



State of California
Department of Industrial Relations

DIVISION OF WORKERS' COMPENSATION

ELECTRONIC ADJUDICATION MANAGEMENT SYSTEM JET FILE TRADING PARTNER AGREEMENT

This document serves as a narrative instruction guide and is one part of the JET File trading partner agreement. DO NOT FILL OUT AND SUBMIT THIS DOCUMENT. Trading partners must complete and submit the required [JET File trading partner agreement Excel spreadsheet](#), which incorporates this document, for sections A and B below. Detailed line-by-line instructions start on page 7.

A. Trading Partner Information:

Name: _____

Uniform assigned name (UAN) or quasi-UAN if an e-form trial lien claimant (if applicable):

EAMS reference number (ERN) if applicable: _____

Mailing address: _____

City: _____ State: _____

5-digit ZIP code: _____

Physical address (if different than mailing address):

City: _____ State: _____

ZIP code: _____

The trading partner's ERN will be used as the trading partner's unique identifier.

Trading partner category (check all that apply):

- ☐ Claims administrator office
- ☐ Representative office (attorney office or non-attorney representative office)
- ☐ Lien claimant (unrepresented)
- ☐ Third party filer
- ☐ Other:

B. Trading Partner Administrator and Contact Information:

Primary administrator:

Alternate administrator:

Name: _____

Name: _____

Title: _____

Title: _____

E-mail address:

E-mail address (must be different than primary's):

Phone: _____

Phone: _____

FAX: _____

FAX: _____

Network IP address(es) (optional) _____

Provide answers to two of the following password reset questions:

Primary administrator

1. Favorite pet's name: _____

2. Mother's maiden name: _____

3. Favorite movie: _____

Alternate administrator

4. Favorite pet's name: _____

5. Mother's maiden name: _____

6. Favorite movie: _____

Trading partner type (check one):

- ☐ Discreet filer using its own JET File transmission
- ☐ Discreet filer using vendor-provided JET File transmission
- ☐ Third party filer (TPF)*

* [A second client spreadsheet](#) must be submitted by TPFs providing the list of all clients for whom they will file using JET File. For each client, this list must include:

- Client name
- Uniform assigned name (UAN) if applicable
- EAMS reference number (ERN) if applicable
- Mailing address
- Physical address (if different than mailing address)
- Phone number
- Client contact person first and last name
- Client contact person email address

The original list must be sent in [Excel format](#) to the DWC JET File primary administrator to initiate account creation.

Subsequently, TPF client list updates must be sent to the DWC JET File primary administrator in the [spreadsheet template](#), in only one (1) email per day as necessary, as new clients are added **or** deleted or there is a change in the client contact person and/or email address and before filing is done on the client's behalf.

Additionally, each TPF client must sign an authorization form, developed by the TPF, allowing the TPF to file documents on its behalf via JET File. The signed authorization must indicate the client has reviewed the TPF's EAMS JET File trading partner agreement and contain the client's information indicated above. Signed client authorizations shall be maintained by the TPF and provided to the DWC JET File primary administrator upon request.

C. Receiver Information (to be completed by DWC:

Name: California Division of Workers' Compensation

Physical Address: 1515 Clay Street, 17th Floor

City: Oakland State: CA ZIP code: 94612

Mailing Address: 1515 Clay Street, 17th Floor

City: Oakland State: CA ZIP code: 94612

Primary Administrator:

Alternate administrator:

Name: Casandra Ortiz

Name: Rowena Valleser

Title: JET File Primary Administrator

Title: JET File Alternate Administrator

E-mail address: JET@dir.ca.gov

E-mail address: JET@dir.ca.gov

FAX: 1-888-822-9309

FAX: 1-888-822-9309

STATE OF CALIFORNIA
DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF WORKERS' COMPENSATION

**ELECTRONIC ADJUDICATION MANAGEMENT SYSTEM JET FILE TRADING PARTNER
AGREEMENT**

Compliance with Trading Partner Agreement

To participate in the EAMS JET File process, the trading partner must complete, s-sign and submit the appropriate [JET File trading partner agreement Excel spreadsheets](#) to the State of California, Department of Industrial Relations, Division of Workers' Compensation (DWC) by e-mail at JET@dir.ca.gov.

The JET File [business rules and technical specifications](#) are incorporated by reference as though fully set forth herein, and are an integral part of this trading partner agreement.

The trading partner primary/alternate administrator, on behalf of the trading partner, is responsible for securing and safeguarding the account, user name and password. Once DWC issues the account, user name and password to the office through its administrator, all responsibility for safeguarding and securing the account rests with the trading partner.

Should an employee or contractor of the trading partner with access to the trading partner's JET File account information leave the trading partner's employ for any reason, the trading partner shall, within two hours of the departure, request a change of password for the account from DWC.

The administrator is responsible for ensuring that no employees or independent contractors of the trading partner, except the primary administrator or the alternate administrator, contact the DWC regarding the account. DWC's preferred method of contact is by email at JET@dir.ca.gov.

Account Creation

Once the DWC primary administrator has received a valid trading partner agreement, a JET File account will be created by the DIR Office of Information Services (DIR-OIS) account management services administrator. If the trading partner primary administrator has provided a public key to DWC, DIR-OIS account management services will send the user name, initial password and connection instructions for the JET File account to the trading partner by encrypted email using the primary administrator's public key.

If a public key is not provided, initial account information will be sent by U.S. Postal Service first class mail to the trading partner mailing address.

The DWC primary administrator will send an email notification to the requester that the account creation request has been fulfilled.

Account Security

The trading partner shall develop, implement, disseminate, and enforce policies and procedures to safeguard and secure the account. The trading partner shall also ensure that any employee or

independent contractor whom the trading partner permits to use the account is properly trained and supervised to safeguard and secure the account.

The trading partner, not DWC, is solely responsible for compliance with Civil Code §§ 1798.81.5(b) and 1798.82(a).¹

A third party filer's personal use or dissemination in any form of any data received from its clients is prohibited, and is considered by DWC as a breach under Civil Code §§ 1798.81.5(b) and 1798.82(a).

Any actual or potential breach or compromise of the security of the account, or of any information potentially accessible using the account, must be reported to DWC by the trading partner, through the administrator, immediately upon discovery thereof.

DWC shall have no liability to the trading partner for any loss or damages occasioned by any breach of the security of the trading partner's account or of any information potentially accessible using the account that is occasioned or caused by the trading partner's actions or omissions. The cost, expense, or damages as a result of any actual or potential breach or compromise of the security of the account or of any information potentially accessible using the account that is occasioned or caused by the trading partner's actions or omissions shall be the responsibility of the trading partner.

If the trading partner primary administrator becomes *temporarily* unavailable or incapacitated, the trading partner alternate administrator identified shall *temporarily* assume the duties and obligations of the trading partner primary administrator. It shall be the responsibility of the trading partner primary administrator to ensure the trading partner alternate administrator at all times is fully prepared to carry out these responsibilities.

If the trading partner primary administrator becomes *permanently* unavailable or incapacitated, leaves, retires or dies, the trading partner alternate administrator identified shall temporarily assume the duties and obligations of the primary administrator and notify DWC of the trading partner's new primary administrator. It shall be the responsibility of the primary administrator to ensure the alternate administrator at all times is fully prepared to carry out these responsibilities. Alternatively, if the alternate administrator becomes permanently unavailable or incapacitated, retires or dies, the trading partner shall identify a new alternate administrator.

In either case, a new trading partner agreement (in the [Excel spreadsheet](#)) shall be submitted within 10 business days of a change to either the primary or alternate administrator.

If a trading partner tries to access the account three times unsuccessfully, the account will be locked out until the password is reset.

¹ Civil Code § 1798.81.5(b) requires a business that owns or licenses personal information about California residents to implement and maintain reasonable security procedures and practices appropriate to the nature of the information, to protect the personal information from unauthorized access, destruction, use, modification, or disclosure.

Civil Code § 1798.82(a) requires any person or business that conducts business in California, and that owns or licenses computerized data that includes personal information, to promptly disclose any breach of the security of the system following discovery or notification of the breach in the security of the data to any resident of California whose unencrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person.

DWC shall send notices relating to this agreement to the trading partner administrators at the e-mail addresses identified in the agreement.

The trading partner administrators shall send notices relating to this agreement to DWC by e-mail to JET@dir.ca.gov.

Hours of Operation

JET File submission shall be done within the following hours only:

Monday – Wednesday	4:30 a.m. – 7:30 p.m.
Thursday	4:30 a.m. – 5:30 p.m.
Friday – Saturday	4:30 a.m. – 7:30 p.m.
Sunday	Closed.

Notification of planned EAMS outages will be sent by email to the JET File trading partner primary and alternate administrator by the DWC JET File administrators.

Password Reset

JET File account passwords shall be reset within specified hours as follows:

Monday – Friday	9:00 a.m. – 3:30 p.m.
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Password resets will be requested by email. That is, the trading partner primary administrator will email the DWC JET File primary administrator with “Password reset request” in the email subject line and the user name in the body of the email.

If the primary administrator has provided a public key to DWC, the password reset request may be digitally signed for authentication.

If the request has been digitally signed, and the signature is valid, no further authentication of the requestor or the request is required. The password will be reset to a temporary value and the DIR-OIS account management services administrator will email a file containing the password, encrypted using the primary administrator’s public key, to the primary administrator’s email address.

If the request is not digitally-signed, the DIR-OIS account management services administrator will attempt to authenticate the request, and that the requestor is the primary administrator, by telephone using the primary administrator name, telephone number, email address and challenge questions provided in the trading partner agreement.

Once the requestor is authenticated, the password will be set to a temporary value, which will be provided over the phone. An email will be sent to the trading partner primary administrator by the DIR-OIS account management services administrator confirming the request has been fulfilled.

Response Pickup

DWC will delete its responses from trading partners' accounts 30 calendar days following the date the response is placed in an account. It is the trading partner's sole responsibility to ensure all its responses are picked up prior to 30 calendar days elapsing.

Account Termination

DWC reserves the right to terminate the account of any trading partner who fails to comply with this trading partner agreement, [with the JET File business rules or with the JET File technical specifications](#).

Instructions for Completing Trading Partner Agreement

Each trading partner will complete parts A and B [in the JET File trading partner agreement Excel spreadsheet](#), providing information as it pertains to them. Part C contains receiver information, and is completed by the DWC.

A. Trading Partner Information:

Name: The formal name of the trading partner. A trading partner can be one office or one entity. For example, a claims administrator with multiple offices can request each office become a trading partner (by submitting trading partner agreements for each office) or the entity can be the trading partner on behalf of all its offices.

EAMS reference number (ERN): Uniquely assigned number for entity registered in EAMS. If the trading partner does not have or know its ERN, DWC will assign one and inform the trading partner of the same by email to the primary administrator. Claims administrators and representative offices should locate their ERNs using the [UAN online lookup tool](#).

Uniform assigned name (UAN): The formal UAN created for claims administrators and representatives by the DWC. Claims administrators are insurance carriers who self-administer claims, third party administrators, and self-insured self-administered employers. Representatives are attorney and non-attorney representatives.

Mailing address: The mailing address used to receive deliveries via the U.S. Postal Service for the trading partner.

Physical address: Trading partner's physical address. Leave field blank if this address is the same as the mailing address.

City: The city portion of the street address of the trading partner.

State: The two-character standard state abbreviation of the state portion of the street address of the trading partner.

ZIP code: The five-position ZIP code of the mailing address of the trading partner.

Trading partner type:

1. Discreet filer using its own JET File transmission: Organization or individual, which is or will become a case participant and which files via its own JET File transmission code on behalf of itself only.
2. Discreet filer using vendor-provided transmission: Organization or individual, which is or will become a case participant and which files via vendor-provided JET File transmission code on behalf of itself only.
3. Third party filer: Organization or individual, which is not a case participant, which files via JET File on behalf of clients who are or will become case participants. Please note: Third party filers

must provide their client spreadsheet and authorization to DWC in compliance with this trading partner agreement.

Trading partner category: Identifies the type of organization or individual filing the trading partner agreement. If checking “other,” provide explanation.

B. Trading Partner Administrator and Contact Information:

This section provides the identity of and contact information for the two individuals who will be used as contacts for the trading partner: a primary and alternate administrator.

Primary administrator: The individual responsible for contacting DWC most familiar with the overall transmission process. This individual should be able to track down the answers to any issues that may arise from both a business and technical perspective.

Alternate administrator: The individual that will be contacted should the primary administrator be unavailable.

Primary administrator: Primary contact

Alternate administrator: Secondary contact

Name: Name of primary administrator

Name: Name of alternate administrator

Title: Title of primary administrator

Title: Title of alternate administrator

E-mail address: E-mail of primary administrator

E-mail address: E-mail of alternate administrator
(must be different than primary)

Phone: Phone number of primary administrator
(must be direct or include extension)

Phone: Phone number of alternate administrator
(must be direct or include extension)

FAX: FAX of primary administrator

FAX: FAX of alternate administrator

Network IP address (optional): If the JET File account is locked to a specific IP address, provide the IP address here.

C. Receiver Information:

This section identifies the Division of Workers’ Compensation and the two individuals who will be used as contacts for the trading partner: a primary and alternate administrator.

Primary administrator: The individual responsible for contacting the trading partner. This individual will be able to track down the answers to any issues that may arise from both a business and technical perspective.

Alternate administrator: The individual that will be contacted should the primary administrator be unavailable.

The s-signed, dated and completed JET File trading partner agreement Excel spreadsheet, which incorporates this document, must be submitted to DWC.