

# E-Subro Hub Router Actions Reference Guide

March 2025



## **Table of Contents**

E-Subro Hub Router Actions	3
Introduction	1
Router Assignment Workflow	1
Assign Demand to User	5
Assign Demand to Business Unit:	5
Assign Demand to TPA:	5
Take Ownership:	5
Assign Demand to User	5
Assign Demand to Business Unit	7
Assign Demand to TPA	7
Take Ownership	3
Quick Assign Workflow	)
Request Additional Information Workflow10	)
First Notice of Loss (FNOL) Workflow	)



## **E-Subro Hub Router Actions**

©2025 Arbitration Forums, Inc.

All rights reserved. No part of this work may be reproduced in any form or by any means – graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems – without the written permission of Arbitration Forums, Inc.

While every precaution has been taken in the preparation of this document, Arbitration Forums, Inc. assumes no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall Arbitration Forums, Inc. be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Published: March 2025



## Introduction

This document provides instruction on E-Subro Hub router assignment actions.

The router is the individual or team responsible for assigning newly-received demands to a user or business unit.

#### **Router Assignment Workflow**

The router can access pending demands by selecting "My Work List" from the E-Subro Hub drop-down menu.

	Home My Arbfile	Member Directory	Member Access	E-Subro Hub 👻	TRS Arbitration Reports	; •
Helpful Links			Sector 1	About E-Subro Hub		(- <sup>-</sup> <sup>-</sup>
Member Directory     > Becoming :       How to Join     > Arbitrator C       Rules & Agreements     > Fee Sched	Certification ule			Training Demand Search		
Reference Guides     Latest New       Training Tutorials     Careers       FAQs     Careers	1-	A PAR		My Demands	My Work List	4
E-Subro Hub		binars and ical application of		Batch Printing	Pre-issued Demands	
List of Participating Companies		ch arbitration prog		My Tasks	No Response Demands	•
Industry Guidelines	File (	Online Now!	Case Lookur	Add Demand	All Responses	
Latest News			-	Document Resolution		-
See the latest news from AF.	Select below. <u>Autom</u> <u>Medpa</u> <u>PIP</u> <u>NY PIF</u>	y <u>Special</u>	To search for case Number, or Insure	s by AF ID, File 10 d Info, <u>click here</u> . d	o My Team	

			Q Dem	and Search				DOUG ROUTER 05 UAT08.drouter.0547	
My Wor	klist 🚯							Excel Export	Full 👻
My Role 🌲	Sort By:	Claim # 🌲	Date Issued Status	Opposing Party 🖨 Admin 🖨	Original Amt 📤	Offer (D) 🌲 Offer (R) 🌲	Last Action 🖨 Last Action Days 🌲	Owner 🗢 Days Issued 🌩	Actions
R	0 46 R	Z-04012020-one	02/19/2024 Pending	EPSILON MUTUAL	\$3,350.00	\$3,350.00 \$0.00	Investigation 0 day(s)	<b>Demo Routing Unit</b> 399 day(s)	:
R	8 G 8	Z-04012020-two	05/18/2020 Pending	EPSILON MUTUAL	\$3,400.00	\$1,700.00 \$0.00	Investigation 697 day(s)	Demo Routing Unit 1770 day(s)	:
R	0 10 N	Z-04012020-three	05/18/2020 Pending	EPSILON MUTUAL	\$4,500.00	\$4,500.00 \$0.00	Investigation 130 day(s)	Demo Routing Unit 1770 day(s)	:

From the Work List, the router can select a demand by clicking on a claim number.



The demand Overview page will show the claim number that will receive the assignment. This will be compared to the associate or team responsible for handling the property damage portion of the internal claim file.

Overview	Negotiate	Manage	Assign	Diary				
	vidence Relateds	Activity Log					<b>ا کا</b> ۹ میں ۹	
Party Information	on							^
Demander					Responder			
Company Name:	05476 - EPSIL	ON INSURANCI	E COMPANY		Company Name:	05475 - ZETA INSURAI	NCE COMPANY	
Subsidiary:	0002 - EPSILO							
Claim Number:	E-01012024-o	ne			Claim Number:	Z-04012020-one		
Policy Number: Line of Insurance:	Personal				Line of Insurance:	Personal		
Insured First Name:	JANET				Insured First Name:	DON		
Insured Last Name:	SULLIVAN I				Insured Last Name:	LEWIS		
Internal Reference:					Internal Reference:			

Demands owned by the inbound routing unit can be assigned to a user, business unit, or third-party administrator (TPA) using the functionality under the Assign tab.

Assign Demand to User: This will allow the demand to be assigned to another user.

Assign Demand to Business Unit: This will allow the demand to be assigned to a unit that is associated to one or more users.

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

**Take Ownership:** This will allow the demand to be assigned to the user currently viewing the demand, but this would not be a common action for a router.





#### Assign Demand to User

To assign a demand, select the "Assign Demand to User" option, enter a search parameter, then click "Search." "Last Name" or "Email" searches are the most common options. Click on the correct user's name when it appears, include an "Assignment Message," if appropriate, and then click "Assign."

Overview Neg tiate	Manage Assign	Diary	Ť	
Assign Demand to User Assign Assign Demand to User Demand to Demand	Take		P & A	×
Assign Demand to User				
User Search		E	Enter one or more pieces of information, and press enter or click '	Search'
Last Name Adjuster	First Name	Company User ID	Email	
City	State	~	Zip	
User ID 🗢 First Name 🖨	Last Name 🖨 Email	Mailing Address \$	City 🗢 State 🗢 Zip 🗢	
✓ radjuster.05475 RICK	ADJUSTER-05475	3820 Northdale Blv	vd Tampa FL 33624	
Assignment Message				
		Assign Cancel		



### **Assign Demand to Business Unit**

To assign a demand to a business unit, select the "Assign Demand to Business Unit" option and enter a search parameter. Click on the correct business unit when it appears, include an "Assignment Message," if appropriate, and then click "Assign."

Overview         Negotiate         Manage         ssign         Diary           Assign Demand to Business Unit         Image: Image and Image		a 19
Filter by Business Unit Name Inbound		
Showing <b>1 of 13</b> Business Units. Select one to proceed. Business Unit Name \$	Company Name 🌩	
Inbound Secondary Unit	ZETA INSURANCE COMPANY	
Assignment Message		

### Assign Demand to TPA

As part of an external E-Subro Hub workflow, select the "Assign Demand to TPA" option and enter a search parameter. When the correct company name appears, click on the result. The demand can only be assigned to an associated business unit. Enter a search parameter and click on the correct business unit when it appears, include an "Assignment Message," if appropriate, then click "Assign."



Overview Assign Demand	Mana, 2 Assign	Diary	
Asign Demand to User			
Assign Demand to Admin Admin Search - Enter a Admin compa			
Admin Company Name ZETA - BETA			
Business Unit Results Filter Admin Business Units by Name Damage			
	Showing 1 c	of 5 Business Units. Select one to proceed.	
Business Unit Name 🖨		Company Name 🌲	
aProperty Damage Review U	Init	ZETA - BETA	
•			
Assignment Message	_		
		Assign	

#### **Take Ownership**

Select the "Take Ownership" option to assign the currently viewed demand to yourself.





#### **Quick Assign Workflow**

The Quick Assign functionality requires a unique privilege assigned to the user login. The router can access pending demands by selecting "Quick Assign" from the E-Subro Hub drop-down menu.

While Quick Assign retrieves the next available demand to be assigned from the Work List, the router would not fully access the demand to complete an assignment.

ARBITRATIO	N FORUMS, INC.	My Arb	FILE		Welco	me DOUG ROUTER	05475   Log Out
<b>IFM</b> Membership driv	en. Innovation focused.	IVIT Z KKD				S	earch 🔍
	Home	My Arbfile	Member Directory	Member Access	E-Subro Hub 👻	TRS Arbitration	Reports
Helpful Links			1	and the Profit	About E-Subro Hub		
		-	The second second	100	Training		- ANT
Member Directory     How to Join	<ul> <li>Becoming an Arbitrator</li> <li>Arbitrator Certification</li> </ul>				Demand Search	5	100
Rules & Agreements	Fee Schedule	20	67.	100	Mass Reassign	WR.	B.R.
<u>Reference Guides</u> <u>Training Tutorials</u>	Latest News     Careers	1	AA				
FAQs					Quick Assign		
E-Subro Hub			binars and		Batch Printing		1 Martin
List of Participating Co	mpanies			f the rules, regular gram available a		Learn	More +
Industry Guidelines		66			Add Demand	-	
Latest News		File O	nline Now!	Case Looku	Document Resolutio	y Watches	
See the latest news		Select 1	he appropriate forum		ses by AF ID, File	To view a listing of a dockets, click here	ll of your

Quick Assign Choose Unit Choose Admin Choose User Z-04012020-two c) User Search Enter one or more pieces of information, and press enter or click 'Search < Back to List Skip > **O** View Demand 🖶 Print Demand First Name Company User ID Email Adjuster Claim/Policy #: Z-04012020-two State Zip City TWO Loss Date: 4/01/2019 Reset Loss Location (ex: street): Main St and Division Ave State 🗢 Zip 🖨 User ID 🌲 First Name 🖨 Last Name 🌲 Email 🖨 Mailing Address 🌲 City 🌲 Claim/Policy #: Z-04012020-two Ins. First/Last Name: RESPONDER APRIL 1-TWO Loss Date: 4/01/2019 Loss Location (ex: street): Main St and Division Ave Loss City/State: SAN DIEGO, California Claim Amount: \$1,700.00 Demand Owner: Demo Routing Unit Demand Status: Pending Our Company Name: ZETA INSURANCE COMPANY Assignment Message Opp Company Name: EPSILON MUTUAL Opp Party Claim #: E-04012020-2 ancel

The router has the same options to assign a demand to a user, business unit, or TPA.



### **Request Additional Information Workflow**

If the information provided by the demander does not correspond to an existing claim number or policy, the router can use the Request Information option under the Negotiate tab to send the Action Flag back to the demanding company for review.

Request Information	gotiate	Manage		Assign	Diary						
ter Offer Request Red	ed Accept	Deny	Send FYI							8 4 A	
Negotiate									\$ Expand All \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	X Collapse All	
Summary - L	ast Offers							Original	Damages: \$4,5	500.00 🗸	
						Insured	Salvage Amount	Total Damages	Responder	Current Offer	
	Auto Dama	ige Re	ental	Towing	Other Amount	Deductible	Salvage Amount	Total Damages	Liability	current orier	

### First Notice of Loss (FNOL) Workflow

If the information provided by the demander does not correspond to an existing claim number, but there is an active policy, the router will need follow the established FNOL policy for the member company. Once a claim has been created, then the typical assignment workflow can be followed for an existing claim number.