



**UNITED STATES DISTRICT COURT
DISTRICT OF CONNECTICUT**

CJA eVoucher FAQs

1. How do I access the eVoucher site?

Bookmark <https://ecf.ctd.uscourts.gov/cja/>. This link is also on our website, CJA tab, CJA eVoucher page.

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

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

3. 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). Please note: Firefox is not supported.

If you have an updated web browser, it may be a setting that needs to be changed. Please contact your IT department. If you require further assistance, you may Contact Us using the link within the program.

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

Court staff has to enter case information into the system. In order for you to receive a voucher, you must have submitted and had approved a CJA 23 financial affidavit.

5. When I start to enter 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:

Basic Info Services Expenses Claim S

Services

* Required Fields

Date *

Service Type *

Doc. # (ECF) Pages

Hours * at rate 125.00

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

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.

6. I received this error message The date of this voucher is before the Appointment Date. **and it prevents me from submitting my voucher.**

You may Contact Us using the link in the program. If deemed appropriate, staff will enter a nunc pro tunc date so that your voucher can be submitted with time prior to the date of your appointment.

7. I would like the Clerk's Office to call my cell phone first. How do I make this change?

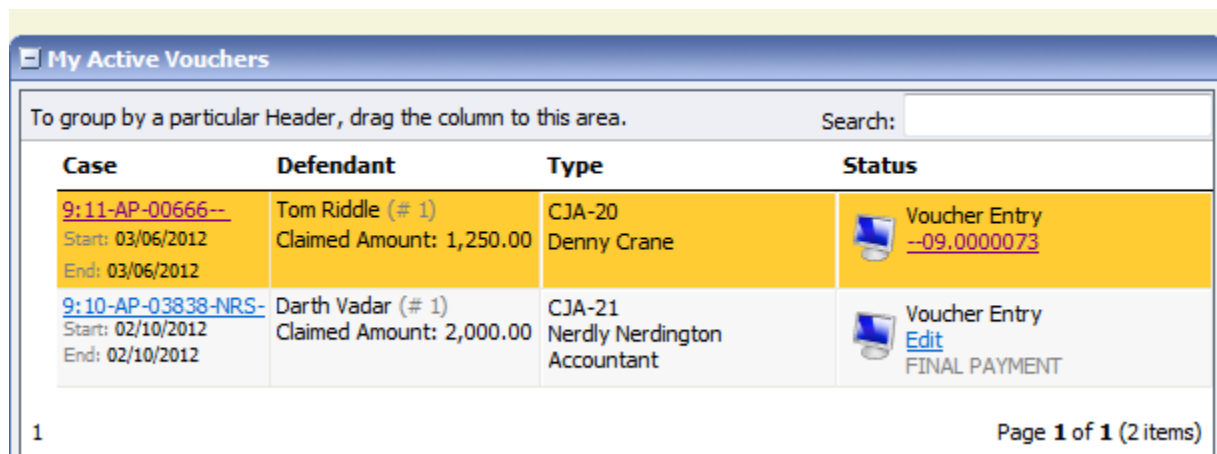
You can edit your profile's phone number. The system pulls the phone number out of the "phone" field, rather than the "cell phone" field. Make sure you put the phone number for which you want to be called first in the "phone" field.



8. My experts have always claimed their time in hundredths of hours. Does this practice continue in this system?

No. Experts must now claim their time only in tenths of hours just as counsel does.

9. I submitted a voucher and 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
<u>9:11-AP-00666--</u> Start: 03/06/2012 End: 03/06/2012	Tom Riddle (# 1) Claimed Amount: 1,250.00	CJA-20 Denny Crane	 Voucher Entry --09.0000073
<u>9:10-AP-03838-NRS-</u> 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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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.

Please note:

- All experts, investigators, interpreters, and court reporters need authorization before the voucher can be processed.
- For submission of paralegals, you will need to have paralegals names, SSN, phone numbers and email addresses.
- State Court Reporters, need name, SSN, address, phone number and email addresses.

10. May I print my vouchers prior to submitting them to the Court for payment?

Yes, you can print each page separately, similar to CJA 6x.

11. Since Motions to Incur Expenses and Motions for Interim Payment are submitted through the eVoucher program, they are not part of the record in CM/ECF. How do we get them, and the orders on them, made part of the record?

You may file something on the docket, under seal if necessary, in order to make a record of the motion and order.