
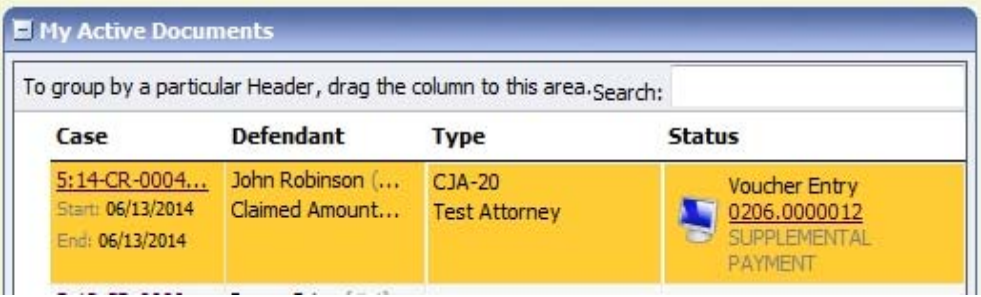
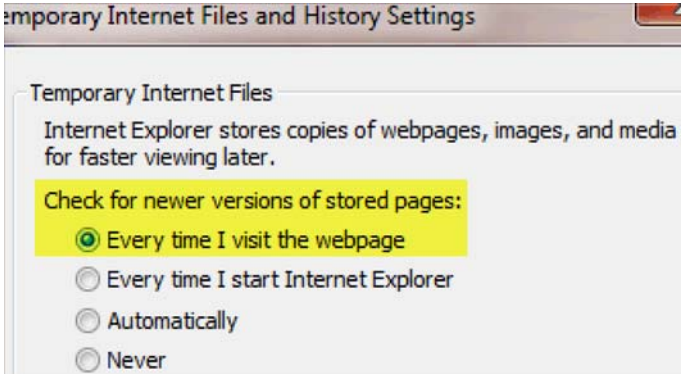






eVoucher

FAQs / Tips for Success

<p>Accessing eVoucher</p>	<p>There is a link to CJA eVoucher on the “For Attorneys” tab of the Court’s website: https://evadweb.ev.uscourts.gov/CJA_gan_prod/CJAeVoucher/logon.aspx</p>
<p>Mailing address</p>	<p>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.</p>
<p>Phone number</p>	<p>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 the phone number through which they would like to receive calls for appointments. This information is not public; it is viewable only by the attorney and the Court staff.</p>
<p>Address or Phone number change</p>	<p>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’).</p>
<p>Billing Information</p>	<p>The Panel Attorney is responsible for entering and maintaining accurate Billing Information in eVoucher, including Social Security Number or EIN. The Court is not able to see the entire SSN/EIN, only the last 4 digits (i.e. SSN/EIN:***-**-5678).</p> <p>Payments will be mailed from the U.S. Treasury to the address listed in the attorney’s profile, and W-2s will be issued under the SSN/EIN as it appears in the Profile.</p> 
<p>Changing password</p>	<p>From the Landing Page - ‘My Profile’ - Login Info</p>

<p>Claims for services</p>	<p>Beginning with the appointment and the first appearance in Court, attorneys should begin to enter claims for all work done in the case in eVoucher. During the case, claims should be entered contemporaneously. Receipts and invoices, when necessary for a claim, should be saved in .pdf format and uploaded to the electronic voucher when it is submitted to the Court. At case conclusion, completion of the voucher will take just a few moments.</p>
<p>Periodic saving</p>	<p>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.</p>
<p>Yellow Highlighted Item in Inbox</p>	<p>An entry in ‘My Active Documents’ appearing highlighted in yellow means the voucher has been rejected by the Court. Counsel will also receive an email 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.</p> 
<p>Browser</p>	<p>Refer to the bottom of the eVoucher login page, which lists approved browsers:</p> <ul style="list-style-type: none"> - Windows Internet Explorer 8 or newer - Apple Macintosh Safari 5.1 or newer - Apple Mobile Safari is approved (with limitations) - Chrome, Firefox, and other browsers may not be used with eVoucher. <p>Ensure that your cache setting is set to ‘Every time I visit the webpage’ to avoid data loss (instructions for selecting this setting are available from the eVoucher login page).</p> 

<p>Service provider is unable to complete the CJA21; voucher still appearing in 'My Active Documents'</p>	<p>The attorney created the CJA21 voucher but did not move the selection of the responsible party for filling out the voucher from "Attorney" to "Expert." The voucher must be deleted and newly created.</p>
<p>Email notifications</p>	<p>The following actions in eVoucher will generate an email to the Panel Attorney:</p> <ul style="list-style-type: none"> - Pending Appointment - Court is creating the appointment and is requesting the attorney's acceptance of the case. - Appointment - Email will confirm the acceptance of an assignment. - Voucher Rejection - Email will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney. - Voucher Approval - Email 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.'
<p>Error regarding dates</p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #ffe6e6;">  The date of this voucher is before the Appointment Date. </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #ffe6e6;">  Service and/or Expenses are out of the Voucher Start and End Dates. </div> <p>If you receive either of the above errors, navigate to the Claim Status section of the voucher. Services and expenses cannot be billed prior to the appointment date. The start and end dates on the Claim Status tab refer to the billing period, not the date of appointment or submission of the voucher. 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.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> ▶ Basic Info ▶ Services ▶ Expenses ▶ Claim Status ▶ Documents ▶ Confirmation </p> <h3 style="margin: 0;">Claim Status</h3> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff; margin-top: 5px;"> <p> Start Date <input style="width: 80px;" type="text" value="6/13/2014"/> *  End Date <input style="width: 80px;" type="text" value="6/13/2014"/> *  </p> </div> </div>
<p>Old cases</p>	<p>The Court will no longer accept paper vouchers. If there is unsubmitted time and expenses and the appointment does not appear on eVoucher, contact the CJA Clerk</p>
<p>Appointments List</p>	<p>When panel attorneys access eVoucher, pending appointments will appear in the 'Appointments List' box on the landing page. Attorneys can create a CJA-20 voucher and enter time as they go.</p>
<p>CJA Help Desk/ CJA Clerks</p>	<p>Michaela Harris (Atlanta): 404-215-1301 Backup: Krystal Smith 404-215-1676, Judith Motz 404-215-1601</p>