



Colorado Interactive

**Colorado Courts E-Filing (CCE) Billing Reports &
Payment Management**

User Guide

Version 2.0

Table of Contents

Contents

1	Overview.....	3
1.1	Welcome.....	3
1.2	How to access Billing Interface.....	3
1.3	Billing Information.....	4
2	Logging into the System	5
3	Billing Reports and Payment Management Home Page	7
4	Billing Reports.....	8
5	Billing Data Export	9
6	Pay Invoice Now	10
	<i>Pay Invoice Now provides you with the ability to review and select invoices for payment. Pay Now does allow for partial payments.....</i>	<i>10</i>
7	Set Up AutoPay	16
8	How to Contact Billing Support	17
8.1	What Billing Support can assist you with.....	17
8.2	How to contact Billing Support.....	17
	<i>Billing Support</i>	<i>17</i>
	<i>Email.....</i>	<i>17</i>
	<i>Mail.....</i>	<i>17</i>
9	Security Best Practices	19
9.1	System maintenance	19
9.2	Password Security	19

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 or 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.

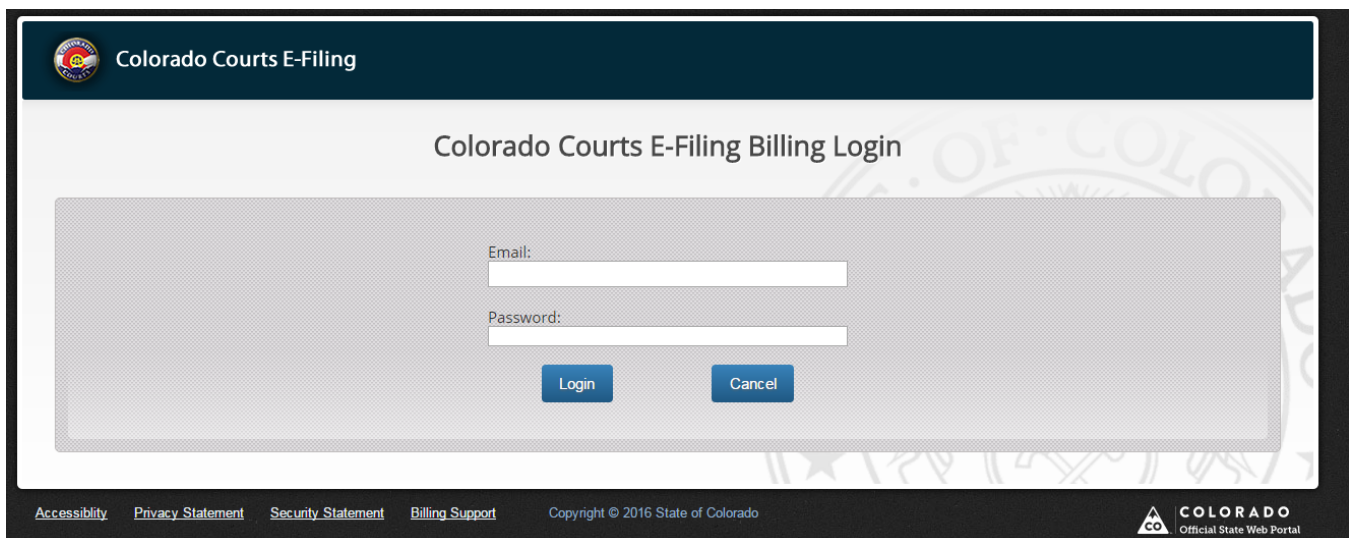
2 Logging into the System

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.



Colorado Courts E-Filing

Colorado Courts E-Filing Billing Login

Email:

Password:

Login Cancel

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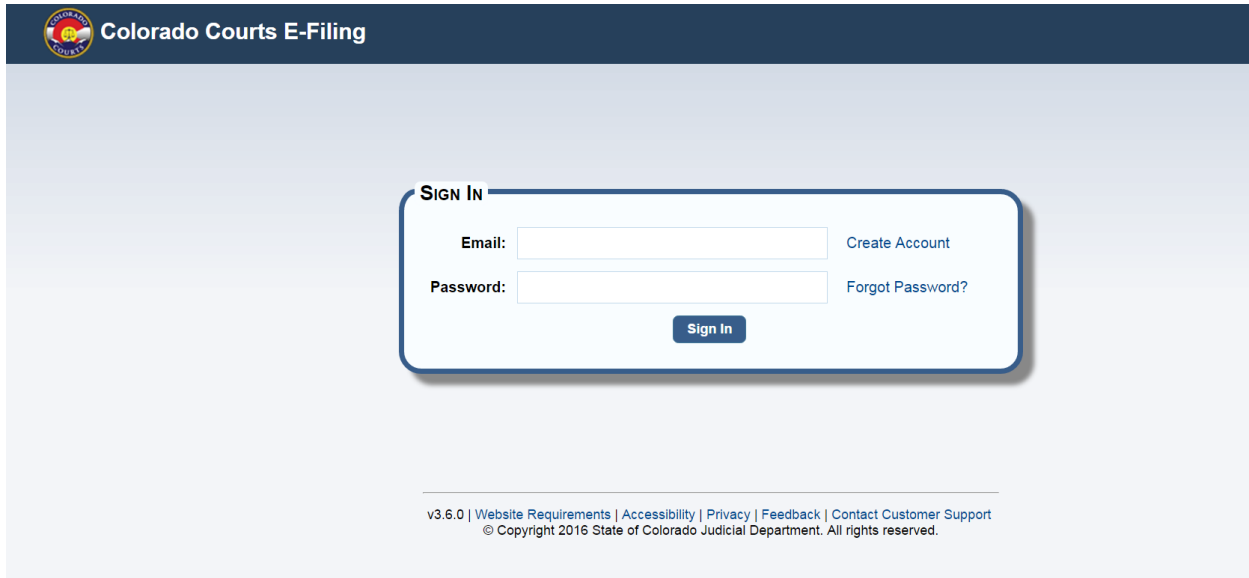
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**Please note that this system is for paying invoices and maintaining your billing account only, you cannot e-file through this system. You can access the e-file system at:*

<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>



SIGN IN

Email: [Create Account](#)

Password: [Forgot Password?](#)

[Sign In](#)

v3.6.0 | [Website Requirements](#) | [Accessibility](#) | [Privacy](#) | [Feedback](#) | [Contact Customer Support](#)
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3 Billing Reports and Payment Management

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.

The screenshot shows the 'Billing Reports and Payment Management' page within the 'Colorado Courts E-Filing' system. The page features a dark blue header with the system name and a 'Logout' button. The main content area contains four blue buttons arranged in a 2x2 grid: 'Billing Reports', 'View or Pay Invoice', 'Billing Data Export', and 'Set Up AutoPay'. The footer includes links for 'Accessibility', 'Privacy Statement', 'Security Statement', and 'Billing Support', along with a copyright notice for 2016 and the Colorado Official State Web Portal logo.

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.

Colorado Courts E-Filing

Request Billing Reports

Logout

All Fees | Filing & Service Fees | Statutory Filing Fees | Case History Access Fees | Notification Fees

* Fill in all required fields

* Organization: CI Courts Organization

* Organization User: All

Court Location: All

Case Number: [][]

Billing Reference: []

Filing ID: []

* From Date: []

* To Date: []

Filing Party First Name: []

Filing Party Business or Last Name: []

Authorizing Party First Name: []

Authorizing Party Last Name: []

Submit | Reset

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5 Billing Data Export

The Billing Data Export page is used to create and export a CSV file of your billing data.

The screenshot shows the 'Billing Data Export' page within the 'Colorado Courts E-Filing' system. At the top left is a home button. The main heading is 'Billing Data Export', with a 'Logout' button to its right. A central form area contains a message: '* Fill in all required fields'. Below this are two required date fields: '* From Date' and '* To Date', each with a text input box and a help icon. A 'Billing Data CSV Export' button is positioned below the form. The footer includes links for 'Accessibility', 'Privacy Statement', 'Security Statement', and 'Billing Support', along with 'Copyright © 2016 State of Colorado' and the 'COLORADO Official State Web Portal' logo.

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.

Colorado Courts E-Filing

Pay Invoice Logout

* Fill in all required fields

Customer Information

Customer Name: CI Courts Organization Customer Number: 1268

Customer Invoices Pay Now

Total Unpaid Amount: **\$1,711.10**

Billing Cycle	Status	Paid in Full	Total Amount	Paid Amount	Due Amount	Due Date
<input type="radio"/> 01/2015 - Invoice	Closed	No	\$252.85	\$0.00	\$252.85	03/02/2015
<input type="radio"/> 01/2015 - Invoice	Closed	Yes	\$252.85	\$252.85	\$0.00	03/02/2015
<input type="radio"/> 04/2015 - Invoice	Closed	No	\$699.70	\$0.00	\$699.70	05/30/2015
<input type="radio"/> 04/2015 - Invoice	Closed	Yes	\$699.70	\$699.70	\$0.00	05/30/2015
<input type="radio"/> 06/2016 - Invoice	Closed	No	\$758.55	\$0.00	\$758.55	07/30/2016

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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.

Colorado Courts E-Filing

Currently operating as organization "ITS Test Firm ." (return to report criteria to select a different organization)

Logout

Invoice Summary

Organization: ITS Test Firm


Billing Cycle:	June 2016	
Electronic Filing Subtotal:	\$3,726.85	view detail
Case History Purchase Subtotal:	\$120.00	view detail
Notifications Purchase Subtotal:	\$1,254.66	view detail
Invoice Total:	\$5,101.51	
Credit:	\$0.00	
Amount Due:	\$2,943.75	


[Back to Invoices](#) [Pay Now](#) [Printable Invoice](#)

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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.


Colorado Courts E-Filing



Currently operating as organization "ITS Test Firm ." (return to report criteria to select a different organization)

Logout

Electronic Filing Invoice

Organization: ITS Test Firm
Invoice Total: \$3,726.85

Court Location: Adams County

Case Number: 2004R 5595

Case Caption: The People of the State of Colorado v. Pacheco, Joseph Timothy

Filing ID: 5718EA7BD2D09 **Billing Reference:**

Submitted by: Test Account

Parties:
Joseph Timothy Pacheco

Authorized by: Test Account

Documents:
Proposed Order test
Motion test

Fee Type	Filing Date / Time	Amount
County Court E-File Fee	06/20/2016 10:03:45 AM	\$6.85

Summary for Case: 2004R 5595

Amount: \$6.85

Case Number: 2016C 30179

Case Caption: Its Test Firm v. Defendant, Test

Filing ID: 7040B1A4BBB0E **Billing Reference:** test

Submitted by: Test Account

Parties:
ITS Test Firm

Authorized by: Test Account


Documents:
Summons and Complaint

Fee Type	Filing Date / Time	Amount
County Court E-File Fee	06/06/2016 07:36:23 AM	\$6.85
C FILING FEE	06/06/2016 08:56:08 AM	\$97.00

Summary for Case: 2016C 30179


Amount: \$103.85

Back to Invoice Summary
Invoices
Pay Now



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[Security Statement](#)
[Billing Support](#)

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Currently operating as organization "ITS Test Firm ." (return to report criteria to select a different organization)

Logout

Case History Purchase Invoice

Organization: ITS Test Firm

Invoice Total: \$120.00

Court Location: Adams County

Case Number: 2015CR1302

Case Caption: The People of the State of Colorado v. Test3, Guy

Billing Reference:

Purchaser: Test Account

Date / Time: 06/06/2016 09:35:23 AM

Fee: \$10.00

Case Number: 2012PR500042

Case Caption: Case Caption Suppressed

Billing Reference:

Purchaser: Robin Lee

Date / Time: 06/08/2016 09:33:36 AM

Fee: \$10.00

Court Location: Eagle County

Case Number: 1999DR34

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](#)





Currently operating as organization "ITS Test Firm ." (return to report criteria to select a different organization)

Logout

Notifications Invoice

Organization: ITS Test Firm

Invoice Total: \$1,254.66

Date / Time: 06/30/2016 02:00:47 PM	Purchase ID: DAAE66BD122D7	Fee: \$20.00
Date / Time: 06/30/2016 02:00:47 PM	Purchase ID: 1610D5EDEBEE0	Fee: \$20.00
Date / Time: 06/30/2016 02:00:47 PM	Purchase ID: 9BBCBB9A3F5A2	Fee: \$20.00
Date / Time: 06/30/2016 02:00:48 PM	Purchase ID: 12E44A2F38923	Fee: \$20.00
Date / Time: 06/30/2016 02:00:48 PM	Purchase ID: FDE2815782A28	Fee: \$20.00
Date / Time: 06/30/2016 02:00:48 PM	Purchase ID: C4A5EF134D857	Fee: \$20.00
Date / Time: 06/30/2016 02:00:48 PM	Purchase ID: E462799C87EA7	Fee: \$20.00
Date / Time: 06/30/2016 02:00:48 PM	Purchase ID: 6446A52EB6BD7	Fee: \$20.00

[Back to Invoice Summary](#)

[Invoices](#)

[Pay Now](#)

Navigation icons: back, forward, page 1, 2, 3, 4, search, refresh



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.

Colorado Courts E-Filing

Payment Information

Logout

* Fill in all required fields

Payment Amount

Total Due Amount: \$10,345.04 Payments Submitted: \$31.50 Amount Remaining: \$10,313.54

Credit Card Option

* Payment Amount: \$

* Card Type: -- Card Type --

* Credit Card:

* Card Expiration Date:

Make Credit Card Payment Clear Fields

ACH Option

* Payment Amount: \$

* Routing Number:

* Account Number:

* Account Type: -- Account Type --

* Customer Type: -- Customer Type --

* Bank Name:

Make ACH Payment Clear Fields


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**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.



Colorado Courts E-Filing

Set Up AutoPay Logout

* Fill in all required fields

Customer Information

Customer Name:	CI Courts Organization	Customer Number:	1268
Credit Card:	(No Credit Card information on file)		
ACH:	Test - CHECKING - BUSINESS - *9999		
AutoPay Status:	ACH Payment Option		

AutoPay

No AutoPayment Credit Card Payment Option ACH Payment Option

Update Credit Card

* Credit Card:

* Card Expiration Date:

* Card Type: -- Card Type --

Update ACH


* Routing Number:

* Account Number:

* Account Type: -- Account Type --

* Customer Type: -- Customer Type --

* Bank Name:

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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: efilingsupport@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

10/21/2016

over how and what we communicate to you. To sign up for one of our notification, 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.**