

## **Attorneys for Children Internet Voucher System (AFCIV) Frequently Asked Questions**

### **I cannot remember my user ID. What is it?**

Generally, your user ID is either your first initial, last name, all lower case, one word or your attorney registration number.

### **I do not remember my password for AFCIV. Can you tell me what it is?**

We do not have access to password information but you can use the following link to create a new password: <https://iapps.courts.state.ny.us/sspr/Forgot> Please bookmark this link so that if you forget your password in the future, you'll be able to reset without delay.

### **AFCIV won't accept my password. What are the rules for the password?**

1. Password must contain a minimum of 10 characters
2. Password must contain three of the four: upper case, lower case, number or special character
3. Password cannot be one you have ever used before
4. Password cannot contain your name or user ID

### **I noticed some information in my AFC Profile is incorrect. Is it important to keep it up-to-date?**

Yes, it is extremely important to keep your AFC Profile up-to-date. Through AFCIV you can update your phone number(s) and email address and our office will be automatically notified of the update.

### **The address associated with my Vendor ID/Firm Vendor ID is wrong, but it won't let me update the address through the AFC Profile. What should I do?**

Please contact the AFC Program to make sure we have the correct address in our internal database. In order to update the address associated with your Vendor ID Number you will need to log in to the Statewide Financial System (SFS) Vendor Portal.

### **How do I update my information in the SFS Vendor Portal?**

First, obtain a user ID and password for the Vendor Portal by contacting the SFS Help Desk by phone: (855)233-8363 or (518)457-7717 or by email: [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

To access the Vendor Portal go to [www.sfs.ny.gov](http://www.sfs.ny.gov). Once you sign in go to "Supplier Change Request," click "Address," click "Edit." After editing the address, click "Submit

Icon” along the top of the screen. Select a “Reason for Change” enter comments if you have any, click the box “Confirm Changes” then click “Submit.”

If you do not see the address change reflected automatically in your AFC Profile within two weeks of submitting the change request, please contact the AFC Program.

### **Can my AFC Voucher Payments be paid by Direct Deposit?**

Yes, your AFC Payments can be paid by Direct Deposit. You will use the Vendor Portal to register for Direct Deposit.

First, obtain a user ID and password for the Vendor Portal by contacting the SFS Help Desk by phone: (855)233-8363 or (518)457-7717 or by email: [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

To access the Vendor Portal go to [www.sfs.ny.gov](http://www.sfs.ny.gov). Once you log in to the portal click “Register for ePayments,” then under “Supplier Inquiry Results” click your “Supplier” Number (Vendor ID). After that enter your information, check the box by “I Hereby” and click “OK.”

### **I was assigned to represent three siblings. The case has more than one Family File # but was handled together by the court. Do I have to prepare three separate vouchers?**

So long as the case was handled together, you can bill more than one Family File # on the voucher. When you create the voucher you will just want to add each of the Family File #'s to the “Selected File #” field and then click “Continue.”

### **I was assigned to a Family File # previously and submitted a voucher for my work. The Petitioner has since re-filed and I was re-assigned. The case was given the same Family File # but with a new petition. When I go to start a new voucher for my work, the voucher system states that a previous voucher has been billed. How do I start a new voucher for my work?**

If you receive a message that “Document ID xxxxxx for Family File # xxxx with activities dated xx/xx/xxxx to xx/xx/xxxx has been sent to OSC” take note of the dates previously billed, exit out of the message and click “Continue” a second time. This will allow you to create a new voucher for any un-billed time.

### **When I enter the Family File # I receive a warning that the File # is invalid with the selected court or I have not been assigned to the File #. I checked my file and I was assigned as an Attorney for the Child on the matter. What do I do?**

Generally, the error message means that the court has entered your assignment incorrectly in the court’s database, UCMS. Please contact Amy at the AFC Program at [ahugyecznycourts.gov](mailto:ahugyecznycourts.gov) for instruction to correct the assignment.

**I am working on a Supreme Court voucher and it is asking for a “Case Number.” What number should I input?**

Input the Index Number or the IDV File Number. Please remember that when submitting a voucher for divorce/matrimonial action you are required to attach the Order Appointing you as a State Pay Attorney for the Child to the AFC Voucher.

**I was able to create the Supreme Court voucher, but none of my court appearances are available in the drop down menu as they are on a Family Court voucher. Should I contact the court?**

No, on a Supreme Court voucher you will select an in-court code and enter the date manually as you would with an out-of-court activity.

**I have a case that originated in Family Court but was subsequently transferred to IDV Court. Do I have to prepare two separate vouchers?**

Yes, you will need to complete two separate vouchers. One under the Family Court up to the date of transfer and another under Supreme Court from the date of transfer through disposition. You can submit the Family Court voucher as soon as the case is transferred.

**I am working on a Family Court voucher and there is a warning that states, “UCMS records indicate you were not present for Pre-Trial Hearings on 07/27/2020. Your attendance must be corrected with the court in order to bill for this appearance.” I know I attended this court appearance. How can I fix it?**

Please contact Amy at the AFC Program at [ahugyec@nycourts.gov](mailto:ahugyec@nycourts.gov). Amy can check UCMS, locate the Docket #(s) that the AFC is marked not present on and provide instruction so that the court can correct.

**The court confirmed they marked me present on the Docket #(s) provided but the warning is still at the bottom of my voucher. What should I do?**

Please delete and re-add the court appearance to refresh the data.

**I have a warning on the bottom of my voucher indicating that there is a conflict between activities. How do I resolve?**

The best way to resolve a time conflict is to use the “Generate an Activity Extract” report. To do so, click “Reports and Extract,” select “Generate an Activity Extract,” enter the date of the conflict to the same date in “MM/DD/YYYY” format, click “Sort By: Activity Date,” click “Search.”

A window will open that will show you all of the activities billed by the AFC on that date for all of their AFC assignments. You should be able to see the time conflict and resolve accordingly.

**I have a warning on the bottom of the voucher stating that an affirmation is required. I saved the affirmation. Why is the warning still on the voucher?**

The warning that indicates an affirmation is required will always remain on the voucher. When you are ready to submit the voucher, just click "Submit and Print Voucher." A final affirmation screen will appear where you can preview what you have saved, you will check a box under "Warnings Requiring Affirmation, and click "I Affirm." A PDF of your voucher should then pop up in your window so that you can print.

**I have a warning on the bottom of the voucher stating that I cannot submit because the case is not disposed of. How do I request interim submission?**

The AFC Program can approve interim vouchers under the following circumstances:

1. AFC has been relieved of assignment
2. At the disposition phase of a case where permanency hearings are mandatory
3. Extraordinary Circumstances - The voucher exceeds \$4400.00 in services or over 18 months of consecutive work without reaching disposition

To request, please provide the Document ID Number for the voucher and an explanation of the reason.

**When I created the voucher I did not input the disposition. How do I get back to enter the disposition?**

To return to the screen where you enter the disposition click, "Open Voucher," highlight the voucher, click "Select to Update," this will load automatically to the Activity Sheet, click the tab titled "Dockets" (Top/Left), enter disposition.

**I was able to submit my AFC Voucher, but the voucher did not pop up for me to print and submit. What should I do?**

Disable your pop up blocker then run a "Submitted Voucher Report" to generate a copy of the PDF. To do so, click "Reports and Extract," select "Submitted Voucher Report," enter the date range within which you submitted the voucher electronically in "MM/DD/YYYY," click "Sort By: Submitted," click "Search." Highlight voucher you need a copy of and click "Print Preview Voucher."

**In reviewing my submitted voucher, I noticed that some of the time was entered incorrectly. Can I manually change or do I need to prepare a whole new voucher because the voucher is no longer available in the "Open Voucher Folder?"**

Contact Amy at the AFC Program at [ahugyecz@nycourts.gov](mailto:ahugyecz@nycourts.gov). Amy can return the voucher electronically to your “Open Voucher Folder,” so that you can make corrections and re-submit and print.

**Is there a way I can tell if the AFC Program has received and processed a voucher for payment?**

Yes, you can use the “Submitted Voucher Report” to see if a voucher has been received and processed for payment. Log on to AFCIV, click “Reports and Extract,” select “Submitted Voucher Report,” enter the date range within which you submitted the voucher electronically in “MM/DD/YYYY” (up to one year), click “Sort By: Submitted,” click “Search.”

If you see an “Appellate Receipt” date listed that means that the AFC Program has received and processed the voucher for payment. Generally a check is cut within a week to ten business days of that date. If the voucher has not been received by the AFC Program and it has been over a month, please re-submit the voucher to the court for judge’s signature. If you see an “Appellate Receipt” date but have no record of receiving a payment, please contact Amy at the AFC Program at [ahugyecz@nycourts.gov](mailto:ahugyecz@nycourts.gov) for assistance.

**As you work on AFC vouchers, if you have any questions, please feel free to contact Amy at [ahugyecz@nycourts.gov](mailto:ahugyecz@nycourts.gov) for assistance. Please provide a detailed explanation of the problem you are experiencing or question you have. Thank you!**