



E-Subro Hub Basic Routing Workflow Using Quick Assign

E-Subro Hub Support: 1-888-378-2761
esubrohub@arbfile.org



US Patent No. 7962385

Table of Contents

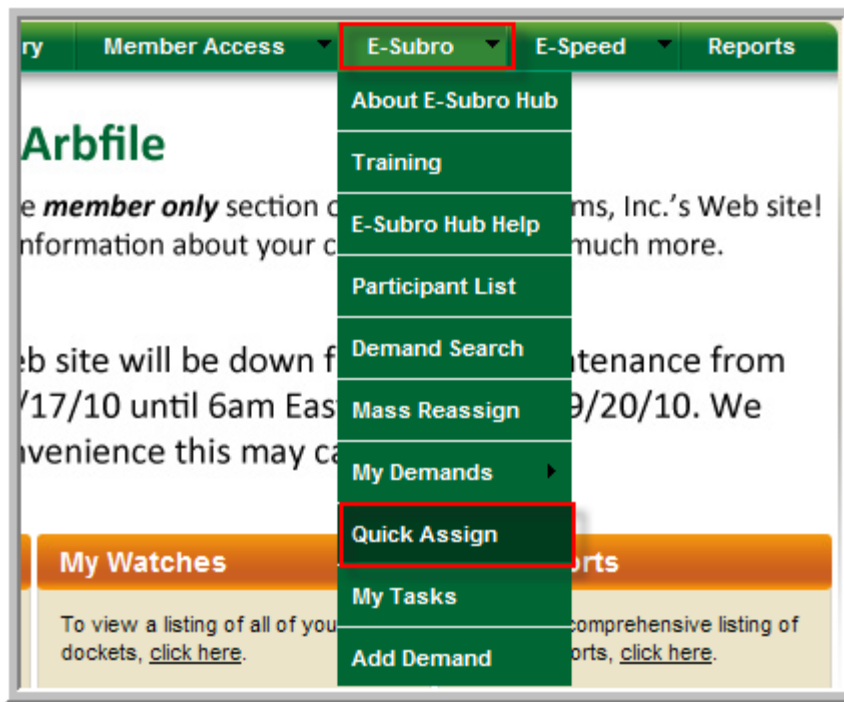
Accessing the Arbitration Forums, Inc. Web Site and Logging In.....	3
Format of the Quick Assign Page and Assigning Demands	3
First Notice of Loss (FNOL).....	6

Accessing the Arbitration Forums, Inc. Web Site and Logging In

1. Visit www.arbfile.org. Log in to the site in the upper right corner, using your individual user ID and password.

Format of the Quick Assign Page and Assigning Demands

1. From the E-Subro menu, select Quick Assign.



2. Review the claim information and match it to the internal file to see to whom the demand will be assigned.
3. Enter the owning adjuster's last name and select Search Profiles.
4. Select Assign to User next to the adjuster's name.

Important Note: This document covers basic workflow. Check with your management team to find out if your company has a customized workflow in place.

5. Select Assign & Get Next for the next demand.

Arbitration Forums, Inc.
E-Subro Hub Basic Routing Workflow Using Quick Assign

Quick Assign (12 demands remaining to reassign)

Claim/Policy Number : R2-00002 Skip Open this Demand Print this Demand Back To List

Ins. First/Last Name : CONNIE DOWNY Demand Owner : NE Routing Unit assigned to ZOE RESPONDER

Loss Date : 04/02/2010 Demand Status : Issued

Loss Location (e.g.street) : Our Company Name : BETA INSURANCE CO

Loss City/State : FORKED RIVER, New Jersey Opp. Company Name : ALPHA INSURANCE OF FLORIDA

Claim Amount : \$3300.00 Opp. Party Claim Num : D2-00002

Find User/Business Unit to assign to Look claim up in your internal claims system to find the claim owner

Choose User Choose Unit Enter the claim owner's last name and select "Search"

Enter one or more pieces of information, and click 'Search'

Last Name, First Name : Email :

City, State : Zip :

Company User ID : Include TPA Users :

Skip – You can skip this demand. It will remain on your Work List and will come back to you once you logoff and log back in. This feature is useful if you receive a First Notice of Loss (FNOL) and have to have a claim set up.

Open this Demand – Opens the demand.

Print the Demand – Creates a PDF.

Last Search: Last name is responder
 7 Users found, displaying all Users.

	Company User ID	First Name	Last Name
<input type="button" value="Assign to User"/>	zresponder.04514	ZOE	RESPONDER
<input type="button" value="Assign to User"/>	c01234	SANDY	RESPONDER
<input type="button" value="Assign to User"/>	sresponder.04514	SANDY	RESPONDER

Include TPA Users :

? Complete assignment of this demand to: **ZOE RESPONDER?**

Comment (optional) :

Select "Assign and Get Next"

Quick Assign	
The next demand to be assigned, continue process until all demands are assigned and you receive a message that there are no more demands in the list	
Claim/Policy Number :	R4-00004
Ins. First/Last Name :	PATTI WINSTON
Loss Date :	04/13/2010
Loss Location (e.g.street) :	
Loss City/State :	NEWARK, New Jersey
Claim Amount :	\$3300.00
Demand Owner :	NE Routing Unit assigned to ZOE RESPONDER
Demand Status :	Issued
Our Company Name :	BETA INSURANCE CO
Opp. Company Name :	ALPHA INSURANCE OF FLORIDA
Opp. Party Claim Num :	D4-00004

Find User/Business Unit to assign to

- Repeat Steps 2, 3, 4, and 5 until the system confirms there is no other work.
- The Skip button will skip the current demand and remove it from the list until your next login.
- The Open this Demand button will access the current demand for review.
- The Print this Demand button will generate a PDF that you can print, email, or save to Electronic Claim File.
- The Back to List button will take you back to your Work List.

First Notice of Loss (FNOL)

1. The claim will need to be set up outside of E-Subro Hub.
2. Once the claim is set up, the demand will be assigned to the claims adjuster.