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The Northern Ireland Court Service

A Guide for the Enforcement Of Judgments Office Case Tracking Service

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EJO CASE TRACKING – A BRIEF SUMMARY

<u>EJO Case Tracking – What is it</u>? It's an Internet based information facility. This will enable the EJO Creditor Customer base to establish information on any case accepted for enforcement direct and without having to contact the office. Information will be "live time", and you will see the same data that the EJO staff have access to. The service is normally available from 6.00am until 10.00pm

<u>How do I access Case Tracking</u>? Access is via the NI Court Service Website, and details are enclosed within this guide

<u>What Information will I have Access To</u>? You will only have access to cases that you have lodged with the office. Access will be denied to all other cases. Restrictions also apply to cases where enforcement has been completed.

<u>What is the Case Enquiry Screen</u>? This is where you will find basic information relating to the case, e.g. Amount of debt lodged, and case acceptance date.

<u>What is the Case Statement Screen</u>? This is where you can check balances, payments received, date payments are paid out, and breakdown of fees, or any adjustments to the balance.

<u>What is the Event History</u>? This is where orders and letters are recorded against the case. They will come in the form of ID numbers. You can download enforcement documents here by clicking the 'view button', but you will need to download software to do this. This can be found on the on-line services page of the court service website.

<u>What is the Feedback Button</u>? This is located on the Case Entry page, the Case Enquiry Page, the Case Statement page and the Case Event History Page. This allows you to send an e-mail [without using your e-mail application] to one of 4 EJO teams.

HOW DO I ACCESS CASE TRACKING?

"Just follow the simple steps below"

1. **Access the NI Court Service Website at www.courtsni.gov.uk.**

2. **Either log in, or register an account via the Login/Register icon on the top right hand location on the NI Court Service Home Page.**

3. **Express your interest in using the EJO Case Tracking Facility (by e-mailing the Website Manager) at webmasternicts@courtsni.gov.uk . (This can be found on the NI Court Service Home Page). If you are already registered and have approval from EJO to access Case Tracking, go to step 7 below.**

4. **The Website Manager checks with EJO if the subscriber has approval to use the facility**

5. **The EJO will confirm/reject the approval (via e-mail to the subscriber, or by letter.)**

6. **Once approved, Website Manager will update your user account details. Once approved you need only to "log on" via the website prior to accessing services and then EJO Case Tracking.**

7. **Subscriber Logs into their account, via the Login/Register icon on the top right hand location on the NI Court Service Home Page.**

8. **Subscriber "clicks" the "Services Icon" which can be found at the top of the Home Page of the NI Court Service Website at www.courtsni.gov.uk, or click onto the EJO Case Tracking quick link on the Home Page.**

9. **Subscriber "clicks" on the "EJO Case Tracking" Icon, which can be found on the list of services on the left hand side. Then click "Launch the EJO Case Tracking" Icon.**

10. **Insert your EJO Case Number (with your CAPS LOCK ON) and select either Case Enquiry, or Case Statement Enquiry.**

11. **If you are unable to access the Court Service Website, please contact the Web Manager via e-mail webmasternicts@courtsni.gov.uk .**

TROUBLE SHOOTING

•I cannot access "Services"- New Users must register on the website, and express their interest with the Web Manager. You can contact the Web Manager via e-mail them at: webmasternicts@courtsni.gov.uk, existing users must "log on" via the Log In/Register Icon on the Home Page.

•Wrong Password Inserted – Try Again.

•Password Compromised or Forgotten – Use facility to change your password, or contact the webmaster at webmasternicts@courtsni.gov.uk.

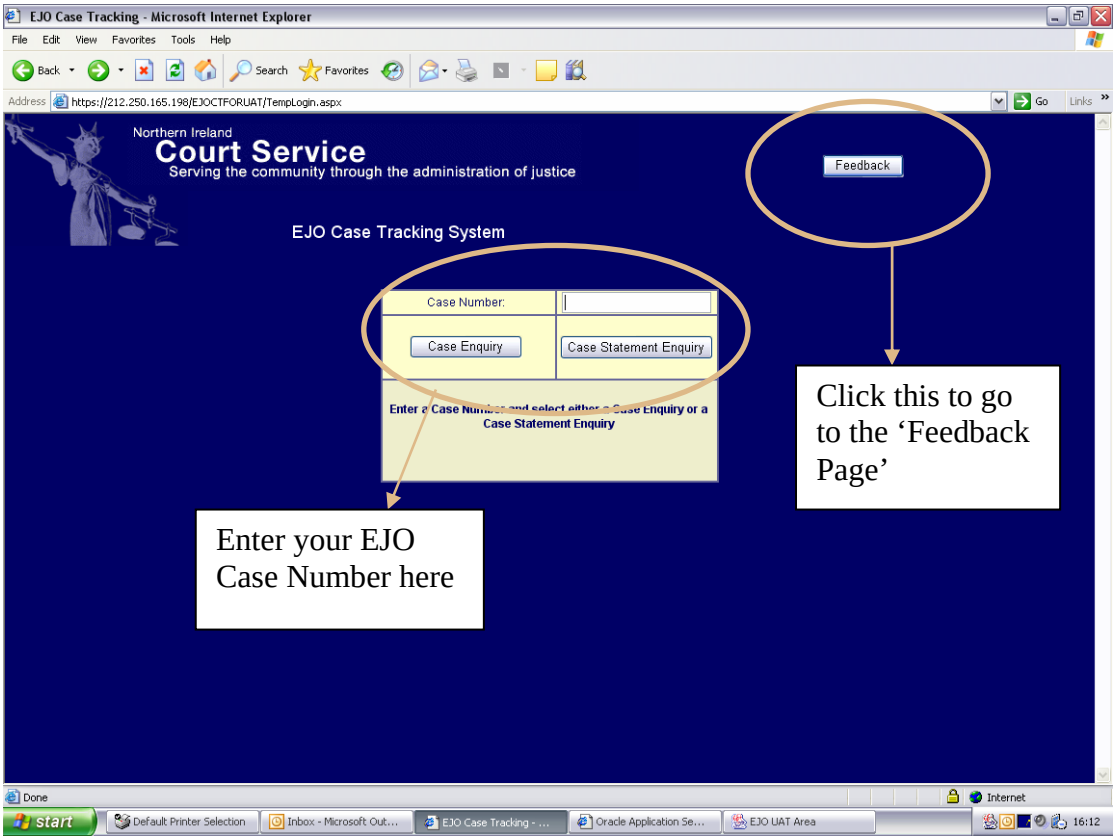
•EJO Case Number Not Recognised – Try Again WITH YOUR CAPS LOCK ON.

•EJO Case Number Still Not Recognised – Check your case number against that on any EJO documentation, or use the feedback button to contact EJO.

•Cannot Access Court Service Website - Contact the Web Manager via e-mail at webmasternicts@courtsni.gov.uk .

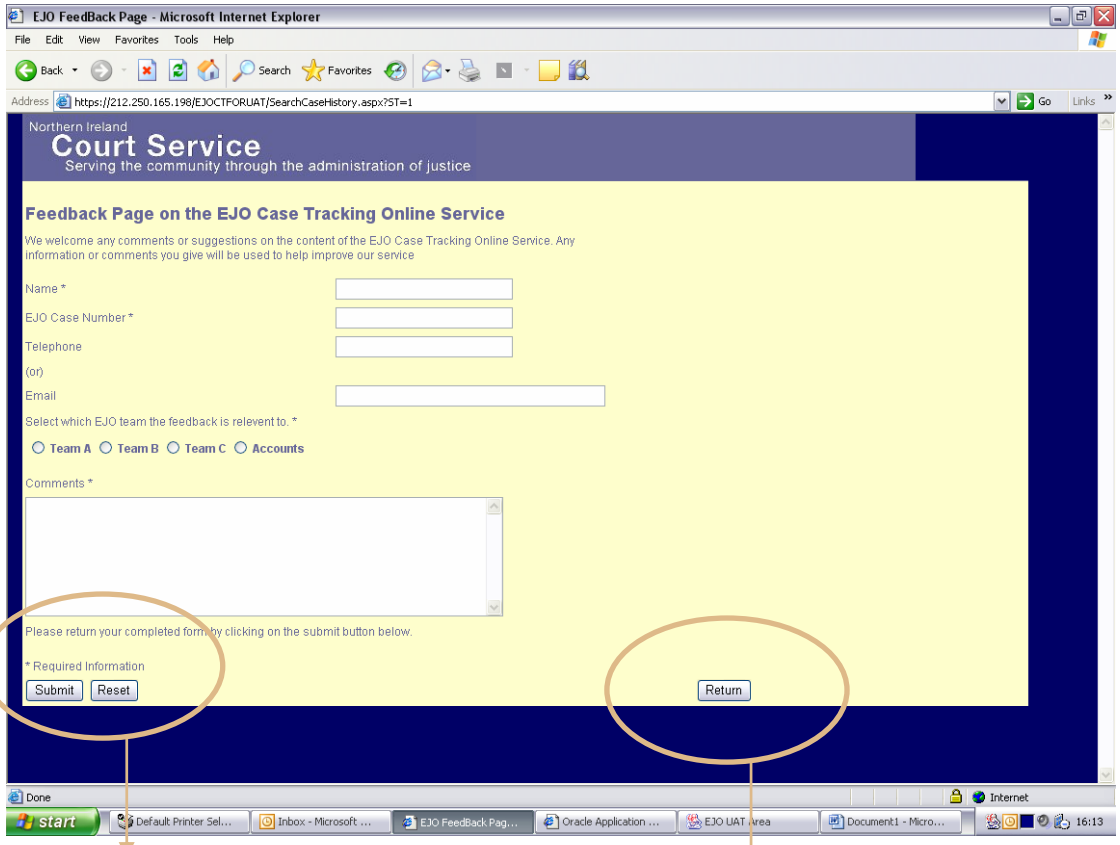
If you have a query in relation to EJO information contained in the case tracking facility, please contact the EJO Case IT Development Officer (Brian McNair) at ejoaccounts@courtsni.gov.uk, or 02890724854

The Case Entry Screen



To enter EJO case tracking, you need to enter the relevant EJO case number in the filed provided.

The Feedback Screen

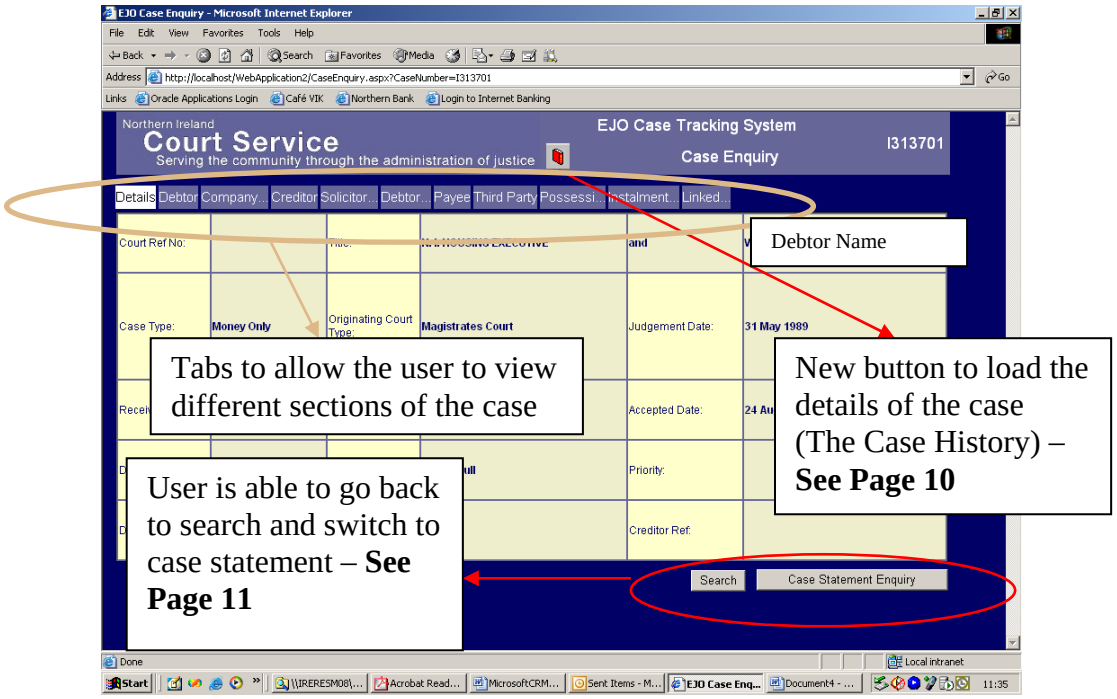


Enter your details and then click the 'Submit' button

Click this to return to the Case Entry Page

You must enter data in the fields marked with a "*", then press the submit button. Click on the return button to return to the previous page.

EJO Case Tracking – Case Enquiry Details Screen (Example)

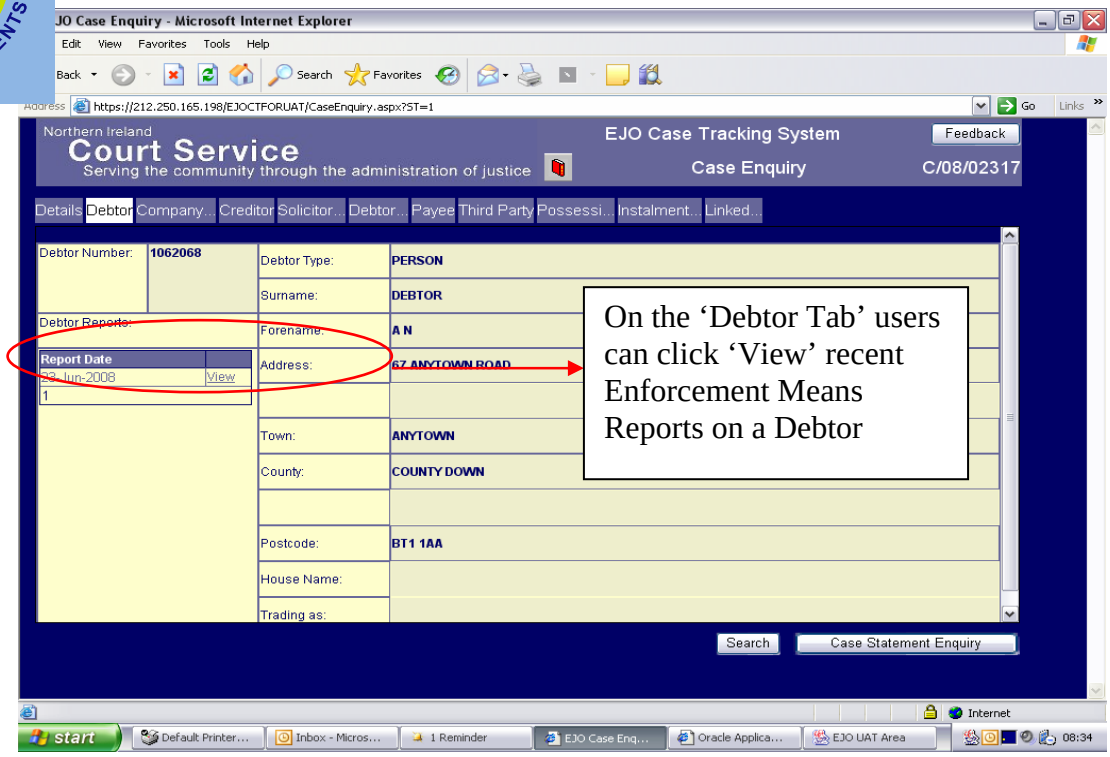


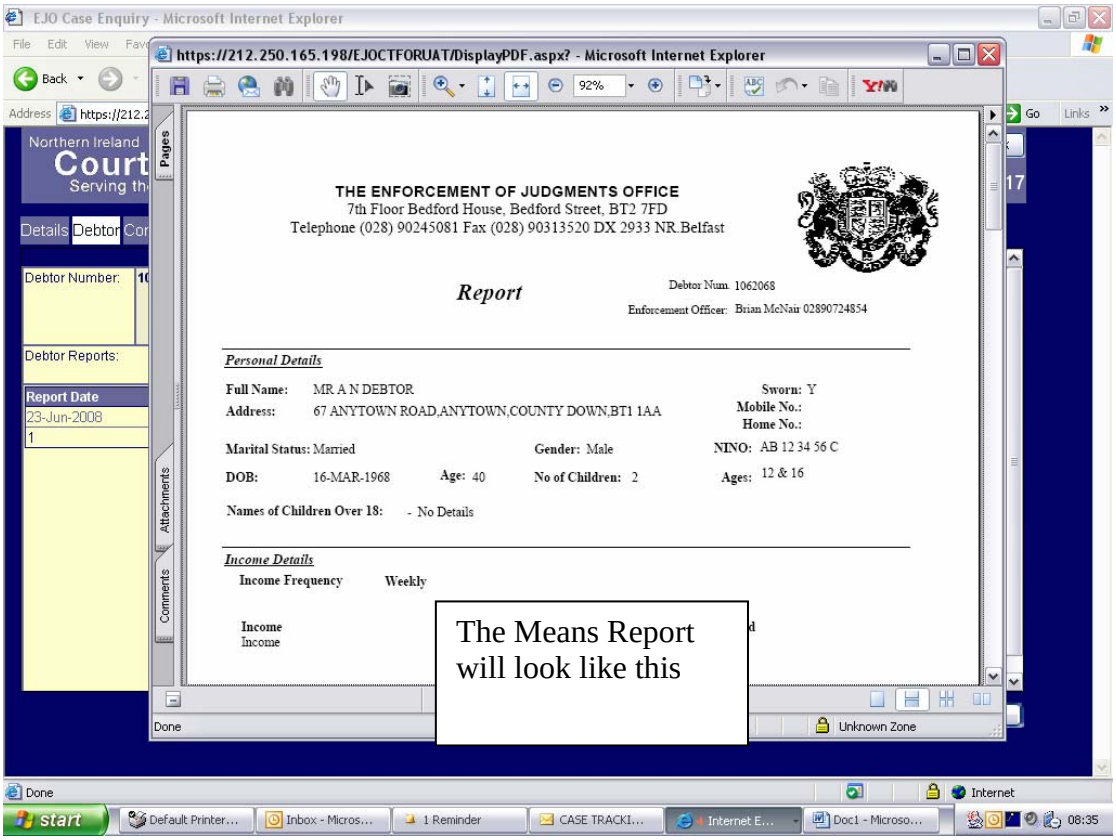
This page allows you to view basic information about your case. By clicking on the Case Statement Enquiry button (bottom left) will take to the page where you can view the balances on this case.

If you click on the 'Linked Cases tab', this will allow you to view the balances on all linked debts against a debtor.

If you click on the 'Debtor tab', this will take you to the page where you can view and download available enforcement means reports. Those that are available are marked with 'view' (see page 9).

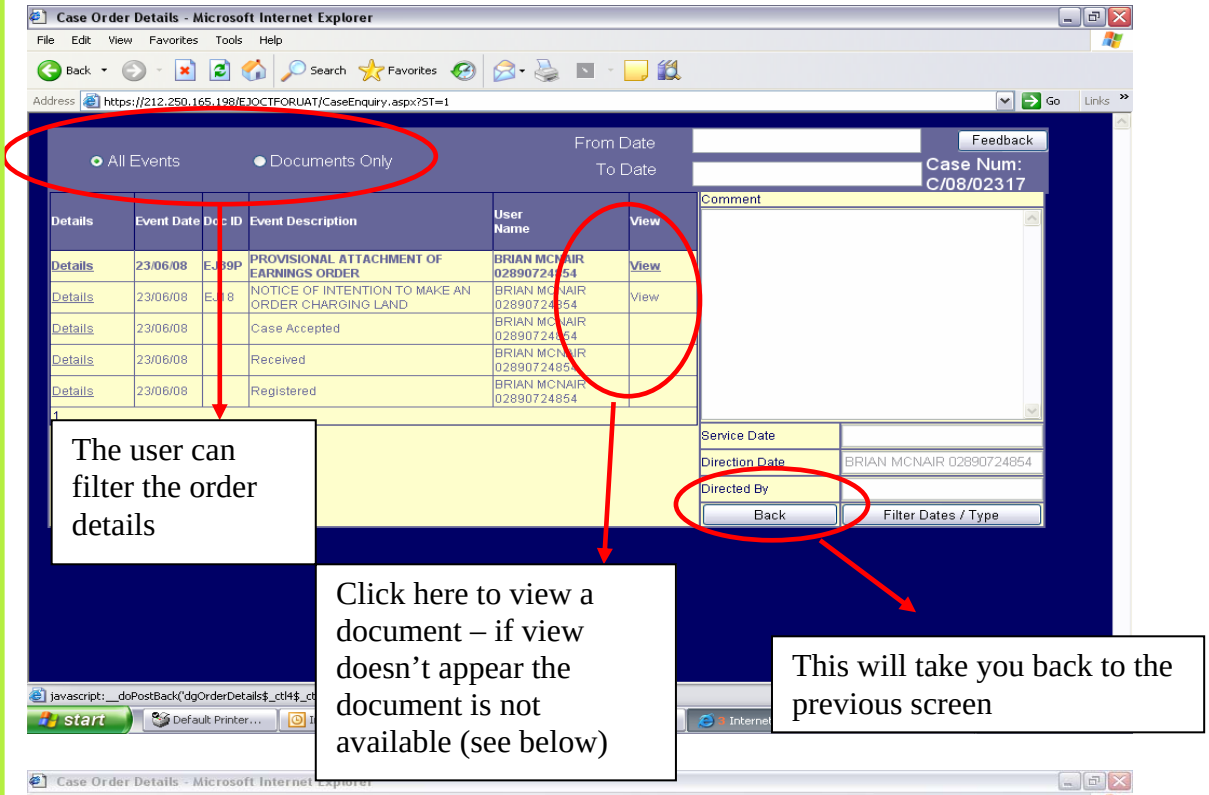
If you click on the red book at the top of the page will take you to the 'Event History' page where you can view and download available documents. Those that are available are marked with 'view' (see page 10).





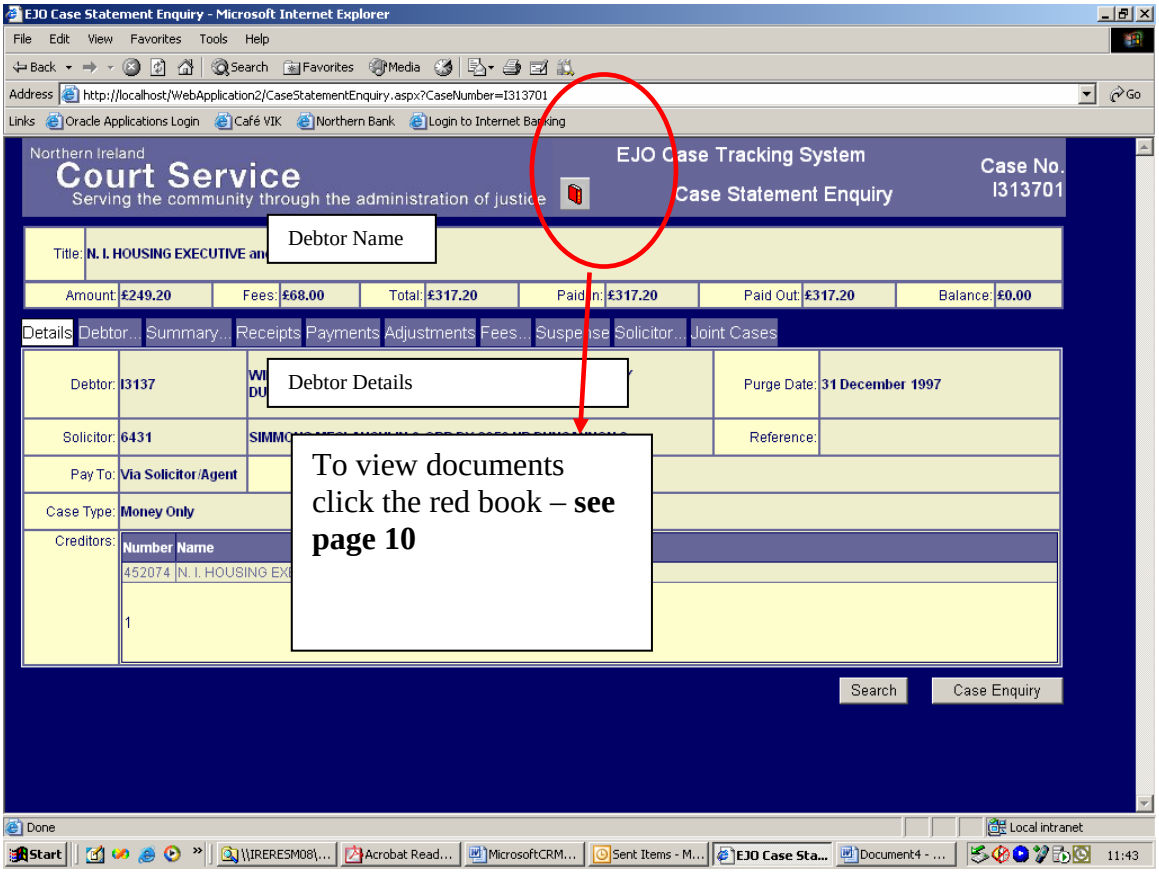
You can view all means reports that have the 'view' word adjacent to each entry

EJO Case Tracking – The Event History (Example)



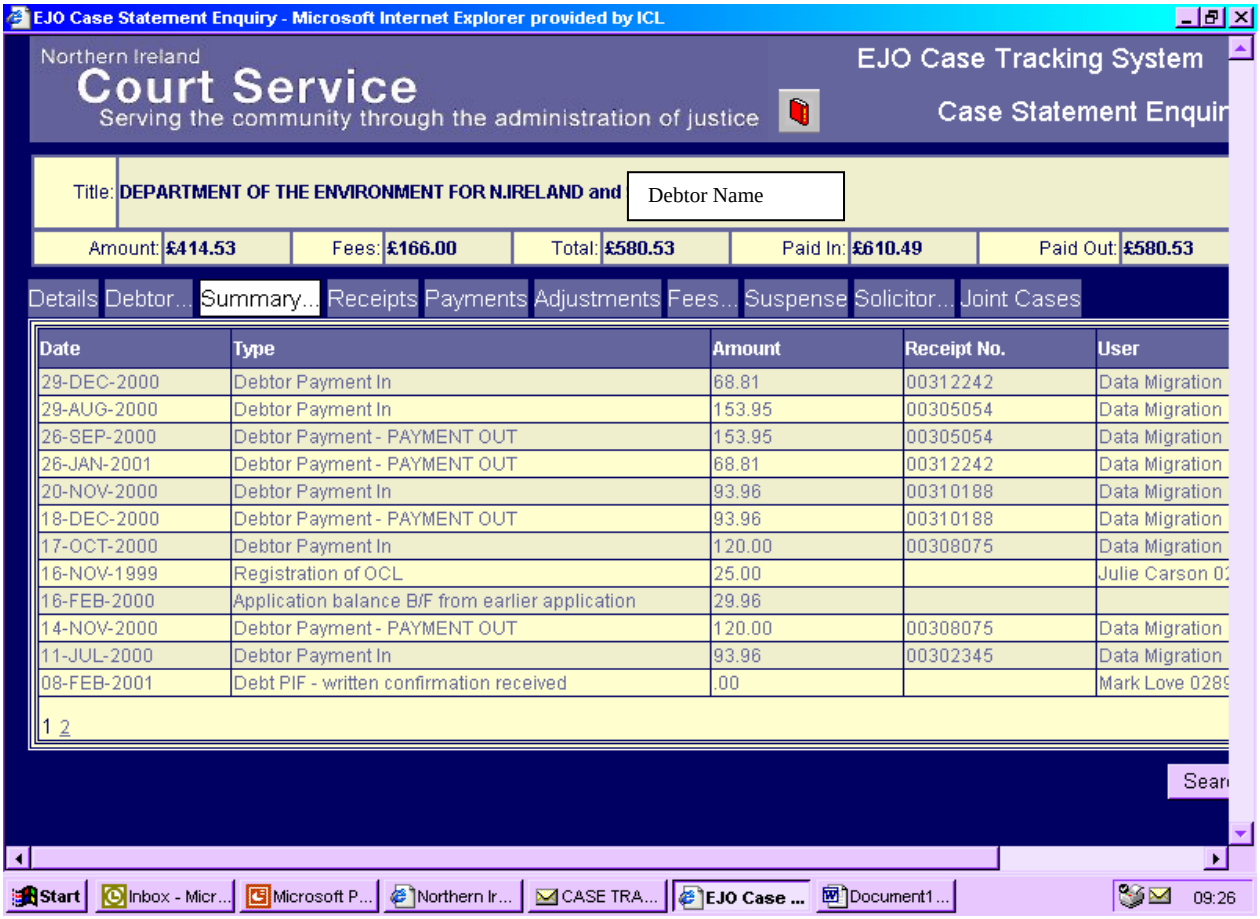
You can view all documents that have the 'view' word adjacent to each entry

EJO Case Tracking – Case Statement Page



This is where you can check balances, payments received, date payments are paid out, and breakdown of fees, or any adjustments to the balance.

EXAMPLE OF SUMMARY PAGE

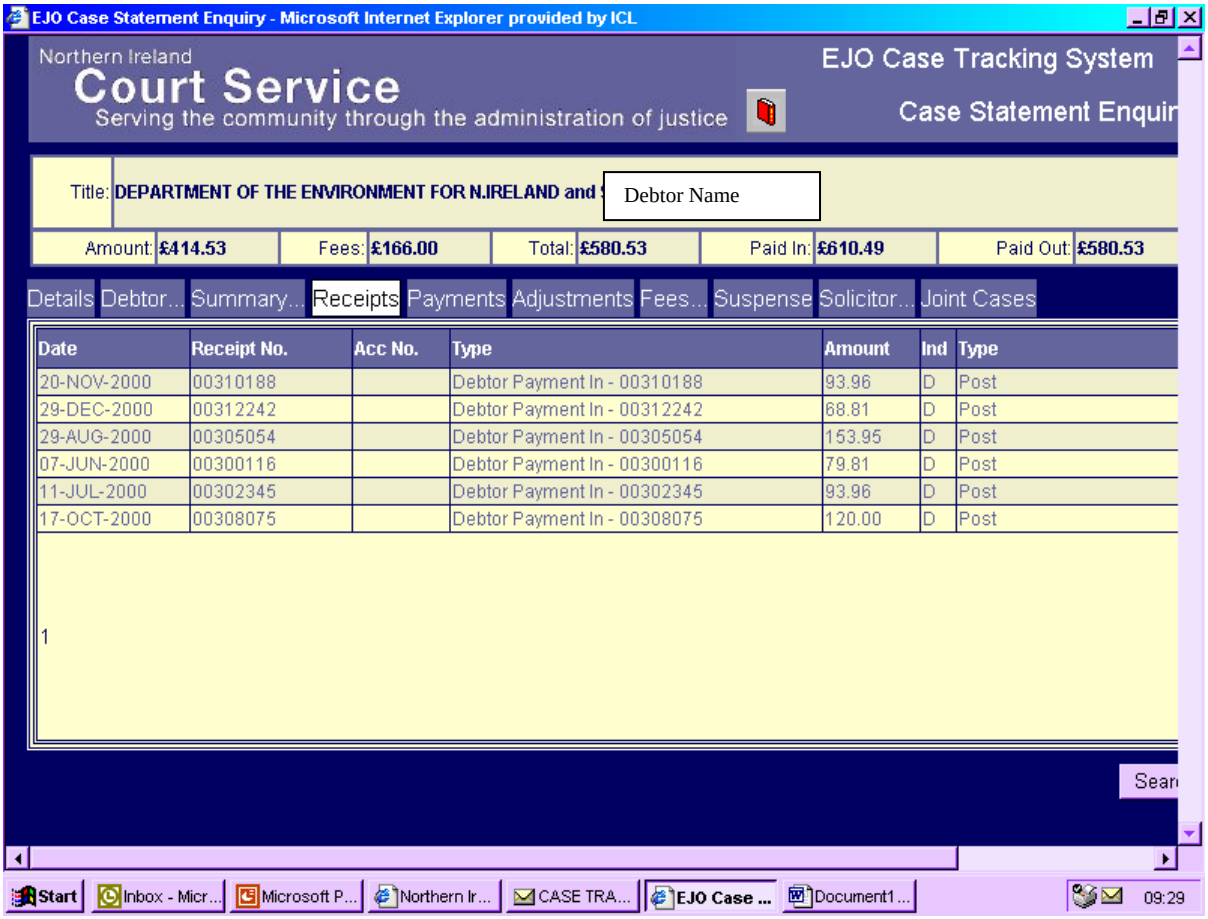


Date	Type	Amount	Receipt No.	User
29-DEC-2000	Debtor Payment In	68.81	00312242	Data Migration
29-AUG-2000	Debtor Payment In	153.95	00305054	Data Migration
26-SEP-2000	Debtor Payment - PAYMENT OUT	153.95	00305054	Data Migration
26-JAN-2001	Debtor Payment - PAYMENT OUT	68.81	00312242	Data Migration
20-NOV-2000	Debtor Payment In	93.96	00310188	Data Migration
18-DEC-2000	Debtor Payment - PAYMENT OUT	93.96	00310188	Data Migration
17-OCT-2000	Debtor Payment In	120.00	00308075	Data Migration
16-NOV-1999	Registration of OCL	25.00		Julie Carson 0
16-FEB-2000	Application balance B/F from earlier application	29.96		
14-NOV-2000	Debtor Payment - PAYMENT OUT	120.00	00308075	Data Migration
11-JUL-2000	Debtor Payment In	93.96	00302345	Data Migration
08-FEB-2001	Debt PIF - written confirmation received	.00		Mark Love 0289

1 2

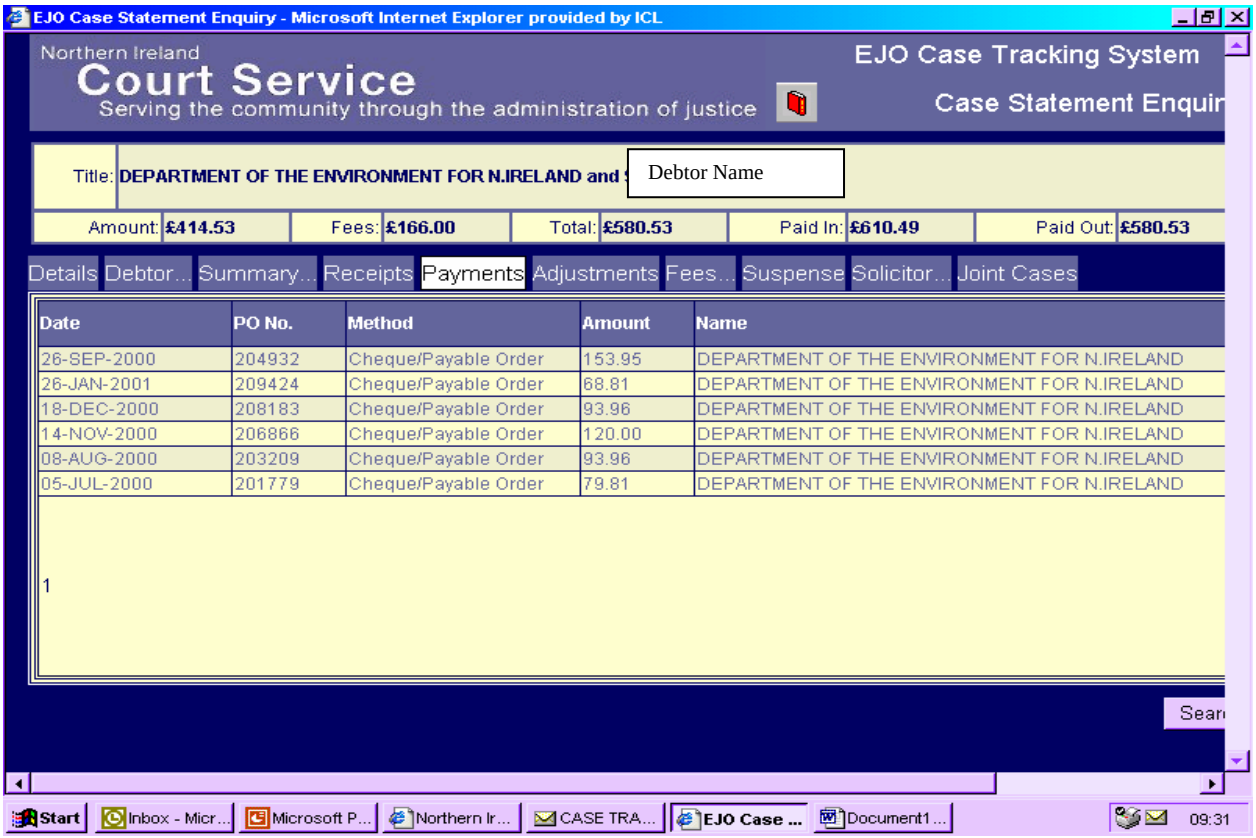
This page will show all transactions made in respect of an enforced debt.

EXAMPLE OF RECEIPTS PAGE



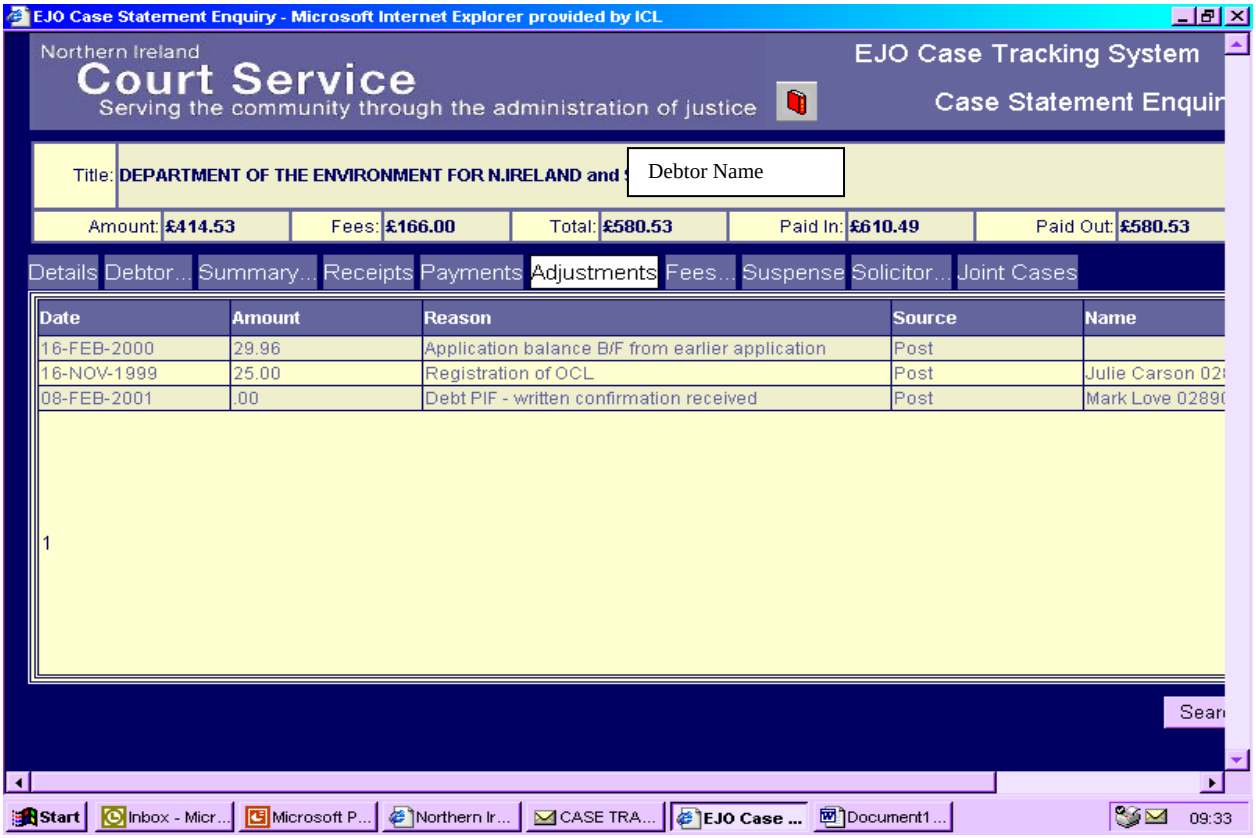
This page shows all payments made by the debtor to the EJO and on what dates

EXAMPLE OF PAYMENTS PAGE



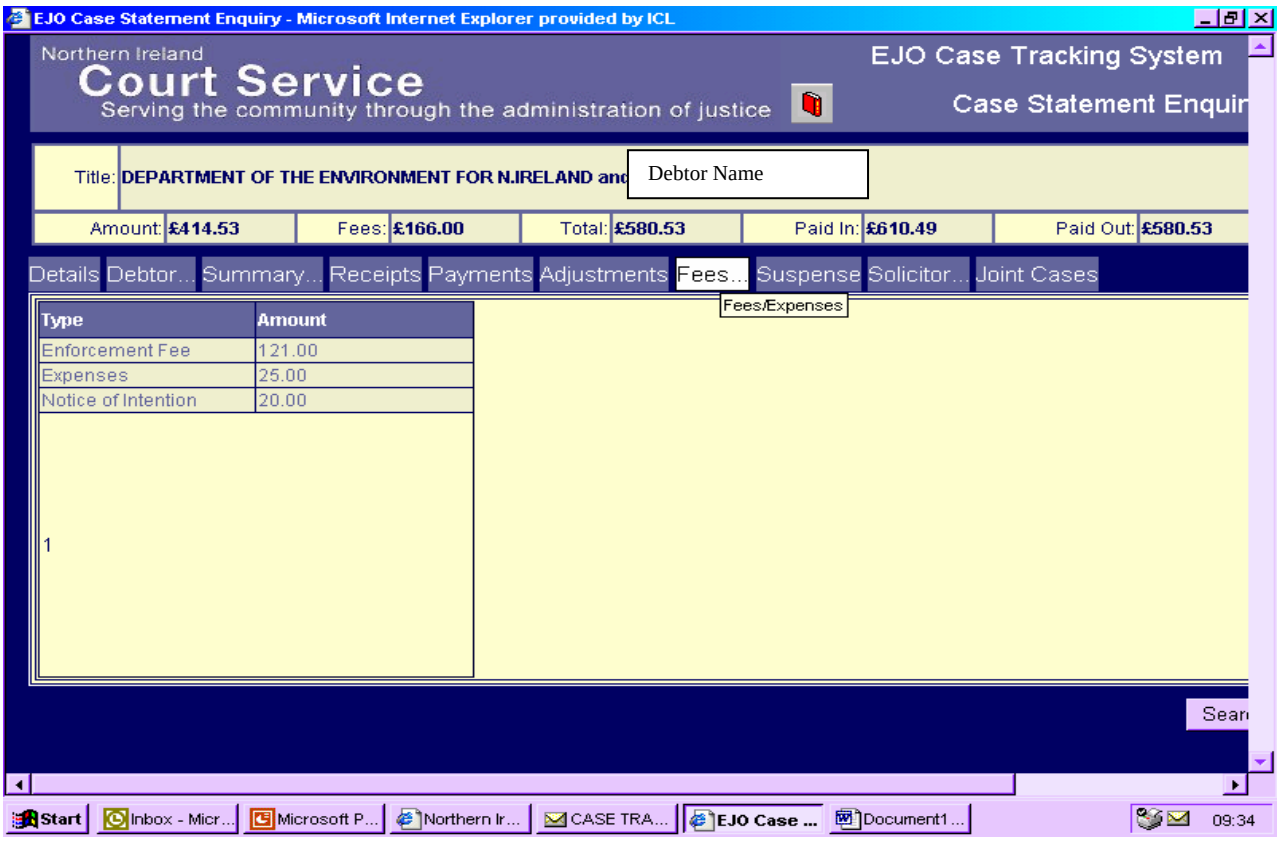
This page shows all payments made by the EJO to you in respect of earlier payments made by the debtor and on what dates.

EXAMPLE OF ADJUSTMENTS PAGE



This page shows all other adjustments made by the EJO on a case. This could be in respect of a letter received by a creditor, or the allocation of other costs awarded in the enforcement of a judgment.

EXAMPLE OF FEES PAGE



This page confirms all the fees paid to EJO in respect of an enforced judgment.