Administrative Office
of the United States Courts
Department of Technology Services

CJA eVoucher

Expert User Manual

Release 6.0

April

2019

Introduction

The CJA eVoucher System is a web-based solution for submission, monitoring, and management of Criminal Justice Act (CJA) functions. The eVoucher program provides:

- Online submission of vouchers and authorizations by attorneys and experts.
- Line-item auditing of vouchers by judges and court staff.
- The ability to attach PDF documentation to vouchers and authorizations.
- Automatic email notification to attorney on approval or rejection of vouchers.
- Electronic transfer to the circuit for excess approval.
- Panel management tools and reports for attorney appointments.
- Built-in reporting for budgeting and analysis.

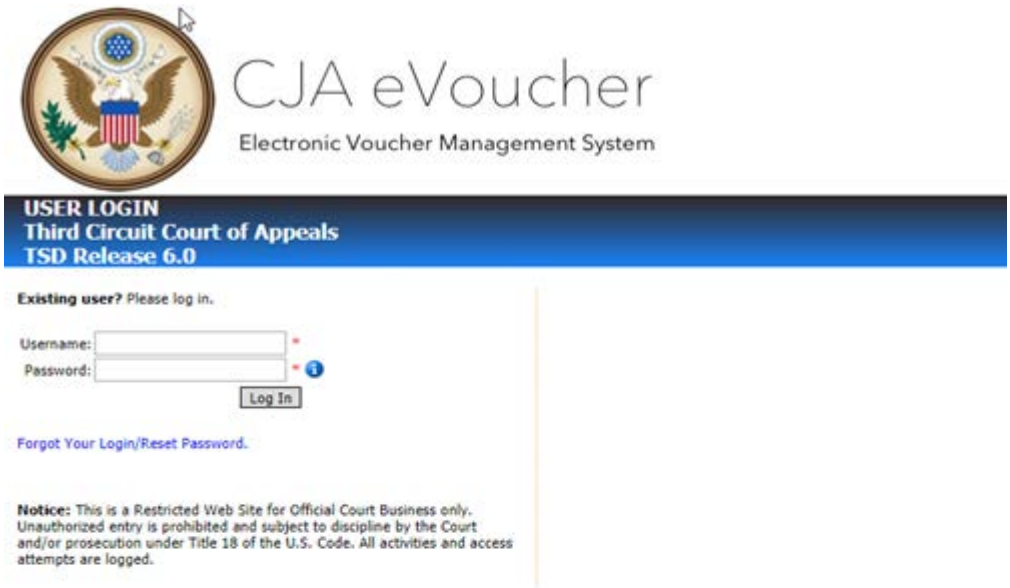
Browser Compatibility

eVoucher is compatible with the following browsers:

- Internet Explorer 10.1(with Compatibility Mode)
- Internet Explorer 11
- Edge 16
- Firefox 57
- Chrome 62
- Safari 10.1

Accessing the CJA eVoucher Program

Your court staff will provide you with information on how to access eVoucher. It is suggested that you bookmark it for easier access. Enter your username and password and click **Log In**.



You are required to change your password within **30 days** of the first time you log on to eVoucher. Passwords requirements:

- Must be at least eight characters in length
- Contain one lowercase character
- Contain one uppercase character
- Contain one special character
- Be alphanumeric
- Cannot be a password used in the past 365 days

You are required to change your password every 180 days.

If you forget your user name or password, click the **Forgot your Login?** hyperlink. Enter your user name or email address and click **Recover Logon**. You will receive an email with instructions on how to reset your password.

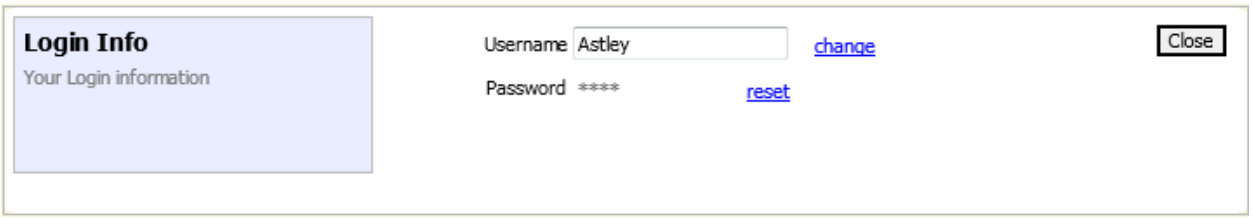
Profile

Your profile contains your logon information and your contact information, as well as the billing information that will be used to pay for your services. Your district may allow you to manage and update this information.

Changing Your User Name and Password

You may change both your user name and password in your profile. You may access your profile from the home page by clicking the **My Profile** hyperlink to the right of the user profile picture. Or, you may select **My Profile** from the **Help** menu.

Click **Edit** on the right side of the **Login Info** section.



To change your username, type the new username and click **Change**.

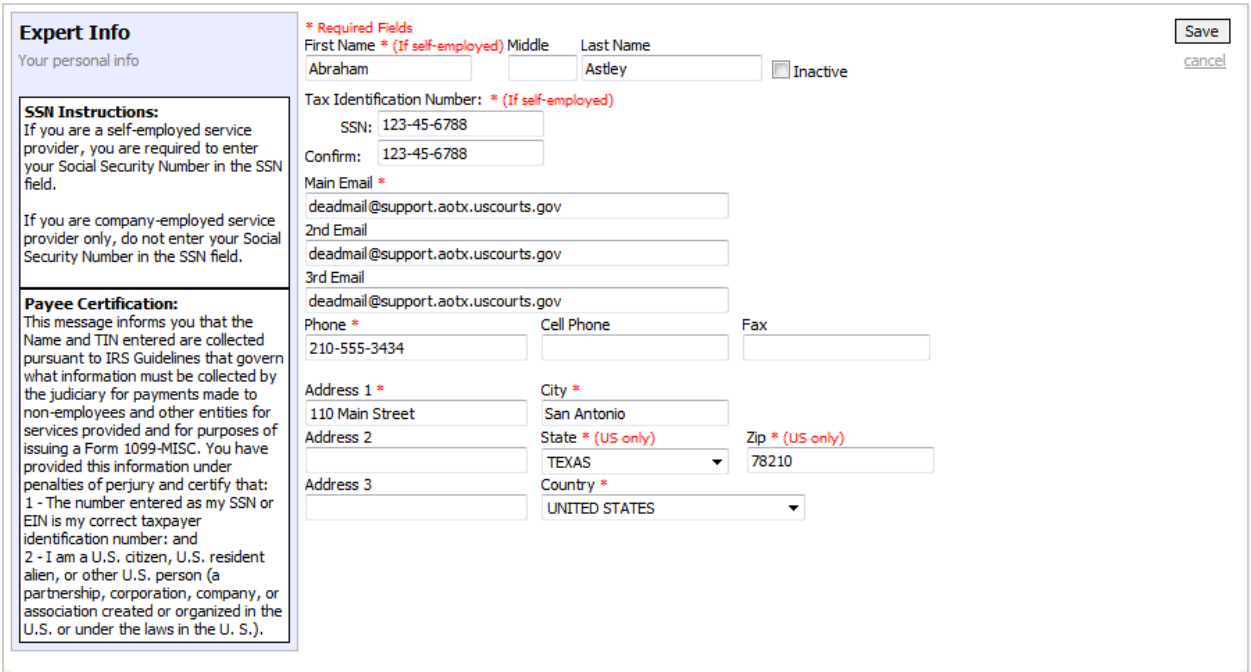
Passwords expire every 180 days.

To change your password, click **reset**. Type the new password, retype it in the confirm field, then click **reset** again. Click **Close** to exit the **Login Info** section.

Expert Info

The **Expert Info** section of the profile contains your designation, name, and contact information. If any information is missing or incorrect, you can change your personal info by clicking **Edit** to the right of this section of the profile.

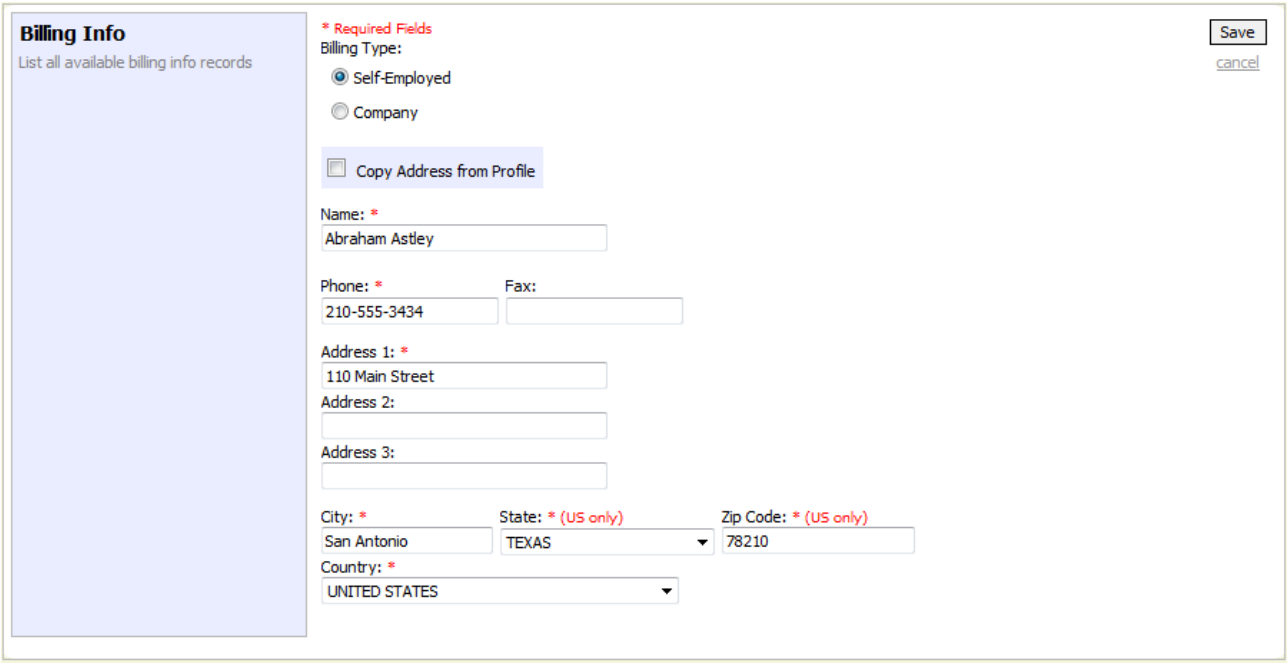
Only self-employed service providers must enter a Social Security number in the user profile. Company-employed service providers will need to enter the employee identification number (EIN). Once you have saved your Social Security number, it becomes read-only and the record is transmitted to CJA6x. Once your record has been transmitted to CJA6x, any changes to the Social Security number can only be made by an eVoucher administrator. If you need to make a change, you must contact your court.



Billing Info

The billing information for your services is contained in the **Billing Info** section of the profile. If your personal information, address, and phone are correct, you can select the **Copy Address from Profile** check box. You are not allowed to submit a voucher in CJA eVoucher without complete billing information. You may edit the billing info by clicking **Edit** to the far right of the **Billing Info** section of the profile.

Company-employed service providers are required to enter their name, email information, company's EIN, name, and payment address information in the **Billing Info** section of the user profile. This information is used to establish the company's record in CJA 6x.



You may add additional billing records by clicking **Add**. You, or the attorney for whom you are providing services, must choose the billing information you wish to use when creating vouchers or authorizations.

Payments cannot be made if the Social Security number or EIN is missing from your profile. This is a requirement of the payment system with which eVoucher is interfacing.

The **Billing Info** section has added **Billing Type** radio buttons that include:

- **Self-Employed** – used when payments are made to the expert's Social Security number.
- **Company** – used when payments are made to a firm's EIN.

Validations have been added to billing information to ensure the data is in the proper format to be sent to the payment system. If the data is not in the proper format, payments cannot be made. The system alerts you if there are problems with your billing information data. You will need to fix those problems before payments can be made. We ask that you access your profile and verify your Social Security number, add your Social Security number if it is not there (unless you are acting only as an associate on the system) and verify your billing information. Please do this as soon as possible so there is no interruption in your payments.

Please note that you are not able to change your Social Security number or your EIN once it has been synced with the interface. Only the **CJA6XAdmin** user has rights to change Social Security numbers. Also, remember to add new or additional billing records if your billing information changes. Do not edit the existing record.

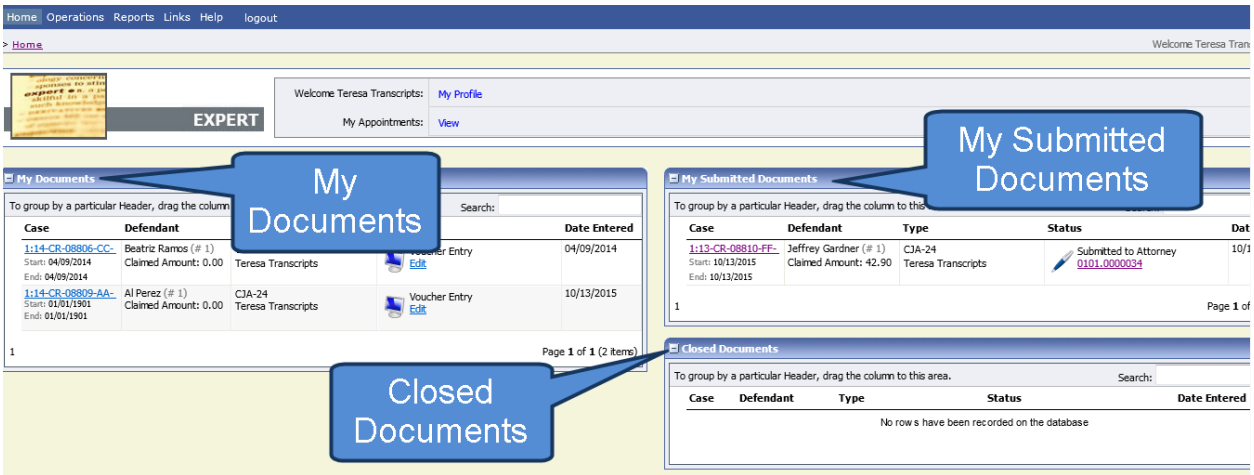
Expert Specialties

The **Expert Specialties** section lists any specialties for which you are approved for eVoucher billing. If you are selected from the approved experts list, when vouchers or authorizations for service providers are created in eVoucher, the selection of your specialty populates your name and billing information (with

Social Security number/EIN masked). That specialty is also checked on any of the CJA forms (CJA-21, CJA-24, or CJA-31) created in eVoucher.

Home Page and Navigation menu

The home page provides access to information about your cases and billing information that you submit, or the billing information the attorney submitted on your behalf.



My Documents

The **My Documents** folder contains vouchers that have been created by you or for you by the attorney. They have not yet been submitted to the court for processing.

My Submitted Documents

The **My Submitted Documents** folder contains documents that have been submitted to the court for processing.

Closed Documents

The **Closed Documents** folder contains documents that have been completely processed.

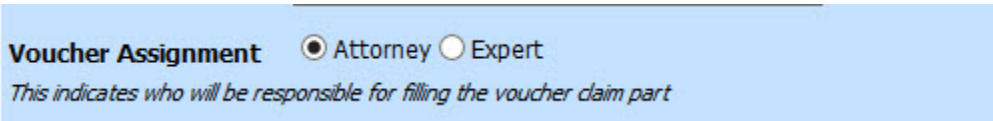
The eVoucher menu

Menu Bar Items	
Home	The eVoucher home page
Operations	Appointments you have been assigned
Reports	Selected reports you may run on your appointments
Links	Hyperlinks to CJA resources: forms, guides, publications, etc.
Help	Provides: • Another link to your Profile • "Contact Us" email • Privacy Notice • Link to external help feature
Logout	Logs user off the eVoucher program

Expert v. Expert Enter

CJA eVoucher allows two designations for experts to complete the voucher: **Expert** and **Expert Enter**. When the service provider logs on, he or she will see a list of all of his or her documents on the home page. The **Expert** role allows the service provider to log on to eVoucher, view any documents the attorney is creating on his or her behalf, verify the information is correct, and run reports or copies of the CJA-21 or CJA-31.

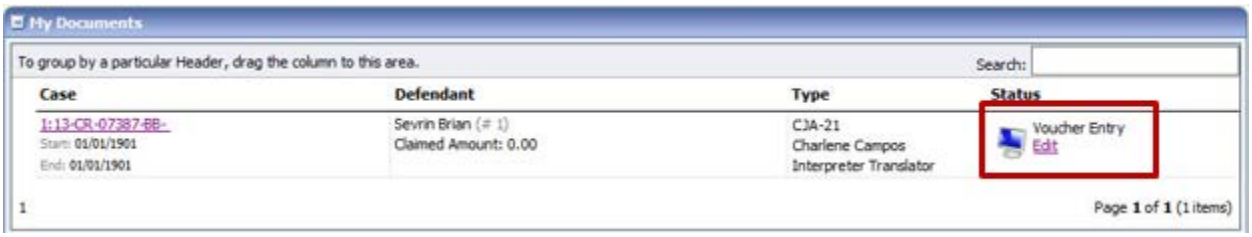
The **Expert Enter** role allows the expert to complete his or her voucher after the attorney has created it. If the attorney selects an expert who has these privileges, he or she is able to choose if the attorney or the expert will complete the voucher. The expert can then enter the correct information and submit the voucher back to the attorney for approval.



CJA-21/31 Entry

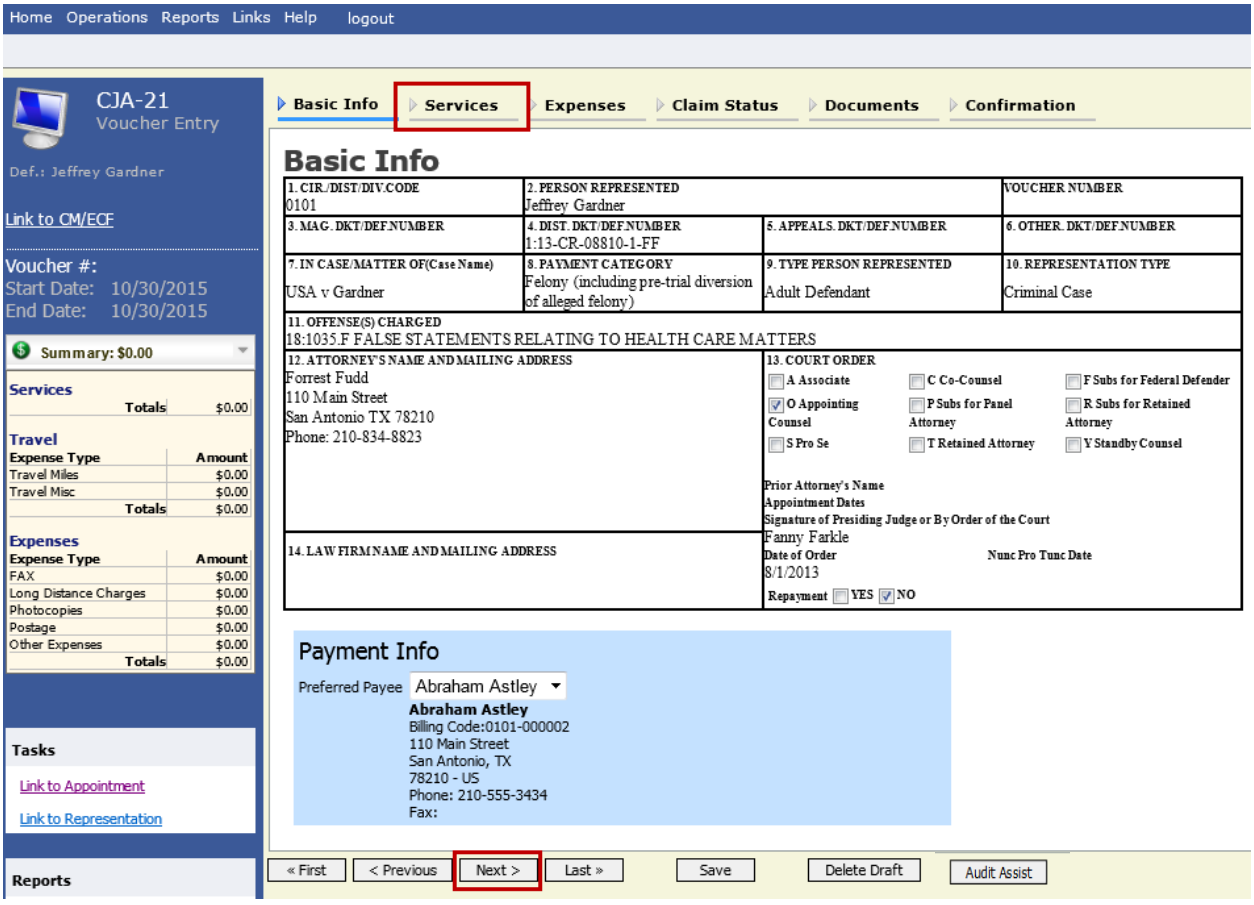
The attorney creates the CJA-21 or CJA-31 voucher. If the expert selected is authorized to use eVoucher (**Expert Enter** rights), the attorney can choose to let the expert enter the services and expenses. The attorney should notify the service provider that the voucher has been created and is awaiting completion by the provider.

Log on to the eVoucher application. The voucher should appear in your **My Documents** folder on your home page.



To enter your fees and expenses, under the **Status** column, click the **Edit** hyperlink.

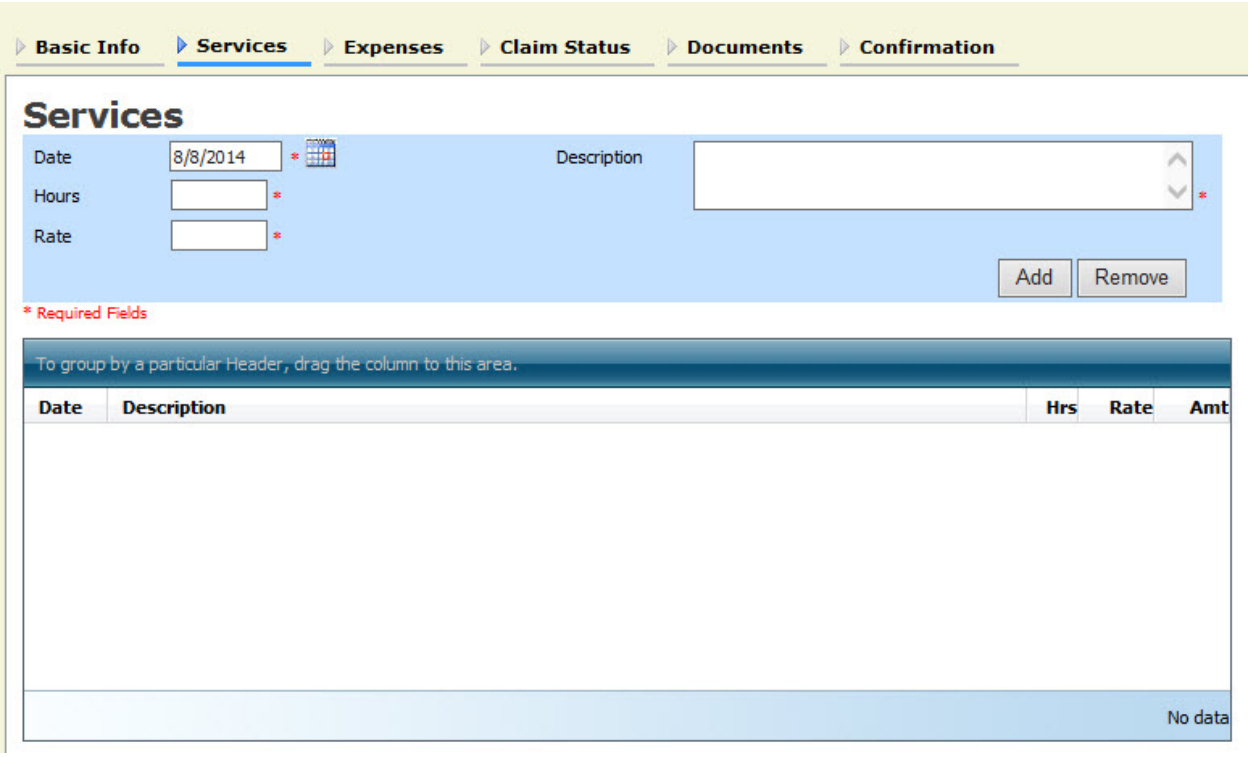
The voucher opens to the **Basic Info** screen. The left panel displays a running summary of the services and expenses as they are entered and saved.



To enter your service fees and expenses, from the **Basic Info** screen, click the **Services** tab at the top of the screen or click **Next** at the bottom of the screen.

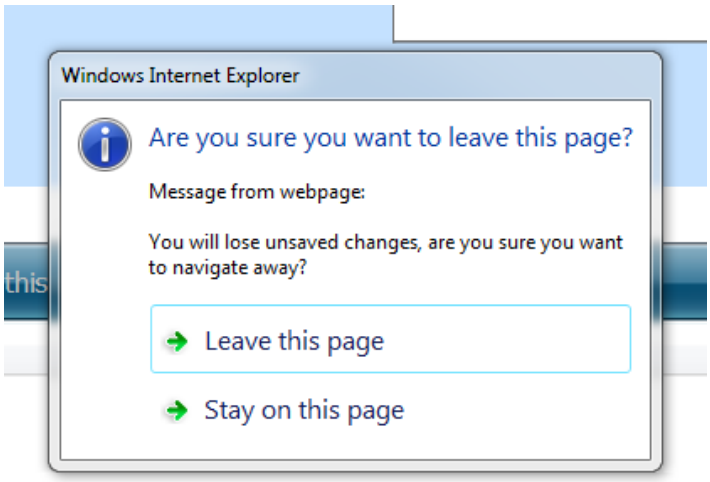
Note:

- At any time, while entering services or expenses, click **Audit Assist** to view any warnings or errors in the document.

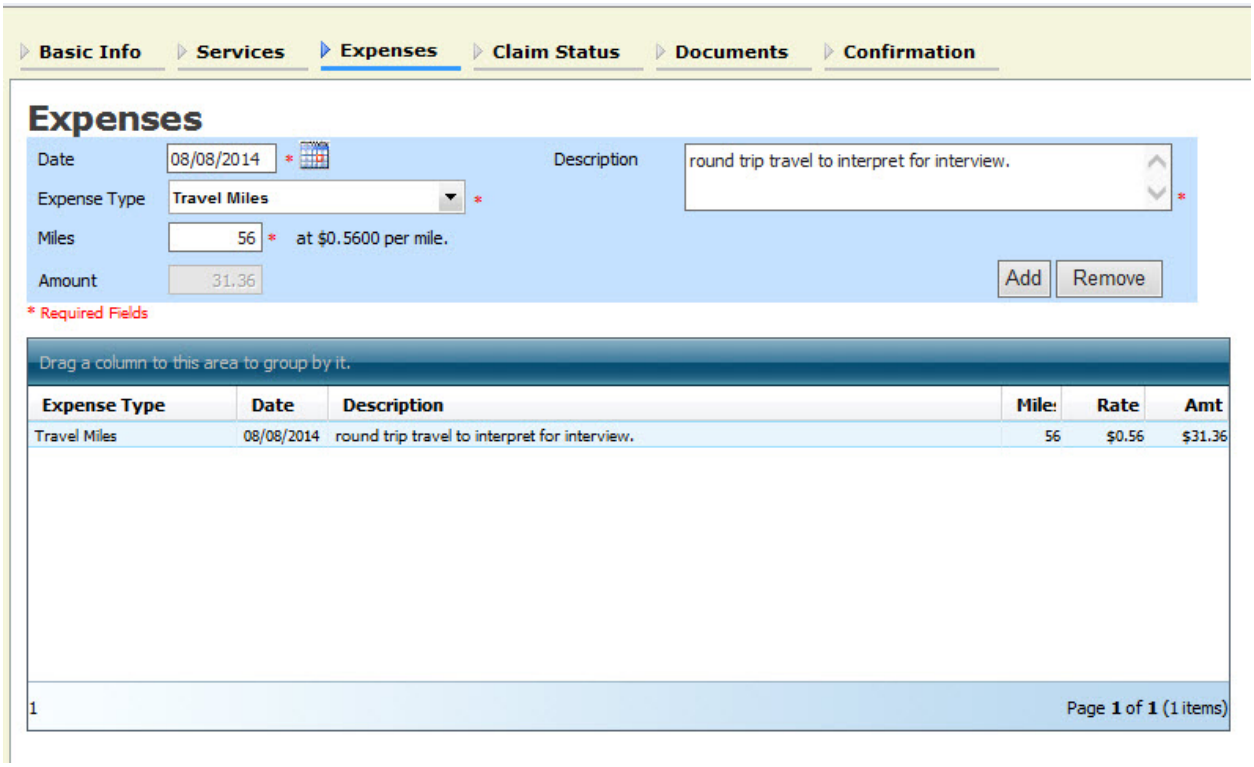


Required fields are marked with a red asterisk. Enter the date of the service, number of hours billed and the rate. A description of the service provided is required. Click **Add**.

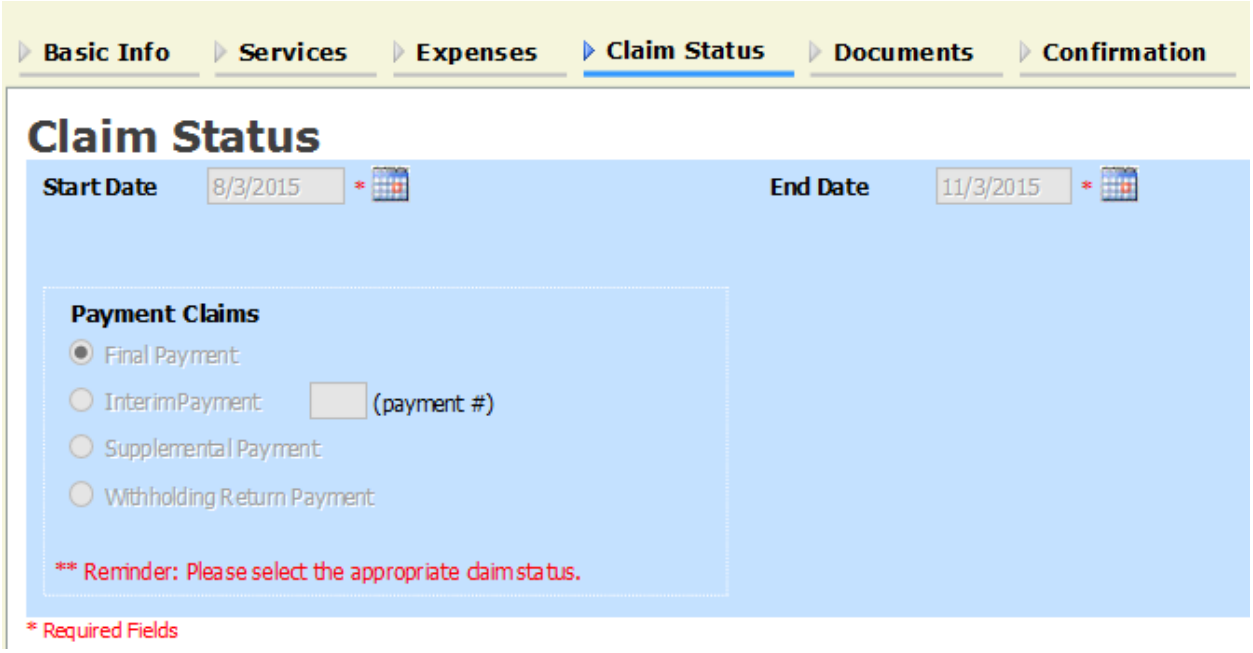
You may continue to add additional entries until you have entered all of your service dates. There is no autosave feature in eVoucher, so make sure to click **Save** after every few additions. A dialog box prompts to save if you try to navigate to another area within eVoucher.



To enter charges for any additional expenses, click the **Expenses** tab at the top of the screen or click **Next** at the bottom of the screen.



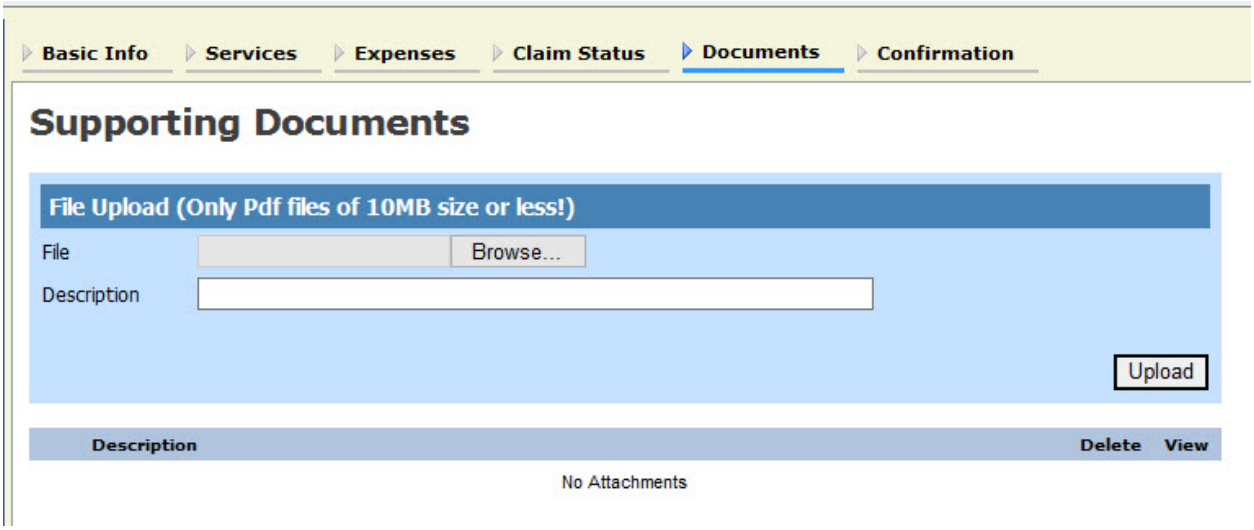
Enter expenses and click **Add**. Be sure to save your items.



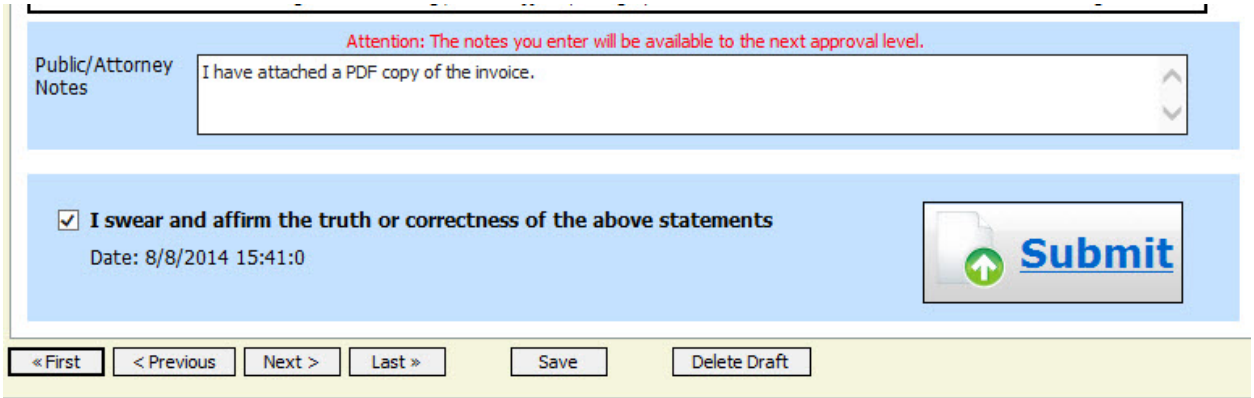
The **Claim Status** tab includes the date range of your services. Ensure that the date range covers the days for which you are billing services and expenses.

Under **Payment Claims**, make a payment selection. Final payment indicates you are not billing more on this particular appointment. Interim payments must be OK'd by the court, but may be applicable for those involved in long cases. Supplemental payments cover forgotten charges discovered after final payment has been requested. Withholding Return Payment allows you to submit a voucher without services or expenses to receive payment for previously withheld funds on this appointment.

Navigate to the **Documents** tab and attach any receipts, invoices, or documents as PDF documents. In the **Description** field, label and describe the attachment, then click **Upload** to attach the PDF documents.

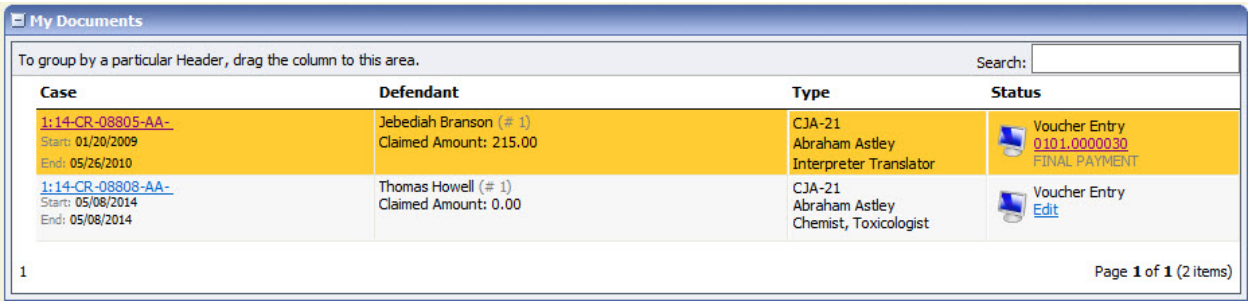


When you have entered all expenses and documents and are ready to submit the voucher, advance to the **Confirmation** tab. You are able to review the summary of the voucher and can add any notes that will be available for the attorney and the court staff auditing the voucher.



To submit the voucher, select the *"I swear and affirm…"* check box. This action also date and time stamps the submission. The **Submit** button becomes active. Click **Submit** to move your voucher forward to the attorney, who must review it before submitting it to the court.

Returned Vouchers



Should there be any issue with your voucher, the attorney may return the voucher to you for correction or additional documentation. Any voucher returned to you appears with a gold-yellow background. The returned voucher is often accompanied by an email explaining the circumstances. Additionally, you can examine the attorney notes on the **Confirmation** page to find additional direction.

Printing a Form CJA21

If you wish to print a copy of your submission, from the left side panel, click the **Form CJA21** link to print a standard version of the voucher.

Any reports to which the expert may have access are displayed in the **Reports** section. On the menu bar, click **Reports** to see which reports are accessible.