

# eVoucher FAQs/Troubleshooting

## How do I access the eVoucher site?

There is a link to the Eastern District of Pennsylvania eVoucher program under the Criminal Justice Act ("CJA") menu link on the Court's website.

The direct website address to the system is:

[https://evadweb.ev.uscourts.gov/CJA\\_pae\\_prod/CJAeVoucher/](https://evadweb.ev.uscourts.gov/CJA_pae_prod/CJAeVoucher/)

## Is this site different than the one I use for other courts?

Other courts may be using the eVoucher system, but while they may look exactly the same from the attorney's perspective, they are actually separate websites with separate logins.

## I entered my username and password and it says login failed. What do I do?

After three unsuccessful attempts to login, the system will lock you out. Please contact the eVoucher Help Desk at [evoucher@paed.uscourts.gov](mailto:evoucher@paed.uscourts.gov) and we will reactivate your login.

## When I click on the eVoucher link I do not see the login/password option?

The following browsers are **NOT** compatible with eVoucher: WINDOWS EDGE, CHROME and FIREFOX.

APPLE Macintosh, Safari 5.1 and Internet Explorer 8 or newer are approved.

If you are using a newer version of Internet Explorer you may need to add [uscourts.gov](http://uscourts.gov) to the list of compatible sites. This can be done by going to Tools, Compatibility View Settings, adding the website and then clicking close.

## I am having trouble changing my username or password.

To change your username, highlight and type over the existing username with the new one and click "Change."

To change your password: Click the word "Reset," type in the new password twice and click "Reset" again. Passwords must be at least eight characters in length and contain 1) one lower-case character, 2) one-upper case character, 3) one number, and 4) one special character. It is important that you choose a strong password.

## When I am adding my billing information it is asking me for a billing code but I don't have one?

There are 3 billing types to choose from on eVoucher - Self-Employed, Firm and Associate. More than likely, you will want to choose either Self-Employed or Firm, these options will allow you to enter your billing address without a code. You must enter in Attorney Info and SAVE before adding billing information. This will allow you to select Self-Employed or Firm and will also allow you to copy address from profile.

*Choosing "Associate" allows partners or associates performing work on behalf of appointed counsel to create and submit CJA-20 and CJA-30 claims for services. These vouchers must be approved by and paid to the appointed attorney. This is the only option that requires a billing code.*

### Billing Info

List all available billing info records

**EIN Instructions:**  
If this billing information line is for a pre-existing agreement with a law firm, please enter the Firm's Name and Employer Identification Number (EIN).

\* Required Fields

Billing Type:

Self-Employed

Firm

Associate

Tax Identification Number: \*

EIN/TIN:

Confirm:

Copy Address from Profile

[cancel](#)

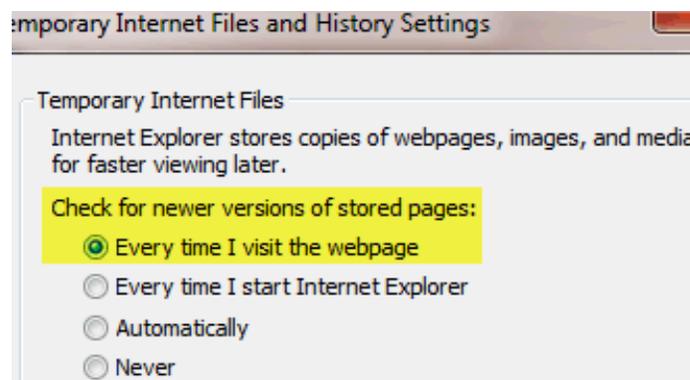
## The eVoucher program sometimes signs out even though I am entering data.

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 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 works best using **Internet Explorer 8 or newer**; with Apple, the site works best using **Safari 5 or newer**.

If you have an updated web browser, it may be that the cache setting needs to be changed. On your browser menu bar, go to Tools and click on “Internet Options.” From the “General” tab in the “Browsing history” section, click on the “Settings” button. Chose the option shown below:



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

Court staff enters case information for newly assigned cases into the system on a regular basis. However, if you have an older case or a new case that you need entered, contact the CJA eVoucher help desk at: [evoucher@paed.uscourts.gov](mailto:evoucher@paed.uscourts.gov)

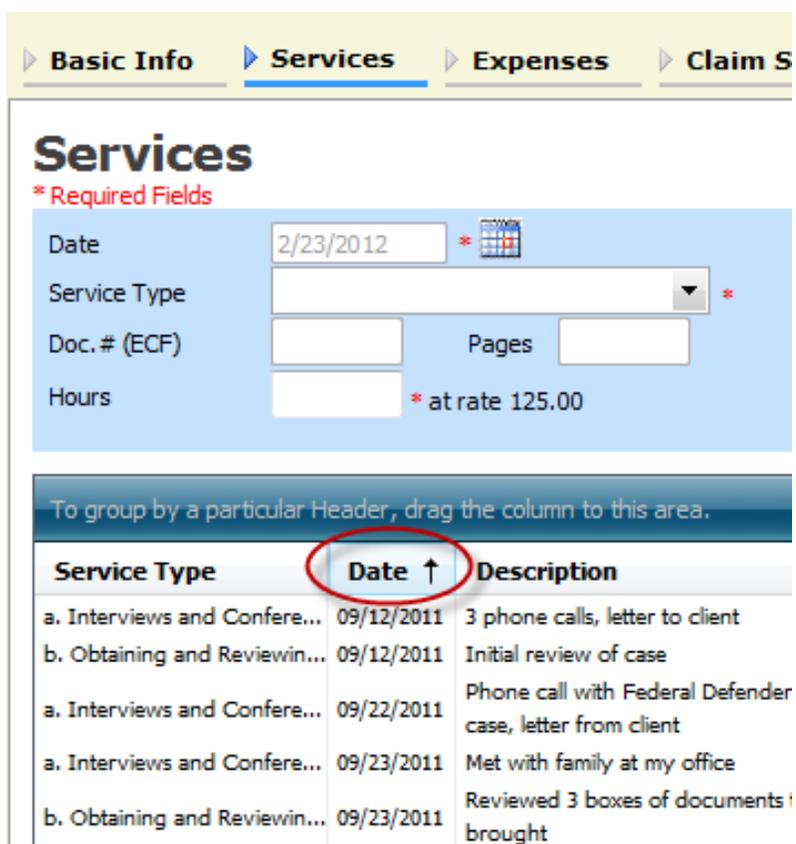
**I received this error message**  **The date of this voucher is before the Appointment Date.** **and**  
**I can't submit my voucher.**

Contact the eVoucher help desk. 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.

When I start making entries, I get this error message:

 Service and/or Expenses are out of the Voucher Start and End Dates.

When creating any voucher for payment, we recommend starting on the “Claim Status” section of the voucher. The start date and the end date in that section have to be the earliest (i.e. the order date of your appointment) 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:



**Services**

\* Required Fields

Date: 2/23/2012 \* 

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, hit save, and the error message will go away.

**I am creating a CJA-21 voucher for a service provider that is not listed in the system, and I am getting a message that the service provider “is not approved” by the Court – what should I do?**

At the time you receive the message, the Court will be notified that you have requested to use a service provider that is not in the system. The Court will then reach out to the service provider and request their billing information. Once the information is received, you will receive an email from the Court and will be able to select the service provider from the drop-down menu.

**I submitted a voucher but now it is back in My Active Documents 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
<a href="#">2:16-CR-00016...</a> Start: 01/01/2016 End: 01/01/2016	Sam Smith (# 1) Claimed Amount: 2,...	CJA-20 Evan Miller	 Voucher Entry <a href="#">0313.0000119</a> FINAL PAYMENT
<a href="#">2:16-CR-00050...</a> Start: 01/01/2016 End: 01/01/2016	Thomas Jones (# 1) Claimed Amount: 25...	CJA-21 John Accountant Accountant	 Submitted to Attorney <a href="#">0313.0000120</a> FINAL PAYMENT

Counsel will receive an email from the system with an explanation, but the reason for the rejection can also be found in the Public/Attorney Notes section of the Confirmation page.

**I created and submitted a CJA21 voucher for a service provider, but it still shows up in My Active Documents.**

In the Eastern District of Pennsylvania, experts are not authorized to use eVoucher. Therefore, the attorney creates and submits all CJA21/31 vouchers. Since the attorney submits the voucher on behalf of the service provider, the attorney must then approve the voucher. Please refer to page 41 of the Attorney Manual for step by step instructions.