

# UNITED STATES DISTRICT COURT EASTERN DISTRICT OF VIRGINIA



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## **CJA eVoucher FREQUENTLY ASKED QUESTIONS**

Updated:  
06/06/2016

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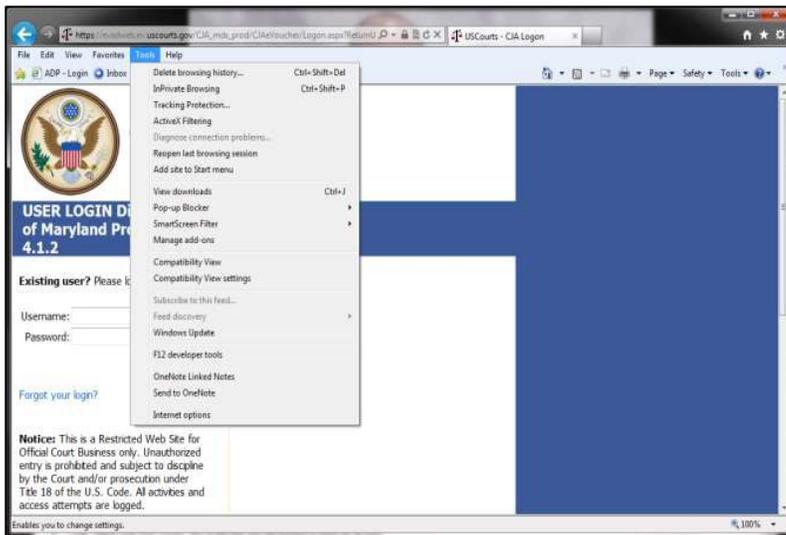
2. *I know I'm supposed to use an approved browser, like Internet Explorer, to connect to eVoucher, but Google (or another service) keeps popping up. How do I make it change to Internet Explorer?*

### Approved Browsers

Internet Explorer (IE) 8 or newer is approved.  
If you are using a Mac, Safari is also compatible.

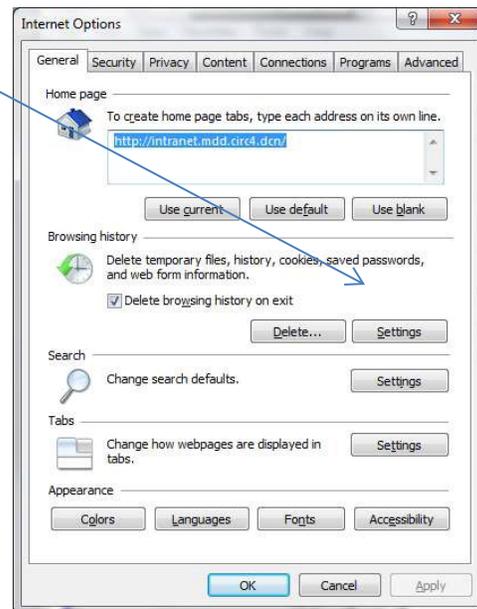
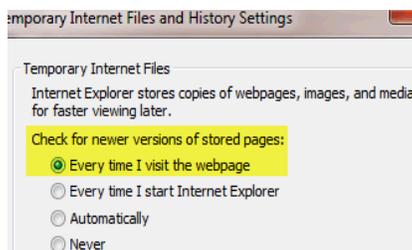
In IE, ensure that your cache setting is correct:

Go to Tools on your browser menu bar and click Internet Options.



From the **General** tab, click **Settings**.

Choose the following option:



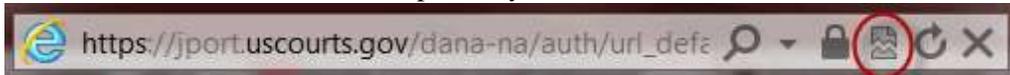
**INTERNET EXPLORER COMPATABILITY ISSUES**

The electronic vouchering program used by eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you have recently upgraded your Microsoft Office Operating System and/or your Internet Explorer to IE 10 or 11, you need to take the following steps in order for the program to function correctly.

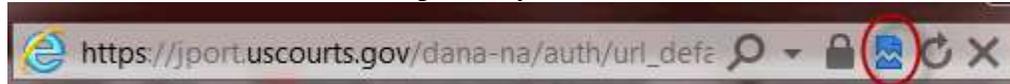
**IE10:**

In IE 10, turn on **Compatibility Mode** by clicking on the icon of a torn sheet of paper located at the end of the web address. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility Mode Off:



Compatibility Mode On:



**3. *My username and/or password won't work. What do I do?***

If you incorrectly enter your username or password three times, the system will automatically lock you out of your account. This is for your protection and for security purposes.

In order to find out what your correct username and/or password are—or to get your account unlocked—please contact the CJA eVoucher Help Desk.

<p align="center"><b><u>Alexandria eVoucher Help Desk:</u></b></p> <p align="center"><b>Clerk's Office Criminal Division</b> (CJA Forms and Procedures) (703) 299-2102</p> <p align="center"><b>Ramona Johnson, Deputy Clerk</b> (Payment &amp; Login Issues) <a href="mailto:cja_alexandria@vaed.uscourts.gov">cja_alexandria@vaed.uscourts.gov</a> (703) 299-2174</p>	<p align="center"><b><u>Richmond eVoucher Help Desk:</u></b></p> <p align="center"><b>Lisa Garrett, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2237</p> <p align="center"><b>Rob Walker, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2232</p>	<p align="center"><b><u>Norfolk eVoucher Help Desk:</u></b></p> <p align="center"><b>Angela Farlow, Deputy Clerk</b> (CJA Forms, Procedures, Payments &amp; Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7215</p> <p align="center"><b>Lisa Tyree, Deputy Clerk</b> (CJA Forms, Procedures, Payments &amp; Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7253</p>
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**4. *I have a new address and/or phone number. Do I need to notify someone?***

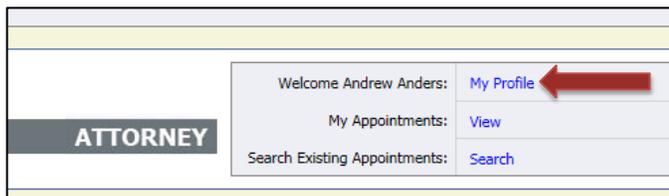
No. Attorneys are responsible for maintaining their **Personal Profile** in eVoucher. If you need assistance, please contact the CJA eVoucher Help Desk.

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**5. *I want to change my username or password. How do I do that?***

It is wise to change your username and/or your password once you begin using eVoucher. If you have provided this information to someone who is no longer authorized to act on your behalf, you should promptly change them for your protection and for security reasons.

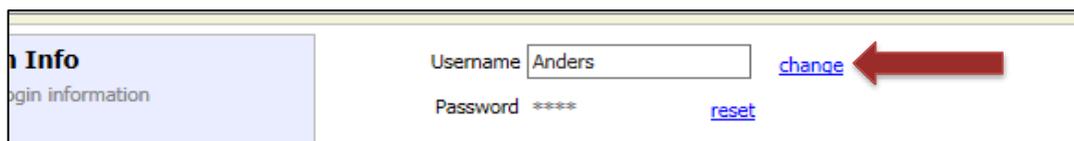
To do this, click **My Profile** on your home page of eVoucher.



Click **Edit** on your profile page.



To change your **username**, highlight your current name and type in a new username. Then click **change**, and then click **close**.



To change your **password**, click **reset**.

A screenshot of a user profile page. On the left, there is a blue sidebar with the text 'Info' and 'Login information'. To the right, there are two input fields: 'Username' containing 'Anders' and 'Password' containing '\*\*\*\*'. Next to the 'Username' field is a blue link labeled 'change'. Next to the 'Password' field is a blue link labeled 'reset'. A red arrow points to the 'reset' link.

Type your new password in both boxes. Click **reset** a second time. Then click **close**.

A screenshot of a password reset form. On the left, there is a blue sidebar with the text 'Login information'. To the right, there are two input fields: 'Password' and 'Confirm', each followed by a red asterisk. Below these fields is a button labeled 'Reset'. A red arrow points to the 'Reset' button.

## VOUCHER FOR FEES AND EXPENSES (CJA 20S)

### 6. *I've been appointed to represent a defendant, but the case is not showing up in the appointments section on my home page. What went wrong?*

After accepting a new appointment, the case information should show up on your home page within a day or so. Be sure that you are looking in the **Appointments List** section and not the **My Active Documents** section—and be sure you check for entries on a second or subsequent page. (Use the hyperlink at the bottom of the Appointments List section to get to subsequent pages.) If the case is not listed, please contact the CJA eVoucher Help Desk and provide the following information:

- Defendant's Name
- Date of Appointment
- Case Number
- Name of Clerk's Office Staff Who Appointed You

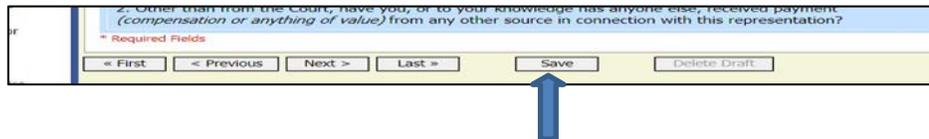
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**7. *I'm trying to enter my time, but I get a message that the "Services/Expenses are out of the Voucher Start and End dates." What do I do?***

In order to change the start and end dates so that the time or expenses you are trying to enter fall within the dates, go to the Claim Status page. You may either type in the earliest date and the latest date or click on the calendars and select the dates.



Then go to the bottom of the page and click **Save**.



It is best to get into the habit of checking the start and end dates before beginning to enter time or expenses on a voucher.

**8. *I have already submitted my voucher but just realized that I made a mistake on it. Can I get it back?***

Yes. The voucher will be promptly returned to you when you request the CJA eVoucher Help Desk to “reject” it. The voucher will be returned to your home page highlighted in bright yellow.

If you wish to delete it, and start over, open the document and then click **delete draft** at the bottom of the **Basic Information** or **Confirmation** page.

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**9. How do I know if I'm getting close to the statutory maximum for attorney services?**

In order to review the fees and expenses that have been paid to you in a case, please refer to the **Reports** that are listed on the left-hand side of any of the voucher screens.

If you choose either of the **Defendant Budget Reports** (summary or detail) you will see a table showing the total fees and expenses pending and approved.

CJA-20  
Submitted to Court  
[Read Only]  
Def.: Karl Stephens

[Link to CM/ECF](#)

Voucher #: 0101.0000003  
Start Date: 3/3/2014  
End Date: 3/3/2014

Services: \$63.00

Expenses: \$22.40

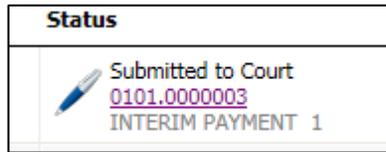
**Reports**

- [Defendant Detail Budget Report](#)  
Detail budget info for defendant
- [Form CJA20](#)
- [Defendant Summary Budget Report](#)  
Totals only of budget info for defendant

**10. I want to check on the status of a voucher. How do I do that?**

Once a voucher has been submitted for review and approval, it moves from the **My Active Documents** area of the home page to the **My Submitted Documents** area.

While the voucher is being reviewed and approved, the status will look like this:



Once the voucher has been approved by the judge or, if necessary, the Fourth Circuit Court of Appeals, and entered for payment, it will move to the **Closed Vouchers** area and this symbol will appear next to the voucher:



Once that appears, your check should arrive in seven to ten days.

If you have questions about the status of your voucher, feel free to contact the CJA eVoucher Help Desk and be certain to provide the: (1) client’s name, (2) the type of voucher, and (3) the document number or date submitted. Providing this information will result in a faster response time.

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**11. *One of the documents I submitted is back on my homepage, and it is now bright yellow. Why is that?***

If a document that you've submitted reappears on your homepage, and it's highlighted in bright yellow, that means the document has been "rejected" at some stage of the review and approval process. Please understand that we cannot edit your voucher. So, if even a small change is needed, the only way to do that is for us to "reject" the voucher so that you can make the change.

You will find an explanation for this action in the notes section on the confirmation page of the voucher. You will sometimes also receive an email further describing what needs to be done before resubmitting the document.

Feel free to contact the CJA eVoucher Help Desk if you have any additional questions about why a document was returned to you.

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**12. *eVoucher keeps signing me out while I'm still entering data . How do I prevent losing the voucher that I am working on?***

Save your vouchers regularly while inputting data. eVoucher automatically closes, for security reasons, if it does not detect "action" within a specified period of time. Entering time does not register with the program as an "action." Performing functions such as saving data, submitting a voucher, and closing a voucher will register as activity that will reset the timer for eVoucher to remain open.

**13. When I try to submit the voucher, I receive an error message that “the date of this voucher is before the appointment date.” What do I do?**

Contact the CJA Help Desk and a corrected appointment date will be entered so that the voucher can be submitted. Please also provide the following information:

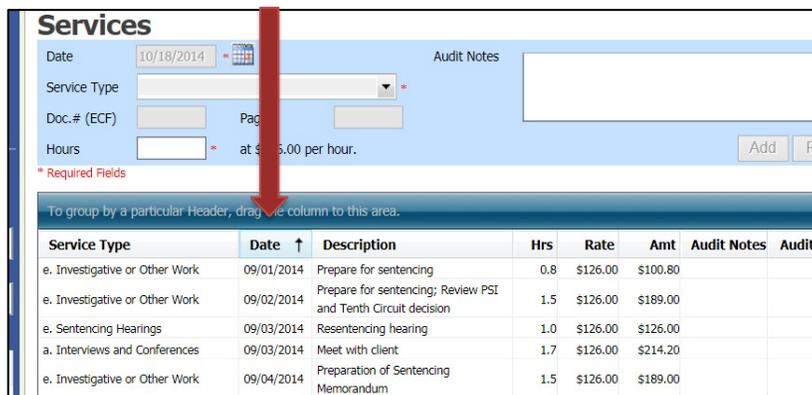
- Defendant’s Name
- Case Number
- Date of Appointment

<u>Alexandria eVoucher</u> <u>Help Desk:</u>	<u>Richmond eVoucher</u> <u>Help Desk:</u>	<u>Norfolk eVoucher</u> <u>Help Desk:</u>
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**14. Can I put all my time entries in chronological order?**

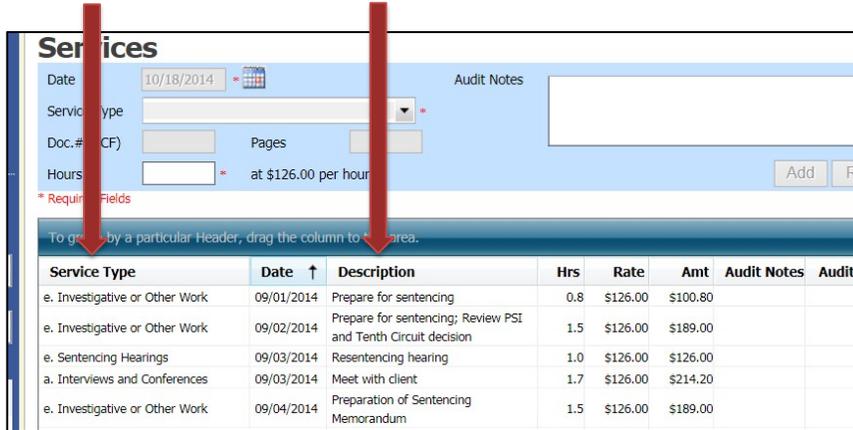
Yes. On the **Services** page, click on the **Date** column heading and all of your time entries will be placed into chronological order. To reverse the listing, click **Date** again. The arrow will point the opposite direction and the dates will be in reverse chronological order.

The same process works on the **Expenses** page.



**15. I want to look at all my time entries by category. For example, I want all my jail visits grouped together. Can it do that?**

Yes. To group all the same types of services together, click on the **Service Type** column heading on the Services page of the voucher. All entries in each category will appear together. You can do the same for the description column.



**16. Before eVoucher commenced, the Court issued order(s) allowing me to submit monthly (interim) vouchers and the authority to hire an expert. Are these pre-conversion orders also effective in eVoucher?**

Yes. Here is what you need to do to keep them effective in eVoucher:

**ORDERS FOR INTERIM PAYMENTS**

If the Court issued an order allowing you to submit monthly (interim) vouchers in a case, you may still submit monthly vouchers through eVoucher. Please upload the order on the **Documents** page of your voucher.

**ORDERS AUTHORIZING EXCESS FEES OR EXPERT SERVICES**

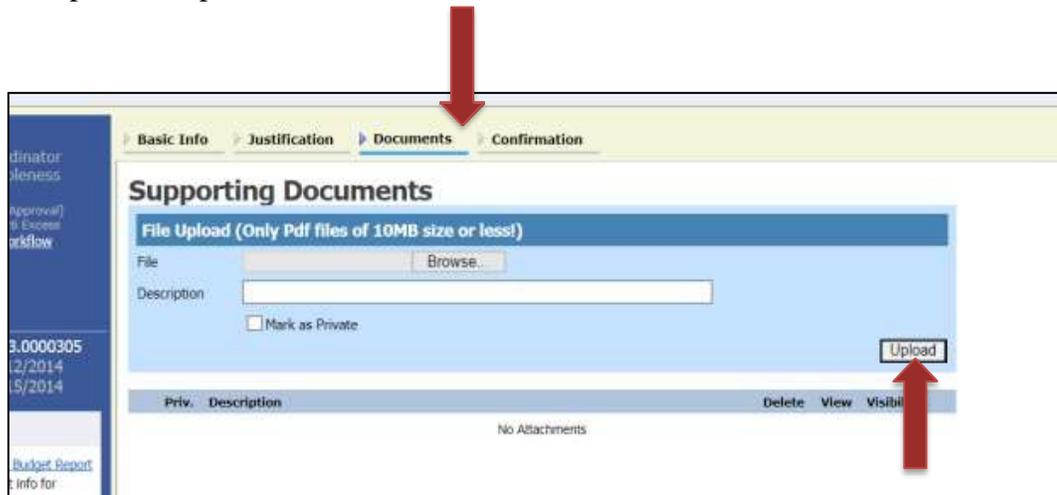
Please submit an **Auth** in eVoucher and use the “description” box to explain that authority for the services or fees was previously granted by the Court. Next, upload the motion and order on the **Documents** page of the **Auth**.

**17. I have receipts or invoices that I need to submit because the expense exceeded \$50. How do I do that?**

This works just like filing a document in CM/ECF.

Save the document as a PDF on your computer. Next, open the voucher or authorization and go to the **Documents** page.

Click **Browse**. Find the PDF document on your computer and select it. The name will appear in the File box. You may include a description of the document, such as “hotel receipt” or “expert’s resume.”



Click **Upload**.

The document will then be listed in the bottom portion of the page. You can continue uploading additional documents, if desired.

## PRINTING

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### 18. *Can I print a voucher? How do I save an electronic copy of a voucher?*



Yes. To print a voucher, go to the **Basic Information** page of the documents. You will see a list of reports on the far right-hand side of the page. Pick the voucher you would like to print, e.g., **Form CJA20**. To print an authorization, choose the selection called **Form Authorization**, which appears farther down on the list of reports.

In a moment or two, all the pages of the voucher or request will be combined into one document, which can be printed by clicking on the printer icon (or **Ctrl+P**). It will not, however, print any documents that have been uploaded to the document page.

If you want to save an electronic copy of the file, follow the above steps, but simply select print to PDF, rather than to printer, and save it to your computer.

## CREATING OTHER VOUCHERS OR REQUESTS

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**19. *I am trying to create an Auth, CJA-21, or CJA-26 but those options aren't on the left-hand side of my screen, where they should be. What happened?***

You may have opened an existing voucher, rather than opening the appointment to create a new document. Close the document and go to the **Appointment List** area (not **My Active Documents**) of your home page. Click on the case you would like to work in and you should find all the options on the left-hand side of the **Basic Information** page.

**20. *The expert that I want to use in a case isn't listed on the drop down menu. Can I still use that person?***

Yes. The most efficient way to accomplish this is to contact the CJA eVoucher Help Desk with the following information.

- Expert's Name
- Address
- Phone
- Email
- SSN/EIN
- Category of Expert

Once the expert's information is uploaded to eVoucher, you may proceed with your authorization request.

<b><u>Alexandria eVoucher Help Desk:</u></b>	<b><u>Richmond eVoucher Help Desk:</u></b>	<b><u>Norfolk eVoucher Help Desk:</u></b>
<b>Clerk's Office Criminal Division</b> (CJA Forms and Procedures) (703) 299-2102  <b>Ramona Johnson, Deputy Clerk</b> (Payment & Login Issues) <a href="mailto:cja_alexandria@vaed.uscourts.gov">cja_alexandria@vaed.uscourts.gov</a> (703) 299-2174	<b>Lisa Garrett, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2237  <b>Rob Walker, Deputy Clerk</b> <a href="mailto:cja_richmond@vaed.uscourts.gov">cja_richmond@vaed.uscourts.gov</a> (804) 916-2232	<b>Angela Farlow, Deputy Clerk</b> (CJA Forms, Procedures, Payments & Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7215  <b>Lisa Tyree, Deputy Clerk</b> (CJA Forms, Procedures, Payments & Login Issues) <a href="mailto:cja_norfolk@vaed.uscourts.gov">cja_norfolk@vaed.uscourts.gov</a> (757) 222-7253

If you prefer to make the authorization request via eVoucher, and the amount does not exceed the statutory limit of \$800, create a CJA-21 and, on the **Basic Information** page, take the following steps:

1. Select the **Service Type** from the drop-down menu (e.g., investigator, interpreter, etc.).
2. Provide a description of the services that will be provided.
3. In the **Expert** drop-down box, select the blank. That will cause a number of blanks to appear.
4. Fill in those blanks with the expert's information.
5. Click on **Create Voucher**.

When the expert's information has been entered into the system, the CJA-21 will be listed under **My Service Provider's Documents**. You will then be able to open the voucher and enter the expenses and services for the expert.

**21. *I submitted an authorization request for funds to hire an expert. How do I know if the authorization request was granted?***

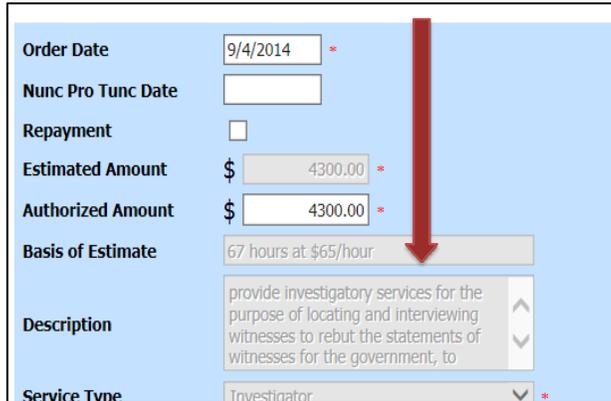
Once an **Auth** (authorization) has been approved by the judge or, if necessary, the Fourth Circuit Court of Appeals, it will appear in the **Closed Documents** area of the attorney's home page. This means that the attorney has received permission to spend the requested amount on the service requested in the **Auth**. The attorney should then let the expert know that the services have been authorized.

Case	Defendant	Type	Status
<a href="#">1:14-CR-02201-...</a> Start: 04/03/2014 End: 04/03/2014	Karl Stephens (# 1) Claimed Amount: 1,000.00 Approved Amount: 1,000....	AUTH Accountant	Voucher Closed <a href="#">1083.0000004</a>
<a href="#">1:14-CR-02201-...</a> Start: 10/19/2014 End: 10/20/2014	Karl Stephens (# 1) Claimed Amount: 23,333.00 Approved Amount: 23,33...	AUTH Chemist, Toxicologist	Voucher Closed <a href="#">0101.0000091</a>

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**22. *I am asking for money to hire an expert. Can I just type the reasons in the message section?***

No. Enter the reasons and basis for the request in the section on the **Basic Information** page labelled **Description**. If you type the reasons in the message section, and circuit approval is needed, the Fourth Circuit Court of Appeals will not be able to see it.



The screenshot shows a form with the following fields: Order Date (9/4/2014), Nunc Pro Tunc Date (empty), Repayment (checkbox), Estimated Amount (\$4300.00), Authorized Amount (\$4300.00), Basis of Estimate (67 hours at \$65/hour), Description (provide investigatory services for the purpose of locating and interviewing witnesses to rebut the statements of witnesses for the government, to), and Service Type (Investigator). A red arrow points from the top of the form down to the Description field.

**23. *I have used the services of an expert a few times in this case and I need to use his/her services again. How do I know if I'm getting close to the \$800 statutory cap for experts and services?***

In order to review the expert services that have been paid in a case, please refer to the **Reports** that are listed on the left-hand side of any of the voucher screens.

If you choose either of the **Defendant Budget Reports** (summary or detail) you will see a table showing the total fees and expenses pending and approved.



The screenshot shows a voucher screen for CJA-20. It includes a document icon, the text 'CJA-20 Submitted to Court [Read Only]', and 'Def.: Karl Stephens'. There is a link to 'CM/ECE'. Below this, it shows 'Voucher #: 0101.0000003', 'Start Date: 3/3/2014', and 'End Date: 3/3/2014'. There are two dropdown menus: 'Services: \$63.00' and 'Expenses: \$22.40'. At the bottom, there is a 'Reports' section with links for 'Defendant Detail Budget Report', 'Form CJA20', and 'Defendant Summary Budget Report'.