

E-Subro Hub My Worklist Reference Guide

October 2022



Table of Contents

My Arbfile Page	4
My Worklist	4
Another User's Worklist	8



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My Arbfile Page

From the My Arbfile page, click the E-Subro Hub dropdown menu, followed by My Demands then My Worklist.

ARBITRATION FORUMS, INC. M	Y ARBFILE		Welcome J	ACK DEMANDER Log Out
FA [*] Membership driven. Innovation focused. IVI	IARDFILE			Search 🔍
Home My Arbfile Member I	Directory Member Access 👻	E-Subro Hub	TRS Arbitration Admini	stration Reports -
Helpful Links		About E-Subro Hub		
Member Directory Becoming an Arbitrator		Training	Con-	
How to Join Arbitrator Certification Rules & Agreements Fee Schedule	PERSONAL PROPERTY.	Demand Search Mass Reassign		
Reference Guides Latest News Training Tutorials Careers		My Demands	My Work List	
> FAQs	Webinovend	Quick Assign	My Work List Report	
E-Subro Hub	Webinars and Practical application of t	Batch Printing	Issued Demands	
List of Participating Companies Industry Guidelines	of each arbitration prog	My Tasks	Pre-Issued Demands	Learn More +
Latest News	File Online Now!	Add Demand		atches
See the latest news from AE.	Select the appropriate forum below.	To search for cas Number, or Insur	All Responses	a listing of all of your , click here.
	Automobile Property Medpay Special	Number, of mou	My Team Note	, <u>uner more</u> .
	PIP UM NY PIP			
Home Member Directory Rules & Agreements FAQ	I Terms of Use Privacy Policy			1-866-977-3434
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My Worklist

The My Worklist selection will show demands that need the attention of the handling associate. To be included on the Worklist, the demand must have an Action Flag, Message Icon, or Task Icon.

Additionally, the demand is owned by the user or a business unit to which the user is associated. There are no active filter options for Role, Last Action, or Additional Filters on the initial page.



Worklist € €	My Workl	list 🕦							Excel Export	Full 🔻
Last refreshed at 9:37:09 AM	My Role ≑	Sort By: 🔲 🔻 👻	Claim # 🗢	Date Issued ≑ Status ≑	Opposing Party ≑ Admin ≑	Original Amt 🗢		Last Action ≑ Last Action Days ≑	Owner ≑ Days Issued ≑	Actio
Ay Worklist Custom	D	😑 🔲 de	Basava-20220726- 141931-D	07/26/2022 Issued	BETA INSURANCE OF COLORADO	\$250.50	\$250.50	Issued 73 day(s)	SE Recovery 73 day(s)	:
o Response All Responses	D 🕨	â 🗉 🌆	EJM-20220720-163658-D	07/20/2022 Issued	BETA INSURANCE OF COLORADO	\$200.00	\$200.00	Issued 79 day(s)	SE Recovery 79 day(s)	:
· · ·	D 🕨	🔒 🗉 🅸	C KM20220608-D	06/08/2022 Pending	BETA INSURANCE OF COLORADO	\$1,280.00		Request Information (R) 24 day(s)	JACK DEMANDER 121 day(s)	:
lone Selected -	D 🕨	😑 🗉 🍄	aa-20200601-3D	06/01/2020 In Negotiation	BETA INSURANCE OF FLORIDA	\$25,000.00	\$15,000.00 \$15,000.00		JACK DEMANDER 859 day(s)	:
Action ^	D 🕨	ê 🗉 🍄	EJM-20200519-917-A	05/19/2020 In Negotiation	BETA INSURANCE OF COLORADO	\$850.00		Edited Damages 403 day(s)	JACK DEMANDER 872 day(s)	:
itional Filters	D	S 🗉 🍄	Basava-20180123-1230-D	01/23/2018 Issued	BETA INSURANCE CO	\$2,000.00	\$2,000.00	Issued 1719 day(s)	Subrogation 1719 day(s)	:
	D	Image:	Basava-20171026-1050-D	10/26/2017 In Negotiation	BETA INSURANCE OF COLORADO	\$4,450.00		Reply to a Request (D) 1808 day(s)	Subrogation 1808 day(s)	:
View Another Users Worklist	D 🕨	Image:	NP201612021207D	12/02/2016 Pending	BETA INSURANCE OF COLORADO	\$1,402.00		Investigation 428 day(s)	JACK DEMANDER 2136 day(s)	:
Select User	D 🕨	â 🗹 🌆	EJM-20220516-162502-D	05/16/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$574.80	\$574.80	Request Information (R) 137 day(s)	Clerical 144 day(s)	:
	D 🕨	ê 🛛 🅸	T KM-20220511-165736-D	05/11/2022 Issued	BETA INSURANCE OF COLORADO	\$1,155.96		Edited Damages 44 day(s)	SE Recovery 149 day(s)	:
			Showing 1 - 10 of 636 item(s)	«« « 1 2	3 4 5 6 7 8 9	9 10 64	3 33	10 -		

The Worklist columns and associated rows are initially listed by Date Issued (oldest to newest). However, the list can be rearranged by clicking the sort arrow for any column. Provided below is a description of each column.

- My Role: Demander, Responder, or both
- Action Flag: a pending negotiation action or expired diary
- Messages: a pending message that needs review
- Task: a pending task that is awaiting review and completion
- Arbitration: a related arbitration that has been filed on the demand
- Total Loss: the vehicle involved in the loss has been deemed a total loss
- **Claim Number:** the claim number entered for the user's internal file and the active link used to open the demand
- **Date Issued:** the date the demand is issued and the default sorting option (oldest to newest)
- **Status:** the current negotiation status of the demand (Issued, Pending, Accepted, Denied, etc.)
- **Opposing Party:** the other party involved in the claim
- Admin: indicates the involvement of a third-party administrator (TPA)
- Original Amount: the original amount when the demand was issued
- Offer (D): current negotiation position of the Demander
- Offer (R): current negotiation position of the Responder
- Last Action: lists the last action taken by the Demander or Responder
- Last Action Days: lists the number of days from the last action
- **Owner:** lists the current owner of the demand (individual or business unit)



- Days Issued: lists the number of days from when the demand was issued
- Actions: opens quick links to several common workflow actions

My Wor	kli	ist 🚯									Excel Export	Full 🔻
My Role ≑		Sort By: 📃	• •		Claim # 🗢	Date Issued ≑ Status ≑	Opposing Party ≑ Admin ≑	Original Amt 🗢		Last Action ≑ Last Action Days ≑	Owner ≑ Days Issued ≑	Actions
D	1	8 🗉	<u>a</u> e	0	Basava-20220726- 141931-D	07/26/2022 Issued	BETA INSURANCE OF COLORADO	\$250.50	\$250.50	Issued 73 day(s)	SE Recovery 73 day(s)	:
D		÷ 🗉	46		EJM-20220720-163658-D	07/20/2022 Issued	BETA INSURANCE OF COLORADO	\$200.00	\$200.00	Issued 79 day(s)	SE Recovery 79 day(s)	S. Cose
D		e =	<u>ai</u> a		KM20220608-D	06/08/2022 Pending	BETA INSURANCE OF COLORADO	\$1,280.00	\$1,280.00 \$0.00	Request Information (R) 24 day(s)	JACK DEMANDER 121 day(s)	Demand
D		e =	<u> 4</u>	0	aa-20200601-3D	06/01/2020 In Negotiation	BETA INSURANCE OF FLORIDA	\$25,000.00	\$15,000.00 \$15,000.00	Rejected Payment 216 day(s)	JACK DEMANDER 859 day(s)	Take Ownership
D	-	÷ 🗉	<u>4</u> 6	0	EJM-20200519-917-A	05/19/2020 In Negotiation	BETA INSURANCE OF COLORADO	\$850.00	\$850.00 \$3,750.00	Edited Damages 403 day(s)	JACK DEMANDER 872 day(s)	Add Eviden

The Sort By menu will allow the user to pull demands with the selected icon to the top of the list (Action Flag, Message, Task, Arbitration, or Total Loss icons).

Worklist € €	My Work	list 🕦							Excel Export	Full 🔻
Last refreshed at 8:09:05 AM	My Role 🗘	Sort By: 🗛 🗸	Clai # \$	Date Issued ≑ Status ≑	Opposing Party ≑ Admin ≑	Original Amt 🖨		Last Action ≑ Last Action Days ≑	Owner Days Issued	Action
My Worklist Custom	D	🤅 🏓 Notification	J esting duplicates 1	09/07/2022 Issued	BETA INSURANCE OF COLORADO	\$15,044.00	\$15,044.00	Issued 30 day(s)	JACK DEMANDER 30 day(s)	:
Issued Pre-Issued No Response All Responses	D	G Message	J esting duplicates 1	09/22/2022 Issued	BETA INSURANCE OF COLORADO	\$500.00		Supplement Issued 15 day(s)	JACK DEMANDER 15 day(s)	1
le ^	D	Task	V- 80520220908	08/05/2022 Denied	BETA INSURANCE OF COLORADO	\$1,000.00	\$1,000.00 \$0.00	Denied 64 day(s)	JACK DEMANDER 64 day(s)	:
None Selected 🔹	D	Total Loss	j2 220729demander	07/29/2022 Issued	BETA INSURANCE OF COLORADO	\$8,750.00	\$8,750.00	Issued 71 day(s)	JACK DEMANDER 71 day(s)	1
st Action Action	D	8 8 원 •	NAS-20210712-Demander	07/27/2022 Issued	BETA INSURANCE OF COLORADO	\$0.00		Issued 73 day(s)	JACK DEMANDER 73 day(s)	I
ditional Filters	D	ê e 4 o	ll-20220603-1559-D	07/27/2022 Issued	BETA INSURANCE OF COLORADO	\$8,750.00	\$8,750.00	Issued 73 day(s)	JACK DEMANDER 73 day(s)	:
	D	ê e 4 o	KAJ20220718demander	07/18/2022 In Negotiation	BETA INSURANCE OF FLORIDA	\$15,000.00		Request Information (R) 53 day(s)	JACK DEMANDER 81 day(s)	:
View Another Users Worklist	D	8 8 4 0	kaj2022alphademand	07/08/2022 Issued	BETA INSURANCE OF COLORADO	\$8,500.00	\$8,500.00	Issued 91 day(s)	JACK DEMANDER 91 day(s)	:
Select User	D	e e 4 o	kaj20220708alphaclaim	07/08/2022 Issued	BETA INSURANCE OF COLORADO	\$12,500.00	\$12,500.00	Issued 91 day(s)	JACK DEMANDER 91 day(s)	:
	D	e e 4 •	KAJ-20211004-Demander	06/30/2022 Issued	BETA INSURANCE OF COLORADO	\$15,000.00	\$15,000.00	Issued 99 day(s)	JACK DEMANDER 99 day(s)	:

The default filters for the Worklist can be revised by selecting Role, Last Action, and Additional Filters.



Worklist	My Workli	ist 🕄							Excel Export	Full
Last mension at 000550 AM	My Role 👻	Sort By: 🗙 👻	Claim # 🗢	Date Issued ≑ Status ≑	Opposing Party Admin	Original Amt 🖨		Last Action Last Action Days	Owner Days Issued	Actic
My Worklist Custom	R 🕨		KM20221001-R	10/01/2022 Issued	BETA INSURANCE OF COLORADO	\$7,200.00	\$7,200.00	Issued 6 day(s)	Clerical 6 day(s)	:
No Response All Responses	R 🏓		AC202110221010-D	06/08/2022 Issued	BETA INSURANCE OF COLORADO	\$0.00		Issued 121 day(s)	JACK DEMANDER 121 day(s)	:
	D 🕨		KM20221004-D3456	- New	BETA INSURANCE OF COLORADO			Initial 4 day(s)	AF Test Business Unit	:
None Selected 👻	D 🕨		KM20221003- D123456789	New	BETA INSURANCE OF COLORADO			Initial 4 day(s)	AF Test Business Unit	:
Demander Aller All	D 🕨		<not entered=""></not>	New	NON-SIGNATORY COMPANY			Initial 8 day(s)	JACK DEMANDER	:
dditional Filters	D 🕨		KAJ-20211007-Alpha	09/23/2022 Issued	BETA INSURANCE OF COLORADO	\$1,440.00		Edited Damages 3 day(s)	JACK DEMANDER 15 day(s)	:
	D 🕨		<not entered=""></not>	- New	NON-SIGNATORY COMPANY			Initial 17 day(s)	JACK DEMANDER	:
View Another Users Worklist	D 🕨		<not entered=""></not>	New	NON-SIGNATORY COMPANY			Initial 18 day(s)	JACK DEMANDER	÷
Select User	D 🕨		<not entered=""></not>	- New	NON-SIGNATORY COMPANY			Initial 18 day(s)	JACK DEMANDER	:
	D 🕨		<not entered=""></not>	- New	NON-SIGNATORY COMPANY			Initial 18 day(s)	JACK DEMANDER	:

The top ribbon has helpful information on the Worklist and other list options.

The Worklist can be exported to an Excel document.

My Wor	rklis	st 🔋									Excel Export	Full 🔻
My Role 🗘		Sort By:	□		Claim # 🗢	Date Issued ≑ Status ≑	Opposing Party ≑ Admin ≑	Original Amt 🌩		Last Action ≑ Last Action Days ≑	Owner ≑ Days Issued ≑	Actions
D	•	9		•	Basava-20220726- 141931-D	07/26/2022 Issued	BETA INSURANCE OF COLORADO	\$250.50	\$250.50	Issued 73 day(s)	SE Recovery 73 day(s)	:
D	•				EJM-20220720-163658-D	07/20/2022 Issued	BETA INSURANCE OF COLORADO	\$200.00		Issued 79 day(s)	SE Recovery 79 day(s)	:

The Refresh icon will update the list and Get Next Work will open the next demand on the list.



The bottom ribbon will show the current page for the list. The number of demands per page can be set to 5, 10, 25, or 50.



D	•	2 🗉 🖪	ē 0	NP201612021207D	12/02/2016 Pending	BETA INSURANCE OF COLORADO	\$1,402.00		Investigation 428 day(s)	JACK DEMANDER 2136 day(s)	:
D	•			EJM-20220516-162502-D	05/16/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$574.80		Request Information (R) 137 day(s)	Clerical 144 day(s)	÷
D	•		§ 🛈	KM-20220511-165736-D	05/11/2022 Issued	BETA INSURANCE OF COLORADO	\$1,155.96		Edited Damages 44 day(s)	SE Recovery 149 day(s)	:
									5		
									10		
									25		
									50		
			Show	ring 1 - 10 of 636 item(s)	«« « 1 2 3	4 5 6 7 8 9 1) 64 »	22	10 🔺		

Another User's Worklist

A Worklist can be generated for another associate. This list can be created by clicking "Select User" under "View Another Users Worklist."

Worklist € €	My Work	list 🚯								Full 🔻
	My Role 🗘	Sort By: 🔳 🔻 🔹	Claim # ≑	Date Issued ≑ Status ≑	Opposing Party ≑ Admin ≑	Original Amt ≑		Last Action ≑ Last Action Days ≑	Owner ≑ Days Issued ≑	Action
My Worklist Custom	D	e 🗉 🚳 이	Basava-20220726- 141931-D	07/26/2022 Issued	BETA INSURANCE OF COLORADO	\$250.50	\$250.50	Issued 73 day(s)	SE Recovery 73 day(s)	÷
No Response All Responses	D 🕨	ê 🗉 🂀 💿	EJM-20220720-163658-D	07/20/2022 Issued	BETA INSURANCE OF COLORADO	\$200.00		Issued 79 day(s)	SE Recovery 79 day(s)	:
ole	D 🕨	E 40 0	KM20220608-D	06/08/2022 Pending	BETA INSURANCE OF COLORADO	\$1,280.00		Request Information (R) 24 day(s)	JACK DEMANDER 121 day(s)	÷
None Selected 👻	D 🕨	E 40	aa-20200601-3D	06/01/2020 In Negotiation	BETA INSURANCE OF FLORIDA	\$25,000.00		Rejected Payment 216 day(s)	JACK DEMANDER 859 day(s)	÷
Ast Action	D	Image: Second	EJM-20200519-917-A	05/19/2020 In Negotiation	BETA INSURANCE OF COLORADO	\$850.00		Edited Damages 403 day(s)	JACK DEMANDER 872 day(s)	1
dditional Filters	D 🕨	Image: Second	Basava-20180123-1230-D	01/23/2018 Issued	BETA INSURANCE CO	\$2,000.00	\$2,000.00	Issued 1719 day(s)	Subrogation 1719 day(s)	:
None Selected	D	Image:	Basava-20171026-1050-D	10/26/2017 In Negotiation	BETA INSURANCE OF COLORADO	\$4,450.00		Reply to a Request (D) 1808 day(s)	Subrogation 1808 day(s)	:
View Another Users Worklist	D 🕨		NP201612021207D	12/02/2016 Pending	BETA INSURANCE OF COLORADO	\$1,402.00		Investigation 428 day(s)	JACK DEMANDER 2136 day(s)	:
Select User	D	8 2 4 0	EJM-20220516-162502-D	05/16/2022 In Negotiation	BETA INSURANCE OF COLORADO	\$574.80		Request Information (R) 137 day(s)	Clerical 144 day(s)	:
	D F	<u>≜</u> Ø 4 0	KM-20220511-165736-D	05/11/2022 Issued	BETA INSURANCE OF COLORADO	\$1,155.96		Edited Damages 44 day(s)	SE Recovery 149 day(s)	:

Complete a user search by entering one of the search options.

		(Parried Source)	0				
My Worklist 🛛	Select A User To View Their W	/orklist			×		
My Role ©	User Search		Enter one or	r more pieces of information, and press enter or click 'Search'			Last Action © Last Action D
	Last Name Responder	First Name	Company User ID	Email		\$250.50	Issued 57 day(s)
D 🕨 🕻	City	State	•	Zip	1		Request Infor 7 day(s)
D M E						\$15,000.00 \$15,000.00	Rejected Payr 200 day(s)
		Search	Reset			\$850.00 \$3,750.00	Edited Damag 386 day(s)
D 🕨 🗄						\$4,571.25	Counter with Payment (R) 1031 day(s)

Click on the correct result to generate the default Worklist for that user.



+									
org/	webapp/esu	brohub/worklist	s/other-users-worklist/9						
				(Damind Si	auth Q				
	BOB F	RESPONDER	Select A User To V	iew Their Worklist			×		
	My Role 🗘				Search Again			Offer (D) Offer (R)	Last Action 🖨 Last Action Days 🛢
	D	-		1 user	found. Select the user to proceed.		_	\$4,450.00 \$2,225.00	Reply to a Request (I 1791 day(s)
	D	0	User ID 🌐	First Name ≑	Last Name 🗘	Email ≑			Demander Manual Settlement (D)
	D	•	fred45	BOB	RESPONDER	Testolfnotify@arbfile.org			1514 day(s) Initial 468 day(s)
	D	•						\$2,700.00 \$0.00	Supplement Issued 418 day(s)
	D	•						\$2,201.00 \$950.00	Countered (R) 190 day(s)

The other user's Worklist will then appear.

Worklist	BOB RES	PONDER'S Worklist	•						Excel Export	Full 🔻
Exect preference of all 20-45256 AM										
	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 \$	Actio
My Worklist Custom	D		BasaVa-20210609-1023-D	- New	BETA INSURANCE OF COLORADO			Initial 478 day(s)	BOB RESPONDER	:
Issued Pre-Issued No Response All Response	D F		Basava-20171026-1050-D	10/26/2017 In Negotiation	BETA INSURANCE OF COLORADO	\$4,450.00	\$4,450.00 \$2,225.00	Reply to a Request (D) 1801 day(s)	Subrogation 1801 day(s)	:
None Selected	D	6 🖬 🕸 0	NP201612280858D	12/28/2016 Settled	BETA INSURANCE OF FLORIDA	\$1,000.00		Demander Manual Settlement (D) 1524 day(s)	Subrogation 2103 day(s)	1
Action	D		TRS-20161212-1125-09-D	12/12/2016 In Negotiation	BETA INSURANCE CO	\$2,700.00	\$2,700.00 \$0.00	Supplement Issued 428 day(s)	Southwest Routing Unit 2119 day(s)	;
	D F		TRS-20161212-1039-57-D	12/12/2016 In Negotiation	BETA INSURANCE CO	\$2,200.00		Countered (R) 200 day(s)	Southwest Routing Unit 2119 day(s)	:
None Selected										
View Another Users Worklist										
BOB RESPONDER fred45										
Change User										