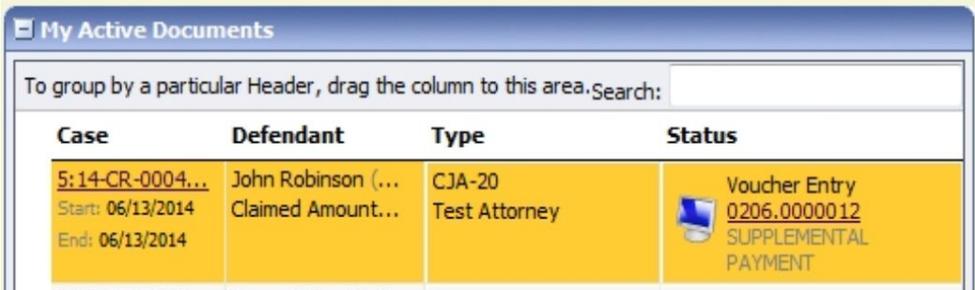
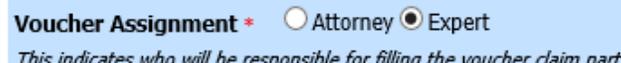
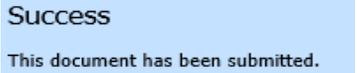


# eVoucher

## FAQ / Tips for Success

Accessing eVoucher	<p>There is a link to CJA eVoucher on the “For Attorneys” tab of the Court’s website:  <a href="https://evadweb.ev.uscourts.gov/CJA_gan_prod/CJAeVoucher/logon.aspx">https://evadweb.ev.uscourts.gov/CJA_gan_prod/CJAeVoucher/logon.aspx</a>            Attorneys and expert must have a Login.gov account.</p>
Browser	<p>Windows: Chrome 62, Edge 16, Firefox 57; Apple Macintosh: Safari 10.1            Clear your cache regularly.</p>
Changing passwords	<p>Passwords must be changed at Login.gov. Additionally, see  <a href="http://www.gand.uscourts.gov/evoucher-documentation">http://www.gand.uscourts.gov/evoucher-documentation</a></p>
Email addresses	<p>When setting up your Login.gov account, it is highly recommended to enter a personal email address, not a work email address in case you change firms and would no longer have access to that email address.</p> <p>Your eVoucher Single-Login Profile (SLP) email address must be the same for all courts in which you have an eVoucher account.</p>
Phone number	<p>The eVoucher contact profile includes a spot for both ‘Phone’ and ‘Cell phone’. Attorneys should enter in the ‘Phone’ field the phone number through which they would like to receive calls for appointments.</p>
Periodic saving	<p>The eVoucher program does not have autosave and may periodically time out for security purposes. Save your entries on each screen before advancing to the next screen or before periods of inactivity.</p>
Billing Information	<p>Billing and payment information must be maintained in Vendor Management (VMS) accessible within the eVoucher application. Court staff cannot perform this function.</p>
My Active Documents (Home Page)	<p> <b>My Active Documents</b> All vouchers in this area are unsubmitted and require an action: completion, submission, or approval.</p>
Claim Status tab	<p>These dates are your billing start and end dates, NOT date of appointment or date of voucher submission.</p>
Error regarding dates	<p> The date of this voucher is before the Appointment Date.</p> <p> Service and/or Expenses are out of the Voucher Start and End Dates.</p> <p>If you receive either of the above errors, navigate to the Claim Status section of the voucher (see row above). To resolve these errors, verify that dates on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. Also check the appointment date. Services and expenses cannot be billed prior to the appointment or nunc pro tunc date.</p> <p>  </p> <p> <b>Claim Status</b>   </p>

<p>To determine earliest/latest date or to sort in chronological order</p>	<p>To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically. Click on “Date” again and it will sort in reverse order.</p> 
<p>Entering time (Services tab)</p>	<p>Itemize in-court or out-of-court time by date. Click “add” to add entries. You may add time in any order. To edit: Click any entry to edit, then click “add” (or “remove” to delete). Do not combine categories and use the “Other” service type sparingly. The in-court category is to be used for court proceedings only.</p>
<p>Entering Expenses (Expenses tab)</p>	<p>Expenses (mileage, parking, etc.) must also be itemized by date. Receipts should be saved in pdf format and uploaded to the electronic voucher at the “Documents” tab.</p>
<p>Yellow Highlighted Item on Home Page</p>	<p>If an entry in ‘My Active Documents’ is highlighted in yellow, the voucher has been rejected by the Court. The reason for the rejection can be found in the automated email received or the Attorney Notes section at the bottom of the Confirmation page of the voucher.</p> 
<p>Email notifications</p>	<p>Certain actions in eVoucher will generate an automated email to the attorney, e.g.:</p> <p><a href="#">Voucher Rejection</a> - Email will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney.</p> <p><a href="#">Voucher Approval</a> - Email will advise the attorney that the voucher has been approved by the Court. Payment processing will be completed within approx. five days after receipt of the automated email.</p>
<p>Printing/Saving vouchers</p>	<p>To print a voucher, go to the Basic Information page of the document you wish to print. From the list of Reports on the left side, click ”<b>Form CJA20.</b>”</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>How do I know my voucher was submitted?</p>	<p>Vouchers are properly submitted after receipt of the ‘success’ message <u>and</u> if the voucher is no longer located in the “My Active Documents” field.</p>  <p>Ensure the swear/affirm box was checked before clicking “submit” or “approve.” You may have to turn off any pop-up blockers to see error messages.</p>
<p>How do I remove an old appointment from my Appointment List</p>	<p>The CJA Clerk regularly closes completed appointments. If you see one that has not been removed after final payment has been received, contact the CJA Clerk.</p>
<p>CJA Help Desk/ CJA Clerks</p>	<p>Michaela Harris (Atlanta): 404-215-1301 <a href="mailto:Michaela_Harris@gand.uscourts.gov">Michaela_Harris@gand.uscourts.gov</a>              Backup: Melissa Gahrng 404-215-1676 <a href="mailto:Melissa_Gahrng@gand.uscourts.gov">Melissa_Gahrng@gand.uscourts.gov</a></p>