

CJA Frequently Asked Questions

- **How do I get help with eVoucher?**

Contact Mary Rogers, CJA Specialist, at 513-564-7529 for eVoucher submission/general CJA voucher issues or Chris Williams, Data Quality Supervisor, at 614-719-3016 for eVoucher technical support. You may also contact the Court via email: 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). You should verify, and maintain, your profile information in eVoucher to ensure it 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 once 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. Once you Sign in, select My Profile in the upper right-hand corner by "Welcome" where you may edit either your personal information or your login/password information. All notifications are sent to the email(s) in the attorney's profile.

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 your password?" link to reset your password. Click the link and enter your username and email. You will receive an email with instructions on how to reset your password. This email has a 15-minute limit and can only be used once.

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

The information is available on the voucher under Reports. Click "Defendant Summary Budget Report" or the "Defendant Detail Budget Report" for a report to appear. The Reports 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?**

When a voucher has been rejected it will appear highlighted in yellow on your Home page. 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. Either call the Court’s CJA contacts or email 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 and then repeat the process. The first level is the service level approval and the second is the attorney level approval.

Note: An easy way to double check the status of the voucher is to look on your Home page. If there are any CJA 21 vouchers with the status of “Submitted to Attorney” then you must approve them a second time.

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

The same two-step process to edit is used when a CJA 21/31 voucher is returned. The attorney must navigate to the Confirmation page of the rejected voucher and reject the voucher twice. Once rejected back two times, 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 Expense Reimbursement Limits, there may not be enough funds left to pay the voucher at hand. To increase the funding limit, you will need to file a motion for excess expert fees and obtain an order granting the excess fees. After the motion is granted, prepare and submit an AUTH in eVoucher. After the eVoucher AUTH is approved, create the CJAS 21/31. Any voucher created before this step will need to be deleted and re-created. The new CJA 21/31 will also need to be linked it to the appropriate, approved authorization “AUTH” for excess funds.

Note: The service provider must first be established in eVoucher with an account and will not be available in the dropdown list as a vendor until this is accomplished. 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. Counsel should contact the Court’s CJA Specialist or email cja@ohsd.uscourts.gov to 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."**

There is an issue with dates for services and/or expenses on the voucher. To resolve, click the Services tab to determine the first date of service and then review for the last date or service. This last date may also be under the Expenses tab. Once the dates are verified, click on the Claim Status tab and update the Start Date and/or End date fields. You may also click Audit Assist to view any errors or warnings.

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

Yes. When in the voucher, on the left side of the screen in the blue band under Reports, click "Form CJA20/21/30/31" and a PDF document will appear that may be printed or saved as a PDF document.

- **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 on the voucher under the Expenses tab within eVoucher. Supporting documentation such as an invoice, 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?**

Once approved, an auto-generated notification will be sent via email to the attorney. The approved AUTH will also appear in the "Closed Documents" section of eVoucher when you next log in.