

**INSIDE THIS ISSUE**



- [E-FILE - E-SERVICE FEES FOR REJECTED FILINGS](#)
- [CUSTOMER SUPPORT HOLIDAYS](#)
- [CRIMINAL E-FILING ROLLOUT SCHEDULE](#)
- [NOTE TO CLERK](#)
- [NEWSLETTERS](#)
- [TRAINING MANUAL](#)
- [SUPPORT HOURS](#)

**E-FILE AND E-SERVICE FEES FOR REJECTED FILINGS**

The ICCES service screen provides all users the ability to serve documents via e-service or complete service by US Mail. For details about the costs involved for filing and serving documents, please refer to the ICCES Pricing Model sheet by clicking [here](#). For all information about cost recovery fees to maintain the technical infrastructure to support e-filing of court documents, please view [CJD 08-02 Attachment B](#).

**Q** How long does it take for e-service to happen once I submit my filing?

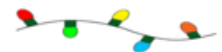
**A** When a document filing is submitted to the court, or served via the Serve-Only option through ICCES, e-service happens instantly. In the event a filing is rejected by the court, e-file and e-service fees are still applied. Please see [CJD 08-02 Attachment B](#).

**Q** I selected the US Mail option for service to a non-represented case party. How soon will service take place?

**A** When US Mail is selected as the service vehicle for a submitted document filing or Serve-Only document filing, the request for service happens instantly and fees are applied per the request. Delivery of US Mail depends on the US Postal Service scheduled pick-up and delivery times. In the event a filing is rejected, US Mail fees are still applied. Please see [CJD 08-02 Attachment B](#).



**CUSTOMER SUPPORT HOLIDAY HOURS**



ICCES customer support will close for business on Christmas Eve December 24th at 3 PM in observance of the holiday. Customer Support is closed on Friday, December 25, 2015. Customer Support will resume monitoring e-mail and voicemail from 8 - 5 on Saturday December 26, 2015.

ICCES customer support will close for business on New Year's Eve, December 31, 2015 at 3 PM in observance of the holiday. Customer Support is closed on Friday, January 1, 2016. Customer Support will resume monitoring e-mail and voicemail from 8 - 5 on Saturday January 2, 2016.

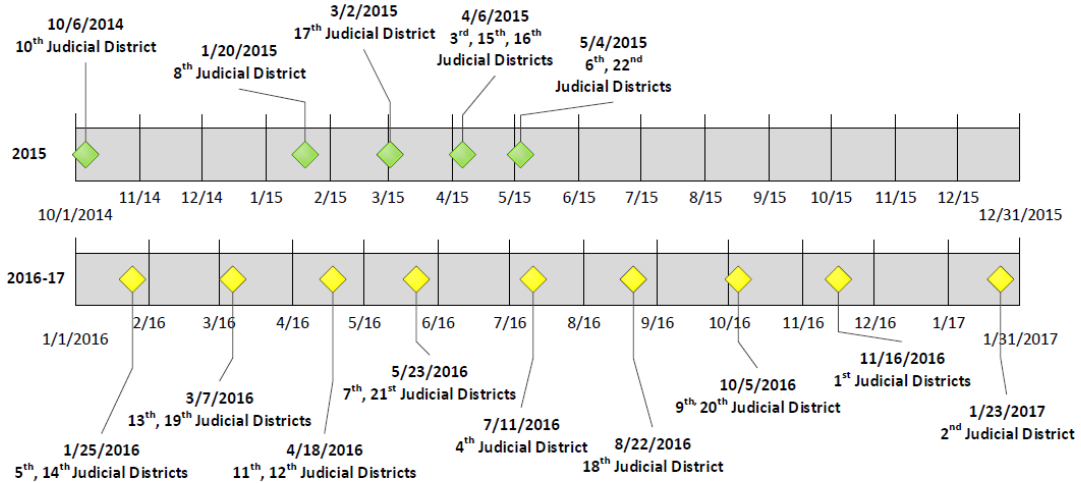


CRIMINAL E-FILING ROLLOUT SCHEDULE

Current as of 10/16/2015

Criminal E-filing Tentative Implementation Schedule

Please note that both locations and dates are subject to change. At each milestone, we will evaluate the progress and determine if changes need to be made to the schedule.

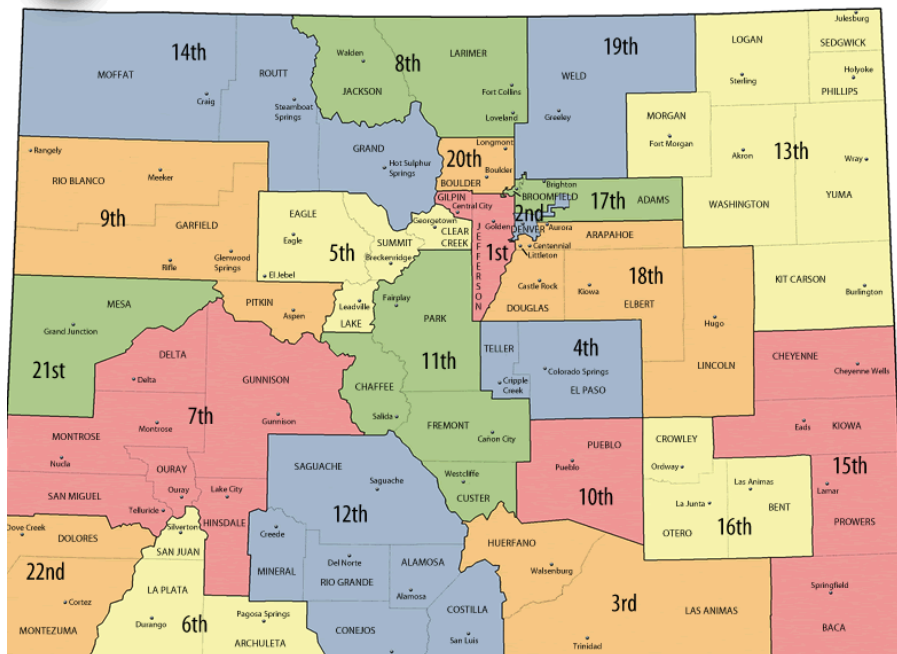


**Milestone legend**

- Current live criminal e-filing district
- Future criminal e-filing district

To learn which counties are part of each Judicial District, please click [here](#) or view the map on the next page.

COLORADO JUDICIAL DISTRICTS



[Back](#)



## NOTE TO CLERK

If your filing qualifies under 98-01 or 06-01, click the fee waiver checkbox on the ICCES Review and Submit screen and include a **Note to Clerk** so Statutory Filing Fees will not be assessed.

- If you have a family situation that requires the filing of a conservatorship and/or guardianship for more than one child, only **one** filing fee is required. Open a separate case for each minor/sibling and add a **Note to Clerk** with that information so only one filing fee is assessed.
- If an answer fee was assessed at the time of a first appearance in a civil case, pursuant to 13-32-101(1), add a **Note to Clerk** with your subsequent filing so the answer fee will not be reassessed.

[Back](#)

**Tip:** Currently the ICCES website is best viewed in Internet Explorer 9 and above, Mozilla Firefox and Google Chrome. Changes are coming. Please see the Internet Explorer Update article on page 2.

### Sections

- Budget
- Meeting Minutes
- Organizational Materials
- Project Management
- Advisory Committee
- ICCES Training
- ICCES Pilot
- Release Notes
- Newsletters
- User Community

### NEWSLETTERS - FUTURE ENHANCEMENTS

Click the e-filing link below to access past newsletters and find out what features ICCES has added in the current release, and review what features and fixes have gone into prior releases. 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 ICCES Training Manual for Attorneys. The updated manual includes instructions with screen shots for e-filing in trial court cases and appeals cases.

[Training Manual](#)



[Back](#)

### SUPPORT HOURS (ALL TIMES MST)

Weekdays (Monday-Friday): Live support 7:00am to midnight.

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

*\*Please note, ICCES has staff on-call and monitoring the system 24/7, 365 days a year for system out-ages and emergencies.*

[Back](#)