



## INDUSTRY HUB QUICK REFERENCE GUIDE

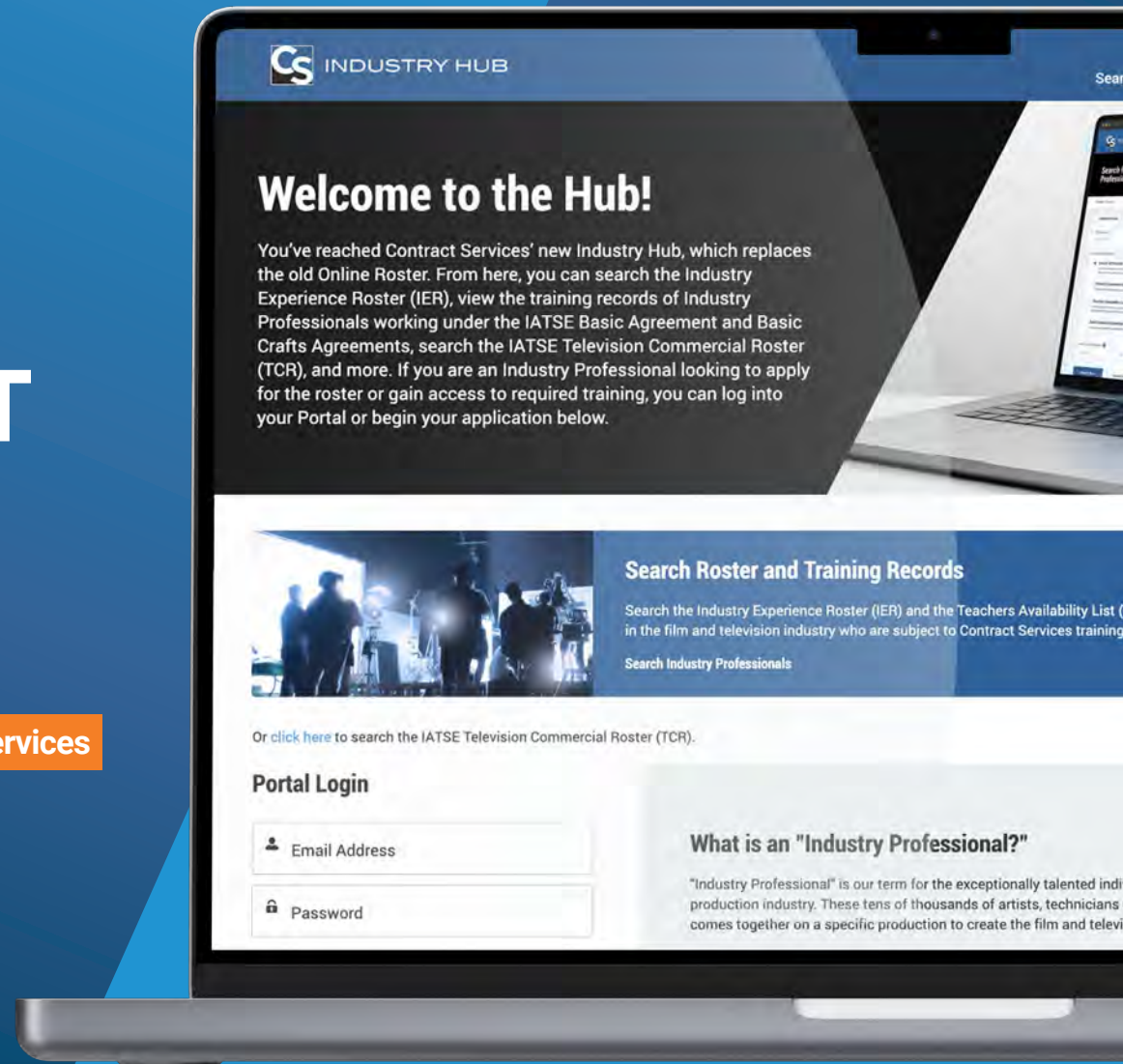
# HOW TO SUBMIT REQUIRED DOCUMENTS

A guide for Industry Professionals new to Contract Services

Need More Help?

Contact us at **818.565.0550** ext. 1100.

[thehub.org](http://thehub.org)

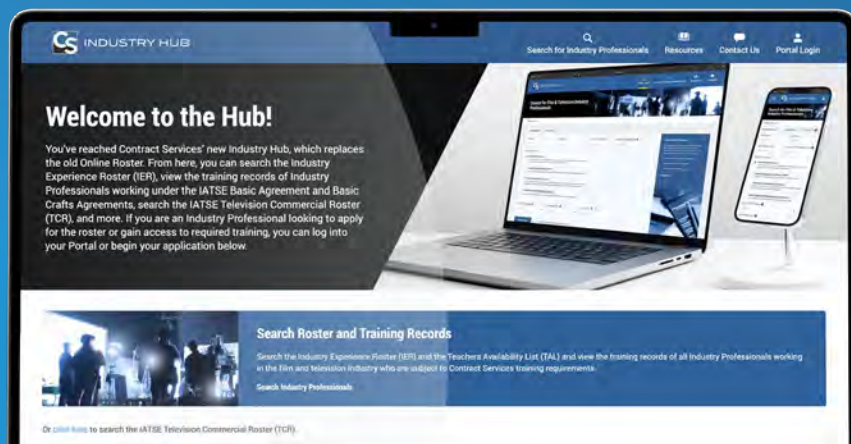


# MEET CONTRACT SERVICES

Welcome to Contract Services, the home of the Industry Experience Roster, the Safety Pass training program, and much more. We are a nonprofit organization with a unique mission. Established in 1965 by the major studios and Hollywood unions, our job is to administer certain aspects of the collective bargaining agreements between Producers and Unions.

# A BRAND-NEW PORTAL EXPERIENCE

With a sleek and modern design, your new Portal will show you everything you need to know about your classifications, requirements, deadlines and more. You can enroll for training, upload required documents, and keep track of important notifications in your Message Center – all in one place right at your fingertips!



## What is an Industry Professional?

“Industry Professional” is our term for the exceptionally talented individuals (like you!) who work “behind the camera” in the motion picture production industry. These tens of thousands of artists, technicians and craftspeople form the backbone of a freelance workforce that comes together on a specific production to create the film and television content enjoyed by millions around the world.



**To access additional Quick Reference Guides for Industry Professionals, please click these links below:**

- ✓ [How to Create a Portal Account and Start a New Application \(For Industry Professionals who are new to Contract Services\)](#)
- ✓ [How to Claim Your Portal Account \(For Industry Professionals who already had an old Contract Services Portal account\)](#)
- ✓ [Meet the Industry Hub & Your New Portal](#)

# HOW TO SUBMIT REQUIRED DOCUMENTS

This guide will walk you through how to submit required documents through your Contract Services Portal account.

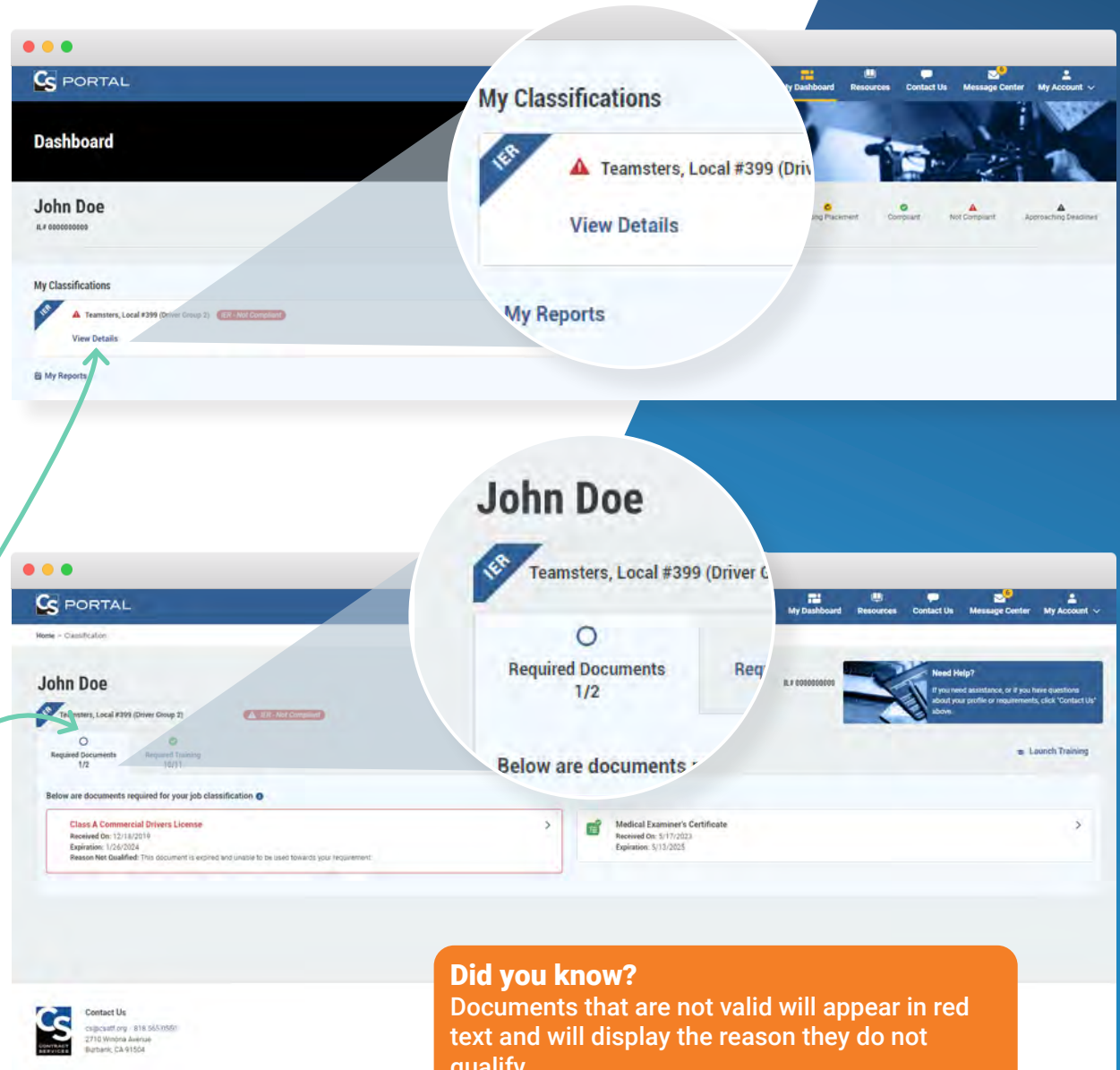
First, you'll need a Portal account. If you already have one, keep reading to learn how to view requirements and submit documents.

If you don't have a Portal account, visit [thehub.org](http://thehub.org) and click "Create Account" in the Portal Login section. (For step-by-step instructions on how to create your account and navigate your Portal, click [here](#).)

Once you've created your Portal account and started an application for a roster (or for training access for "non-roster" classifications), you're ready to upload any documents that may be required for your classification. Some documents may be required for your application or to remain compliant on the Industry Hub ([thehub.org](http://thehub.org)).

To see your required documents, log into your Portal by visiting the Industry Hub at [thehub.org](http://thehub.org). Once logged in, click on "View Details" on your classification record.

Within your classification's details, you can view all required documents under your "Required Documents" tab and the current status of each requirement.



**Did you know?**  
Documents that are not valid will appear in red text and will display the reason they do not qualify.

# HOW TO SUBMIT REQUIRED DOCUMENTS

There are several different options for submitting a new document to us.

## Option 1: Submit through your Portal account

The most secure method is to directly submit documents through your Portal account.

Just click on the **“Upload Files”** button and upload the document from your computer or mobile device.

### Did you know?

You can also submit documents using the “click and drop” method. Just “click” on your files and drop them into the upload area.

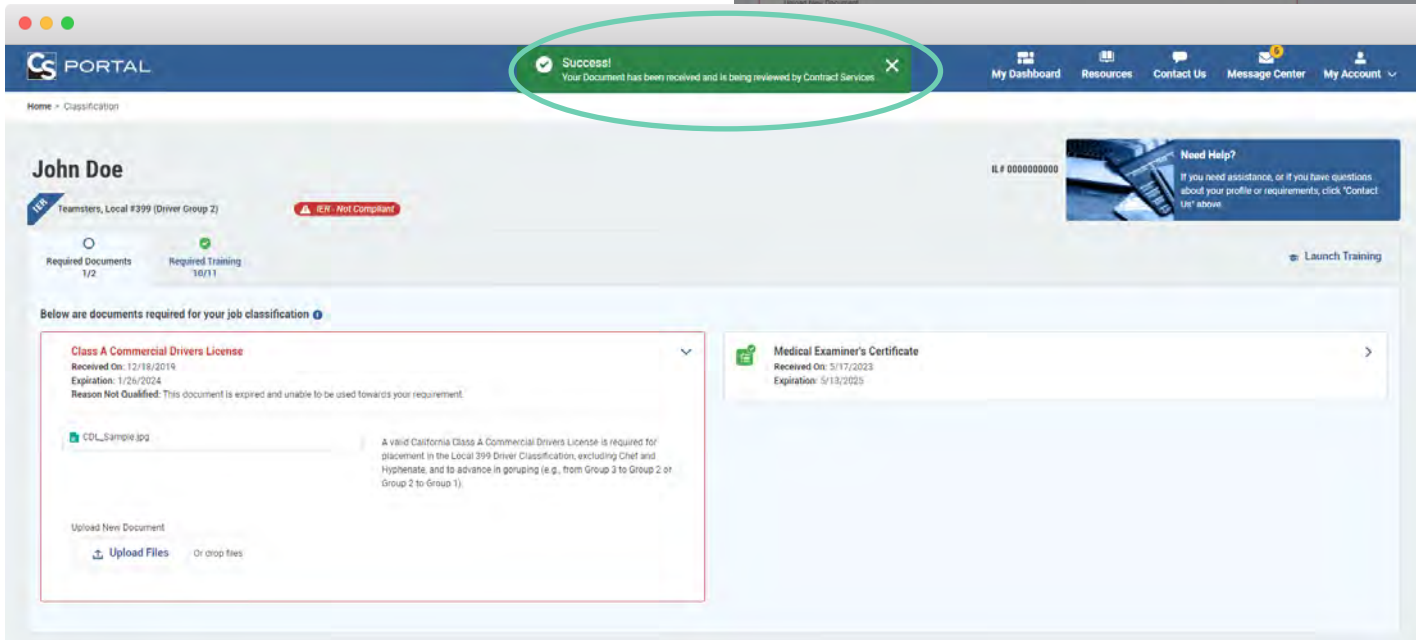
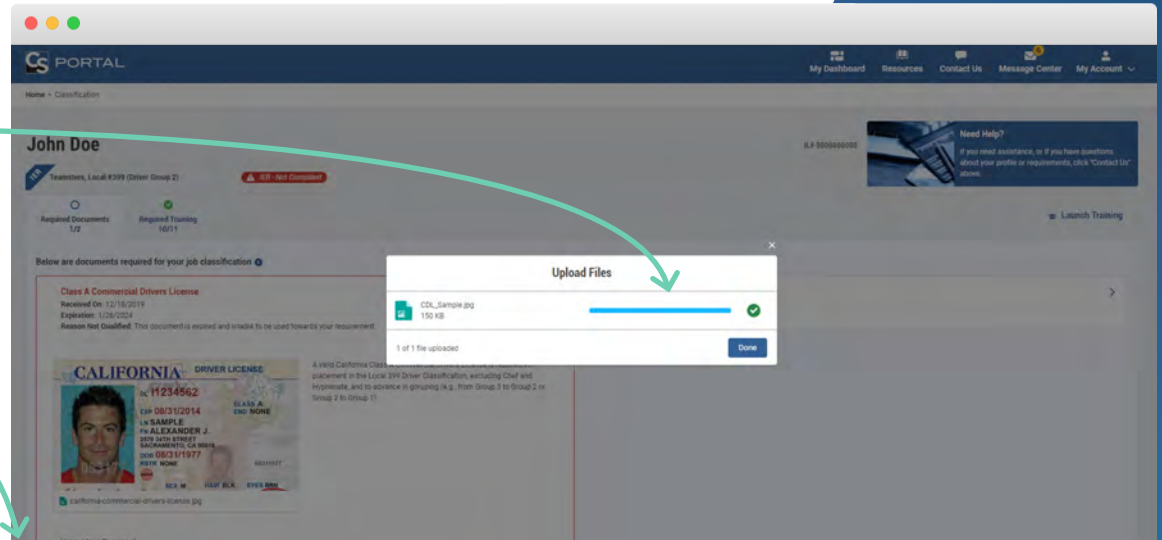
The screenshot displays the CS Portal interface for a user named John Doe. The user's profile shows they are a Teamster, Local #399 (Driver Group 2), and their status is 'IER - Not Compliant'. The 'Required Documents' section shows 1/2 documents are missing. A specific document requirement for a 'Class A Commercial Drivers License' is highlighted, with a note that the current license is expired and not qualified. Below this, a sample California Driver License is shown. At the bottom of the document list, there is an 'Upload New Document' section with an 'Upload Files' button and a note 'Or drop files'. A circular callout provides a magnified view of this upload area, showing the 'Upload Files' button and the 'Or drop files' text. A green arrow points from the text 'Just click on the “Upload Files” button' to the 'Upload Files' button in the screenshot.

# HOW TO SUBMIT REQUIRED DOCUMENTS

Once you've attached your document(s), you'll see a progress bar showing your files being uploaded.

Ensure your files upload successfully. If you encounter any issues, you may need to re-upload them to ensure they're received.

If you've completed this step correctly, you will receive a green "Success!" message letting you know that your document was properly received.



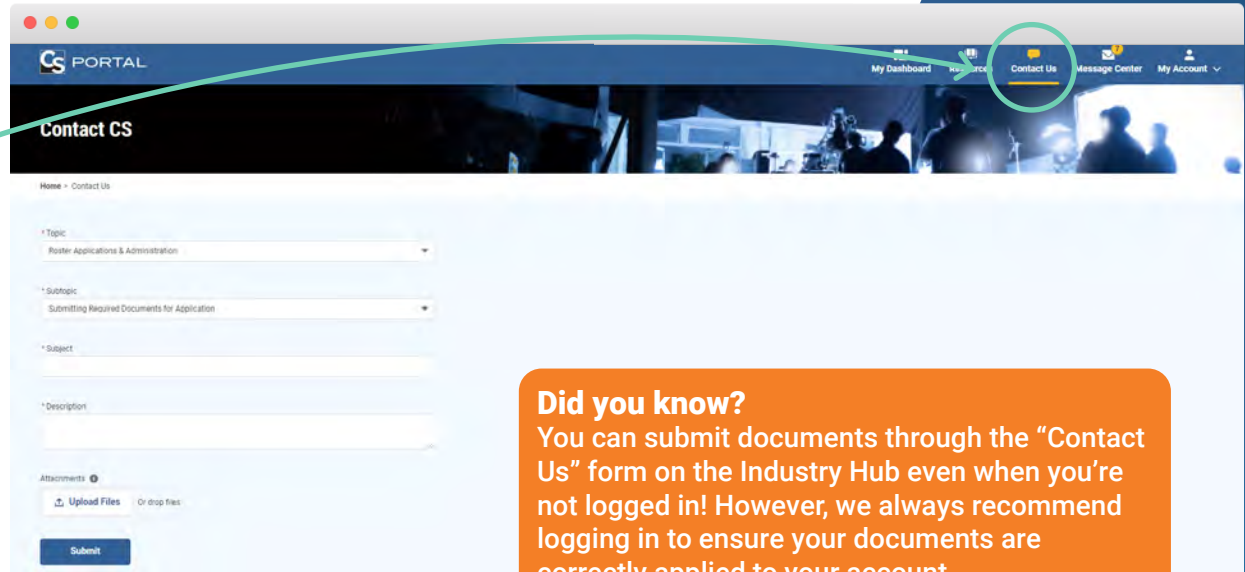
# HOW TO SUBMIT REQUIRED DOCUMENTS

## Option 2: Submit through "Contact Us" form

Another method to submit required documents is through the **"Contact Us"** form on the Industry Hub.

If you are logged in:

1. Select **"Roster Applications & Administration"** in the Topic field.
2. Select **"Submitting Required Documents for Application"** in the Subtopic field.
3. Add a subject and description.
4. Upload files.



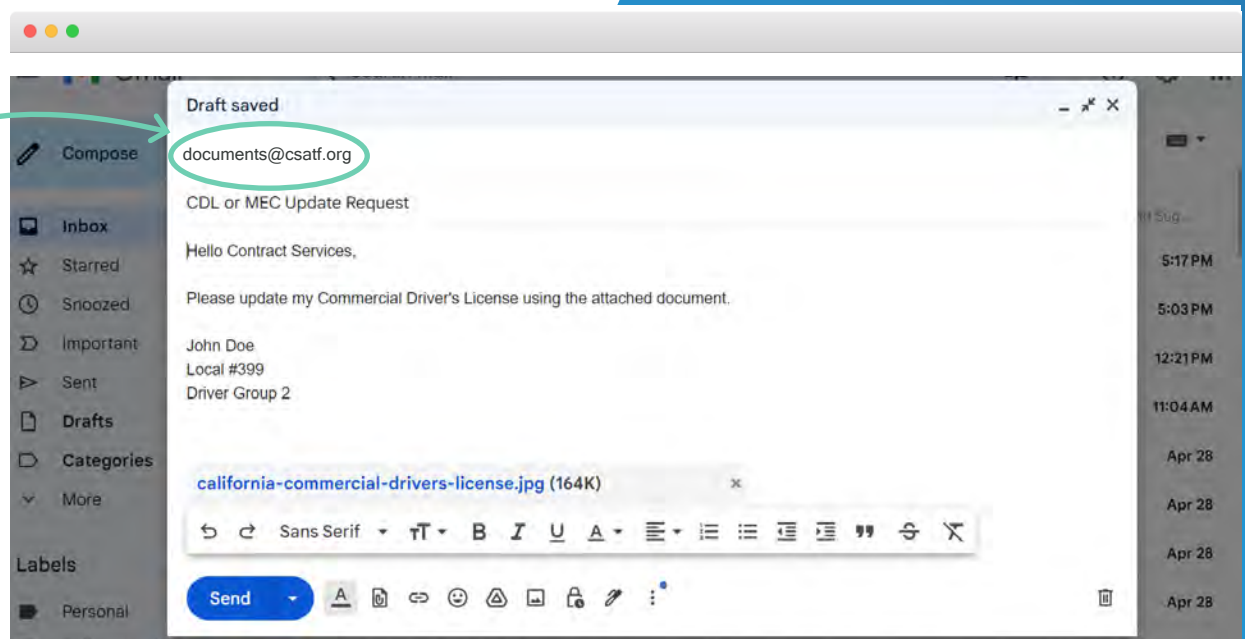
**Did you know?**  
You can submit documents through the "Contact Us" form on the Industry Hub even when you're not logged in! However, we always recommend logging in to ensure your documents are correctly applied to your account.

## Option 3: Submit by Email

You can also submit documents by emailing your attached documents to **"documents@csatf.org."**

Please ensure you include your name, local union and classification and a short message for efficient processing.

**Please note:** We recommend Industry Professionals submit their own documents to Contract Services. Documents submitted on behalf of another Industry Professional may not be applied to the correct account and may not be accepted.



# DOCUMENTS UPDATED

Once your file is reviewed and qualified by Contract Services staff, it will appear with a green checkmark in your Portal.

Please check your Portal periodically to ensure you are always up to date with your classification's requirements.

The screenshot displays the CS Portal interface for a user named John Doe. The user's profile shows they are a Teamster, Local #399 (Driver Group 2), and are IEF-Compliant. Two progress indicators are shown: 'Required Documents 2/2' and 'Required Training 10/11', both with green checkmarks. A callout box highlights the 'Class A Commercial Drivers License' document, showing it was received on 4/26/2024 and expires on 1/26/2027. Below this, a list of required documents includes the 'Class A Commercial Drivers License' and the 'Medical Examiner's Certificate' (received 5/17/2023, expires 5/13/2025). The footer contains contact information for Contract Services.

**CS PORTAL**

Home > Classification

**John Doe**

Teamsters, Local #399 (Driver Group 2) IEF-Compliant

Required Documents 2/2 Required Training 10/11

Below are documents required for your job classification

- Class A Commercial Drivers License  
Received On: 4/26/2024  
Expiration: 1/26/2027
- Medical Examiner's Certificate  
Received On: 5/17/2023  
Expiration: 5/13/2025

**Contact Us**  
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