



Colorado Courts E-Filing News

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PROTECTION ORDER AND TRAFFIC CASES NOW AVAILABLE

In August 2016, e-filing and e-service for County Court Protection Order case types became available. Traffic Infraction (R) cases are available in locations that are live with criminal e-filing.

Click the e-filing link below to access features added to our current release, and review what features and fixes have gone into prior releases. Click [E-Filing](#) and then view the menu on the left.

*Case Type:

-
- Forcible Entry and Detainer
- Foreign Judgment
- Money
- Name Change
- Other
- Protection Order**
- Protection Order Domestic Abuse**
- Replevin

PRINT AND MAIL FEES

Each time a user e-files into a case and chooses the print and mail service, the system advises the user of any charges on the Review and Submit screen. The system is very transparent with all charges. It is important for all users, both private and government to understand that if US Mail fees are charged and display on the Review and Submit screen, the total charges will be included on the organization's monthly invoice billing statement.

If you have any questions about fee amounts displaying on the Review and Submit screen, please contact customer support at 720-625-5670.



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SUBMISSION RECEIPT AMOUNTS

Q Why does my submission receipt amount differ from the actual amount on the invoice?

A A submission receipt and an invoice for the same Filing ID can display different amounts for Statutory fees. This is because the court collects Statutory filing fees and therefore, they have the ability to make adjustments to those fees during clerk review. For example, if a Statutory fee was previously paid by a case party, the court can remove the fee during clerk review at the court thereby making the actual invoice for a given filing less than originally displayed on the submission receipt. Similarly, if a customer selects the 98-01 or the 06-01 checkbox on the Review & Submit screen in error, the court can override the “zero” amount on the submission receipt and add in a statutory fee which, would then display as an increase on the final monthly invoice.

Case History Access fees, along with e-file and e-service fees are assessed immediately and should be consistent on both the submission receipt and the invoice. US Mail fees are an option and will also remain consistent if selected by the customer.

For further information, please click [Filing Fees, Surcharges, and Costs in Colorado Courts](#).

Customer support wants to help answer your questions. Call 1-855-264-2237 or email efilingssupport@judicial.state.co.us if you need assistance with any detail on your invoice.

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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.

E-service, 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.

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BILLING — NEW ENHANCEMENTS

Five (5) days before the invoice due date, the administrator and billing contact can view the **Balance Due** amount in the upper right hand corner of the Home screen. An **Invoice Due** list will display at login for administrators and billing contacts.

The screenshot shows the Home screen of the Colorado Courts E-Filing System. At the top right, it displays "Balance Due: \$15.32" and "You are logged in as:". The main heading is "Welcome to the Integrated Colorado Courts E-Filing System". On the left, there is a "HOME" sidebar with links for Alerts (965), Cases, My Downloads, Notifications, Recent Actions, and Schedule. In the center, there are "Announcements" including a survey request and a system maintenance notice. A modal window titled "Invoice Due" is open, showing a table of unpaid invoices:

Billing Cycle	Due Amount	Due Date
05/2016	\$15.32	06/30/2016

The modal also shows a "Total Balance Due: \$15.32" and provides a link to access invoices and make payments: <https://www.colorado.gov/apps/courts/billing/index.xhtml>. There is a "Close" button at the bottom of the modal.

PLEASE NOTE: All billing contacts will receive an email from the billing vendor, Colorado Interactive, during the first week of every month. Invoices for the previous month are ready to view by the 3rd business day of the month. Billing contacts and Administrators have access to the billing interface. Current billing information is available under the Resources tab.

SECURITY CHANGE FAQs

- Q.** I received an inactivity email. What should I do?
- A.** If you received an inactivity email, please login to the Colorado Courts E-filing program and change your password.
- Q.** My account was disabled due to inactivity. How can I fix it?
- A.** Your local administrator can reset your account or contact customer support at 1-855-264-2237 and ask to have your account reinstated.
- Q.** I login every month and pay our bill. Why did I get an inactivity email?
- A.** The Colorado Courts E-filing program and the billing system are currently two separate systems. In order to keep your account active, please login to the e-filing program. There is a billing link located under both the Administrator and Resources tabs.

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PAYMENT PROCESSING

Colorado Interactive, LLC, our payment processing service provider, implemented a change to their billing and payment terms, effective 09/10/2014. This change is in response to customer feedback since the initial pilot launch on October 1, 2012.

New Terms: All monthly invoices will be due within thirty (30) days of receipt of the monthly invoice by the organization. An invoice is considered past due if not paid within thirty (30) days of receipt.

Colorado Interactive, LLC, is no longer accepting partial payments. Users with pending refunds should pay their invoice in full. Credits will be applied as they are processed.

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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

- 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 have been 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 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 support 7:00 a.m. to midnight.

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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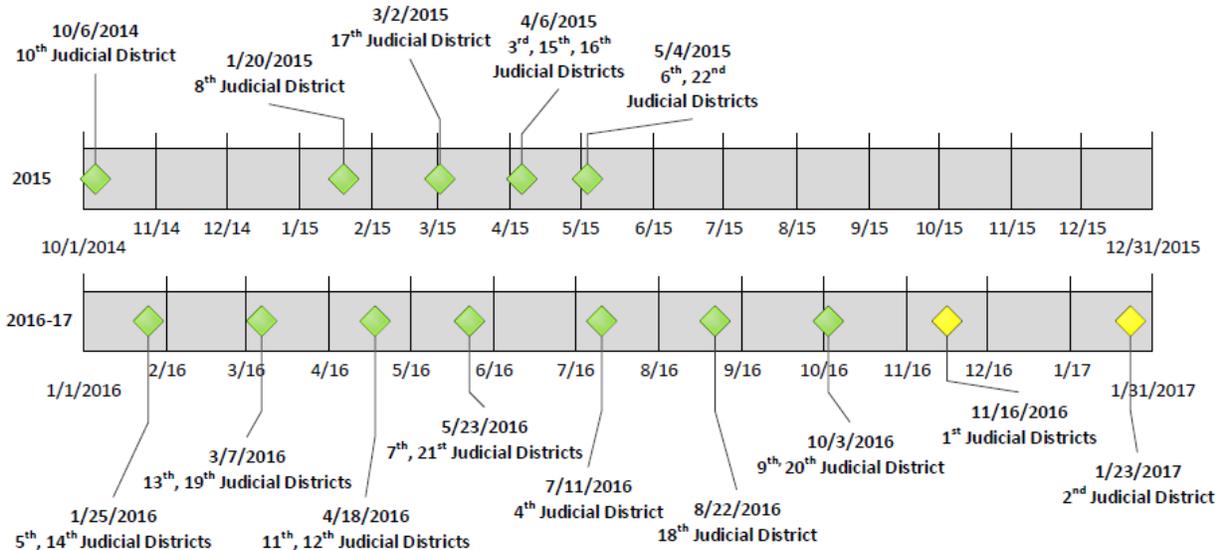


E-Filing News

Current as of 4/27/2016

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.

