AFClient

User Guide

Version 3.5.0

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AFClient User Guide

This manual represents a print version of the AFClient User Guide. Care should be taken when referencing printed material, as it may not represent the most up-to-date information available.

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1.0 Introduction

1.1 Overview

AFClient is proprietary software developed by Arbitration Forums, Inc. (AF) that provides a method for easily attaching claim-related documents and evidence to an electronic subrogation demand or arbitration filing within AF's systems.

This document describes how to use AFClient and assumes that the software has been installed on your system.

For additional information related to the installation of AFClient, refer to the *AFClient Installation Guide*.

AFClient Description

AFClient provides three methods of uploading documents:

AFPrint – Virtual Printer

AFPrint is a "virtual printer" that allows you to submit evidence documents in the same manner used to print those documents to a physical printer. AFPrint converts the item to PostScript format and attaches it to the appropriate subrogation demand or arbitration filing.

AFScan – Document Scanner

AFScan is a document scanner that allows you to submit paper-based evidence documents by scanning them using any TWAIN-compliant scanner. AFScan converts the item to a PDF and attaches it to the appropriate subrogation demand or arbitration filing.

Context Menu – Send to AFClient

The "Send to AFClient" option is available from Windows Explorer. It allows users to select one or more evidence documents from Windows Explorer and attaches the selected evidence documents to the appropriate subrogation demand or arbitration filing.

See Also:

About AFClient Help

1.2 About the AFClient User Guide

AF developed this user guide to help you become familiar with AFClient.

Usage Tips

Here are some tips to help you use this guide. Use any of the methods below, depending on what works best for you.

- View the online user guide in sequence using the Table of Contents. Click the ***Contents*** button (upper left-hand corner), then click on a bookmark to see its contents. Click each page to view the corresponding information in the right-hand pane.
- Find information using the online index. Click the ***Index*** button, scroll through the keyword list, and then click the keyword. When you click a keyword, the corresponding topic appears in the left-hand pane.
- Locate every occurrence of a word or phrase in the online user guide by clicking the ***Search*** link and then entering the word. When the list of topics displays, click the topic title you want to display. The corresponding topic appears in the right-hand pane.
- Hyperlinks are clickable items such as text (typically underlined and displayed in a different color) that perform an action such as displaying another topic or a Web page.

See Also:

Overview

2.0 Submitting Evidence for Subrogation Demand

2.1 Supported Business Processes (Subrogation)

AFClient supports two different business processes for associating evidence related to a subrogation demand depending on the needs of your organization.

Evidence Submitted AFTER Demand Created

With this business process, you would:

- First, create your subrogation demands within E-Subro Hub.
- Then, submit evidence documents for these demands using AFClient.

Evidence Submitted BEFORE Demand Created

With this business process, you would:

- First, use AFClient to submit evidence documents for your subrogation demands. The system will "hold" these documents until a demand is created with the related claim number.
- Then, create your demands within E-Subro Hub. At this point, the system will automatically associate any evidence documents to the first demand created with the same claim number.

See Also:

AFClient Virtual Printer (Subrogation)
Network Connection Problems (Subrogation)
AFClient Options (Subrogation)
AFScan Document Scanner (Subrogation)

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AFContext Menu – Send to AFClient (Subrogation)

2.2 AFClient Virtual Printer (Subrogation)

The AFClient Virtual Printer allows you to upload claim-related documents from any desktop application using the same approach used to print those same documents. In doing so, the AFClient Virtual Printer converts the "printed" document to PostScript format and automatically associates it with a specific subrogation demand based on the claim number you enter.

Before Using AFClient

After installing AFClient, a new printer (a virtual printer) will be accessible from your system. By default, this printer is named "AFClient Virtual Printer." However, your system administrator may have specified another name for this printer. Before using the AFPrint application, you will need to know the name of this virtual printer.

Depending upon your operating system, the steps used to verify the installation of AFClient will vary. Contact your system administrator if you need assistance.

In the Windows 11 operating system, you can verify the installation of AFClient 3.5.0 from the Printers and Scanners window.

The remainder of this guide assumes that the printer is named "AFClient Virtual Printer."

Accessing the AFClient Virtual Printer

The AFClient Virtual Printer can be used with any desktop application that supports printing to a Windows printer.

To access the virtual printer:

1. Open the document you wish to submit using the appropriate application on your system.
2. Print the document in the manner that will allow you to choose your printer.
3. From within the Print dialog, select the AFClient Virtual Printer and click ***Print*** to proceed.

> **Note:** The AFClient Virtual Printer can be set up with a different name. See "Before Using AFClient" for additional information.

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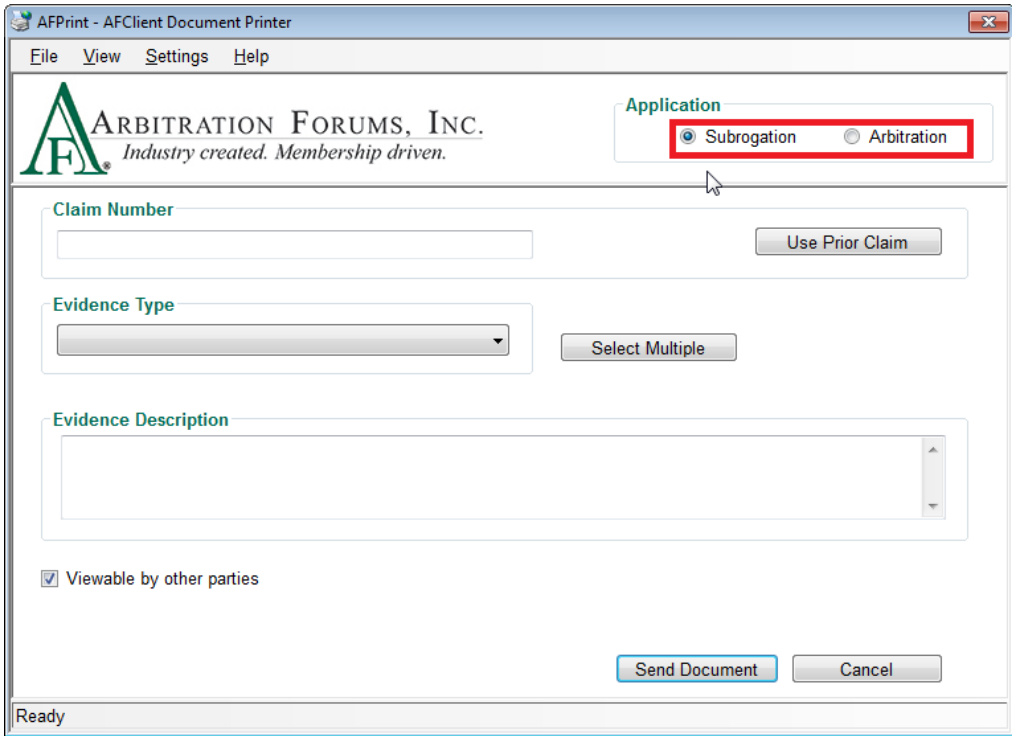
Choosing an Application

Upon launching the AFClient Virtual Printer (also known as AFPrint), the first choice you may need to be aware of concerns the Application radio buttons located in the upper right-hand corner of the window.

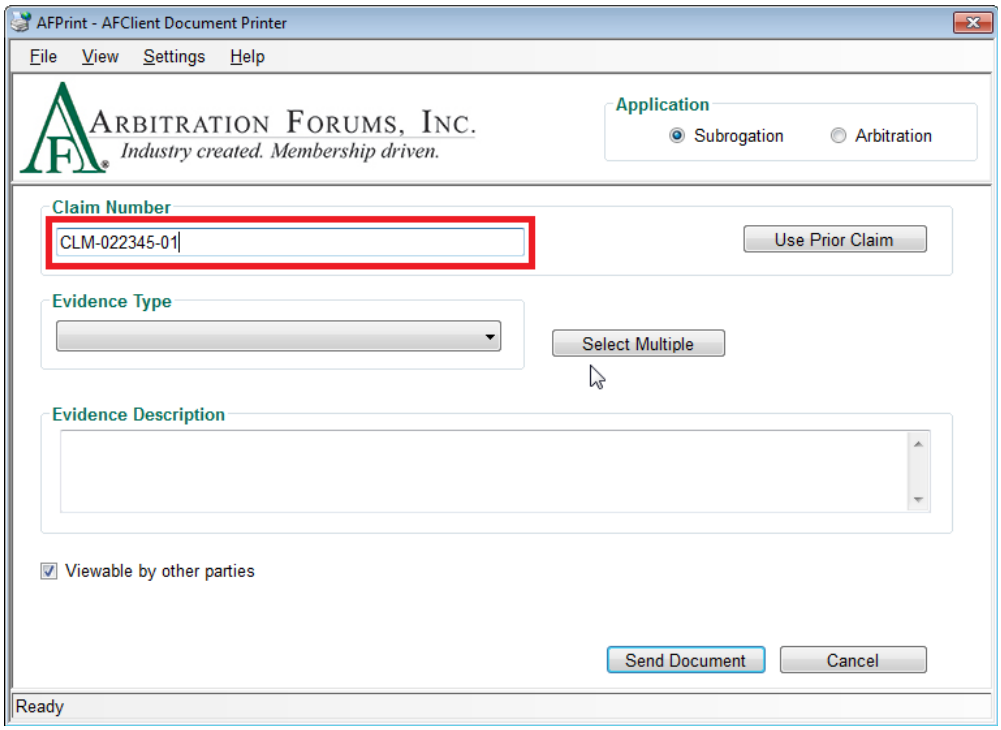


Click on the "Subrogation" radio button to submit evidence items to a subrogation demand.

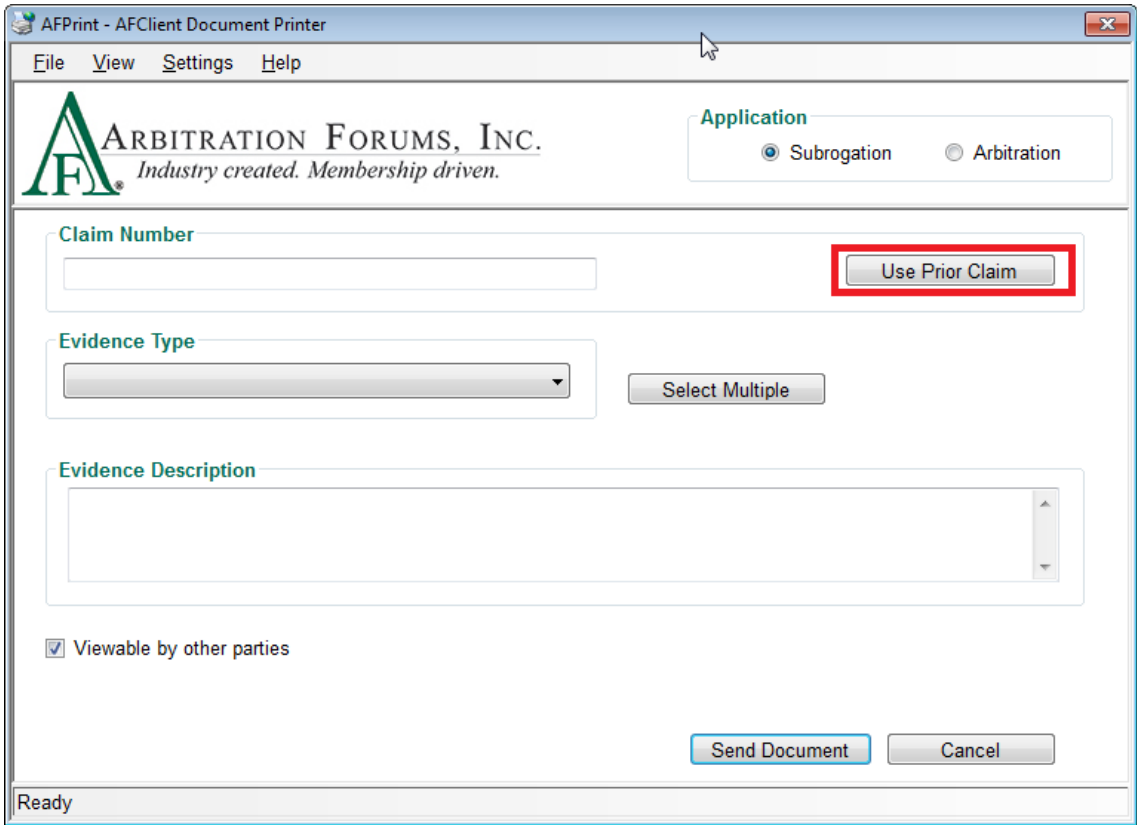
> **Note:** AFClient will remember your Application selection the next time it's launched.

Entering a Claim Number

You can enter a claim number by typing it in the Claim Number field or by copying and pasting from your claim system.



If you are submitting subsequent evidence items to a demand that you previously submitted to, you can click ***Use Prior Claim***, and AFClient will enter the number for you.



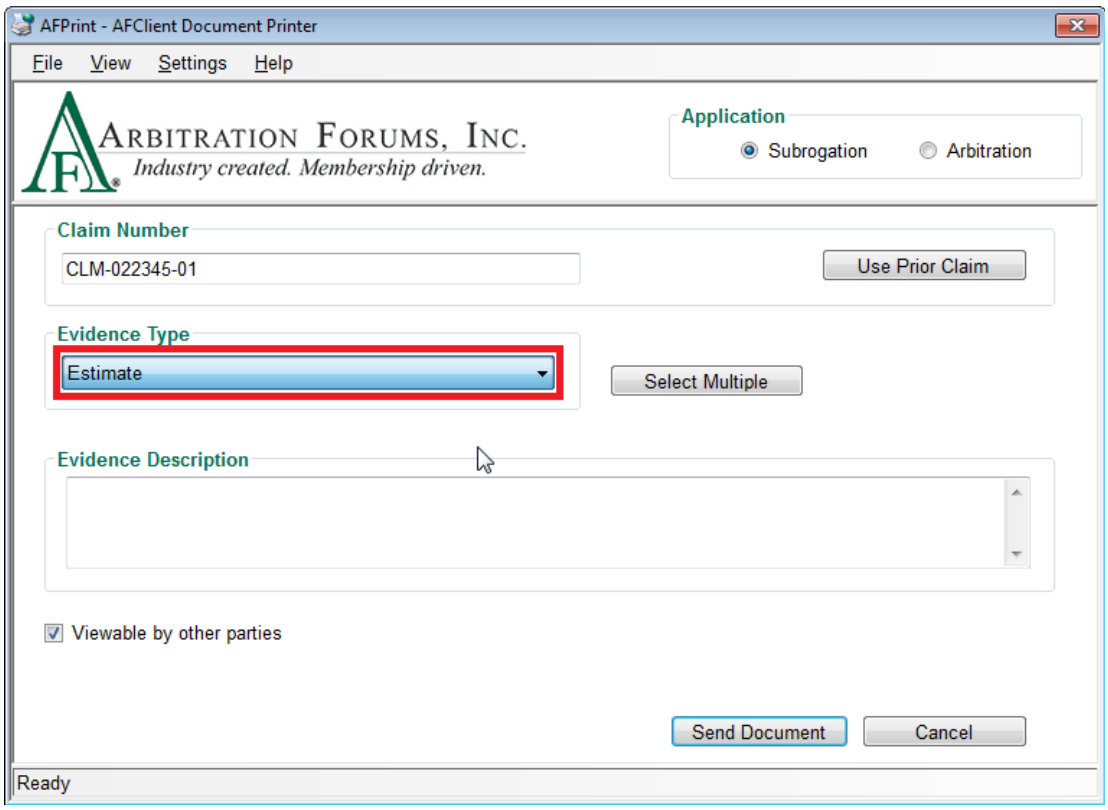
Selecting Evidence Type

Depending upon the contents of the document(s) you are submitting, there are two ways to identify them.

Submitting a Single Evidence Item

If the document that you are submitting contains only a single evidence item (such as an estimate), use the following steps to identify the item:

1. Click the drop-down list under the Evidence Type section.



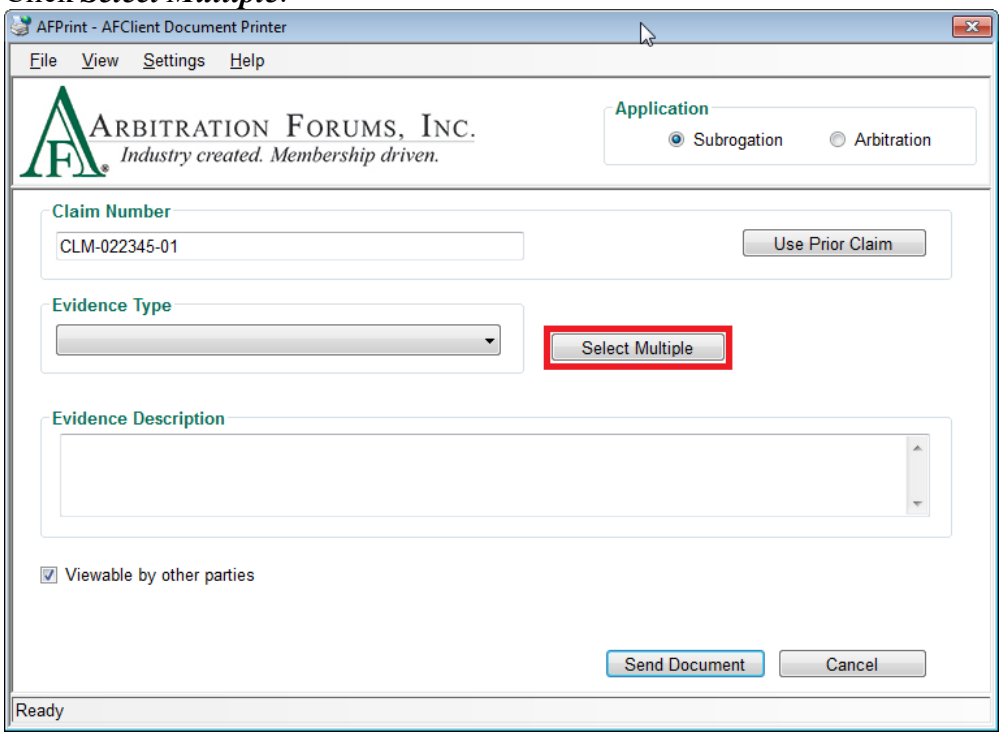
2. Select the type from the pre-populated list.

> **Note:** You may also use the built-in keyboard shortcuts to choose the items from this field. See "Using Keyboard Shortcuts (Hot Keys)" for additional information.

Submitting Multiple Evidence Items

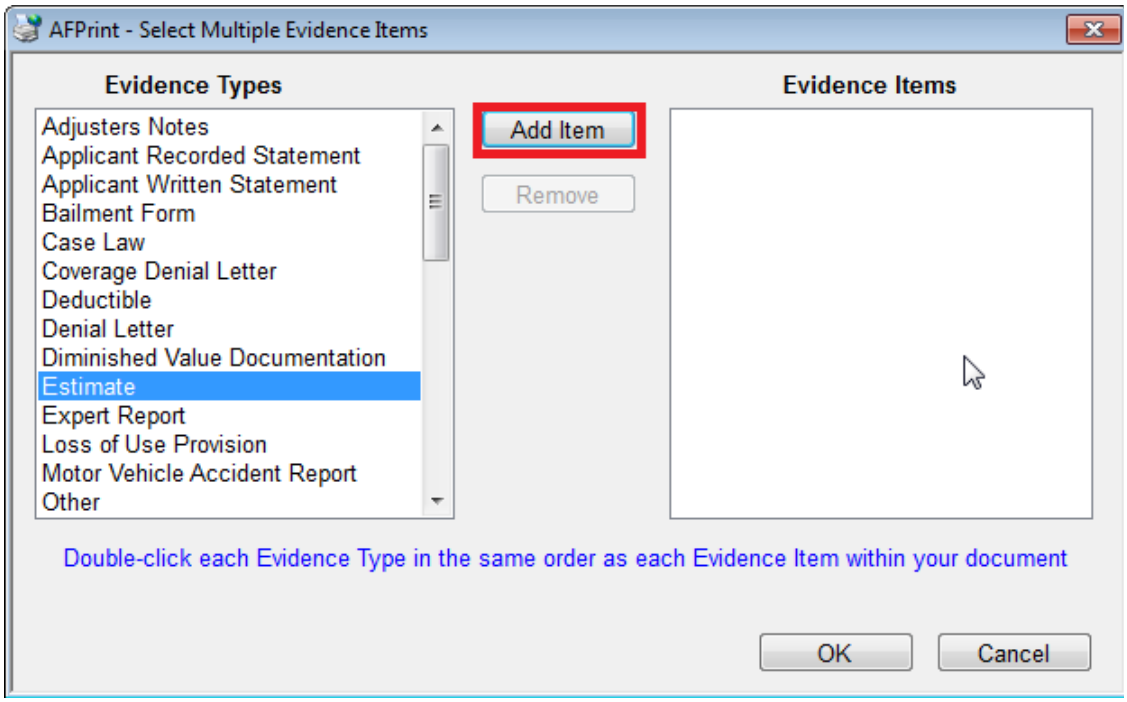
If your document contains several evidence items (such as a police report, photos, and an estimate), or your claim system allows you to queue several items at once, use the following steps to identify the items:

1. Click ***Select Multiple***.



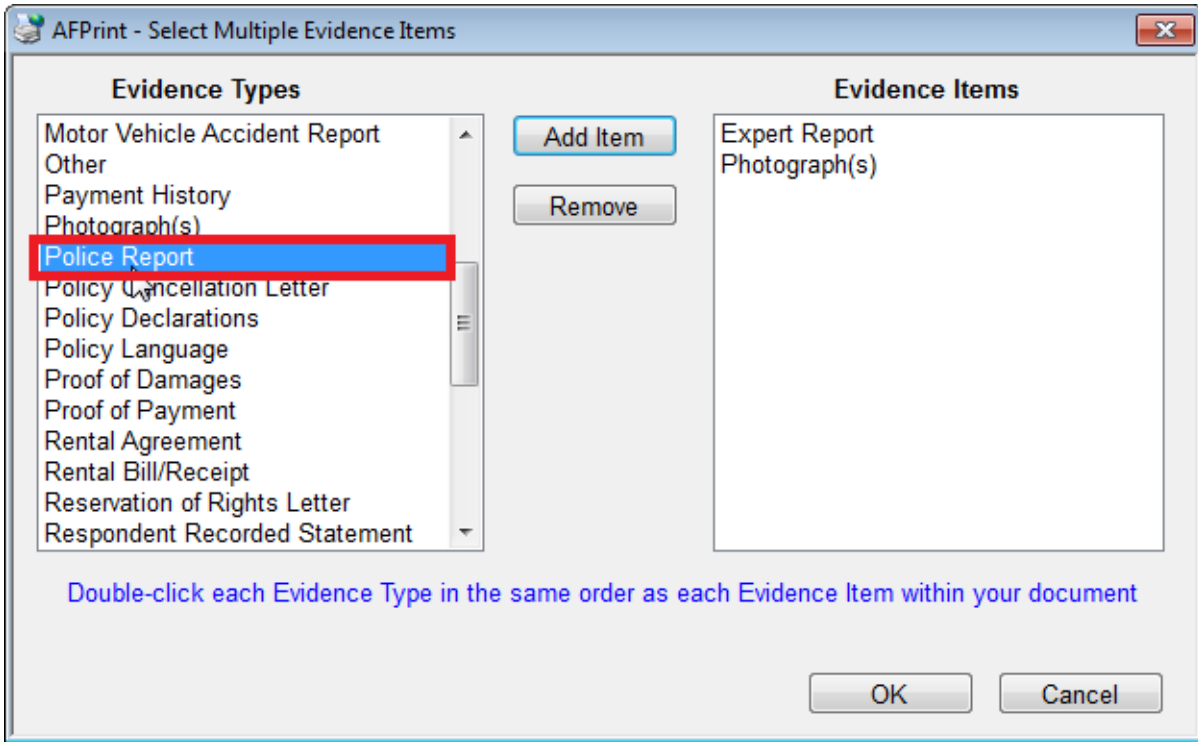
2. From the Select Multiple Evidence Items window, add the desired items to the list via one of the following methods:

- Click the desired item from the Evidence Types list; then click ***Add Item***.



OR

- Double-click the desired item from the Evidence Types list.



> **Note:** The items should be chosen in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, those items should be chosen from this list in that order as well.

3. Click ***OK*** to continue.

Entering Evidence Description

The Evidence Description field varies depending on whether you are submitting single or multiple evidence items.

> **Note:** Evidence Description is optional except for the evidence type "Other."

Evidence Description – Single Item

After selecting the desired Evidence Type from the drop-down list, enter the optional description in the Evidence Description field by selecting the field and typing the desired description.

Evidence Description – Multiple Items

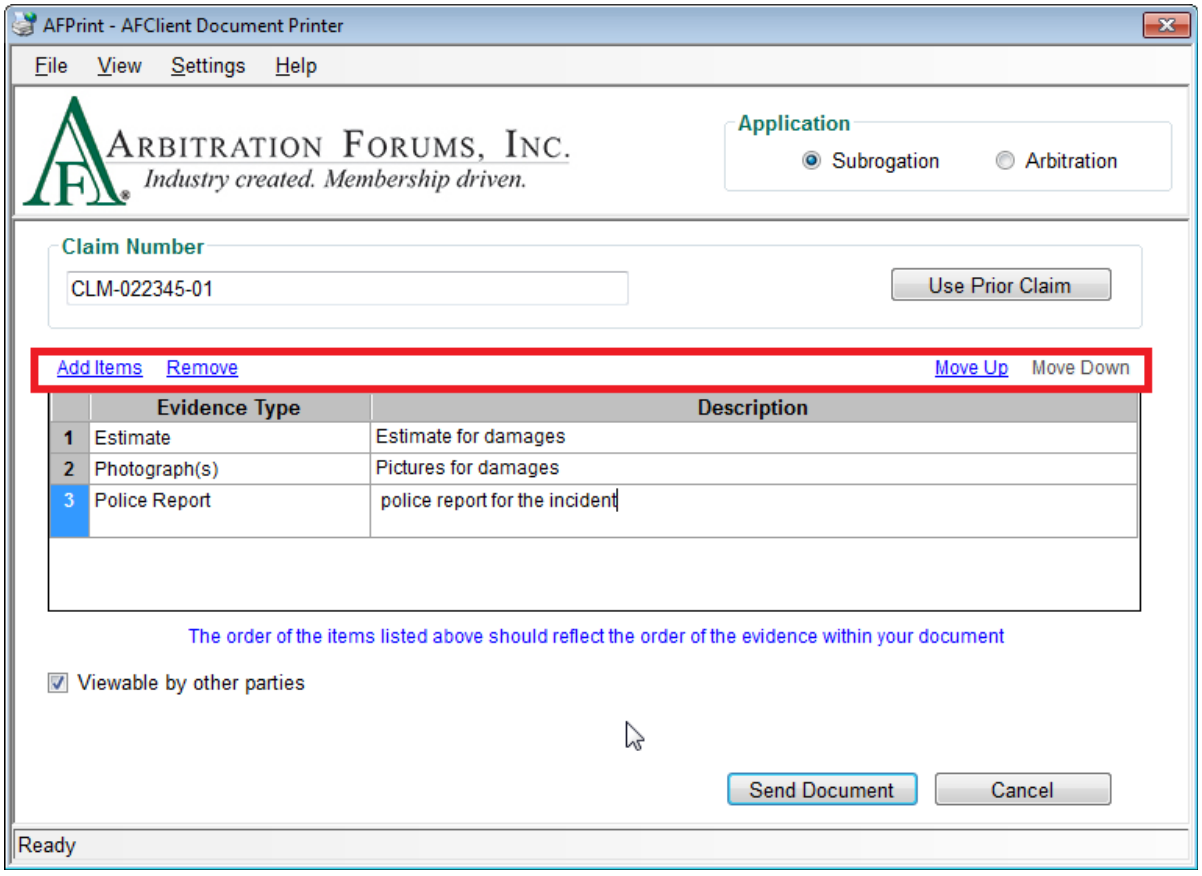
After selecting the multiple evidence items (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information), the chosen items will be displayed in columns. To add a description, click the corresponding field.

Multiple Item List Links

Once multiple items have been selected and are presented in the column format, this list can be modified using the links available at the top of the list.

The links are used to:

- **Add Items** – Opens the Select Multiple Evidence Items dialog (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information)
- **Remove** – Removes the currently selected item from the list
- **Move Up** – Moves the currently selected item to the next higher position in the list
- **Move Down** – Moves the currently selected item to the next lower position in the list



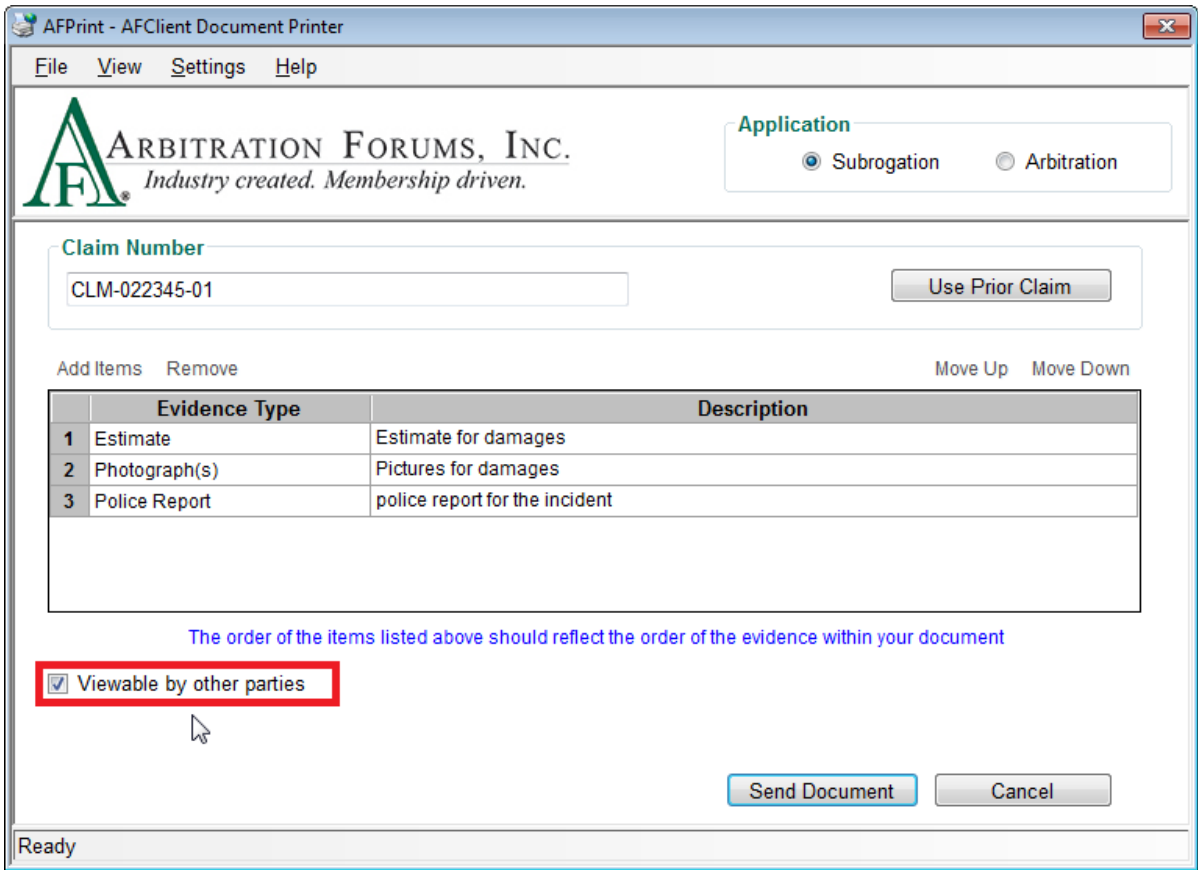
Note: When uploading multiple items in a single document, the items should be listed in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, those items should be listed in that order as well.

Choosing Viewable By Other Parties Status

The "Viewable by other parties" checkbox provides a method of indicating if the evidence items being submitted should be viewable by the opposing party or only by the submitter's party.

When an item is submitted with this box checked, that item is made available to other parties to the demand. Items submitted in this manner will remain available in E-Subro Hub even if that demand goes to arbitration. If some evidence items should be viewable only by the submitter's party, those items should be submitted with this box unchecked.

> **Note:** As shown in the image below, this checkbox applies to the entire document being submitted, whether it contains single or multiple items. For multiple items that are submitted as a single document, **all items in that document** will either be viewable or will not.
>
> Once items are made viewable by another party, they cannot be modified to make them non-viewable.

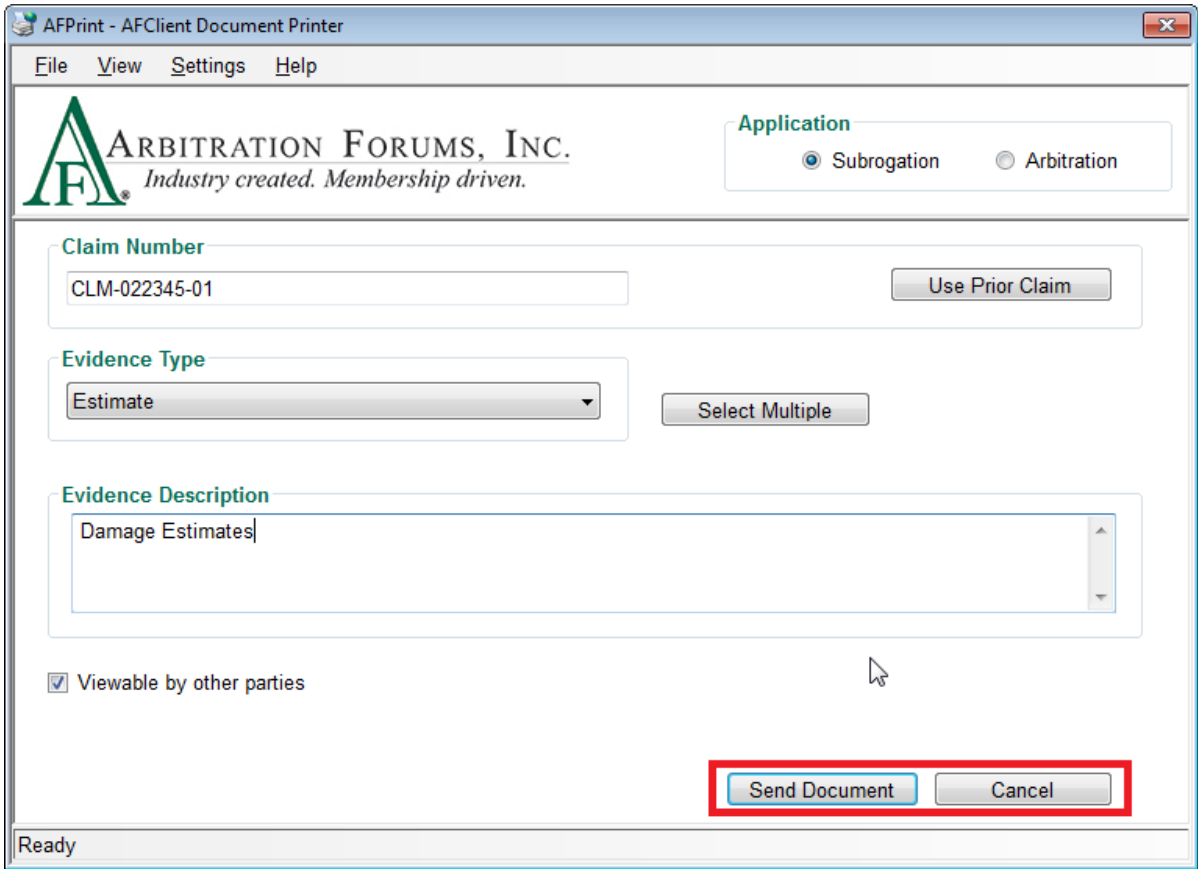


Completing/Canceling Upload Process

Once all the desired information has been chosen, complete the upload by clicking ***Send Document***.

> **Note:** Once ***Send Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process and closes the window without sending the document.



Using the Matching Cases Dialog

When submitting a document, the system checks the claim number you entered for a match in E-Subro Hub.

The Matching Cases dialog will always be displayed when:

- Multiple E-Subro Hub demands are found that match the claim number you specified.

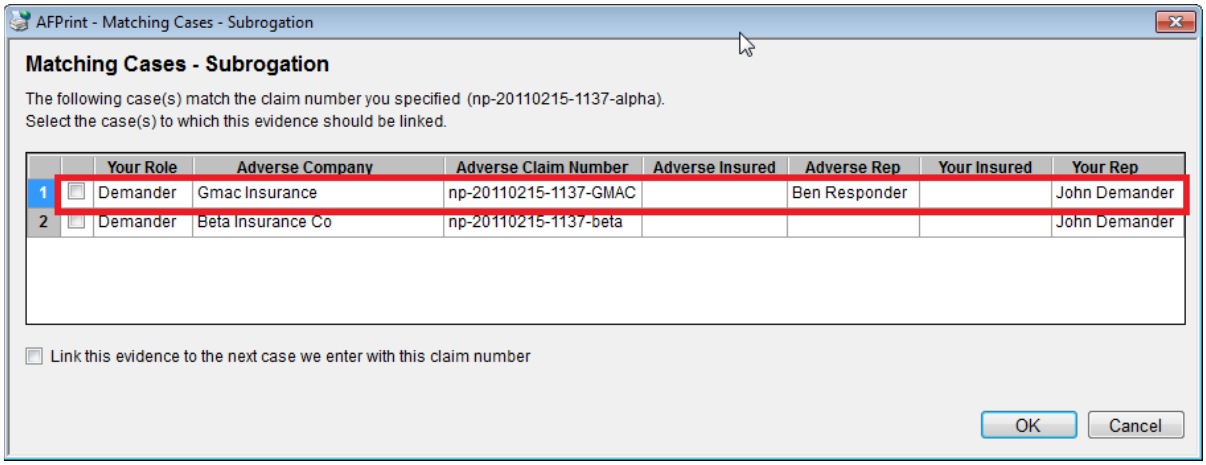
  OR

- A matching E-Subro Hub demand is found, and you are the Responder.

Depending upon your configuration choices, the Matching Cases dialog may alert you to other conditions. See *AFClient Options (Subrogation)* for additional information.

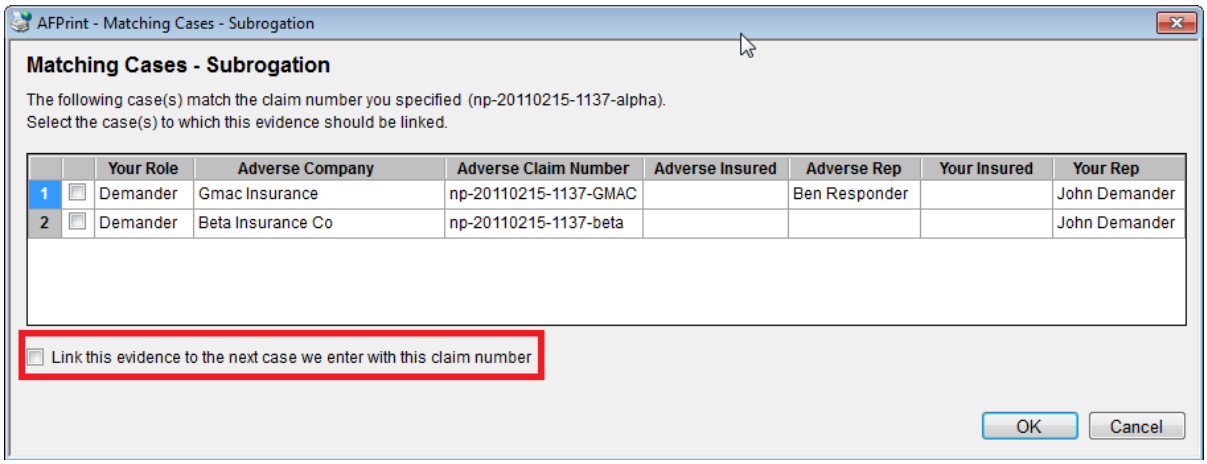
If a match is found that meets one of the conditions listed above, you will be asked to choose the demand to which you would like the evidence linked.

Select the desired demand by clicking the corresponding checkbox. Click ***OK*** to confirm.



> **Note:** If the evidence being submitted applies to more than one of the listed demands, simply check the corresponding box for each of the demands you would like the document to be associated with.

If you know that you will be creating another demand with the same claim number that this evidence would also apply to, simply check the *Link this evidence to the next case we enter with this claim number* box, and the item will be linked to any demands you have chosen from the list as well as the next demand that is created with the same claim number.



Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration under Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode

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- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in list
- **Enter (while selected on list)** – Move that value to the other column
- **Enter (while focus is on a button)** – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in list
- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in list
- **Ctrl+D** (while selected on row in list) – Move the item down in list

Edit Description Mode:

- **Enter** – Carriage return in text being typed
- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to beginning of text
- **End** – Move to end of text
- **Delete** – Delete character to right of cursor
- **Backspace** – Delete character to left of cursor
- **Arrows** – Reposition cursor without deleting

See Also:

Supported Business Processes (Subrogation)
Network Connection Problems (Subrogation)
AFClient Options (Subrogation)
AFScan Document Scanner (Subrogation)
AFContext Menu – Send to AFClient (Subrogation)

2.3 Network Connection Problems (Subrogation)

When submitting evidence items, AFClient will automatically detect any network problems.

Handling Submission during Network Problems

When a networking issue arises, AFClient allows two options:

- Continue with the submission – AFClient will store the evidence item and will transmit this item to the server when the network problem is resolved.

  OR

- Cancel the submission – AFClient will discard this evidence item, and you can resubmit the item at a later time.

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In general, this design enables you to continue submitting evidence items in spite of any network problems. However, since AFClient was unable to obtain any matching case information from the server (due to the network problem), when this evidence item is successfully transmitted to the server, it will be processed based on the number of demands found for the claim number specified for this evidence item.

- If ZERO demands exist for this claim number where your company is the Demander, this evidence will be attached to the next demand your company adds with this claim number.
- If EXACTLY ONE demand exists for this claim number where your company is the Demander, this evidence will be attached to the existing demand only.
- If MORE THAN ONE demand exists for this claim number where your company is the Demander, this evidence will be DISCARDED, as the system cannot determine which demand to attach to.
- UNDER NO CIRCUMSTANCES will this evidence be attached to an existing demand where your company is the Responder.

In this case, the safest course of action would be to cancel the submission and try again later when the network problem has been resolved (thereby allowing you to see the cases that match this claim number).

> **Note:** These processing rules are displayed within the "Network Timeout or Error" dialog.

See Also:

Supported Business Processes (Subrogation)
AFClient Virtual Printer (Subrogation)
AFClient Options (Subrogation)
AFScan Document Scanner (Subrogation)
AFContext Menu – Send to AFClient (Subrogation)

2.4 AFClient Options (Subrogation)

The AFClient Options control the conditions under which the Matching Case dialog will be displayed.

These settings are intended to be configured in a way that corresponds with an organization's business process for evidence submission. During the installation of AFClient, these settings can be configured globally by an organization to match its evidence submission process.

For more information regarding the installation of AFClient, refer to the *AFClient Installation Guide*.

Choosing AFClient Options

> **Note:** The AFClient Options pertain only to E-Subro Hub demands and are not relevant to the submission of arbitration-related evidence.

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The following alerts can be configured:

- **Alert me if no E-Subro Hub cases are found for the specified claim number** – Indicates whether the Matching Case dialog should be displayed if a matching case IS NOT found in the system when submitting an evidence item.

  If your organization submits its evidence AFTER creating its subrogation demands, AF recommends this option be turned ON.

  If your organization submits its evidence BEFORE creating its subrogation demands, AF recommends this option be turned OFF.

- **Alert me if a single E-Subro Hub case is found that matches the specified claim number** – Indicates whether the Matching Case dialog should be displayed if a matching case IS found in the system when submitting an evidence item.

  If your organization submits its evidence AFTER creating its subrogation demands, AF recommends this option be turned OFF.

  If your organization submits its evidence BEFORE creating its subrogation demands, AF recommends this option be turned ON.

Make changes by selecting or unselecting the appropriate checkbox. Click ***OK*** to proceed.

See Also:

Supported Business Processes (Subrogation)
AFClient Virtual Printer (Subrogation)
Network Connection Problems (Subrogation)
AFScan Document Scanner (Subrogation)
AFContext Menu – Send to AFClient (Subrogation)

2.5 AFScan Document Scanner (Subrogation)

AFScan is an optional component of AFClient that functions as a document-scanning application that directly controls your document scanner. This section describes the basic procedure for using AFScan.

Launching AFScan Document Scanner

The AFScan Document Scanner provides a method of submitting paper-based evidence using any TWAIN-compliant scanner attached to your computer.

Because AFScan acts as a separate application, you will need to start AFScan by choosing it from either your Start menu or All Programs list (depending upon your operating system and setup).

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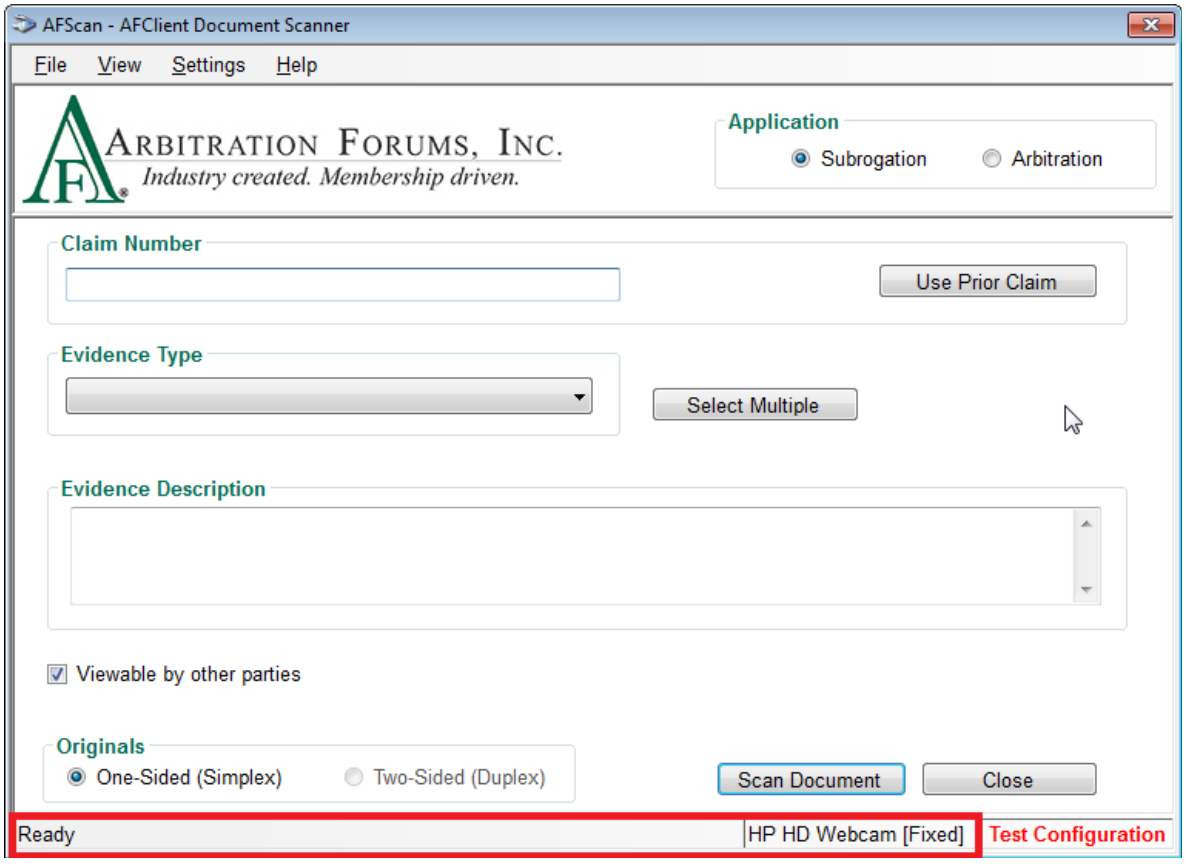
As AFScan is initiating, it will check for a scanner attached to your computer.

If a scanner connection is NOT found, AFScan will display an error message. Click ***OK*** to proceed. After verifying the connection of your scanner, restart AFScan.

If a scanner connection is found, AFScan will display a "Ready" message along with the name of the attached scanner.



Choosing an Application

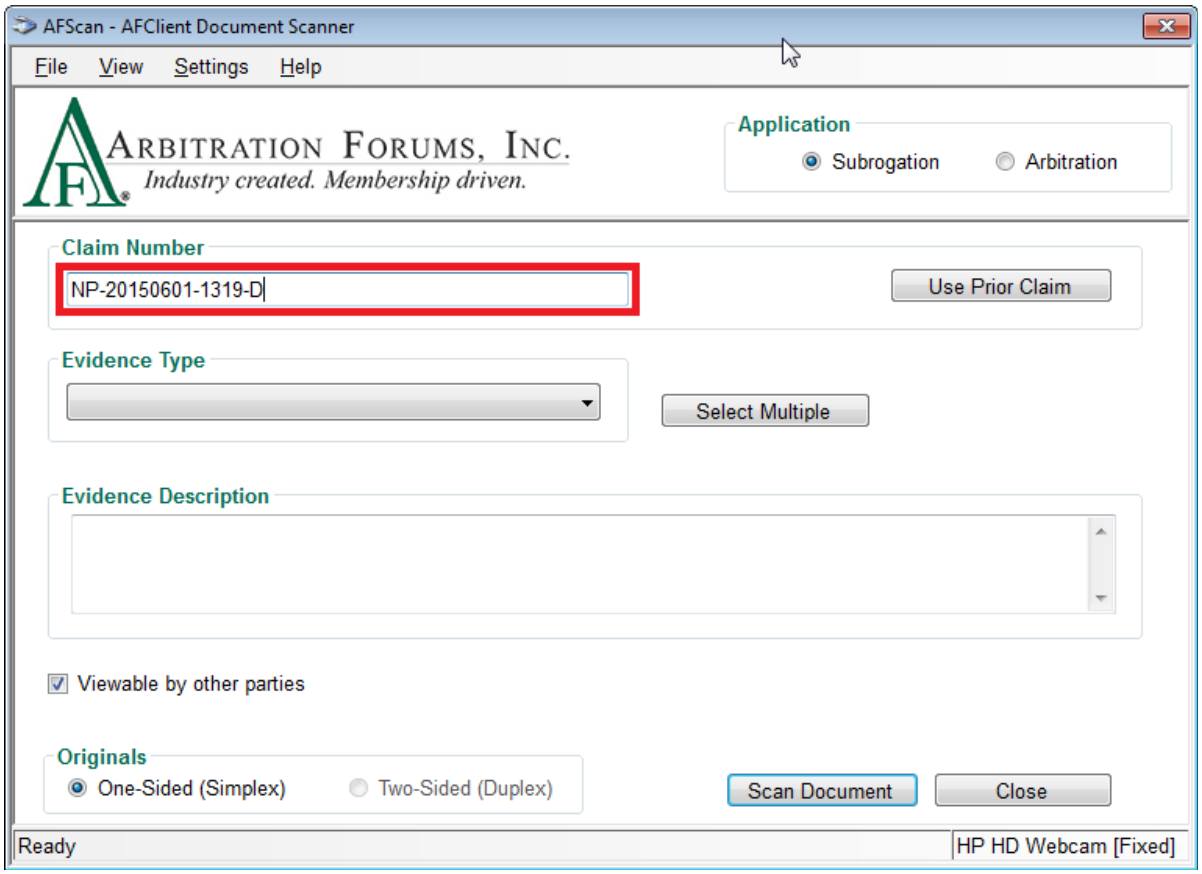
Upon launching AFScan, you will see the Application radio buttons located in the upper right-hand corner of the window.

Click on the "Subrogation" radio button to submit evidence items to a subrogation demand.

> **Note:** AFScan will remember your Application selection the next time it's launched.

Entering a Claim Number

You can enter a claim number by typing it in the Claim Number field or by copying and pasting from your claim system.



If you are submitting subsequent evidence items to a demand that you previously submitted to, you can click ***Use Prior Claim***, and AFClient (AFScan) will enter the number for you.

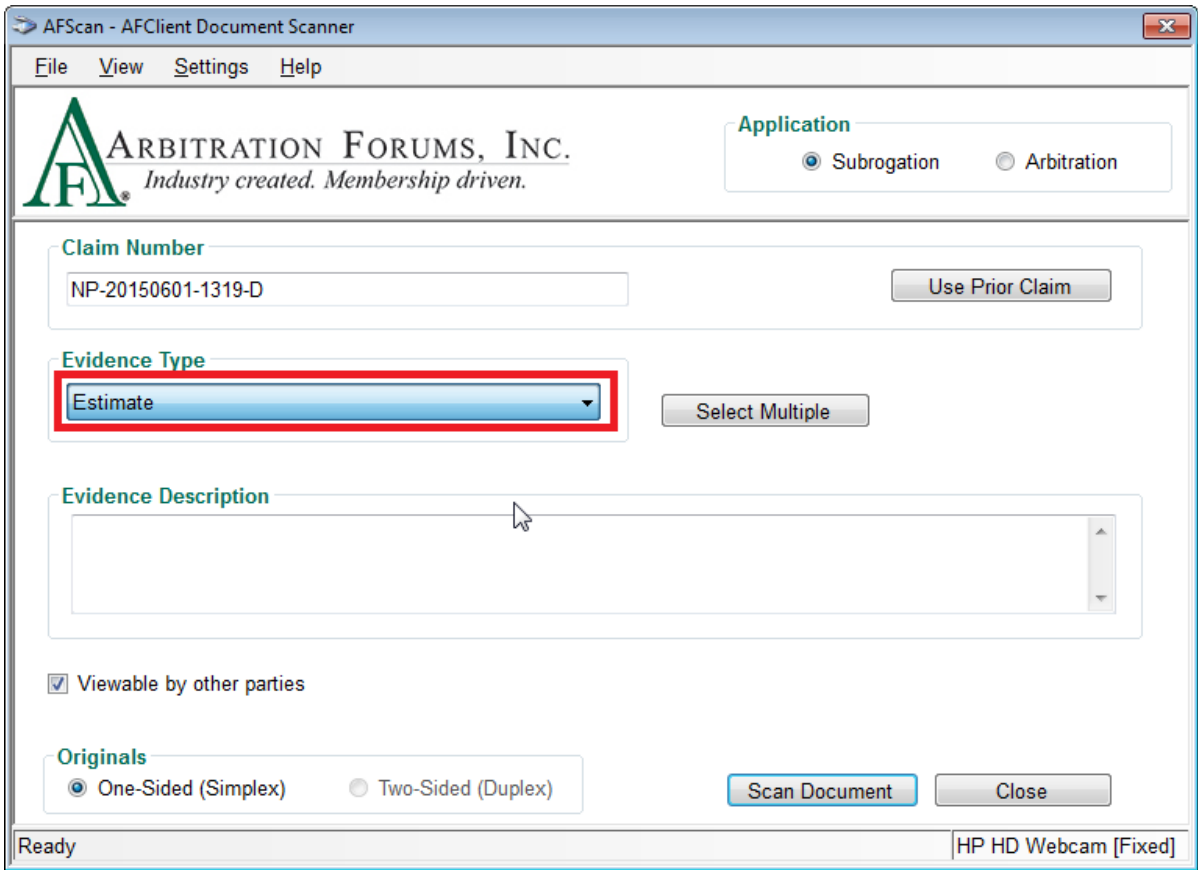
Selecting Evidence Type

Depending upon the contents of the document(s) you are submitting, there are two ways to identify evidence.

Submitting a Single Evidence Item

If the document that you are submitting contains only a single evidence item (such as an estimate), use the following steps to identify the item:

1. Click the drop-down list under the Evidence Type section.



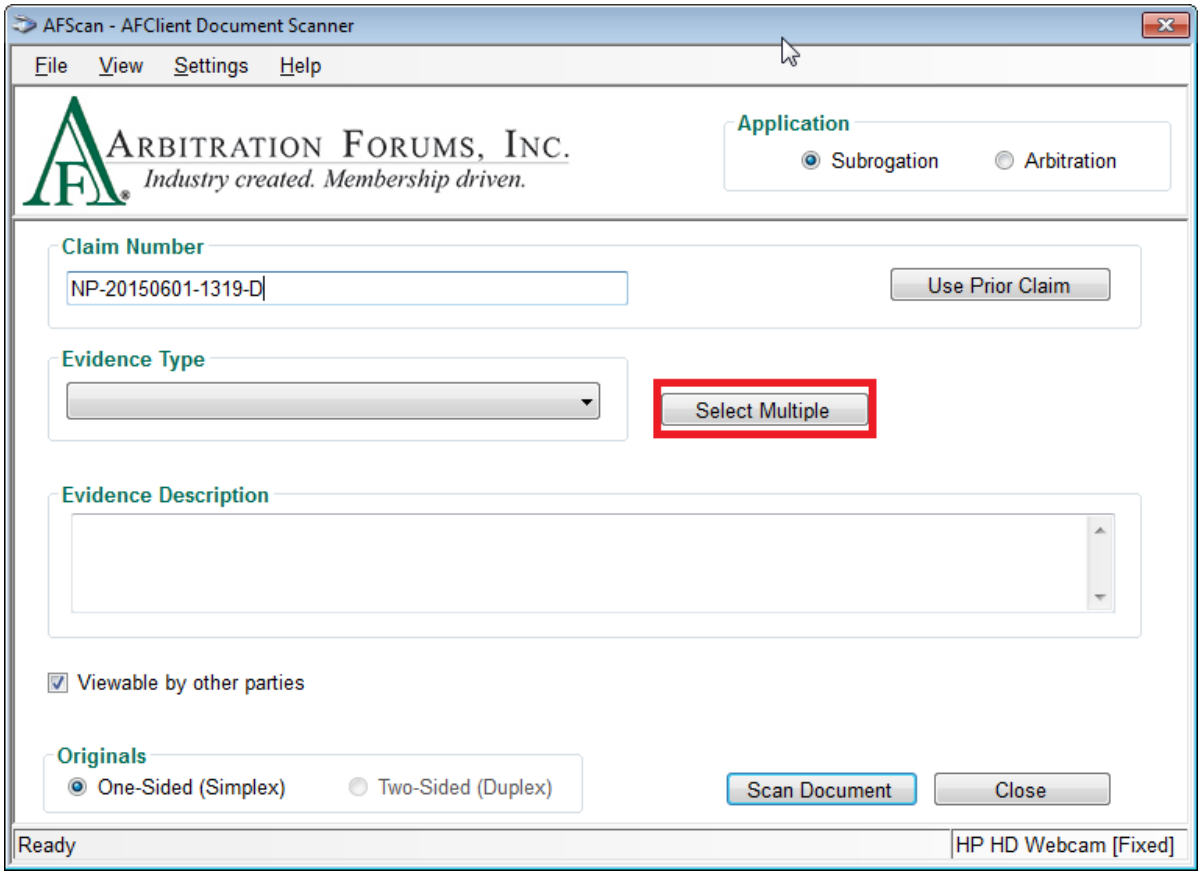
2. Select the type from the pre-populated list.

> **Note:** You may also use the built-in keyboard shortcuts to choose the items from this field. See "Using Keyboard Shortcuts (Hot Keys)" for additional information.

Submitting Multiple Evidence Items

If your document contains several evidence items (such as a police report, photos, and an estimate) or your claim system allows you to queue several items at once, use the following steps to identify the items:

1. Click ***Select Multiple***.

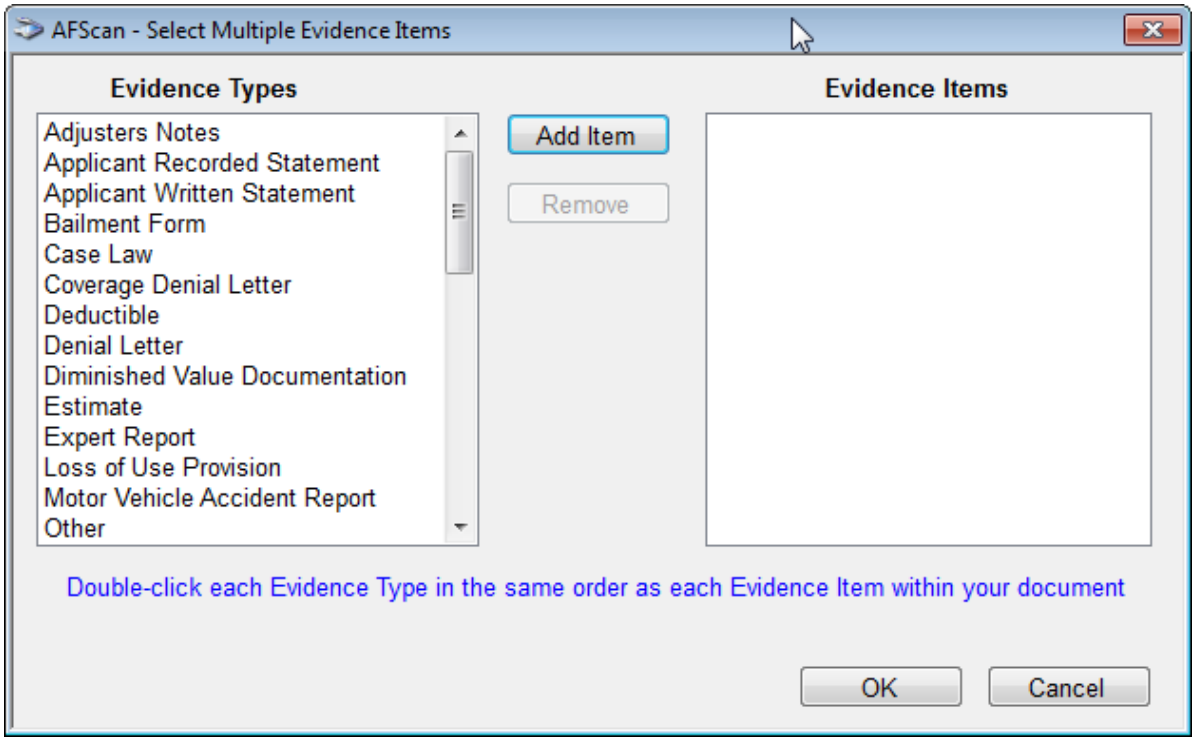


2. From the Select Multiple Evidence Items window, add the desired items to the list via one of the following methods:

- Click the desired item from the Evidence Types list; then click ***Add Item***.

  OR

- Double-click the desired item from the Evidence Types list.



> **Note:** The items should be chosen in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, those items should be chosen from this list in that order as well.

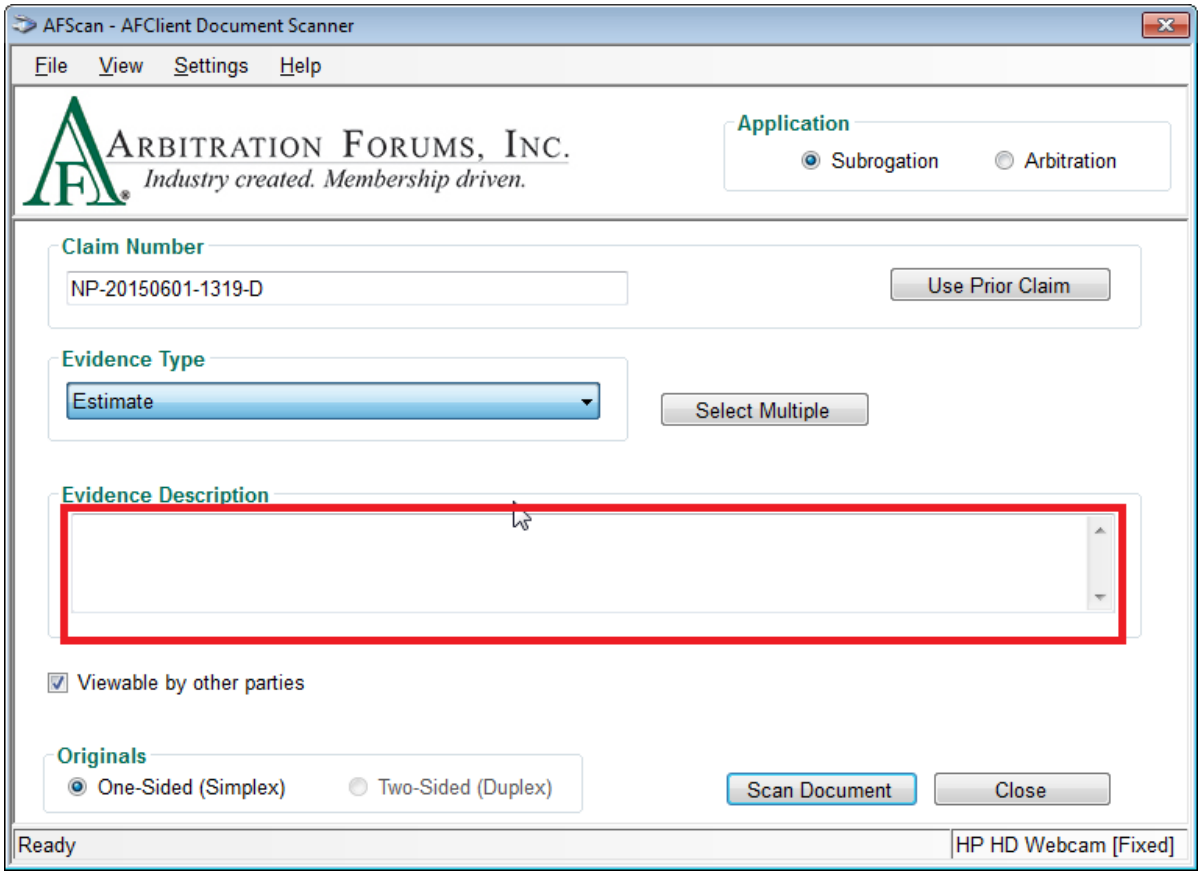
3. Click ***OK*** to continue.

Entering Evidence Description

The Evidence Description field varies depending on whether you are submitting single or multiple evidence items.

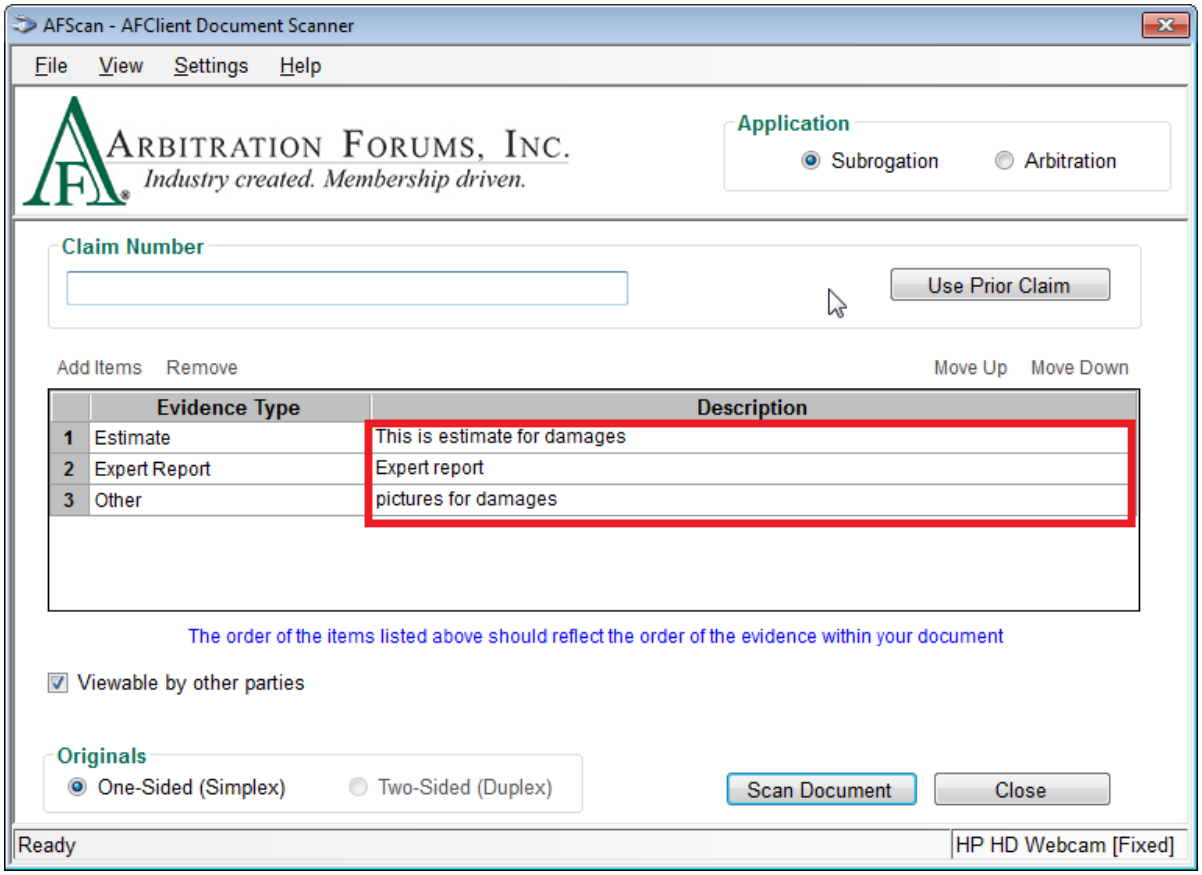
Evidence Description – Single Item

After selecting the desired Evidence Type from the drop-down list, enter the optional description in the Evidence Description field by selecting the field and typing the description.



Evidence Description – Multiple Items

After selecting Multiple Evidence Items (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information), the chosen items will be displayed in columns. To add a description, click the corresponding field.

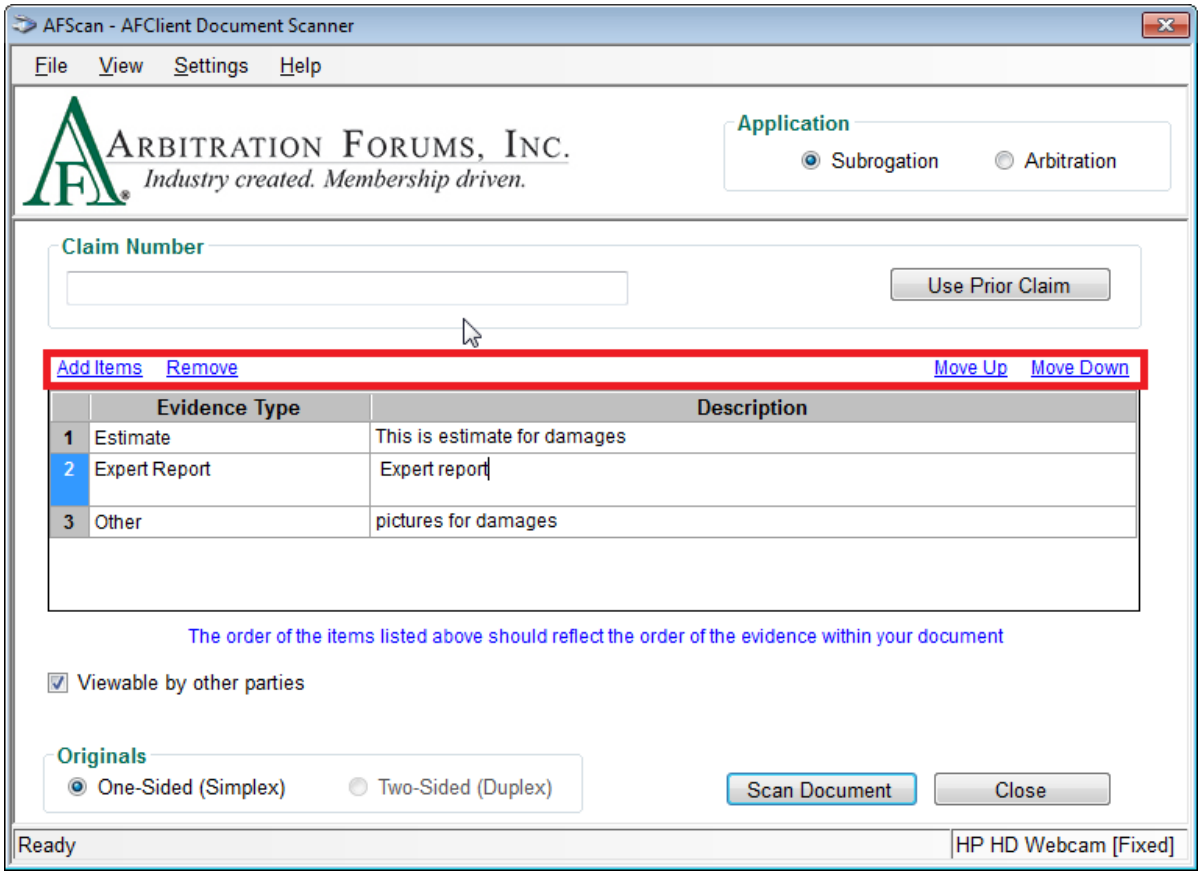


Multiple Item List Links

Once multiple items have been selected and are presented in the column format, this list can be modified using the links available at the top of the list.

The links are used to:

- **Add Items** – Opens the Select Multiple Evidence Items dialog (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information)
- **Remove** – Removes the currently selected item from the list
- **Move Up** – Moves the currently selected item to the next higher position in the list
- **Move Down** – Moves the currently selected item to the next lower position in the list



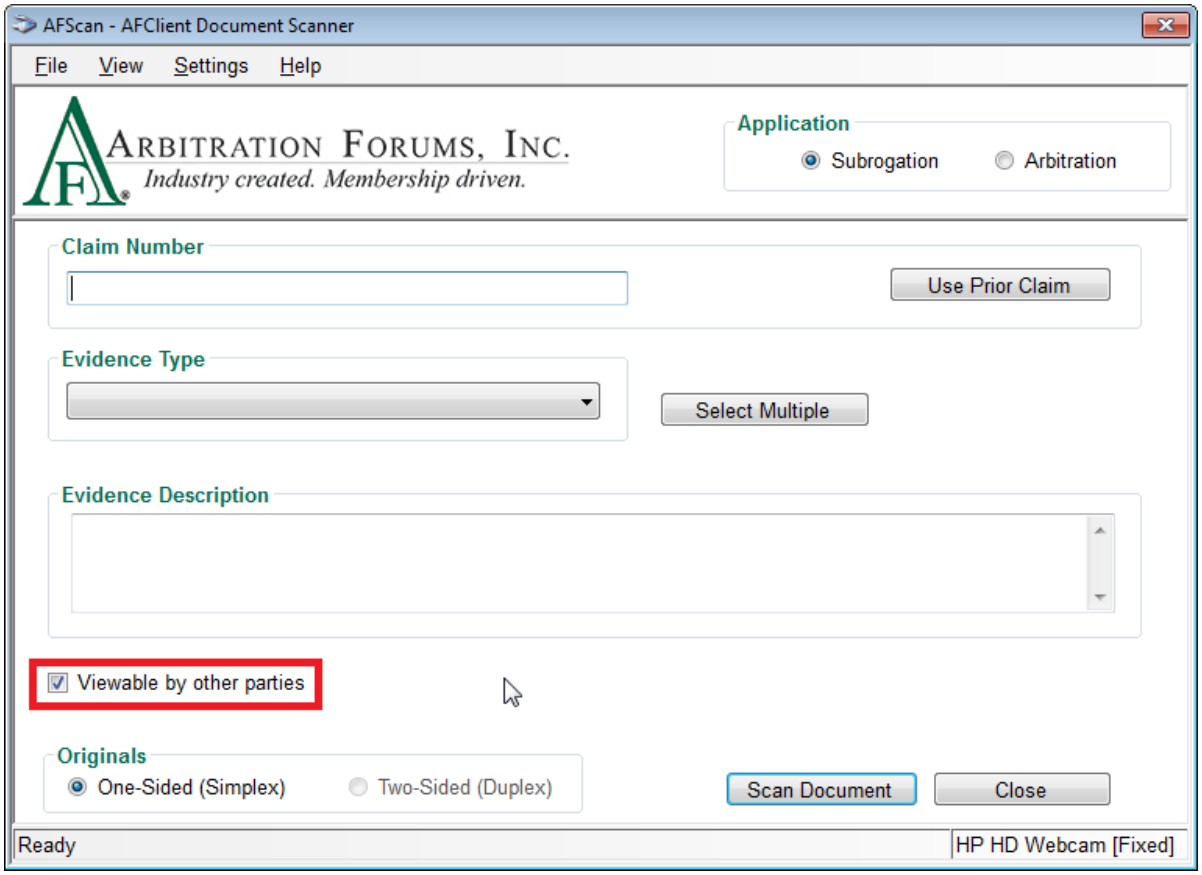
> **Note:** When uploading multiple items in a single document, the items should be listed in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, those items should be listed in that order as well.

Choosing Viewable By Other Parties Status

The "Viewable by other parties" checkbox provides a method for indicating if the evidence items being submitted should be viewable by the opposing party or only within the submitter's party.

When an item is submitted with this box checked, that item is made available to other parties to the demand. Items submitted in this manner will remain available in E-Subro Hub even if that demand goes to arbitration. If some evidence items should be viewable only within the submitter's party, those items should be submitted with this box unchecked.

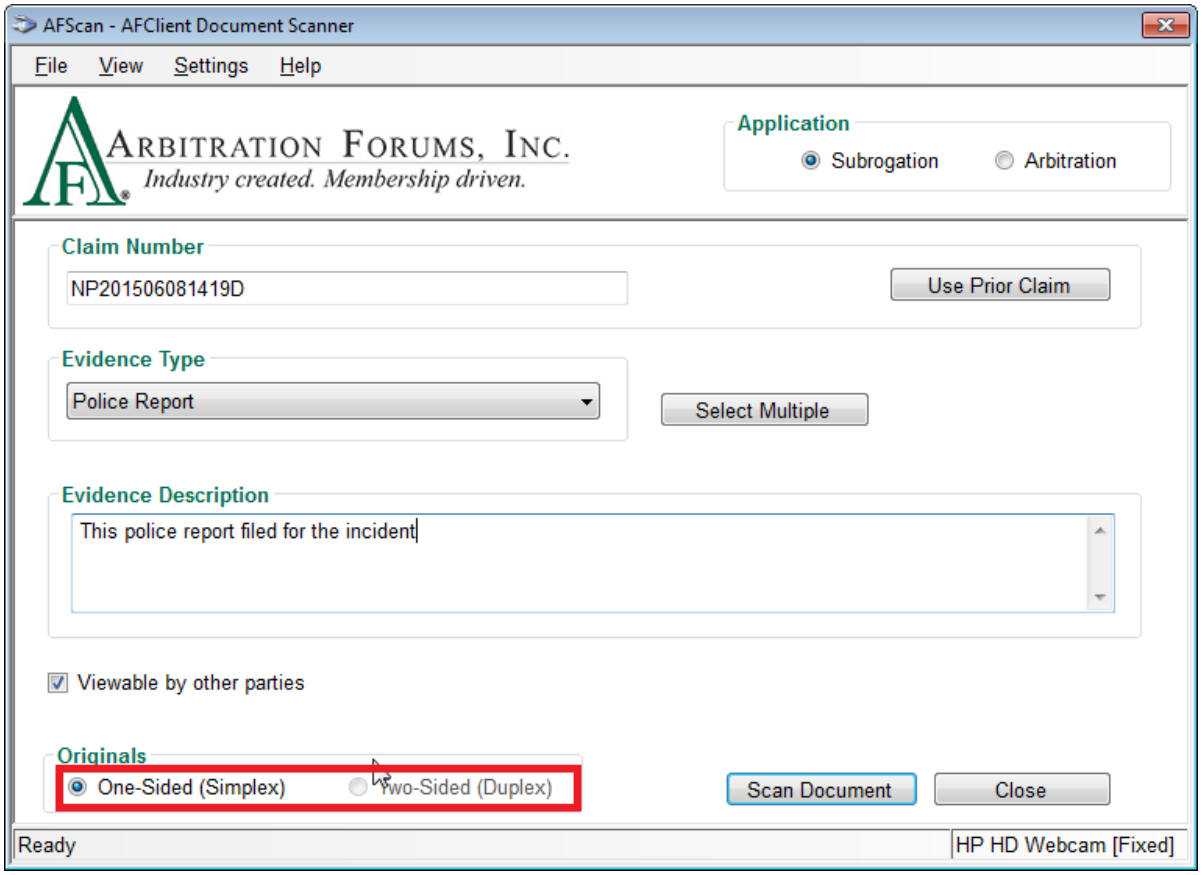
> **Note:** As shown in the images below, this checkbox applies to both single items as well as multiple items. For multiple items that are submitted as a single document, all items in that document will either be viewable or will not.



Choosing Originals Setting

If your scanner is capable of two-sided scanning, AFScan will recognize this capability and the ***Two-Sided (Duplex)*** radio button will become an available choice.

Choose the desired scan setting if applicable.

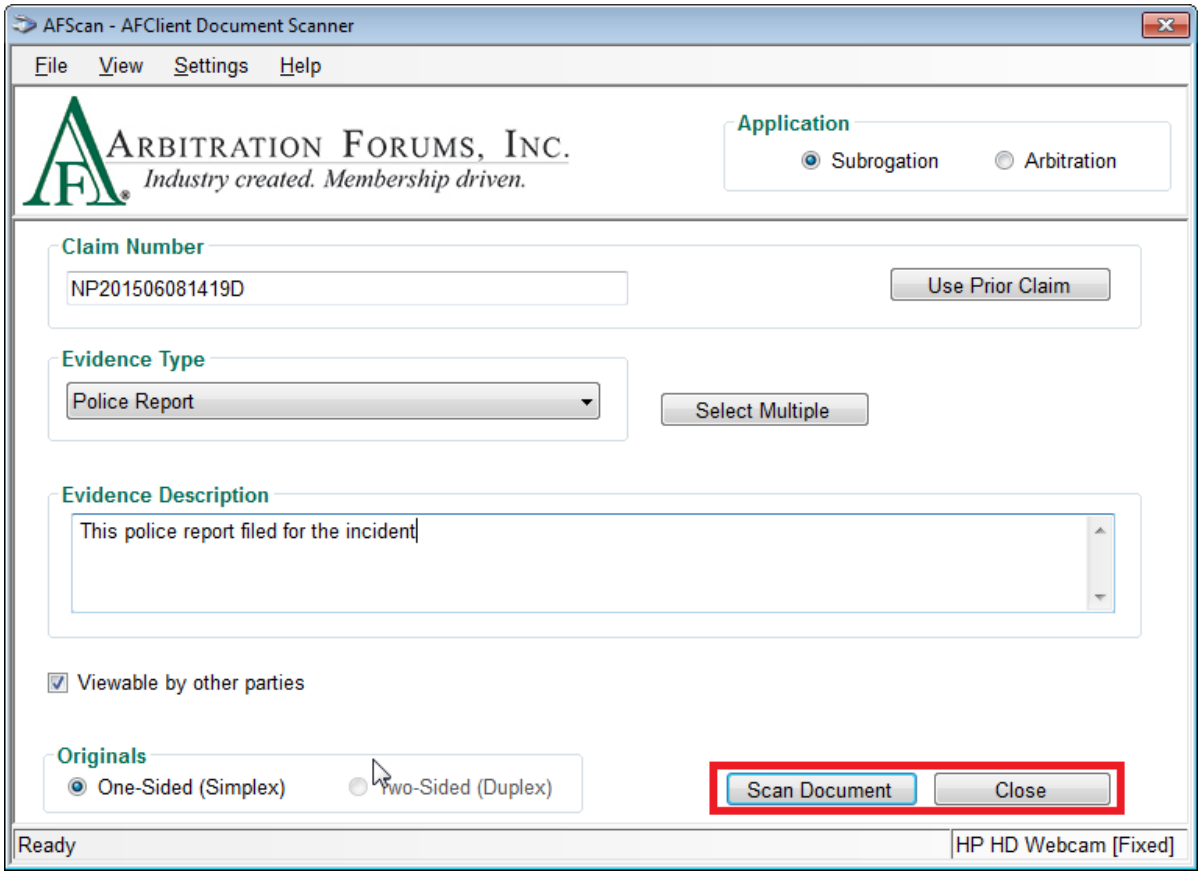


Completing/Canceling Upload Process

Once all the desired information has been chosen, complete the upload by clicking ***Scan Document***.

> **Note:** Once ***Scan Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Close*** aborts the AFClient process and closes the window without sending the document.



Using Matching Cases Dialog

When submitting evidence items, the system checks the claim number you entered for a match in E-Subro Hub.

The Matching Cases dialog will always be displayed when:

- Multiple E-Subro Hub demands are found that match the claim number you specified.

  OR

- A matching E-Subro Hub demand is found, and you are the Responder.

Depending upon your configuration choices, the Matching Cases dialog may alert you to other conditions. See *AFClient Options (Subrogation)* for additional information.

If a match is found that meets one of the conditions listed above, you will be asked to choose the demand to which you would like the evidence linked.

Select the desired demand by clicking the corresponding checkbox. Click ***OK*** to confirm.

> **Note:** If the evidence being submitted applies to more than one of the listed demands, simply check the corresponding box for each of the demands you would like the item to be associated with.

If you know that you will be creating another demand with the same claim number that this evidence would also apply to, simply check the *Link this evidence to the next case we enter*

with this claim number box, and the item will be linked to any demands you have chosen from the list as well as the next demand that is created with the same claim number.

Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFScan:

Overall:

- **Esc** – Exits AFScan
- **Ctrl+W** – Switches application between E-Subro Hub and Arbitration under the Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in the list
- **Enter** (while selected on list) – Move that value to the other column
- **Enter** (while focus is on a button) – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in the list
- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in the list
- **Ctrl+D** (while selected on row in list) – Move the item down in the list

Edit Description Mode:

- **Enter** – Carriage return in text being typed
- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to beginning of text
- **End** – Move to end of text
- **Delete** – Delete character to right of cursor
- **Backspace** – Delete character to left of cursor
- **Arrows** – Reposition cursor without deleting

See Also:

Supported Business Processes (Subrogation)
AFClient Virtual Printer (Subrogation)
Network Connection Problems (Subrogation)
AFClient Options (Subrogation)
AFContext Menu – Send to AFClient (Subrogation)

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2.6 AFContext Menu – Send to AFClient (Subrogation)

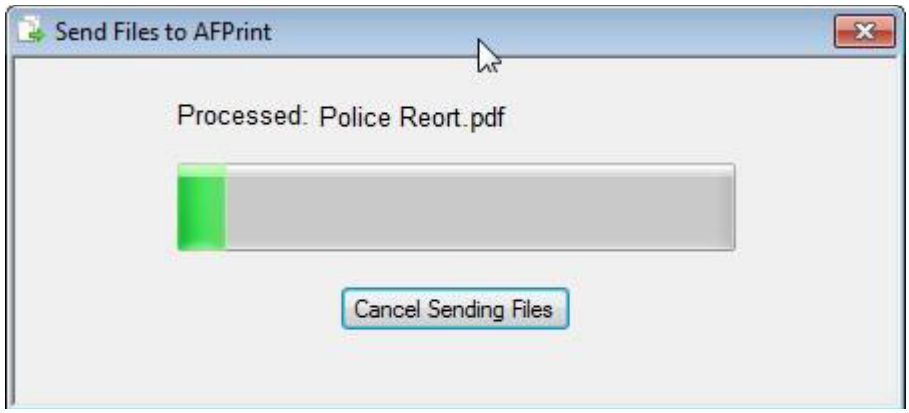
The AFContext Menu allows you to upload claim-related documents from Windows Explorer. It allows the user to send multiple evidence documents for a particular claim number or case.

Accessing the Context Menu

The AFContext Menu can be used for any supported document types from Windows Explorer.

To access the context menu:

1. Open Windows Explorer and go to the folder where evidence documents are stored.
2. Select one or more evidence document(s), right-click, and select the context menu "Send to AFClient."
3. Based on the number and size of the files being sent, you may see the "Send Files to AFPrint" dialog box with a progress bar before the AFPrint screen is displayed.



Choosing an Application

Upon launching the AFClient Document Printer (which is also known as AFPrint), you will see the Application radio buttons located in the upper right-hand corner of the window.

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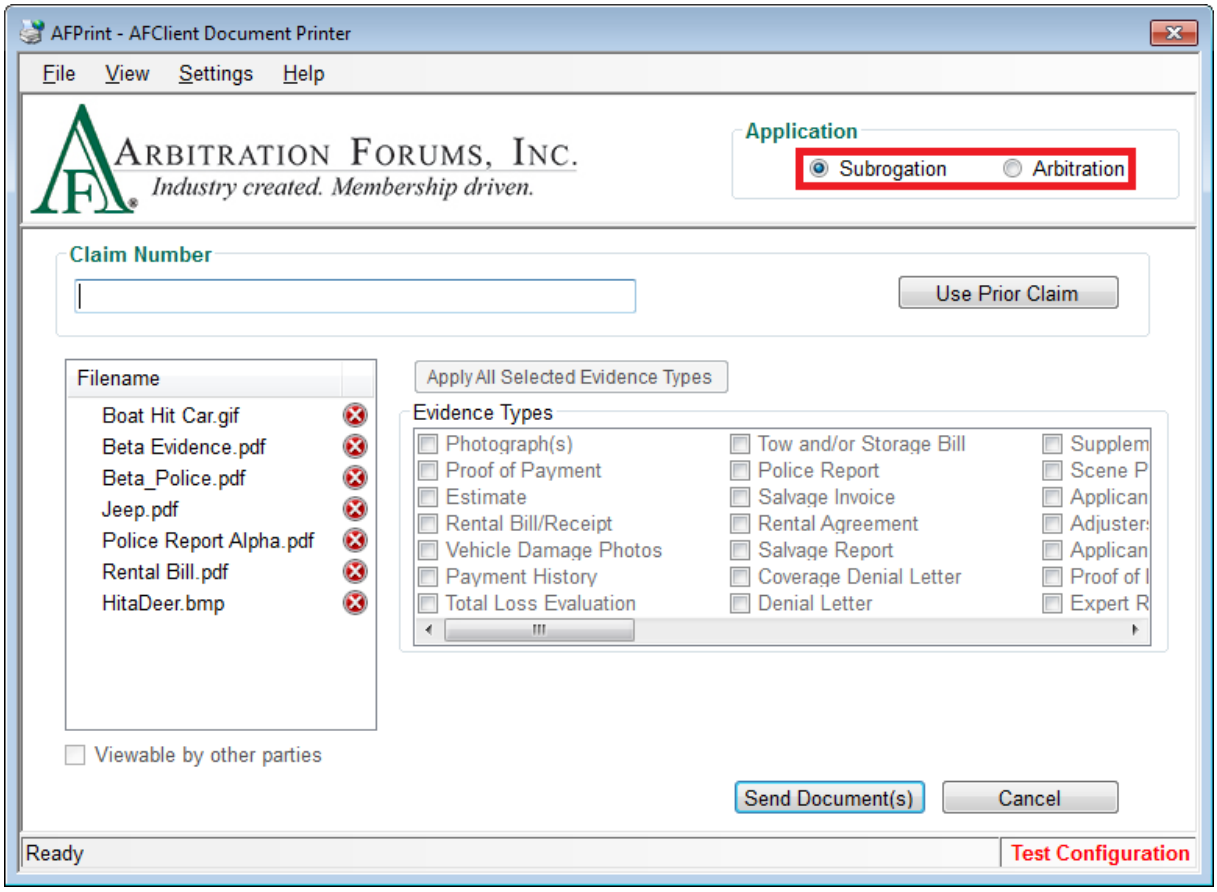
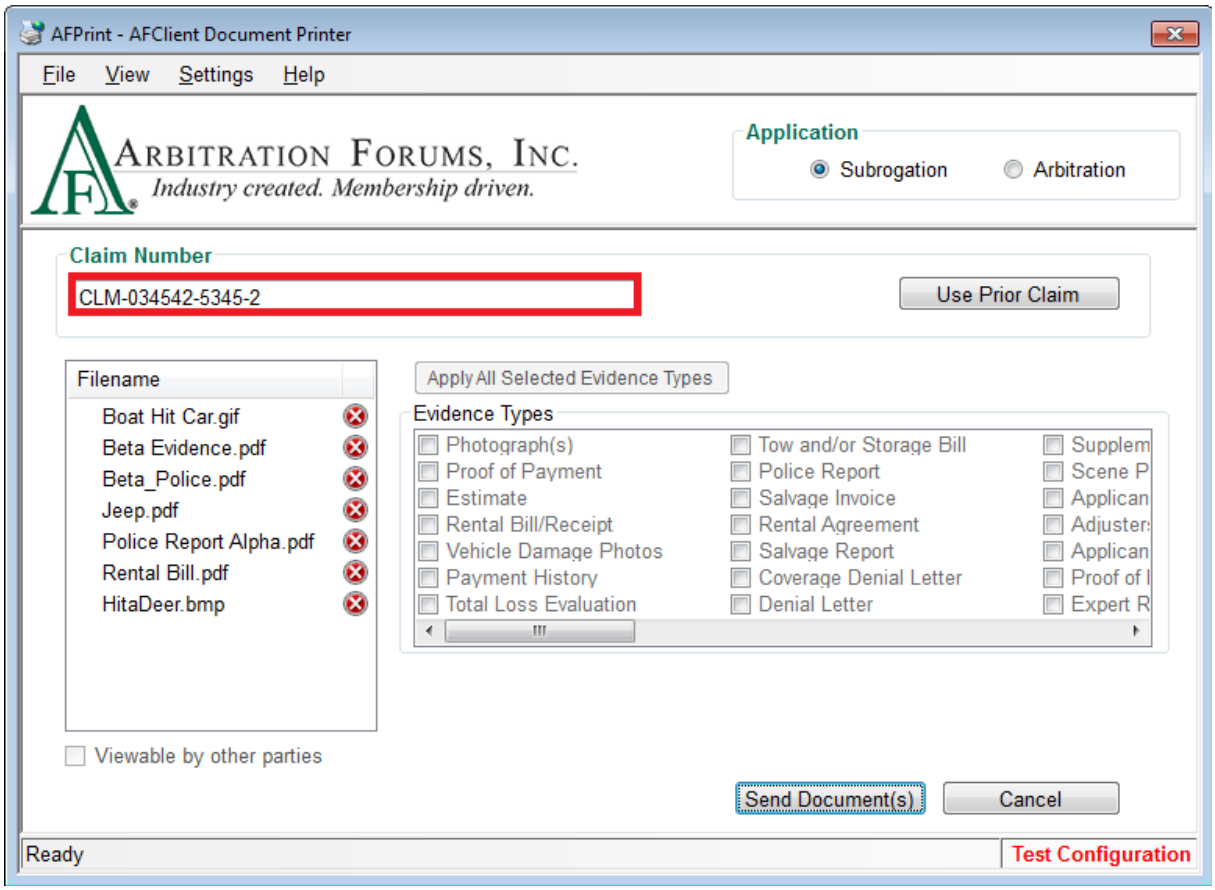


Click on the "Subrogation" radio button to submit evidence items to a subrogation demand.

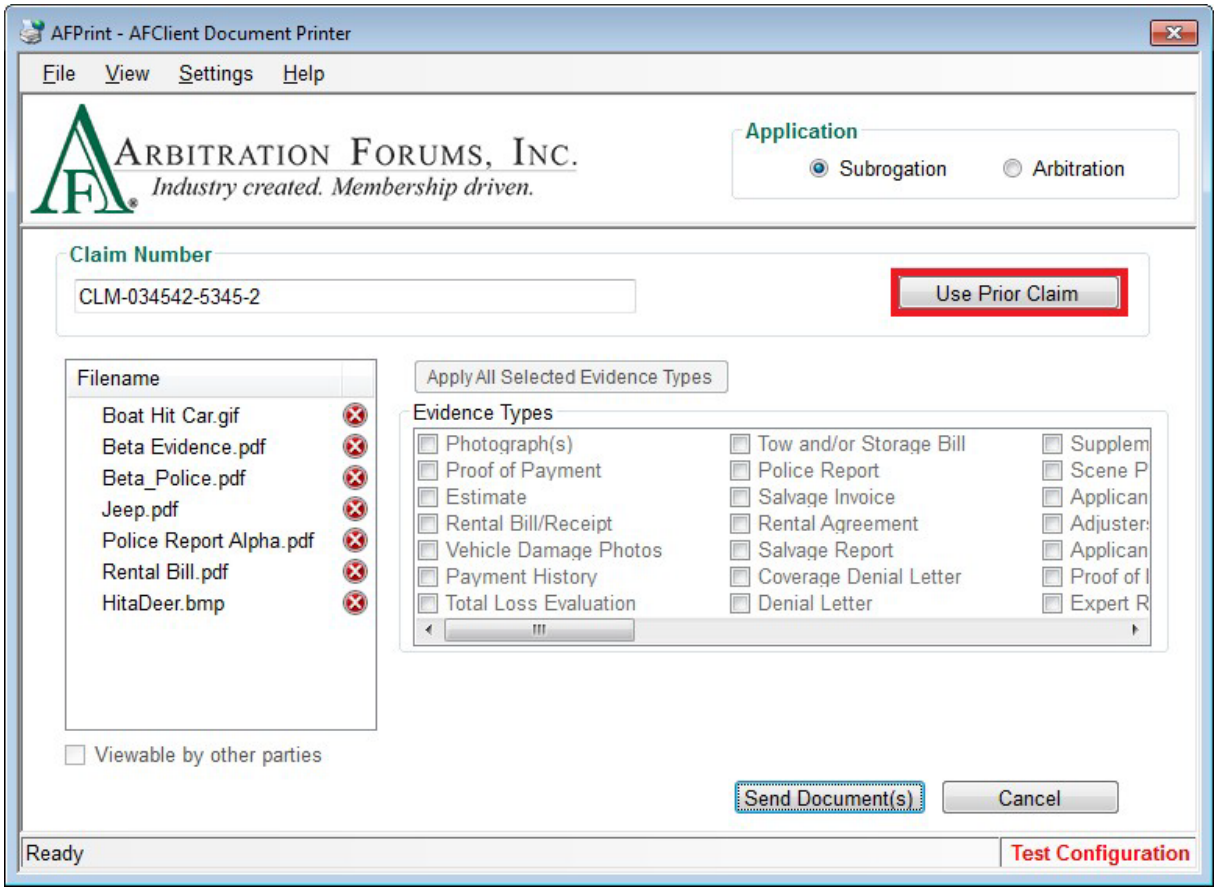
> **Note:** AFClient will remember your Application selection the next time it's launched.

Entering a Claim Number

You can enter a claim number by typing it in the Claim Number field or by copying and pasting from your claim system.



If you are submitting subsequent evidence items to a demand that you previously submitted to, you can click ***Use Prior Claim***, and AFClient (AFPrint) will enter the number for you.



Selecting Evidence Type

Depending upon the content of the document(s) you are submitting, you can identify them by selecting appropriate evidence types from the list.

These are the steps to select Evidence Type(s) for each of the selected files:

1. Select the filename from the list on the left, which will activate the grid for evidence types.
2. Select one or more evidence types by clicking the checkbox next to it.
3. Once the evidence type(s) are selected for a particular file, the green symbol will be displayed next to it, and the text box for the evidence description will be populated on the dialog box.
4. Enter the evidence description. This is optional except for the evidence type “Other.”

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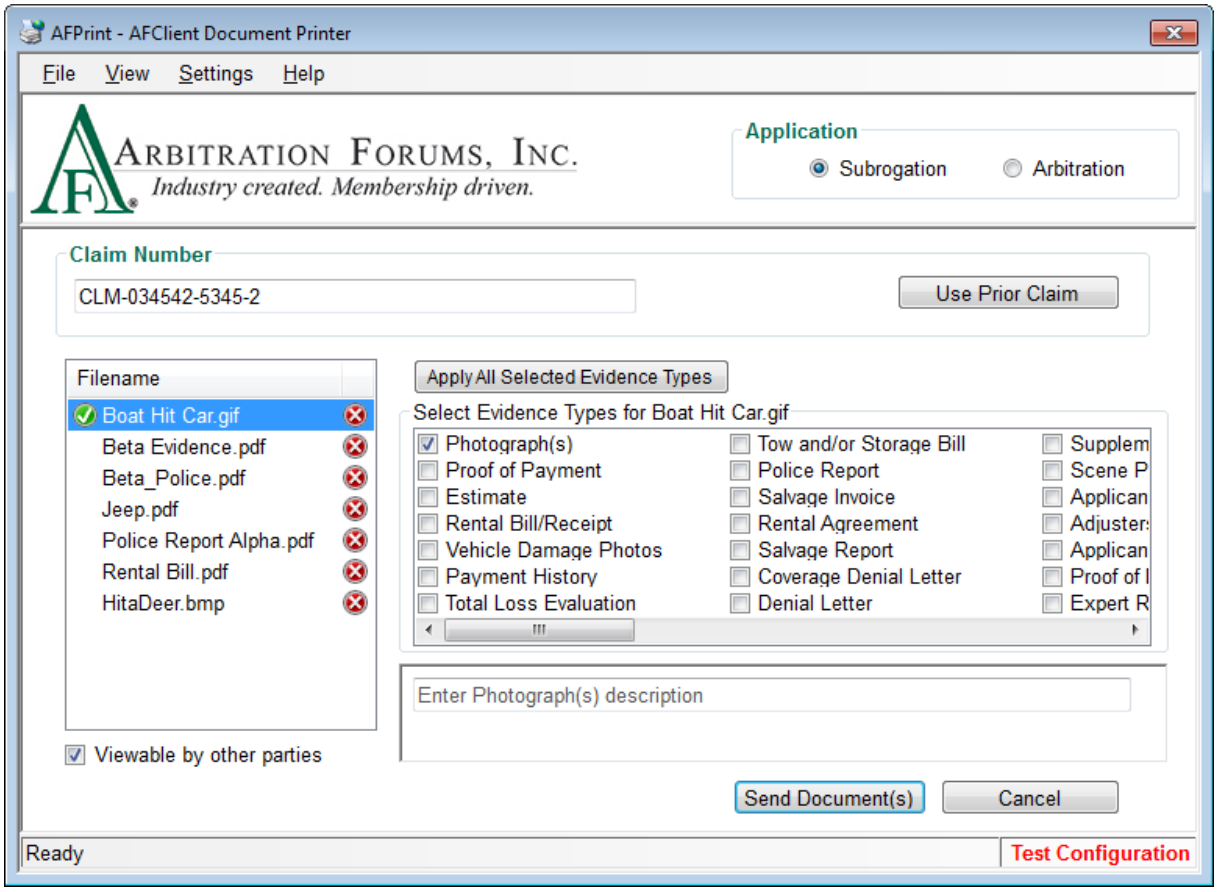
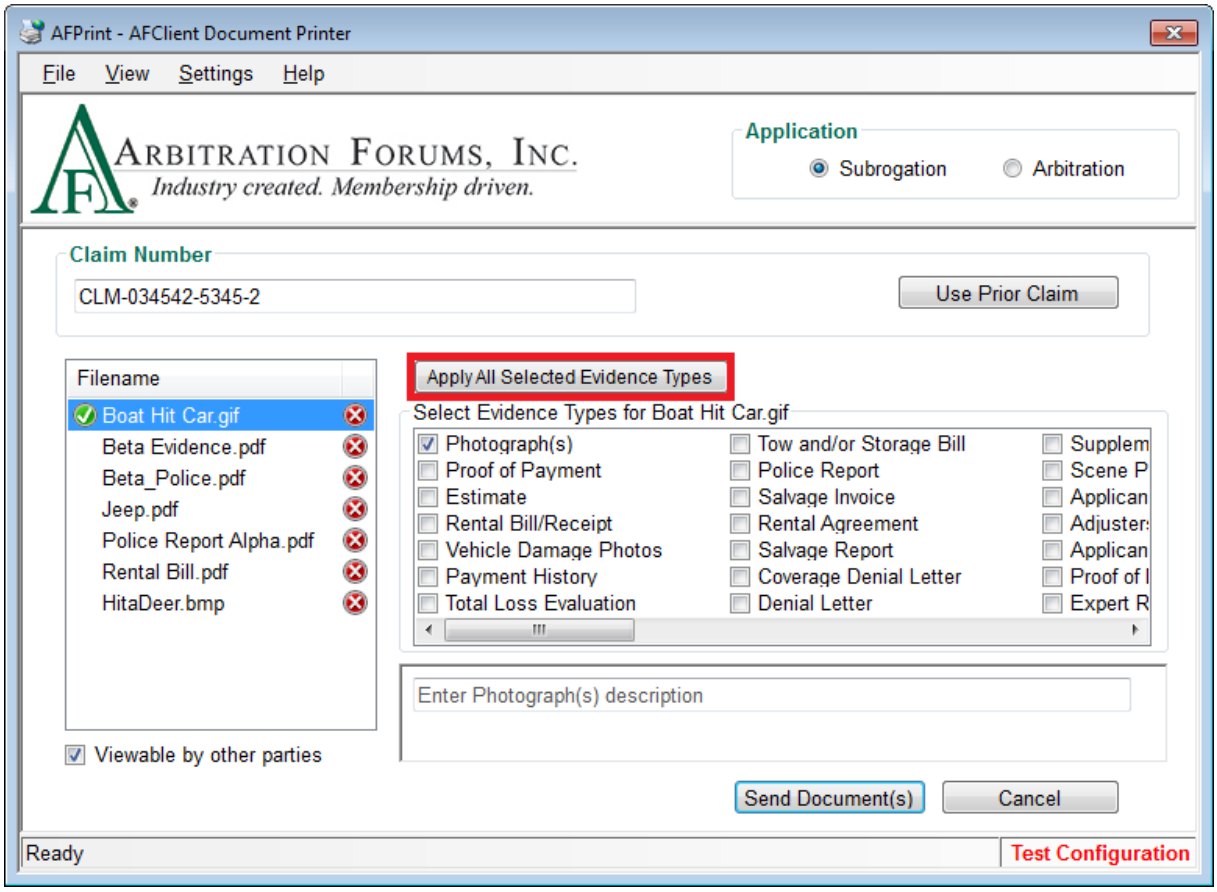


Note: Users will need to select at least one evidence type for each of the selected files by repeating the above steps; otherwise, they will be presented with an error advising of a file missing an evidence type.

If you are submitting the same evidence types for all the selected files, you can click on ***Apply All Selected Evidence Types***, and AFClient (AFPrint) will apply selected/check evidences types to all the valid files on the left (the green symbol will be displayed next to all the valid files).



Note: ***Apply All Selected Evidence Types*** will not copy descriptions from selected evidence types to all of the files.

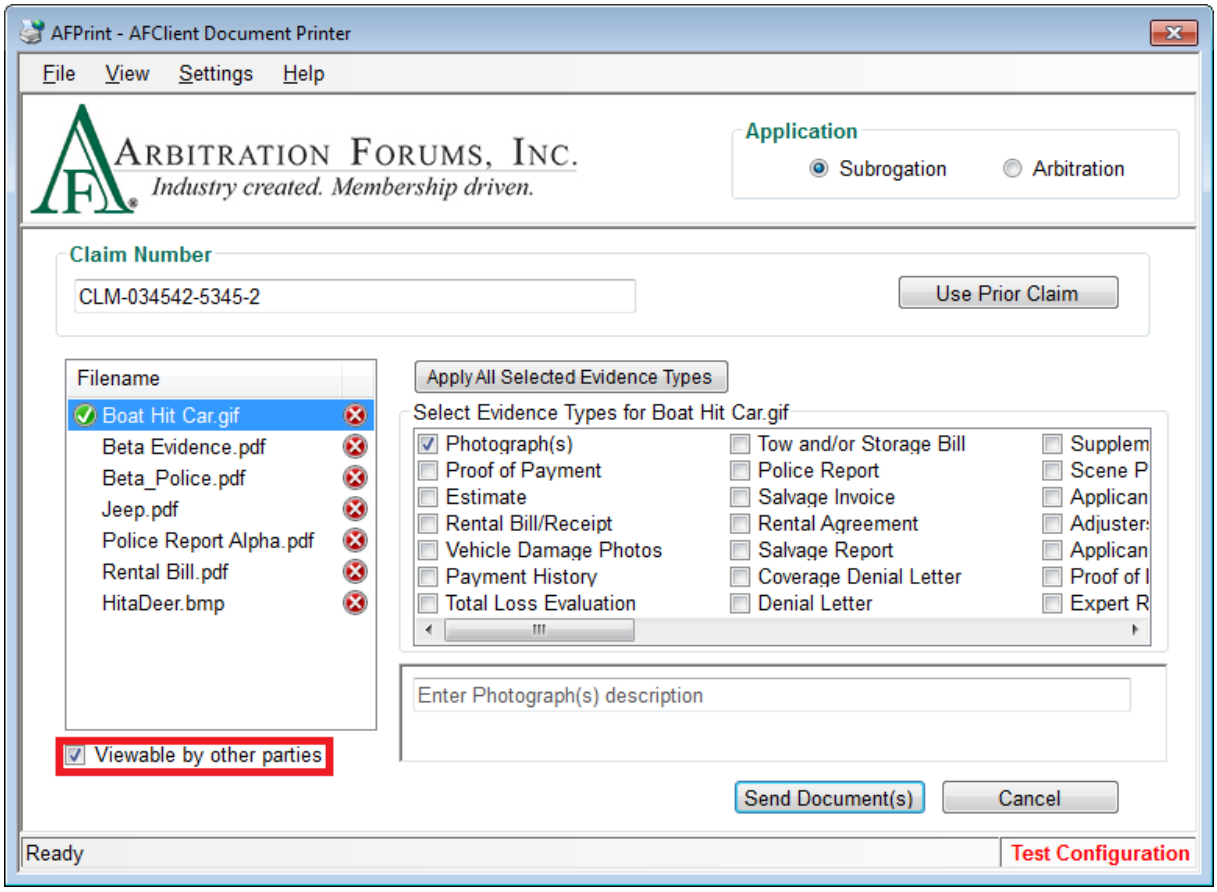
Choosing Viewable By Other Parties Status

The "Viewable by other parties" checkbox provides a method of indicating if the evidence items being submitted should be viewable by the opposing party or only within the submitter's party.

When an item is submitted with this box checked, that item is made available to other parties to the demand. Items submitted in this manner will remain available in E-Subro Hub even if that demand goes to arbitration. If some evidence items should be viewable only within the submitter's party, those items should be submitted with this box unchecked.

Note: As shown in the image below, this checkbox applies to the entire document being submitted, whether it contains single or multiple items. For multiple items that are submitted as a single document, all items in that document will either be viewable or will not.

Once items are made viewable by another party, they cannot be modified to make them non-viewable.

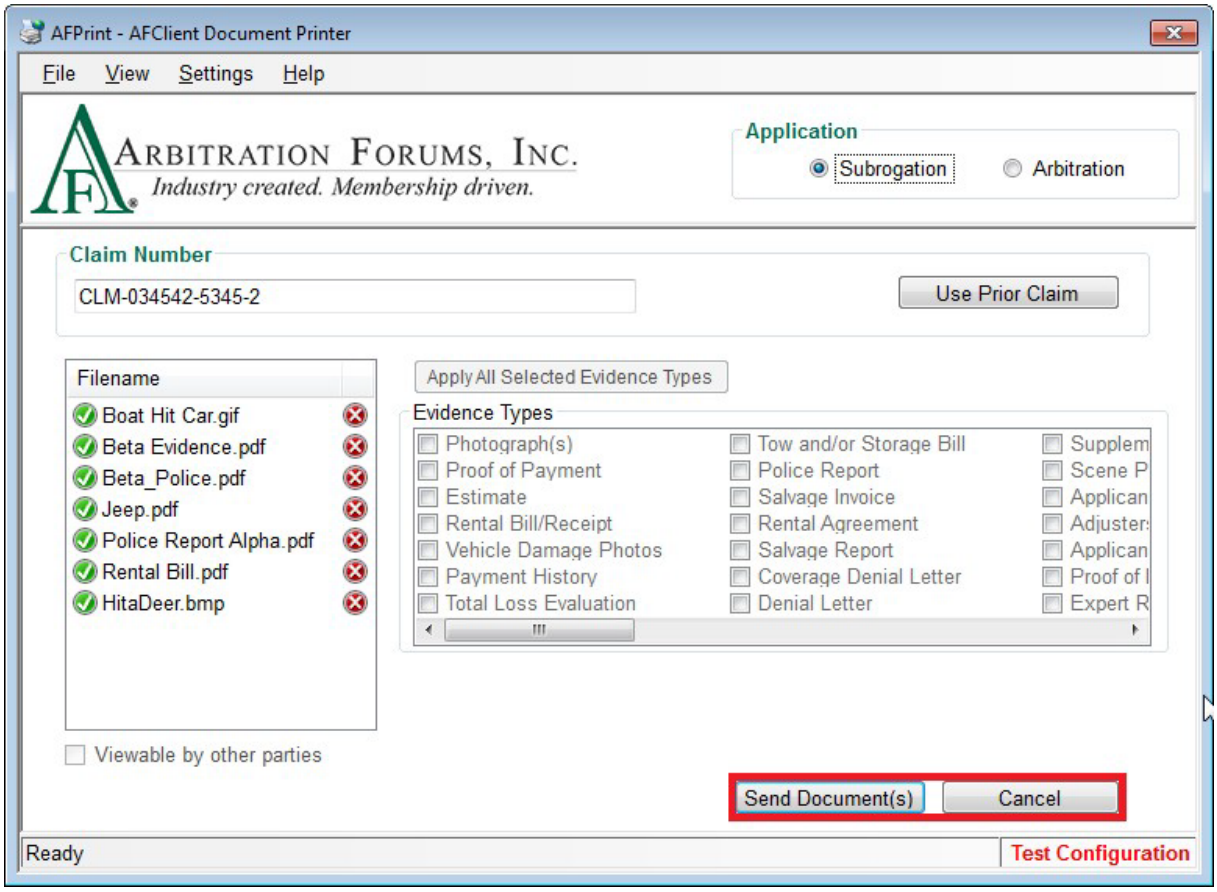


Completing/Canceling Upload Process

Once all of the selected files are assigned proper evidence types (all the files have a next to them), complete the upload by clicking ***Send Document***.

> **Note:** Once ***Send Document*** is clicked, you may immediately proceed to the next item(s) you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process and closes the window without sending the document.



Using the Matching Cases Dialog

When submitting a document, the system checks the claim number you entered for a match in E-Subro Hub.

The Matching Cases dialog will always be displayed when:

- Multiple E-Subro Hub demands are found that match the claim number you specified.

  OR

- A matching E-Subro Hub demand is found and you are the Responder.

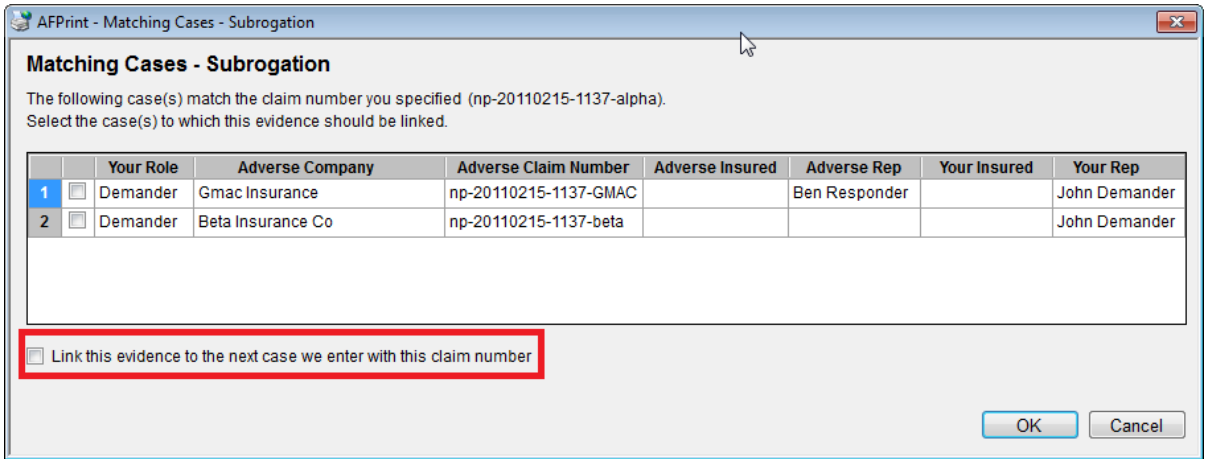
Depending upon your configuration choices, the Matching Cases dialog may alert you to other conditions. See *AFClient Options (Subrogation)* for additional information.

If a match is found that meets one of the conditions listed above, you will be asked to choose the demand to which you would like the evidence linked.

Select the desired demand by clicking the corresponding checkbox. Click ***OK*** to confirm.

> **Note:** If the evidence(s) being submitted applies to more than one of the listed demands, simply check the corresponding box for each of the demands you would like the document(s) to be associated with.

If you know that you will be creating another demand with the same claim number that this evidence would also apply to, simply check the *Link this evidence to the next case we enter with this claim number* box, and the item will be linked to any demands you have chosen from the list as well as the next demand that is created with the same claim number.



Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration under Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode

See Also:

Supported Business Processes (Subrogation)
AFClient Virtual Printer (Subrogation)
Network Connection Problems (Subrogation)
AFClient Options (Subrogation)
AFScan Document Scanner (Subrogation)

3.0 Submitting Evidence for Online Filing (OLF)

3.1 Supported Business Process (OLF)

AFClient supports a single business process for associating evidence related to an online filing.

Evidence Submitted AFTER Filing Created

With this business process, an organization would:

- First, create its arbitration filing using OLF, selecting the evidence to be submitted.
- Then, submit evidence documents for these dockets using AFClient.

See Also:

AFClient Virtual Printer (OLF)
Network Connection Problems (OLF)
AFScan Document Scanner (OLF)
AFContext Menu – Send to AFClient (OLF)

3.2 AFClient Virtual Printer (Online Filing)

The AFClient Virtual Printer allows you to upload claim-related documents from any desktop application using the same approach used to print them. In doing so, the AFClient Virtual Printer converts the "printed" document to PostScript format and automatically associates it with a specific case based on the case ID or claim number you enter.

Before Using AFClient

After installing AFClient, a new printer (a "virtual printer") will be accessible from your system. By default, this printer is named "AFClient Virtual Printer." However, your system administrator may have specified another name for this printer. Before using the AFPrint application, you will need to know the name of this virtual printer.

Depending upon your operating system, the steps used to verify the installation of AFClient will vary. Contact your system administrator if you need assistance.

In the Windows 11 operating system, you can verify the installation of AFClient 3.5.0 from the Printers and Scanners window.

The remainder of this guide assumes that the printer is named "AFClient Virtual Printer."

Accessing the AFClient Virtual Printer

The AFClient Virtual Printer can be used with any desktop application that supports printing to a Windows printer.

To access the virtual printer:

1. Open the document you wish to submit using the appropriate application on your system.
2. Print the document in the manner that will allow you to choose your printer.

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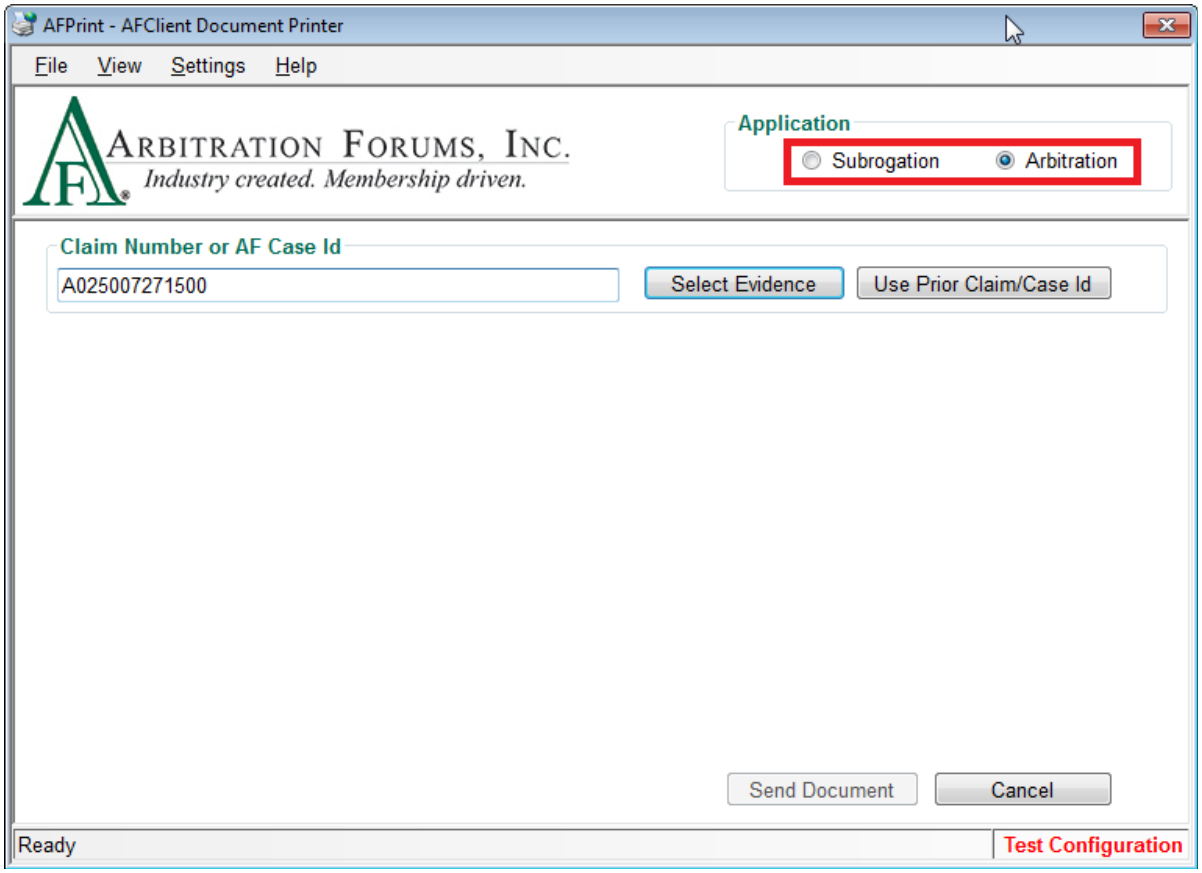
3. From within the Print dialog, select the AFClient Virtual Printer and click ***Print*** to proceed.

> **Note:** The AFClient Virtual Printer can be set up with a different name. See "Before Using AFClient" for additional information.

Choosing and Application

Upon launching the AFClient Virtual Printer (also known as AFPrint), you will see the Application radio buttons located in the upper right-hand corner of the window.

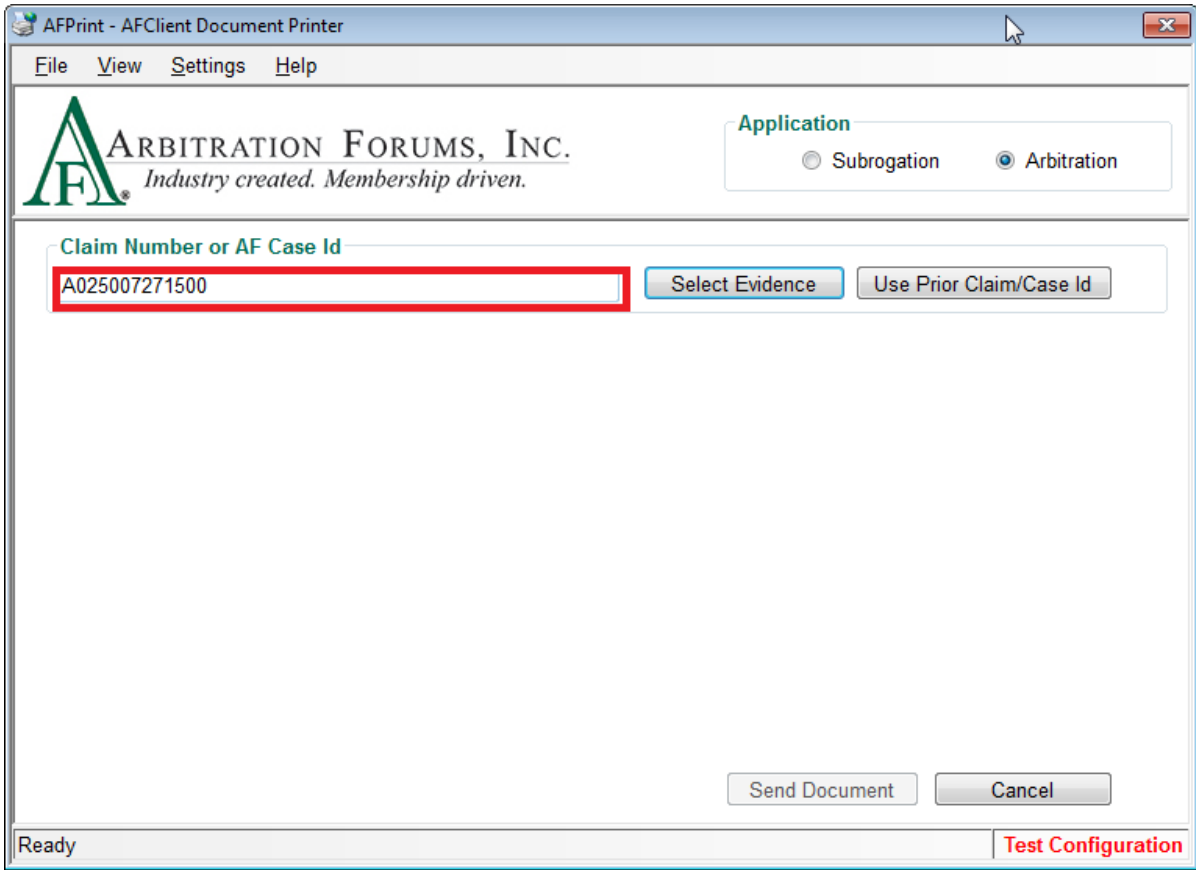


Click on the "Arbitration" radio button to submit evidence items to an arbitration case.

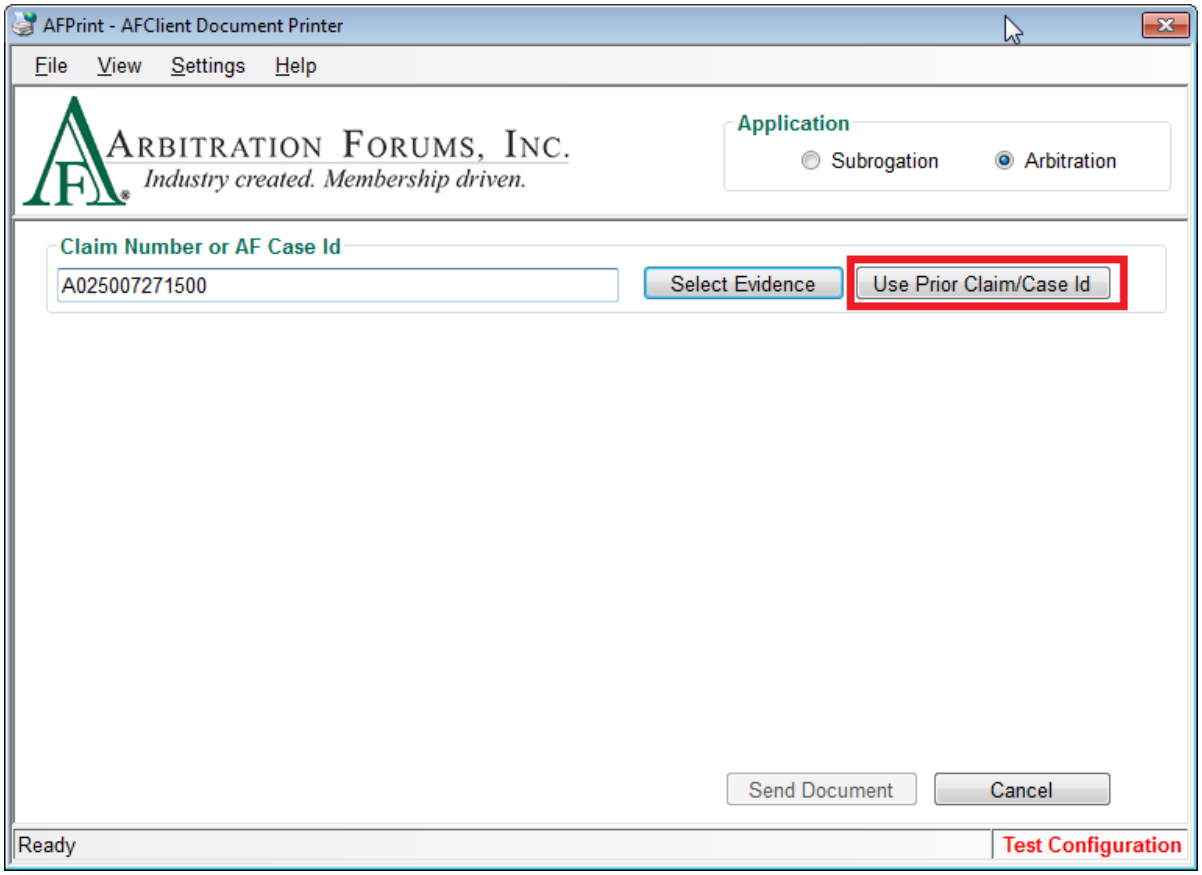
> **Note:** AFClient will remember your Application selection the next time it's launched.

Entering a Claim/AF Case ID

You can enter a claim number or AF Case ID by typing it in the Claim Number or AF Case ID field or you can copy and paste the desired number from your claim system.



If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID,*** and AFClient (AFPrint) will enter the number for you.



Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the evidence items listed on the docket.

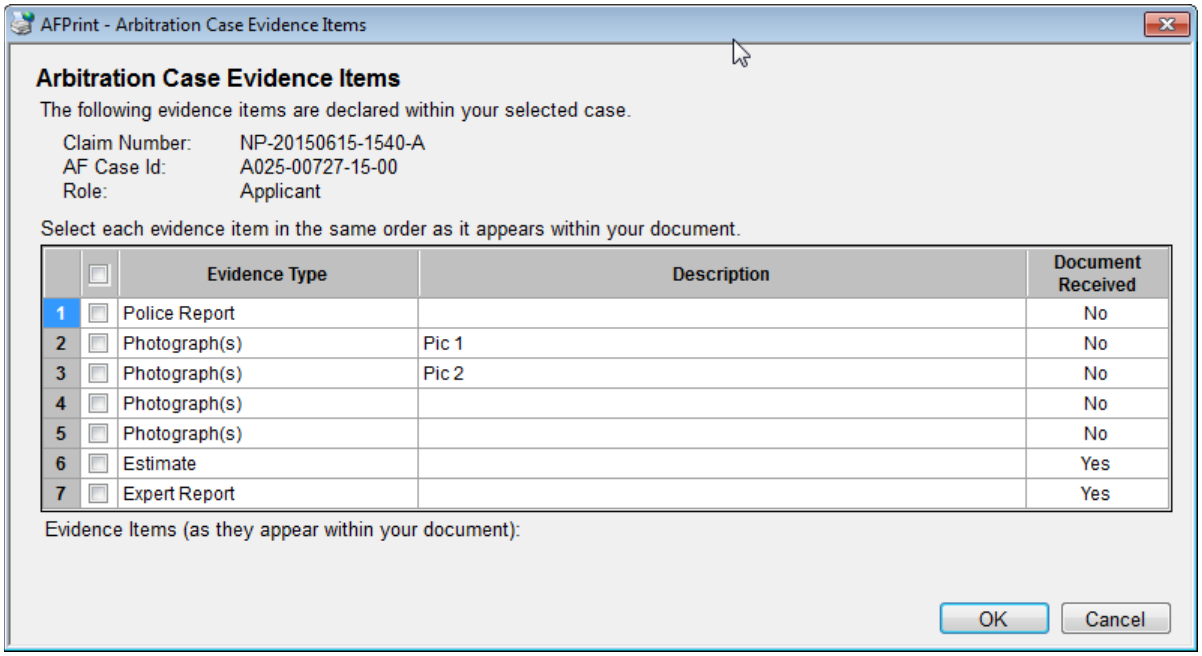
The Arbitration Case Evidence Items window will display the items that were listed in the filing.

> **Note:** When submitting evidence items to an arbitration filing in OLF using a claim number, you may need to choose the filing to which the evidence should be linked. See *Using the Matching Cases Dialog* for additional information.
>
> When uploading evidence to an arbitration filing in OLF, the individual items must first be declared in the filing BEFORE anything will appear in this list. If you need to upload an evidence item that is not included in the list, you will need to add that item in the Online Filing application by amending the filing and then uploading the item.

1. Select the items being uploaded by clicking the checkbox to the left of each item.

> **Note:** If uploading more than one item in a single document, select the items in the list in the order they appear in the original document.

2. Click ***OK*** to proceed.



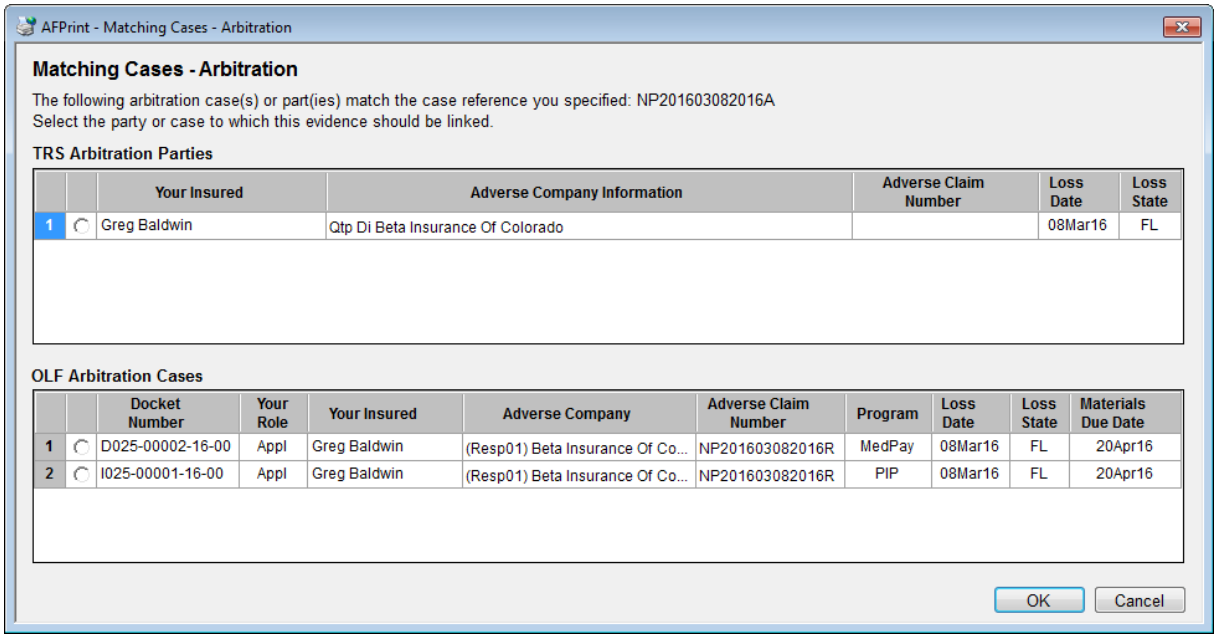
Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case. See *AFClient Virtual Printer (TRS)* for additional details if you want to upload evidence to an arbitration filing in TRS.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

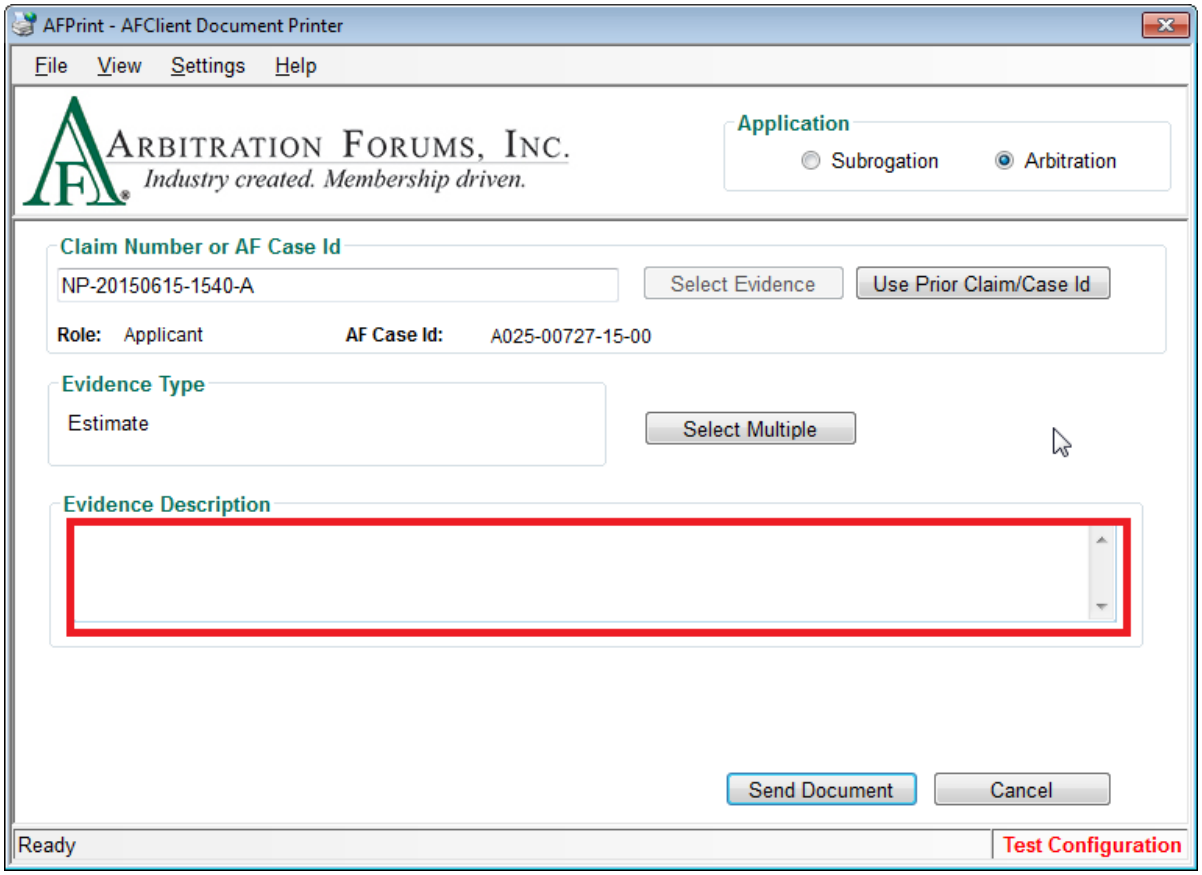


Entering Evidence Description

The Evidence Description field varies depending on whether you are submitting single or multiple evidence items.

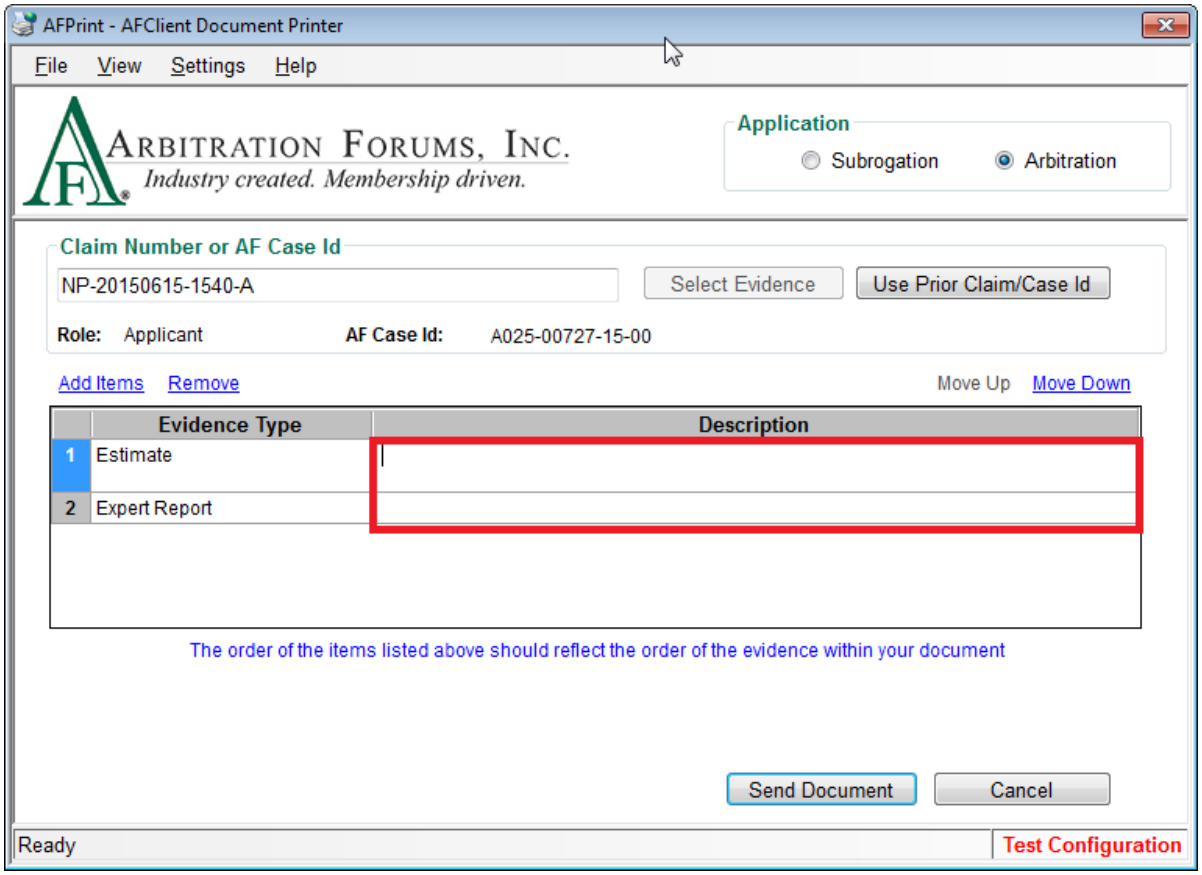
Evidence Description – Single Item

After selecting the desired Evidence Type from the drop-down list, enter the optional description in the Evidence Description field by selecting the field and typing the desired description.



Evidence Description – Multiple Items

After selecting Multiple Evidence Items (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information), the chosen items will be displayed in columns. To add a description, click the corresponding field.



Multiple Item List Links

Once multiple items have been selected and are presented in the column format, this list can be modified using the links available at the top of the list.

The links are used to:

- **Add Items** – Opens the Select Multiple Evidence Items dialog (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information)
- **Remove** – Removes the currently selected item from the list
- **Move Up** – Moves the currently selected item to the next higher position in the list
- **Move Down** – Moves the currently selected item to the next lower position in the list

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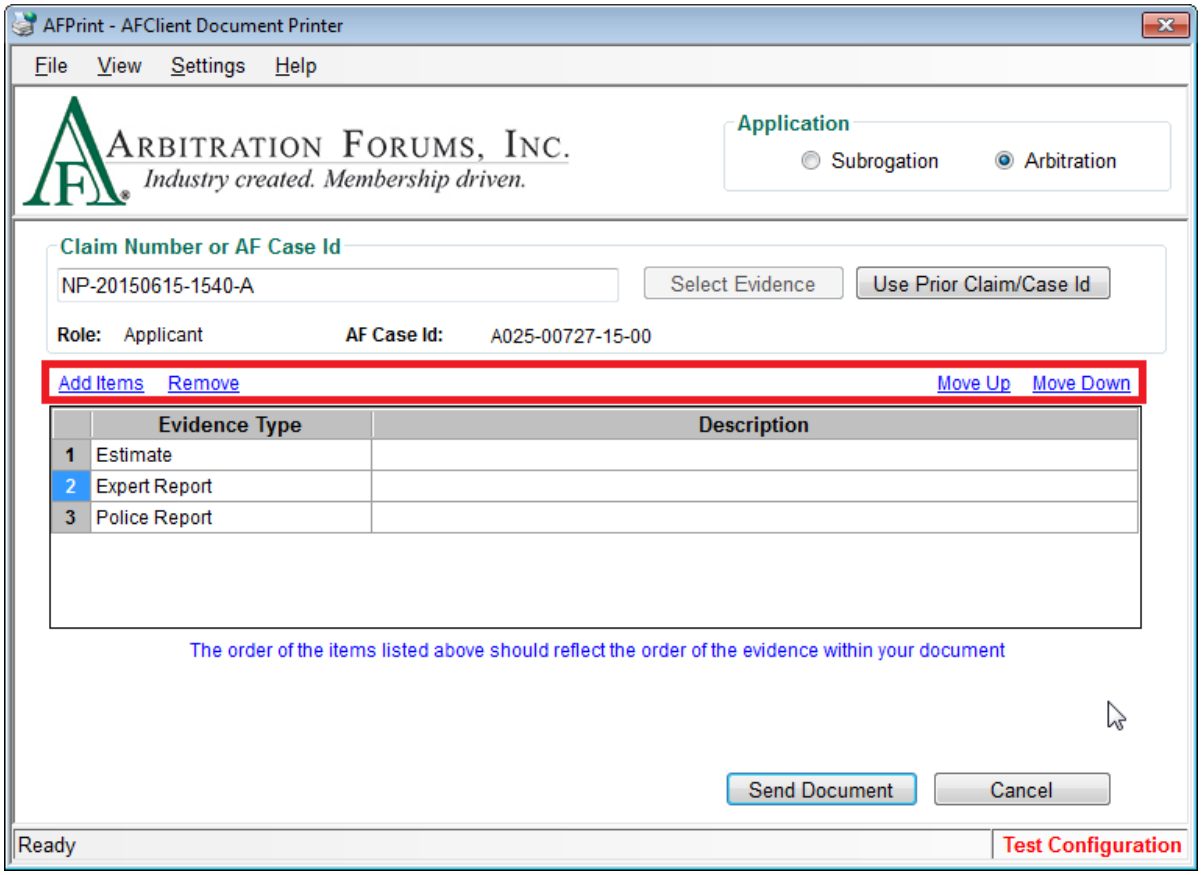


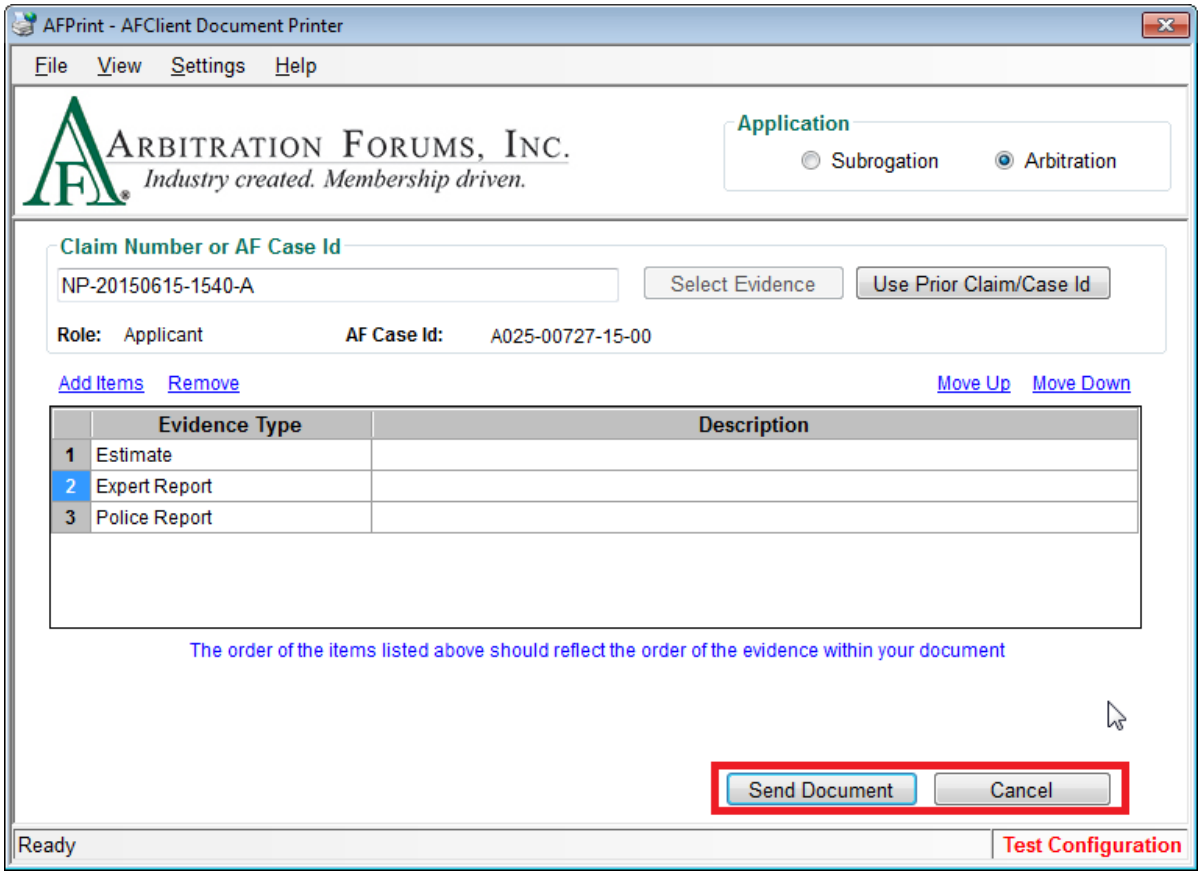
> **Note:** When uploading a document with multiple items, the items should be listed in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, you should list those items in that order as well.

Completing/Canceling Upload Process

Once all of the desired information has been chosen, complete the upload by clicking ***Send Document***.

> **Note:** Once ***Send Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process and closes the window without sending the document.



Using Keyboard Shortcuts (Hot Kets)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration (OLF) under the Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in the list
- **Enter (while selected on list)** – Move that value to the other column
- **Enter (while focus is on a button)** – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in the list

- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in the list
- **Ctrl+D** (while selected on row in list) – Move the item down in the list

Edit Description Mode:

- **Enter** – Carriage return in text being typed
- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to the beginning of the text
- **End** – Move to the end of the text
- **Delete** – Delete character to the right of the cursor
- **Backspace** – Delete character to the left of the cursor
- **Arrows** – Reposition the cursor without deleting

See Also:

Supported Business Process (Arbitration)
Network Connection Problems (OLF)
AFScan Document Scanner (OLF)
AFContext Menu – Send to AFClient (OLF)

3.3 Network Connection Problems (OLF)

When submitting evidence items, AFClient will automatically detect any network problems.

Handling Submission during Network Problems

Because AFClient accesses the items listed on the arbitration filing when beginning the upload process, a network error will prevent you from proceeding.

In this case, you should cancel the submission and try again later when the network problem has been resolved.

See Also:

Supported Business Process (Arbitration)
AFClient Virtual Printer (OLF)
AFScan Document Scanner (OLF)
AFContext Menu – Send to AFClient (OLF)

3.4 AFScan Document Scanner (OLF)

AFScan is an optional component of AFClient that functions as a document-scanning application that directly controls your document scanner. This section describes the basic procedure for using AFScan.

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Launching AFScan Document Scanner

The AFScan Document Scanner provides a method of submitting paper-based evidence using any TWAIN-compliant scanner attached to your computer.

Because AFScan acts as a separate application, you will need to start AFScan by choosing it from either your Start menu or All Programs list (depending upon your operating system and setup).

As AFScan is initiating, it will check for a scanner attached to your computer.

If a scanner connection is NOT found, AFScan will display an error message. Click ***OK*** to proceed. After verifying the connection of your scanner, restart AFScan.

If a scanner connection is found, AFScan will display a "Ready" message along with the name of the attached scanner.

Choosing and Application

Upon launching AFScan, you will see the Application radio buttons located in the upper right-hand corner of the window.

Click on the "Arbitration" radio button to submit evidence items to an arbitration case.

> **Note:** AFScan will remember your Application selection the next time it's launched.

Entering a Claim/AF Case ID

You can enter a claim number or AF Case ID by typing it in the Claim Number or AF Case ID field or you can copy and paste the desired number from your claim system.

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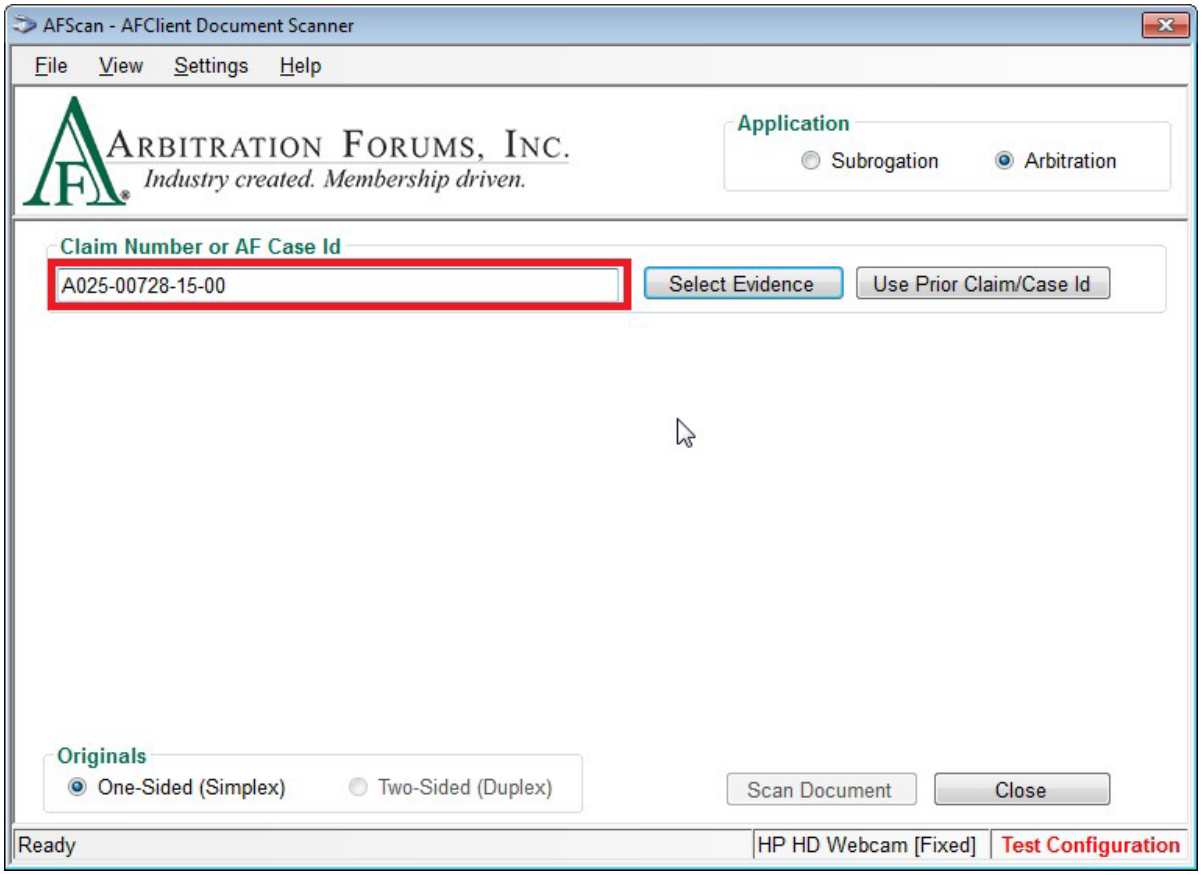
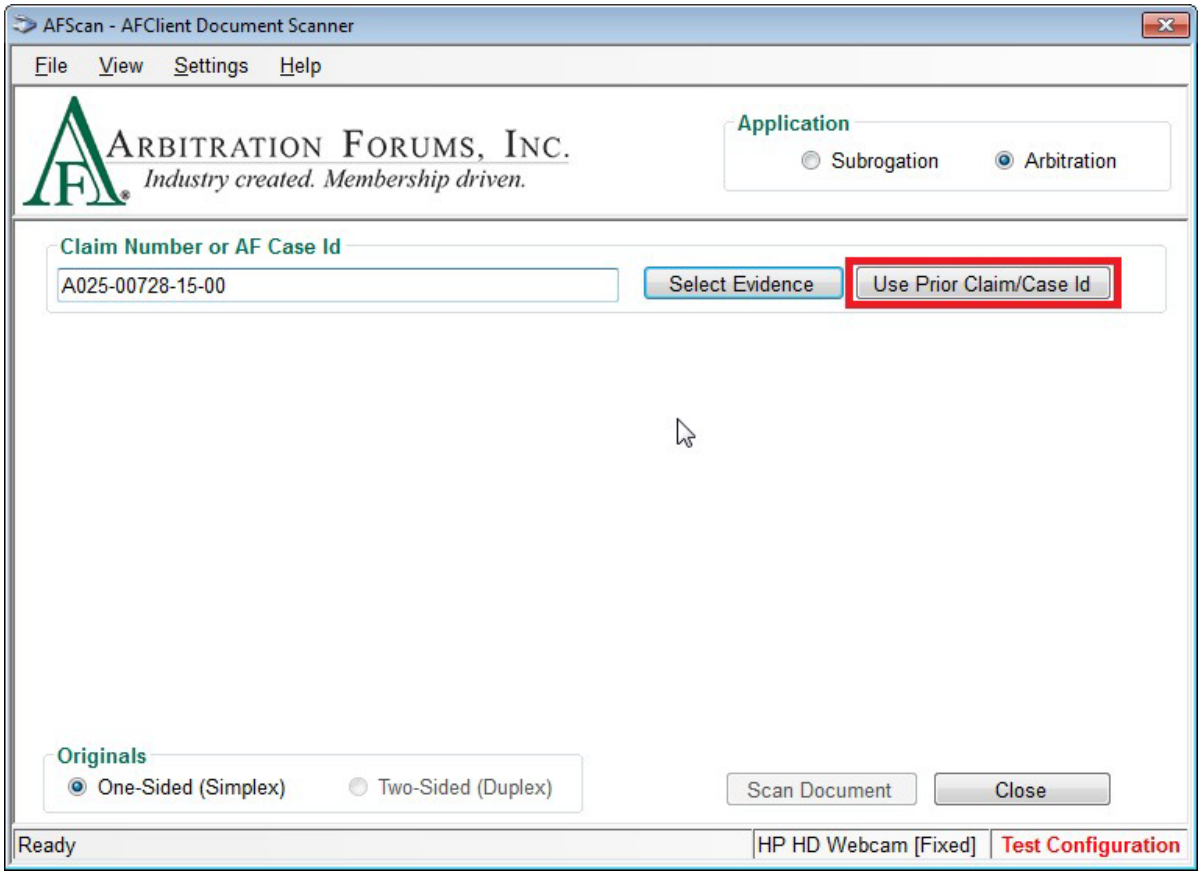
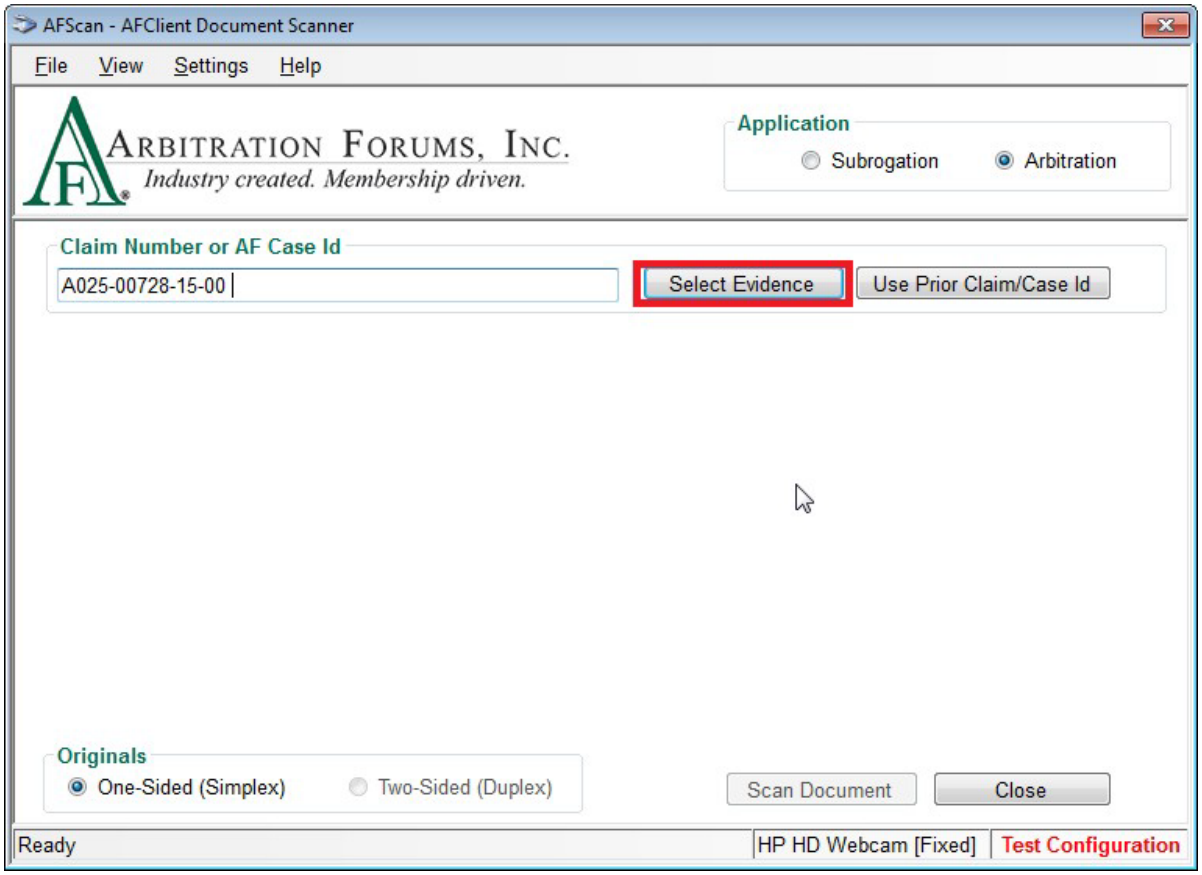


If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID***, and AFClient (AFScan) will enter the number for you.



Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the evidence items listed on the docket.



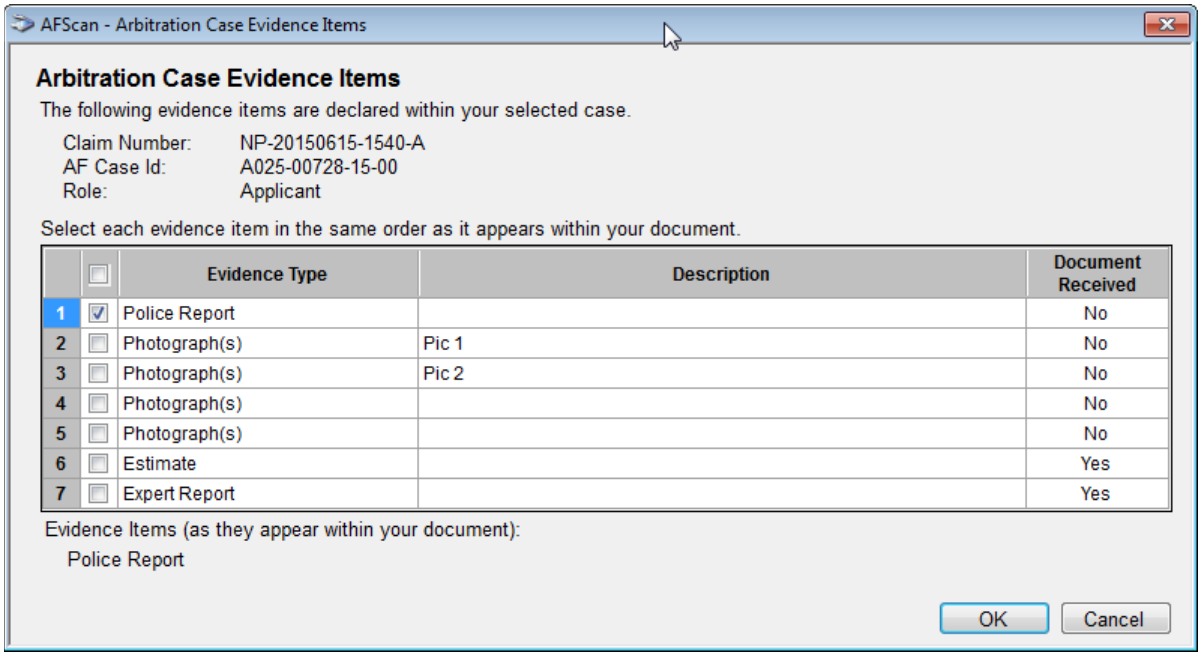
The Arbitration Case Evidence Items window will display the items that were listed in the filing.

> **Note:** When submitting evidence items to an arbitration filing using a claim number, you may need to choose the filing to which the evidence should be linked. See *Using the Matching Cases Dialog* for additional information.
>
> When uploading evidence to an arbitration filing, the individual items must first be declared in the filing BEFORE anything will appear in this list. If you need to upload an evidence item that is not included in the list, you will need to add that item in the Online Filing application by amending the filing and then uploading the item.

To use this window:

1. Select the items being uploaded by clicking the checkbox to the left of each item. If uploading more than one item in a single document, select the items in the list in the order they appear in the original document.

2. Click ***OK*** to proceed.



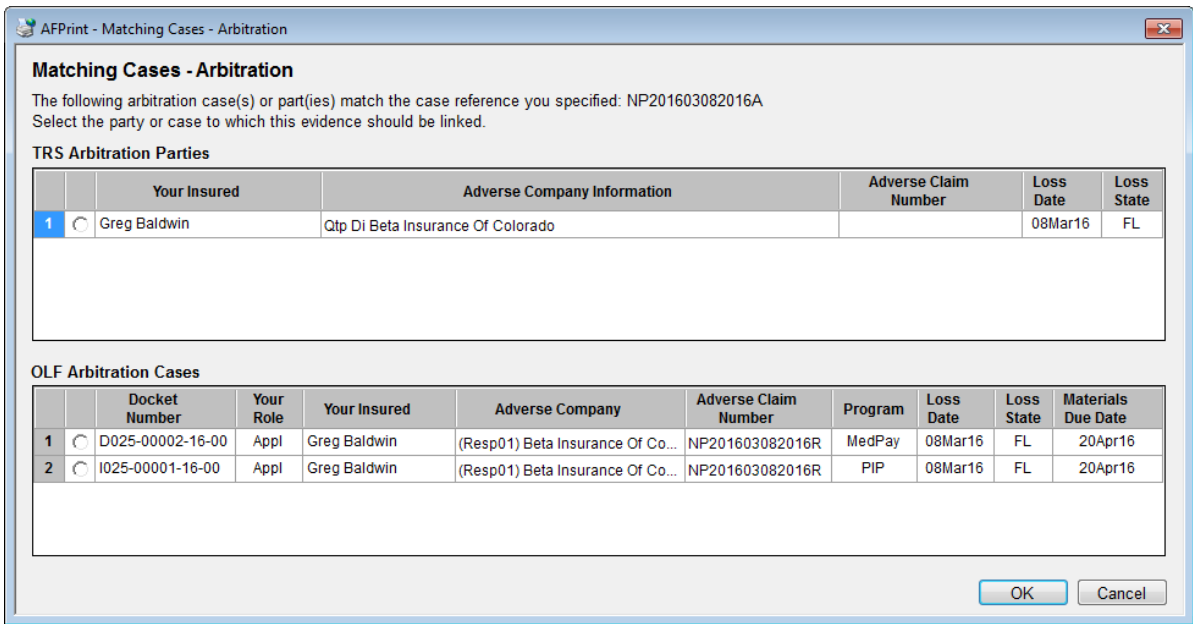
Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case. See *AFScan Document Scanner (TRS)* for additional details if you want to upload evidence to an arbitration filing in TRS.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

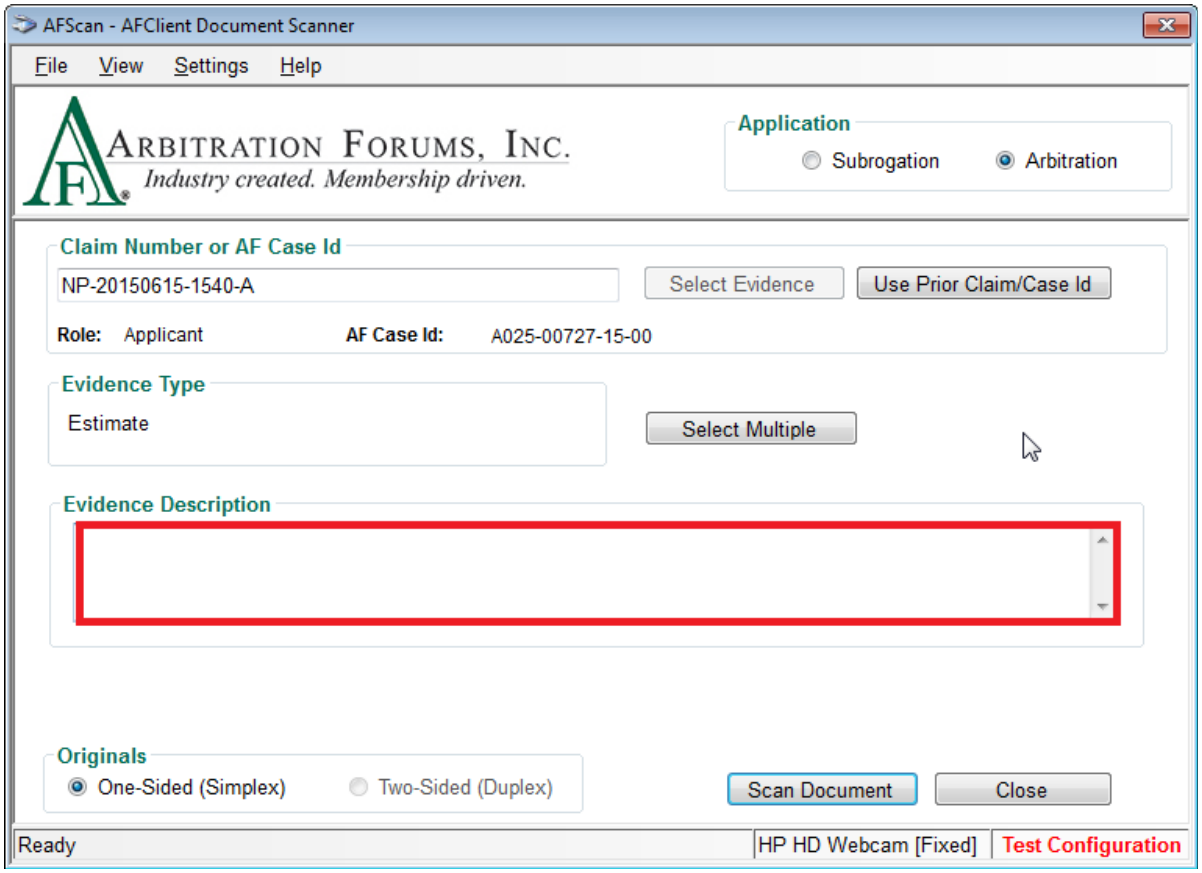


Entering Evidence Description

The Evidence Description field varies depending on whether you are submitting single or multiple evidence items.

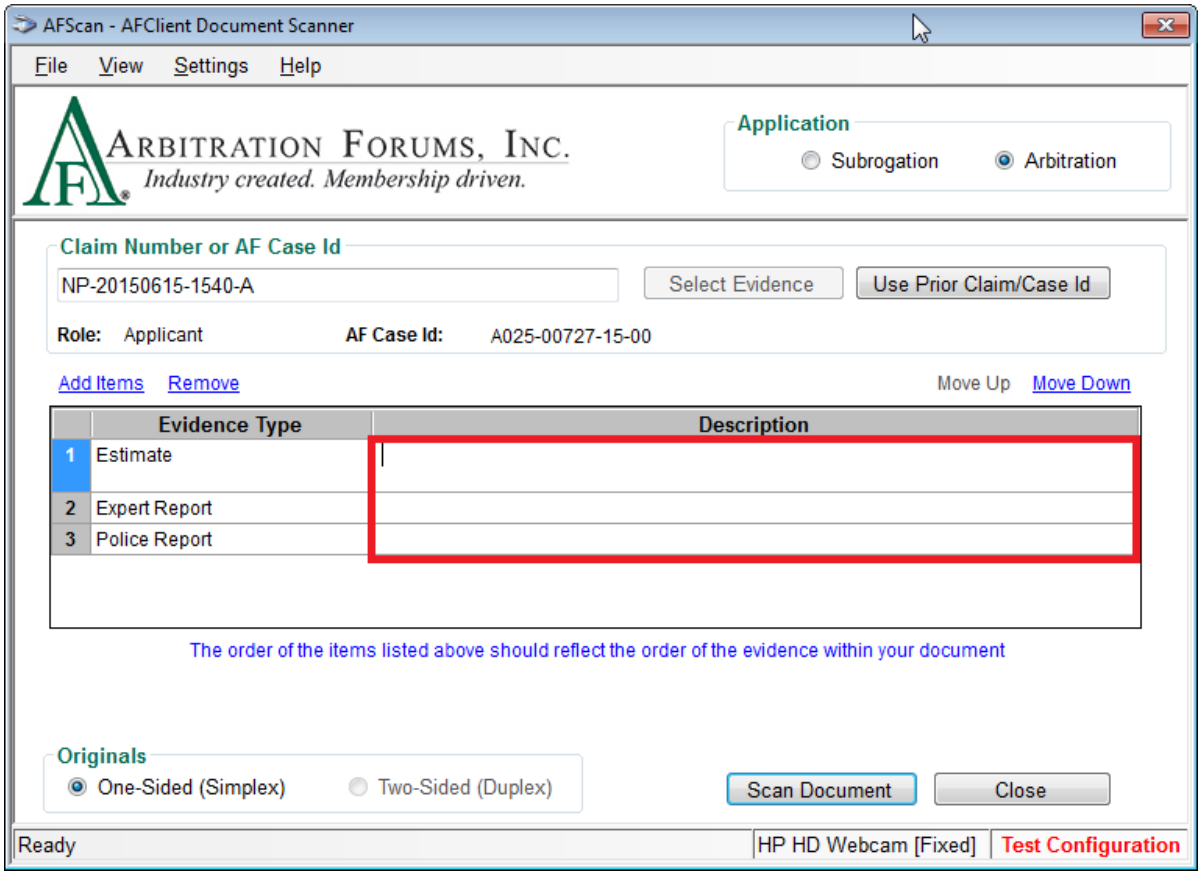
Evidence Description – Single Item

After selecting the desired Evidence Type from the drop-down list, enter the optional description in the Evidence Description field by selecting the field and typing the desired description.



Evidence Description – Multiple Items

After selecting Multiple Evidence Items (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information), the chosen items will be displayed in columns. To add a description, click the corresponding field.

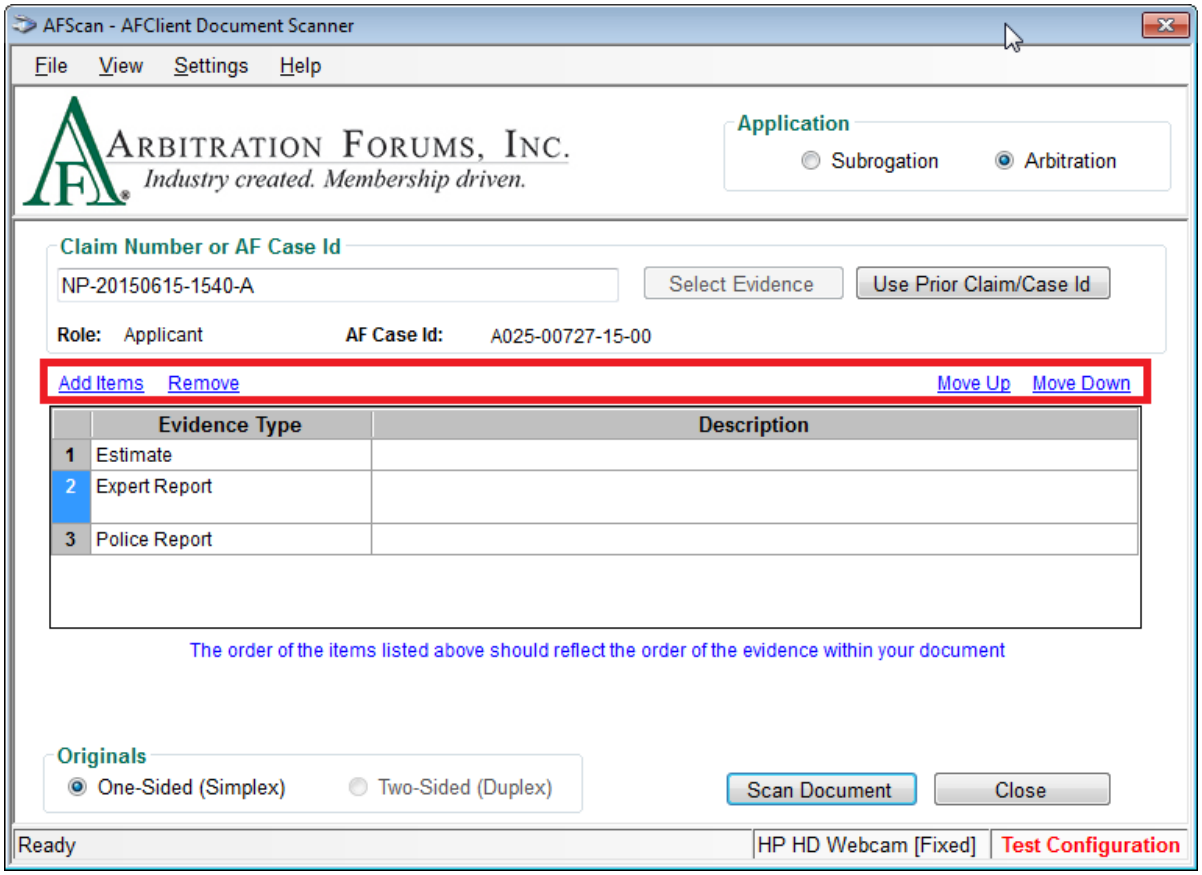


Multiple Item List Links

Once multiple items have been selected and are presented in the column format, this list can be modified using the links available at the top of the list.

The links are used to:

- **Add Items** – Opens the Select Multiple Evidence Items dialog (see *Selecting Evidence Type > Submitting Multiple Evidence Items* for additional information)
- **Remove** – Removes the currently selected item from the list
- **Move Up** – Moves the currently selected item to the next higher position in the list
- **Move Down** – Moves the currently selected item to the next lower position in the list



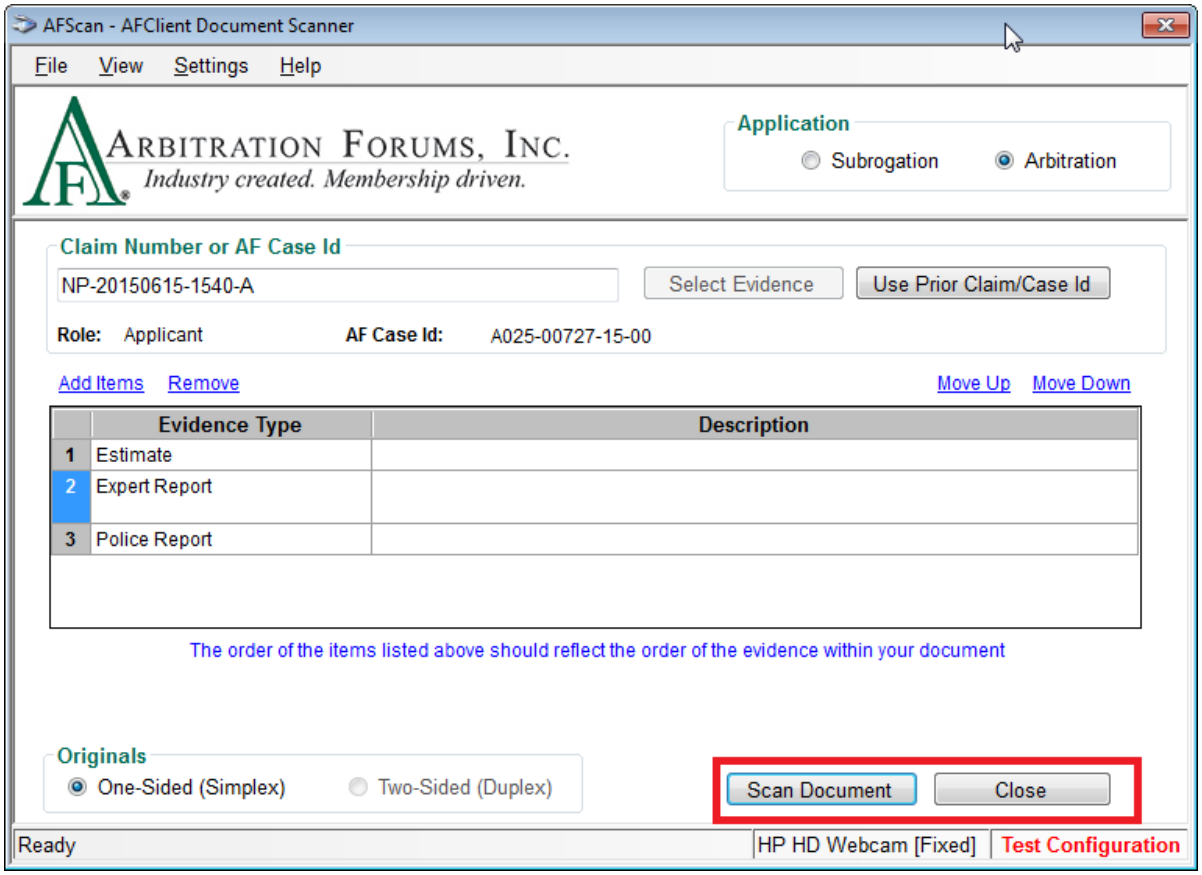
> **Note:** When uploading multiple items in a single document, the items should be listed in the order they appear in the document being submitted. For example, if the document being uploaded contains an estimate, a police report, and photographs, in that order, those items should be listed in that order as well.

Completing/Canceling Upload Process

Once all of the desired information has been chosen, complete the upload by clicking ***Scan Document***.

> **Note:** Once *Send Document* is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process and closes the window without sending the document.



Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration under the Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in the list
- **Enter (while selected on list)** – Move that value to the other column
- **Enter (while focus is on a button)** – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in the list

- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in the list
- **Ctrl+D** (while selected on row in list) – Move the item down in the list

Edit Description Mode:

- **Enter** – Carriage return in the text being typed
- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to the beginning of the text
- **End** – Move to the end of the text
- **Delete** – Delete the character to the right of the cursor
- **Backspace** – Delete the character to the left of the cursor
- **Arrows** – Reposition the cursor without deleting

See Also:

Supported Business Process (Arbitration)
AFClient Virtual Printer (OLF)
Network Connection Problems (OLF)
AFContext Menu – Send to AFClient (OLF)

3.5 AFContext Menu – Send to AFClient (OLF)

The AFContext Menu allows you to upload claim-related documents from Windows Explorer. It allows the user to send multiple evidence documents for a particular claim number or case.

Accessing the Context Menu

The AFContext Menu can be used for any supported document types from Windows Explorer.

To access the menu:

1. Open Windows Explorer and go to the folder where evidence documents are stored.
2. Select one or more evidence documents and **right-click**; then select the context menu option “Send to AFClient.”

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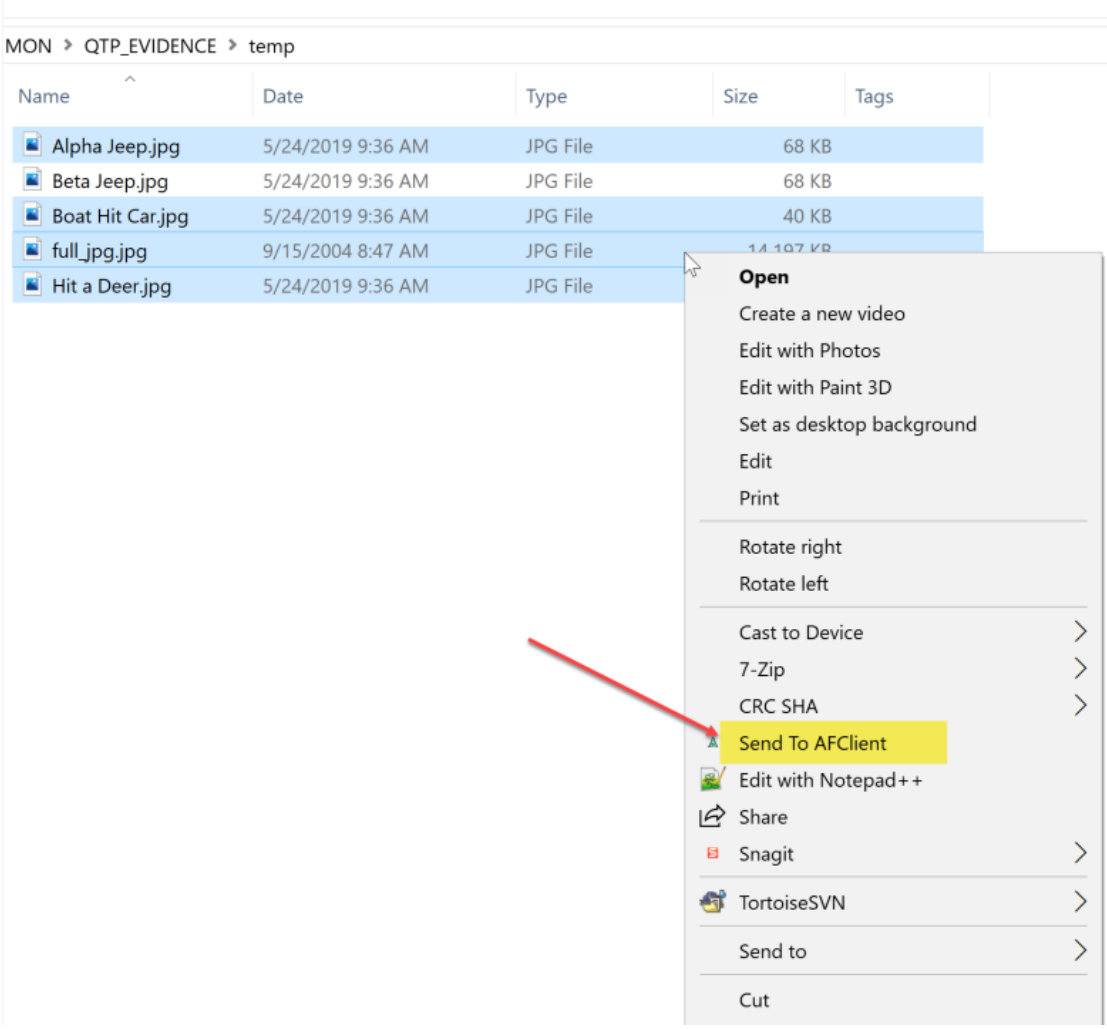
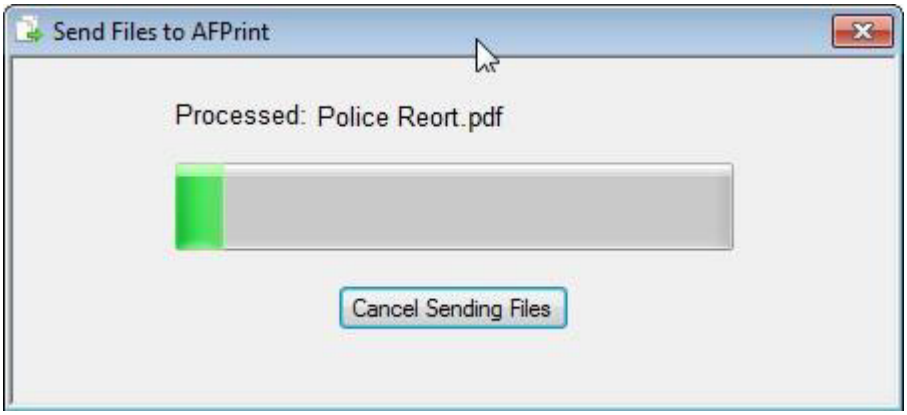
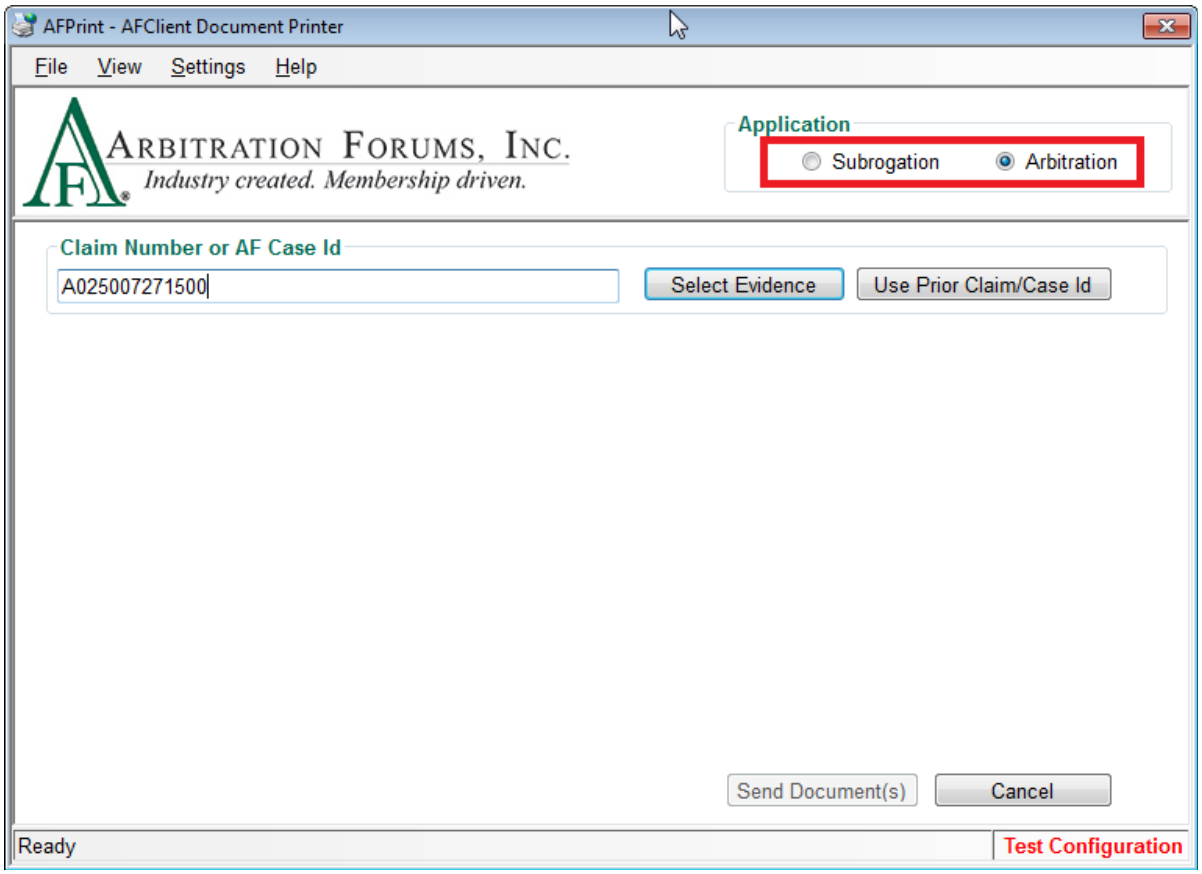


3. Based on the number and size of the files being sent, you may see the "Send Files to AFPrint" dialog box with a progress bar before the AFPrint screen is displayed.



Choosing an Application

Upon launching the AFClient Document Printer (which is also known as AFPrint), you will see the Application radio buttons located in the upper right-hand corner of the window.

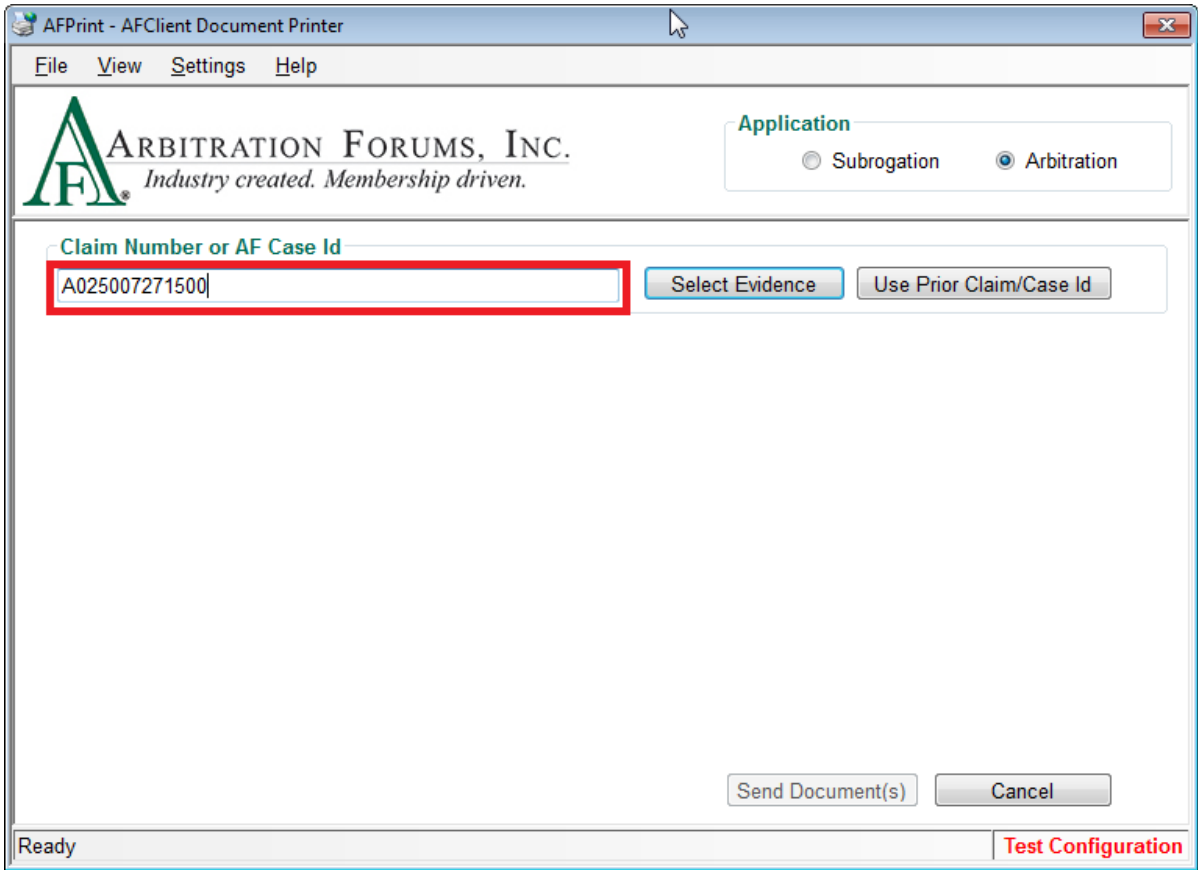


Click on the "Arbitration" radio button to submit evidence items to an arbitration case.

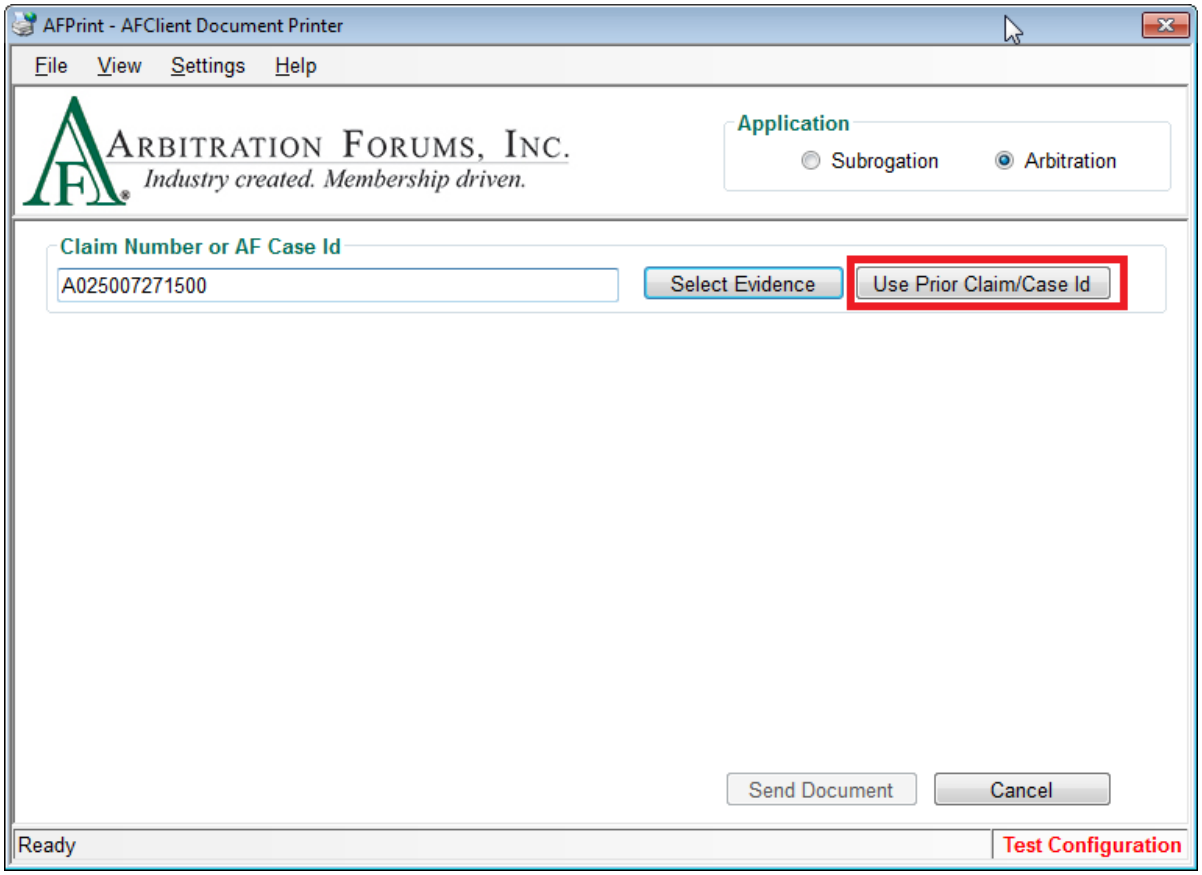
> **Note:** AFClient will remember your Application selection the next time it's launched.

Entering a Claim/AF Case ID

You can enter a claim or AF Case ID by typing it in the Claim Number or AF Case ID field; however, AF recommends that you copy and paste the desired number from your claim system into AFClient to reduce the possibility of errors.



If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID***, and AFClient (AFPrint) will enter the number for you.



Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the evidence items listed on the docket.

The Arbitration Case Evidence Items window will display the items that were listed in the filing.

> **Note:** When submitting evidence items to an arbitration filing using a claim number, you may need to choose the filing to which the evidence should be linked. See *Using the Matching Cases Dialog* for additional information.
>
> When uploading evidence to an arbitration filing, the individual items must first be declared in the filing BEFORE anything will appear in this list. If you need to upload an evidence item that is not included in the list, you will need to add that item in the Online Filing application by amending the filing and then uploading the item.

To use this window:

1. Select the filename from the list on the left. This will activate the grid for declared evidence types.
2. Select one or more declared evidence types by checking the checkbox next to it/them.

3. Once the evidence type(s) are selected for a particular file, the green symbol will be displayed next to it, and the textbox for evidence description will be populated in the dialog box.
4. Enter the evidence description. This is optional except for the evidence type "Other." If the description was added while declaring the evidence, the same description will be pre-populated in the textbox and you may modify it.

> **Note:** If the declared evidence type was previously uploaded, then it will be placed at the bottom of the list, and the checkbox next to it will be greyed out. To select it, you need to click to uncheck and click again to check it.

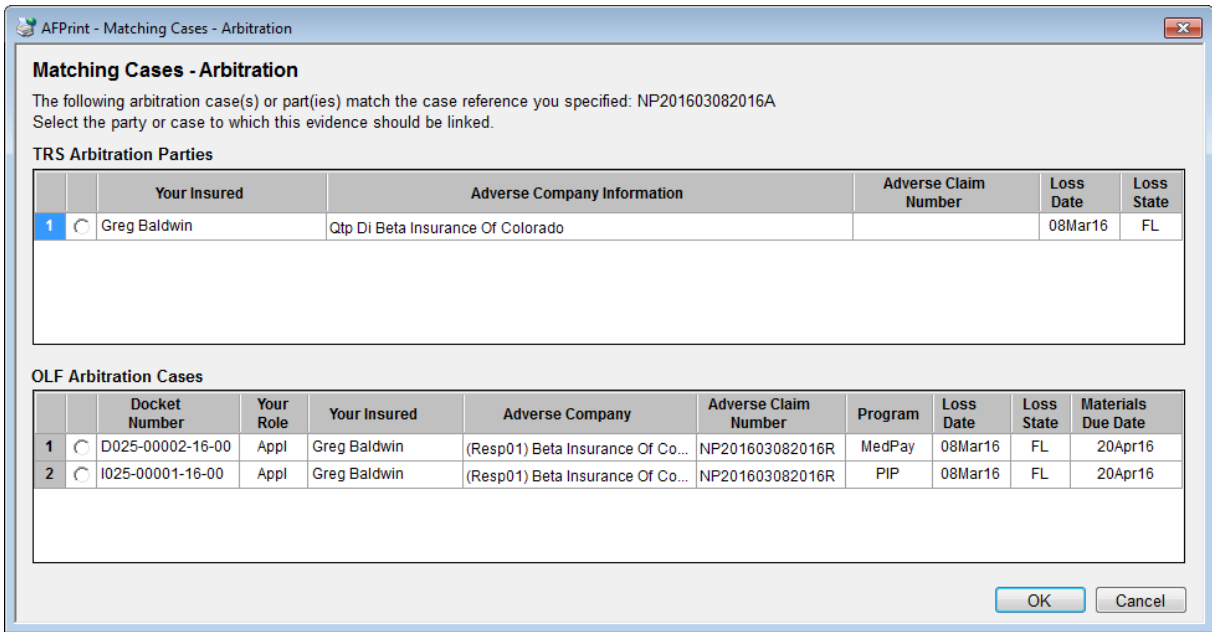
Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case. See *AFContext Menu – Send to AFClient (TRS)* for additional details if you want to upload evidence to an arbitration filing in TRS.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

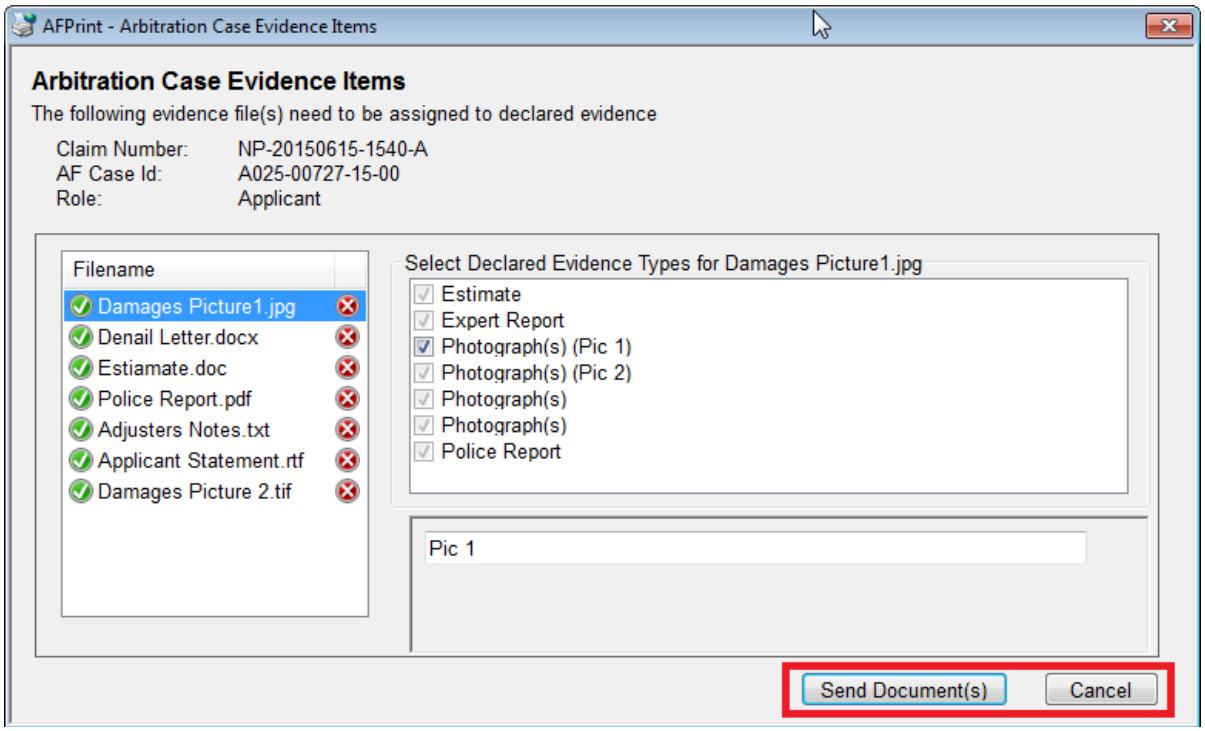


Completing/Canceling Upload Process

Once all the selected files are assigned proper evidence types (all the files have next to them), complete the upload by clicking ***Send Document***.

> **Note:** Once Send Document is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process and closes the window without sending the document.



Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration (OLF) under Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

See Also:

Supported Business Process (Arbitration)
AFClient Virtual Printer (OLF)

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Network Connection Problems (OLF)
AFScan Document Scanner (OLF)

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4.0 Submitting Evidence for Total Recovery Solution® (TRS®)

4.1 Supported Business Process (TRS)

AFClient supports a single business process for associating evidence related to TRS filing.

Evidence Submitted AFTER the Filing is Created

With this business process, an organization would:

- First, create its arbitration filing in TRS, and then submit evidence documents for this filing using AFClient.

See Also:

AFClient Virtual Printer (TRS)
Network Connection Problems (TRS)
AFScan Document Scanner (TRS)
AFContext Menu – Send to AFClient (TRS)

4.2 AFClient Virtual Printer (TRS)

The AFClient Virtual Printer allows you to upload claim-related documents from any desktop application using the same approach used to print them. In doing so, the AFClient Virtual Printer converts the "printed" document to PostScript format and automatically associates it with a specific case based on the case ID or claim number you enter.

Before Using AFClient

After installing AFClient, a new printer (a "virtual printer") will be accessible from your system. By default, this printer is named "AFClient Virtual Printer." However, your system administrator may have specified another name for this printer. Before using the AFPrint application, you will need to know the name of this virtual printer.

Depending upon your operating system, the steps used to verify the installation of AFClient will vary. Contact your system administrator if you need assistance.

In the Windows 11 operating system, you can verify the installation of AFClient 3.5.0 from the Printers and Scanners window.

The remainder of this guide assumes that the printer is named "AFClient Virtual Printer."

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Accessing the AFClient Virtual Printer

The AFClient Virtual Printer can be used with any desktop application that supports printing to a Windows printer.

To access the virtual printer:

1. Open the document you wish to submit using the appropriate application on your system.
2. Print the document in the manner that will allow you to choose your printer.
3. From within the Print dialog, select the AFClient Virtual Printer and click ***Print*** to proceed.

Note: The AFClient Virtual Printer can be set up with a different name. See "Before Using AFClient" for additional information.

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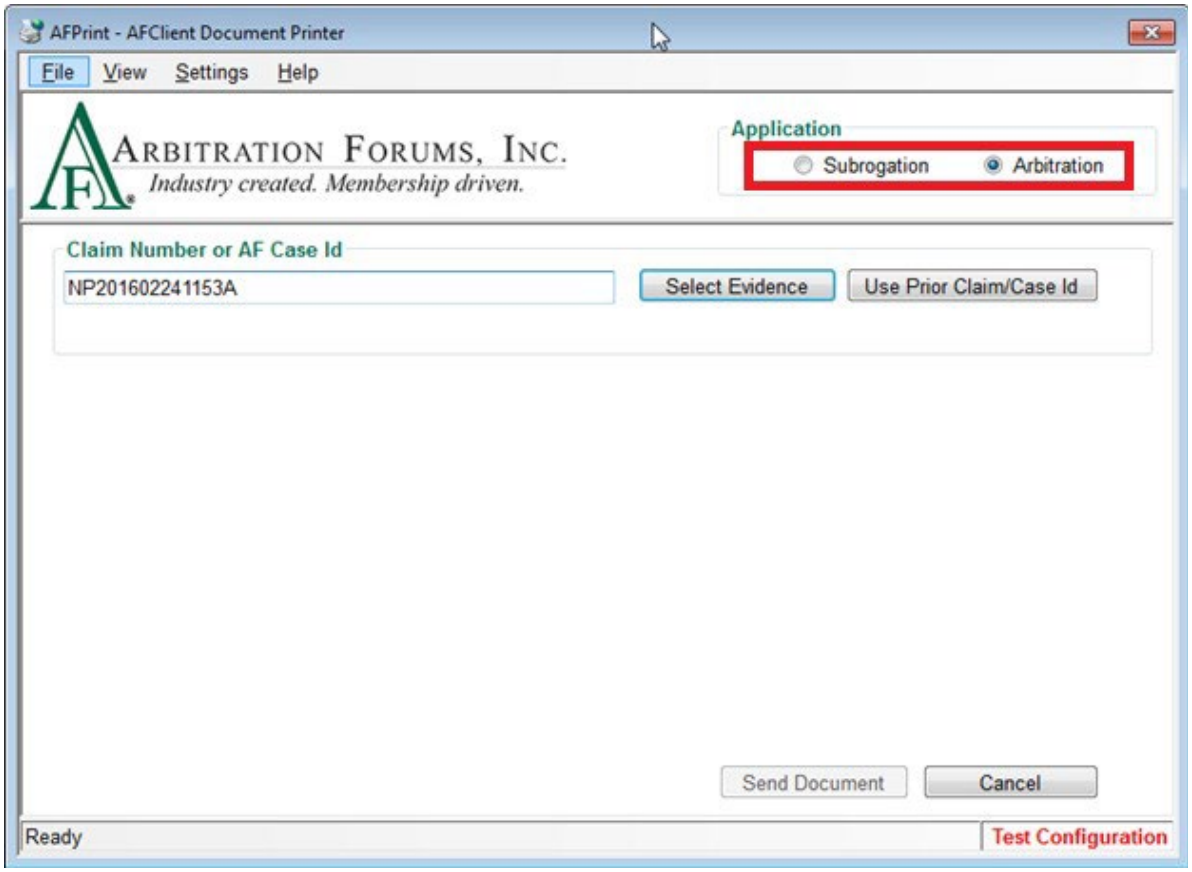
Choosing an Application

Upon launching the AFClient Virtual Printer (also known as AFPrint), you will see the Application radio buttons located in the upper right-hand corner of the window.

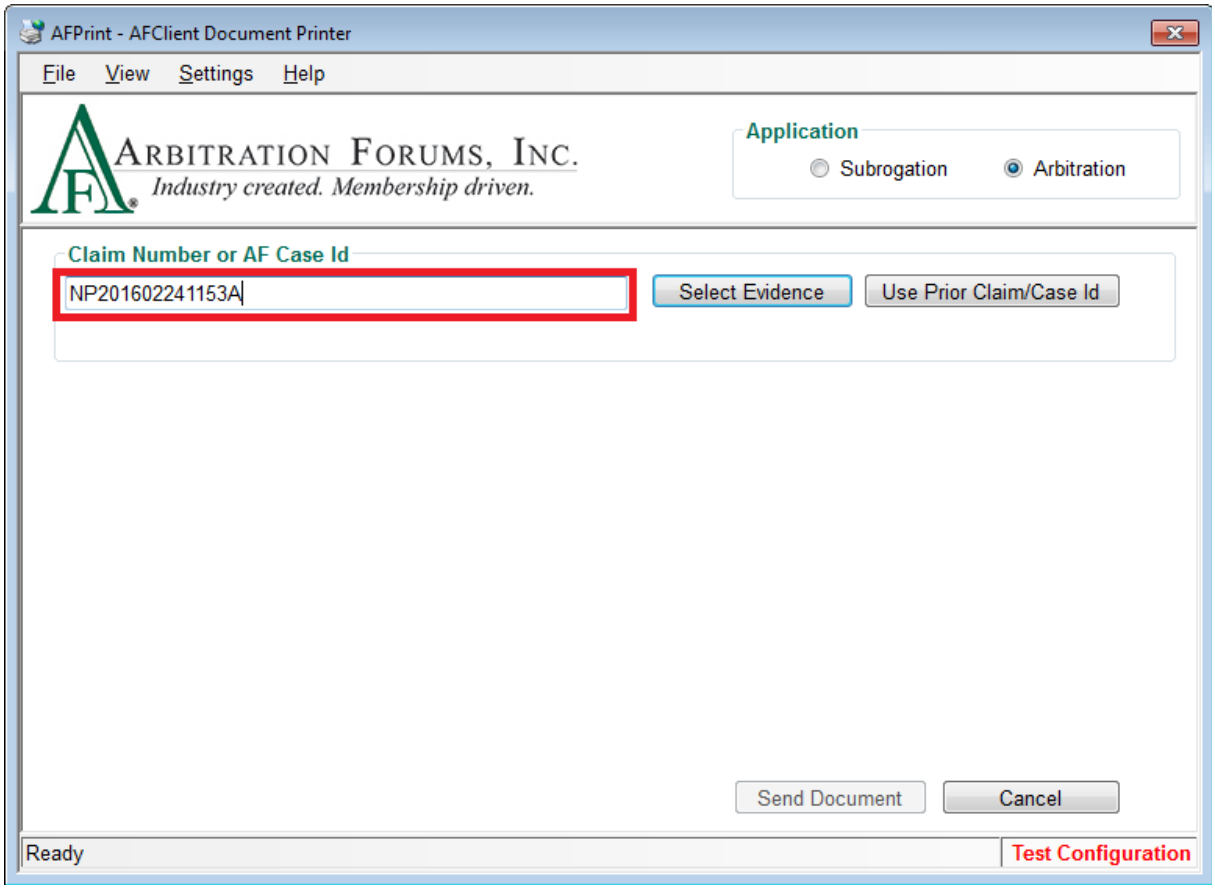


Click on the "Arbitration" radio button to submit evidence items to an arbitration case in TRS.

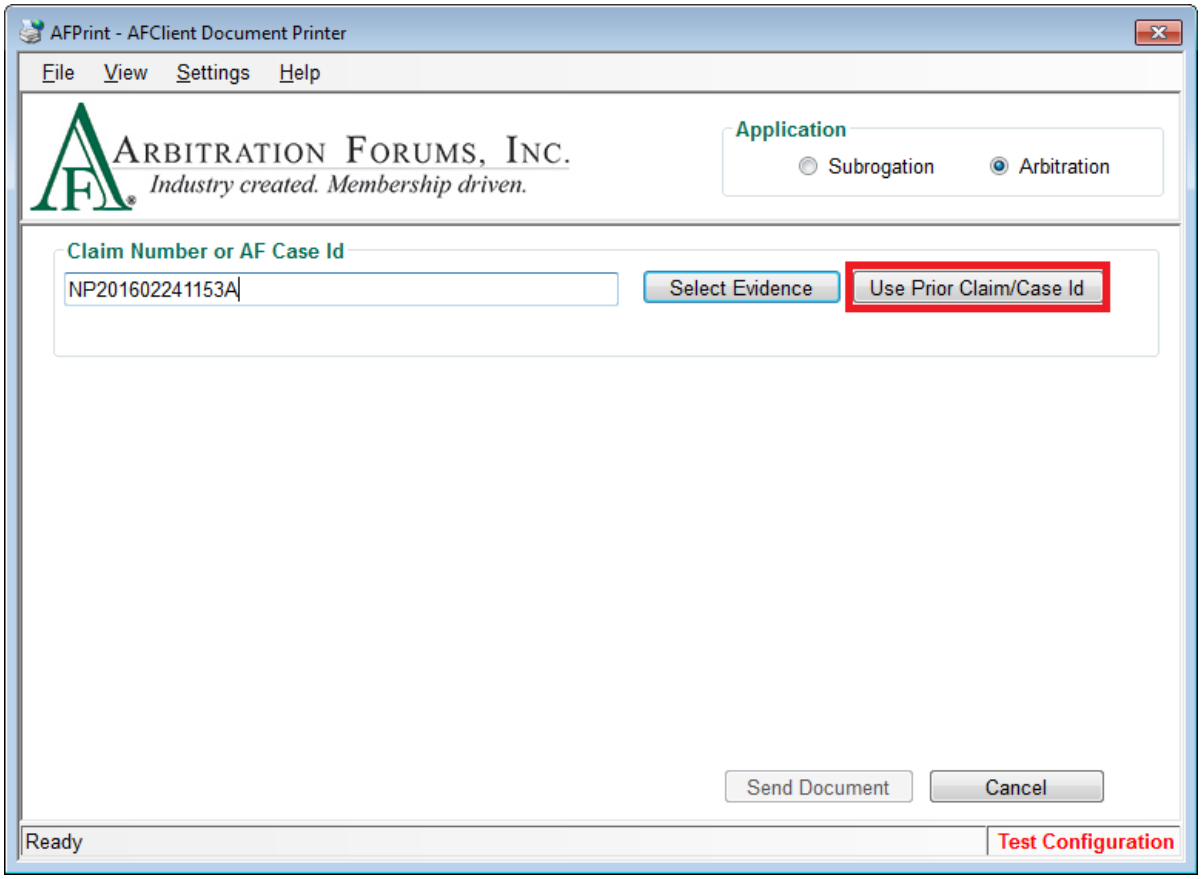
> **Note:** AFClient will remember your Application selection the next time it's launched.

Entering a Claim/AF Case ID

You can enter a claim or AF case ID by typing it in the Claim Number or AF Case ID field; however, AF recommends that you copy and paste the desired number from your claim system into AFClient to reduce the possibility of errors.

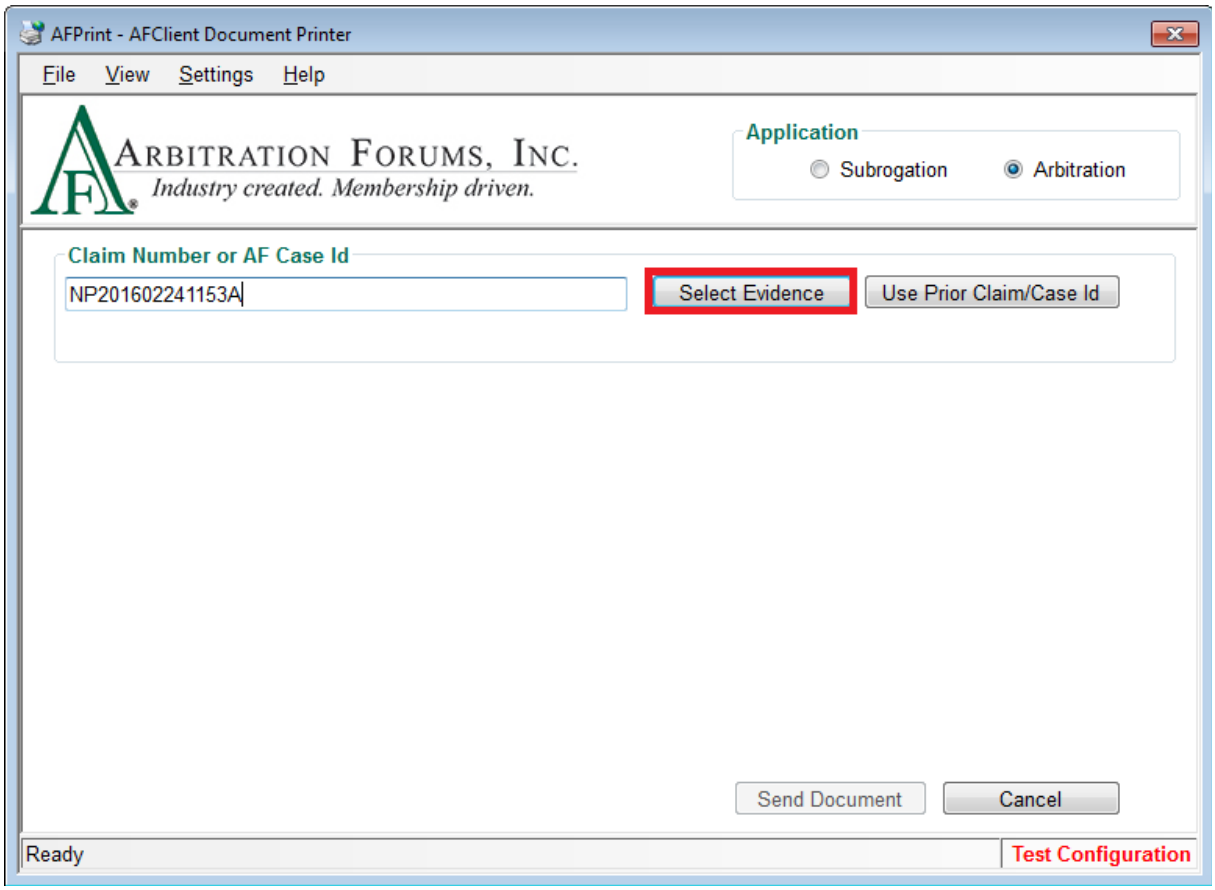


If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID***, and AFClient (AFPrint) will enter the number for you.


AFPrint - AFClient Document Printer
File
View
Settings
Help
Arbitration Forums, Inc.
Industry created. Membership driven.
Application
Subrogation
Arbitration
Claim Number or AF Case Id
NP201602241153A
Select Evidence
Use Prior Claim/Case Id
Send Document
Cancel
Ready
Test Configuration

Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the list of evidence items available for the arbitration filing in TRS.



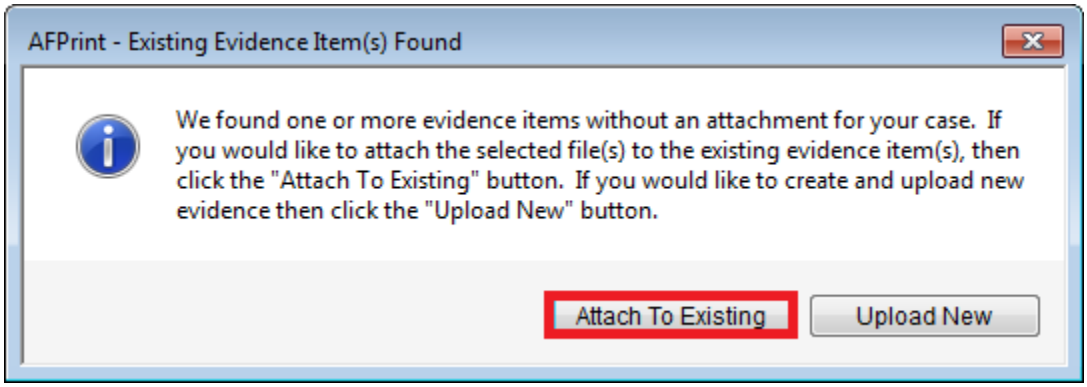
The Arbitration Case Evidence Items window will display the items that can be selected for the TRS filing.

> **Note:** If there is any existing evidence item(s) found without document attached to it on the TRS filing, the Existing Evidence Item(s) Found Dialog will be displayed. See *Selecting Existing Evidence Items* for additional information.

Attaching to Existing Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or attach/upload new evidence items.

Click on ***Attach To Existing*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of existing evidence items.

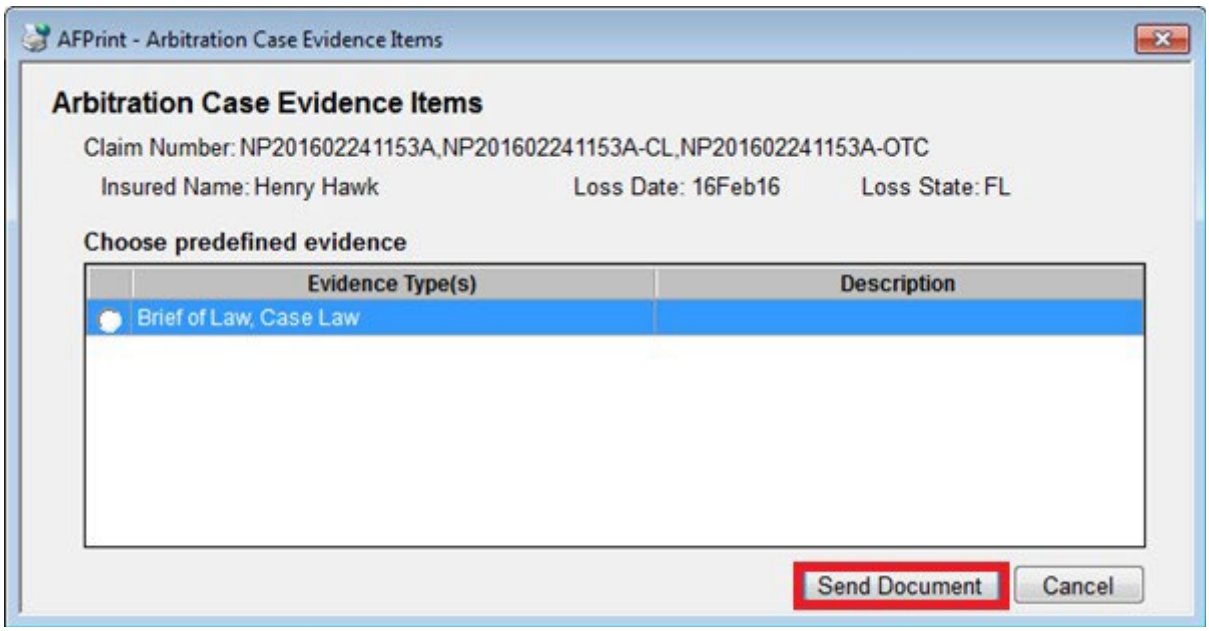


To use the Arbitration Case Evidence Items window:

1. Select the items being uploaded by clicking the radio button to the left of each item.

> **Note:** Only one existing evidence item can be selected for a single document.

2. Click ***Send Document*** to proceed.



Uploading New Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or create and upload new evidence items.

> **Note:** If there is no existing evidence item found missing attachment for the arbitration filing in TRS, you will be directed to the Arbitration Case Evidence Items window instead of the Existing Evidence Item(s) Found window.

Click on ***Upload New*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of available evidence types.

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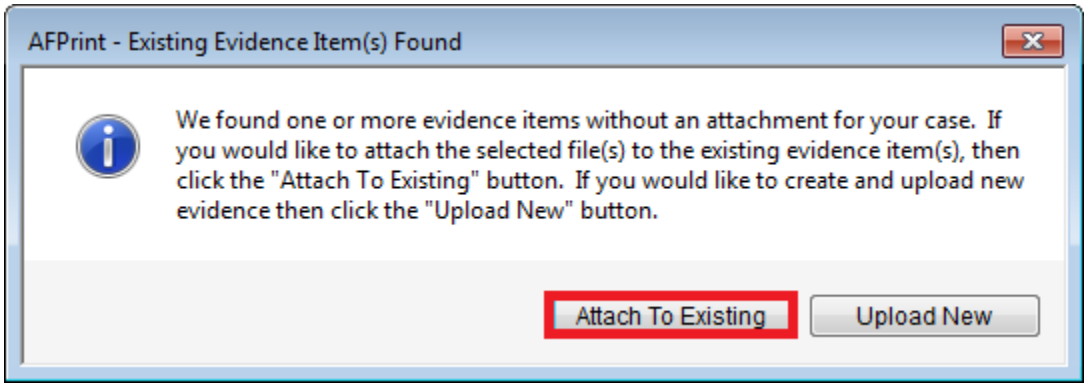

To use the Arbitration Case Evidence Items window:

1. Select the items being uploaded by clicking the checkbox to the left of each item.

   Note: If uploading more than one item in a single document, select the items in the list in the order they appear in the original document.

2. Enter a description for the selected evidence items.

3. Click ***Send Document*** to complete the upload.

   Note: Once ***Send Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process, closes the Arbitration Case Evidence Items window without sending the document, and you will be returned to the AFClient Virtual Printer window.

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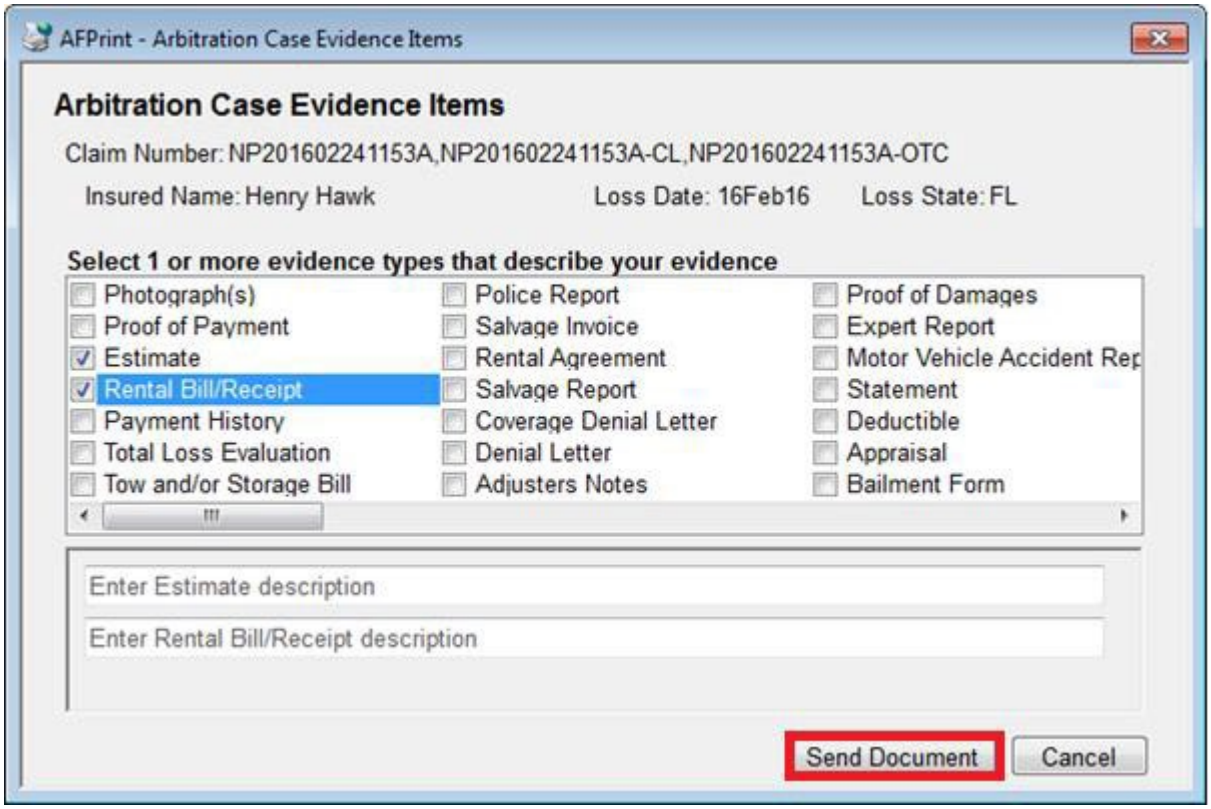

Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

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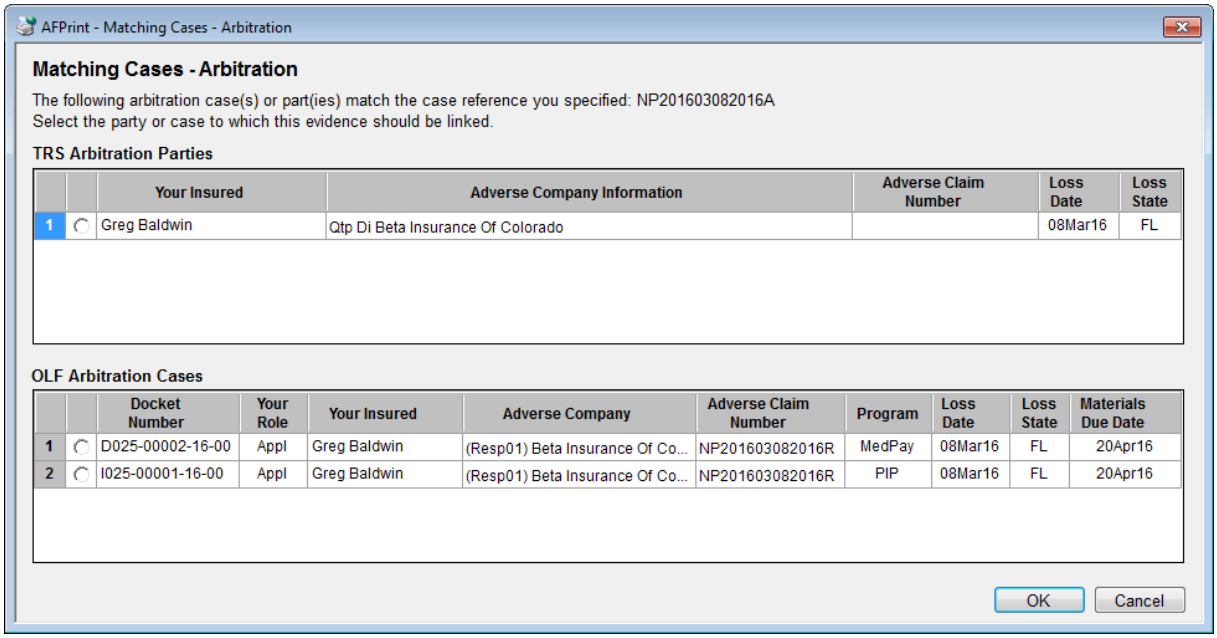

Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration under the Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in the list
- **Enter (while selected on list)** – Move that value to the other column
- **Enter (while focus is on a button)** – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in the list
- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in the list
- **Ctrl+D** (while selected on row in list) – Move the item down in the list

Edit Description Mode:

- **Enter** – Carriage return in text being typed

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- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to the beginning of the text
- **End** – Move to the end of the text
- **Delete** – Delete character to the right of the cursor
- **Backspace** – Delete character to the left of the cursor
- **Arrows** – Reposition the cursor without deleting

See Also:

Supported Business Process (TRS)
Network Connection Problems (TRS)
AFScan Document Scanner (TRS)
AFContext Menu – Send to AFClient (TRS)

4.3 Network Connection Problems (TRS)

When submitting evidence items, AFClient will automatically detect any network problems.

Handling Submission during Network Problems

Because AFClient accesses the items listed on the arbitration filing when beginning the upload process, a network error will prevent you from proceeding.

In this case, you should cancel the submission and try again later when the network problem has been resolved.

See Also:

Supported Business Process (TRS)
AFClient Virtual Printer (TRS)
AFScan Document Scanner (TRS)
AFContext Menu – Send to AFClient (TRS)

4.4 AFScan Document Scanner (TRS)

AFScan is an optional component of AFClient that functions as a document-scanning application that directly controls your document scanner. This section describes the basic procedure for using AFScan.

Launching AFScan Document Scanner

The AFScan Document Scanner provides a method of submitting paper-based evidence using any TWAIN-compliant scanner attached to your computer.

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Because AFScan acts as a separate application, you will need to start AFScan by choosing it from either your Start menu or All Programs list (depending upon your operating system and setup).

As AFScan is initiating, it will check for a scanner attached to your computer.

If a scanner connection is NOT found, AFScan will display an error message. Click ***OK*** to proceed. After verifying the connection of your scanner, restart AFScan.

If a scanner connection is found, AFScan will display a "Ready" message along with the name of the attached scanner.

Choosing an Application

Upon launching AFScan, you will see the Application radio buttons located in the upper right-hand corner of the window.

Click on the "Arbitration" radio button to submit evidence items to an arbitration filing in TRS.

> **Note:** AFScan will remember your Application selection the next time it's launched.

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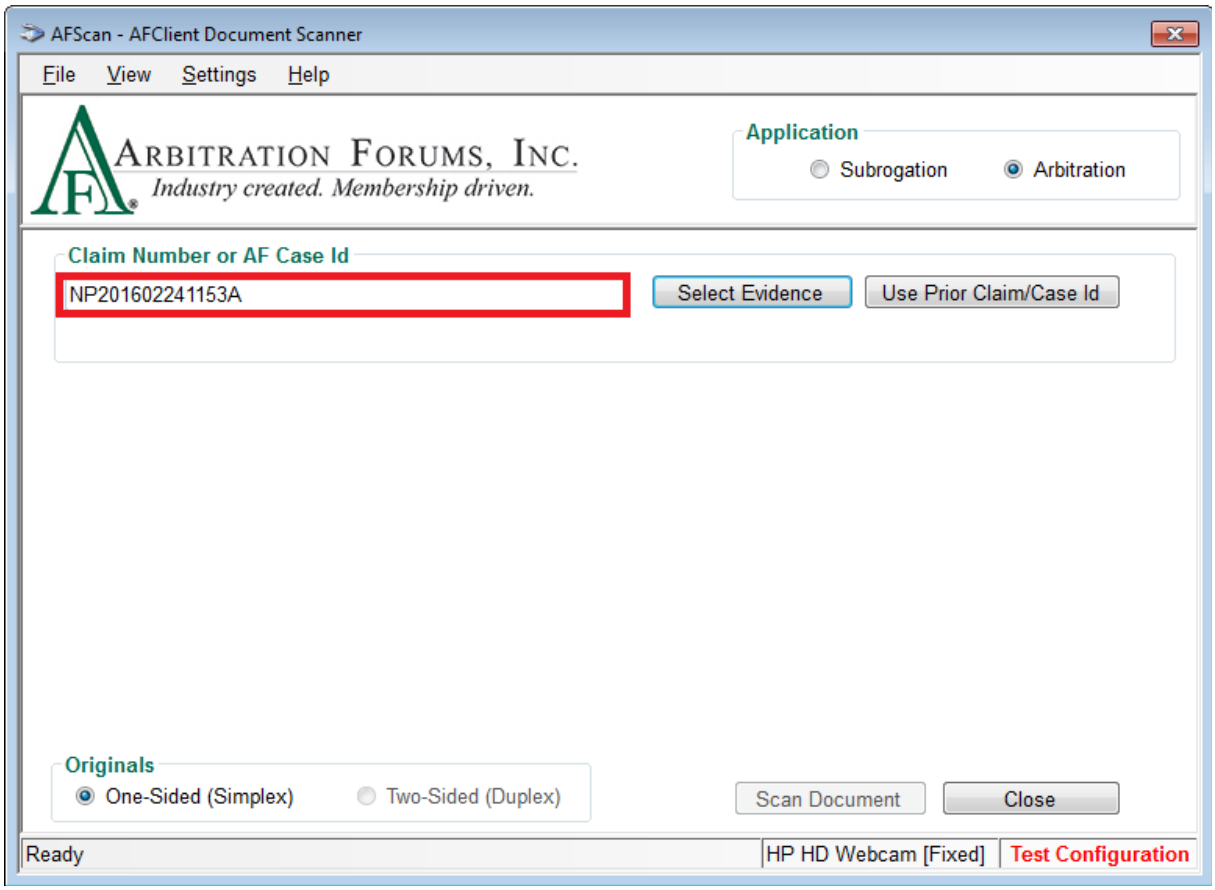
Entering a Claim/AF Case ID

You can enter a claim number or AF Case ID by typing it in the Claim Number or AF Case ID field or you can copy and paste the desired number from your claim system.



If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID***, and AFClient (AFScan) will enter the number for you.

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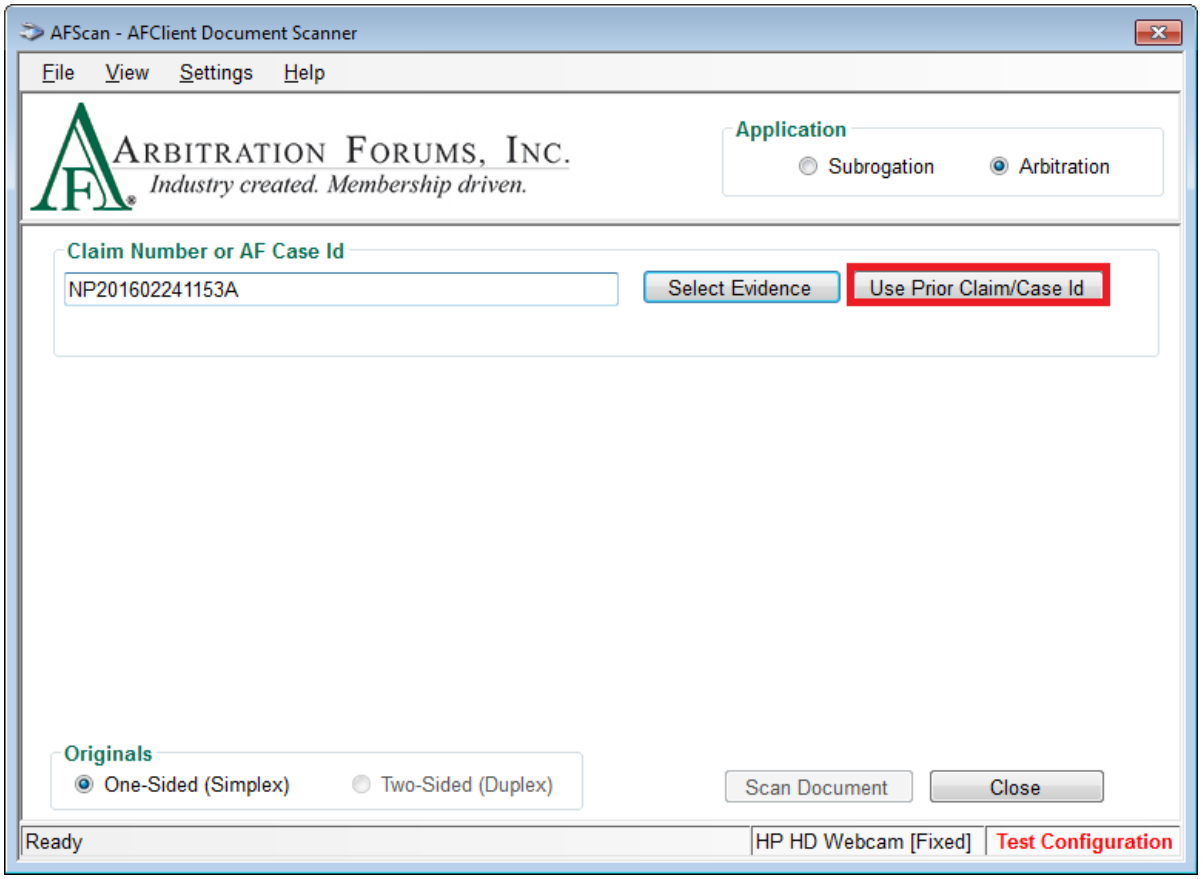

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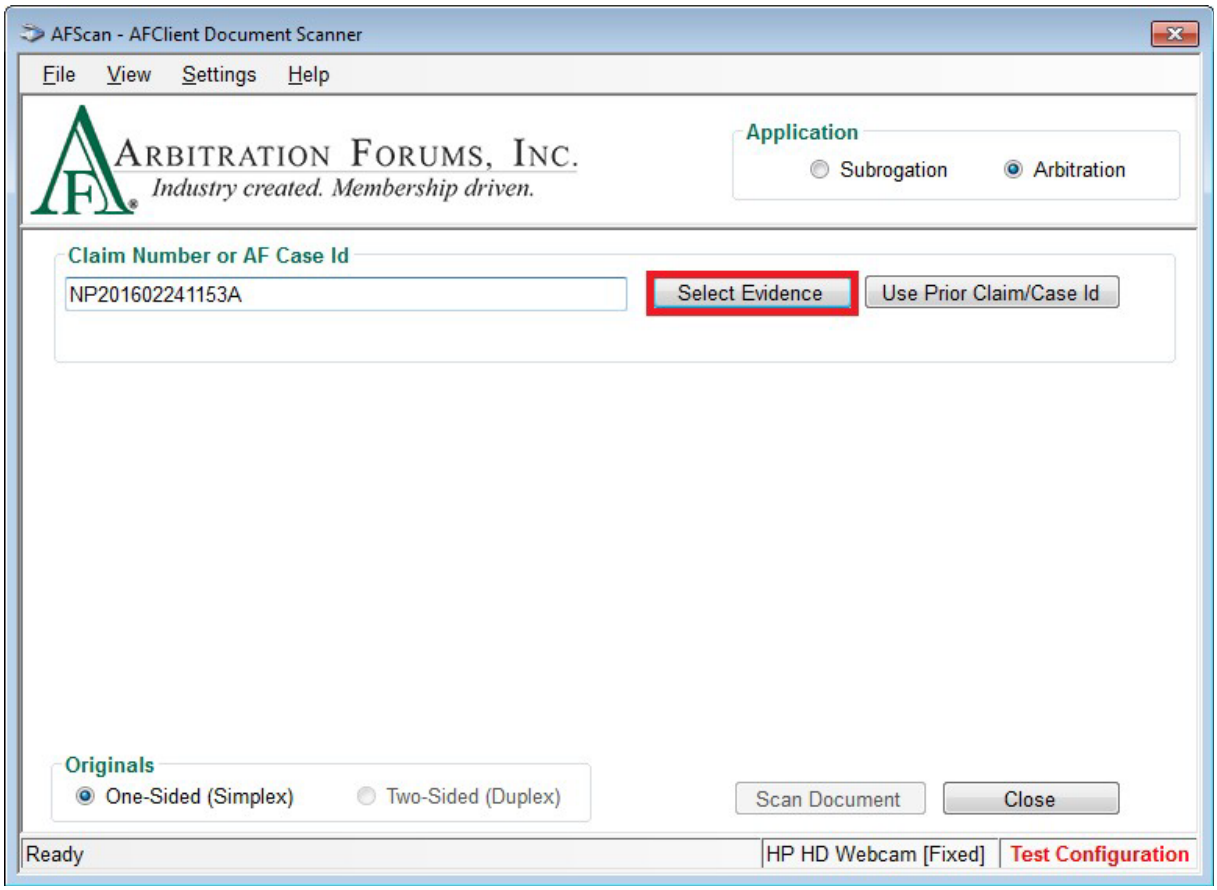
Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the list of evidence items available for the arbitration filing in TRS.



The Arbitration Case Evidence Items window will display the items that can be selected for the TRS filing.

> **Note:** If there is any existing evidence item(s) without an attachment listed on the TRS filing, the Existing Evidence Item(s) Found Dialog will be displayed. See *Selecting Existing Evidence Items* for additional information.

Attaching to Existing Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or attach/upload new evidence items.

Click on ***Attach to Existing*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of existing evidence items.

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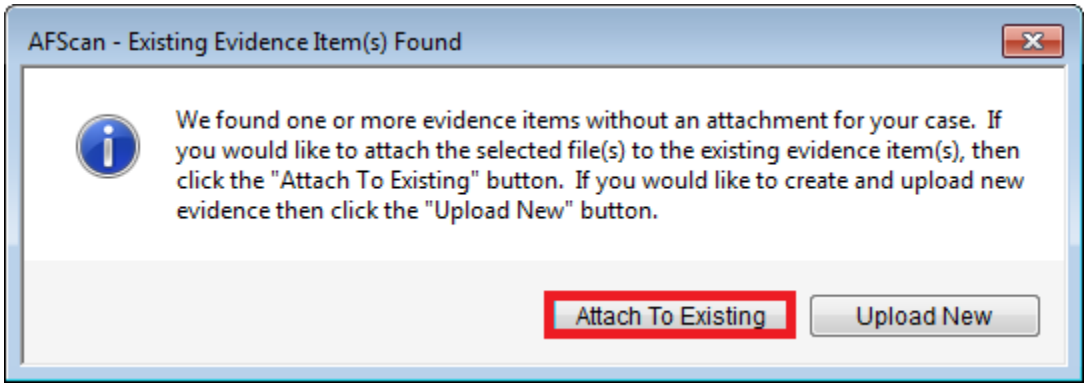
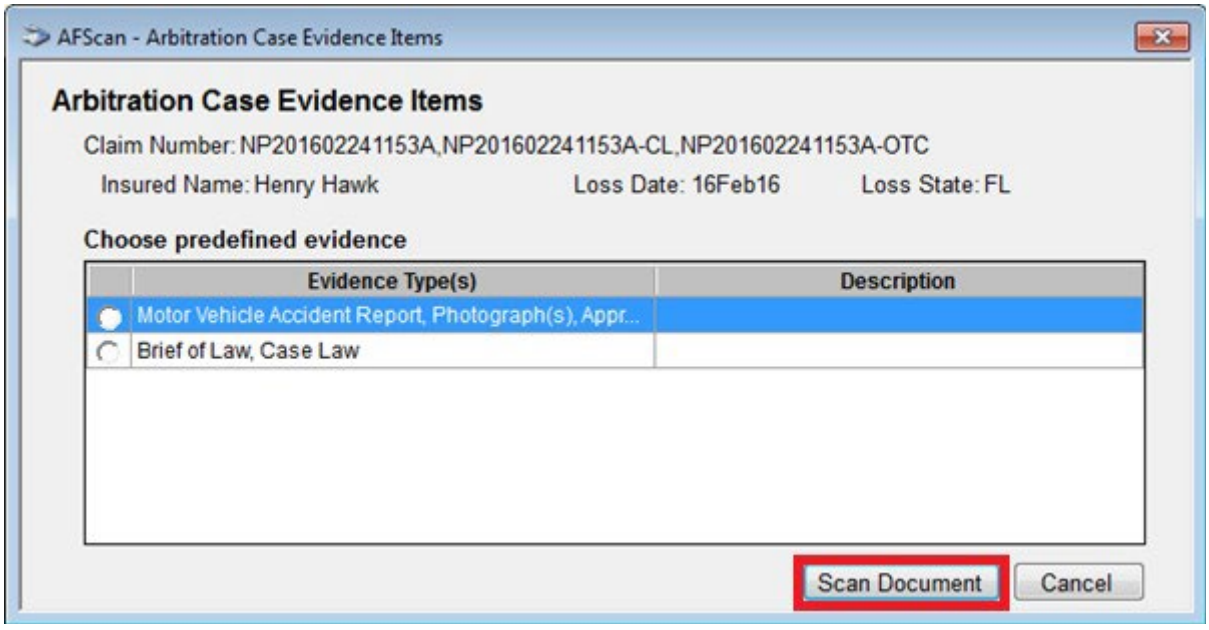


To use the Arbitration Case Evidence Items window:

1. Select the items being uploaded by clicking the radio button to the left of each item.

> **Note:** Only one predefined evidence item can be selected for a single document.

2. Click ***Scan Document*** to proceed.



Uploading New Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or create and upload new evidence items.

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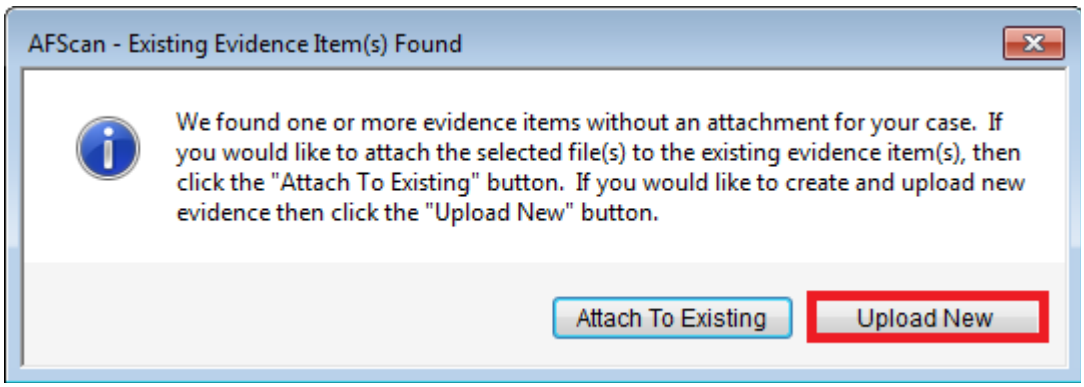
> **Note:** If there is no existing evidence item found missing an attachment for the arbitration filing in TRS, you will be directed to the Arbitration Case Evidence Items window instead of the Existing Evidence Item(s) Found window.

Click on ***Attach To New*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of available evidence types.



To use the Arbitration Case Evidence Items window:

1. Select the items being uploaded by clicking the checkbox to the left of each item.

> **Note:** If uploading more than one item in a single document, select the items in the list in the order they appear in the original document.

2. Enter descriptions for the selected evidence items.

3. Click ***Scan Document*** to complete the upload.

> **Note:** Once ***Scan Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process, closes the Arbitration Case Evidence Items window without sending the document, and you will be returned to the AFClient Virtual Printer window.

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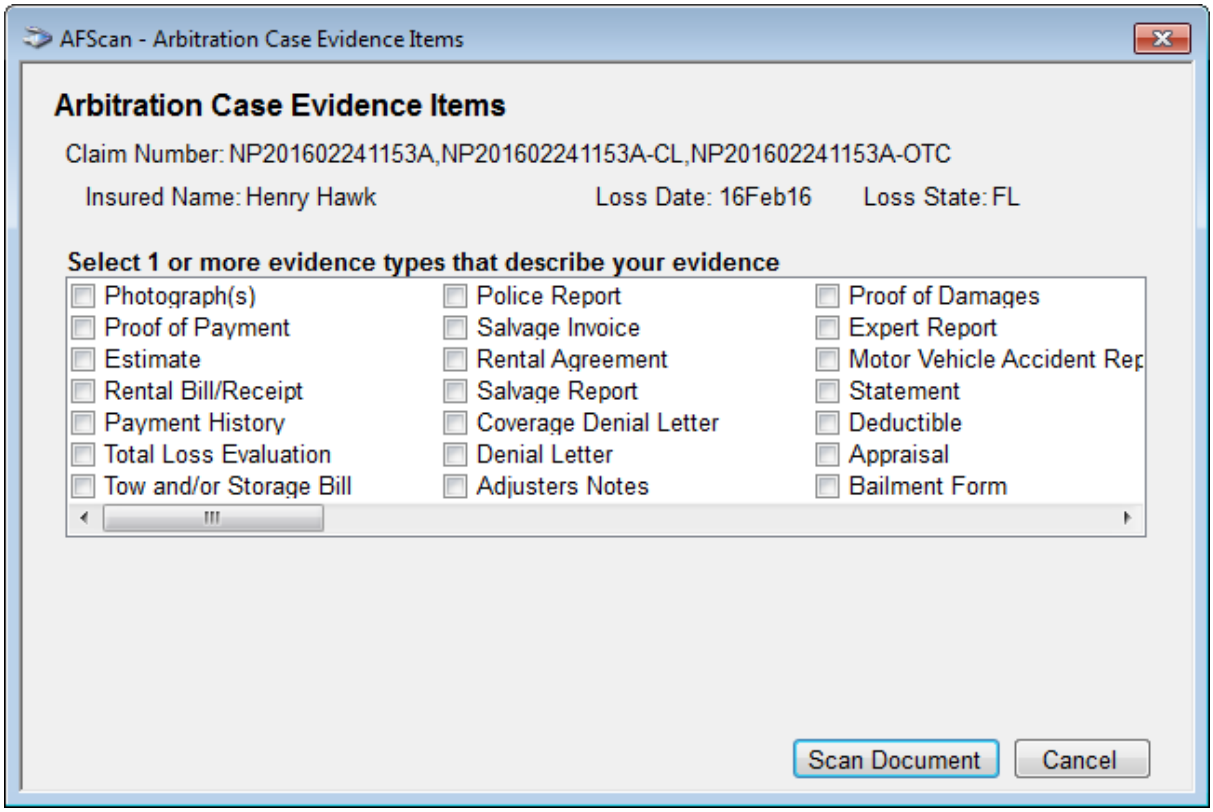

Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

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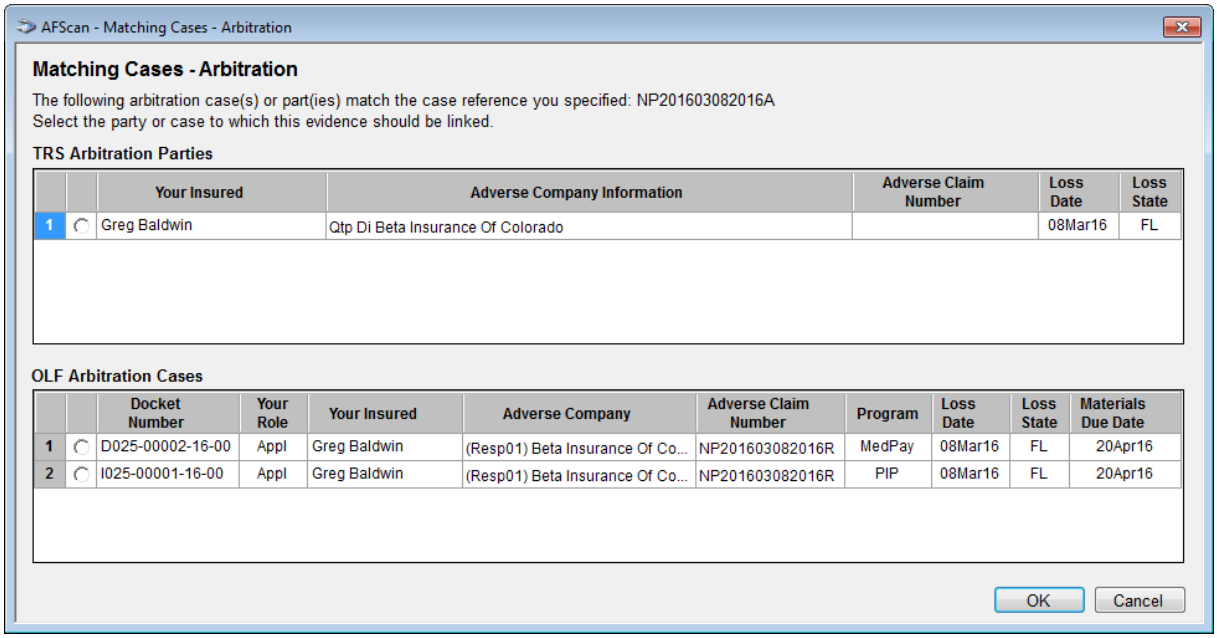

Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration under the Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

Select Multiple Popup:

- **Arrow Up/Down** – Move between rows in the list
- **Enter (while selected on list)** – Move that value to the other column
- **Enter (while focus is on a button)** – Perform that button's action

Multiple Evidence Items Table:

- **Arrow Up/Down** – Move between rows in the list
- **Ctrl+E** (while selected on row in list) – Edit the description for that row
- **Ctrl+U** (while selected on row in list) – Move the item up in the list
- **Ctrl+D** (while selected on row in list) – Move the item down in the list

Edit Description Mode:

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- **Enter** – Carriage return in the text being typed
- **Ctrl+A** – Select all
- **Ctrl+C** – Copy
- **Ctrl+V** – Paste
- **Home** – Move to the beginning of the text
- **End** – Move to the end of the text
- **Delete** – Delete the character to the right of the cursor
- **Backspace** – Delete the character to the left of the cursor
- **Arrows** – Reposition the cursor without deleting

See Also:

Supported Business Process (TRS)
AFClient Virtual Printer (TRS)
Network Connection Problems (TRS)
AFContext Menu – Send to AFClient (TRS)

4.5 AFContext Menu – Send to AFClient (TRS)

The AFContext Menu allows you to upload claim-related documents from Windows Explorer. It allows the user to send multiple evidence documents for a particular claim number or case.

Accessing the Context Menu

The AFContext Menu can be used for any supported document types from Windows Explorer.

To access the menu:

1. Open Windows Explorer and go to the folder where evidence documents are stored.
2. Select one or more evidence documents and **right-click**; then select the context menu option "Send to AFClient."

3. Based on the number and size of the files being sent, you may see the "Send Files to AFPrint" dialog box with a progress bar before the AFPrint screen is displayed.

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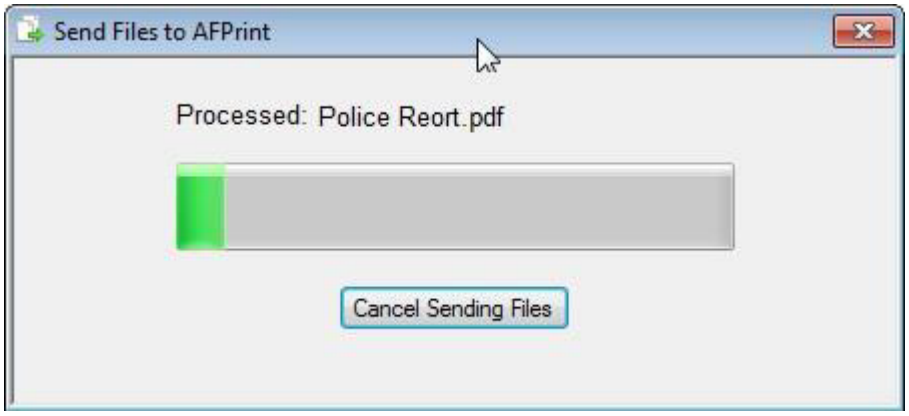
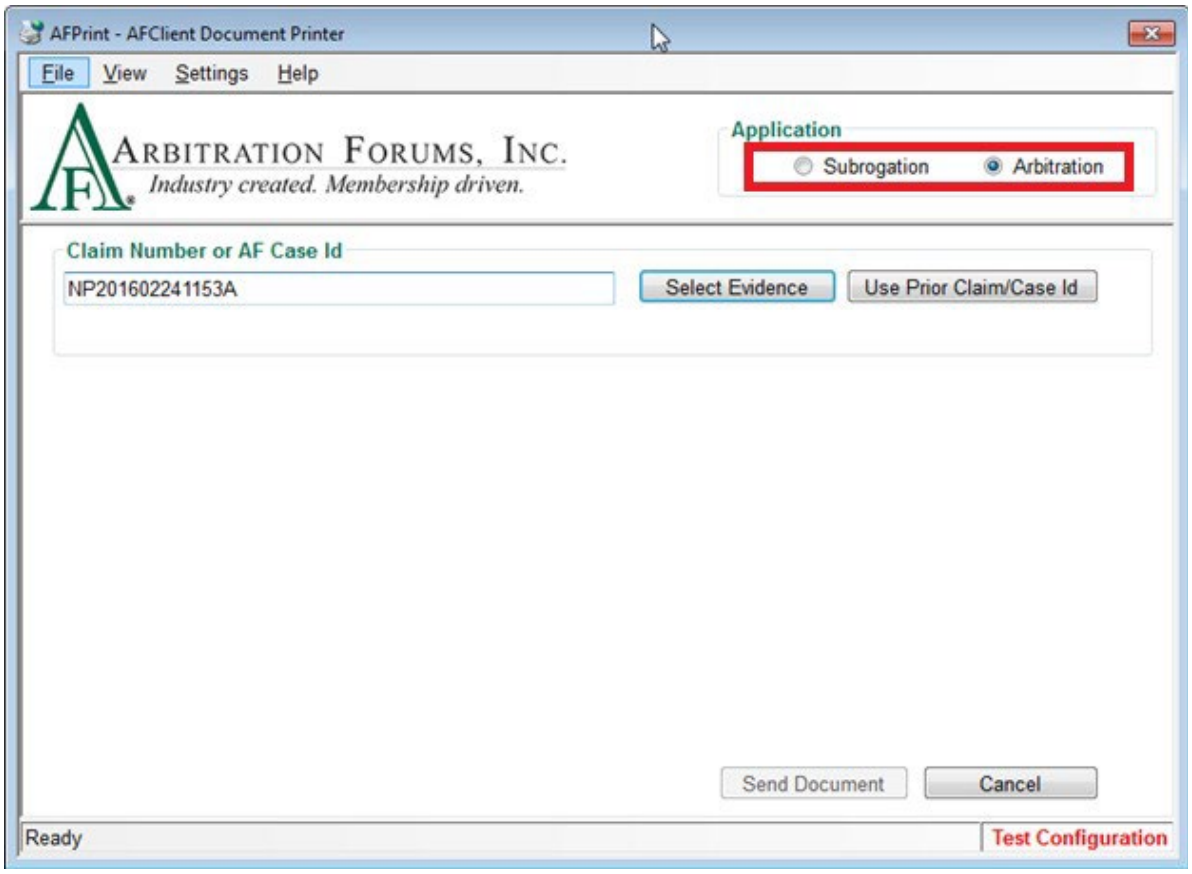


Choosing an Application

Upon launching the AFClient Virtual Printer (also known as AFPrint), you will see the Application radio buttons located in the upper right-hand corner of the window.



Click on the "Arbitration" radio button to submit evidence items to an arbitration case in TRS.

> **Note:** AFClient will remember your Application selection the next time it's launched.

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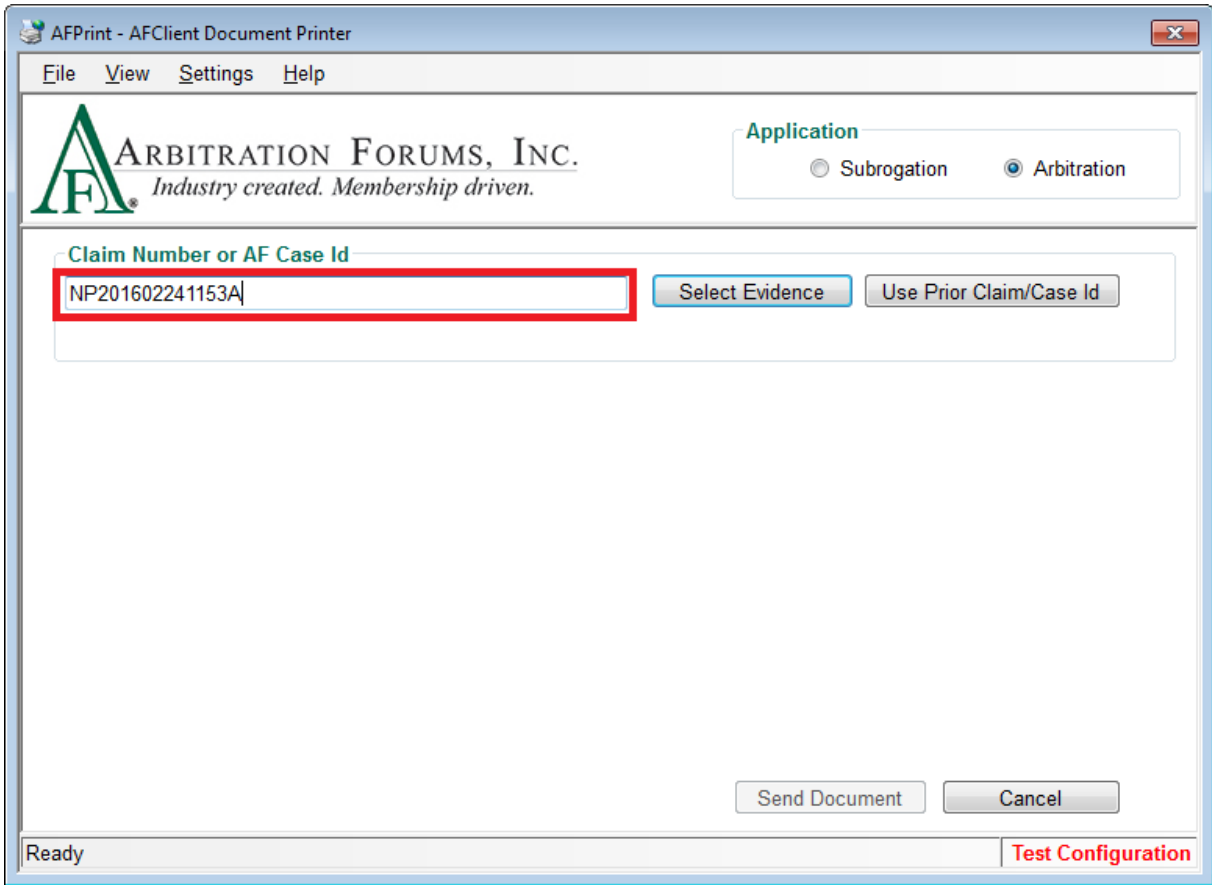
Entering a Claim/AF Case ID

You can enter a claim or AF Case ID by typing it in the Claim Number or AF Case ID field; however, AF recommends that you copy and paste the desired number from your claim system into AFClient to reduce the possibility of errors.



If you are submitting subsequent evidence items to a filing that you previously submitted to, you can click ***Use Prior Claim/Case ID***, and AFClient (AFPrint) will enter the number for you.

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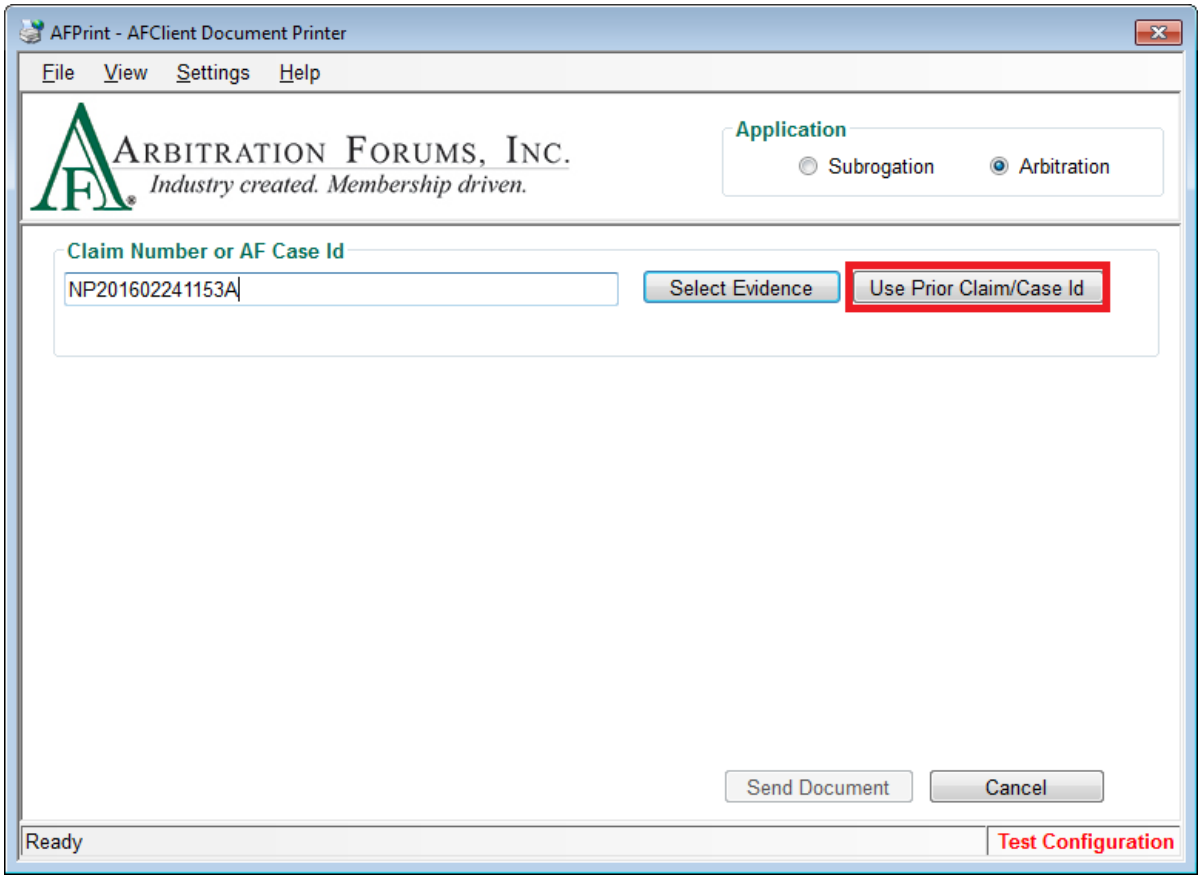
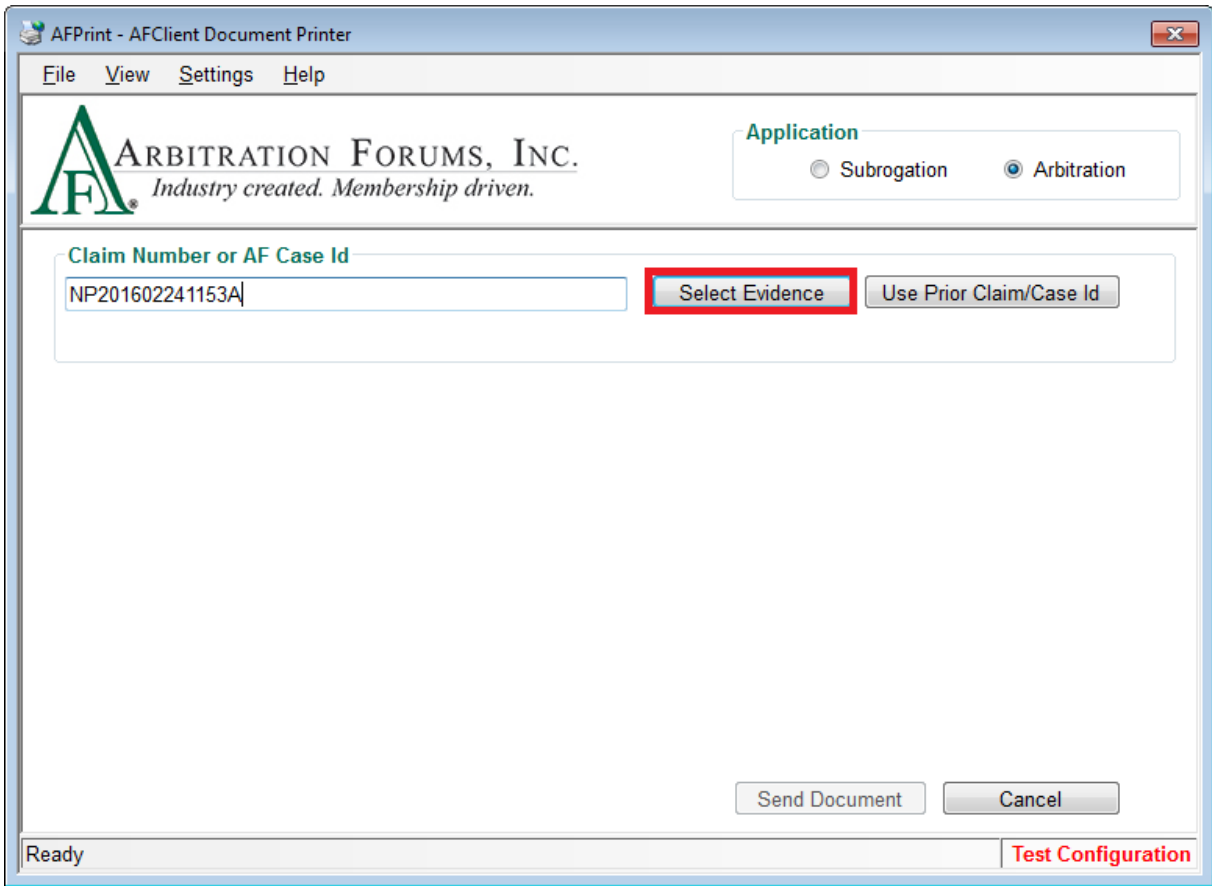

AFPrint - AFClient Document Printer
File
View
Settings
Help
ARBITRATION FORUMS, INC.
Industry created. Membership driven.
Application
Subrogation
Arbitration
Claim Number or AF Case Id
NP201602241153A
Select Evidence
Use Prior Claim/Case Id
Send Document
Cancel
Ready
Test Configuration

Selecting Evidence

Once you have entered a claim number or AF Case ID, click ***Select Evidence*** to access the list of evidence items available for the arbitration filing in TRS.



The Arbitration Case Evidence Items window will display the items that can be selected for the TRS filing.

> **Note:** If there is any existing evidence item(s) without an attachment listed on the TRS filing, the Existing Evidence Item(s) Found Dialog will be displayed. See *Selecting Existing Evidence Items* for additional information.

Attaching to Existing Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or attach/upload new evidence items.

Click on ***Attach to Existing*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of existing evidence items.

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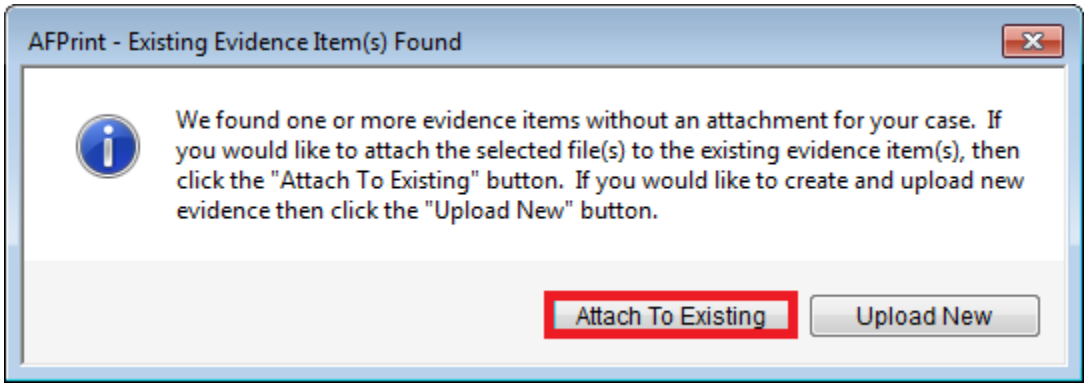
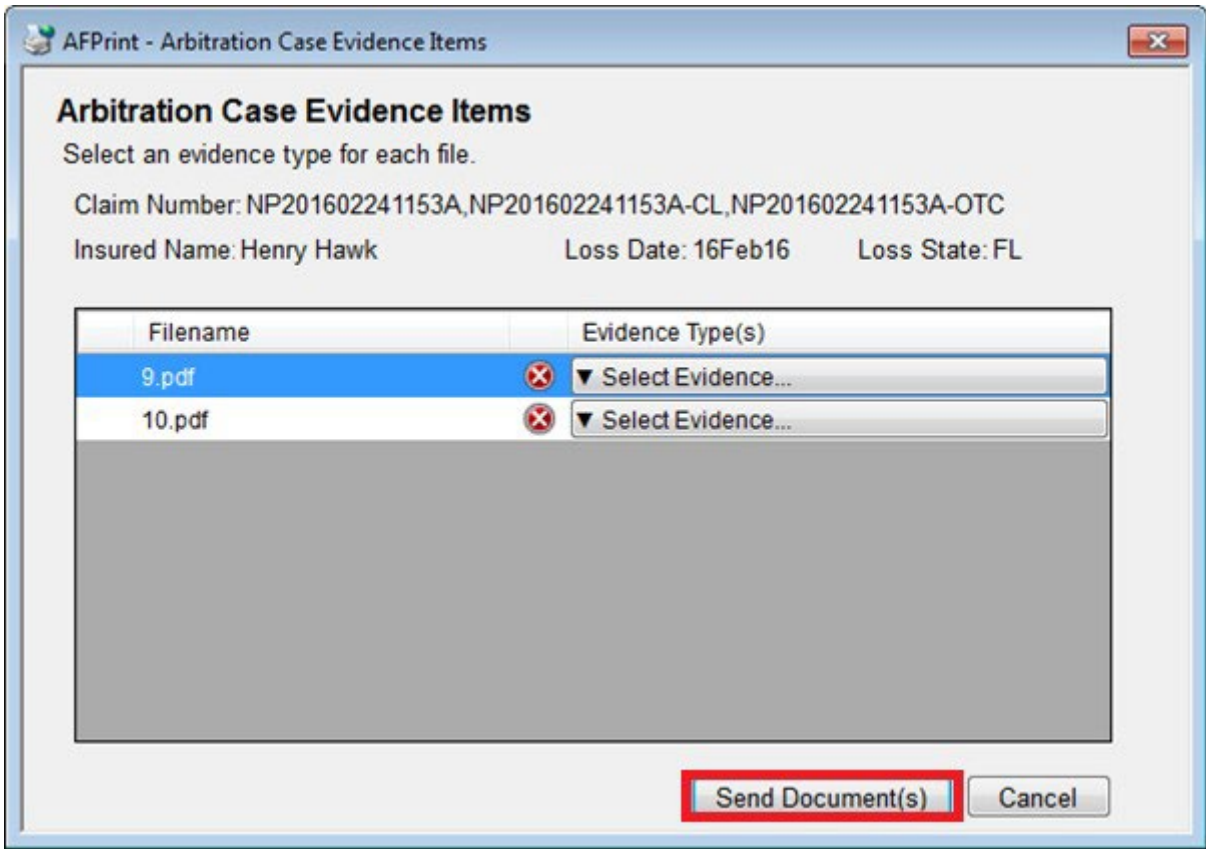


To use the Arbitration Case Evidence Items window:

1. Select the filename from the list on left.
2. Select one of the predefined evidence types from the drop-down on right.
3. Once the evidence type(s) are selected for a particular file, a green checkmark will be displayed next to it.
4. Once all the files are assigned an evidence type(s), click ***Send Document*** to proceed.



Uploading New Evidence Items

When submitting evidence items to an arbitration filing in TRS, the system checks for existing evidence items. If any existing evidence items are found without a document attached to them, you will be asked to choose if you want to attach selected file(s) to existing evidence items or create and upload new evidence items.

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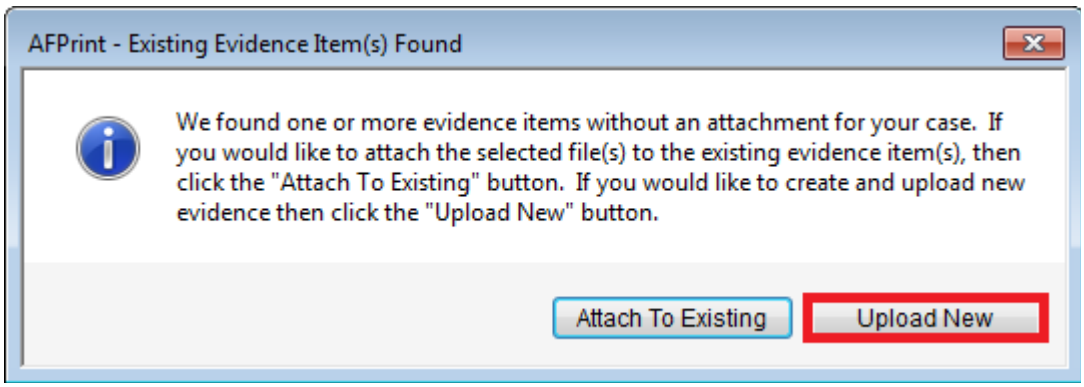
> **Note:** If there is no existing evidence item found missing an attachment for the arbitration filing in TRS, you will be directed to the Arbitration Case Evidence Items window instead of the Existing Evidence Items(s) Found window.

Click on ***Upload New*** to proceed, and you will be directed to the Arbitration Case Evidence Items window with a list of available evidence types.



To use the Arbitration Case Evidence Items window:

1. Select the filename from the list on the left. This will activate the grid for declared evidence types.
2. Select one or more evidence types by checking the checkbox next to each one.
3. Once the evidence type(s) are selected for a particular file, a green checkmark will be displayed next to it, and the textbox for evidence description will be populated in the dialog box.
4. Enter the evidence description. This is optional.
5. Once all files are assigned evidence type(s), click ***Send Document*** to proceed.

> **Note:** Once ***Send Document*** is clicked, you may immediately proceed to the next item you need to upload. Verification of the upload is not required.

Clicking ***Cancel*** aborts the AFClient process, closes the Arbitration Case Evidence Items window without sending the document, and you will be returned to the AFClient Virtual Printer window.

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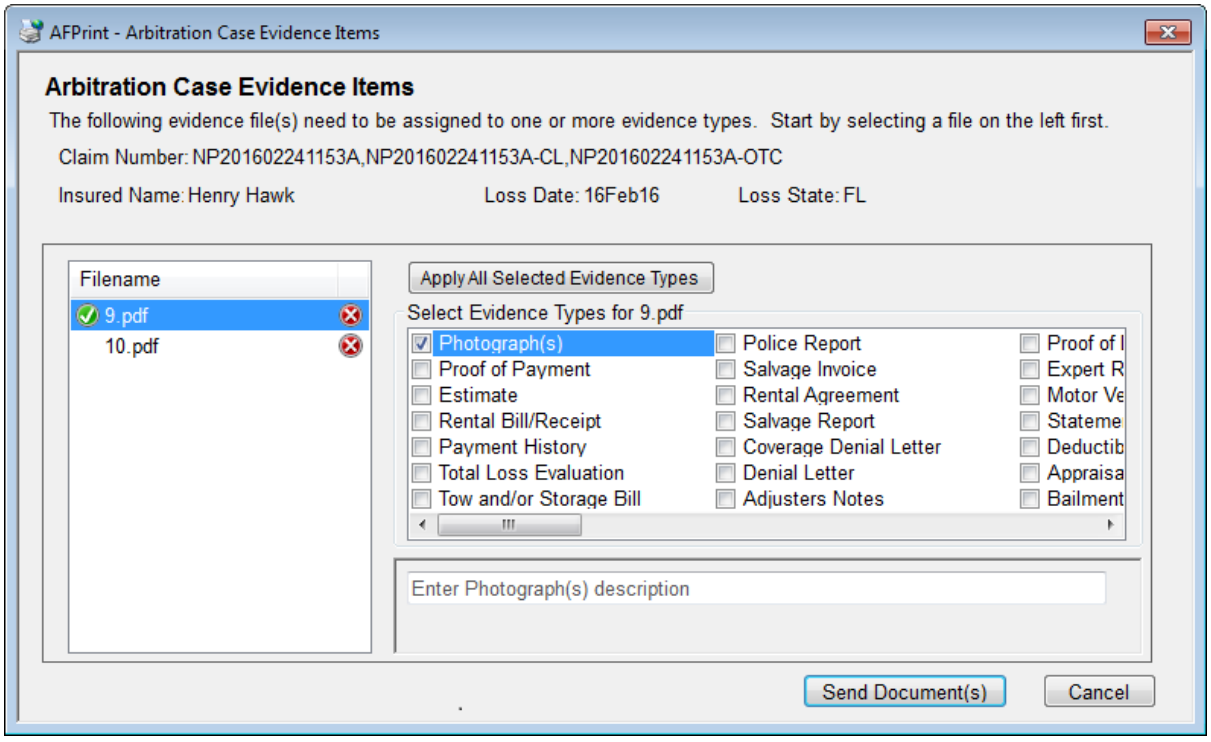

Using the Matching Cases Dialog

When submitting evidence items to an arbitration filing using a claim number, the system checks the claim number you entered for a match in OLF as well as TRS.

If more than one filing is found (in OLF and/or TRS) with a matching claim number, you will be asked to choose the filing to which you would like the evidence linked.

> **Note:** You will only be able to choose one filing from the list. If you need to upload the same evidence to another filing, you will need to repeat the process for each case.

Select the desired filing by clicking the corresponding radio button. Click ***OK*** to confirm.

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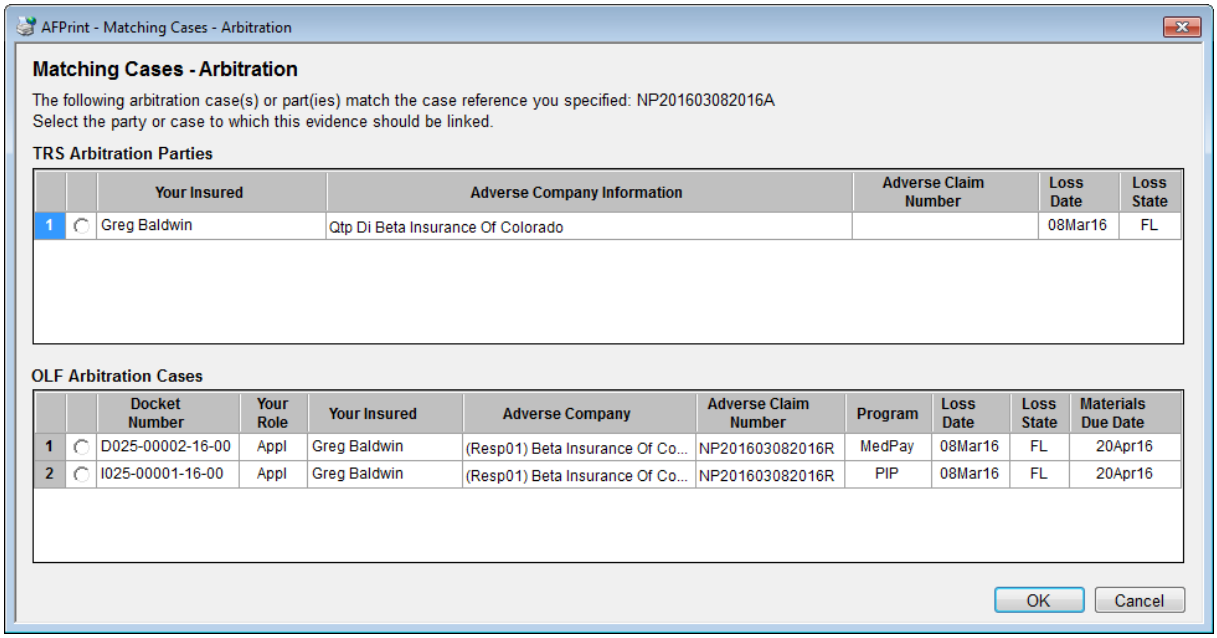

Using Keyboard Shortcuts (Hot Keys)

The following keyboard shortcuts are available in AFClient:

Overall:

- **Esc** – Exits AFClient
- **Ctrl+W** – Switches applications between E-Subro Hub and Arbitration (OLF) under Application section
- **Ctrl+O** – Opens the E-Subro Hub Options dialog
- **Ctrl+M** – Select multiple
- **Ctrl+R** – Use prior claim (works only if focus is within the claim number textbox)
- **Enter** – Sends the document unless focus is in the Select Multiple popup or Edit Description mode
- **First Letter of Word** – Selects items from the Evidence Type list by entering the first letter of the item in the list

See Also:

Supported Business Process (TRS)
AFClient Virtual Printer (TRS)
Network Connection Problems (TRS)
AFScan Document Scanner (TRS)

5.0 AFDashboard

AFDashboard allows you to monitor the status of evidence(s) uploaded using AFPrint, AFScan, and AFContext Menu.

It also allows users to send the log files and configuration files to AF, which AF Technical Services will use to assist users who are experiencing issues with AFClient.

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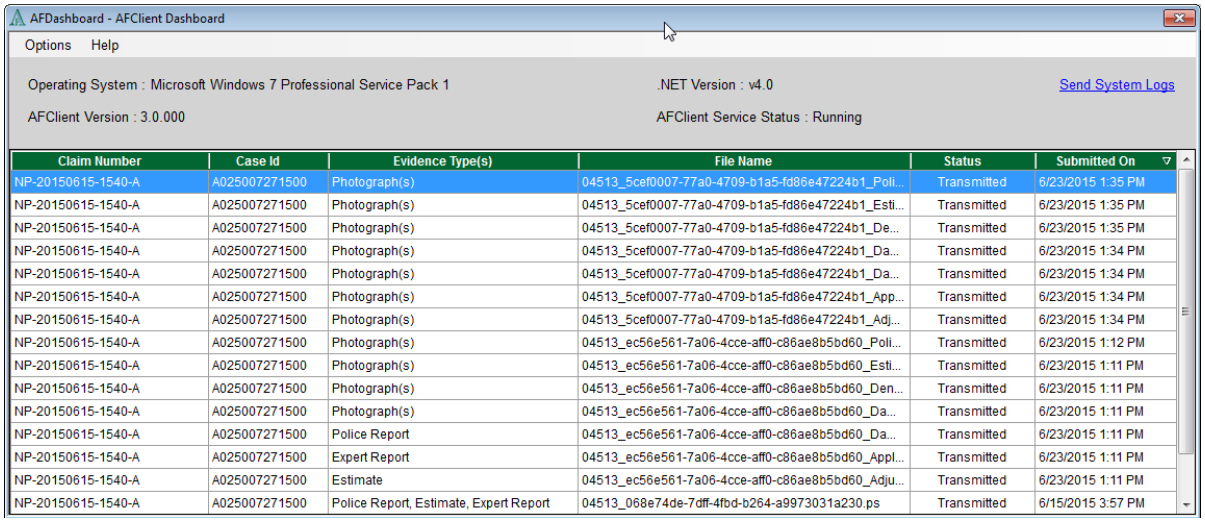
> **Note:** The submission of log files is not monitored by AF personnel. Any request for assistance with troubleshooting AFClient should be initiated by an email or phone call to AF's Member Services Department.

The AFDashboard application will run and be available in the System Tray, unless the option to disable this functionality was chosen during the installation.

Launching AFDashboard

Because AFDashboard acts as a separate application, you will need to start AFDashboard by choosing it from either your Start menu or All Programs list (depending upon your operating system and setup), if it was not launched at start-up.

If AFDashboard is already running in the System Tray, you can open it by double-clicking the icon or using the context menu option.



Claim Number	Case Id	Evidence Type(s)	File Name	Status	Submitted On
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Poli...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Esti...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_De...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Da...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Da...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_App...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Adj...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Poli...	Transmitted	6/23/2015 1:12 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Esti...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Den...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Da...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Police Report	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Da...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Expert Report	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Appl...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Estimate	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Adju...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Police Report, Estimate, Expert Report	04513_068e74de-7dff-4fbd-b264-a9973031a230.ps	Transmitted	6/15/2015 3:57 PM

AFDashboard Options

AFDashboard allows users to filter the data being displayed as well as show/hide alert messages that will be displayed as an information balloon in the System Tray.

Filter Data

Users can select ***Options>Filter Data*** to open the dialog box, which will allow them to filter data by one of three criteria: Claim Number, Case Reference ID, or Status.

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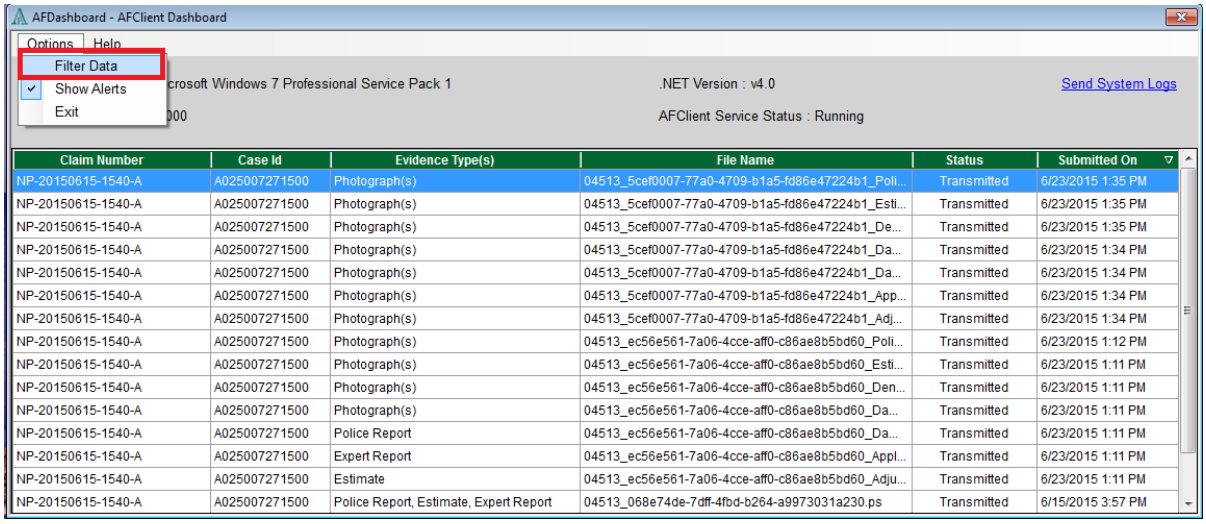

Show/Hide Alerts

Users can check/uncheck the checkbox from ***Options>Show Alert*** to show or hide alert messages displayed as a balloon from the System Tray for any evidence that goes to retry or fails.

Sending AFClient Logs to Arbitration Forums, Inc.

AFDashboard allows users to send all of the log files created by AFClient along with all the configuration files to AF for troubleshooting of evidence upload issues.

Users can either select ***Help>Send System Logs*** from the menu or click on the ***Send System Logs*** link on the AFDashboard to send the log files and configuration files to AF.

> **Note:** The submission of log files is not monitored by AF personnel. Any request for assistance with troubleshooting AFClient should be initiated by an email or phone call to AF's Member Services Department.

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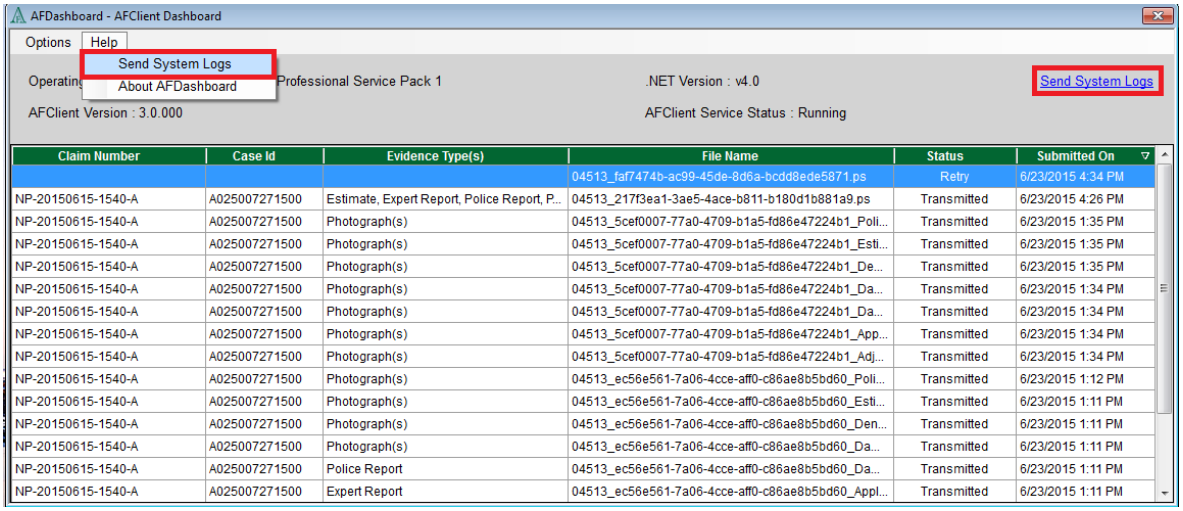

Claim Number	Case Id	Evidence Type(s)	File Name	Status	Submitted On
			04513_faf7474b-ac99-45de-8d6a-bcdd8ede5871.ps	Retry	6/23/2015 4:34 PM
NP-20150615-1540-A	A025007271500	Estimate, Expert Report, Police Report, P...	04513_217f3ea1-3ae5-4ace-b811-b180d1b881a9.ps	Transmitted	6/23/2015 4:26 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Poli...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Esti...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_De...	Transmitted	6/23/2015 1:35 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Da...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Da...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_App...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_5cef0007-77a0-4709-b1a5-fd86e47224b1_Adj...	Transmitted	6/23/2015 1:34 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Poli...	Transmitted	6/23/2015 1:12 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Esti...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Den...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Photograph(s)	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Da...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Police Report	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Da...	Transmitted	6/23/2015 1:11 PM
NP-20150615-1540-A	A025007271500	Expert Report	04513_ec56e561-7a06-4cce-aff0-c86ae8b5bd60_Appl...	Transmitted	6/23/2015 1:11 PM

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