

## CJA Frequently Asked Questions

- How do I get help with eVoucher?

Contact the Court via email: [cja@ohsd.uscourts.gov](mailto:cja@ohsd.uscourts.gov). Emails are monitored by the Court staff and will be responded to in a timely manner.

- My voucher has been approved but I have not received payment?

Payments are generated by the Administrative Office of the Courts (AO). Be sure to verify that your profile information in eVoucher is accurate. The AO requires the local court to wait 30 days before beginning the process of re-issuing a lost payment. Please contact the Court via email at [cja@ohsd.uscourts.gov](mailto:cja@ohsd.uscourts.gov) if 30 days has lapsed without receipt of your payment after approval.

- How do I update my information in eVoucher, such as an email address or password?

Profile updates must be completed by the attorney or service provider. Navigate to the “my profile” link in eVoucher where you may edit either your personal information or your login/password information.

Please note: Passwords expire every 6 months for security reasons. Upon login, eVoucher will prompt users to change their password 10 days prior to password expiration. If the password is not reset, it will expire. You will then need to use the “forgot my login” link to reset your password. Click the link and enter your username or email. You will receive an email with instructions on how to reset your password.

- How can I find out how much has been billed on a case?

The easiest way to get this information is to run the “Defendant Summary Budget Report” or the “Defendant Detail Budget Report”. This will show the approved budgeted amount, pending amounts, approved payments and the budgeted amount remaining.

- I submitted a voucher but it has reappeared in "My Active Vouchers" highlighted yellow. What does that mean?

This means that the voucher has been rejected. Counsel will receive an auto-generated email with an explanation. The reason for rejection can also be found in the “Public/Attorney Notes” section of the Confirmation page.

- How does an attorney make a correction to a CJA 20/21/30/31 that has already been submitted?

Once a voucher has been submitted to the Court, you have “read only” access. You must email [cja@ohsd.uscourts.gov](mailto:cja@ohsd.uscourts.gov) to request the voucher be rejected back to you for editing.

- Why does a CJA 21/31 not show up in the “Submitted to Court” section of eVoucher?

A CJA21/31 voucher must be approved twice. The attorney must navigate to the confirmation page of the voucher and approve the voucher. The first level is the service level approval and the second is the attorney level approval.

Please note: An easy way to know if you have forgotten to approve the voucher a second time is to look on your home page and see if there are any CJA 21 vouchers that have the status of “Submitted to Attorney.” If you see that, you must approve them a second time.

- Why can't I edit a CJA 21/31 that has been rejected back to me?

To edit a CJA21/31 voucher, the attorney must navigate to the confirmation page of the rejected voucher, and reject the voucher again. Once rejected, the attorney will be able to make any necessary revisions to the voucher.

- Why can't I submit my CJA 21/31 in eVoucher?

If you have expended all or most of your \$800, then there may not be enough funds left to pay the voucher at hand. You will have to file a motion for excess expert fees and submit the corresponding AUTH in eVoucher. Once the eVoucher AUTH is approved, the existing voucher must be deleted and recreated, making sure to link it to the approved authorization for excess funds.

The service provider is not listed in eVoucher as an approved vendor. If the service provider does not appear in the expert drop down list on the CJA 21/31, the voucher will not be able to be submitted. If this occurs, counsel must email [cja@ohsd.uscourts.gov](mailto:cja@ohsd.uscourts.gov) and provide the expert's name, address, email and telephone number so that an eVoucher account can be created for them.

- What does this date related error message mean? "Service and/or Expenses are out of the Voucher Start and End Dates."

Change the start date to the beginning of the period for which you are seeking compensation. This date is the earliest date on which claims relative to appointment were incurred. The end date should be the final date on

which expenses relative to the appointment were incurred. To resolve the errors above, verify that claims in the services and expenses sections do not fall outside of the date range on the claim status page.

- May I print my vouchers prior to submitting them to the court for payment?

Yes, you can print each page separately. You can also save the voucher to your desktop as a PDF document by clicking on “Form CJA 20” on the left hand side of your screen when in a Voucher.

- How do I get reimbursed for out of pocket expenses?

Counsel and service providers may be reimbursed for any out of pocket expenses reasonably incurred. These are reported under the expenses tab within eVoucher. Supporting documentation such as receipts, cancelled checks, credit card statement etc. must be provided for any expense in excess of \$50.00. An invoice alone is not sufficient, proof of payment.

- How does an attorney know when an AUTH request has been approved?

The email address listed in the eVoucher profile will receive an auto-generated notification. The approved AUTH will also now be shown in the “Closed Documents” section of eVoucher when you next log in.