

JCS Employer FAQs

Contents

1. Q: I received an email about JCS but did not get a password to log into JCS	2
2. Q: I see a list of funds that do not apply to me on the screen	2
3. Q: I pressed Enter twice and see 2 lines	2
4. Q: I am in the G+ Division, I copied a prior remittance and the Job Type is spaces	2
5. Q: I ran into an Issue updating Job Types in G+	2
6. Q: I used to be able to enter empty lines in Basys	3
7. Q: I tabbed thru the entries and the calculations did not work	3
8. Q: The funds do not re-calculate	3
9. Q: I do not see a calculation for Annuity/HRA. What should I enter?	4
10. Q: How do I enter Double Pay	4
11. Q: How do I see all the calculations on the new website?	5
12. Q: I submitted to JIB and realized I made an error	5
13. Q: Someone's new in my company and I need to give them access	5
14. Q: I need to remove a Principal from my company's contact	5
15. Q: Why did I receive this email?	5
16. Q: Why are we no longer able to use the old online portal?	5
17. Q: I received an email but no longer use the system	5
18. Q: How will I be trained?	5
19. Q: Is there documentation on the new website?	6
20. Q: How will I get support?	6
21. Q: Why are we forced to use Participant's Identification Number (PID)?	6
22. Q: I do not know the PID , what do I do?	6
23. Q: How does the copy work in the new application?	6
24. Q: I submitted to JIB this morning and need to pay right away. Can I have my invoice?	6
25. Q: There is a new person at my company who needs to receive the invoice	6
26. Q: I am no longer able to set-up other users in my company so they can enter remittances	7
27. Q: How do I get a copy of my invoice?	7

1. Q: I received an email about JCS but did not get a password to log into JCS

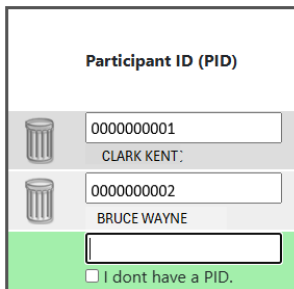
A: Go to the JCS website and click Forgot password.

2. Q: I see a list of funds that do not apply to me on the screen

A: Ignore the funds that do not apply to you. Do not enter values.

3. Q: I pressed Enter twice and see 2 lines

A: To delete the duplicate entry from the remittance, please click on the  symbol before the PID.



Participant ID (PID)	
	0000000001 CLARK KENT;
	0000000002 BRUCE WAYNE
☐ I dont have a PID.	

4. Q: I am in the G+ Division, I copied a prior remittance and the Job Type is spaces

A: As part of the cut-over from Basys, the job type was defaulted to spaces. Please change it to what is appropriate.

5. Q: I ran into an Issue updating Job Types in G+

Note: Firefox works fine

There is a known issue for users of Chrome or Edge browsers, that for the G+ division only, hitting Enter after updating or correcting an error [received error message that the field cannot be blank] for the JOB TYPE, it does NOT save the change. Rather it (re)displays the JOB TYPE options and does allow you to continue.

See below:

Job Location	Job Type
G+ Job Type issue	Select One ▼
	Select One
	Admin
	Driver
	OpsWhs
	Sales

The Solution is to click on Save This division after you select the JOB TYPE, instead of hitting Enter

6. Q: I used to be able to enter empty lines in Basys

A: JCS does not allow you to do that. You will have to manually add that person.

7. Q: I tabbed thru the entries and the calculations did not work

A: You must press the Enter key once you have entered the information up to Annuity.

8. Q: The funds do not re-calculate

Auto Calculate shuts off when tabbing to Ann/HRA & Local3 Dues

When entering or revising Clk hours, the JCS portal Auto Calculates the Ann/HRA and Local3 Due fund(s) as shown below: [this is only applicable to divisions that have Ann/HRA or Local3 Dues]

Std Hours	Clk Hours	Standard Gross	OT Gross	Override Std Annuity Fund/HRA*	Override Std Local 3 Dues Assessment*
40.0	40.0	2000.00	0.00	420.00	60.00
				Auto Calculate: ON	Auto Calculate: ON

Normally, if you were to revise the Clk Hours, the Ann/HRA and/or Local3 Dues Auto Calculates after you hit Enter or Click on Save this Division as show below”

Std Hours	Clk Hours	Standard Gross	OT Gross	Override Std Annuity Fund/HRA*	Override Std Local 3 Dues Assessment*
40.0	50.0	2500.00	250.00	525.00	82.50
				Auto Calculate: ON	Auto Calculate: ON

However, if after revising the Clk Hours you Tab Tab to the Ann/HRA – Local3 Dues fields, the Auto Calculate turns off and does NOT revise the calculations for the funds as show below:

Std Hours	Clk Hours	Standard Gross	OT Gross	Override Std Annuity Fund/HRA*	Override Std Local 3 Dues Assessment*
40.0	50	2500.00	250.00	420.00	60.00
				Auto Calculate: OFF	Auto Calculate: OFF

The Solution after Tab Tab, is to blank out the field(s), which turns back on the Auto Calculate as shown below:

Override Std Annuity Fund/HRA* Auto Calculate: ON	Override Std Local 3 Dues Assessment* Auto Calculate: ON
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After blanking out the field(s), hit Enter or Save this Division for the revised calculations as shown below:

Std Hours	Clk Hours	Standard Gross	OT Gross	Override Std Annuity Fund/HRA*	Override Std Local 3 Dues Assessment*
40.0	50.0	2500.00	250.00	525.00 Auto Calculate: ON	82.50 Auto Calculate: ON

9. Q: I do not see a calculation for Annuity/HRA. What should I enter?

A: The system will automatically calculate the Annuity/HRA for most contracts. If the system does not calculate it for your contract, then include the value that you calculate.

10. Q: How do I enter Double Pay

JCS calculates wages this way (using time and a half for the Overtime Calculation):

Standard Gross Wages = Standard Hours * Rate of Pay

Total Gross Wages = (Clock Hours * ROP) + (Clock Hours – Standard Hours)*ROP/2

Overtime Gross = Total Gross Wages – Standard Gross Wages

If you are using the configuration of JCS where you enter Rate of Pay and Hours and run into a scenario where you need to enter double pay follow the following steps:

1. Enter the remittance (the Overtime will be calculated using 1.5 Rate of Pay)
2. Save the remittance
3. Change the Configuration to the Hours and Wages Configuration
 - a. Use the Employer Configuration menu option and select Hours and Wages (details are in Section 5 of this manual)
4. Manually change the Overtime Gross so that it is based on the twice the ROP
5. Save the remittance
6. Switch back to the Configuration where you enter Hours and Wages.

11. Q: How do I see all the calculations on the new website?

A: You can click on the Print, Totals or Export buttons to see additional calculations.

12. Q: I submitted to JIB and realized I made an error

There is a menu option called “Unlock Submission” that will release the remittance so that you can edit and resubmit it. Detailed instructions can be found in the Employer User’s Guide by selecting the Help function within the JIB Contributions System (JCS) Menu label.

Please note that once a remittance is paid, you can no longer update it. In that case, follow the current “retro” process.

13. Q: Someone’s new in my company and I need to give them access

A: **Use** the User Management option from the menu to add the new contact.

Detailed instructions can be found in the Employer User’s Guide by selecting the Help function within the JIB Contributions System (JCS) Menu label.

Please note, only the Principal user at the company can add additional users.

14. Q: I need to remove a Principal from my company’s contact

A: Principal user cannot remove another Principal users.

The Principal user has to email JCSSupport@jibei.com to remove the other principal.

15. Q: Why did I receive this email?

A: Because your company reported in the Basys System in 2025.

16. Q: Why are we no longer able to use the old online portal?

The previous portal is being retired and will no longer be supported. To ensure accuracy security and more efficient remittance process all contributions must now be submitted through the new jib contribution system JCS.

17. Q: I received an email but no longer use the system

A: Send an email to JCSSupport@jibei.com requesting that email address be removed.

18. Q: How will I be trained?

A: You will be able to access a user guide and a video through the Help function within the JIB Contributions System (JCS) Menu label.

19. Q: Is there documentation on the new website?

A: You will be able to access a user guide and a video through the Help function within the JIB Contributions System (JCS) Menu label.

20. Q: How will I get support?

A: This will be the same support phone number. The email for support will be JCSSupport@jibei.com

21. Q: Why are we forced to use Participant's Identification Number (PID)?

A: The Joint Industry Board has to protect members' private information such as Social Security numbers.

Using PIDs enhances overall security. Protecting personal information is a top priority and limiting the use of social security numbers reduces the risk of sensitive data being exposed.

22. Q: I do not know the PID , what do I do?

A: Click on the "I do not know the PID" box and follow the instructions.

You will be asked to enter the Social Security Number and other information instead. The system will email you the PID when it is available – please make sure to use the PID after it is mailed to you.

23. Q: How does the copy work in the new application?

A: After you submit for the first time, you will be able to copy that week.

The very first time you use the system, you will be able to copy the list of member PIDs only.

24. Q: I submitted to JIB this morning and need to pay right away. Can I have my invoice?

A: Invoices will be sent on weekdays at 10am 12pm 3pm and 6pm. Call support if you have an issue receiving your invoice.

25. Q: There is a new person at my company who needs to receive the invoice

A: Contact the Principal user at your company and they will add this new person in JCS and set them up so they can receive the invoice.

26. Q: I am no longer able to set-up other users in my company so they can enter remittances

A: Please ask the Principal user in your company to change your configuration in the portal.

27. Q: How do I get a copy of my invoice?

A: Please contact JCS Support to get a copy of your invoice.