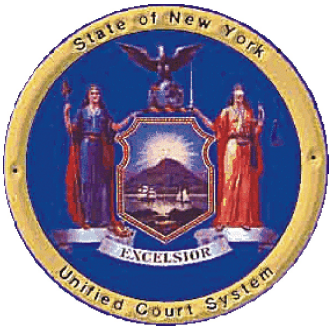
# OFFICE OF ATTORNEYS FOR CHILDREN
# E-VOUCHER MANUAL

**New York State Supreme Court**
**Appellate Division, Third Judicial Department**

**Hon. Elizabeth A. Garry**
**Presiding Justice**
**Hon. John C. Egan Jr.**
**Hon. Michael C. Lynch**
**Hon. Christine M. Clark**
**Hon. Robert C. Mulvey**
**Hon. Eugene P. Devine**
**Hon. Sharon A.M. Aarons**
**Hon. Stan L. Pritzker**
**Hon. Molly Reynolds Fitzgerald**
**Hon. John P. Colangelo**
**Associate Justices**




**Betsy R. Ruslander, Director**
**Office of Attorneys for Children**

*Rev: November 15, 2019*

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Betsy R. Ruslander
Director

To: Attorneys for Children, Third Judicial Department

From: Betsy R. Ruslander

Subject: E-voucher

On behalf of Hon. Elizabeth A. Garry, Presiding Justice of the Appellate Division, Third Department, and the other members of the Court, we are pleased to present this E-voucher Manual to assist you in preparing and submitting compensation claims using the web-based E-voucher. The Compensation and Reimbursement Policies and Procedures of the Office of Attorneys for Children should be read in conjunction with this manual and can be found in the Administrative Handbook.

We hope that this manual will serve as a helpful introduction to the use and operation of the E-voucher system. We always appreciate your suggestions about how we can make the manual, and the entire E-voucher system more responsive to your needs. We invite you to share your ideas with us.

We're indebted to our colleagues in the Fourth Department–Tracy Hamilton, the Program Director, and Amy Hugyecz, Court Analyst–for generously sharing their expertise and experience with us.

Finally, if there is anything we at the Office of Attorneys for Children can do to assist you with this or any other aspect of your work as a children's attorney, please contact us.

Thank you once again for your service as an attorney for children.

# Getting Started with the E-voucher System

**System Requirements:**

**Adobe Reader**
The E-voucher System requires the latest version of **Adobe Reader**. To obtain this version, please visit this website:

http://www.adobe.com/products/acrobat/readstep2.html

**E-mail**
If you use an E-mail spam filter, please update the filter to allow E-mail from these addresses:

eVouchering@courts.state.ny.us
securityadministrationunit@courts.state.ny.us
(because password resets and profile updates are sent from this address)

**Please note**: These E-mail addresses are not to be used for any purpose other than as described above (to allow access). If you need to contact the Office of Attorneys for Children for any voucher inquiry please use ad3-oac-vouchers@nycourts.gov as indicated on the **Contact Information** page at the back of this manual.

**Internet Browser**
It is recommended that you use the latest version of your Internet browser. Below are links to the websites for some widely-used browsers:

**Internet Explorer:** http://windows.microsoft.com/en-us/internet-explorer/download-ie
**Firefox:** http://mozilla.com/en-US/firefox/?from=sfx&aid=1111424
**Safari:** http://www.apple.com/safari/
**Google Chrome:** https://www.google.com/intl/en/chrome/browser/

**Screen Resolution**
Set screen resolution:

For PC
- Go to the 'Start Button' (lower left-hand corner)
- Click on 'Settings'
- Click on 'Control Panel'
- Select 'Display'
- Select the 'Settings Tab'
- Set to 1024 x 768

For MAC
- Double click 'System Preferences'
- Select 'Display'
- Set Screen Resolution

**Enabling Pop-ups**
The E-voucher System requires that your browser allow pop-ups. Below are instructions for enabling pop-ups on these browsers:

***Internet Explorer Help for Windows XP SP2***
You may experience problems using this browser and may want to use one of the other instead.

To enable pop-ups in INTERNET EXPLORER

- Click on Tools->Internet Options
- Click on the 'Security' tab
- Click on the 'Custom Level...' button
- Find the 'Use Popup Blocker' option and click on 'Disable'

You also need to

- Click on the 'Privacy' tab in Tools->Internet Options
- Uncheck the 'Block Pop-ups' checkbox

You can also enable just this site to open popup windows by performing the following steps:

Click on Tools->Internet Options

- Click on the 'Privacy' tab
- Leave the box next to 'Block Pop-ups' checked
- Click on the 'Settings...' button
- Enter the website address in the 'Address of web site to allow' field and click on the 'Add' button
- Click 'Close' to save your changes

***Mozilla Firefox Help***

To enable pop-ups in Firefox, click on the 'click here..' in the **error message** and

- Click on 'Allow Pop-ups For' to enable this site to popup windows OR
- Click 'Edit Popup Blocker Options' to enable this site to popup windows
- Enter the website address in the 'Address of web site' field and click on the 'Allow' button
- Click 'Ok' to save your changes

You can also do this by

- Go to menu (top right) and select 'Content Blocking'
- Scroll to 'Permissions'
- Uncheck the box next to 'Block pop-up windows'

You can also enable just this site to open popup windows by performing the following steps:

- Click on Tools->Options
- Select 'Web Features'

- Leave the box next to 'Block Popup Windows' checked
- Click on the 'Allowed Sites' button next to the 'Block Popup Windows' option
- Enter the website address in the 'Address of web site' field and click on the 'Allow' button
- Click 'OK' to save your changes

***Google Chrome help***

To enable pop-ups in Google Chrome, click on the 3 dots on the right side of the window below the 'x'

- Click on 'Settings'
- Click on 'Advanced' at the bottom of the window
- Click on 'Content settings'
- Scroll down to 'Pop-ups and redirects'
- Click on the circle next to 'Block' and move it to the right to change it to 'Allow'
- Click 'X' to close out

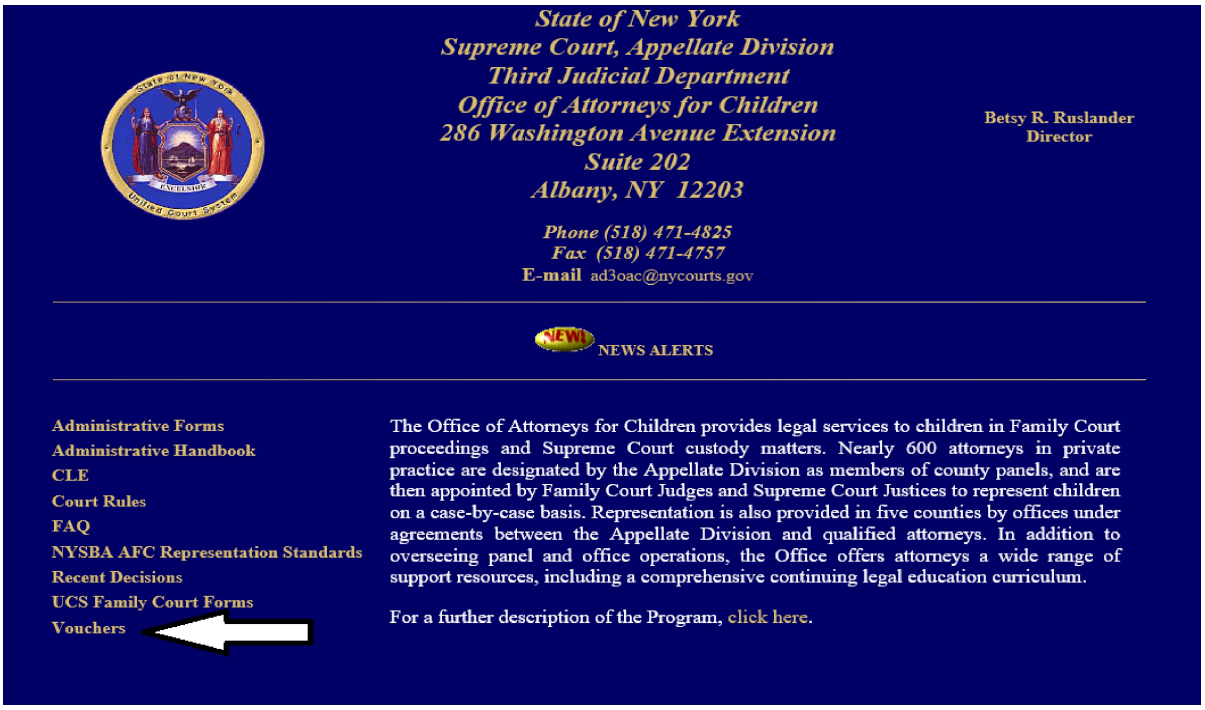
***Safari help***

To enable pop-ups in Safari

- Click Safari > Preferences
- Click on 'Websites' at the top of the window
- Select pop-up window on the left side and at the bottom select 'Allow'

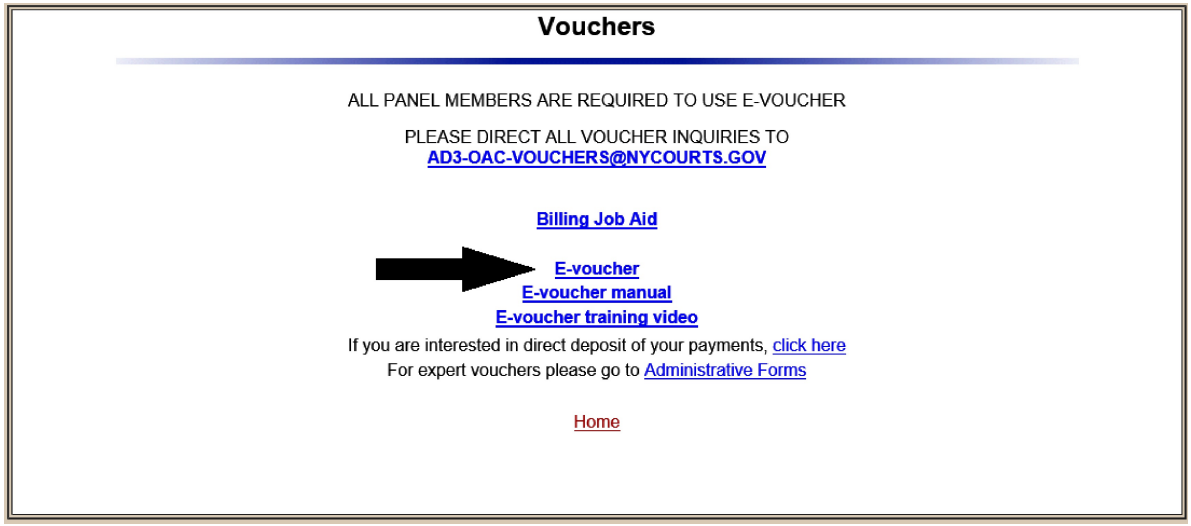
## Accessing the E-voucher System

Visit the website for the Office of Attorneys for Children: http://www.nycourts.gov/ad3/oac (shown below) and click on 'Vouchers' on the menu on the left side.




This will take you to the page shown below:

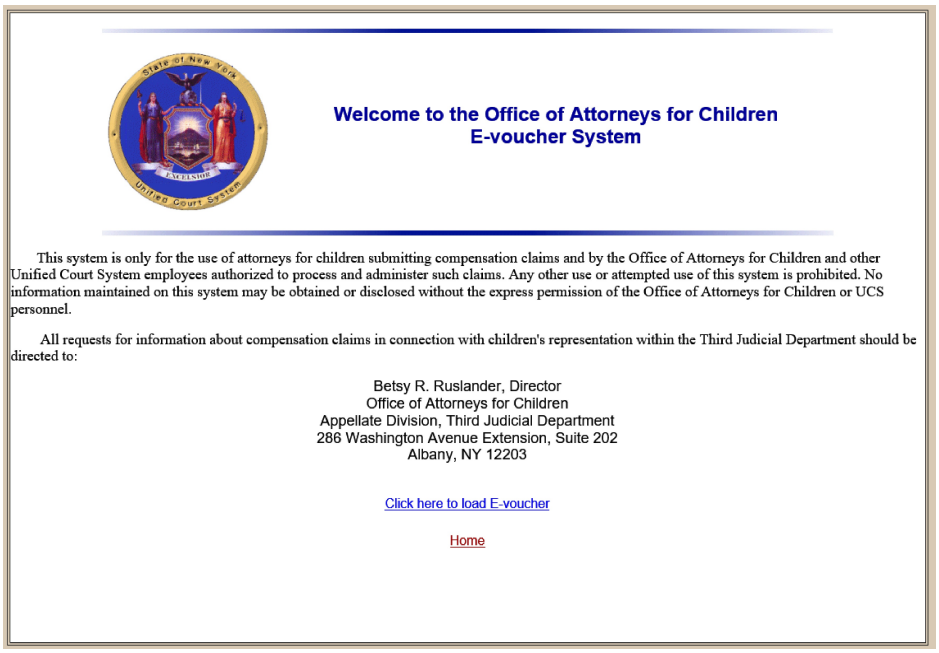
Click on the link labeled E-Voucher



# Accessing the E-voucher System - continued

You will be taken to the E-voucher Welcome Page. Review the statement on the E-voucher Welcome Page, and click on the link at the bottom of the page:

**Click here to load the E-voucher**



**Welcome to the Office of Attorneys for Children**
**E-voucher System**

This system is only for the use of attorneys for children submitting compensation claims and by the Office of Attorneys for Children and other Unified Court System employees authorized to process and administer such claims. Any other use or attempted use of this system is prohibited. No information maintained on this system may be obtained or disclosed without the express permission of the Office of Attorneys for Children or UCS personnel.

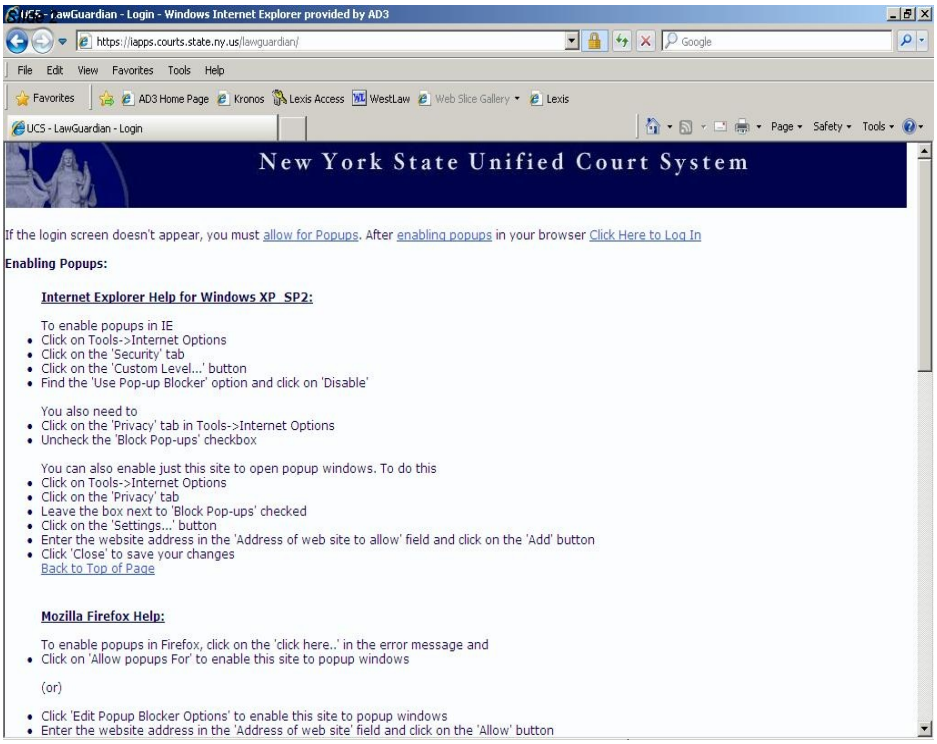
All requests for information about compensation claims in connection with children's representation within the Third Judicial Department should be directed to:

Betsy R. Ruslander, Director
Office of Attorneys for Children
Appellate Division, Third Judicial Department
286 Washington Avenue Extension, Suite 202
Albany, NY 12203

Click here to load E-voucher

Home

The Pop-up Instruction Screen (shown below) will now appear with directions for configuring your browser to allow pop-ups.



UCS - LawGuardian - Login - Windows Internet Explorer provided by AD3

https://iapps.courts.state.ny.us/lawguardian/

File Edit View Favorites Tools Help

Favorites | AD3 Home Page | Kronos | Lexis Access | WestLaw | Web Slice Gallery | Lexis

UCS - LawGuardian - Login

Page Safety Tools

New York State Unified Court System

If the login screen doesn't appear, you must allow for Popups. After enabling popups in your browser Click Here to Log In

**Enabling Popups:**

**Internet Explorer Help for Windows XP SP2:**

To enable popups in IE
- Click on Tools->Internet Options
- Click on the 'Security' tab
- Click on the 'Custom Level...' button
- Find the 'Use Pop-up Blocker' option and click on 'Disable'

You also need to
- Click on the 'Privacy' tab in Tools->Internet Options
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You can also enable just this site to open popup windows. To do this
- Click on Tools->Internet Options
- Click on the 'Privacy' tab
- Leave the box next to 'Block Pop-ups' checked
- Click on the 'Settings...' button
- Enter the website address in the 'Address of web site to allow' field and click on the 'Add' button
- Click 'Close' to save your changes

Back to Top of Page

**Mozilla Firefox Help:**

To enable popups in Firefox, click on the 'click here..' in the error message and
- Click on 'Allow popups For' to enable this site to popup windows

(or)

- Click 'Edit Popup Blocker Options' to enable this site to popup windows
- Enter the website address in the 'Address of web site' field and click on the 'Allow' button

# Logging On and Password Instructions

If your browser is already configured to allow pop-ups, the Log-on Screen will appear.
In the spaces provided, type in your assigned **User Name** and **Password** (which has been sent to your e-mail) and click **Sign In**. If you don't have a User Name and Password you may request one by e-mailing ad3-oac-vouchers@nycourts.gov

## Password Screen

**Initial Password Change**
With the initial log in, you will be required to change the password given to you and select a **Private Hint Question**. There are a few rules that must be followed when creating a new password, or updating an old one:

1. The password must have **a minimum of 10** characters.

2. The password must contain **three** of the following four variables:
   - **Lower Case Letter(s)**
   - **Upper Case Letter(s)**
   - **Number(s)**
   - **Special Characters**: @ $ & % (For example).
     [! and * do not work]

3. It cannot be a password that has been used before.
   It cannot contain the AFC's last name or User ID.

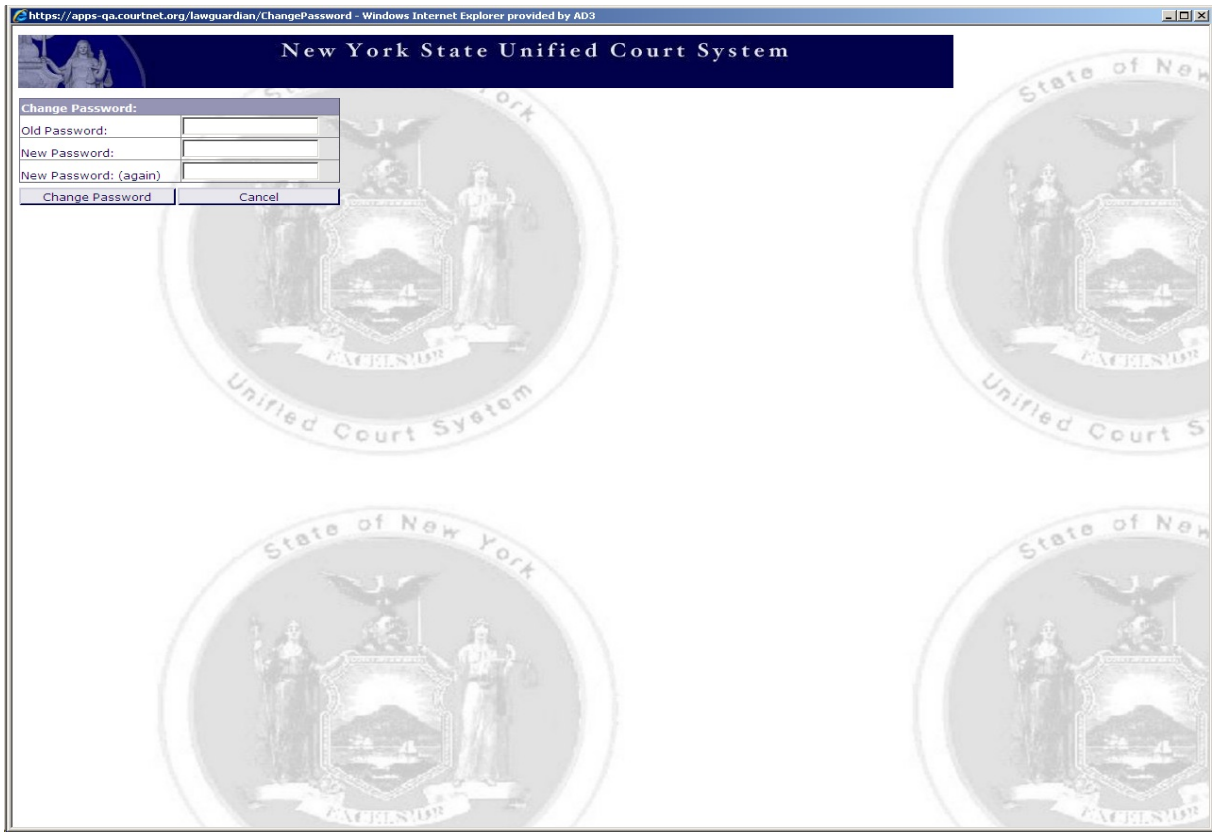
**Changing Your Password**
You must change your password:

1. The first time you log in.

2. For security purposes, you are required to change your password every thirty days.

3. If you get locked out because you entered your password or user ID incorrectly three times then you must request a reset and change your password by E-mailing the Office of Attorneys for Children at ad3-oac-vouchers@nycourts.gov .

4. If you forget your password for AFCIV please use the Self-Service Password Reset site: https://iapps.courts.state.ny.us/sspr/Forgot .
Where the site asks for your "UCS Account Username" you will input your assigned User ID and click "Next". There are two ways you can reset your password. The first way is to answer the security question correctly, input a new password and hit "Reset Password". If you do not remember the answer to the security question, you can click "Reset by Email".
*Note: The reset will be sent to the email address associated with your AFC Profile so please make sure to keep your email up-to-date.



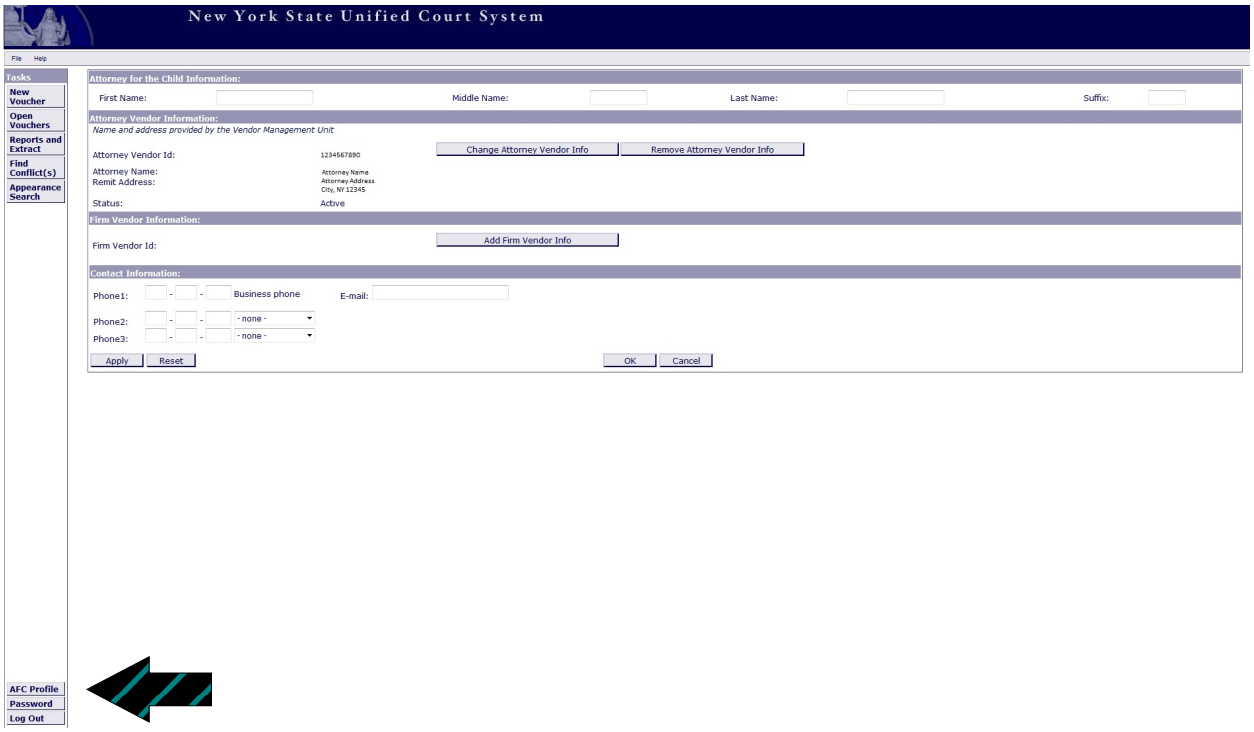
## Attorney Profile

It is important to keep the information in your **Attorney Profile** up-to-date, for the following reasons:

1. The address listed when you submit an E-voucher is the address where your payment will be sent.

2. Your Vendor ID determines where the payment of an E-voucher will be allocated for tax purposes.

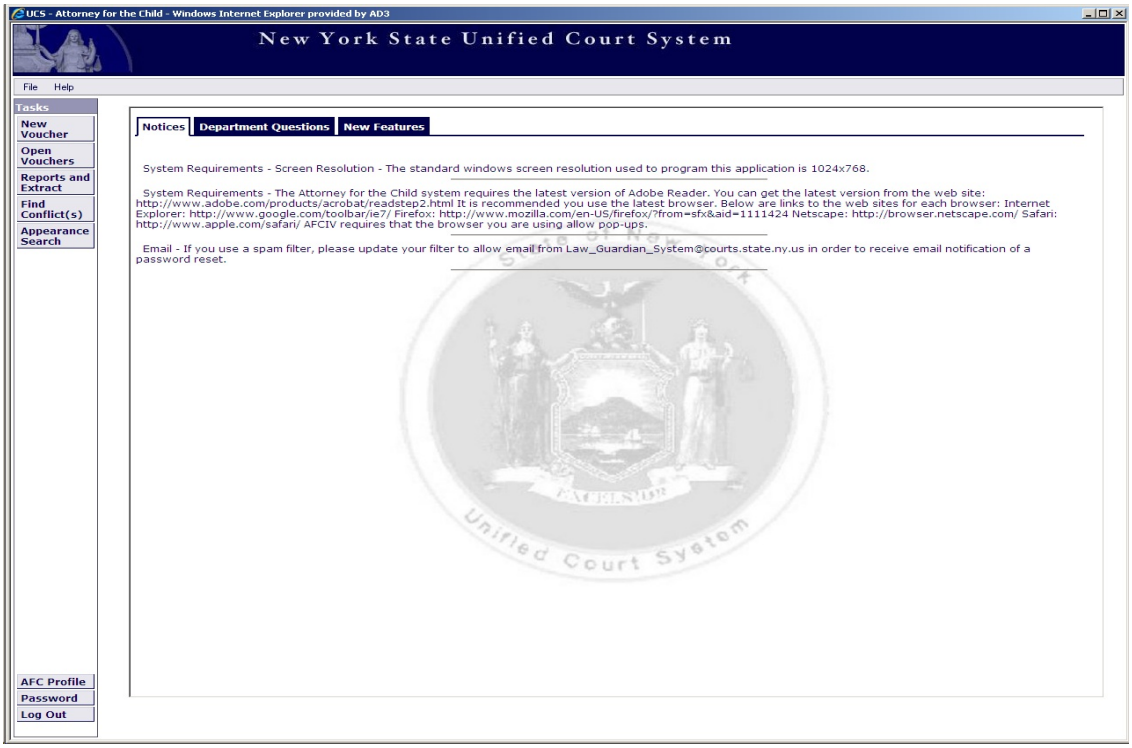
3. The E-mail address on the profile is where password notifications or resets will be sent.




To access your **Profile**, click on the **AFC Profile** tab, located in the lower left corner of the task bar.

## E-voucher System Screen

This is the main screen of the **E-voucher System** from which the task bar, **Notices, Department Questions and New Features** can be accessed.




The task bar, on the left side of the screen, contains tabs for accessing and creating vouchers, generating reports and searching for conflicts and appearances. From the task bar you may also access the **Profile** and **Password** options and safely sign out of the program.

## Activity Codes & Descriptions

During preparation of E-vouchers, you will be asked to select activity and expense codes and provide descriptions comparable to those required for conventional, hard-copy vouchers. Please see also the Administrative Handbook, p. 31.

Out-of-Court Activities

**A: Review Documents:** Describe documents reviewed, e.g. "Review Petition and File."

**B: Client Interview:** Include the location where you met with your client; e.g. meeting at client's school.

**C: Travel:** The C-Code is "Travel Time." Indicate where you traveled to and from.

**D: Phone/Correspondence:** Indicate the method, subject and recipient of the correspondence, e.g.. "Review letter from Father's Attorney re: visitation."

**E: Legal Drafting:** Indicate the document type and subject.

**F: Legal Research:** Indicate the subject of research, and reason for research, e.g. "Legal Research- Case Law, Preparing Appellate Brief."

**G: Investigation:** Indicate what is being investigated.

**H: Out-of-Court All Other:** Describe any other work related to representing your client.

**In-Court Activities**

For the **In-Court Activities, J-N,** select the appropriate Activity Code from the first pull-down menu. Next, select the date, docket, and judge you appeared before from the other pull-down menu and briefly describe the appearance.

**J: Initial Appearance**

**K: Pre-Trial Hearings**

**L: Fact Finding**

**M: Disposition**

**N: In-Court All Other**

Expense Codes

**P: Expenses:** (other than mileage: Indicate the type of expense. (i.e. Copies, Postage) and the quantity.

**Note: Do not enter a "$" symbol, as the system will not accept this special character.**

**Q: Mileage:** Enter the number of miles traveled in the field titled "mileage," and in the activity summary indicate where you traveled to and from. The system calculates the mileage reimbursement based on the number of miles entered and mileage rate for the date traveled.

**Expenses Requiring Receipts:**

**Tolls**
**Parking Over $15**
**Long Distance Phone Calls Over $15**
**Postage Over $15**
**Copies Over $15 -** *If the copying was done in-house, please indicate that in the "activity summary."*
**Process Service-** Include a copy of the invoice.

## Creating a New E-voucher

To start a new E-voucher, click on the **New Voucher** tab located on the task bar. A box will appear in the middle of the screen with the option to select a **Court** from the pull down menu. Select the court where the services covered by the E-voucher were performed and click the **Continue** button in the lower right-hand corner of the window.

**Raise the Age vouchers**

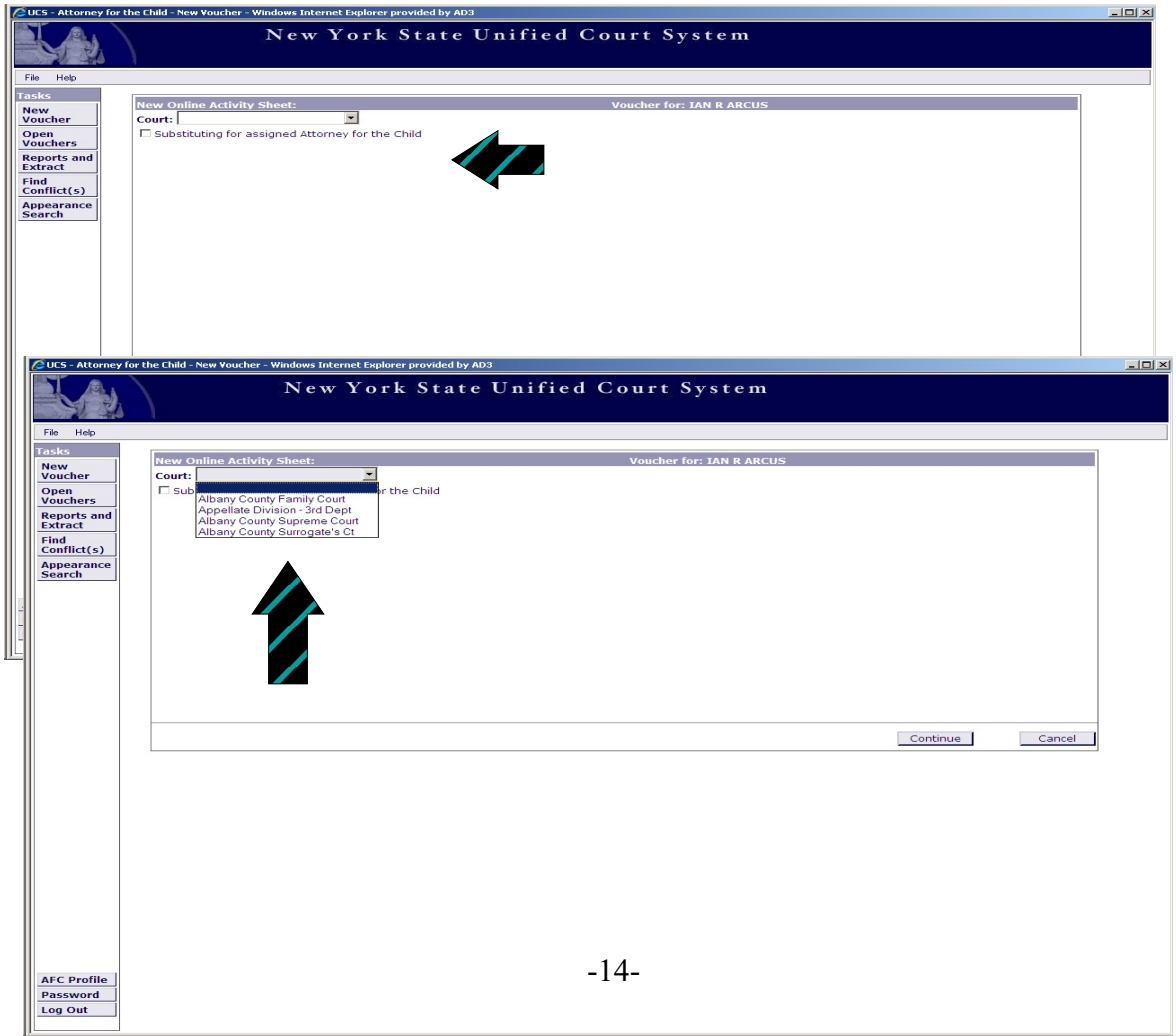
a) For cases sent to Probation Adjustment

The attorney will select "Supreme Court" (not the "Family Court" because there is no Family Court Docket number), then select the new Proceeding Type entitled "RTA – Probation Adjustment" and enter the Felony Youth Complaint (FYC) Docket number that was assigned in the Superior Court Youth Part. If the new proceeding code is not there, select JD or Designated Felony.

b) For cases removed directly to Family Court

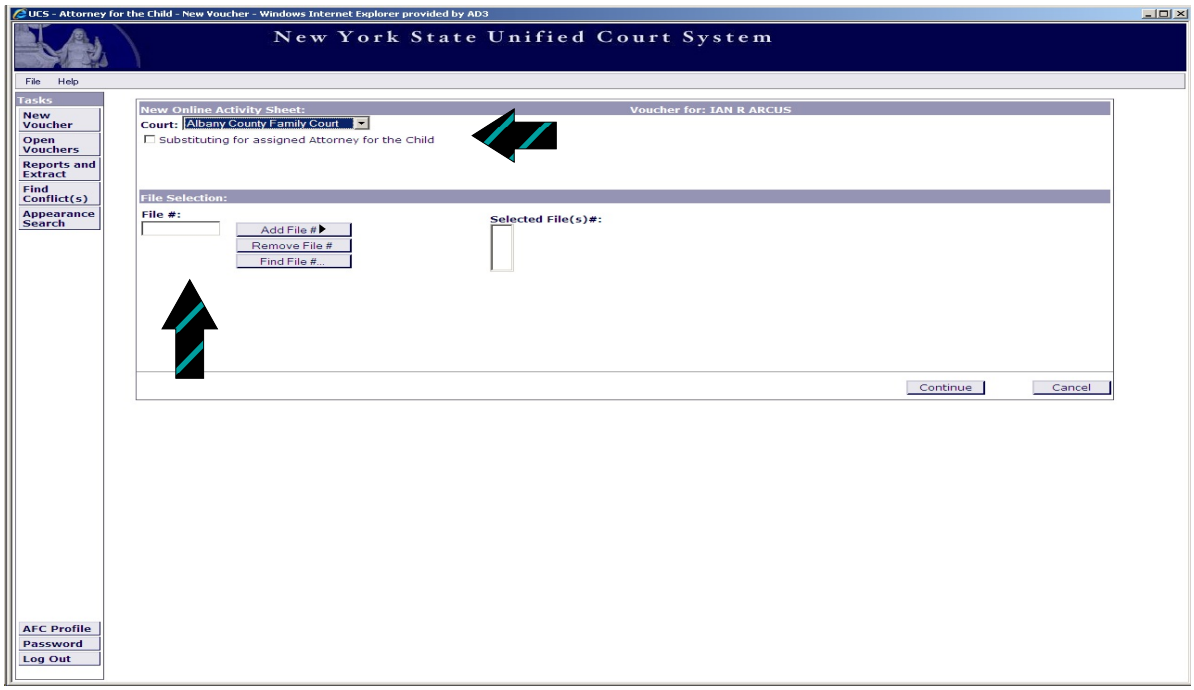
Cases that are sent directly to Family Court without going to Probation Adjustment will be billed as they normally would for a JD proceeding by selecting "Family Court" and the appropriate Proceeding Type (ex: D – Juvenile Delinquency or E - JD Designated Felony) and entering the Family Court Docket number.

**Take care to select the correct court as you will not be able to change the court after the voucher is created.**



## Creating a New E-voucher - continued

Enter the case file number in the **File Number** box and click **Add File #**.




If you do not have the file number, click the **Find File #** button. A smaller screen, shown below, will appear. Enter the Docket Number and press **Search**. The file number and client name appear; click the **Add File #.**

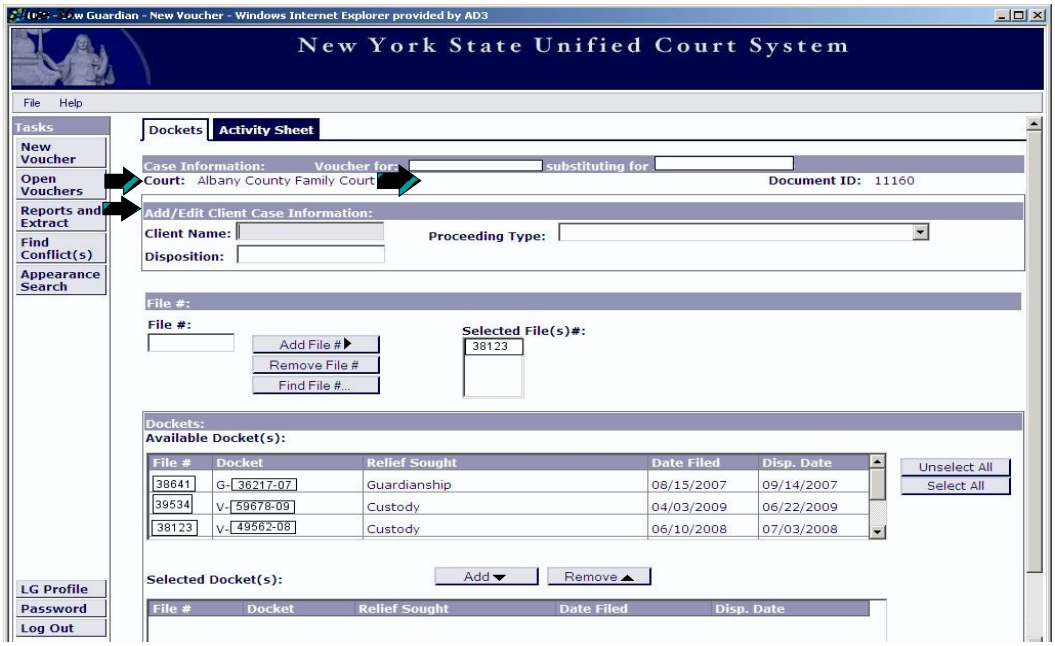
## Creating a New E-voucher- continued

The file number will appear in the **Selected File(s) #:** . Click **Continue**.

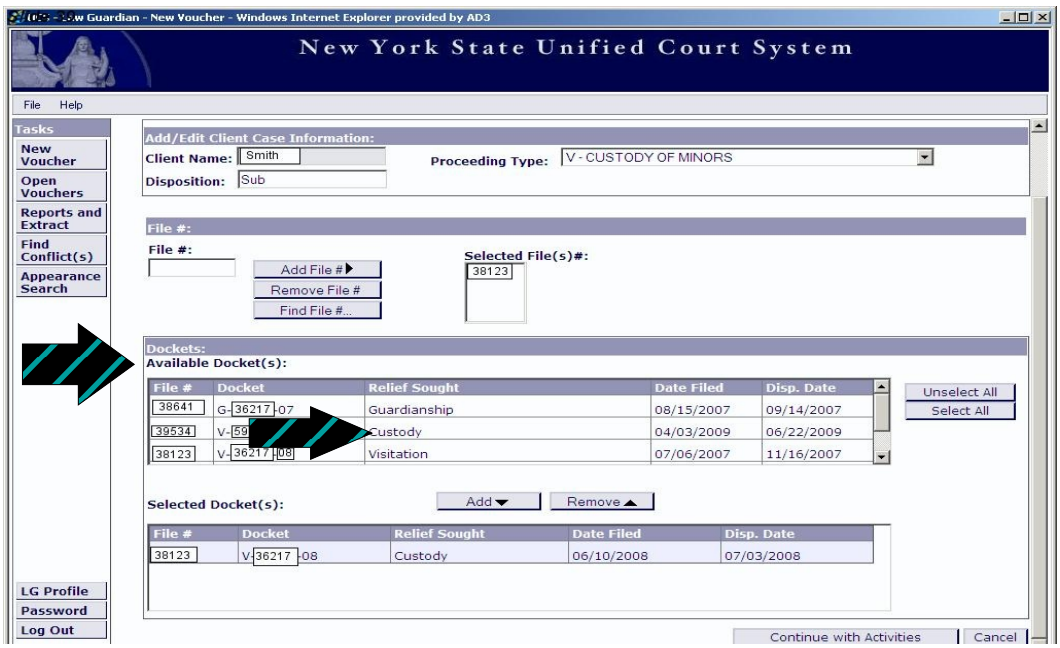
The file number entered is checked against Family Court's Universal Case Management System (UCMS) to confirm that the file number is for the selected court and that you are the assigned attorney.

## Creating a New E-voucher- continued

In the next screen, enter the **Client Name** and **Disposition** (if known).
Select the **Proceeding Type** using the pull down menu.




Next select the docket number(s) covered by the voucher from the **Available Dockets:** list, located below the **File** section. Scroll through the choices offered and highlight your choice(s) by clicking on the correct line. Then click the **Add** button to drop the docket(s) into the **Selected Docket(s):** box. Click the **Continue with Activities** button to go to the **Activities Screen**.

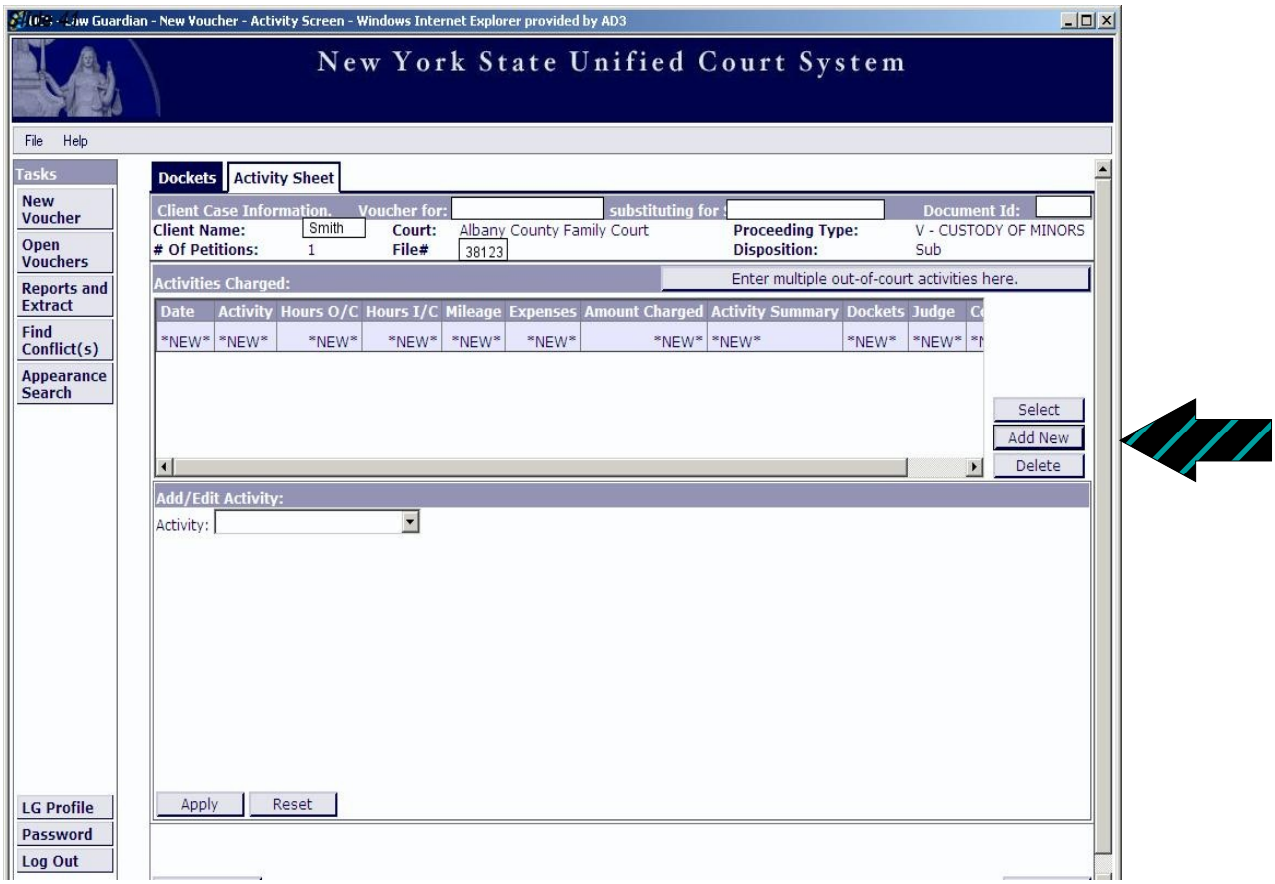


## Creating a New E-voucher - continued

The **Activity Screen** is used to enter activities, mileage and other expenses.

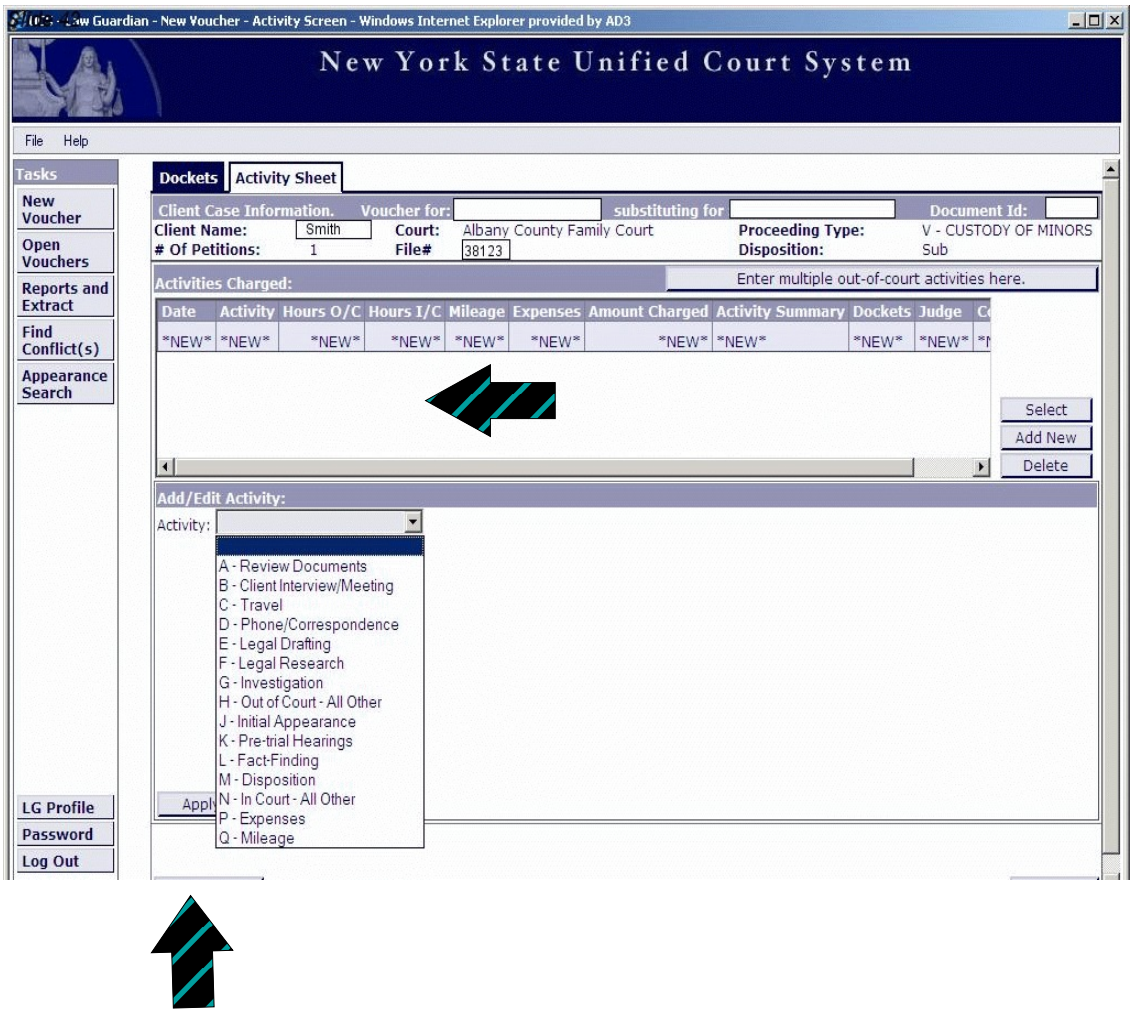
There are two types of activities, **In-Court** and **Out-of-Court,** which are added in different ways.

***In-Court Activities*** are entered individually. Begin by clicking on the **Add New** button on the right side of the screen.



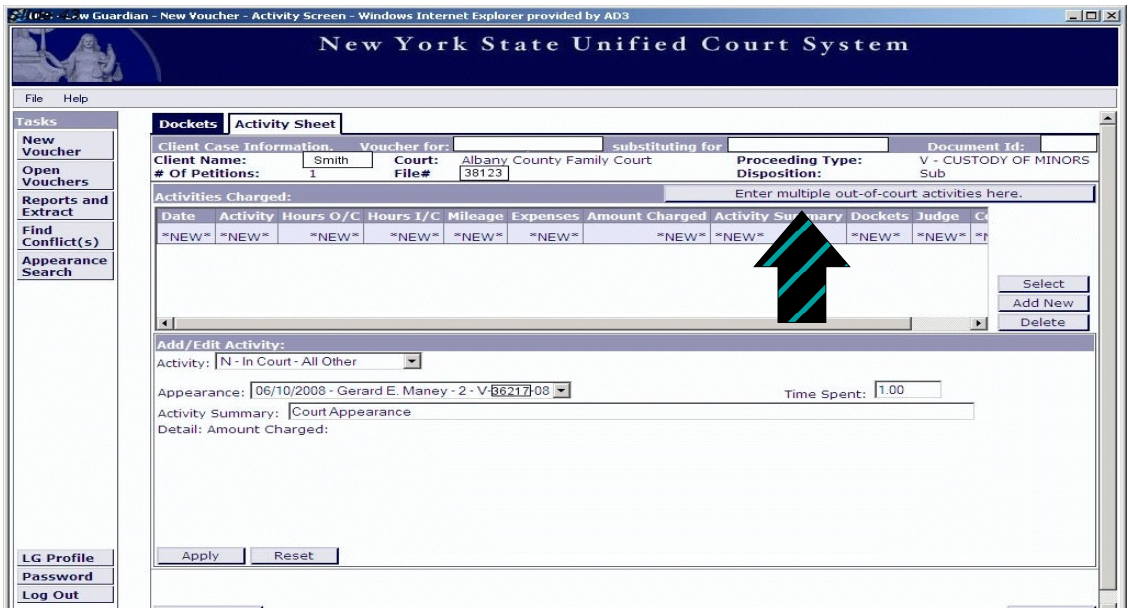
## Creating a New E-voucher - continued

The **Add/Edit Activity** box will appear; click on the **Activity** pull down tab to display a list of activities with codes.

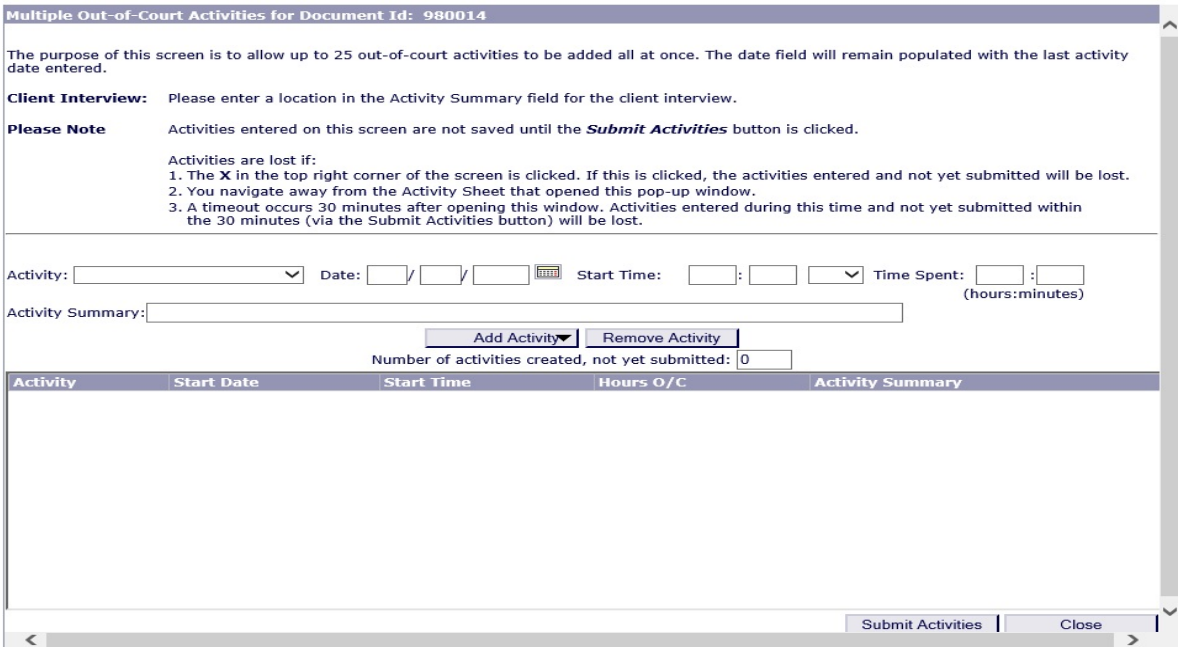



After selecting the type of In-Court appearance, briefly describe the appearance in the **Activity Summary** box. Then click the **Apply** button to return to the main **Activity Sheet**; from there you can either continue entering In-Court activities, or begin entering Out-of-Court activities.

***Out-of-Court Activities*** may be entered either individually or in combination. Individual Out-of Court Activities are entered in the same manner as In-Court Activities, except that the activities and activity codes selected must relate to out-of court services, and a date must be entered for the activity.

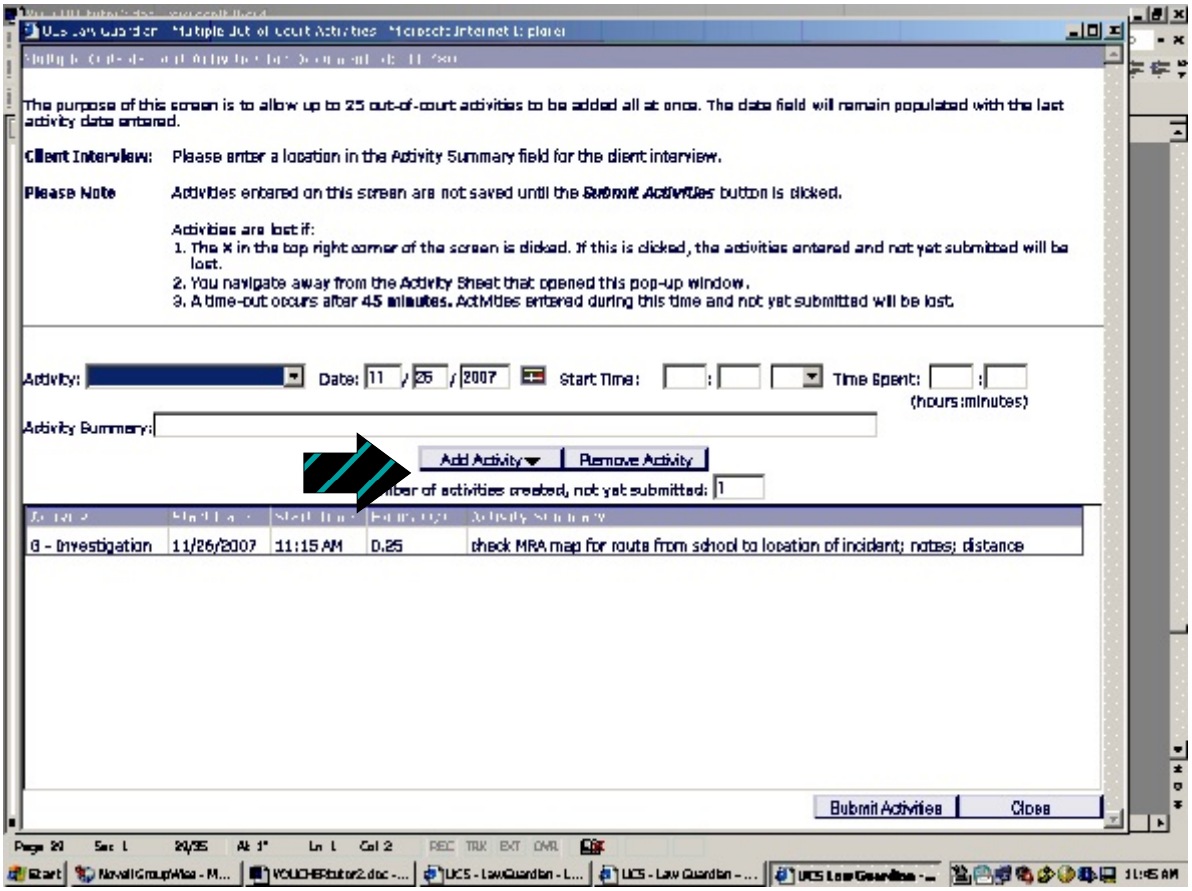



Entering multiple **Out-of-Court Activities** is less time-consuming than entering them individually. To enter multiple **Out-of-Court Activities**, click on the tab entitled **Enter multiple out-of court activities here**. A window will pop up like the one below.



Start by entering the first Activity Code, Date, Start Time and Time Spent (see "Real Time" below), and Activity Summary, then click **Add Activity**. The activity will be posted in the box below. When you have finished entering the out-of-court activities, click **Submit Activities** to save entries.

**PLEASE NOTE: <u>Entries not saved will be lost if:</u>**
**1) a time-out occurs after 20 minutes;**
**2) you navigate away from the Activity Sheet; or**
**3) you exit page by clicking the X in the top right corner.**

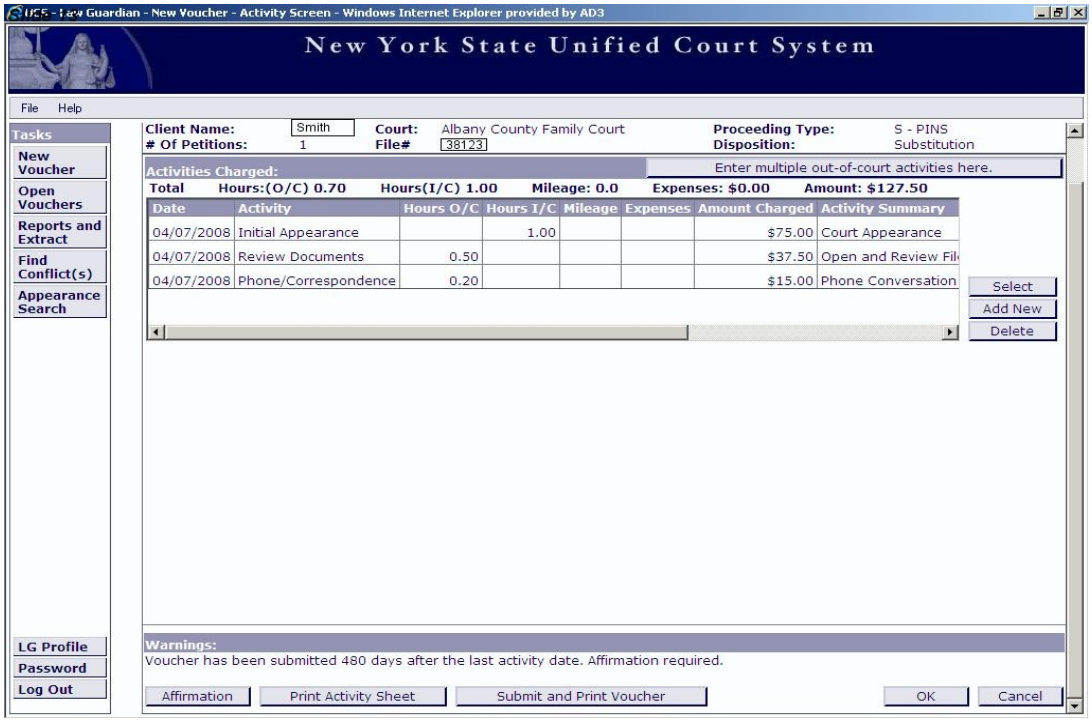



**<u>Real Time</u>**
Time charged to vouchers in the E-voucher system will be in "real time", meaning that for each activity you bill, you must enter a start time and the amount of time spent (in hour/minutes), instead of a decimal system billing in tenths of hours. However, the voucher will print out in tenths of hours and the actual time entered will not appear on the voucher that is printed, signed by the attorney and submitted to court.

For example, in the drop down box entitled "start time", the attorney would enter the start time as 9:00 a.m. Next to that drop down box is another drop down box entitled "time spent" (hours:minutes). The attorney would enter the time spent in hours and minutes, e.g. 1:30. The activity time will show as 9:00 a.m. to 10:30 a.m. and the system does not permit hat time slot to be billed again for that day. Take care to correctly enter a.m. or p.m. as a voucher may be returned for correction, if necessary.

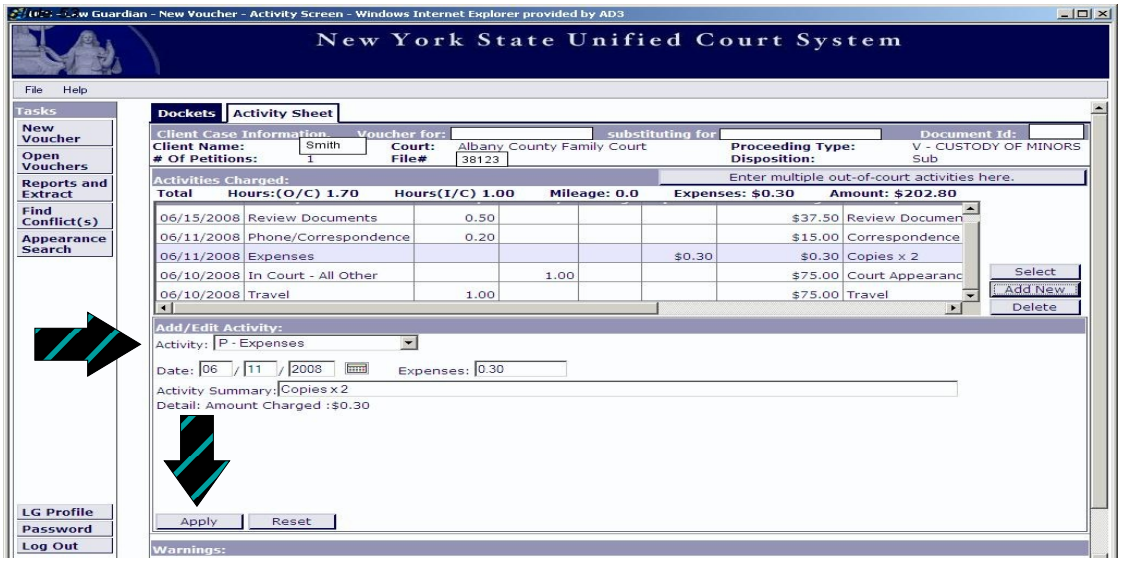
# Creating a New E-voucher - continued

After submitting the Out-of-Court Activities, you will be taken back to the main Activity Screen where you will see all the information you have entered to this point.

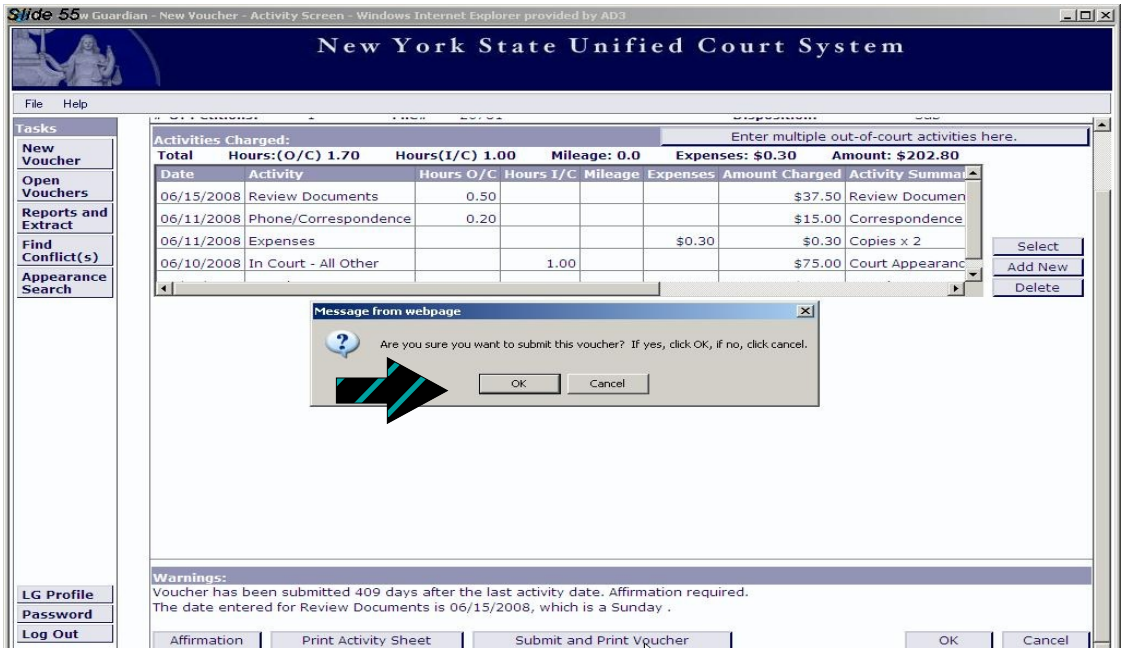


# Creating a New E-voucher - continued

The process for entering **Expenses,** such as **Travel**, **Postage** and **Parking**, is essentially the same as entering individual Out-of-Court activities. Select the proper Expense Code from the **Activity** pull down menu. For each entry, provide an Activity Summary detailing what the expense covered, then click **Apply**.




When entry of activities and expenses has concluded, the E-voucher can be either submitted, if services in the proceeding are complete, or left open and active on the E-voucher System, if additional services are anticipated (Page 26).

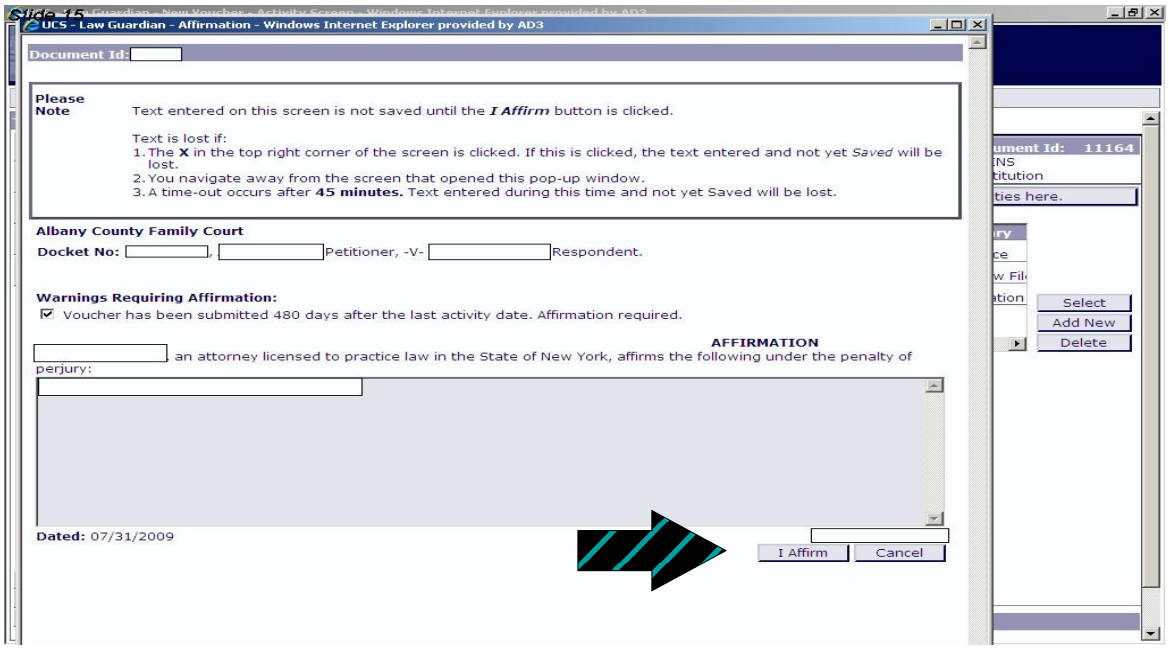


# Submitting E-vouchers

An E-voucher for services to a client(s) in a case, including all proceedings (except appeals) pending as to the client(s), must be submitted every 12-14 months from the date of the first activity and every 12-14 months thereafter through the final activity in the case. Appellate vouchers may only be submitted once, following the decision, but in no event later than 12 months from the date of the decision.

When all activities and the disposition have been entered, **carefully verify that the information displayed is correct before taking the next step, because you will not be able to change it later.** Then click the **Submit and Print Voucher** button and confirm your selection when requested (See page 23). This will electronically submit the voucher for payment but **you are still required to sign the printed version and submit it to the court for approval**. The next screen will allow you to print the voucher for mailing purposes.

You may be required to submit an affirmation to accompany the E-voucher, such as when the voucher is being submitted 90 days after the last activity date. The program will alert you when this is required. Click on the **Affirmation** button to display the template shown below (entries have been blocked for privacy reasons). Enter a explanation for the delay in filing. Click **Save and Return to Activities** and the box will close. If the voucher is ready to be submitted, click **Submit and Print**. The affirmation box will appear again with the explanation you just entered. Please note that you must check the box below the **Warnings Requiring Affirmation** label before the E-voucher can be submitted. Then click the **I Affirm** button to enter the affirmation and display the completed E-voucher.



# Submitting - continued

The completed E-voucher will look like the one shown below. The length of the E-voucher will depend on the number of entries and expenses. From here, you can print the voucher. **The printed version of the voucher must then be submitted to the appropriate court in the same manner as conventional paper vouchers.** Please remember to submit all required documentation of expenses when mailing the voucher. Follow the usual protocol for submitting the printed E-voucher to the judge for signature, and the court will forward the voucher to the Office of Attorneys for Children for processing and payment.

**Please remember to review all entries and expenses. Once the voucher is paid, lost time cannot be recovered.**

| ATTORNEY FOR THE CHILD VOUCHER | STATE OF NEW YORK - JUDICIARY<br>APPELLATE DIVISION<br>THIRD DEPARTMENT | SFS Document Number<br>A006C14D |
|---|---|---|

Originating Agency: Family Court
Originating Agency Code: 05033
Interest Eligible (Y/N): Y
P-Contract:
Payment Date:
OCS Use Only:
Liability Date: 12/01/2018
Vendor ID:
Additional:
Zip Code: 12208
Route:
Payee Amount: $169.05
MIR Date: 12/28/2018
Payee Name:
IRS Code:
IRS Amount:
Payee Name:
Stat. Type:
Statistic:
Indicator-Dept.:
Indicator-Statewide:
Address: P O BOX
Ref/Inv. No.: SMITH
Ref/Inv. Date: 12/01/2018
City: ALBANY
State: NY
Zip Code: 12208

Document Id:

Case Information:

**Client Name:** SMITH **Court:** Albany County Family Court **Proceeding Code:** V - CUSTODY OF MINORS

**# of Petitions:** 1 **File #:00000** **Disposition:** sub

Activities:

| Date | Activity | Hours O/C | Hours I/C | Miles | Expenses | Amount Charged | Activity Summary |
|---|---|---|---|---|---|---|---|
| 12/01/2018 | B - Client Contact | 0.50 | | | | $37.50 | Met with Client at office |
| 12/01/2018 | A - Review Documents | 1.00 | | | | $75.00 | Review Documents |
| 06/15/2018 | A - Review Documents | 0.50 | | | | $37.50 | Review Documents |
| 06/11/2018 | D - Phone/Correspondence | 0.25 | | | | $18.75 | Correspondence to Attorney |
| 06/11/2018 | P - Expenses | | | | $0.30 | $0.30 | copies x 2 |
| Total | | 2.25 | 0 | 0 | $0.30 | $169.05 | |

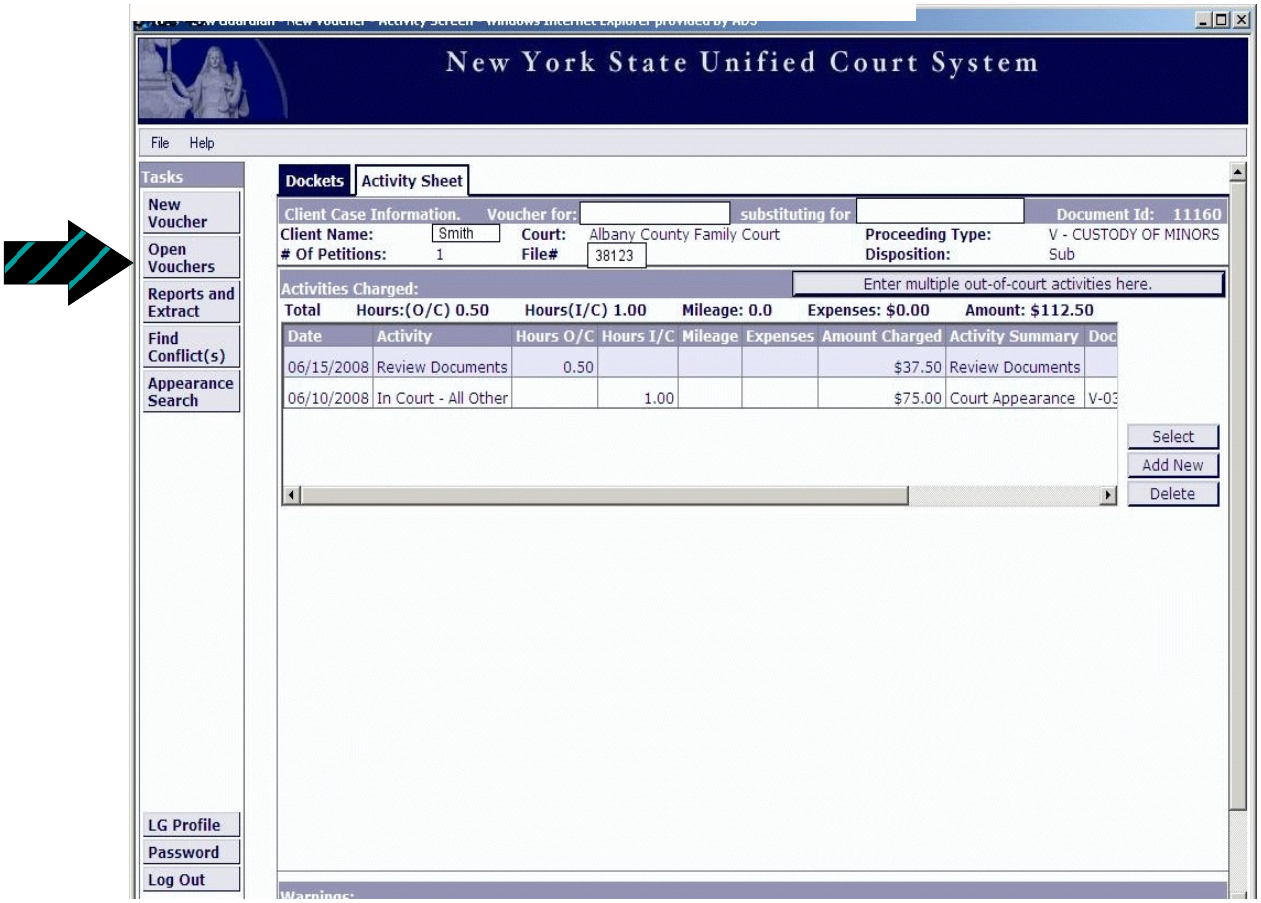
Details:

| File # | Docket | Relief Sought | Date Filed | Disp. Date |
|---|---|---|---|---|
| 23417 | V-05387-05/18B | Modification of Order of Visitation | 03/14/2018 | 11/15/2018 |

# Open Vouchers

If you have an on-going case and wish to enter activities as the case proceeds, after adding activities and expenses click **OK** instead of **Submit and Print**. This will keep the E-voucher open and allow it to be accessed for future additions in the **Open Voucher** tab in the task bar on the left side of the page.

Once you have clicked on the **Open Voucher** tab, to add activity, you will see a list of open E-vouchers that can be selected for updating. Simply highlight the E-voucher and click **Select to Update**. This will take you to the activity sheet where additions can be made.



# E-voucher for Substituting Counsel

Preparing an E-voucher for the substitution of counsel is similar to the process of creating and submitting a typical E-voucher, with the addition of a few steps in the beginning. When you click on **New Voucher** in the task bar, the screen below will appear.

Select the court where the proceeding covered by the E-voucher is taking place and then check the box next to the **Substituting for assigned Attorney.**

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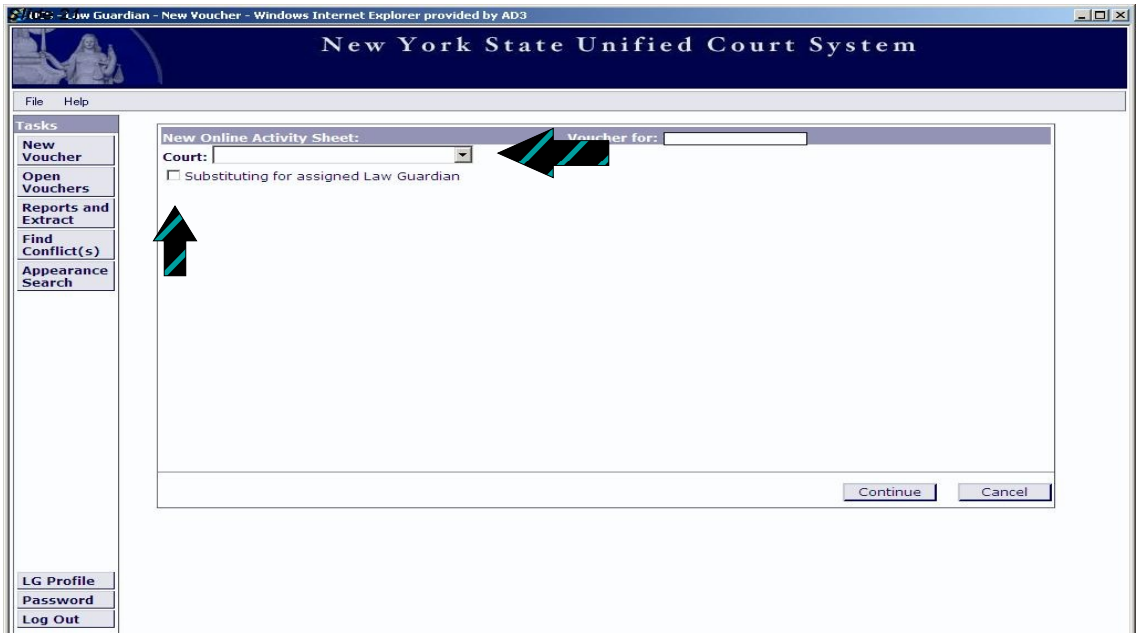
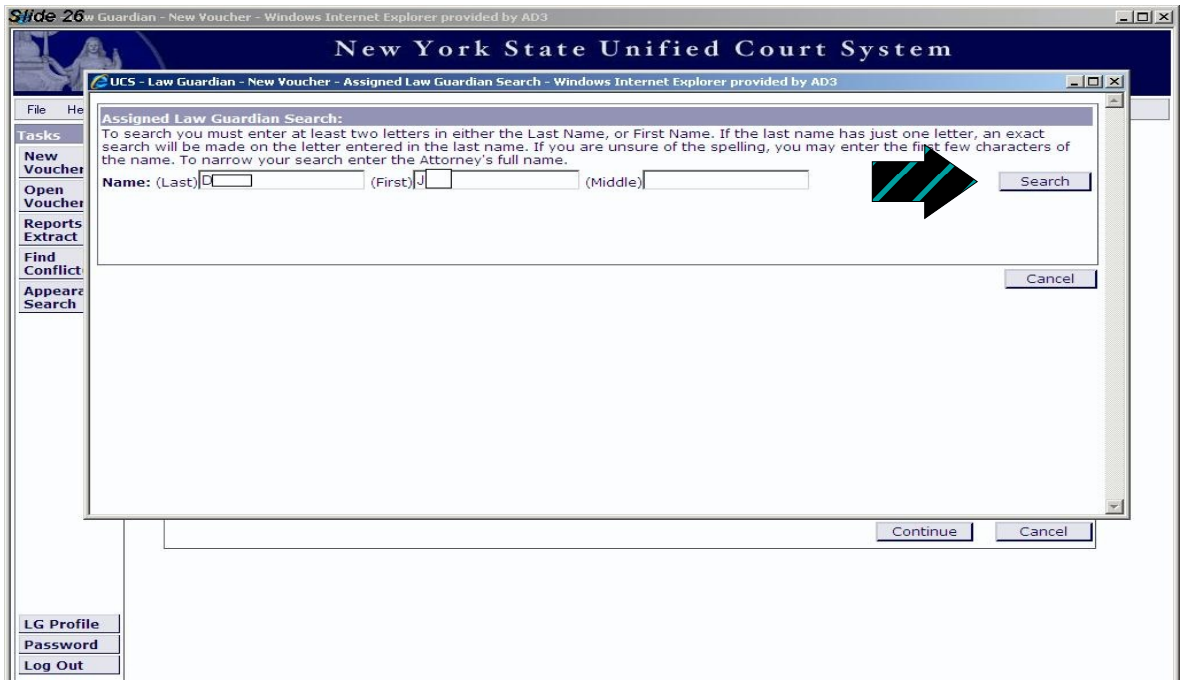


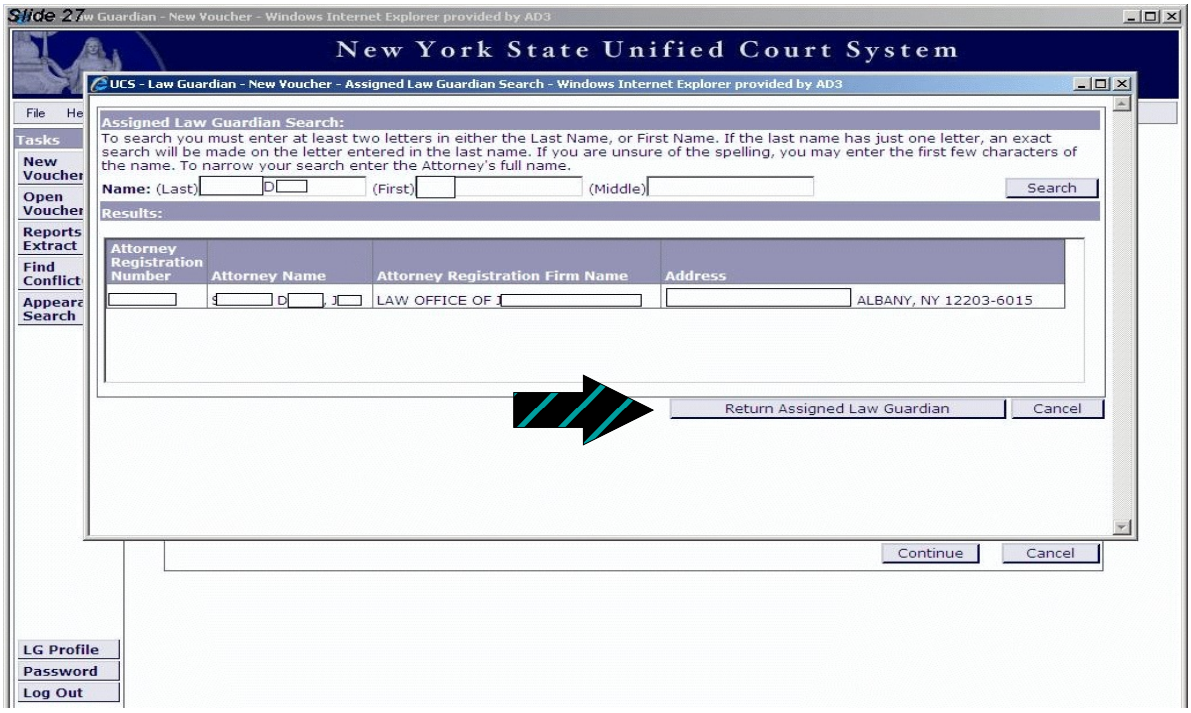

The **Select Attorney to Substitute for** button will appear; click on it. A new window will pop up and ask for more information about the attorney you are substituting for.

# E-voucher for Substituting Counsel - continued

Enter the name of the assigned attorney and click **Search.**



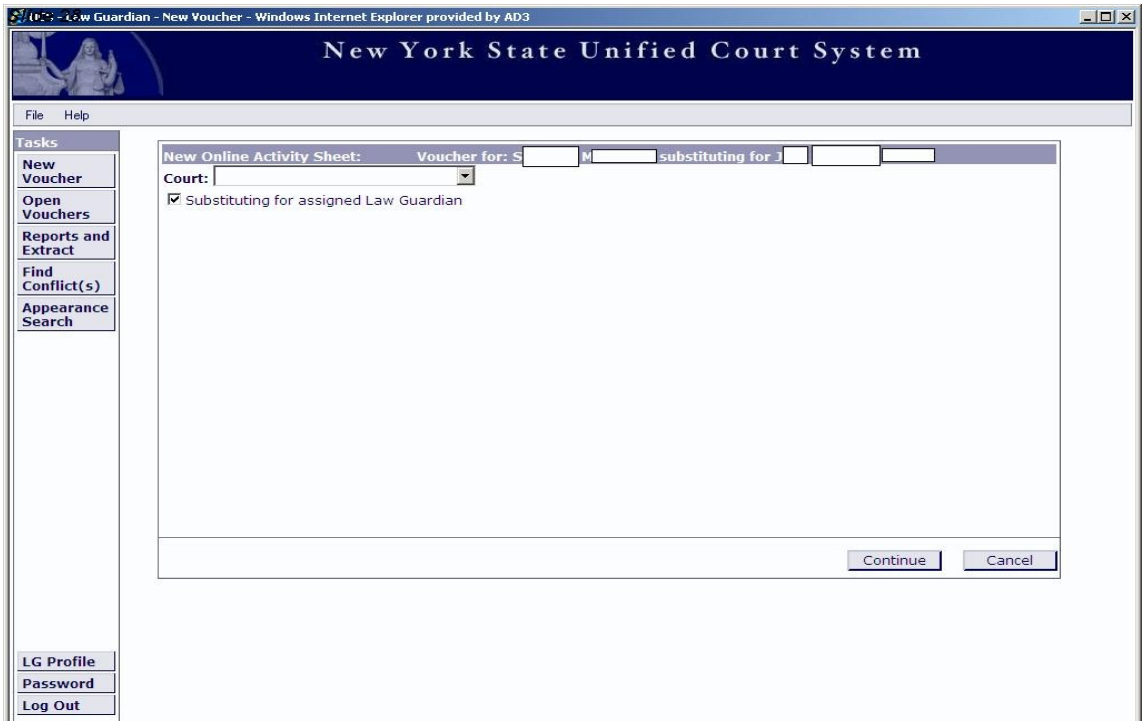

Another box open will open with a list of suggested matches.  elect the attorney you are substituting for and click on **Return Assigned Attorney**.  This will take you back to the original **New Voucher** screen.



# E-voucher for Substituting Counsel - continued

You will be returned to the **New Voucher** screen and will see the heading that shows the substitution has been made for the case on the voucher. Continue as if entering a typical E-voucher and submit accordingly.

Please note that when preparing a substitute E-voucher, a warning is issued by the system that says the attorney was not present in court. That warning refers to the assigned attorney and not the substitute attorney.



# Reports and Extract

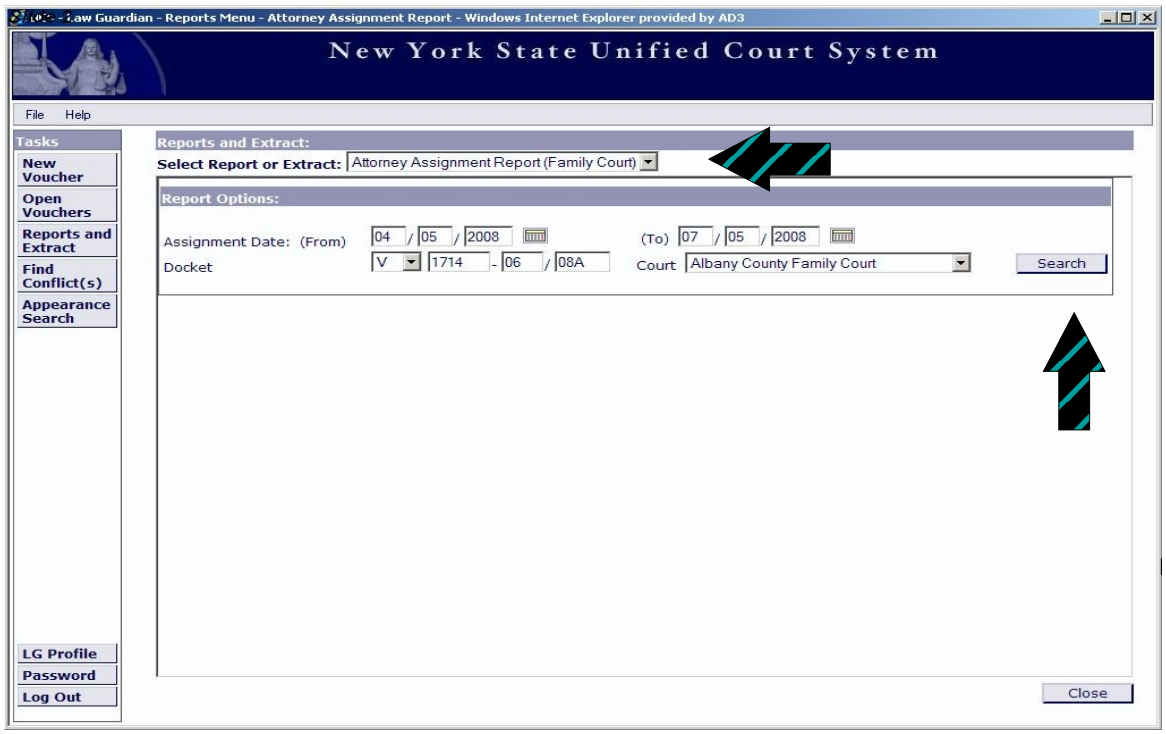
The **Reports and Extract** tab on the task bar contains a pull down menu with four utilities, as shown below. To browse or access, click the **Reports and Extract** tab, and select from the pull down menu what report or extract you would like to use/view.

# Reports and Extract - continued

*Attorney Assignment Report*

The **Attorney Assignment Report** allows you to find your assignments by searching either by date range or a docket number and court.

In the spaces provided, enter either the date range (MM/DD/YYYY) or the docket number and the court, then click **Search**.




Once you click **Search**, the system will compile a list containing all of your Assignments. You can generate a PDF **Attorney Assignment Report** which allows you to print or save the report. To do this, click **Print Preview Report**.

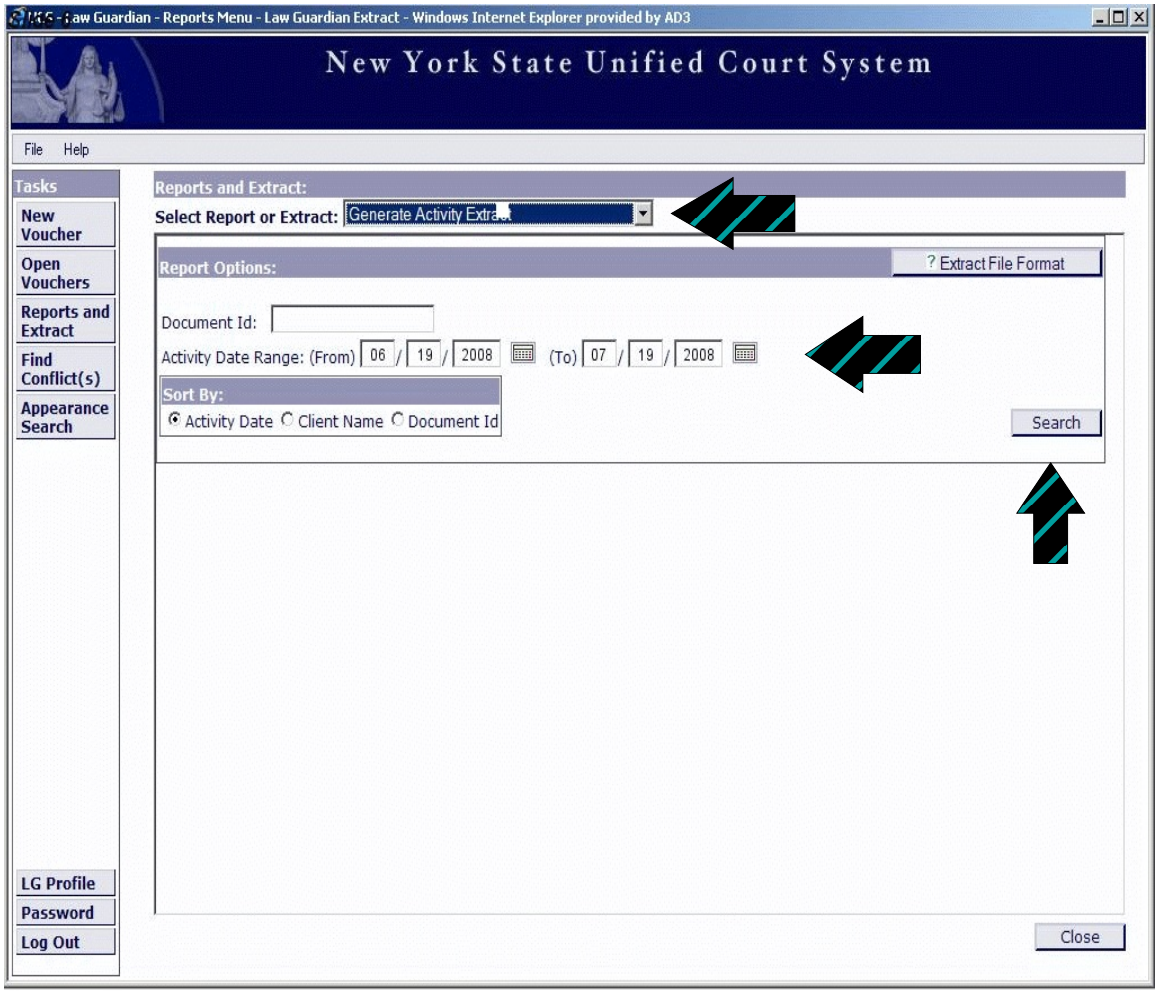
# Reports and Extract - continued

*Generate an Activity Extract*

The **Generate an Activity Extract** option allows you to extract activity data from a particular E-voucher and import it into a spread sheet program, i.e. Excel.

Return to the pull down menu and select **Generate an Activity Extract**. The box below the pull down menu will appear and require you to enter the **Document ID** in the space provided.

If there are specific dates you would like to extract, enter the **Date Range** and click the **Search** button.

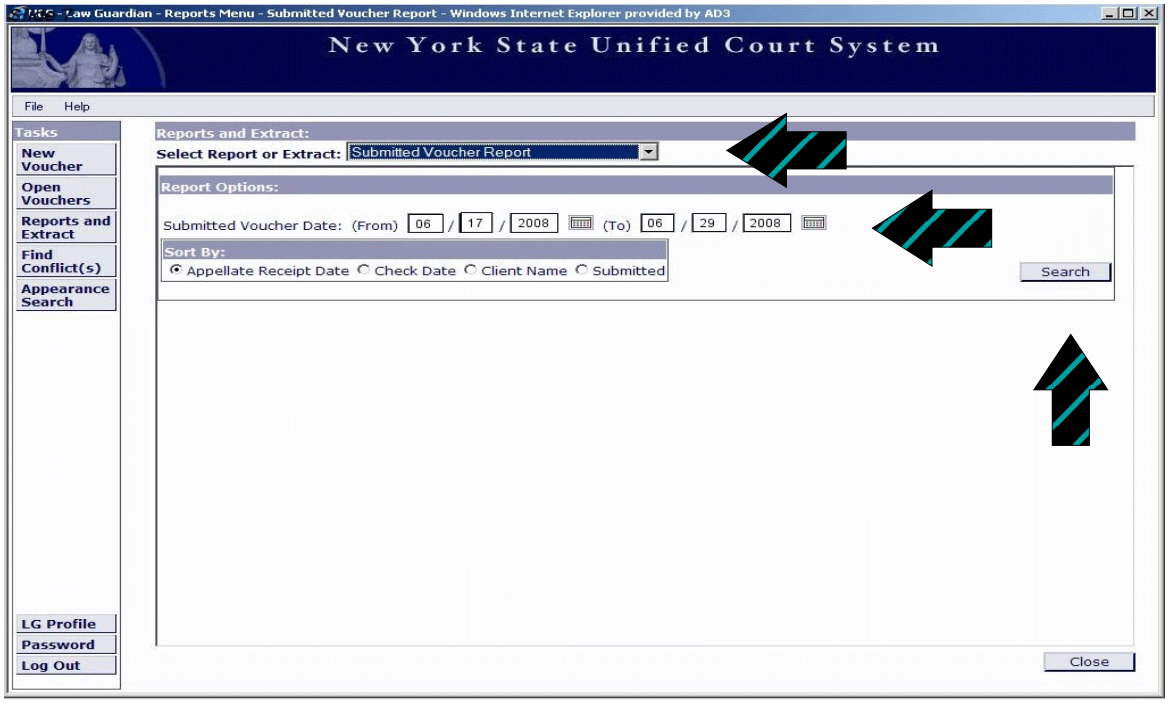



The report will show all entries you have billed.

# Reports and Extract - continued

*Submitted E-voucher Report*

The **Submitted Voucher Report** option allows you to access and print each E-voucher that you have ever submitted on the system, and track its processing by the Office for Attorneys for Children. After selecting **Submitted Voucher Report**, fill in the **Submitted Voucher Date**: (From) MM/DD/YYYY. Make sure to select **Sort By: Submitted** and click **Search**.




After you click search, the system will compile a list of all the E-vouchers that you have submitted within the date range. To print an E-voucher, simply highlight that particular E-voucher and click Print Preview Voucher. A PDF will pop-up in your screen where you can either print or save.

# Reports and Extract - continued

*Un-Vouchered Dockets*

The **Un-Vouchered Docket Report** will provide you with information regarding Family Court dockets and files that you have not billed.

From the drop down menu, select **Un-vouchered dockets**. Then enter the **Date Filed Range** in MM/DD/YYYY to MM/DD/YYYY and click **Search**.

After you click on the **Search** button, a window containing the list of all of your un-vouchered dockets will appear. From there, you can select the docket you are looking for.

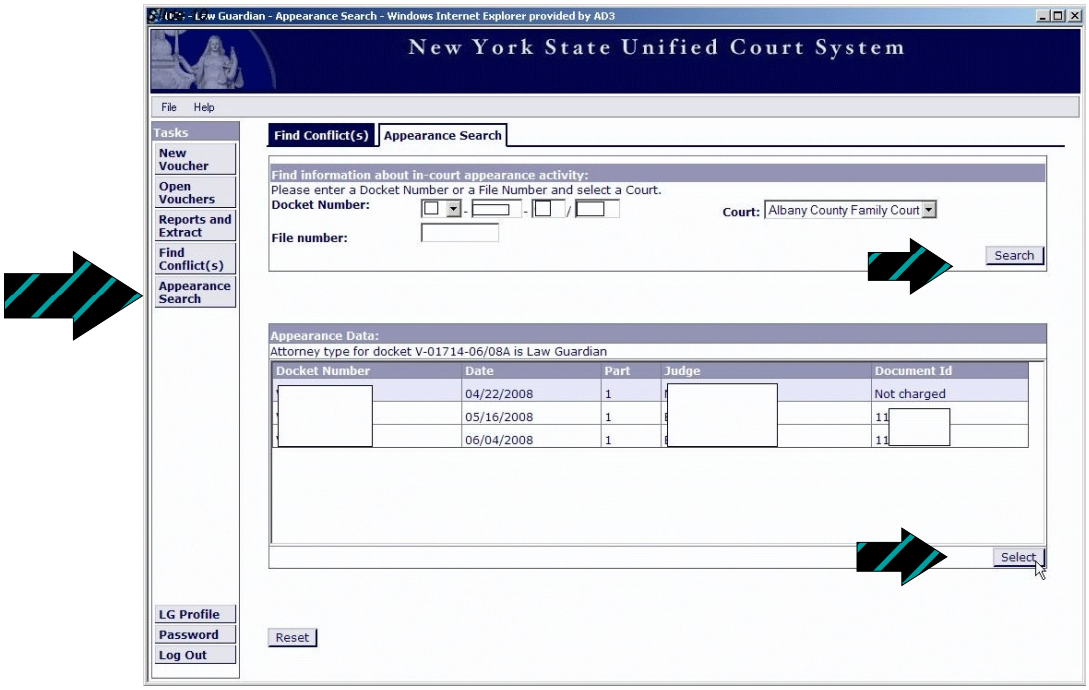
***Note**: Dockets billed using conventional paper vouchers will appear on the list of un-vouchered dockets.

Once a voucher has been created for a file number, the corresponding docket will be removed from the list.

# Appearance Search

The **Appearance Search** function on your task bar can be used to find any appearances you have had in Family Court for a particular file number or docket number.

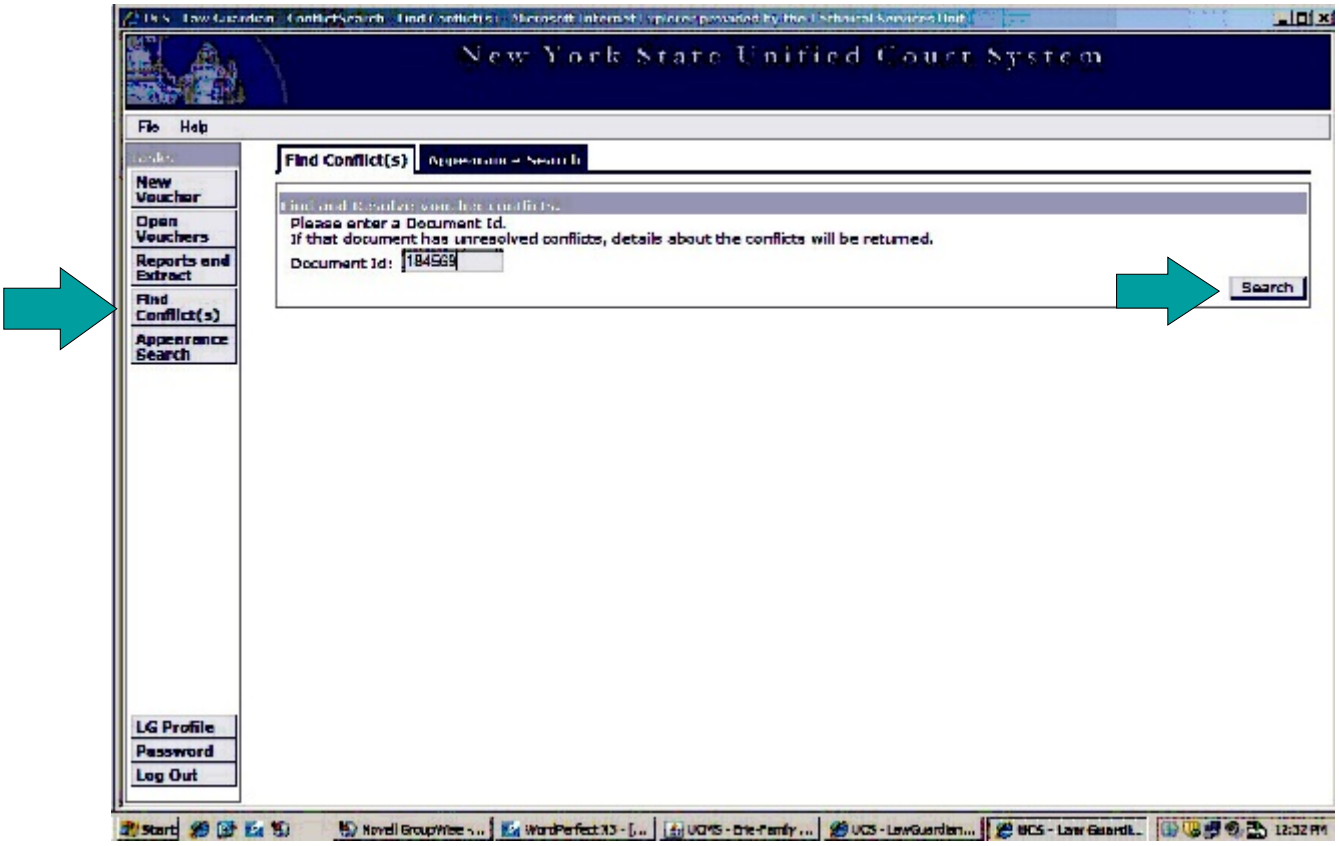
To run an appearance search, click on **Appearance Search** located on the task bar. In the space provided, enter in the **Docket Number** or **File Number**, then select the **Court** and click **Search**.




The **Appearance Data** box will appear next. From it, choose the correct date and press **Select**.

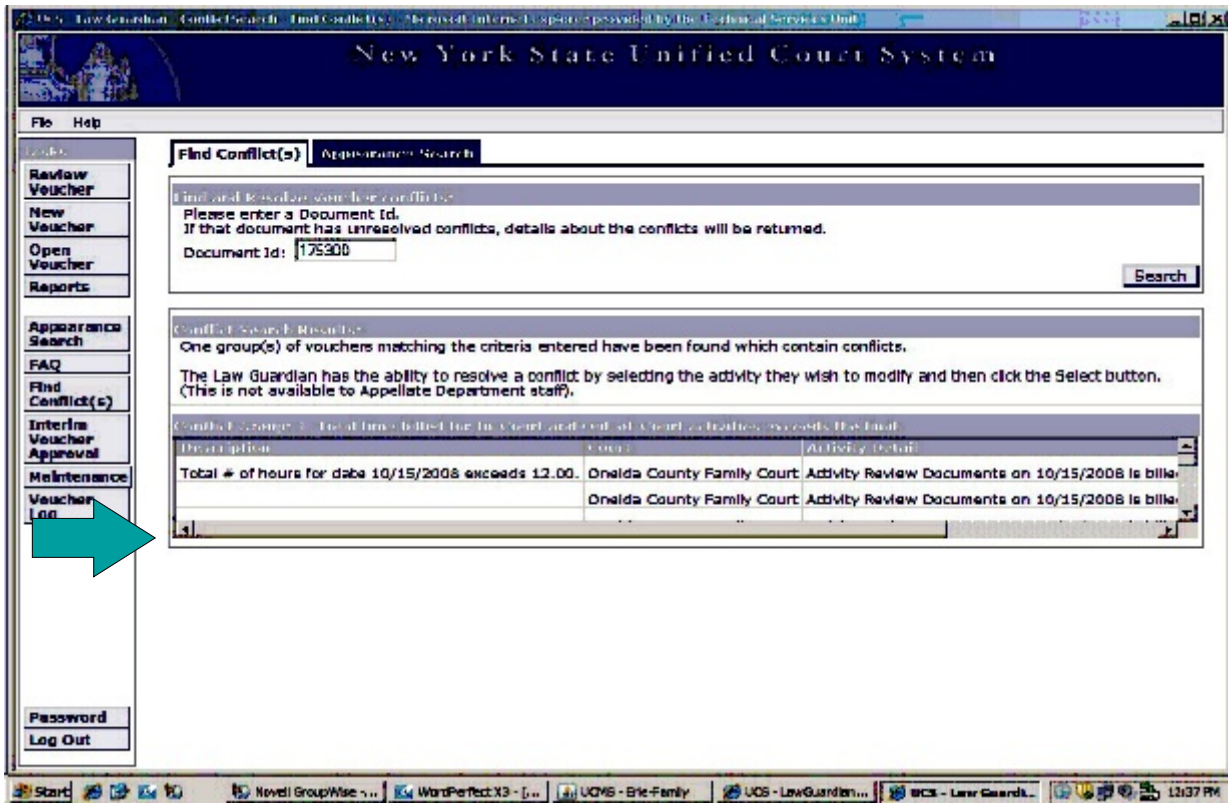
# Find Conflicts

After entering an E-voucher and clicking the **Submit and Print** button, you will see the completed voucher on the screen (page 25). If there are conflicts within your voucher, a warning will appear on the last page and will prevent submission. In order to find the problems behind the warning, click on **Find Conflict(s)** in the task bar. Enter the **Document Id** number of the voucher(s) with conflicts. The **Document Id** number can be found in the upper right corner of the submitted voucher page. Click **Search**. [Other warnings, such as holidays or weekends, will not prevent you from billing.]



# Find Conflicts - continued

Next the **Conflict Search Results** will appear. In the section labeled **Conflict Group 1**, will be displayed the exact conflict(s) within your voucher. The reason for the conflict maybe one of the following: overlapping activities, time billed exceeding 12.00 hours for one day, an incorrect or lack of **Description**, **Court**, **Activity Detail** or **Document ID**.




To correct the conflict(s), click on the **Open Voucher** tab. Highlight the voucher you need to make corrections to and click **Select to Update**.

In the **Activity Summary** box, locate the date or activity that you need to make changes to. Highlight the activity and click **Select**. Make the corrections and click **Apply**.

# Contact Information

If you have questions regarding the E-voucher or desire assistance with any aspect of the system's operation, please do not hesitate to contact us. We would be happy to help.

There are two ways to reach us:

1) Email us at : ad3-oac-vouchers@nycourts.gov

or

2) Call any of our staff

Maureen Reilly at **(518) 471-4829**

Jennifer Hornick at **(518) 471-4828**