

# E-Subro Hub Add Evidence Reference Guide

October 2022



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### **E-Subro Hub Revised Demand Overview**

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### **Add Evidence – Pre-Issued Demand**

In a pre-issued demand, the Demander would add the evidence.

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 requires software deployed by the member's technology department.

The Browse for Files functionality 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 users 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.





While uploading, the orange warning bar is displayed. Evidence Types can be selected while the warning is displayed.

1 documents uploading. Please D	O NOT REFRESH the browser until all files are uploaded.
	lof1
Demanu Overview	

You will receive a notification "At least one evidence type is required!" for any evidence.

#### Do not proceed until this step is completed for all attached evidence.

Click "Select Evidence Type" to determine the type of evidence.

S	Method	For Damages	Added By	Actions
		i or ouringes	, add by	
Vehicle Photo Front.pdf	UPLOAD		BEN RESPONDER 05476	6 1
	At least one ev	idence type is required. 🚦		
Select Evidence Types				
Estimate.pdf	UPLOAD		BEN RESPONDER 05476	<b>a a</b>
	At least one ev	idence type is required. 🚦		
Select Evidence Types				
Rental Bill.pdf	UPLOAD		BEN RESPONDER 05476	6 🖻

Check one or more options depending on whether 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.

ind ID: 318	Requested Evidence Typ	es			
	✓ Estimate	Photograph(s)	Proof of Payment	Rental Bill/Receipt	Ac
3	□ Salvage Report	Total Loss Evaluation	Tow and/or Storage Bill		6
₽	Other Evidence Types				
_	□ Accident Report	□ Adjusters Notes	Applicant Recorded Statement	Applicant Written Statement	
D	Bailment Form	Case Law	Coverage Denial Letter	Computerized Vehicle Registration Fee	Ac
	Deductible	Denial Letter	Diminished Value Documentation	Expert Report	Δ
	Loss of Use Provision	Motor Vehicle Accident Report	Other	Payment History	
R	Police Report	Policy Cancellation Letter	Policy Declarations	Policy Language	
_	Proof of Damages	C Recorded Statement	Rental Agreement	Reservation of Rights Letter	
<b>a</b>	Respondent Recorded Statement	C Respondent Written Statement	□ Rules of the Road	□ Salvage Invoice	6
▝▕	□ Scene Diagram	□ Scene Photograph(s)	Statement	□ Statute	
	Supplement Payments	Vehicle Damage Photos	Witness Recorded Statement	U Witness Written Statement	
9	Uritten Statement				
				Save	



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.

2	Policy Information Page.pdf	Upload	\$3,400.00	JACK DEMANDER Jun 30, 2021, 4:55:56 PM	
	Evidence Types Select Evidence Types	Evidence Type Policy Declarations	Evidence Description	Private = Locked Public = Unlocked	Actions
2	Vehicle Photo Driver Side.pdf	Upload	\$3,400.00	JACK DEMANDER Jun 30, 2021, 4:54:06 PM	£ 10
	Evidence Types Select Evidence Types	Evidence Type Photograph(s)	Evidence Description Passenger Side Damage		Actions Delete Evidence
2	Proof of Payment.pdf	Upload	\$3,400.00	JACK DEMANDER Jun 30, 2021, 4:54:06 PM	ltem
1	Evidence Types Select Evidence Types	Evidence Type Proof of Payment	Evidence Description		Actions

Click "Next" move to the final review page and issue demand.

## **Add Evidence – Issued Demand**

In an issued demand, a Demander or Responder can add supporting documentation.

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 requires software deployed by the member's technology department.

The handling user can click the Evidence icon to move to the evidence section of the Demand Overview.



Demand Overview C C C C Demand ID: 47131 Loss State - Date: CA - 09/01/2022 Issued	Overview     Image     Assign     Diary       First     Extenses     Extenses       First     Extenses     Attring log	9
QUICK ACTIONS	Party Information	-
EPSILON INSURANCE COMPANY (DEMANDER SEPTEMBER 1.4) Claims (D): Claims (D): Demand Amt (D): \$5,600.00     Company     ZETA INSURANCE COMPANY	Demander     Responder       Company Name:     05476 - EPSILON INSURANCE COMPANY     Company Name:     05475 - ZETA INSURANCE COMPANY       Subsidiary:     0002 - EPSILON MUTUAL     Subsidiary:     -       Claim Number:     E-09012022-4     Claim Number:     Z00012022-four       Policy Number:     Policy Number:     -       Line of Insurance:     Personal     Insured First Name:     Personal       Insured First Name:     SEPTEMBER 1.4     Insured Last Name:     SEPTEMBER 1.FOUR       Internal Reference:     Insured Last Name:     SEPTEMBER 1.FOUR	
(RESPONDER SEPTEMBER 1 FOUR) Claim# (R): <b>Z-09012022-four</b> Last Offer (R):	Remittance Information ~       Demander Feature       Responder Feature	
View Damages & Liability	Collision Collision	

The Browse for Files functionality 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.

E-SubroHub					UAT08.brespond.
emand Overview		Select one or more files	Open ← → ~ ↑ — ∞ Demo Attachme → Set	upporting Evidence v む Search Suppo	orting Evidence 🔎
0 C 0		then click "Open" to save	Organize 🔻 New folder		R: • 🔟 🤇
			Anne Name	Date modified Type	Size
mand ID: 47131	Attached Evidence		A-Bundled Evidence	7/21/2020 9:40 AM Chrome HTML D	
ss State - Date: CA - 09/01/2022	-		A-Police Report	1/6/2017 11:27 AM Chrome HTML D	
Issued				1/6/2017 11:27 AM Chrome HTML D 1/6/2017 11:27 AM Chrome HTML D	
			Sea C D-Proof of Payment	1/6/2017 11:27 AM Chrome HTML D 1/6/2017 11:27 AM Chrome HTML D	
QUICK ACTIONS			D-Proof of Payment     O	1/6/2017 11:27 AM Chrome HTML D	
			S C-Vehicle Passenger Side	1/6/2017 11:30 AM Chrome HTML D	
ô? ô ? Éa			R-Policy Information Page	0. 2017 11:27 AM Chrome HTML D	
	Dre	op or browse for files	Filte R-Scene Diagram	1/6/20 11:28 AM Chrome HTML D	Do 332 KB
and the second se		bp of <u>browseror mes</u>	S S R-Scene Photo	1/6/2017 11: 0.M Chrome HTML D 1/6/2017 11:30 A	
EPSILON INSURANCE COMPANY (DEMANDER SEPTEMBER 1.4) Claim# (D):			V File name: R-Scene Diagr	am" "R-Scene Photo" "A-Police I 🗸 Custon Lles Open	s Cancel
E-09012022-4 Demand Amt (D): \$5,600.00	File Name	Method	For Damages	Added By	Actions
Demand Amt (D): 33,000.00	Proof of Payment.pdf	Upload	\$5,600.00	BEN RESPONDER 05476 D Thu September 8th 2022, 12:47:18 pm	6
R ZETA INSURANCE COMPANY		Evidence Type Evidence Description	C		Actions
(RESPONDER SEPTEMBER 1	Select Evidence Types	Proof of Payment			<b>A ū</b>
FOUR)					

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.



E-SubroHub	Overview Negotiate Manage	Assign Diary 📁						BEN RESPONDER 05476 JAT08.brespond.05476
Demand Overview								
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Demand ID: 47131 Loss State - Date: CA - 09/01/2022 Issued	Attached Evidence	ce						-
			ſ	Search Evide	ence			
69 Ó ? 💼		•	Select one or m			Q		
		Drop or <u>browse for files</u>	files then drag &	drop	te Type ce Type(s)	]		
D EPSILON INSURANCE COMPANY (DEMANDER SEPTEMBER 1 4)	+ Copy							
Claim# (D): <b>E-09012022-4</b>	File Name		Mer 4				~	- 0 ×
Demand Amt (D): \$5,600.00				_ ← → •	1 🕆 📙 « Demo Attachments > Sup	porting Evidence	✓ ひ Search S	upporting Evidence 🔎
	Proof of Payment.pdf		Upload	*^	Name	Date modified 7/21/2020 9:40 AM	Type Chrome HTML Do	Size 734 KB
R ZETA INSURANCE COMPANY		Evidence Type	Evidence Description		A-Police Report     A-RELEASE	1/6/2017 11:27 AM 1/6/2017 11:27 AM	Chrome HTML Do Chrome HTML Do	76 KB 14 KB
(RESPONDER SEPTEMBER 1	Select Evidence Types				D-Estimate	1/6/2017 11:27 AM	Chrome HTML Do	14 KB
FOUR)		Proof of Payment			D-Proof of Payment	1/6/2017 11:27 AM	Chrome HTML Do	3 KB
TOOK					O-Rental Bill	1/6/2017 11:27 AM	Chrome HTML Do	23 KB
Claim# (R):					<ul> <li>D-Vehicle Passenger Side</li> <li>R-Policy Information Page</li> </ul>	1/6/2017 11:30 AM 1/6/2017 11:27 AM	Chrome HTML Do Chrome HTML Do	628 KB 3 KB
Z-09012022-four	📙 Rental Bill.pdf		Upload		R-Policy Information Page     R-Scene Diagram	1/6/2017 11:27 AM 1/6/2017 11:28 AM	Chrome HTML Do	3 KB 332 KB
1					R-Scene Photo	1/6/2017 11:28 AM	Chrome HTML Do	305 KB
Last Offer (R):	Select Evidence Types	Evidence Type	Evidence Description		R-Vehicle Front	1/6/2017 11:30 AM	Chrome HTML Do	365 KB
View Damages & Liability	Select Evidence Types	Rental Bill/Receipt		v				
				11 items	3 items selected 710 KB State: 🔇 Off	line (background sync) Syn	c status: 😣 Error	

While uploading the orange warning bar is displayed. Evidence Types can be selected while the warning is displayed

1 documents uploading. Please DO NOT REFRES	H the browser until all files are uploaded.
Iof1	
Demanu Overview	

You will receive a notification "At least one evidence type is required!" for any evidence.

#### Do not proceed until this step is completed for all attached evidence.

Do not click "save evidence" until all actions are completed.

Click "Select Evidence Types" to determine the type of evidence.



Demand Overview	Overview         Negotiate         Manage         Assign         Diary           ▲         ➡         ➡         ➡         ➡         ■ <t< th=""><th></th><th></th><th></th><th></th><th><b></b></th></t<>					<b></b>
Loss State - Date: CA - 09/01/2022 Issued				△ Collapse	Evidence Types	
QUICK ACTIONS	File Name	Method	For Damages	Added By	Actions	
69 Ó ? É	R-Scene Diagram.pdf	UPLOAD	\$5,600.00	BEN RESPONDER 05476	6 1	
Statement of the second second		! At least one eviden	ce type is required. 🚦			
D EPSILON INSURANCE COMPANY (DEMANDER SEPTEMBER 1.4)	Select Evidence Types					_
Claim# (D):	R-Scene Photo.pdf	UPLOAD	\$5,600.00	BEN RESPONDER 05476	<b>a a</b>	
E-09012022-4		🚦 At least one eviden	ce type is required. 🚦			
Demand Amt (D): \$5,600.00	Select Evidence Types					
R ZETA INSURANCE COMPANY	A-Police Report.pdf	UPLOAD	\$5,600.00	BEN RESPONDER 05476	6 🖻	
(RESPONDER SEPTEMBER 1		🖡 At least one eviden	ce type is required. 🚦			
FOUR) Claim# (R): <b>Z-09012022-four</b>	Select Evidence Types					
Last Offer (R):	Proof of Payment.pdf	Upload	\$5,600.00	BEN RESPONDER 05476 D Thu September 8th 2022, 12:47:18 pm	6	
View Damage		You have 'unsaved' Evidence.	ave Evidence			

Check one or more options depending on whether 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 for easy identification.

Click "Save" to complete the Evidence Type.

E-SubrolHub	_	Demand Search	Q		BEN RESPONDER 05476
Demand Ov	Select your evidence type	25		×	UAT08.brespond.05476
6 2	Requested Evidence Typ	Des			
Demand ID: Loss State - Date: C Issued	<ul> <li>Estimate</li> <li>Total Loss Evaluation</li> <li>Other Evidence Types</li> </ul>	<ul> <li>Photograph(s)</li> <li>Tow and/or Storage Bill</li> </ul>	C Rental Bill/Receipt	Salvage Report	pse Evidence Types
QUICK ACTH C EPSILON INSUE COMPANY (DEM SEPTEMBER 1 4) Claims (D): E-00012022-4 Demand Amt (D)	Accident Report     Baliment Form     Deductible     Loss of Use Provision     Prolice Report     Proof of Damages     Reservation of Rights Letter     Safvage Invoice     Statute     Witness Recorded Statement	Adjusters Notes     Case Law     Denial Letter     Motor Vehicel Accident Report     Policy Cancellation Letter     Proof of Payment     Respondent Recorded Statement:     Supplement Payments     Witness Written Statement	Applicant Recorded Statement Coverage Denial Letter Diminished Value Documentation Other Recorded Statement Recorded Statement Respondent Written Statement Scene Photograph(s) Telematics Report Written Statement	Applicant Written Statement     Computerized Vehicle Registration Fee     Expert Report     Policy Language     Rental Agreement     Rules of the Road     Statement     Vehicle Damage Photos	Actions
R ZETA INSURANCE (RESPONDER SEP		rc.pai	UPLOAU 55,0	00.00 BEN RESPONDER 03476	<b>A ā</b>
FOUR) Claim# (R): <b>Z-09012022-four</b>				BEN RESPONDER 05476	
Last Offer (R): <u>View Damag</u>	Proof of Paym		Upload \$5,6 'unsaved' Evidence. Save Evidence	00.00 DELY KESPONDEK (05476 E Thu September 8th 2022; 12:47:1	
_					

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 saving the evidence.



Please note that the "Save Evidence" box is active, but should not be clicked until all evidence actions are complete (Select Evidence Type, Enter Description, Select Damage Association, Private, or Public).

0 C 0	≒ 🖬 🖬 ≓					
mand ID: 47131 ss State - Date: CA - 09/01/2022 Issued					△ Collapse	e Evidence Types
QUICK ACTIONS	File Name		Method	For Damages	Added By	Actions
6? Ó ? É	R-Scene Diagram.pdf		UPLOAD	\$5,600.00	BEN RESPONDER 05476	≙ 亩
	Select Evidence Types	Evidence Type	Evidence Description			Actions
P EPSILON INSURANCE	Select Evidence Types	Scene Diagram			~	A 🖻
COMPANY (DEMANDER SEPTEMBER 1 4) Claim# (D):	B R-Scene Photo.pdf		UPLOAD	Public =	Unlocked <sup>PONDER 05476</sup>	6 0
E-09012022-4	Select Evidence Types	Evidence Type	Evidence Description	Privato	= Locked	Actions
Demand Amt (D): \$5,600.00	select Evidence Types	Scene Photograph(s)		Thoute	- EUCINCU	<b>A</b> 🗊
ZETA INSURANCE COMPANY	A-Police Report.pdf		UPLOAD	\$5,600.00	BEN RESPONDER 05476	<b>6 1</b>
(RESPONDER SEPTEMBER 1	Select Evidence Types	Evidence Type	Evidence Description			Actions
FOUR)	Select Evidence Types	Police Report		Eviden	ce Description	<b>A</b> 🖻
Claim# (R): <b>Z-09012022-four</b> Last Offer (R):	Proof of Payment.pdf		Upload	\$5,600.00	BEN RESPONDER 05476 D Thu September 8th 2022, 12:47:18 pm	6
	· · · · · · · · · · · · · · · · · · ·	Fvidence Type	Evidence Descri			

### Add Evidence - Troubleshooting

Notification: "At least one evidence type is required!" ribbon across the page

• To Resolve: Click "Select Evidence Types" to determine and save the type of evidence.

Notification: Unsaved changes to the evidence

• **To Resolve:** Confirm "Save Evidence" button is clicked when making a changes to evidence.

	File Name	Method	For Damages	Collapse Evic	dence Types
	R-Scene Diagram.pdf	UPLOAD	\$5,600.00	Method For Damages Added By	Actions
		At least one evide	nce type is required. 🚦	Upload Original Damages: \$5,600.00 - BEN RESPONDER 05476 📴 This September 89:1202, 7:4639 pm	6
	Select Evidence Types			Evidence Description	Actions
				Left quarter panel	A 8
	R-Scene Photo.pdf	UPLOAD	\$5,600.00	Upload Original Damages: \$5,600.00 V BEN RESPONDER 05476	6
		At least one evide	nce type is required. 🚦	Evidence Description	Actions
[	Select Evidence Types				A 8
				Upload Original Damages: \$5,600.00 V BEN RESPONDER 05476 D	6
7	A-Police Report.pdf	UPLOAD	\$5,600.00	Evidence Description	Actions
		🚦 At least one evide	nce type is required. 🚦	h(s)	A 8
(	Select Evidence Types			Uplead Original Damages: 55,600.00 V BEN Vio have made	changes to your
	Proof of Payment.pdf	Upload	\$5,600.00	You have 'unsaved' Evidence. Save Evidence continue.	

Notification: Validation warning to associate damages



• **To Resolve:** This would occur when there is a supplement to damages and the evidence needs to be associated to the correct damage entry. Click the "For Damages" menu and select the correct damage entry.

Notification: Validation warning to associate a type of evidence.

• **To Resolve:** Click "Select Evidence Types" to determine the type of evidence.

