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Introduction

Arbitration Forums, Inc. (AF) is in the process of transitioning the E-Subro Hub program to the Total Recovery Solution® (TRS®) platform to more closely align with the view and performance of the arbitration version.

This document is to provide a reference from the former Demand view to the new TRS Demand Overview. It is important to note that the claim entries in the TRS E-Subro Hub version will closely follow what members are used to seeing in an existing E-Subro Hub demand.

This is the second release of several scheduled enhancements. It is important to note that until all enhancements are complete, there are several negotiation events and pages that will revert the user to a prior view.

TRS E-Subro Hub – Demand Overview

The path to access a demand will not deviate from current options. After logging in, the user can access a demand through My Work List or a Demand Search. However, once in a demand, the format will reflect the new TRS platform.

The term Demand Overview essentially refers to the different components of an issued E-Subro Hub Demand.

In the former view, this would include the Demand Summary section (upper page), the different tabs, the Negotiation options, and the dropdown menus.
The updated E-Subro Hub Demand Overview includes similar distinct sections of a demand. The user can access the different parts of an issued demand by scrolling down the screen or jumping to an area by clicking a related icon on the left side of the page.

**Party Information** = Provides Demander and Responder claim information. This includes Remittance Information, vehicles (Features) involved, assigned claim hander, and Loss Facts.

**Damages & Liability** = Provides a record of demand amounts and negotiation history between Demander and Responder.

**Evidence** = Supporting documentation added by Demander or Responder.

**Relateds** = Documents demands and arbitrations that are associated to the current demand being viewed.

**Activity Log** = Documents the history of events completed by the Demander, Responder, and automated system actions.
Party Information

Party Information provides Demander and Responder claim information in different sections. This includes Remittance Information that can be expanded or collapsed with a dropdown arrow, the Demander and Responder vehicles (Features) involved (these are not required fields), the assigned claim handler for the Demander and Responder companies, and the Loss Facts of loss, if provided.

Damages & Liability

Damages & Liability provides a record of the current negotiation between Demander and Responder. The complete negotiation history can be seen, if needed, by clicking the “View Full Negotiation History.”

Note: In the current release, the “View Full Negotiation History” will take the user to a prior “Damage & Liability” page view. In a future release, the full negotiation history will be included in the current “Damages & Liability” section.
Evidence

Evidence is supporting documentation added by the Demander or Responder and can be viewed by clicking the PDF icon on the left.

The evidence can be filtered by using the “Search by File Name” or “Select Evidence Type” options.

If you wish to see more information regarding how to add a supporting document please review the “Add Evidence” section at the end of this document.
Relateds
This section will provide links to demands and arbitrations that are associated to the current demand being viewed.

Activity Log
The Activity Log documents the history of events completed by the demander, responder, and automated system actions. The “Visibility Filter” and “Search” option can expand or narrow the documented activity events.
Claim Handling Headers

On the Demand Overview page, there are several panes that allow a Demander or Responder to manage the current demand. It is important to note some actions are available to both a Demander or Responder while other negotiation items may be specific to your role.

As an example, a Supplement action can only be initiated by a Demander, while a Deny option is only available to a Responding party.

Additionally, some actions only become visible when certain trigger events occur. There is no need to reply to a request until a request is actually initiated by the other party.

Overview Header

The Overview header provides quick links to common actions for either the Demander or Responder. These actions will send the user to the previous view page as seen with the Counter Offer event.
Negotiate Header

The Negotiate header provides quick links to common negotiation actions for either the Demander or Responder.

Note: In the current release, the Negotiate header will look the same as the Overview page. In a future release, the full negotiation history will be included on this page. As noted in the beginning, the user can scroll to the current Damages & Liability position or click the navigation link on the left.

Manage Header

The Manage header provides quick links to actions important to maintaining the demand.
Assign Header

The Assign header provides quick links to demand assignment options for the handling associate.

Diary Header

The Diary header provides access to the diary options for a pending demand.
**Action Bell**

This will replace action icons from the prior view, such as the Envelope and Action Flag. The number will tell the user how many items need to be reviewed and resolved. Clicking on the bell icon will open the events for review.
**Navigation Actions**

On the Demand Overview page, the user can click “Back to List” to return to a Work List, Custom Search list, or other selected list.

The user can click “Next Work” to open the next available demand on a Work List.

The “Refresh” button will update the demand with any new information since the user has been viewing the claim.

The “Home” icon will take the user to the main AF dashboard page.

The “Add Demand” link will allow the user to create a new demand.
The AF logo will open the menu options to different locations within the AF platform.
Add Evidence
Supporting documentation can be added by a Demander or Responder.

Evidence can be attached to the E-Subro Hub demand in several ways. AF Client and Data Integration will continue to allow users to print drive documents directly to the claim. The use of AF Client does require software deployed by the member’s technology department.

The “Browse for Files” is a direct upload method that is available to all users. The “Browse for Files” process is similar to attaching a document to an email. If several evidence items are stored in a single folder, holding the CTRL button and clicking multiple files will bring them to the demand in one step.

This new page will give associates the option to “drag and drop” a document from a folder into the “Drop Box.” If several evidence items are stored in a single folder, holding the CTRL button and clicking multiple files will “drag” them to the demand in one step.
Click “Select Evidence Type” to determine the type of evidence.

Check one or more options depending if the file holds a single piece of evidence or is a bundle of items. Requested Evidence Types will be listed at the top of the page.

Click “Save” to complete the Evidence Type.

Click the “Lock” icon to make a document “Private” or “Public.”

The “Evidence Description” entry can be used to provide more detail about a piece of evidence.

The “Trash Can” icon can delete a piece of evidence prior to issuance.
<table>
<thead>
<tr>
<th>Evidence Types</th>
<th>Evidence Type</th>
<th>Evidence Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
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<td>Select Evidence Types</td>
<td>Policy/Declarations</td>
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<td></td>
<td>Vehicle Photo Driver Side.pdf</td>
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<td></td>
<td>Proof of Payment.pdf</td>
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</tbody>
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Private = Locked
Public = Unlocked