

# eVoucher FAQs/Troubleshooting

## Who can I contact for more information on CJA eVoucher in the District of Minnesota?

The CJA Panel Administrator (Federal Defender Office) is Lisa Smith, 612-664-5859 or [lisa\\_m\\_smith@fd.org](mailto:lisa_m_smith@fd.org).

Training modules and materials are located at [www.mnd.uscourts.gov](http://www.mnd.uscourts.gov).

## eVoucher is compatible with the following web browsers:

Internet Explorer 8 or newer (IE8)

Safari 5.1 or newer

**Chrome and Firefox are not supported**

## How do I access the eVoucher site?

There is a link to the eVoucher program in the Criminal Justice Act section of the District's website. The website address is: [www.mnd.uscourts.gov](http://www.mnd.uscourts.gov) – Information / General Information / CJA Information

## The eVoucher program sometimes signs out even though I am entering data.

The eVoucher program only recognizes "action" items – like hitting the Save button – as activity and will periodically time out for security purposes. It is good practice to save your work often to prevent loss of data.

## I have lost data even after I hit the "Save" button – what happened?

The probable culprit is an outdated web browser. Make sure you have a current version (on Windows, the site is best using Internet Explorer 8 or newer; with Apple, the site is best using Safari 5 or newer).

## I don't see all my appointments on my Home page.

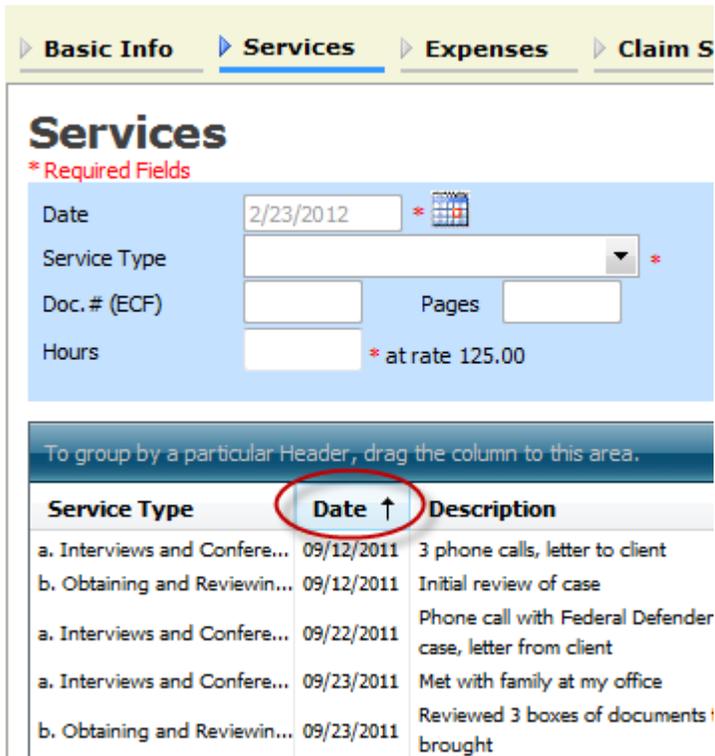
Federal Defender staff has to enter case information into the system. Contact the CJA

Panel Administrator at 612-664-5859 for assistance.

## When I start entering time, I get this error message:

 Service and/or Expenses are out of the Voucher Start and End Dates.

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 either the services or expenses section. To easily find out what the earliest and latest dates are, go to the Services (or Expenses) tab and click on the Date column heading once to sort by date chronologically:



The screenshot shows the 'Services' tab of a voucher system. At the top, there are navigation tabs: 'Basic Info', 'Services' (selected), 'Expenses', and 'Claim S'. Below the tabs, there is a form for entering service details. The 'Date' field is set to '2/23/2012'. Other fields include 'Service Type' (a dropdown menu), 'Doc. # (ECF)', 'Pages', and 'Hours' (with a note '\* at rate 125.00'). Below the form is a table with columns 'Service Type', 'Date', and 'Description'. The 'Date' column heading is circled in red. The table contains several rows of service entries with dates ranging from 09/12/2011 to 09/23/2011.

| Service Type                 | Date ↑     | Description   |
|------------------------------|------------|---|
| a. Interviews and Confere... | 09/12/2011 | 3 phone calls, letter to client                           |
| b. Obtaining and Reviewin... | 09/12/2011 | Initial review of case                                    |
| a. Interviews and Confere... | 09/22/2011 | Phone call with Federal Defender case, letter from client |
| a. Interviews and Confere... | 09/23/2011 | Met with family at my office                              |
| b. Obtaining and Reviewin... | 09/23/2011 | Reviewed 3 boxes of documents brought                     |

Click on Date again and it will sort in reverse chronological order. Once you have entered the correct start and end dates in the Claim Status section, refresh your browser and the error message will go away.

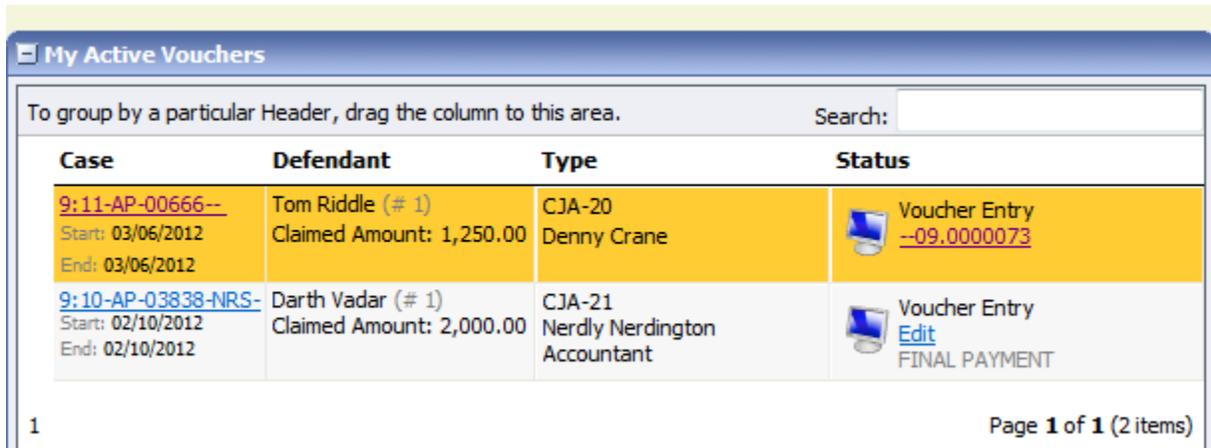
## I received this error message and it prevents me from submitting my voucher.

 The date of this voucher is before the Appointment Date.

Contact the CJA Panel Administrator at 612-664-5859 for assistance. If Court approved, staff will correct the *nunc pro tunc* date so that your voucher can be submitted with time prior to the date of your appointment.

## I submitted a voucher but now it is back in My Active Vouchers but appears highlighted – what does that mean?

An entry that looks like the one below means that the voucher has been rejected by CJA court staff.



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

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Counsel should receive an email from the system with an explanation, but the reason for rejection can also be found in the Notes section of the Confirmation page.

## I previously ordered a transcript and received access to it in CM/ECF, why do I need to go back into CJA eVoucher?

Attorneys must add their approval to the CJA-24 voucher in CJA eVoucher so that payment can issue to the Court Reporter.

## My final attorney claim voucher/CJA20 exceeds the statutory limit. How do I submit my justification statement?

A justification statement is required to be attached to any voucher if the amount of compensation being claimed (excluding expenses) exceeds the statutory limit. The justification statement should be attached to the voucher as a PDF document under the Documents Tab and identified as "Justification Statement". Do not use the CJA26 function to submit a justification statement.