

eVoucher Newsletter

May 2017-Attorney

ATTENTION: The current eVoucher Production servers will not be available for the entire weekend to implement v5.0. From 8:00 P.M. Friday, May 19, 2017 to 7:00 A.M. Monday, May 22, 2017.

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eVoucher v5.0

This newsletter provides an overview of the changes included in the Criminal Justice Act (CJA) eVoucher v5.0 release, which replaces the production version of CJA eVoucher v4.3.1.3. It describes the functionality that has been added, removed, or changed in CJA eVoucher v5.0.

The Court will be updating our website to include revised user manuals and new ELMs training videos for attorneys and service providers/experts. The new Job Aids for Audit Assist Manager and eVoucher Online Help Tool.

The new release date for eVoucher v5.0 will be on **Monday, May 22, 2017**. Your access to eVoucher will not be interrupted. In order for the Court to make the necessary updates to workflows and security features to v5.0, vouchers will not be reviewed until **May 25, 2017**. Expedited transcript request will be forwarded to the Judge for review.

New Features

In v5.0 there are several new features available. On the next pages I have highlighted some of the main new features you will encounter. Please review the attorney manual for other changes that are not included here.

Security Enhancement to Expired Password Reset Functionality

Users clicking on the "Forgot your login?" link on the eVoucher home page receive an email with instructions and a link to reset their password. In CJA eVoucher v5.0, this link now expires if it is not used within 24 hours. Also, the user may only click on the link once, after which the link becomes invalid. These changes were made to remediate a finding in the CJA eVoucher v4.3 security assessment.

Cleaning up Vouchers

Please review your Home Page and clean up any duplicate vouchers. Under your My Active Documents, if you started a voucher or authorization and did not submit it because you thought it was incorrect and restarted a new one, please open the voucher and click on Delete Draft. This will remove those vouchers. The Court cannot remove them for you.

Attorneys and staff should review the revised manuals and ELMs videos.

By Clicking on Audit Assist it will help you find errors in your voucher before submitting your voucher for review.

Audit Assist

The Audit Assist function enables you to perform an immediate check on a document to determine if there are any warnings or errors that could impede processing of the voucher.

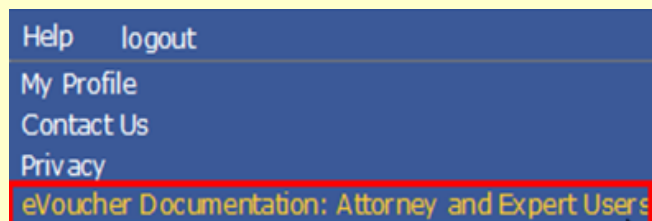
There are different errors and/or warnings that display a message when something is incorrect on a document. Once you click Audit Assist on the voucher, if something is incorrect, you receive either an error or warning message. When an error message is displayed, you are not allowed to continue with the voucher until the condition has been changed. When a warning message is displayed, you are allowed to continue with the voucher, but the court may require more information or additional changes before the document is approved.

eVoucher Online Help

An online help feature has been added to CJA eVoucher v5.0. The Help Documentation feature, also referred to as Robohelp, provides guidance and explanations of the various features and concepts in CJA eVoucher specifically for attorneys and expert service providers.

Topics for external users include basic information on changing user names, resetting passwords, and browser tips; as well as more in-depth information on using the system, such as types of documents, topics specifically for attorney and expert types, and links to other helpful resources. Click any area of interest to view specific details on the topic.

From the **Help** menu, select **eVoucher Documentation: Attorneys and Expert Users**.



THIS IS A GREAT NEW FEATURE TO HELP WITH ALL YOU QUESTIONS



Email Notifications

eVoucher will generate an email notification to you for the following:

New Appointment

Voucher Rejected

Voucher Approved for Payment

Authorization for CJA 21 and CJA 24 Approved

Authorization for CJA 21 and CJA 24 Rejected

Attorney Approval for CJA 21

Attorney Approval for CJA 24

Withheld and Release Functionality

Another new feature is the Withheld and Release Function. eVoucher did not have the component to withhold money on a voucher and release it upon the final payment.

The amounts withheld can now be maintained and tracked along with the amounts released, and these amounts accumulate by user within the appointment. At some point, usually near the end of the case, when the final payment is made withheld amounts may be paid to attorneys and experts. The amount paid may be equal to the total amount withheld or it may be less as determined by the court. All activity, as well as the balance, is displayed on the vouchers.

A new field entitled "Withholding" has been added to the summary page of the affected voucher types. This field is numeric and accepts only positive values. The value in this field is included in the Approved Amount.

The attorney may submit a blank (no services or expenses) CJA-20/30/21/31 at the end of the case, clicking the Withholding Return Payment radio button to request return payment of withheld funds

AUTH-Increasing Approved Funds

New to v5.0 the Court can now deactivate an authorization after approval. Closed authorizations can now be designated as "Deactivated" to prevent them from being used for CJA-21 and CJA-31 vouchers. Deactivated authorizations do not appear in the list of available authorizations under "Use Previous Authorization" when creating a CJA-21 or CJA-31 voucher. This will prevent confusion as to which authorization should be selected when creating the CJA 21; the original request or the revised request for additional funds.

Scenario:

An AUTH has been submitted for a service provider in the amount of \$2500.00. The service provider contacts you and states their services will exceed the \$2500.00 and they will need an additional \$1000.00. You submit a new AUTH for \$1000.00. The Deactivated feature will allow the court to deactivate the second authorization after approval from the Judges and increase the money from \$2500.00 on the first AUTH to \$3500.00. The attorney will only see the original authorization to select when creating the CJA 21.

NOTE: The original requested amount will still read \$2500.00, but on the Defendant Detail Budget Report it will read \$3500.00.

Submit a blank CJA 20 to release the withheld money. On Claim Status Page Select Withholding Return

Quick Tips to Avoid Rejected Vouchers

Vouchers-CJA20, CJA21, CJA30, CJA31, CJA26, AUTH, and AUTH-24

Claim Status Page – Start and End Date should be first and last date of services

Exceeding Statutory Limit – Do you have approval? Submit CJA 26 or AUTH

Services – Include docket number when reviewing docket entries

Description- Not enough information provided

AUTH-24-Basic Page information incomplete or filled out incorrectly

Documentation Page – Supporting documentation omitted



Service Providers: Access to eVoucher

Starting in June the following service providers will have access to eVoucher: **Contract Court Reporters, Interpreters, Investigators, Paralegals and some Experts.** These service providers or experts will have rights to enter their own expenses, the Voucher Assignment radio button becomes active, and you can change from Attorney to Expert. This will allow the service provider or expert access to enter their service fees on the voucher. Detailed Instructions are in your attorney manual.

Change from:

Voucher Assignment Attorney Expert
This indicates who will be responsible for filling the voucher claim part

Change to:

Voucher Assignment Attorney Expert
This indicates who will be responsible for filling the voucher claim part

All CJA-21 Vouchers, whether created and submitted by you or by the expert, will move back to your **Home** page in the **My Service Providers' Voucher** folder. You must virtually sign the completed CJA-21 again to submit it to the court for processing.

Other Modifications to a CJA-21 and CJA-31

The "Hours" field on CJA-21 and CJA-31 vouchers has been renamed to "Units" for expert time entry. When entering Units users should explain what a unit represents in the Description field.

A label change was made to the basic Info tab for all authorizations. The field previously labelled "Requested Provider" is now labelled "Notes."

Service Type Investigator *
Notes