



Slide 1 – JET File Video

Welcome to the EAMS Jet File video. Over the past two years we worked extensively with system users just like you to develop a second electronic filing method for getting documents into the workers' compensation court files. We are pleased to announce that JET File, the fast, flexible and reliable alternative to paper filing is now available.

In this video you'll learn the benefits of being a JET Filer, explain how JET File works and explore the three methods of filing and the options available to you. In addition, we will address some of the most common questions filers have and provide you with the steps to take to begin JET Filing!

Slide 2 – What is JET File?

JET File is the new electronic filing method, designed to replace OCR paper forms and provide an alternative to filing by e-form for large filers. JET File allows for system to system filing of multiple forms and attachments in a single transmission.

Slide 3 – Who is JET Filing for?

JET File is designed for those filing 100 or more of any one of the six available forms annually.

Small to medium filers—those submitting less than 100 of any of these forms annually--are better suited to file by e-forms. The e-forms trial still has room for additional filers. Those interested in becoming e-form filers should review the e-forms trial agreement posted on the DWC Web site and send an email to eams@dir.ca.gov with "e-forms trial participation" in the subject line.

Slide 4 – Advantages of JET File

JET File gives you a fast pass into EAMS allowing one or many documents to be filed in a single electronic transmission.

JET File is fast, providing immediate electronic responses on your submissions and helping you avoid the paper queue at district offices, which means claims can be resolved more quickly.

JET File is flexible. There are three different filing methods for JET File. Filers are able to decide which method best suits their business needs. As a JET filer, you may also file by e-forms, if in the e-forms trial, or by OCR form if not in the e-forms trial, giving you control of how you file.

JET File is reliable. You can be assured that all your forms and attachments are in EAMS with an automated confirmation when your documents have been received and



processed successfully. JET File will also notify you of errors on specific transactions and correction may only require a few key strokes.

Slide 5 – Other Advantages of JET File

There are even more reasons to JET File. When you file a declaration of readiness, or DOR, if no court date is immediately available, your DOR will be held and reprocessed daily for 15 days to secure a court date.

Another added benefit of JET Filing is that once you've successfully submitted an application of adjudication of claim, you will automatically receive case number.

JET File also allows filers to change the way they file based on their business needs. A JET Filer may try JET File with vendor developed services, but later create their own JET stream filing method if they would like. You can use JET File with confidence that you have flexibility to change later.

In addition, no more waiting for manual error responses. Instead, JET File is able to respond instantaneously with automatic electronic responses.

Slide 6 – How JET Filing Works

JET file uses a secure file transfer protocol or SFTP for filing multiple forms and attachments.

You can send one or many documents electronically through secure state servers, where DWC picks them up from the server and deposits them into EAMS. Automatic electronic responses of successful submission or errors are dropped back off to your account on the server and are available for pick up.

Slide 7 – Three Ways to JET File

Now that we have built the back end, you can decide how to connect on the front end to our secure environment by choosing one of the three jet streams. You may either use software from an approved vendor, use the services of a third party vendor who will file on your behalf or build your own JET stream using XML schema from the DWC Web site.

Once you have decided which JET stream best suits your business, you will need to take the following steps to sign up.

If choosing to use vendor developed software, you will need to select a vendor from the approved vendor list available on the DWC Web site, read the trading partner



agreement and business rules and email the signed agreement spreadsheet to JET@dir.ca.gov.

If using the services of a third party vendor, you must select a vendor from the approved list and sign the authorization form with the vendor allowing them to file on your behalf. When creating your own JET stream, you will need to use specs from the DWC Web site to connect from your system to ours, complete user acceptance testing and receive validation from DWC. Read the trading partner agreement and business rules available on the DWC Web site and email the signed agreement spreadsheet to JET@dir.ca.gov.

Slide 8 – JET File Specifications

When building your own JET stream, use the technical specifications on the DWC Web site. From our home page, click on the JET File logo. Technical specifications are published under About JET File.

Slide 9 – Q&A

Here are common questions filers have asked.

What are the costs associated with JET Filing?

Cost considerations are based on which filing method you decide to use and your long term goals. Some filers may initially choose to use the services of a third party vendor to file on their behalf and after becoming familiar with the JET File process, choose to create their own JET stream.

The costs associated with purchasing vendor software or using the services of a third party filer will vary depending on the individual vendor.

An approved vendor list is posted on the DWC Web site. If creating your own JET stream, you should consider the costs to build and maintain your system.

How will I know if my documents were received?

There are three electronic response levels. You will receive a level 1 response that notifies you of successful submission or errors. You will receive a level 1 error if something is wrong with your packet.

You will receive a level 2 response that notifies you of success or errors if there is something wrong with your form. For example, if you use an incorrect uniform assigned name on your form.



You will receive a level 3 response that notifies you of success or errors if there is a problem with your form once it is processed into EAMS. For example, if you use a date of injury that does not match the information already in the case file.

How will I be notified of error?

JET Filers receive automatic electronic notice of all errors.

Which forms can I file?

JET File is currently accepting the six most common forms and attachments, which are the Application for Adjudication of Claim, Declaration of Readiness to Proceed (to Hearing), Declaration of Readiness to Proceed (to Expedited Trial), Compromise and Release, Stipulations with Request for Award and Notice and Request for Allowance of Lien.

Slide 10 – Q&A

Can I view documents?

JET File is a new way to file electronically—it doesn't provide access to case documents. However, filers have the same access to case documents they always had: If in the e-forms trial, filers can view documents in cases to which they are a party. Case documents are also available at district offices.

JET Filers can use the public information search tool to look up vital case information.

What are the hours of operation?

JET File is available Monday – Wednesday from 4:30 a.m. to 7:30 p.m., Thursdays from 4:30 a.m. to 5:30 p.m., Friday and Saturday from 4:30 a.m. to 7:30 p.m. JET File is not operational on Sundays. Submissions will be processed the next business day.

Slide 11 – Public Information Case Search Tool

The public information case search tool is an easy way to find out what's happening in a case and gives information you need to file correctly. You can search by EAMS case number or injured worker name. You may provide a date of birth, city and ZIP code to further refine your search. Returns will include the assigned judge, employer, case location, and the hearing date, if one is scheduled in the future. You'll also see the other case participants and their roles---very useful information for filing.



Slide 12 – JET File Available Resources

We continue to create and provide resources to help you succeed.

Get informed by going to www.dwc.ca.gov and clicking on the JET File logo under EAMS on the right side of the page to find informational videos, frequently asked questions and more!

Get engaged and send us JET File questions you may have to eams@dir.ca.gov. Please put JET File in the subject line. You can also stay up to date on current EAMS events by subscribing to the e-newsletter EAMS Insider.

Get going and access approved software vendors, approved third party filers and technical specifications to create your own JET stream by going to www.dwc.ca.gov and clicking on the JET File logo under EAMS on the right side of the page.

We've worked with you over the past two years to develop this additional electronic filing method that offers you an option for joining the e-team. Now JET File is breaking the paper barrier with a fast, flexible and reliable way to speed your documents to their destination.

Now that we have built the back end, we are waiting for you to decide how to connect on the front end and begin filing at the speed of bytes.