# Table of Contents

## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overview</td>
<td>3</td>
</tr>
<tr>
<td>1.1</td>
<td>Welcome</td>
<td>3</td>
</tr>
<tr>
<td>1.2</td>
<td>How to access Billing Interface</td>
<td>3</td>
</tr>
<tr>
<td>1.3</td>
<td>Billing Information</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Logging into the System</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>Billing Reports and Payment Management Home Page</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Billing Reports</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>Billing Data Export</td>
<td>9</td>
</tr>
<tr>
<td>6</td>
<td>Pay Invoice Now</td>
<td>10</td>
</tr>
<tr>
<td>7</td>
<td>Set Up AutoPay</td>
<td>16</td>
</tr>
<tr>
<td>8</td>
<td>How to Contact Billing Support</td>
<td>17</td>
</tr>
<tr>
<td>8.1</td>
<td>What Billing Support can assist you with</td>
<td>17</td>
</tr>
<tr>
<td>8.2</td>
<td>How to contact Billing Support</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Billing Support</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Mail</td>
<td>17</td>
</tr>
<tr>
<td>9</td>
<td>Security Best Practices</td>
<td>19</td>
</tr>
<tr>
<td>9.1</td>
<td>System maintenance</td>
<td>19</td>
</tr>
<tr>
<td>9.2</td>
<td>Password Security</td>
<td>19</td>
</tr>
</tbody>
</table>
1 Overview

1.1 WELCOME

This manual will show you how to manage your account using the CCE Billing Report & Payment Management System. You can utilize this interface to pay invoices, export data for reconciliation, modify billing information and access billing reports.

1.2 HOW TO ACCESS BILLING INTERFACE

To access your invoices, you must login using your CCE account login credentials. After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.

https://secure.colorado.gov/apps/courts/billing/index.xhtml

- Please note that only Billing Contacts and Administrators have access to the Billing interface.

You can access the E-filing system at https://www.jbits.courts.state.co.us/efiling

You will use your CCE Username and Password to access the E-Filing system.

How to Contact Support Regarding E-Filing

Email Support: efilingsupport@judicial.state.co.us
Phone Support: (855) 264-2237
1.3 BILLING INFORMATION

During the first week of each month you will receive an email notifying you that your month end invoice is ready to view and may be accessed through your CCE account. Your invoice will reflect all activity from the previous month.

To pay your invoice online via Credit Card of E-check, please visit the following URL:

https://secure.colorado.gov/apps/courts/billing/index.xhtml

- To access your invoices, you must login using your CCE account login credentials. After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.

- Please note that only Billing Contacts and Administrators have access to the Billing interface.

If you are mailing payments, please send remittance to our Lock Box Address:

    Attn: Colorado Interactive
    PO Box 974581
    Dallas, TX 75397-4581

For accounts setup to capture payment via Auto Pay, Colorado Interactive will charge your Credit Card or Auto Debit your checking account on the 10th of each month for the previous month’s activity.

Net Terms: Invoice payments are due on the 30th of each month. Any invoice unpaid after the 30th is considered Past due.

Account Past Due: Colorado Interactive will notify Colorado Courts of all accounts past due on the 15th of each month. Colorado Courts will deactivate all past due accounts thereby denying access to file any new e-filings within CCE. Account must be paid in full in order for account to be re-activated by Colorado Courts. Accounts that are past due for 60 days are in default.

Accounts in Default: Colorado Interactive will notify Colorado Courts of all accounts that are in default. Colorado Courts will deactivate all access to CCE and will proceed with collection procedures seeking the assistance of the Colorado Attorney Regulation for payment.

After the initial monthly email notifying you that your invoice is ready, prior to your account being deactivated, you will be sent two (2) reminder emails to remit payment. A courtesy reminder on the 20th (or closest business day) that payment is due on the 30th, and a past-due notification before deactivation on the 15th.

If you are waiting on a requested refund to be approved by Colorado Courts and applied to your account, you must pay the full balance of your invoice, in order for your account to remain in good standing. Failure to pay charges, will result in a Past Due account and deactivation. Refunds are issued as a credit to your account and cannot be applied to closed invoice periods.
2 Logging into the System

In order to access the system, use the following link to log in:

https://secure.colorado.gov/apps/courts/billing/index.xhtml

- Please note that only Billing Contacts and Administrators have access to the Billing interface.

To access your invoices, you must login using your CCE account login credentials. After entering your username and password, you will be directed to the Billing Reports and Payment Management home page.

*Please note that this system is for paying invoices and maintaining your billing account only, you cannot e-file through this system. You can access the e-file system at:

https://www.jbits.courts.state.co.us/efiling
If you need to reset your password, you will need to access the CCE Home page and select Forgot Password:

https://www.jbits.courts.state.co.us/efiling
The Billing Reports and Payment Management Home Page provides the ability to generate billing reports and data exports, view or pay invoices and set up AutoPay options.
4 Request Billing Reports

The Request Billing Reports page allows users to customize various parameters in order to generate detailed reports for all fee types or for specific fee types using the fee type tabs.
5 Billing Data Export

The Billing Data Export page is used to create and export a CSV file of your billing data.
6 View or Pay Invoice

The View or Pay Invoice page provides the ability to review and select invoices for payment. Pay Now does allow for partial payments.

You have the option to pay invoices from this page or you can select the hyperlink to display the Invoice Summary page for the selected invoice.
The Invoice Summary page provides the ability to view online billing detail for each of the fee categories. You may also pay the invoice from this screen by selecting Pay Now as well as create a PDF version of the invoice.
Examples of each online detail page are provided below. From invoice detail page you can navigate to the Invoice Summary, Invoices, and Pay Now pages.
Billing Reports and Payment Management System 2.0

10/21/2016

Case History Purchase Invoice

Organization: ITS Test Firm
Invoice Total: $120.00

Case Number: 2015CR1302
Case Caption: The People of the State of Colorado v. Test1, Guy
Billing Reference:
Purchaser: Test Account
Date / Time: 06/06/2016 09:35:23 AM
Fee: $10.00

Case Number: 2012PR50042
Case Caption: Case Caption Suppressed
Billing Reference:
Purchaser: Robin Lee
Date / Time: 06/08/2016 09:33:36 AM
Fee: $10.00

Court Location: Adams County

Case Number: 19990T34
Case Caption: Craig, Terri A and Searcy, Danny Charles
Billing Reference:
Purchaser: Robin Lee
Date / Time: 06/29/2016 11:15:27 AM
Fee: $10.00

Back to Invoice Summary  Invoices  Pay Now
Notifications Invoice

Organization: ITS Test Firm  
Invoice Total: $1,254.66

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Purchase ID</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/30/2016 02:00:47 PM</td>
<td>DAAE668D122D7</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:47 PM</td>
<td>161005EDEBEE0</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:47 PM</td>
<td>588C89A3F5A2</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:48 PM</td>
<td>12E44A2F38923</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:48 PM</td>
<td>FD2815792A28</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:48 PM</td>
<td>CA5EF134D857</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:48 PM</td>
<td>E46799C87EA7</td>
<td>$20.00</td>
</tr>
<tr>
<td>06/30/2016 02:00:48 PM</td>
<td>6446A52E868D7</td>
<td>$20.00</td>
</tr>
</tbody>
</table>
Selecting Pay Now from anywhere within the system will display the Payment Information page.

Complete the required fields for either the Credit Card or ACH Option and submit your payment by selecting the appropriate “make payment” option.

*Information entered on this page is not saved or stored in your account and is for one time only payments. If you would like to set up your account for automatic payments, please visit the Billing Reports and Payment Management home page and select Set up AutoPay. See section 7.

Once your payment has been successfully completed, you will receive a confirmation page. This is also your payment receipt.
7 Set Up AutoPay

Payment information entered on this page will be securely saved to your account and used to automatically pay your invoices on the 10th of each month.
8 How to Contact Billing Support

8.1 WHAT BILLING SUPPORT CAN ASSIST YOU WITH

Colorado Interactive can assist you with your billing reports, paying your invoice, generating reconciliation data and updating your billing payment information.

Colorado Interactive may only assist you with the Billing related to your e-filings. For assistance with the Colorado Courts E-filing system, Colorado statutory fees, Service Fees, reactivation of your account or provide assistance with your username and password, please contact CCE support at:

   Email Support: elfilingsupport@judicial.state.co.us
   Phone Support: (855) 264-2237

You can find a listing of Colorado Statutory Fees and Service Fees in the CCE system by selecting the Resources tab or by selecting the following link:

   https://www.jbits.courts.state.co.us/efiling/web/resources/resBill.htm

8.2 HOW TO CONTACT BILLING SUPPORT

Billing Support
303-534-3468 x0
Toll free: 800-970-3468 x0
(Available Monday – Friday, 8:00 am – 5:00 pm MST)

Email

support@www.colorado.gov

(Available Monday – Friday, 8:00 am – 5:00 pm MST)

Live Help (chat with billing support representative now)

http://www.colorado.gov/livechat

(Available Monday – Friday, 8:00 am – 5:00 pm MST)

Mail

Colorado Interactive
Attn: Billing Support
600 17th Street, Suite 2150 South
Denver, CO 80202

Colorado.gov maintains a set of consolidated notification lists to improve our ability to communicate with you regarding events in the Colorado.gov production environment. This system offers you better control
over how and what we communicate to you. To sign up for one of our notifications, please visit the following URL: http://mailman.coloradointeractive.org/mailman/listinfo
9 Security Best Practices

9.1 SYSTEM MAINTENANCE

Maintain your systems with the most current security patches (aka Service Packs) from your system’s vendor. Limit the amount of services and applications you are running simultaneously. The more services running, the greater the risk of exposing the system to exploitation. Finally, remove any unused programs or applications and defragment your hard drive on a regular basis to help your system’s overall performance.

9.2 PASSWORD SECURITY

Never store password as plain text or write down on paper. Use encryption utilities if you have to store the password in a file for some reason.

Regardless of circumstances, passwords must never be shared or revealed to anyone else besides the authorized user; to do so will expose the authorized user to responsibility for all actions that the other party takes with the password. USERS FOUND SHARING THEIR ACCOUNT WITH ANOTHER INDIVIDUAL WILL HAVE THEIR ACCOUNT DEACTIVATED IMMEDIATELY.