEMO ADJUSTER-05475" with the email "radjuster.05475". Below this is a navigation menu with tabs for "Overview", "Negotiate", "Manage", "Assign", and "Diary". The "Negotiate" tab is active, showing a sub-menu with "Request Information" highlighted. Other icons in the sub-menu include Counter Offer, Request Information, Accept, Supplement, Arbitrate, and Send FYI. A table titled "Summary - Last Offers" is visible, with columns for Auto Damage, Rental, Towing, Other Amount, Insured Deductible, Salvage Amount, Total Damages, Responder Liability, and Current Offer. The "Original Damages" are listed as \$5,600.00. A dialog box titled "Info Request" is open, containing a message field with the text "Please attach a copy of the police report and photograph of the left air panel|". The dialog box also includes a "Send Request" button and a "Cancel" button. A timestamp "02/16/2024 3:27 PM" is shown on the left side of the dialog box.

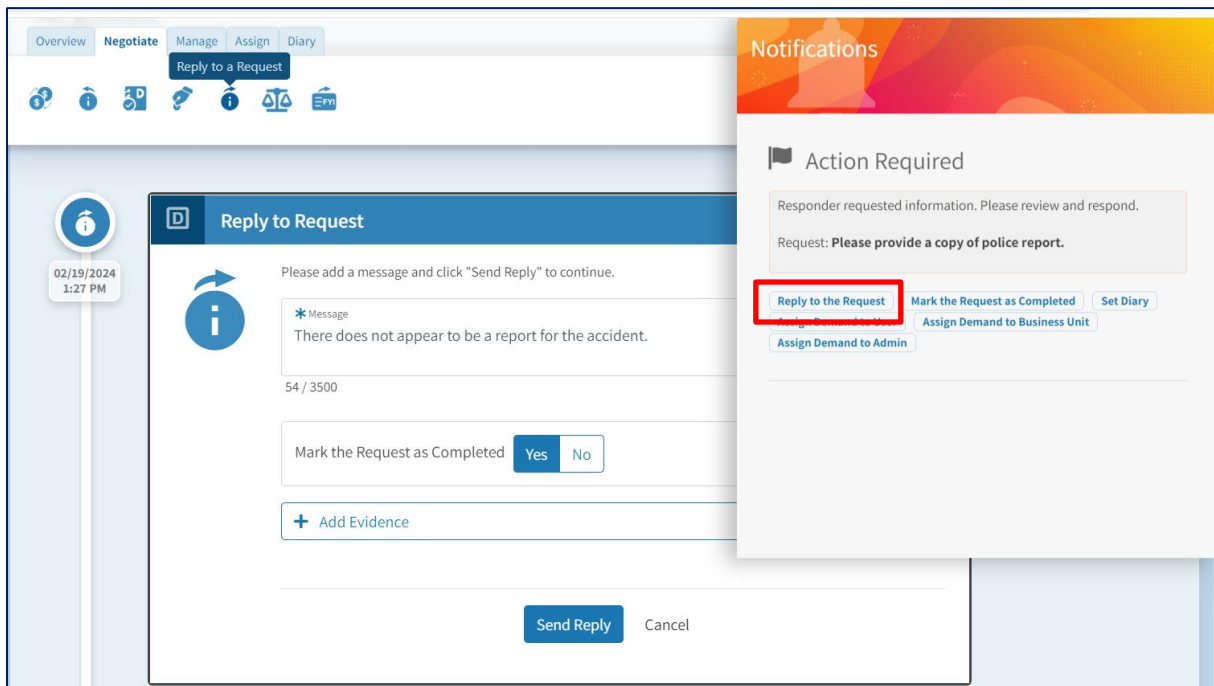
Reply to Request

“Reply to Request” allows the user to respond to a Request for Information from the Responder. This action will activate an Action Flag for the Responder.

Enter a “Message,” select “Mark the Request as Completed,” then click “Send Reply” to complete the action.

Additional evidence can be added, if needed, to resolve the request.

A “Reply to the Request” is available under the Action Flag as well.

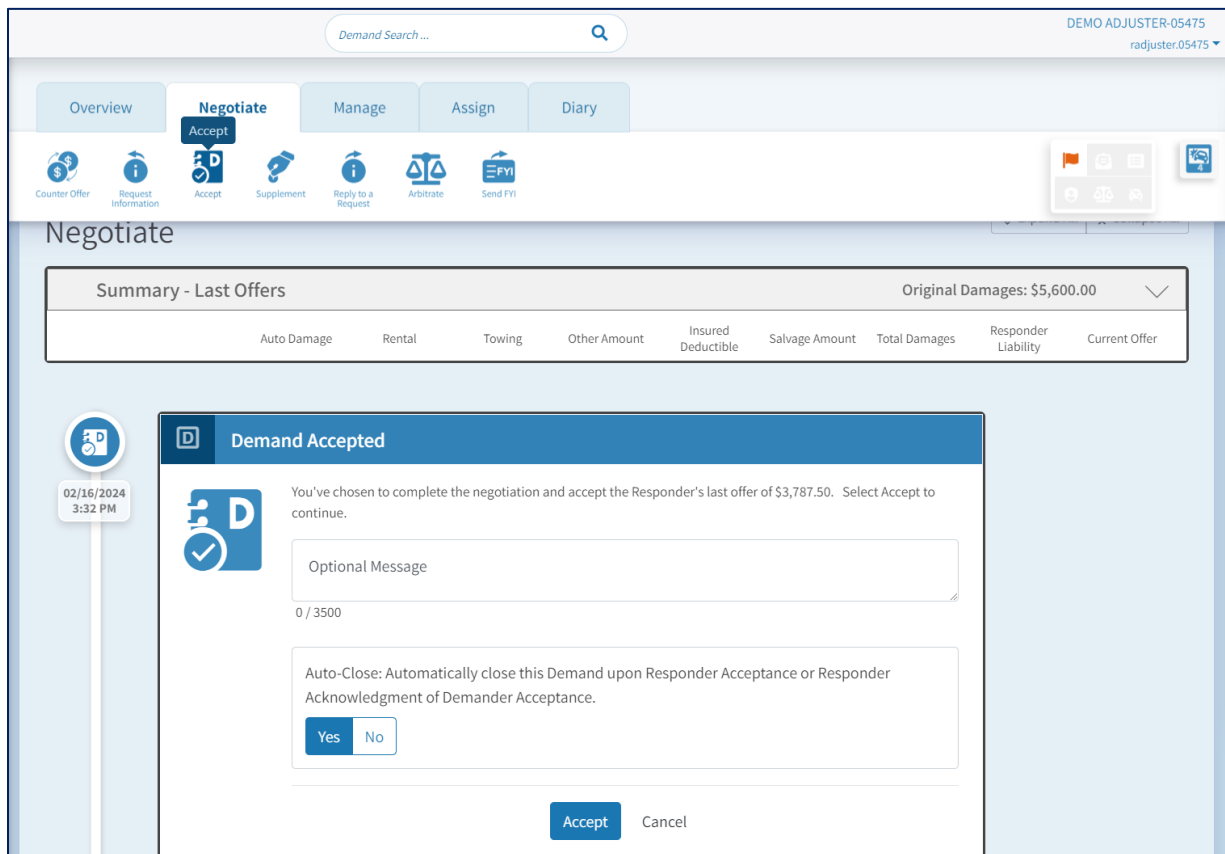


Accept

This action allows the user to accept a current Counter Offer from the Responding Party. If accepting a Counter Offer, this may set a diary for the Demanding Party, depending on company configuration, and will activate an Action Flag for the Responder.

A negotiation message is not required. Auto-Close may be active depending on the Demander's company settings, or the Demander can manually close the claim when the settlement is received. Click "Accept" to complete the action.

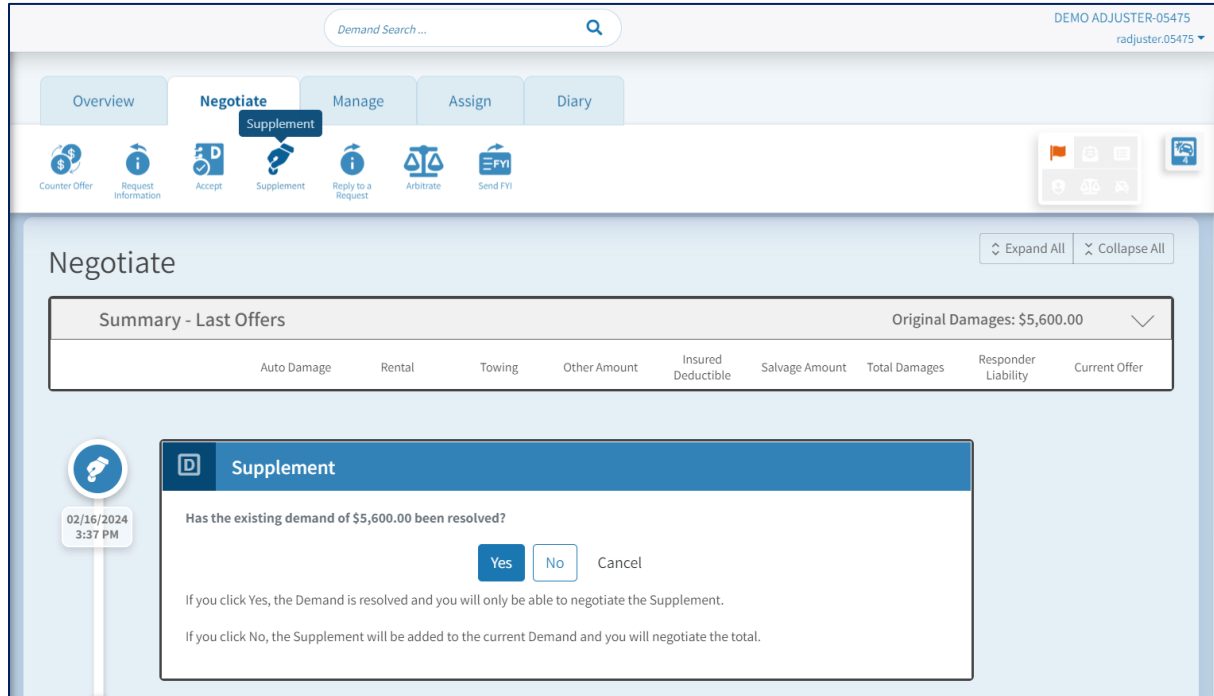
Agreeing to a Reduced Payment amount from the Responder would likely lead to the demand being closed upon receipt of the payment.



The screenshot displays the 'Negotiate' section of the software interface. At the top, there is a 'Demand Search...' bar and a user profile for 'DEMO ADJUSTER-05475'. Below this are navigation tabs: Overview, Negotiate (selected), Manage, Assign, and Diary. A toolbar contains icons for Counter Offer, Request Information, Accept (highlighted), Supplement, Reply to a Request, Arbitrate, and Send FYI. The main content area is titled 'Negotiate' and shows a 'Summary - Last Offers' table with columns for Auto Damage, Rental, Towing, Other Amount, Insured Deductible, Salvage Amount, Total Damages, Responder Liability, and Current Offer. The 'Original Damages' are listed as \$5,600.00. A modal dialog box titled 'Demand Accepted' is open, containing the following text: 'You've chosen to complete the negotiation and accept the Responder's last offer of \$3,787.50. Select Accept to continue.' Below this is an 'Optional Message' text area (0 / 3500 characters) and an 'Auto-Close' section with the text 'Automatically close this Demand upon Responder Acceptance or Responder Acknowledgment of Demander Acceptance.' and radio buttons for 'Yes' and 'No'. At the bottom of the dialog are 'Accept' and 'Cancel' buttons. A timestamp '02/16/2024 3:32 PM' is visible on the left side of the dialog.

Supplement

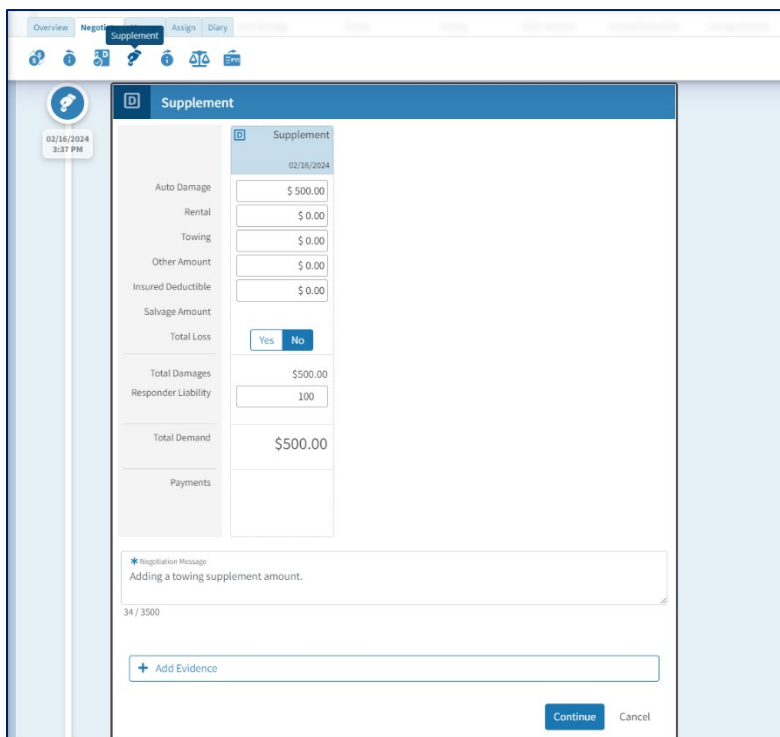
The Supplement action allows the user to add additional damage amounts to an existing E-Subro Hub demand. This is a two-step process. The first step is to confirm if the underlying claim has been resolved. A “Yes” will create a new demand stream for the supplement amount. A “No” will add the supplement to the pending amount. This action will activate an Action Flag for the responder.



The second step involves completing the necessary fields, entering a “Negotiation Message,” and clicking “Continue” to complete the action.

Additional evidence can be added to support a negotiation position.

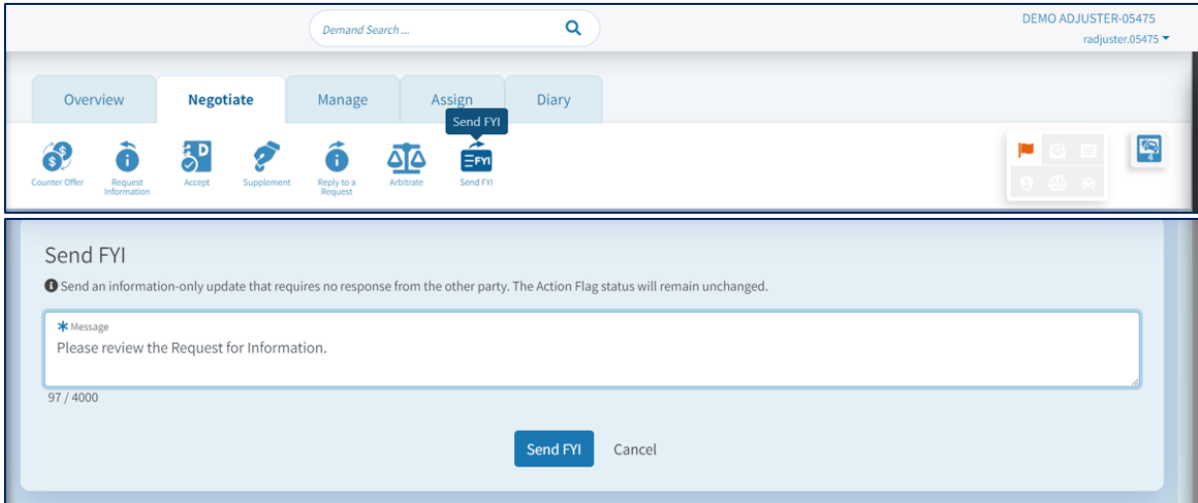
If you wish to see more information regarding how to add a supporting document, please review the “Add Evidence” reference document on the E-Subro Hub training page.



Send FYI

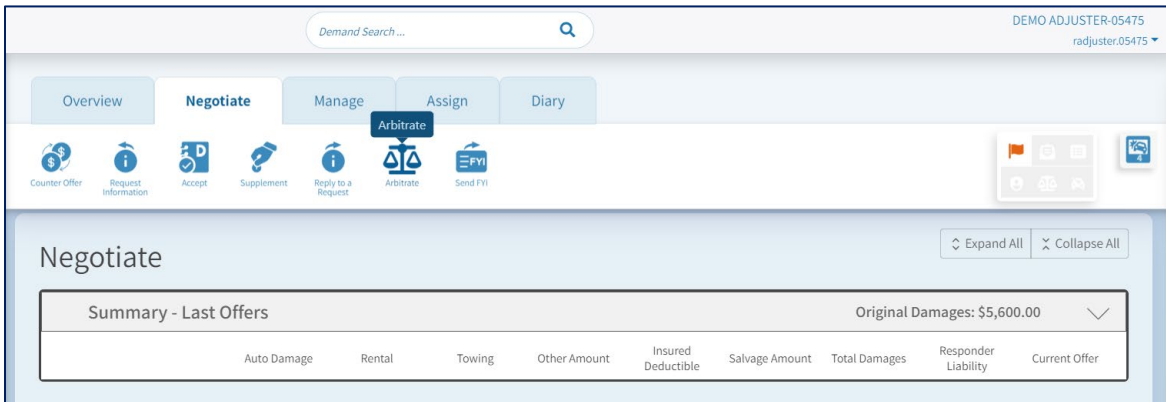
“Send FYI” allows the user to send a message to the Responding Party. This message can be informational or ask for a task to be completed. This action will activate a message icon for the Responder.

Enter a “Message” and click “Send FYI” to complete the action.



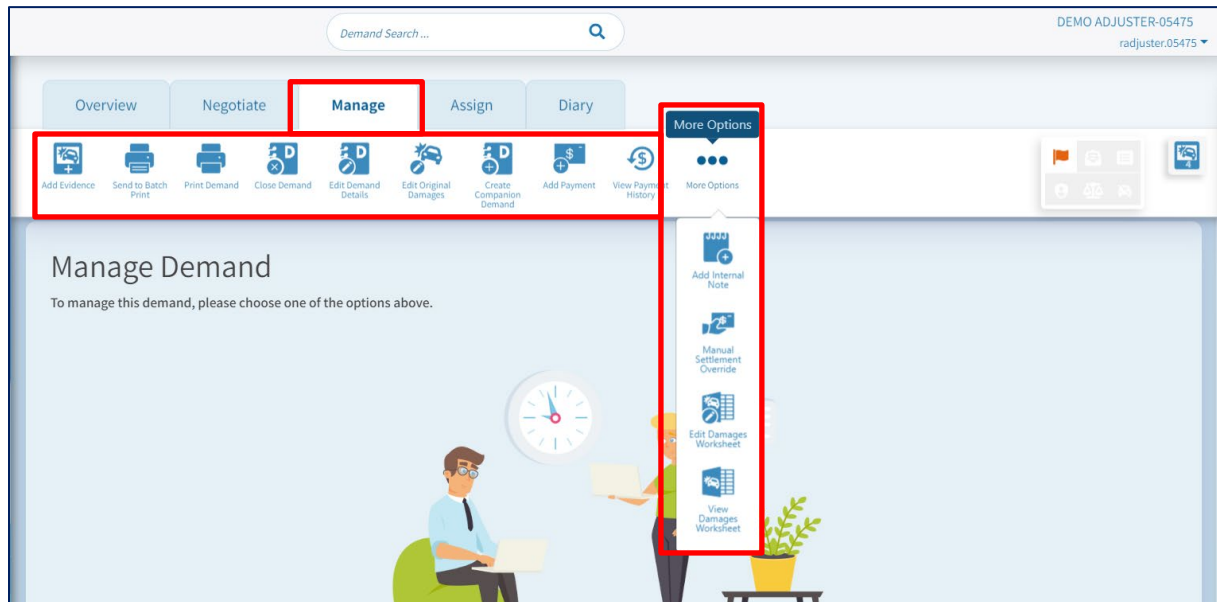
Arbitrate

The “Arbitrate” action allows the user to initiate arbitration through the E-Subro Hub demand. This icon is only available under the Negotiate tab. It is not available in the Quick Actions section. This action will activate an Action Flag for the Responder.



Manage Demand Tab

The Manage Demand tab allows the user to initiate actions that are not directly related to negotiating a claim. The actions will be summarized here, but for a detailed review, please access the related reference document on the E-Subro Hub training page.



Link Descriptions

Add Evidence

This is a link to the Attached Evidence section of the Demand Overview and would be used to attach documentation to the demand. The Evidence icon on the right side of the page is a related link and is always available when viewing a demand to see current list of evidence.

Send to Batch Print

This is a link to send a copy of the demand to a Batch Print workflow. This would only be active if your company has an established Batch Print process.

Print Demand

This is a link to manually generate a PDF copy of the E-Subro Hub demand for review or file retention requirements.

Close Demand

This is a link to initiate a manual close of the matter by the Demander.

Edit Demand Details

This is a link to open demand entry fields that need to be revised.

Edit Original Damages

This is a link to open the Damage entry fields if a data entry error needs to be corrected. This would not be the location to add a supplement.

Create Companion Demand

This is a link to create a related demand to an additional Responding Party.

Add Payment

This is a link to document the receipt of an inbound payment.

View Payment History

This is a link to see all payments documented for the demand.

Add Internal Note

This is a link to create an Activity Log entry that is only visible to the Demanding Party.

Manual Settlement Override

This is a link to enter a settlement amount to close a demand that occurred outside the typical negotiation actions. The Reduced Payment command from the Responder would typically remove the need for this method to close a demand.

Edit Damages Worksheet

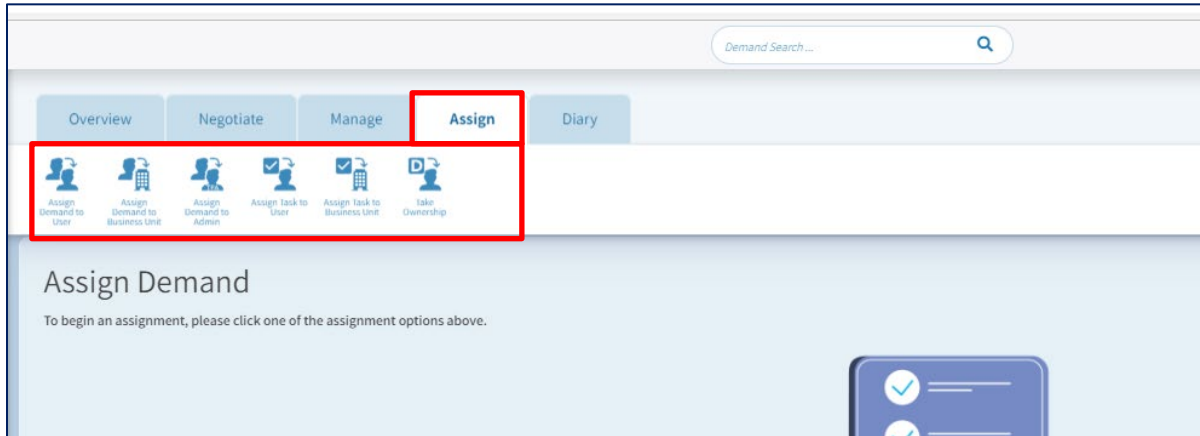
This is a link to create an internal Damages Worksheet.

View Damages Worksheet

This is a link to see the current internal Damages Worksheet.

Assign Tab

The Assign tab allows the user to initiate assignment actions to different handlers based on the necessary workflow.



Link Descriptions

Assign Demand to User

This will allow the demand to be assigned to another user.

Assign Demand to Business Unit

This will allow the demand to be assigned to a unit that is associated to one or more users.

Assign Demand to TPA

This will allow the demand to be assigned to a business unit associated to an outside administrator as part of a subrogation or liability claim handling workflow.

Assign Task to User

This will allow a task to be assigned internally to another user. The member company should only take this action when there is an established workflow.

Assign Task to Business Unit

This will allow a task to be assigned internally to a unit that is associated to one or more users. The member company should only take this action when there is an established workflow.

Take Ownership

This will allow the demand to be assigned to the user currently viewing the demand.

Diary Tab

The Diary tab allows the user to set a diary for a demand based on claim follow-up requirements. There is a quick link option for 30 days, 60 days, or 90 days. A specific date can be selected by clicking the Custom option.

The screenshot displays the 'Diary' tab interface. At the top, there is a search bar labeled 'Demand Search ...' and a user profile 'DEMO ADJUSTER-05475 radjuster.05475'. Below the search bar is a navigation menu with tabs: Overview, Negotiate, Manage, Assign, and **Diary** (highlighted with a red box). A 'Set Diary' button is located on the left. The main content area is titled 'Diary' and contains a 'Set New Diary' section. This section includes a 'Diary View' dropdown menu with 'User' and 'Business Unit' options. Below this is the 'Expiration Date: 03/01/2024' section, which has an 'Expires In' input field set to '14' and a 'Days' label. There are four buttons: '30 Days', '60 Days', '90 Days', and 'Custom' (with a calendar icon). A link 'Reset to my companies default # of days' is also present. A 'Comment' text area is located below the expiration date section. At the bottom of the form are 'Cancel' and 'Save Diary' buttons.