

EDNC eVOUCHER FAQ

1. eVoucher signs me out while I am entering data into it. How do I prevent losing my work?

Save your vouchers regularly when working on them. eVoucher automatically closes, for security reasons, if it does not detect “action” within a specified period of time. Entering time does not register as an “action.” Performing actions like saving data, submitting a voucher, and closing a voucher does register as “action.” Again, the best practice is to save your work often to prevent loss of data.

2. I have received this error message when trying to submit a voucher: “Claim status dates must include the range of dates entered in services and expenses. Service on XX/XX/XXXX date is not included in the Claim Range YY/YY/YYYY-YY/YY/YYYY.”

Go to the Claim Status section of the voucher. The start date and the end date in that section have to be the earliest and latest dates you entered in the services or expenses section.

Basic Info Services Expenses **Claim Status** Documents Confirmation

Claim Status

Start Date 7/30/2015 * End Date 7/30/2015 *

Payment Claims

Final Payment

Interim Payment (payment #)

Supplemental Payment

**** Reminder: Please select the appropriate claim status.**

1. Have you previously applied to the court for compensation and/or reimbursement for this? Yes No

If Yes, were you paid? Yes No

2. Other than from the Court, have you, or to your knowledge has anyone else, received payment (compensation or anything of value) from any other source in connection with this representation? Yes No

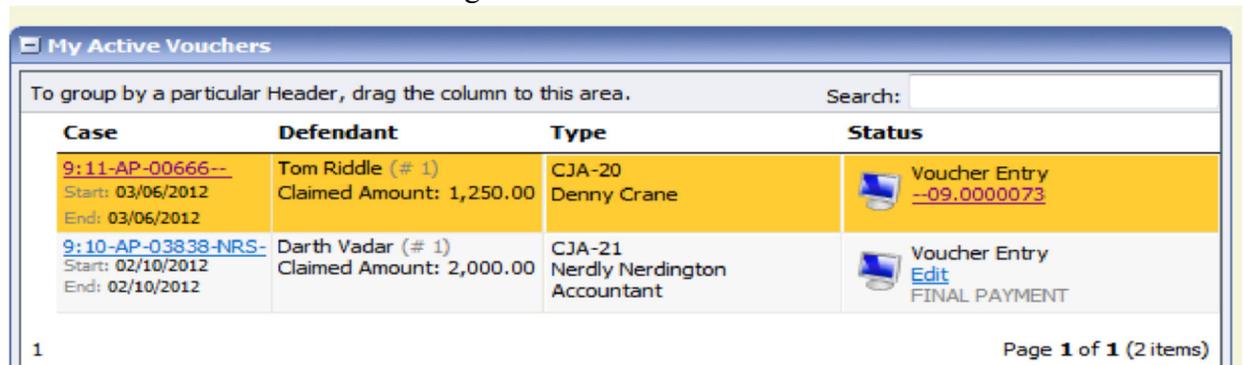
* Required Fields

< First < Previous Next > Last > Save Delete Draft

3. I submitted a voucher but now it is back in My Active Vouchers but appears highlighted in bright yellow. What does that mean?

An entry that looks like the one below means that the voucher has been “rejected” at some stage of the review and approval process. Court and/or FPD staff cannot edit your voucher, so if even a small change is needed, the only way to do that is to “reject” the voucher so that you can make the change.

You will find an explanation for this action in the Notes section of the Confirmation page of the voucher, and sometimes you may also receive an email further describing what needs to be done before resubmitting a document.



Case	Defendant	Type	Status
9:11-AP-00666-- Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	 Voucher Entry -09.0000073
9:10-AP-03838-NRS- Start: 02/10/2012 End: 02/10/2012	Darth Vader (# 1) Claimed Amount: 2,000.00	CJA-21 Nerdly Nerdington Accountant	 Voucher Entry Edit FINAL PAYMENT

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4. I created and submitted a CJA-21 voucher for a service provider (or CJA-24 voucher for a contract court reporter), but it still appears in My Active Documents, with the status of “Submitted to Attorney.”

When the attorney creates and completes a voucher on behalf of a service provider, after entering the services and expenses, the attorney should go to the confirmation tab and **Submit** the voucher. Then, the attorney will need to open the voucher again (via My Active Documents), proceed to the confirmation tab, certify and **Approve** the voucher.

Once the attorney completes the approval of the voucher, it will appear in “My Service Provider’s Documents,” with the status “Submitted o Court.”

5. How can I get a copy of my actual voucher and entries?

From any tab within a voucher, there is a Reports section on the left side of the screen. The report entitled Form CJA ** will give you a copy of the form as well as your detailed services and expenses entries. You can choose to print out the report or save it as a PDF.

Reports Defendant Summary Budget Report Totals only of budget info for defendant Form CJA20 Defendant Detail Budget Report Detail budget info for defendant	Reports Defendant Summary Budget Report Totals only of budget info for defendant Defendant Detail Budget Report Detail budget info for defendant Form CJA21	Reports Form CJA 24 Defendant Summary Budget Report Totals only of budget info for defendant Defendant Detail Budget Report Detail budget info for defendant
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6. How do I know if I'm getting close to the statutory maximum for attorney services?

You may monitor voucher totals using the quick review panel on the left side of the screen.

**CJA-20
Attorney Enters**

Def.: Elizabeth Waverly

[Link to CM/ECF](#)

Voucher #:
Start Date:
End Date:

Services: \$9,400.00

Expenses: \$215.42

Representation Fee Limit:
\$11,500.00

Fee Amount Remaining After Approved and Pending:
\$2,100.00

The **Services** and **Expenses** fields tally services and expenses as those entries are entered in the voucher. Expand either item by clicking the drop-down arrow to reveal specifics about the services or the expenses.

Services: \$9,400.00

In Court Services		
Service	Hours	Amt.
Arraignment and/or Plea	6.0	\$1,200.00
Bail and Detention Hearing	0	\$0.00
Motion Hearings	2.0	\$400.00
Trial	0	\$0.00
Sentencing Hearing	0	\$0.00
Revocation Hearings	0	\$0.00
Appeals Court	0	\$0.00
Other	0	\$0.00
Totals	8.0	\$1,600.00

Out of Court Services		
Service	Hours	Amt.
Interviews and Conferences	13.0	\$2,600.00
Obtaining and Reviewing Records	8.0	\$1,600.00
Legal Research and Brief Writing	6.0	\$1,200.00
Travel Time	4.0	\$800.00
Investigative and Other Work	8.0	\$1,600.00
Totals	39.0	\$7,800.00

Expenses: \$215.42

Travel	
Expense Type	Amount
Travel Miles	\$90.42
Travel Misc	\$0.00
Totals	\$90.42

Expenses	
Expense Type	Amount
Fax	\$0.00
Long Distance Charges	\$0.00
Photocopies	\$100.00
Postage	\$0.00
Other Expenses	\$25.00
Totals	\$125.00

The **Representation Fee Limit** field displays the current available funding for the defendant. The **Fee Amount Remaining After Approved and Pending** field displays a real-time tally of the fee amount remaining as services and expenses are being entered in the voucher and saved. If there is a negative amount, it shows in red.

CJA-20
Attorney Enters

Def.: Elizabeth Waverly

[Link to CM/ECF](#)

Voucher #:
Start Date:
End Date:

Services: \$9,400.00

Expenses: \$215.42

Representation Fee Limit:
\$11,500.00

Fee Amount Remaining After Approved and Pending:
\$2,100.00

CJA-20
Attorney Enters

Def.: Elizabeth Waverly

[Link to CM/ECF](#)

Voucher #:
Start Date:
End Date:

Services: \$12,600.00

Expenses: \$215.42

Representation Fee Limit:
\$11,500.00

Fee Amount Remaining After Approved and Pending:
(\$1,100.00)

You may also use the **Reports** listed on the left-hand side of any voucher screen. If you choose either of the **Defendant Budget Reports** (summary or detail) you will see a table showing the total fees and expenses approved and pending.

Voucher #: 0419.000043
 Start Date: 1/1/2015
 End Date: 6/2/2015

Services: \$2608.20

Expenses: \$5.60

Reports

[Form CJA20](#)

[Defendant Summary Budget Report](#) ←

Totals only of budget info for defendant

[Defendant Detail Budget Report](#) ←

Detail budget info for defendant case

7. I want to look at all my service entries by category. For example, I want all my jail visits group together. Can I do that?

Yes. Service entries are automatically sorted in chronological order, oldest to newest, as they are entered. 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.

Basic Info | **Services** | Expenses | Claim Status | Documents | Confirmation

Services

Date: 10/18/2023 *

Service Type: *

Doc. # (ECF): Pages:

Hours: * at \$164.00 per hour.

Description:

Add Remove

* Required Fields

To group by a particular Header, drag the column to this area.

Service Type	Date	Description	Hrs	Rate	Amt
a. Interviews and Conferences	02/20/2021	letter to client; email to counsel	1.4	\$155.00	\$217.00
a. Interviews and Conferences	02/24/2021	multiple emails to/from govt	0.4	\$155.00	\$62.00
a. Interviews and Conferences	02/24/2021	letter to client	0.7	\$155.00	\$108.50
a. Interviews and Conferences	03/11/2021	letter with docs to client	1.5	\$155.00	\$232.50
a. Interviews and Conferences	03/16/2021	letter to client	0.9	\$155.00	\$139.50
a. Interviews and Conferences	03/29/2021	email to probation	0.1	\$155.00	\$15.50
a. Interviews and Conferences	04/16/2021	email to team	0.2	\$155.00	\$31.00
a. Interviews and Conferences	04/27/2021	letter to client	1.0	\$155.00	\$155.00
a. Interviews and Conferences	05/10/2021	multiple emails to investigator	0.3	\$155.00	\$46.50
a. Interviews and Conferences	05/13/2021	email to govt	0.1	\$155.00	\$15.50

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8. I am trying to create an AUTH or CJA-21 voucher but those options are not on the left 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.

9. I had vouchers in my Closed Vouchers folder on my Home Page, but some of them have disappeared.

Vouchers that are closed for 60 days or more are automatically removed from the attorney and expert home pages. The **Closed Documents** section only shows items that closed within the last 60 days.

You may navigate to a specific appointment or by going to Operations, My Appointments and then search by person represented or case number and click the link to open that appointment:



10. A voucher was closed more than two weeks ago, and I haven't received the check in the mail. What should I do?

Verify that your billing address listed in eVoucher is correct. Once 30 days have passed since the voucher closed, email April Bunn (April_Bunn@fd.org), Alyssa Hockaday (Alyssa_Hockday@nced.uscourts.gov) and John Patterson (John_Patterson@nced.uscourts.gov) with the payee's name, the voucher number, and date the voucher was closed. Confirm in the email that you have verified that the billing address listed in eVoucher is correct. Please understand that the Payment Management Branch will not act on any inquiry about an outstanding check until 30 days have passed since the check was issued.