



Colorado Courts E-Filing News

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NEW PAYMENT LOCKBOX

Colorado Interactive has a new lockbox and it's local! The lockbox is now open and ready to accept payments. Checks sent to the old lockbox will forward to the new lockbox through April 2017. Please update your records.

Colorado Interactive, LLC
PO Box 913008
Denver, CO 80291-3008



REJECTED FILING CHARGES

Q Will an organization be charged for rejected filings?

A Statutory fees will not be assessed on filings until they are accepted by the court, and therefore those fees will not be charged for rejected filings. However, please note that e-file, e-service and US mail fees will be assessed when a filing is submitted to the court and are non-refundable. Each rejected filing will be accompanied by a reason for rejection. Rejected documents can be corrected and re-submitted to the court, however, e-file, e-service and US mail fees are assessed again for a re-submission. Please see [CJD 08-02](#) for detailed information.



In the event a charge unexpectedly occurs, please contact efilingssupport@judicial.state.co.us and request a refund form.



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HOW TO VIEW CREDITS FROM REFUNDS ON YOUR ACCOUNT



There are several ways to see if a credit from a refund was applied to your account.

1. Billing Report View

- ◇ Click the *Billing Reports* button and view charges between selected dates. Credits display on the All Fees Report in parenthesis, Example: **(\$6.00)**

2. Invoice view

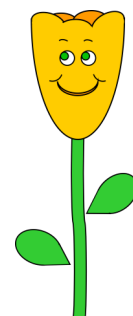
- ◇ Click the *View or Pay Invoice* button to view charges by month. Credits display on the Invoice Summary in parenthesis. Example **(\$6.00)**

3. Consolidated Report View

- ◇ Click the *Billing Data Export* button and receive an excel sheet of all account activity between selected dates. Credits display with a minus sign in the amount column, Example: **- 6.00**

E-FILING TIP

Purchase Details, in the Billing Information section of the CCE Review and Submit screen, displays all filing fee information. Be sure to review this information before pressing the **Submit** button. If you do not agree with the charges or need assistance, please send an email to: efilingsupport@judicial.state.co.us or call 720-625-5670.



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ATTORNEY REGISTRATION INFORMATION

Judicial receives attorney information directly from the Supreme Court Attorney Registration office, via a data transfer.

If you need assistance with address updates, attorney status or email changes, please contact attorney registration by sending an email to: attorney_registration@coloradosupremecourt.us or call 303-928-7800.

You can also contact customer support via email at: efilingsupport@judicial.state.co.us or by calling 720-625-5670.



TIP: In order to provide you with the best experience, IT support recommends that you update to the latest versions of your browser. Access links for the latest downloads are located by clicking on the Website Requirements link located in the footer of every E-Filing screen.

Sections
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E-FILING INFORMATION

Click the E-Filing link below to access a variety of information about Colorado Courts E-Filing. On the E-Filing page, choose a topic from the menu on the left. [E-Filing](#)

TRAINING MANUAL FOR ATTORNEYS

Click the link below to view the most up to date version of the E-Filing Training Manual for Attorneys. The updated manual includes instructions with screen shots for E-Filing in trial court cases and appeals cases. [Training Manual](#)



SUPPORT HOURS (ALL TIMES MST)

Weekdays (Monday-Friday): Live team support 7:00 a.m. to 5:00 p.m.

Weekends (Saturday-Sunday): E-mail and voicemail messages will be returned within 24 hours.

**Please note, we have customer support staff on-call and monitoring the system 24/7, 365 days a year for system outages and emergencies.*

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