



Colorado Interactive

Gambling Intercept Payment User Manual

Version 1.0

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Note: This application intercepts debt owed to multiple agencies, including CDHS, Judicial, and DPA. CDHS has first priority on all matches, Judicial has second priority, and DPA is searched last. The system intercepts for multiple accounts from different entities (i.e. Institutions of Higher Education, Colorado Department of Labor, Colorado Department of Public Health & Environment). Please do not use the browser **Back** button anywhere in this application. If you need to go back, please click the **Restart** button to return to the Patron Information page and start over. Also, the **Restart** button will return you to the Patron Information page throughout the application if you are still logged in. If your session has expired, you will be re-directed to the Splash page and be prompted for your username and password after clicking **Login**.

1 Log In

Go to <https://www.colorado.gov/apps/dor/gip/index.jsf>

To log in, please click **Login** and enter your Gambling Intercept username and password. Based on your username privileges, you will either be logging in as a Searcher or a Payer.



Welcome to Gambling Intercept Payment Service

This service is provided on behalf of the Department of Revenue in conjunction with the Department of Human Services and The State Judicial Branch.

Please disable all pop-up blockers for this site to optimize the use of this application.



2 Patron Information Page

The screenshot shows the Colorado Department of Revenue's official state web portal. The header includes the Colorado logo and the text 'The Official State Web Portal'. Below this is the 'Department of Revenue' title and a banner image of the Colorado State Capitol and mountains. A green bar contains the address '1881 Pierce St., Lakewood, CO 80214' and the phone number '303-205-5600'. A 'Feedback' button is in the top right corner. The main content area is titled 'Please Enter Patron Information'. It lists required fields with asterisks: Social Security Number (format XXX-XX-XXXX), First Name, Last Name, Date of Birth (format mm/dd/yyyy), Payout Amount, and Reference Number. Below the fields, a verification section states 'I verify that I have checked the following:' and lists two bullet points: 'Photo identification has been used to positively identify person above.' and 'Correct payout amount entered (after taxes, if taxes withheld)'. An 'I agree' checkbox is present. At the bottom are 'Continue' and 'Restart' buttons.

Colorado The Official State Web Portal

Department of Revenue

1881 Pierce St., Lakewood, CO 80214 | 303-205-5600

Feedback

Please Enter Patron Information

* Denotes a Required Field.

* Social Security Number: XXX-XX-XXXX

* First Name:

* Last Name:

* Date of Birth: (mm/dd/yyyy)

* Payout Amount:

Reference Number :

I verify that I have checked the following:

- Photo identification has been used to positively identify person above.
- Correct payout amount entered (after taxes, if taxes withheld).

☐ I agree

Enter the required information listed below:

1. * Social Security Number of Patron
2. * First Name of the Patron
3. * Last Name of the Patron
4. * Date of Birth
5. * Payout Amount
6. Reference Number (required per ICMP)
7. Click **I agree** check box
8. Click **Continue**

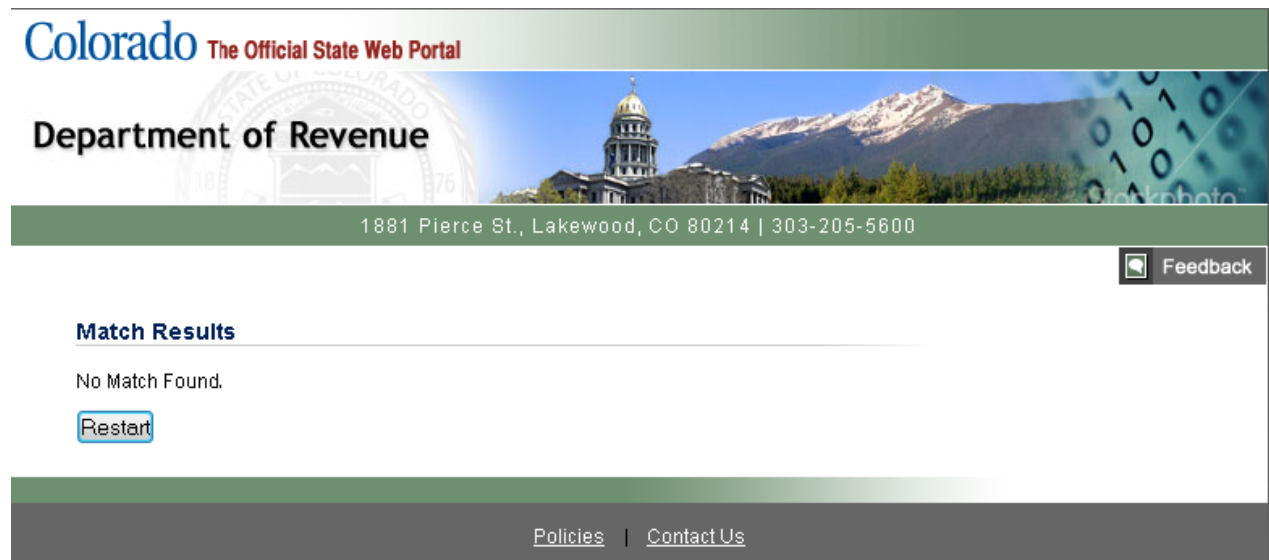
3 Match Results Page

Note: Please do not use the browser **Back** button anywhere in this application. If you need to go back, please click the **Restart** button to return to the Patron Information page and start over.

Also, the **Restart** button will return you to the Patron Information page throughout the application if you are still logged in. If your session expired, then you will be re-directed to the Splash page and be prompted for your username and password after clicking **Login**.

If the search does not generate a match, you will be directed to a page that says “No Match Found.”

No Match Found Page Example



You may click the **Restart** button to begin a new search.

If your search results in a match, you will see a screen similar to the following:

Match Results Page Example – Single Agency Match

Colorado

The Official State Web Portal

Department of Revenue

1881 Pierce St., Lakewood, CO 80214 | 303-205-5600

Feedback

Match Results

Your search was successful in producing a positive match. The following is from the CDHS, Judicial, and DPA databases. Please ensure this information matches the information you have collected from the patron.

Please select "I Agree" and "Complete Intercept" below to finalize this intercept. The intercept is not complete until this is done.

I have verified all information is correct and I have provided the current address if the patron provided a different address from what appears below.

☒ I agree

Complete Intercept

Restart

Section 1

First Name:

Testing

Last Name:

Lottery

Payout Amount:

\$1,200.00

Section 2a

Agency Account Information

Section 2b

DPA Case Numbers:

3588771

Total Owed to DPA:

\$3,835.32

Total Owed:

\$3,835.32

Please provide information.

* Denotes a Required Field.

* Address 1:

123 Main Street

Address 2:

* City:

Denver

* State:

CO

* Zip:

80202

Phone:

Section 3

Amount Due to Patron:

Total:

\$0.00

Section 4

Total Amount Intercepted:

Total:

\$1,145.00

Summary of Intercepts

Amount intercepted for DPA:

\$1,145.00

Total of intercepts:

\$1,145.00

Additional Fees

Licensee Fee:

\$30.00

Gambling Intercept Cash Fund Fee:

\$25.00

Colorado


www.colorado.gov

Match Results Page Example – Multiple Agency Match



Match Results

Your search was successful in producing a positive match. The following is from the CDHS, Judicial, and DPA databases. Please ensure this information matches the information you have collected from the patron.

**Please select "I Agree" and "Complete Intercept" below to finalize this intercept. The intercept is not complete until this is done.**

I have verified all information is correct and I have provided the current address if the patron provided a different address from what appears below.

☐ I agree

Complete Intercept

First Name: Fred
Last Name: Flintstone
Payout Amount: \$3,500.00

Agency Account Information	
Judicial Case Numbers:	RD0502011CR000070 20140112
Total Owed to Judicial:	\$1,014.75
DPA Case Numbers:	3662476
Total Owed to DPA:	\$1,239.00
Total Owed:	\$2,253.75

Please provide information.

* Denotes a Required Field.

* Address 1:

Address 2:

* City:

* State: * Zip:

Phone:

Amount Due to Patron:	
Total:	\$1,191.25

Total Amount Intercepted:	
Total:	\$2,253.75

Summary of Intercepts	
Amount intercepted for Judicial:	\$1,014.75
Amount intercepted for DPA:	\$1,239.00
Total of intercepts:	\$2,253.75

Additional Fees	
Licensee Fee:	\$30.00
Gambling Intercept Cash Fund Fee:	\$25.00

The Match Results page consists of multiple sections:

1. The first section contains the **I Agree** check box and **Complete Intercept** button.
2. The second section consists of two areas:
 - a. The left most side contains the Obligor's information such as name, payout amount, and address, if one is already on file, and a check box to make an address change if one is required.
 - b. The right most side is where the Agencies' account information is displayed. This may contain Account/Case Numbers, Total Amount Owed (broken down by Agency) and Total Owed.
3. The third section on the screen is where address information can be verified or updated. Address 1, City, State, and Zip code are required fields. Note: The Judicial Branch does not include the address in their records and DPA may not include the address either. Due to this omission, you will be required to enter the Obligor's address in the box below the Obligor's Name. The system will not let you advance without that information being entered.
4. The fourth and final section below the address, details the Amount Due to Patron, Total Amount Intercepted, Summary of Intercepts, which breaks out the amounts for each agency, and the Additional Fees.

The section labeled Additional Fees is where the Administrative Fees are listed. The Administrative Fees include the Licensee Fee (\$30) and the Gambling Intercept Cash Fund Fee (\$25), for a total amount of \$55.00. If the search results in a match, the Additional Fees are subtracted from the Payout Amount, and the remaining Payout Amount balance will be applied to the total owed to the all Agencies with intercepts.

Note: If there are not enough winnings to cover a multiple intercept match, the subsequent agencies, per the hierarchy structure (see TOC Note on pg. 2), may only receive a partial payment.

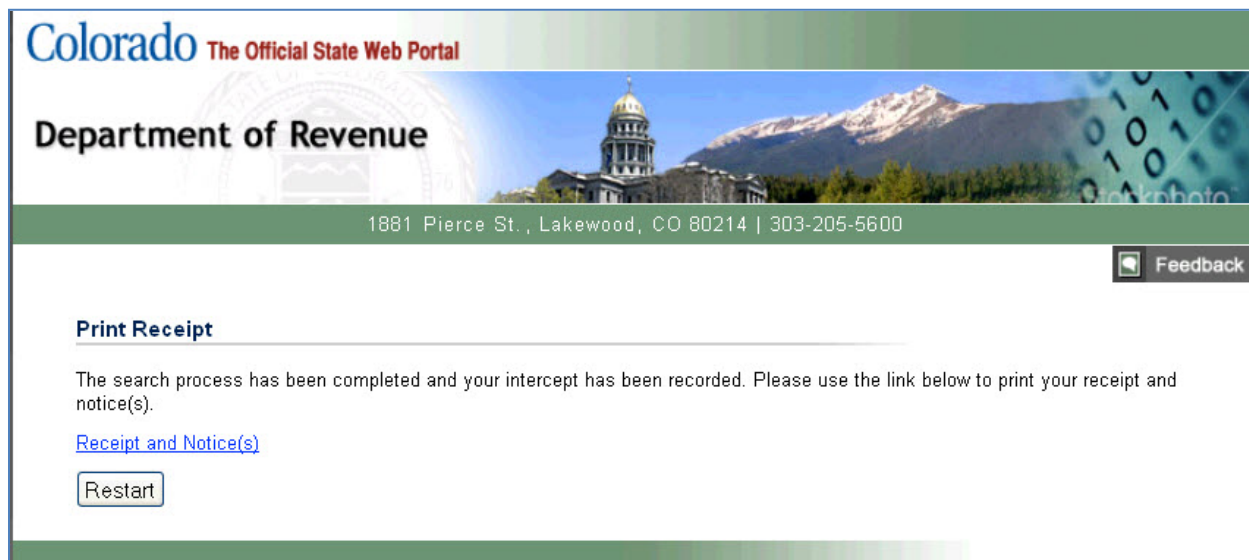
To complete an intercept perform the following actions:

1. Verify all information is correct, including the address
 - a. If the patron has provided a new address or the address fields are blank, update the address. Note: In the example, on the previous page, an address for the Obligor was not on file and required an entry into the address fields requested.
2. If all information looks correct, click **I Agree** and then **Complete Intercept**.

4 Print Receipt Page

After clicking the **I Agree** check box and **Complete Intercept** button on the Match Results page, you will see the Print Receipt page.

Print Receipt Page Example



To print out the Receipts and Letters, click the link **Receipt and Notice(s)** displayed on the Print Receipt page. The system will generate the following depending on what type of match:

1. CDHS Only: 2 Receipts and 1 CDHS Letter for the Obligor
2. Judicial Only: 2 Receipts and 1 Judicial Branch Letter for the Obligor
3. DPA Only: 2 Receipts and 1 DPA Letter for the Obligor
4. Combined Match: Up to 6 Receipts (two receipts per agency) and 3 Letters (one for CDHS, one for Judicial Branch and one for DPA)

One receipt for each intercept should be retained by the Licensee for support of the search and payment, while the second receipt for each intercept is for the Obligor to detail the intercept made.

Single Agency Receipt Example

GAMBLING INTERCEPT PAYMENT RECEIPT

Summary of Fees

Reference Number: TEST

Licensee: Colorado Interactive

User Name: Searcher1

Date/Time: 01/27/2014 01:20 PM

User Information	
First Name:	Fred
Last Name:	Flintstone
Address 1:	123 S. Quarry Dr.
City, State, and Zip:	Bedrock, CO 80000
Date of Birth:	07/11/1950

Summary of Fees for CDHS	
Payout Amount:	\$ 3,500.00
Amount Intercepted For CDHS:	\$ 3,445.00

Additional Fees	
Licensee Fee:	\$ 30.00
Gambling Intercept Cash Fund Fee:	\$ 25.00

Total Amount Intercepted (including fees)	
Total:	\$ 3,500.00

Total Amount Due to Patron	
Total:	\$ 0.00

Multiple Agency Receipt Example

GAMBLING INTERCEPT PAYMENT RECEIPT

Summary of Fees

Reference Number: TEST

Licensee: Colorado Interactive

User Name: Searcher1

Date/Time: 01/27/2014 12:58 PM

User Information	
First Name:	Fred
Last Name:	Flintstone
Address 1:	123 S. Quarry Dr.
City, State, and Zip:	Bedrock, CO 80000
Date of Birth:	01/01/1900

Summary of Fees for Judicial Branch	
Payout Amount:	\$ 3,500.00
Amount Intercepted For Judicial Branch:	\$ 1,014.75

Summary of Fees for DPA	
Payout Amount:	\$ 3,500.00
Amount Intercepted For DPA:	\$ 1,239.00

Additional Fees	
Licensee Fee:	\$ 30.00
Gambling Intercept Cash Fund Fee:	\$ 25.00

Total Amount Intercepted (including fees)	
Total:	\$ 2,308.75

Total Amount Due to Patron	
Total:	\$ 1,191.25

Judicial Branch Letter Example

**COLORADO STATE JUDICIAL BRANCH
NOTICE OF INTERCEPT OF GAMBLING WINNINGS
FOR RESTITUTION OBLIGATION**

Date: 01/27/2014 12:58 PM

NAME: Fred Flintstone

SSN: XXX-XX-9276

ADDRESS: 123 S. Quarry Dr.

Bedrock, CO 80000

RESTITUTION OWED: \$ 1,014.75

INTERCEPTED AMOUNT: \$ 1,014.75

CASE NUMBER(S): RUBBLE12345

All or part of your winnings have been intercepted as payment toward your restitution obligation pursuant to Part 6, Article 35 of Title 24, Colorado Revised Statutes (Gambling Intercept Intercept Act).

An administrative review of the intercept may be requested. This request must be made in writing within 15 days of receipt of this notice and must be directed to the Clerk of Court in the county where your restitution is owed. To obtain the address of the court location, you may visit www.courts.state.co.us, or contact the State Court Administrator's Office, Collections Unit, at 720-625-5899 or 1-800-888-0001 ext 55899.

Requests for an administrative review received after the 15 day deadline has expired will not be accepted. The sole issue to be determined at the administrative review shall be whether you are required to pay restitution pursuant to an order entered by a court of this state and the amount of restitution outstanding. The determination of the administrative review will be final. You will be notified of the outcome of the administrative review by the Clerk of Court in writing within 15 calendar days of receipt of your written request.

If the administrative review finds that the amount intercepted is proper, the intercepted winnings will be applied toward the restitution obligation you owe. If the review finds that the amount intercepted is not proper, the appropriate amount due you will be released.

Thank you for your cooperation in this matter.

**State Court Administrator's Office
Collections Unit
720-625-5899
1-800-888-0001 ext 55899**

Department of Personnel and Administration (DPA) Letter Example

**CENTRAL COLLECTIONS OFFICE
NOTICE OF INTERCEPT OF GAMBLING WINNINGS
FOR DEBTS OWED TO STATE AGENCIES**

Date: 01/27/2014 12:58 PM

NAME: Fred Flintstone **SSN:** XXX-XX-9276
ADDRESS: 123 S. Quarry Dr.
Bedrock, CO 80000

RESTITUTION OWED: \$ 1,239.00
INTERCEPTED AMOUNT: \$ 1,239.00
CASE NUMBER(S): RUBBLE12345

All, or part of, your cash winnings have been intercepted, pursuant to C.R.S. 24-35-605 (Gambling Intercept Act), as payment toward your outstanding obligation owed to a Colorado State Agency or Political Subdivision through Central Collection Services, the State Agency that collects past due debts on behalf of other State Agencies and Political Subdivisions, according to C.R.S. 24-30-202.4.

An Administrative Review of the intercept may be requested. This request must be made in writing and received within thirty (30) days of the date of this notice and must be directed to the address listed below. Any relevant information or documentation you wish to be included in the review must be submitted with the request.

The Administrative Review shall be held by an Administrative Law Judge from the Office of Administrative Courts within thirty (30) days of the date your request is received. You will receive a written notice of the results, within thirty (30) days of issuance of the Administrative Review decision.

The sole issue to be determined at the Administrative Review shall be whether the administrative processes were followed correctly by the originating agency and Central Collection Services. The determination of the Administrative Law Judge will be final. If the Administrative Review finds that the amount intercepted is proper, the intercepted cash winnings will be applied to the amount(s) owed to State Agencies and/or Political Subdivisions through Central Collection Services. If the Administrative Review finds that the intercept is improper, the appropriate amount will be refunded to you.

The Request for Review and any further questions or inquiries may be directed to:

**Central Collection Services
1525 Sherman Street
Denver, CO 80203
303-866-6560**

Colorado Department of Human Services (CDHS) Letter Example

CHILD SUPPORT ENFORCEMENT PROGRAM NOTICE OF INTERCEPT OF GAMBLING WINNINGS FOR CHILD SUPPORT

Date: 01/27/2014 01:20 PM

NAME: Fred Flintstone

SSN: XXX-XX-5728

ADDRESS: 123 S. Quarry Dr.
Bedrock, CO 80000

TOTAL AMOUNT OWED: \$ 62,015.04

INTERCEPTED AMOUNT: \$ 3,445.00

COURT ORDER NUMBER(S): RUBBLE12345

All or part of your winnings have been intercepted because you owe a child support debt, child support arrearages or child support costs pursuant to Section 26-13-118.7, C.R.S.

Your winnings will be held for thirty days to allow you to request an Administrative Review. An Administrative Review may only be requested on two grounds. You may request a review if: 1) you disagree with the arrear balance owed and you are able to show that all child support payments were made when due or that the amount owed is different from what is listed on this notice, or 2) you are not the person responsible for this child support obligation and you can provide documentation that substantiates your claim. To request an Administrative Review, you must send a **written** request within thirty (30) days of the date of this notice to the County Child Support Enforcement Unit listed below. The Administrative Review is not a judicial determination.

After you have **received the results** of the County CSE Unit Administrative Review, you may request a subsequent review if you disagree with the county's results. Your **written** request must be received within thirty (30) days of the date of the County CSE Unit results letter. Your **written** request must be mailed to the Policy and Evaluation Section, Colorado Division of Child Support Enforcement, 1575 Sherman St, Fourth Floor, Denver Colorado, 80203.

You may opt to waive your right to an Administrative Review by providing a notarized, signed **written** statement to the Division of Child Support Enforcement at the fax number listed below, requesting that the winnings be released immediately and applied against your child support debt, your child support arrearages or your child support costs.

To request an Administrative review, please send your **written** request to:

CITY AND COUNTY OF DENVER
DENVER COUNTY DHS - CSE UNIT
1200 FEDERAL BLVD
DENVER, CO 80204

The intercepted amount will not reduce your debt, arrearages or costs until the intercepted funds are received and posted by the Colorado Division of Child Support Enforcement.

Colorado Division of Child Support Enforcement
State Enforcement Unit
303-866-4300
Fax 303-866-4380

5 Payer Login

Go to <https://www.colorado.gov/apps/dor/gip/index.jsf>

To log in, please click **Login** and enter your Gambling Intercept username and password. Based on your username privileges, you will either be logging in as a Searcher or a Payer.



Welcome to Gambling Intercept Payment Service

This service is provided on behalf of the Department of Revenue in conjunction with the Department of Human Services and The State Judicial Branch.

Please disable all pop-up blockers for this site to optimize the use of this application.



6 Payment(s) Page

After successfully logging in, the system will present you with all available intercepts ready for payment. Click on **Make Payment** next to the appropriate intercept to be advanced to the Checkout page. If the intercept was made in error, click **Report This Intercept as Error**. Each intercept marked as an error on the Payment(s) Page should have the error reason maintained with the GPI reconciliation reports, which are required by the ICMP, to substantiate any non-payments.

Colorado The Official State Web Portal

Department of Revenue

1801 Pierce St., Lakewood, CO 80214 | 303-205-5600

Help Fees Feedback

Payment Page

Usage Report

The following payments are waiting to be processed. Payments must be made within 24 hours of intercept.

Date:	03/29/11
Time:	10:44:07
Last Name:	Flintstone
Amount Intercepted:	\$4,985.00
Licensee Name:	Colorado Interactive
User Name:	tuser2

Make Payment

Report This Intercept as Error

Restart

7 Checkout Utility

When you click **Make Payment** on the Payment page, the system will advance to the first page in the Colorado.gov Checkout Utility. Fill out the required fields, which are denoted by *, and click **Continue**.

Account Information Page

Colorado.gov
Secured Online Payment Process

1. Payment Options 2. Payment Information 3. Account Holder Information 4. Confirmation 5. Customer Receipt

Enter your electronic check information.

* Denotes a Required Field

* Account Type
-- Select --

* Routing Number

* Account Number

Confirm Your Information
Please note: Payee reserves the right to assess a returned check penalty for any electronic payment which is returned for any reason. To ensure that you have entered your banking information correctly, please confirm your account and routing numbers below.


* Re-enter Routing Number

* Re-enter Account Number

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Account Holder Information Page

**Colorado.gov**
Secured Online Payment Process

Colorado.gov

1. Payment Options 2. Payment Information 3. Account Holder Information 4. Confirmation 5. Customer Receipt

Enter the billing information, or [change payment type](#).

A phone number and email address are required in the event we need to contact you. An email receipt will be sent if you provide a valid email address.

* Denotes a Required Field

* First Name

Middle Name

* Last Name

* Address

Address 2

* City

* State or Province

Colorado

 Other

* Postal Code

* Country Code


United States of America

* Phone Number (303-555-5555 format)


* Email Address (jdoe@somewhere.com)


Continue Cancel

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Verify Payment Information Page

**Colorado.gov**
Secured Online Payment Process



1. Payment Options2. Payment Information3. Account Holder Information4. Confirmation5. Customer Receipt

Verify Payment Information

Please ensure the information below is correct before proceeding.

Payer Information ?
Payer Person
987 Casino Town Rd.
Casino Town, CO 80000
US

Phone : 303-555-5555
Email : Payer.Person@ACasino.Com
[edit](#)

Account Information ?
Routing Number : *****711
Account Number : ****456789
[edit](#)

Transaction Details

Description	Amount	Quantity	Total Amount
Gambling Intercept [Judicial] - Flintstone	\$1,014.75	1	\$1,014.75
Gambling Intercept [DPA] - Flintstone	\$1,239.00	1	\$1,239.00
Gambling Intercept Cash Fund Fee	\$25.00	1	\$25.00
Total:			\$2,278.75

Notes

So that you can receive an email confirmation of this transaction, please add webmaster@www.colorado.gov to your list of approved senders.


When paying by electronic check (eCheck), this merchant is expressly authorized, if the check is dishonored or returned for any reason, to collect the amount of the check plus a returned check fee, as well as any additional fees incurred by the agency, as authorized by Colorado law. Clicking the "Agree/Continue" button is acceptance and acknowledgement of this policy and its terms.

Merchant	Amount
CO Gambling Intercept	\$2,278.75

The total amount of this transaction is \$2,278.75.

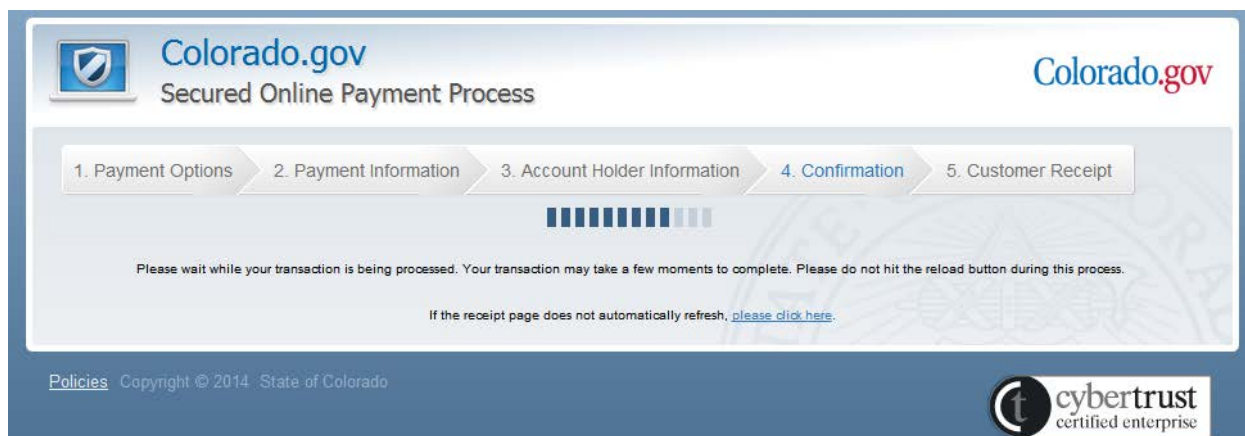
[Agree/Continue](#)[Disagree/Exit](#)

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Note: The system will automatically deduct the \$30 Licensee Fee from the total amount intercepted when sent into the Checkout Utility.

Confirmation Page (Confirmation In Progress)



The screenshot shows a web page titled "Colorado.gov Secured Online Payment Process". At the top right is the "Colorado.gov" logo. Below the title is a progress bar with five steps: "1. Payment Options", "2. Payment Information", "3. Account Holder Information", "4. Confirmation", and "5. Customer Receipt". Step 4 is highlighted with a blue bar. Below the progress bar is a loading indicator consisting of ten vertical bars of varying heights. A message states: "Please wait while your transaction is being processed. Your transaction may take a few moments to complete. Please do not hit the reload button during this process." Below this message is a link: "If the receipt page does not automatically refresh, [please click here](#)." At the bottom left is a link to "Policies" and copyright information: "Copyright © 2014 State of Colorado". At the bottom right is a "cybertrust certified enterprise" logo.

Colorado.gov
Secured Online Payment Process

1. Payment Options 2. Payment Information 3. Account Holder Information 4. Confirmation 5. Customer Receipt


Please wait while your transaction is being processed. Your transaction may take a few moments to complete. Please do not hit the reload button during this process.


If the receipt page does not automatically refresh, [please click here](#).

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Customer Receipt Page

**Colorado.gov**
Secured Online Payment Process



1. Payment Options2. Payment Information3. Account Holder Information4. Confirmation5. Customer Receipt

Customer Receipt

01/27/2014 14:21:46

THE TRANSACTION IS COMPLETE. PLEASE NOTE THAT YOUR PAYMENT IS SUCCESSFUL WHEN YOUR FINANCIAL INSTITUTION RENDERS PAYMENT FOR THIS TRANSACTION.

Please print your [receipt](#) for a record of this transaction. The order identification number is **4268338**. Please reference this number in any correspondence regarding this transaction.

Print this page or download a [PDF receipt](#) of your transaction for your records. For questions regarding this payment or any technical questions, please contact Colorado.gov at (800) 970-3468.

Payer Information ?

Payer Person
987 Casino Town Rd.
Casino Town, CO 80000
US

Phone : 303-555-5555
Email : Payer.Person@ACasino.Com

Account Information ?

Routing Number : *****711
Account Number : *****6789

Transaction Details

Description	Amount	Quantity	Total Amount
Gambling Intercept [Judicial] - Flintstone	\$1,014.75	1	\$1,014.75
Gambling Intercept [DPA] - Flintstone	\$1,239.00	1	\$1,239.00
Gambling Intercept Cash Fund Fee	\$25.00	1	\$25.00
Total:			\$2,278.75

Notes

So that you can receive an email confirmation of this transaction, please add webmaster@www.colorado.gov to your list of approved senders.


Merchant**Amount**

CO Gambling Intercept	\$2,278.75
-----------------------	------------

The total amount of this transaction is \$2,278.75.

Start Menu

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Note: The system will automatically deduct the \$30 Licensee Fee from the total amount intercepted when sent into the Checkout Utility.

8 Usage Report

From the Payment Page, you can click on **Usage Report** and enter in a date range to view searches that have been completed.

Once you enter a date range and click **Search**, the system will display all searches that have been made on the system during that date range.

Colorado

The Official State Web Portal

Department of Revenue

1881 Pierce St., Lakewood, CO 80214 | 303-205-5600

Feedback

Usage Report

Colorado Interactive

Choose Date Range

From:

01/27/2014

To:

01/27/2014

Search

Date & Time	User Name	Last Name	Result	Amount	Reference Number
27 Jan 2014 01:20 PM	Searcher1	Flintstone	Match	\$3,445.00	TEST
27 Jan 2014 12:58 PM	Searcher1	Flintstone	Match	\$2,253.75	TEST
27 Jan 2014 12:58 PM	Searcher1	Flintstone	Match	\$2,253.75	TEST
27 Jan 2014 11:38 AM	Searcher1	Flintstone	Match	\$2,253.75	TEST
27 Jan 2014 11:38 AM	Searcher1	Flintstone	Match	\$2,253.75	TEST
27 Jan 2014 10:44 AM	Searcher1	Flintstone	No Match	\$0.00	

CSV

XLS

PDF

Return to Payment Page

You have the option of exporting the report in CSV, XLS, or PDF. Click **Return to Payment Page** to return to the list of available intercepts ready for payment.


9 Potential Error Messages

With the latest release of the GIP application on January 28, 2014, match results and updating of the Obligor records are returned and updated in the Department of Revenue's Master Intercepts Repository (MIR) via web service calls. The following screen shots may be displayed to the Searcher in the case of the web service being down, and details some of the scenarios which may be encountered by the Users.

1. When a Searcher uses the GIP application to perform a search and the application does not receive a response from the web service call, the application will display a "Service Temporarily Unavailable" error on the **Please Enter Patron Information** screen within the application. Searchers should keep a log of the error messages for auditing purposes.

The screenshot shows the Colorado Department of Revenue website header with the text "Colorado The Official State Web Portal" and "Department of Revenue". Below the header is a green bar with the address "1881 Pierce St., Lakewood, CO 80214 | 303-205-5600" and a "Feedback" button. The main content area is titled "Please Enter Patron Information" and displays a red error message: "Service Temporarily Unavailable." Below the error message, there is a list of required fields marked with an asterisk: "Social Security Number:" (with a placeholder "XXX-XX-XXXX"), "First Name:", "Last Name:", "Date of Birth:" (with a placeholder "(mm/dd/yyyy)"), "Payout Amount:", and "Reference Number:". Below these fields, there is a section titled "I verify that I have checked the following:" with two bullet points: "Photo identification has been used to positively identify person above." and "Correct payout amount entered (after taxes, if taxes withheld).". Below the bullet points is a checkbox labeled "I agree". At the bottom of the form are two buttons: "Continue" and "Restart". The footer of the page contains links for "Policies" and "Contact Us".

- If a Searcher cannot complete/perform an intercept because the web service call does not return a response, the GIP application will display a "Service Temporarily Unavailable" error on the Match Results page within the application. Searchers should keep a log of the error messages for auditing purposes.



Colorado The Official State Web Portal


Department of Revenue

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[Feedback](#)

Match Results

Your search was successful in producing a positive match. The following is from the CDHS, Judicial, and DPA databases. Please ensure this information matches the information you have collected from the patron.



Please select "I Agree" and "Complete Intercept" below to finalize this intercept. The intercept is not complete until this is done.

I have verified all information is correct and I have provided the current address if the patron provided a different address than what appears above.

☒ I agree

Complete Intercept

Service Temporarily Unavailable.

First Name:	Mr.
Last Name:	Slate
Payout Amount:	\$1,200.00
Address 1:	123 Stone Quarry Cir.
Address 2:	
City, State and Zip:	Bedrock, CO 80000

☐ Click here if patron has address change

Agency Account Information

DPA Case Numbers:

Total Owed to DPA:	\$392,385.38
Total Owed:	\$392,385.38

Amount Due to Patron:

Total:	\$0.00
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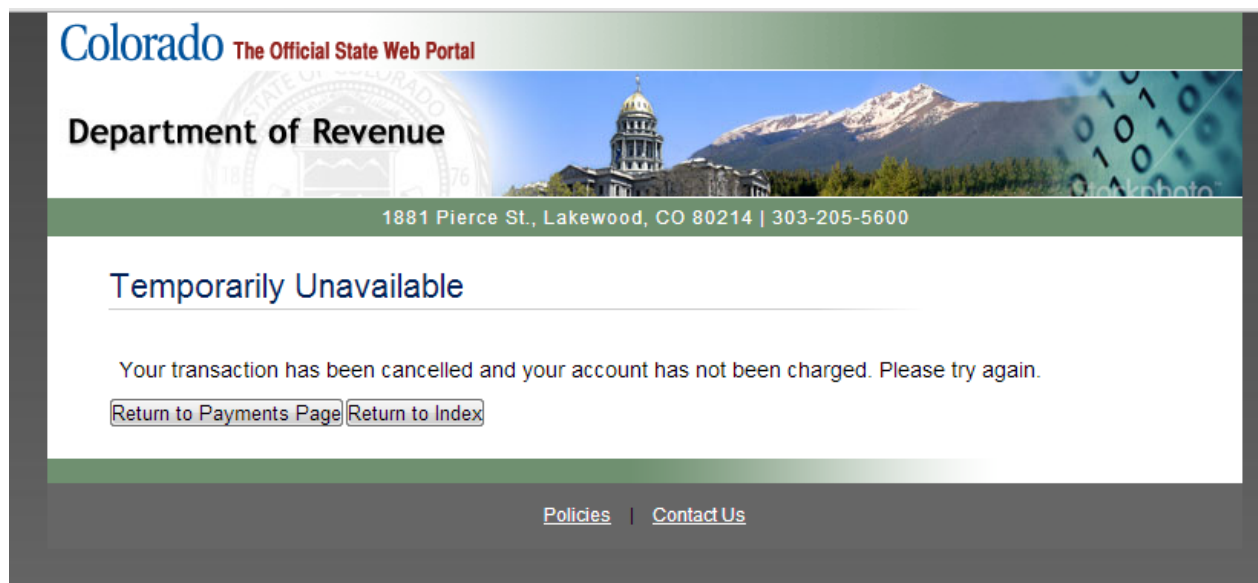
Total Amount Intercepted:

Total:	\$1,145.00
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Summary of Intercepts

Amount intercepted for DPA:	\$1,145.00
Total of intercepts:	\$1,145.00

3. If the Payer cannot pay an intercept while utilizing the Checkout Utility application because the web service call does not respond after they click **Agree/Continue** on the Verify Payment Information Page, the system will re-direct the Payer back into a page within the GIP application and display “Temporarily Unavailable. Your transaction has been cancelled and your account has not been charged. Please try again”. The Payer should keep a log of the error messages for auditing purposes and try again later.



4. If the Payer cannot complete/perform a reverse intercept (Report This Intercept as Error) after clicking the **OK** button in the pop-up dialog box, because the *Reverse Intercept* web service call does not respond, the system will display "Service Temporarily Unavailable" on the Payment(s) Page within the application. The Payer should keep a log of these errors for auditing purposes and try again later.

Colorado

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Feedback

Payments Page

Usage Report

Service Temporarily Unavailable.
The following payments are waiting to be processed. Payments must be made within 24 hours of intercept.

Order id:	16796	Make Payment
Date:	01/17/13	
Time:	16:47:30	
Last Name:	THUMB	Report This Intercept as Error
Payment Amount:	\$9,960.00	
Licensee Name:	Colorado Interactive	
User Name:	jnewman	
Order id:	16824	Make Payment
Date:	01/22/13	
Time:	14:31:47	
Last Name:	Cro	Report This Intercept as Error
Payment Amount:	\$425.00	
Licensee Name:	Colorado Interactive	
User Name:	mcrowe	
Order id:	16918	Make Payment
Date:	01/25/13	

5. If there is an unexpected error with processing or paying an intercept, the GIP application will display “An unexpected error has occurred. The system was unable to process your request. Please contact Division of Gaming.” In addition, Payers should keep a log of this error message, note when it occurred and try again later. In turn The Division of Gaming will contact the State’s Office of Information Technology (OIT) for troubleshooting.

