
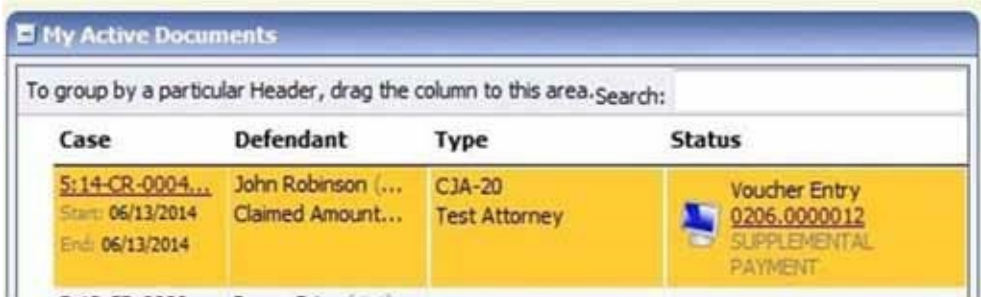
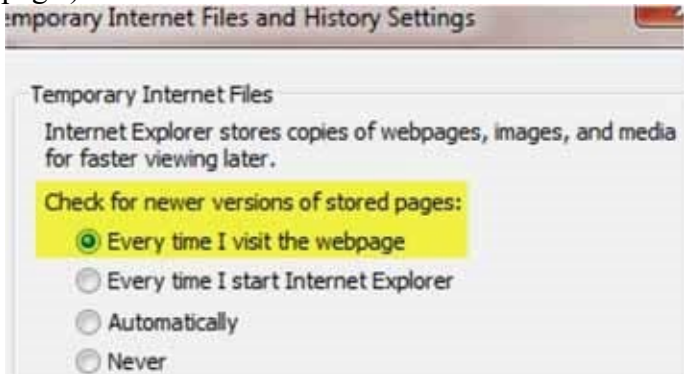





# eVoucher

## FAQs / Tips for Success

Accessing eVoucher	There is a link to GAMD eVoucher on the CJA page of the courts web-site: <a href="http://www.gamd.uscourts.gov/cja-evoucher-info">http://www.gamd.uscourts.gov/cja-evoucher-info</a>
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. If there are two addresses listed you have to pick the mailing address when creating the voucher.
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 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	<p>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)</p> <p>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.</p> 

Changing password	From the Landing Page - 'My Profile' - Login Info. If you have forgotten your password click "Forgot Password" after entering in your email address.
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 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 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	<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 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.</p> 
Time Spent in Common with more than one CJA representation	Time spent in common on more than one CJA representation must be prorated in the Services tab (e.g. travel hours) with the case number or defendants name included in the description, however the expense (e.g. mileage) should be fully billed to one representation.

Browser	<p>Refer to the bottom of the eVoucher login page, which lists approved browsers:</p> <ul style="list-style-type: none"><li>- Windows Internet Explorer 11</li><li>- Apple McIntosh Safari 10.1</li><li>- Chrome 62</li><li>- Firefox 57</li><li>- Edge 16</li></ul> <p>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.)</p> 
CJA21 voucher still appearing in 'My Active Documents'	<p>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 instruction guide or ELM on CJA Expert Services (CJA-21 voucher) located on the Courts internet site.</p>
E-mail notifications	<p>The following actions in eVoucher will generate an e-mail to the Panel Attorney:</p> <ul style="list-style-type: none"><li>- <a href="#">Appointment</a> - E-mail will confirm the acceptance of an assignment.</li><li>- <a href="#">Voucher Rejection</a> - E-mail will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney.</li><li>- <a href="#">Voucher Approval</a> - 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'</li><li>- <a href="#">Creation of pending Appointment &amp; Voucher in eVoucher</a> - 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.</li></ul>

<p>Error regarding dates</p>	<div data-bbox="472 216 1114 270">  The date of this voucher is before the Appointment Date.         </div> <div data-bbox="472 289 1255 350">  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. 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. In general, the date the Judgement is docketed is the standard end date. <b><u>Be sure to submit voucher with 45 days after the Judgement has been docketed.</u></b></p> 
<p>Printing/Saving vouchers</p>	<p>To print a voucher, go to the Basic Information page of the document you wish to print. On the left click Form CJA20 and print.</p>
<p>Accessing the CJA Guidelines</p>	<p><a href="https://www.gamd.uscourts.gov/cja-panel-attorney-information">https://www.gamd.uscourts.gov/cja-panel-attorney-information</a></p>
<p>CJA Help Desk CJA Clerks</p>	<p>Stephanie Campbell 478-752-0710 Kari Dobson 478-752-0728 <a href="mailto:cja@gamd.uscourts.gov">cja@gamd.uscourts.gov</a></p>