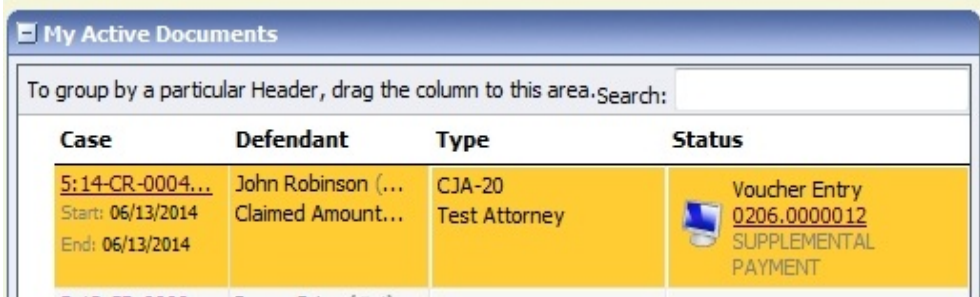
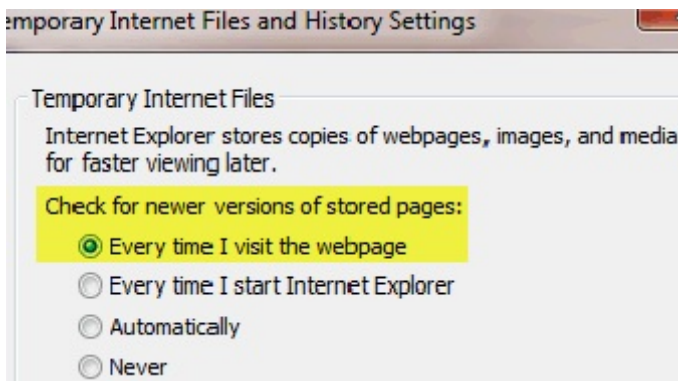


eVoucher

FAQs /Tips for Success

Accessing eVoucher	There is a link to NYWD eVoucher on the CJA page of the courts web-site: http://www.nywd.uscourts.gov/criminal-justice-act
Mailing address	Attorneys should verify their mailing address for accuracy. CJA disbursement checks are mailed from the U.S. Treasury to the attorney at the address in the eVoucher Profile.
Phone number	The eVoucher contact profile includes a spot for both 'Phone' and 'Cell phone'. However, only the number in the 'Phone' field appears on the screen that is viewable by the court during the rotational appointment process. Attorneys should enter in the 'Phone' field whatever phone number they would like to receive calls for appointments. This information is not public; it is viewable only by the attorney and the court staff.
Address or Phone number change	The Panel Attorney is responsible for maintaining current contact information in eVoucher so that the court can contact the attorney for assignments and so that disbursement checks are mailed to the proper address. Updates to mailing address and phone number can be made in the Profile (Landing Page, 'My Profile')
Billing Information	The Panel Attorney is responsible for entering and maintaining their Billing Information in eVoucher, including adding the Social Security Number or EIN. The Court is not able to see the entire SSN/EIN, only the last 4 digits (i.e. Test Attorney SSN/EIN:***-**-5678) Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile and W2s will be issued under the SSN/EIN as it appears in the Profile. 
Changing password	From the Landing Page - 'My Profile' - Login Info

Claims for services	Beginning with the appointment and the first appearance in court, attorneys should begin to enter claims for all work done in the case. During the case, claims should be entered contemporaneously. Receipts and invoices, when necessary for a claim, should be saved in .pdf format and attached to the electronic voucher when it is submitted to the Court. At case conclusion, completion of the voucher will take just a few moments.
Periodic saving	The eVoucher program only recognizes 'action' items as system activity - such as hitting the Save button - and may periodically time out for security purposes. It is good practice to save your entries on each screen, before advancing to the next screen, to prevent loss of data. If you have a high volume of claims to enter and plan to enter them in one session, you should periodically save your entries so that if you get timed out or if you navigate away from the eVoucher window, you will not lose your input.
Yellow Highlighted Item in Inbox	An entry in 'My Active Documents' appearing highlighted in yellow means the voucher has been rejected by the Court. Counsel will also receive an e-mail via eVoucher with an explanation. The reason for the rejection can also be found in the Attorney Notes section at the bottom of the Confirmation page. 
Browser	Refer to the bottom of the eVoucher login page, which lists approved browsers: - Windows Internet Explorer 8 or newer - Apple McIntosh Safari 5.1 or newer - Apple Mobile Safari is approved (with limitations) - Chrome, Firefox and other browsers may not be used with eVoucher. Ensure that your cache setting is set to 'Every time I visit the webpage' to avoid data loss (instructions for making this setting available on the eVoucher login page.) 

CJA21 voucher still appearing in 'My Active Documents'	The attorney creates the CJA21 voucher and will submit it to the court for approval. The attorney must approve the voucher in order for it to be electronically submitted to the court. Refer to the ELM on CJA Expert Services (CJA-21 voucher)
E-mail notifications	The following actions in eVoucher will generate an e-mail to the Panel Attorney: - Appointment - E-mail will confirm the acceptance of an assignment. - Voucher Rejection - E-mail will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney. - Voucher Approval - E-mail will advise the attorney that the voucher has been approved by the Court. Payment will be mailed from the U.S. Treasury to the address listed in 'My Profile' - Creation of pending Appointment & Voucher in eVoucher - the Court is creating the appointments and vouchers in eVoucher from cases and defendants where panel attorneys were appointed prior to the implementation of eVoucher where the defendant has not yet reached plea stage and/or is scheduled for trial.
Error regarding dates	 The date of this voucher is before the Appointment Date.  Service and/or Expenses are out of the Voucher Start and End Dates. If you receive either of the above errors, navigate to the Claim Status section of the voucher. The start date appearing on this page is the date of the appointment. This is the earliest date for which claims can be submitted. The end date is the final date on which expenses relative to the appointment were incurred. To resolve the errors above, verify that claims on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. If you are not able to resolve the error, contact the Court. ▶ Basic Info ▶ Services ▶ Expenses ▶ Claim Status ▶ Documents ▶ Confirmation Claim Status Start Date 6/13/2014 * End Date 6/13/2014 *
Appointments prior to eVoucher	Appointments prior to May 1, 2015 should be submitted on paper vouchers. Please refer to our public website, under the CJA Panel Attorney tab for information on paper voucher submission requirements and applicable rates.

CM/ECF connection through eVoucher	eVoucher can be connected to CM/ECF to allow the attorney to search the docket. While working in eVoucher, attorneys may want to query the docket to confirm the date of a court proceeding, the length of time in court, the defendant number, the charge, etc. To establish the eVoucher-CM/ECF connection, the first time a panel attorney logs into eVoucher, navigate to the ‘Login Info’ in the Profile. Edit the record. In the CM/ECF boxes, enter the CM/ECF Username and Password. Click the ‘validate’ button. The message will change from ‘CM/ECF Access is NOT validated’ to ‘CM/ECF Access is linked.’ Before validation: CM/ECF Username CM/ECF login here CM/ECF Password •••••• validate CM/ECF Access is NOT validated After validation: CM/ECF Access is linked This validation only needs to be once.
CJA Questions	Maria G. 716-551-1732