

# **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 IE11 or IE10.1 with compatibility mode.

Safari 10.1

Chrome 62; Edge 16 or Firefox 57

## **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.**

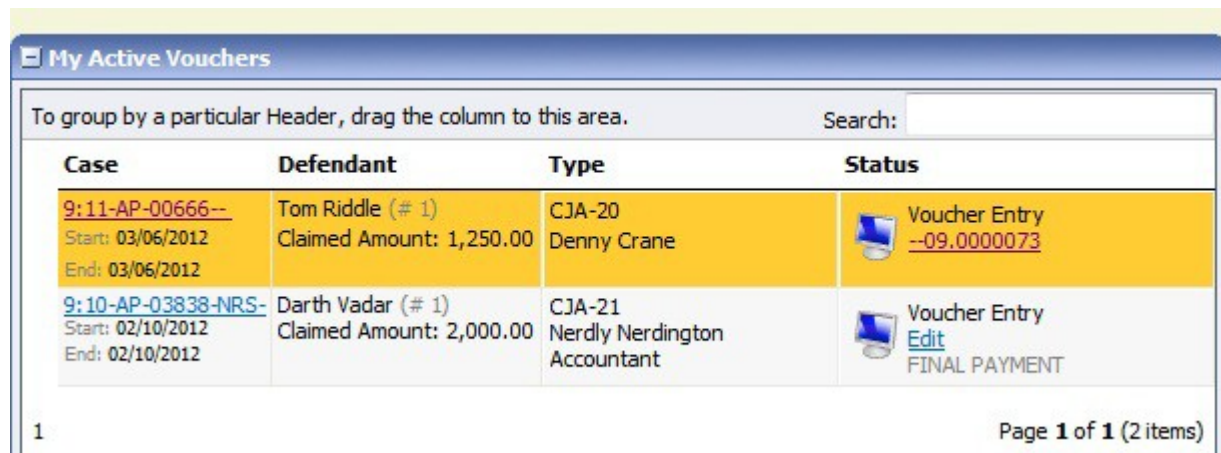
The eVoucher program only recognizes “action” items – like hitting the Save button – as activity and will periodically time out for security purposes. It is good practice to save your work often to prevent loss of data.



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

Closed cases can be located by clicking “Operations” on the Menu Bar or clicking the “View” hyperlink next to “My Appointments” located under your name on the Home Page.

## 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 or the Court.



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