

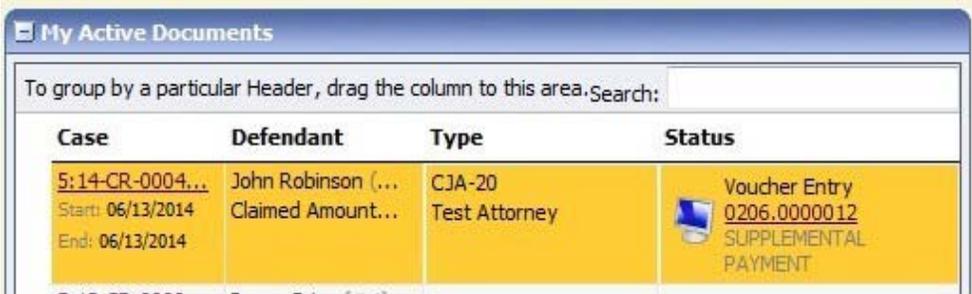
# U.S. District Court - District of Maine

## eVoucher Training Aid January 2021

### FAQs / Tips for Success

Accessing eVoucher	There is a link to Maine eVoucher on the CJA page of the courts website: <a href="http://evadweb.ev.uscourts.gov/CJA_mex_prod/CJAeVoucher">http://evadweb.ev.uscourts.gov/CJA_mex_prod/CJAeVoucher</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.
Phone number	Your eVoucher 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 court staff.
Address or Phone number 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"). ALWAYS separately notify the Court.
Billing Information	<p>The Panel Attorney is responsible for entering and maintaining their Billing Information in eVoucher. The Court is not able to see the entire SSN/EIN, only the last 4 digits (i.e. Attorney SSN/EIN:***-**-5678). ALWAYS separately notify the Court.</p> <p>Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile, and IRS 1099 forms will be issued under the SSN/EIN as it appears in the Profile.</p>

Changing password	<p>From the Landing Page - 'My Profile' - Login Info.          Passwords must be at least eight characters in length and contain the following:</p> <ul style="list-style-type: none"> <li>- One lower-case letter</li> <li>- One upper-case letter</li> <li>- One number</li> <li>- One special character (a typographic symbol)</li> </ul> <p>Passwords must be changed immediately upon first login. Passwords must be changed every 180 days.</p>
-------------------	---

Claims for services	<p>Beginning with the appointment and the first appearance in court, attorneys should begin to enter claims for all work done in the case. 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.</p>
SAVE Often	<p>The eVoucher program only recognizes “action items” as system activity, such as hitting the Save button; so it may periodically time out for security purposes. <u>It is good practice to save your entries on each screen, before advancing to the next screen, to prevent loss of data.</u> 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>
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>  <p>The screenshot shows a table titled "My Active Documents" with columns: Case, Defendant, Type, and Status. The first row is highlighted in yellow. The Case column contains "5:14-CR-0004...", Defendant is "John Robinson (...)", Type is "CJA-20 Test Attorney", and Status is "Voucher Entry 0206.0000012 SUPPLEMENTAL PAYMENT".</p>
Trouble Logging in	<p>If you have attempted to log in multiple times without success, your user account will become locked after six failed login attempts. Please contact the Clerk’s Office at <a href="mailto:evoucher@med.uscourts.gov">evoucher@med.uscourts.gov</a> for assistance.</p>

CJA21 voucher still appearing in 'My Active Documents'	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 job aid CJA 21 Instructions for Attorneys (on the court's website).
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="#">Authorization for Expert Services</a> -- E-mail will advise the attorney that the authorization has been approved (or rejected) by the Court.</li> <li>- <a href="#">Creation of pending Appointment &amp; Voucher in eVoucher</a> - the Court is in the process of creating appointments in eVoucher from cases and defendants where panel attorneys have been appointed prior to the implementation of eVoucher and the defendant has not yet reached plea stage and/or is scheduled for trial.</li> </ul>
Error regarding dates	<div style="background-color: #f8d7da; padding: 5px; margin-bottom: 5px;">  The date of this voucher is before the Appointment Date.     </div> <div style="background-color: #fff3cd; padding: 5px; margin-bottom: 10px;">  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. Do not enter today's date in the end date field. 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: 10px; margin-top: 10px;"> <div style="background-color: #f0f0f0; padding: 5px; border-bottom: 1px solid #ccc; display: flex; justify-content: space-between;"> <span>Basic Info</span> <span>Services</span> <span>Expenses</span> <span style="border-bottom: 1px solid #007bff; color: #007bff;">Claim Status</span> <span>Documents</span> <span>Confirmation</span> </div> <div style="padding: 10px 0 0 20px;"> <h3 style="margin: 0;">Claim Status</h3> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="text-align: left;"> <p><b>Start Date</b> <input type="text" value="6/13/2014"/> </p> </div> <div style="text-align: right;"> <p><b>End Date</b> <input type="text" value="6/13/2014"/> </p> </div> </div> </div> </div>
Printing CJA20 Vouchers	<p>You can quickly and easily view, print and save your CJA20 documents in pdf.</p> <p>--While in any CJA20 voucher, under Reports on the left-hand side of the screen, click Form CJA20</p>

	--When the CJA20 form and attached voucher details open, print and/or save the document
In-Court and Out-of-Court time	In-Court and Out-of-Court time must NOT be claimed together in one entry. Two separate line entries must be made on the Services tab. Select an In-Court Services option from the Service Type drop-down for time actually spent in court or conference at the court. Select an Out of Court Services option from the Service Type drop-down for time spent separately with client or preparing for hearing, etc.
General tips and reminders for claims made in Federal Court	<ul style="list-style-type: none"> <li>• The Court is looking more closely at claims for reviewing NEFs/e-mails from the ECF system. Claims of .1 hour (up to 6 minutes) or more for review of every NEF may not be approved.</li> <li>• The Court does not pay for administrative tasks such opening and closing files.</li> <li>• When claiming copy expenses, the number of pages copied and the rate charged per page must be included in the Description field.</li> <li>• Any claims for expenses over \$50 must include supporting documentation, which can be attached in PDF format on the Documents tab.</li> <li>• Don't forget to attach a LETTER to the presiding judge in PDF format on the Documents tab for any claims over the statutory limit. Entering supporting information in the Public/Attorney Notes section of the Confirmation tab alone will not be accepted at the U.S. Court of Appeals; they prefer letters that fully explain the circumstances of the case.</li> </ul>
Tips regarding CJA21 requests for experts	<ul style="list-style-type: none"> <li>• Remember that there are two separate requests in eVoucher for 1) requesting an authorization for funds to employ an expert, and 2) submitting claims for payment to an expert. Both are accessed by clicking on the case number hyperlink in the "Appointments' List" section of eVoucher. <ul style="list-style-type: none"> <li>--For authorization of funds, on the left hand side of the screen, click "AUTH CREATE Authorization for Expert and Other Services" AND BE SURE TO ENTER THE HOURLY RATE FOR THE EXPERT.</li> <li>--For claims for payment for an expert, on the left hand side of the screen, click: "CJA-21 CREATE Authorization and Voucher for Expert and Other Services"</li> </ul> </li> <li>• CJA 21 requests for authorization of funds require an estimate of how many hours are required and the rate the expert charges. This can be included in the Description box.</li> <li>• Don't forget that with eVoucher, you must submit the CJA21 claim for payment twice. First you "sign" and submit the claim on behalf of the expert. The claim will immediately appear in My Active Documents for you to review, certify and "sign" as the representing attorney.</li> </ul>

Tips regarding CJA24 requests for transcripts	Once a CJA24 claim is submitted for payment by a court reporter, the claim will appear in My Active Documents for your approval indicating that the transcript was prepared and received by you. Don't forget that any delay in approving a CJA24 claim, delays payment to the Court Reporter.