

**NEW YORK STATE SUPREME COURT
APPELLATE DIVISION, FOURTH DEPARTMENT**

**HONORABLE GERALD J. WHALEN
PRESIDING JUSTICE**

**ATTORNEYS FOR CHILDREN
INTERNET VOUCHER SYSTEM MANUAL
& REIMBURSEMENT GUIDELINES**



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Appellate Division, Fourth Department

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INTRODUCTION

**TO: Attorneys for Children
Fourth Judicial Department**

**FROM: Tracy M. Hamilton
Attorneys for Children Program Director**

RE: AFCIV Manual and Reimbursement Guidelines

On behalf of Hon. Gerald J. Whalen, Presiding Justice of the Appellate Division, Fourth Department, and the members of the Court, I thank you for your participation in the Attorneys for Children Program.

The purposes of the Attorneys for Children Program are to ensure the highest quality of representation of children and to administer the Program in a manner sensitive to local needs. This AFCIV Manual and Reimbursement Guidelines is intended to provide thorough instructions on all AFCIV features and provide instructions on issues such as expense reimbursement, payment of experts, payment for transcripts, etc. The Attorneys for Children Program continues to seek new ways to help you serve your clients. Your suggestions are welcomed. If I can assist you in any aspect of your service as an attorney for children, please do not hesitate to contact me.

We wish you the greatest success in your work as an attorney for children and in every other aspect of your legal career.

Compensation and Reimbursement Guidelines

Attorneys for Children Program Payment Policies

A. Compensation for legal services:

1. Panel Membership Required:

- a. An attorney must be a member of a county attorneys for children panel to be compensated by the Appellate Division Attorneys for Children Program for representing a child in Family, Supreme or Surrogate's Court.
- b. Panel members must comply with the attorney registration requirements of Judiciary Law § 468-a, and are expected to notify the OCA Attorney Registration Unit and update their Attorneys for Children Internet Voucher System (AFCIV) profile with any change of contact information. (See Page 22)

2. Time Records:

- a. Attorneys for Children must maintain sufficient real time records and documentation to ensure that vouchers submitted reasonably and accurately reflect services provided to attorney for the child clients. AFCIV requires a start time and time spent in hours/minutes for in-court and out-of-court activities.
- b. **All Attorney for Children Vouchers are subject to audit both before and after payment. You are required to keep sufficient documentation in your records to ensure you can justify charges on vouchers. Should you be audited, your records will be expected to have been created reasonably close to the time you performed the activity.**

3. Billing Practices that May Trigger Audit:

- a. **Standard Charges/Minimum Billing-** examples, there are 25 instances of "review documents" on one voucher, **all of them** billed at .5 [in real time **all** billed as 30 minutes]; there are 100 instances of telephone conversations, spread over 5 vouchers, **all of them** bills at .2 [in real time as 12 minutes]. Not only is this improper, in real-time it is impossible.
- b. **Charging Staff Time-** you cannot charge for your secretarial/paralegal staff time or for time spent by other attorneys in your office.
- c. **Overcharging For Review or Preparation of Form Letters-** e.g., ordinarily it does not take 30 minutes to review or prepare a form letter.
- d. **Charging Overhead/Administrative Costs-** This includes faxing, mapquesting, filing, copying, calendaring, preparing voucher, etc. The statutory rate of \$75.00/hours is for legal work only.
- e. **Excessive Charges For "Review File" or "Open File"-** if you are charging significant time to review or open file, be sure you have documentation in the file that would justify the time.

- f. **Excessive Charges for “Research”**- charges for legal research matters about which attorneys are presumed to know, e.g., basic Family Law issues.

4. Compensation Rate:

- a. The compensation rate for in and out-of-court time is \$75.00 per hour.

5. Client Contact:

- a. One of the primary responsibilities of an attorney for the child is to contact, interview, regularly meet and remain accessible to your client. Every voucher should contain information indicating that the attorney has met with his/her client.
- b. In the event the attorney for the child has not met with his or her client(s), e.g., there is no time billed under activity code B “Client Interview” on the voucher, the attorney must file an affirmation setting forth the reason(s). The voucher will be returned if the affirmation is required but missing.
- c. The Office of Attorneys for Children reserves the right to disallow or to request additional documentation to support any claim for compensation that fails to include client contact.

6. In-Court and Out-of-Court time:

- a. In-Court time is time spent at court facilities in conjunction with an appearance before a judge. Wait time outside the courtroom is not in-court time.
- b. In-Court time includes:
 - i. Time spent in the presence of the judge either in the courtroom or in chambers.
 - ii. Time spent in a court-ordered conference at court facilities in conjunction with an appearance.
 - iii. If in-court time is “off the record,” e.g., not recorded in UCMS you must document in your file why the time is in-court time, e.g., pre-trial conference in chambers.
- c. **All other time** expended in representing an attorney for the child client, including time spent at court facilities for purposes other than an appearance before a judge, i.e. reviewing files, meeting with the client, waiting for case to be called, is out-of-court time.
- d. **The maximum claim for in-court and out-of-court services for one day is eight hours, unless the voucher is accompanied by a brief statement setting forth the reasons why greater time was required.**

7. Representation in Collateral Matters:

- a. An attorney for the child may be compensated for representation of a client in a legal or administrative matter collateral to the court proceeding for which the attorney for the child was assigned when:
 - i. The collateral matter arises from the same circumstances as the assigned court proceeding; and
 - ii. Representation by the attorney for the child in the collateral matter is required to assure the most favorable

outcome for the client in the assigned court proceeding.

8. Voucher Preparation:

- a. Attorneys for children may **not** charge for time spent preparing attorney for children vouchers or affirmations for the voucher.

9. Double Billing:

- a. Double billing is the practice of rendering legal services on multiple cases in a given period, and then requesting payment for the entire period on the voucher for each case. For example, waiting at court one hour for two cases to be called and then requesting payment for one hour for each case, would be double-billing. Another example is charging travel time to court for each case when the attorney for the child appears in court on more than one case.

B. Expenses of Representation:

1. In General:

- a. The Attorneys for Children Program will pay reasonable expenses connected to representation of the client. Charges for expenses such as buying the client lunch are not reimbursable.
- b. Expenses for in office computer-assisted legal research, i.e. Westlaw, or Lexis, and facsimile transmission (fax) transmission are considered office overhead costs, and will not be reimbursed, although associated long distance charges are reimbursable.
- c. Expenses must be broken down, i.e. number of stamps, number of miles, number of copies.

2. Travel/Mileage:

- a. Travel time includes drive time only. Parking or walking to courthouse is **not** reimbursable.
- b. Reimbursement for travel and mileage will be as reflected on the shortest time on MapQuest.
- c. Travel and Mileage reimbursement must be from the address listed in your AFC profile. If the address listed in your AFC profile is a P.O. Box you **must** provide the AFC Program your physical office or home office address.
- d. The AFC Program **will not** reimburse for round trip travel and mileage under 5 miles. This limitation applies to all activities, in-court and out-of-court.
- e. The 35/35 Rule: Beginning with activities dated October 1, 2012, the maximum reimbursement for travel to and from court is 35 miles/35 minutes each way. This limitation does not apply to out-of-court activities, such as, meeting with the clients and attending service plan reviews. The limitation does not apply to attending oral argument on appeal.
- f. You may charge a maximum of two round trips per day to the courthouse if there is at least one-half hour you could be in your office between trips.
- g. You must obtain approval from the AFC Program for any out-of-state travel.

- h. Mileage is reimbursable at the statutory rate.
- i. Tolls are reimbursable with receipts.
- j. Parking fees are reimbursable up to \$5.00 without receipts.
- k. Other travel expenses, including food and lodging, generally are not reimbursable.

3. Transcripts:

- a. Transcript charges greater than \$300.00 must be approved by the Attorneys for Children Program. This limitation does not apply when the child client is the appellant on an appeal. *Do not pay for transcripts.* The AFC Program pays the transcriber directly. Please see pg. 8 for information on obtaining trial transcripts.

4. Miscellaneous Expenses:

- a. Photocopying expenses will be reimbursed at the rate of .15 cents per page.
- b. Other itemized out of pocket expenses, such as long distance phone charges and postage are reimbursable without additional documentation to a maximum of \$15.00.
- c. Reimbursement claims for more than \$15.00 must be documented by receipt or some other proof of payment.
- d. *If the AFC Program is responsible for the for service of process and subpoena and witness fees, we will reimburse the AFC on the voucher. If the cost of process of service or subpoena and witness fees will be over \$100.00, you must contact the AFC Program Director for prior approval.*
- e. **There will be NO reimbursement for printing of records and briefs (they should be copied.)**
- f. The AFC Program is generally not responsible for the cost of medical records. If the AFC Program is responsible for the cost of medical records, we will reimburse the AFC on the voucher with a copy of the invoice and a copy of the proof of payment. If the cost of the medical records exceeds \$50.00, you must contact the AFC Program Director for prior approval.

C. Preparation of Attorney for Children Vouchers:

1. Submission of voucher required:

- a. To receive compensation for legal services, the attorney for the child must use to the Attorneys for Children Internet Voucher System (AFCIV). In order to attain access to AFCIV you must have a user name and register your online account. If you do not have a user name, please call the AFC Program.

2. When to submit vouchers:

- a. AFC Vouchers should be submitted to the court as soon as possible after the proceeding has concluded.
- b. Vouchers must be billed by file number, not by docket, i.e., if a file number has three dockets, do not bill each docket separately.
- c. Submission within 90 days:
 - i. If the voucher is submitted on AFCIV more than 90 days from the last activity date a “warning requiring affirmation,” will appear with the exact number of days that the voucher is overdue. In such cases, you must complete an affirmation explaining the reason for

- the delay in submission.
- ii. The Appellate Division may reject any AFC voucher submitted more than 90 days after disposition. While we afford you great latitude with this rule, no voucher payment will be considered if the voucher is submitted more than three years after the last valid date on the voucher. Vouchers submitted one or two years after disposition will be considered on a case-by-case basis, but the excuse that the AFC did not have time to bill will not be acceptable.

3. Interim Vouchers:

- a. With prior approval of the AFC Program, an interim voucher may be submitted during the pendency of a proceeding if any of the following circumstances exist:
 - i. Extraordinary Circumstances - **Over \$4,400.00 or over 18 months of consecutive work without reaching disposition.**
 - ii. At the disposition phase of a case where permanency hearings are mandatory.
 - iii. An attorney for the child is removed from a pending case.
- b. Make your request for an interim voucher to the Director of the AFC Program. Be sure to indicate your AFCIV Document ID number and the reason for request. The Document ID can be found on the **Open Voucher** screen on AFCIV.

4. Integrated Domestic Violence Court (IDV) Vouchers:

- a. Cases that start in Family Court and are subsequently transferred to IDV Court are regarded as separate proceedings requiring preparation and submission of separate vouchers.
- b. The first voucher should contain all the activities completed in Family Court up to the date of transfer. The second voucher should be created selecting the appropriate Supreme Court with activities from the date of transfer to the completion of the case.

5. Appeal Vouchers:

- a. A trial court action and a subsequent appeal are regarded as separate proceedings, requiring preparation and submission of separate vouchers.
- b. You should prepare the appeal voucher on AFCIV; however, be sure to select *Appellate Division, 4th Department* for the court and AP for the proceeding code. When asked for the case number, please enter the corresponding CAF number.
- c. Please use the **N** Code, In-Court All-Other for Oral Argument. In-Court time is time spent in the presence of a judge. Anytime spent waiting for Oral Argument should be coded as an H Code, Out-of-Court All-Other.
- d. Make sure that you provide adequate description for all charges, in-court and out-of-court. For example, if you charge an A Code, Review of Documents, you must specify what document you are reviewing. Please see pg. 13 for a complete list of activity codes and required descriptions.
- e. The program does not pay for "overnight" postage fees to file a brief.

- f. **If you did not attend Oral Argument, please also submit an affirmation explaining why you did not attend, e.g. the parties submitted.**
- g. **Once you have completed the voucher, send one original and one copy of the voucher to the Attorneys for Children Program. Along with the voucher be sure to also send a copy of your brief, a copy of the Appellate Division order and any receipts required.**

6. Substitution of Attorney:

- a. The attorney substituting will prepare his or her own voucher for time spent, see page 42 for voucher instruction.
- b. Substitution is only acceptable when required by an unavoidable circumstance. The assigned attorney for the child requesting that another attorney for the child be substituted must receive prior approval of the court and the client (where the age and maturity of the client permit); the appearance must involve only procedural or administrative issues unrelated to the substantial interests of the client; and the substitute attorney for the child must be fully prepared for the appearance.

7. Client Interview: You must see your client, regardless of age. This rule applies to appeals as well.

EXPERT SERVICES

1. The Attorneys for Children Program has the authority to pay reasonable expenses of representation, e.g. compensate non-attorney experts, such as investigators, physicians, mental health professionals and social workers for services on behalf of attorney for the child clients that are necessary to assure effective representation. **The Attorneys for Children Program prefers that you use the model order form for expert services which is located on the AFC Program website under FORMS/AFC Forms.**

2. Authorization and Allocation: **If the expert fee will be greater than \$1,000, you must obtain authorization, by email or telephone, from the Attorneys for Children Program Director or Assistant Director.**

a. Services to the Child Only:

- 1. The Attorneys for Children Program is responsible for the full-cost of expert services provided solely to the client.

b. Services to the Child and Participants Jointly:

- 1. The Attorneys for Children Program is responsible for a proportionate share of the cost of expert services when those services are provided jointly to a client and other participants in a proceeding.
- 2. When services provided jointly to all participants in a proceeding, the trial court order should allocate the cost of the services among the participants.

c. Services Not Reimbursable:

1. The Attorneys for Children Program is not authorized to pay for expert services to participants in a proceeding other than the client, or for services unrelated to the client's representation, such as treatment or counseling.

d. Compensation Guidelines: The Chief Administrator of the Court has adopted the following hourly rates as guidelines for payment of non-lawyer professionals under Judiciary Law § 35 and County Law § 722-c:

a. Psychiatrist	\$ 125.00
b. Certified Psychologist	\$ 90.00
c. Physician	\$ 200.00
d. Certified Social Worker	\$ 45.00
e. Licensed Investigator	\$ 32.00

3. Payment to the Expert Service Provider:

- a. The Expert is compensated directly by the Attorneys for Children Program after the services have been rendered and upon submission of a JC2020.
- b. To obtain payment for expert services:
 1. The Expert must complete the JC 2020 form. The form can be found on the AFC Program website under Forms/AFC Forms. Insert the phrase "See Attached," in the space provided on the voucher for description of services.
 2. Attach supporting documentation - the service provider's customary invoice or statement containing an entry for each day on which services were rendered, including the date, the time expended, and a brief summary of the services provided, including the name of the individual to whom the services were rendered. **A copy of the Order Authorizing Expert Services must be attached to the JC2020 voucher.**
 3. Submit the original voucher and one copy of the voucher along with the necessary supporting documentation to the trial court for endorsement by Judge and transmittal of the original to the Attorneys for Children Program.

TRIAL TRANSCRIPTS: An Attorney for the Child can obtain transcripts for use in representing a client either at trial or for appeal, by using the New York State Law Guardian Minute Order Form. The stenographer or transcriber provides the transcript directly to the Attorney for the Child, who incurs no out-of-pocket expense because transcript costs are paid by the AFC Program directly to the stenographer or transcriber, **do not pay the stenographer directly. A motion for poor person relief is not required.**

The budget for transcripts is limited. No permission is required when obtaining an original and copy of a transcript when the child is the appellant. Where the child is the appellant the AFC must make arrangements to order transcripts necessary to a determination of the appeal. The transcripts will not automatically be ordered for you. Clearly indicate on the paperwork that the transcripts are for an appeal.

For use at the trial level, only one transcript is authorized and you must obtain permission if the cost exceeds \$300.00. An Attorney for the Child can obtain a Minute Order Form from the Family Court Clerk's Office or the AFC Program Office and/or Website. Once you have attained the Minute Order Form, complete the following steps:

- 1.** The Attorney for the Child completes the top portion of the Minute Order Form and presents the form to the corresponding Family Court Judge for endorsement.
- 2.** Following the Judge's endorsement, Family Court retains a copy of the form and returns the remaining copies to the Attorney for the Child for transmittal to the stenographer or transcriber.
- 3.** Upon receipt, the stenographer or transcriber prepares two certified copies of the transcript. One copy is to be filed with the Family Court Clerk and the other copy is delivered to the Attorney for the Child.
- 4.** When the transcript is delivered, the Attorney for the Child must endorse the appropriate portion of the Form.
- 5.** The stenographer or transcriber retains a copy of the form and forwards the originally signed Minute Order Form and Claim for Payment to the Attorneys for Children Program for review and payment. A copy of the "Claim for Payment Form" is available on the AFC Program Website.

EXPENSES/MILEAGE

Expense Code: P

Mileage Code: Q

Expenses: Indicate the type of expense, i.e. Copies, Postage and the quantity. **Note: Do not enter a \$ symbol, AFCIV will not accept the special character.**

Mileage: Enter the number of miles traveled in the field titled "mileage," and in the activity summary for travel to and from your office, note which court; e.g., office to Herkimer County Family Court. For travel other than to and from court, indicate where you traveled to and from, and include the street name and town **or** the town and zip code for both your start and end points. AFCIV calculates the mileage rate automatically based on the number of miles you enter and the date you traveled. **Reimbursement for travel and mileage will be as reflected on MapQuest for the shortest travel time.**

EXPENSES WHERE RECEIPTS ARE REQUIRED (Reimbursable to AFC)

Tolls

Parking Over \$5.00

Long Distance Phone Calls Over \$15.00

Postage Over \$15.00

Copies Over \$15.00 - *If copying was done in-house, please indicate that in the "activity summary."* Receipt is **not** required if copying completed in-house.

Medical Records - (see page 5)

Process Service - Include a Copy of the Invoice (see page 5)

Subpoena/Witness Fees (see page 5)

EXPENSES PAID DIRECTLY TO PROVIDER (NOT reimbursable to AFC)

Psychological evaluation - paid through JC2020 voucher (see page 8-9)

Psychiatric evaluation - JC2020

Physician - JC2020

Licensed Investigator - JC2020

Certified Social Worker-Home Study - Paid through Claim for Payment Form and Invoice.

Interpreter - Claim for Payment

Transcripts (see page 8)

Expenses NOT reimbursable: Administrative expenses are not reimbursable. Administrative expenses include the cost of in office computer-assisted legal research, i.e. Westlaw or Lexis, facsimile charges, preparing a voucher, overnight postage fees to file brief, etc.

PROCEEDING CODES

- (A) Adoption
- (AP) Appeal
- (AS) Adoption Surrender
- (B) Commitment of Guardian and Custody
- (C) Conciliation
- (CO) Court Reporter
- (CR) Criminal Action
- (D) Juvenile Delinquency
- (E) Designated Felony Delinquency
- (F) Support
- (G) Guardianship
- (H) Handicapped
- (HC) Habeas Corpus Writ
- (I) Informal
- (J) Public Health
- (K) Foster Care Review
- (L) Approval of Foster Care
- (M) Consent to Marry
- (N) Child Protective Proceeding
- (NA) Neglect/Abuse
- (NN) Neglect
- (O) Family Offense
- (OC) Other Civil Proceeding
- (P) Paternity
- (Q) Visitation
- (R) Referred From Supreme Court
- (S) PINS
- (U) Uniform Support of Dependent's Law
- (V) Custody of Minors
- (VS) Supreme Court Case
- (W) Extension of Placement
- (X) Other
- (Z) Misc.

ACTIVITY CODES & DESCRIPTIONS

Out-of-Court: (do not combine activity codes)

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

B: Client Interview/Meeting: This code should be used only for client interview - do not combine any other activity with this code. You must include the location where you met with your client, e.g. "Meeting with Clients at School, St. Andrews School, Alphabet St., Rochester, NY 14604."

C: Travel: Travel to/from Court or Your Office: In the activity summary for travel and mileage, addresses not required for travel to and from office or Court. However, where travel is to/from the Court, you must indicate which Court, e.g. round trip, 1st travel entry: "office to Herkimer Fam. Ct", 2d travel entry: "Herkimer Fam. Ct to office", mileage entry: "round trip from office to Herkimer Fam. Ct." **Any Other Travel:** Include the street name (without street number) and city or town **or** the city or town and zip code of your origin and destination.

D: Phone/Correspondence: Indicate who you corresponded with and how, e.g. "Call to Mother's Attorney."

E: Legal Drafting: Indicate the document type and subject, e.g. "Draft Temporary Order of Custody and Visitation."

F: Legal Research: Indicate the subject of research, and why you are researching, e.g. "Legal Research - Grandparent Visitation."

G: Investigation: Indicate what is being investigated, e.g. "Meeting with witness, discuss events and desired outcomes."

H: Out-of-Court All-Other: Covers any other work you may have been doing related to representing your client, e.g. "waiting to be called into court."

In-Court: (do not use the same code for all court appearances)

J: Initial Appearance: Please provide a brief, but specific explanation of what occurred at the proceeding, e.g. "Initial Appearance in front of Judge Smith. Adjourned to allow parties to obtain counsel."

K: Pre-Trial Hearing: Please provide a brief, but specific explanation of what occurred at the proceeding, e.g. "Hearing on removal in front of Judge Smith."

L: Fact-Finding: Please provide a brief, but specific explanation of what occurred at the proceeding, e.g. "Trial commences in front of Judge Smith."

M: Disposition: Please provide a brief, but specific explanation of what occurred at the proceeding, e.g. "Parties agree to joint custody. Primary physical with Mom, liberal visitation to Dad."

N: In-Court All-Other: Please provide a brief, but specific explanation of what occurred at the proceeding, e.g. "Appear before Judge Smith to enter Temporary Agreement on record."

Access and Use of the Attorneys for Children Internet Voucher System (AFCIV)

System Requirements:

1. The Attorneys for Children Internet Voucher System (AFCIV) requires the latest version of Adobe Reader. To obtain the latest version, please visit www.adobe.com.

2. It is highly recommended that you use the latest internet browser. Below are links to the different browser website's.

Internet Explorer: <http://www.google.com/toolbar/ie8> or at www.Mircosoft.com/Windows

Firefox: www.Mozilla.com/firefox

Netscape: <http://browser.netscape.com/>

Safari: www.apple.com/safari/

3. **Email:** If you use a spam filter, please update your filter to allow email from the following address: Attorney For The Child System@courts.state.ny.us

4. Screen Resolution must be set to 1024x768.

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 1024x768

For MAC

- Double Click 'System Preferences'
- Select 'Display'
- Set Screen Resolution

5. AFCIV requires that your browser allow pop-ups.

Enabling Pop-ups:

To Enable Pop-ups 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
- Uncheck the 'Block Pop-ups' checkbox

You can also add the internet voucher system to your trusted sites:

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. <https://apps.court.net/ucslawguardian/>
- Click 'Close' to save your changes

To Enable Pop-ups on Mozilla Firefox:

- Click on the 'click here..' in the error message
- 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

(Or)

- Clicking on Tools->Options
- Select 'Web Features'
- Uncheck the box next to 'Block Popup Windows'

(Or) You can also enable just this site to open popup windows.

- 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

To Enable Pop-ups on Netscape

- Click on Edit->Preferences
- Click on 'Privacy & Security'
- Click on 'Pop-up Windows'
- Uncheck the box next to 'Block unrequested popup windows' to enable pop-ups
- Click on 'Ok' to save your changes

(Or) You can enable just this site to open pop-up windows.

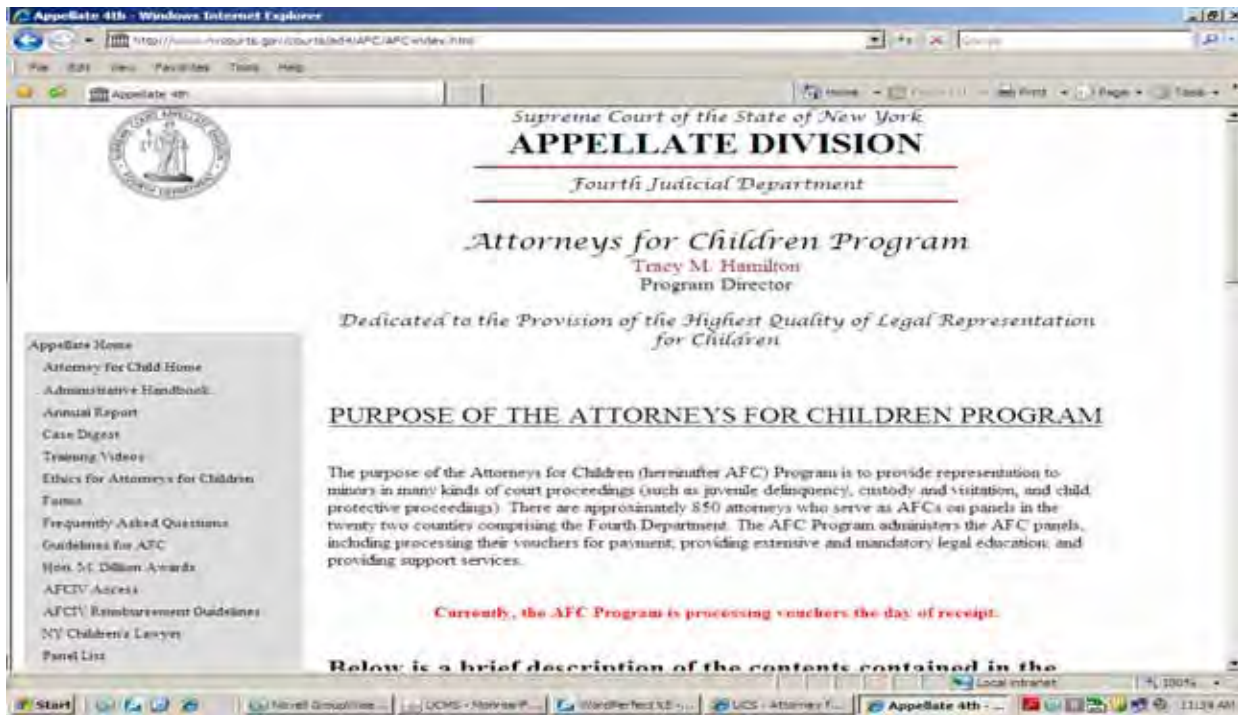
- Click on Edit->Preferences
- Click on 'Privacy & Security'
- Click on 'Pop-up Windows' Leave the box next to 'Block unrequested pop-up windows' checked
- Click on the 'Allowed Sites...' button next to the 'Block unrequested pop-up windows' option
- Enter the website address in the 'Allow pop-ups from the following web sites' field and click on the 'Add' button
- Click 'Ok' to save your changes

Accessing the Internet Voucher System

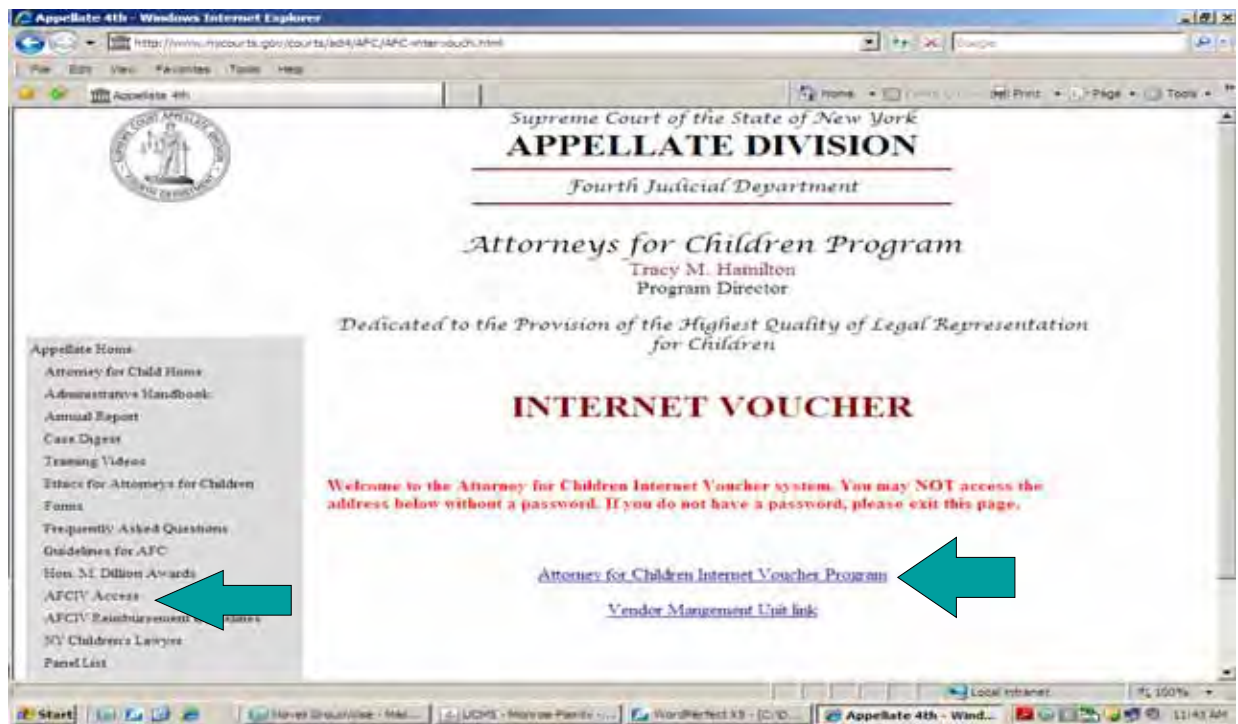
Go to the Fourth Judicial Department Homepage: <http://www.nycourts.gov/courts/ad4/>
(Pictured below)



Click the link titled “Attorneys for Children Program” under “Programs and Auxiliary Agencies.” This will bring you to the AFC Program homepage. (Pictured below)



To access the Internet Voucher System, click the link on the left hand side titled, “AFCIV Access.”

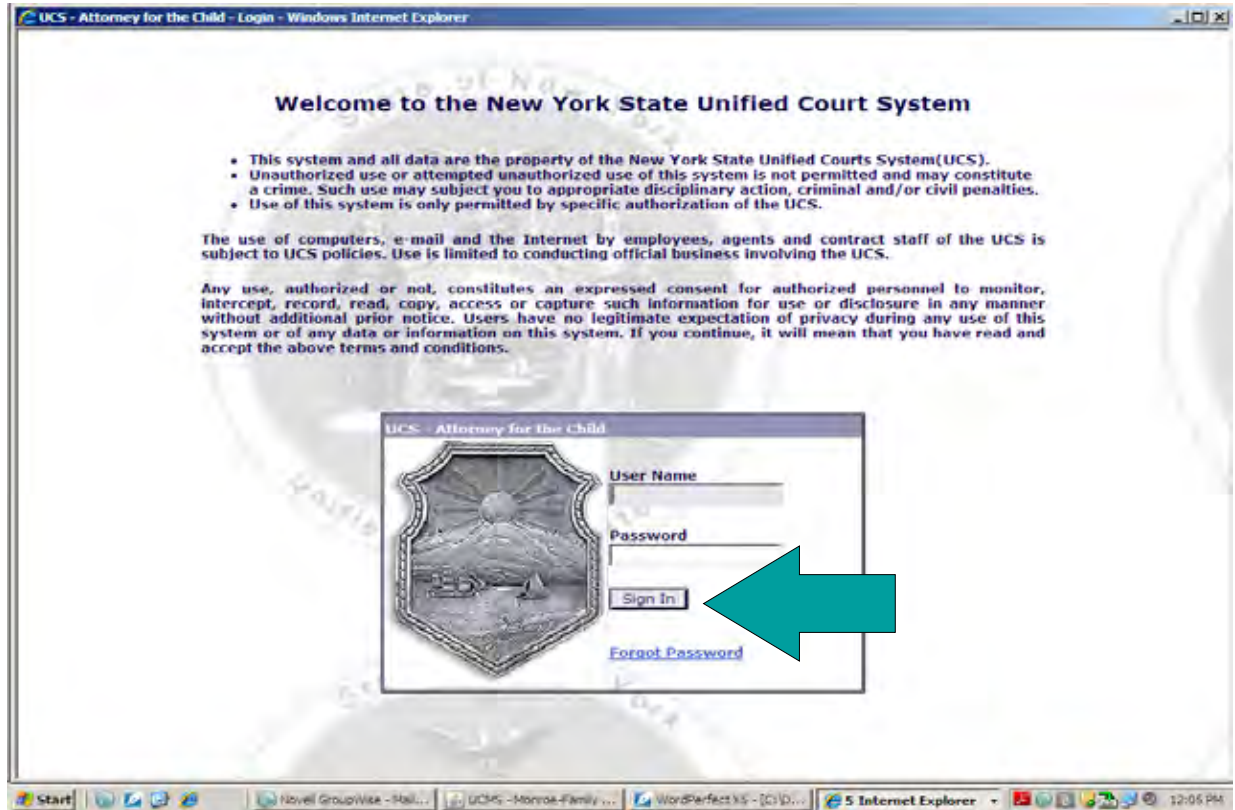


Click the link titled, “Attorneys for Children Internet Voucher Program.” If the log in screen does not appear, and all you see in your window is what is pictured below, you must go back and disable your pop-up blocker (See pg. 14-16)



Login Screen and Password Rules

In the appropriate spaces, enter your assigned User Name and Password and click “Sign In.”



Password Rules:

1. Password must contain a minimum of 10 characters.
2. Password must contain three of the four options: Uppercase, lowercase, number or special character.
3. Password cannot be one you've ever used before, or contain the AFC's last name.

Password Change Requirements:

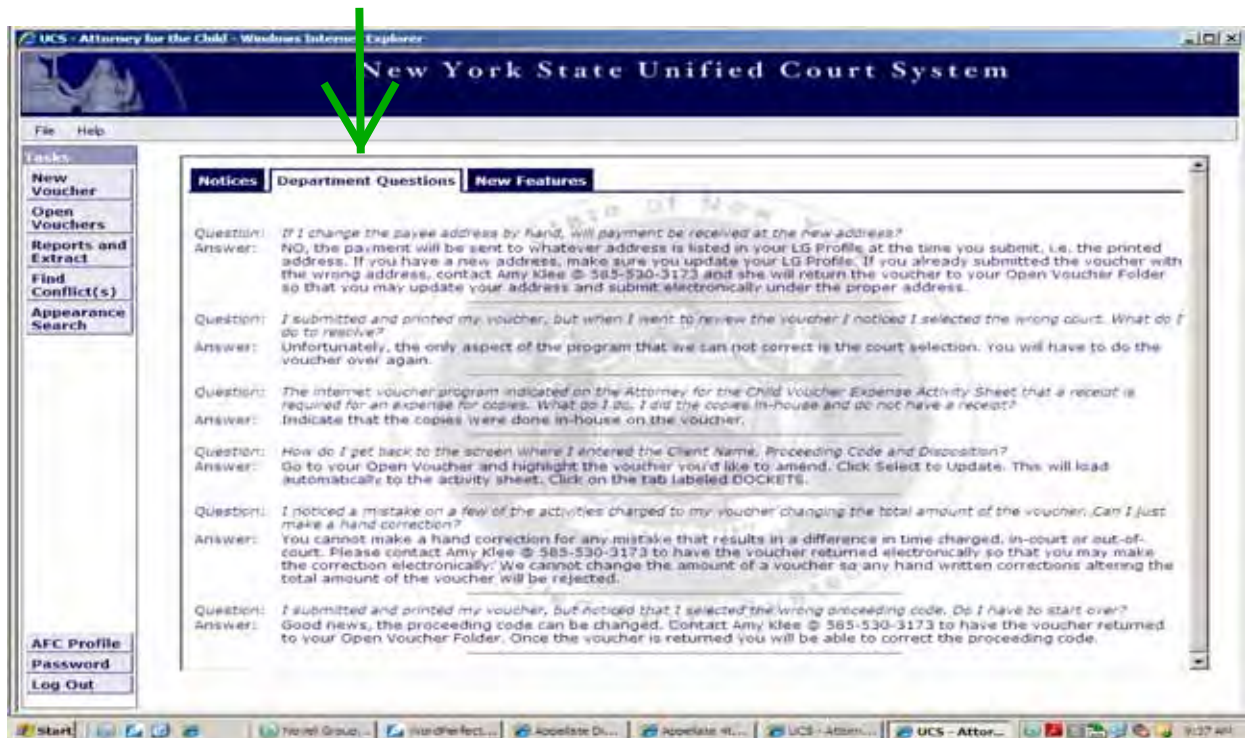
1. The first time you Sign In.
2. For security purposes, you must change your password every thirty days.

Attorney for Children Internet Voucher System Home Screen

Notices: The 4th Dept. Office of Attorneys for Children will keep you up to date on any important information regarding the internet voucher system through the “Notices” tab on your Attorney for Children Internet Voucher System Home Screen (Displayed below)



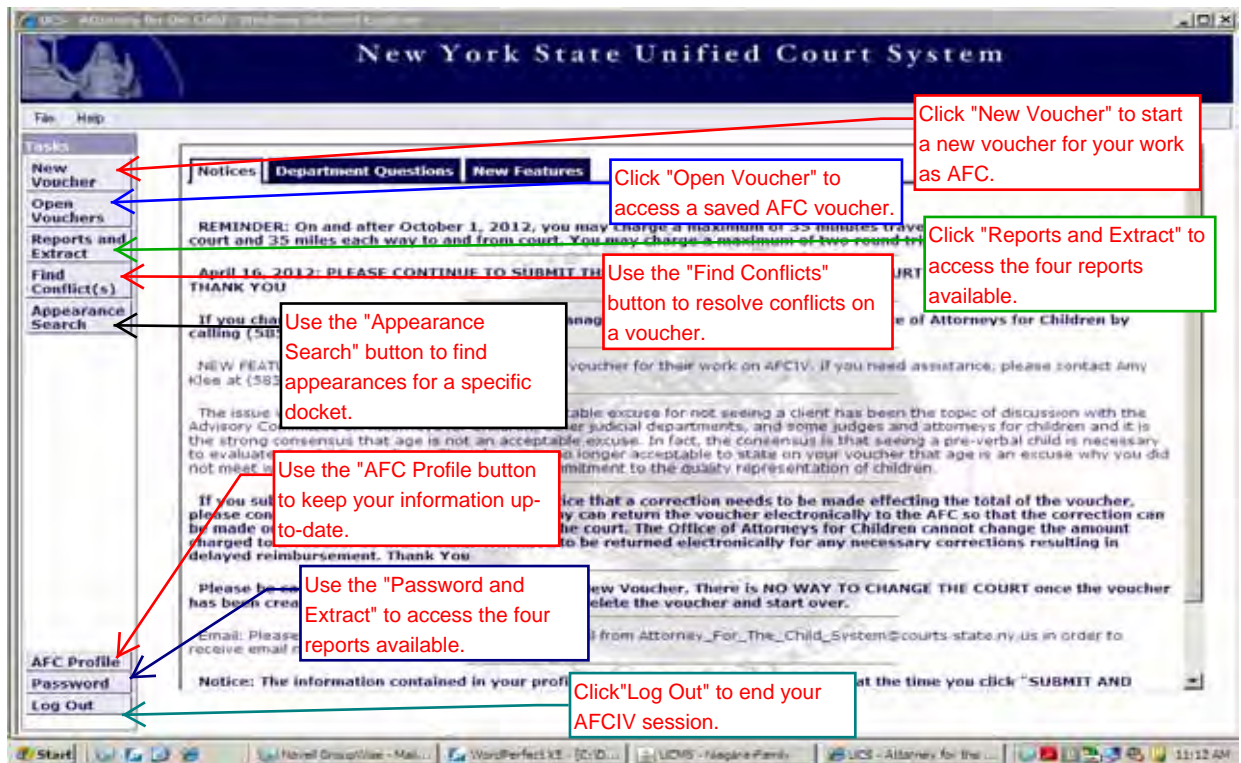
Department Questions: Contains a list of frequently asked questions and answers. (Displayed below) *A more extensive list of FAQ's is available on Page 55*



New Features: Any new features that are added to the voucher program are explained in the new feature tab.



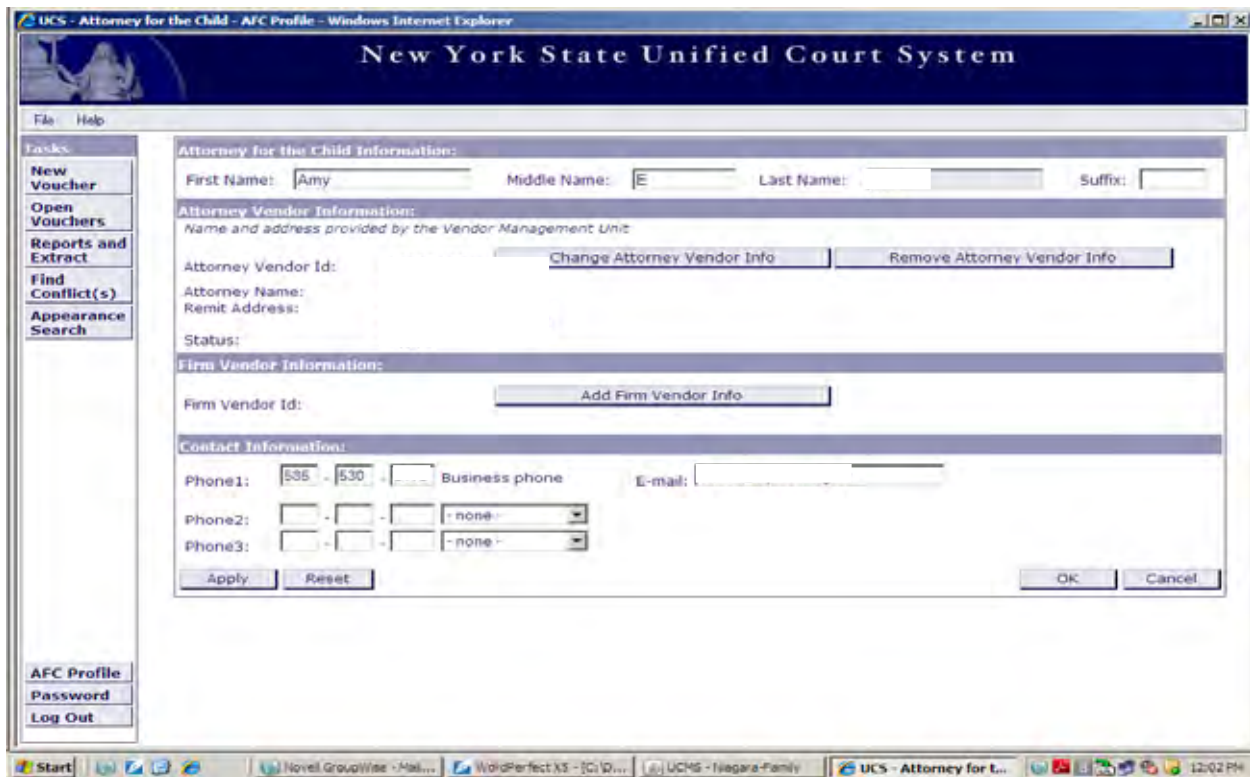
The “What’s What of the AFCIV Task Bar”



AFC Profile

There are several reasons why it is *imperative* that you keep your AFC Profile as up-to-date as possible:

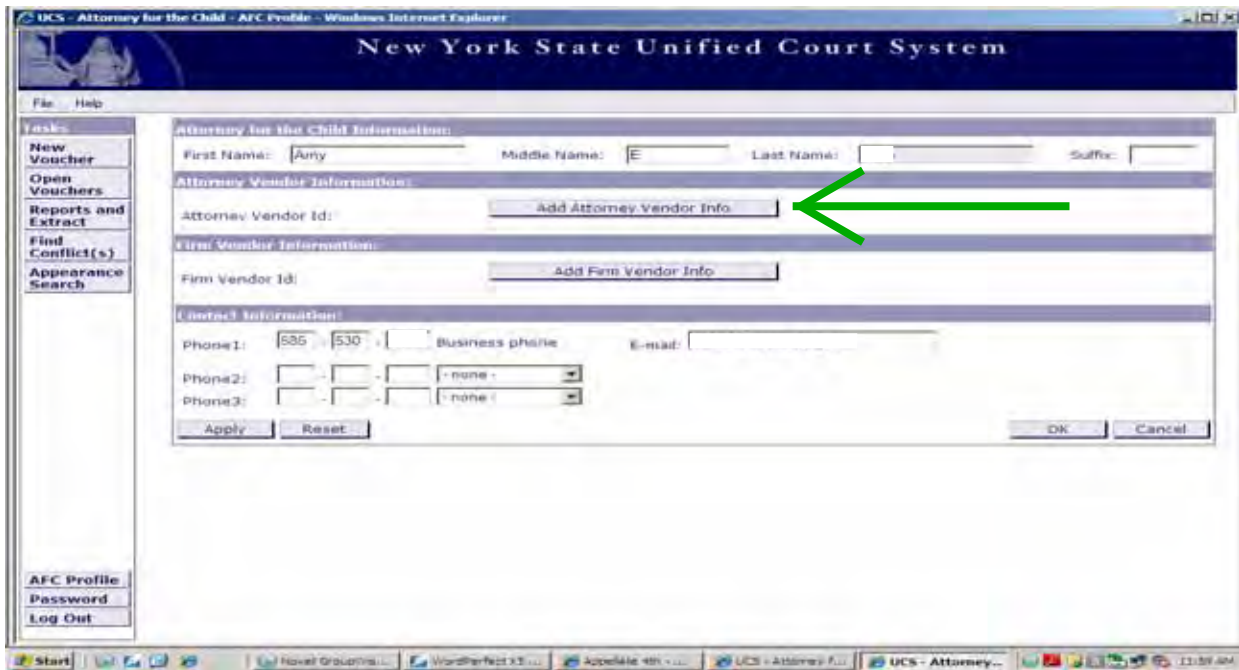
1. The address associated with your Vendor ID # is where your payment will be sent.
2. The Attorney Vendor ID # of the Firm Vendor ID # listed in your AFC Profile determines how the payment will be allocated for tax purposes. *Note: If you have both an Attorney Vendor ID # and a Firm Vendor ID # listed in your profile, the Firm Vendor ID # will be the default.*
3. The email address listed in your AFC Profile is where notifications and password resets will be sent.



Note: If you notice that the address associated with your Vendor ID # is incorrect, or the voucher system states that the remit address is invalid or inactive, please contact the AFC Program for assistance.

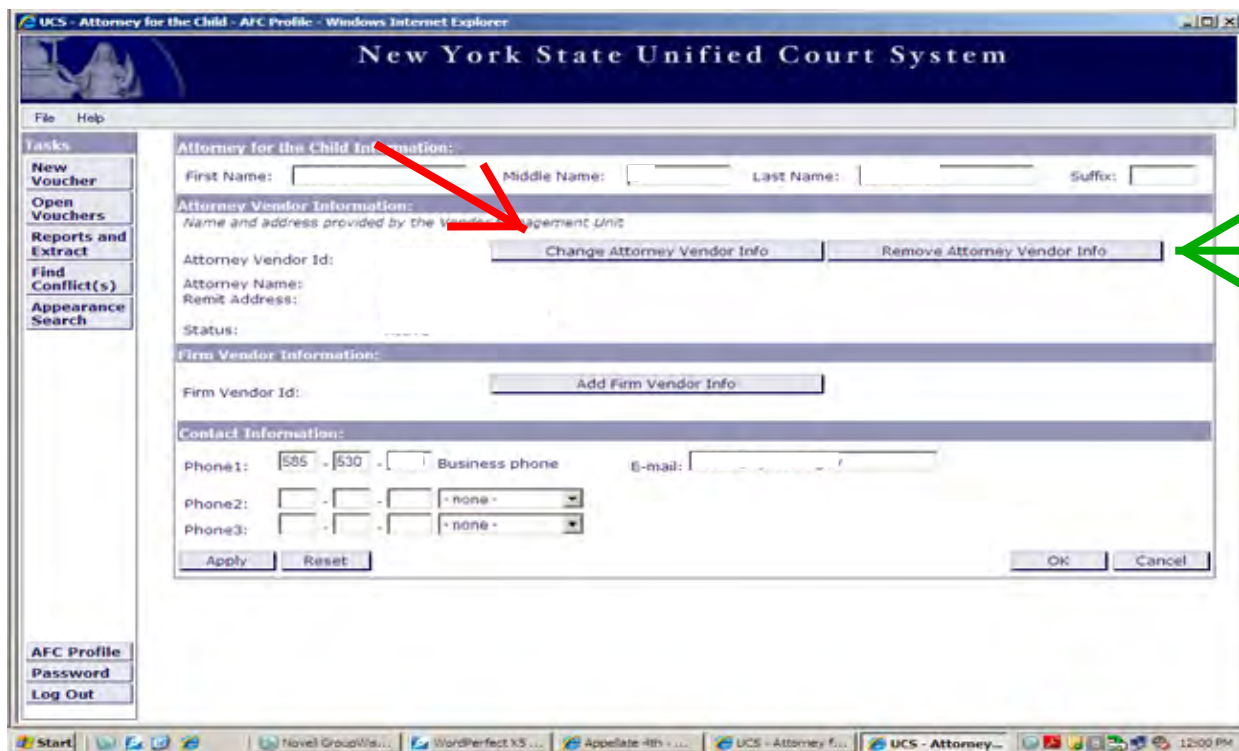
AFC Profile: Add or Change Vendor #/Firm Vendor

To add Attorney/Firm Vendor Info, hit the button titled, “Add Attorney/Firm Vendor Info.”



The screenshot shows the 'New York State Unified Court System' interface. On the left is a 'Tasks' sidebar with options like 'New Voucher', 'Open Vouchers', and 'Reports and Extract'. The main content area is titled 'Attorney for the Child Information:' and contains several sections: 'Attorney Vendor Information:' with an 'Add Attorney Vendor Info' button (highlighted by a green arrow), 'Firm Vendor Information:' with an 'Add Firm Vendor Info' button, and 'Contact Information:' with fields for phone numbers and email. At the bottom left are 'AFC Profile', 'Password', and 'Log Out' buttons. The taskbar at the bottom shows the system clock at 11:39 AM.

To change the Attorney/Firm Vendor Info, hit the button titled, “Change Attorney/Firm Vendor Info.” To remove, hit the button titled, “Remove Attorney/Firm Vendor Info.”



This screenshot shows the same interface as the first, but with the 'Attorney Vendor Information:' section expanded. It includes fields for 'Attorney Name:', 'Remit Address:', and 'Status:'. Below these are two buttons: 'Change Attorney Vendor Info' (highlighted by a red arrow) and 'Remove Attorney Vendor Info' (highlighted by a green arrow). The 'Add Firm Vendor Info' button is also visible. The system clock at the bottom right now shows 12:00 PM.

AFC Profile: Attorney Vendor Information Screen

The add or change Attorney/Firm Vendor Info button will bring you to the “Attorney/Firm Vendor Information” Window. Input your assigned Attorney/Firm Vendor ID # in the “Vendor ID:” field and hit validate.

UCS - Attorney for the Child - AFC Profile - Windows Internet Explorer

New York State Unified Court System

File Help

Tasks

- New Voucher
- Open Vouchers
- Reports and Extract
- Find Conflict(s)
- Appearance Search

Attorney Vendor Information:

Enter a Vendor ID and then click the Validate button to display the associated addresses.

If the Vendor ID payment information displayed does not contain the correct Active Vendor Name and/or Address, you need to update this information with the Vendor Management Unit.
[Click here to go to the Vendor Management Unit web site.](#)

The changes you make in the Vendor Management System will be available in the Attorney for the Child system the next day, you will need to associate this vendor information to your vendor ID using the AFC Profile screen.

Vendor ID: Validate

Payment Information:

Vendor Name	Address	Status
		Active

OK Return to AFC Profile

AFC Profile
Password
Log Out

Start [Taskbar icons] 10:00 AM

If the information in the “Payment Information” box is accurate, e.g. the Vendor/Firm Name and Address is correct, and the status is “active” click “OK.” The Attorney/Firm Vendor Information will now be displayed in the AFC Profile. (Displayed below)

UCS - Attorney for the Child - AFC Profile - Windows Internet Explorer

New York State Unified Court System

File Help

Tasks

- New Voucher
- Open Vouchers
- Reports and Extract
- Find Conflict(s)
- Appearance Search

Attorney for the Child Information:

First Name: Middle Name: Last Name: Suffix:

Attorney Vendor Information:

Name and address provided by the Vendor Management Unit

Attorney Vendor Id: Change Attorney Vendor Info Remove Attorney Vendor Info

Attorney Name:

Remit Address:

Status:

Firm Vendor Information:

Firm Vendor Id: Add Firm Vendor Info

Contact Information:

Phone 1: - - Business Phone E-mail:

Phone 2: - - - none -

Phone 3: - - - none -

Apply Reset OK Cancel

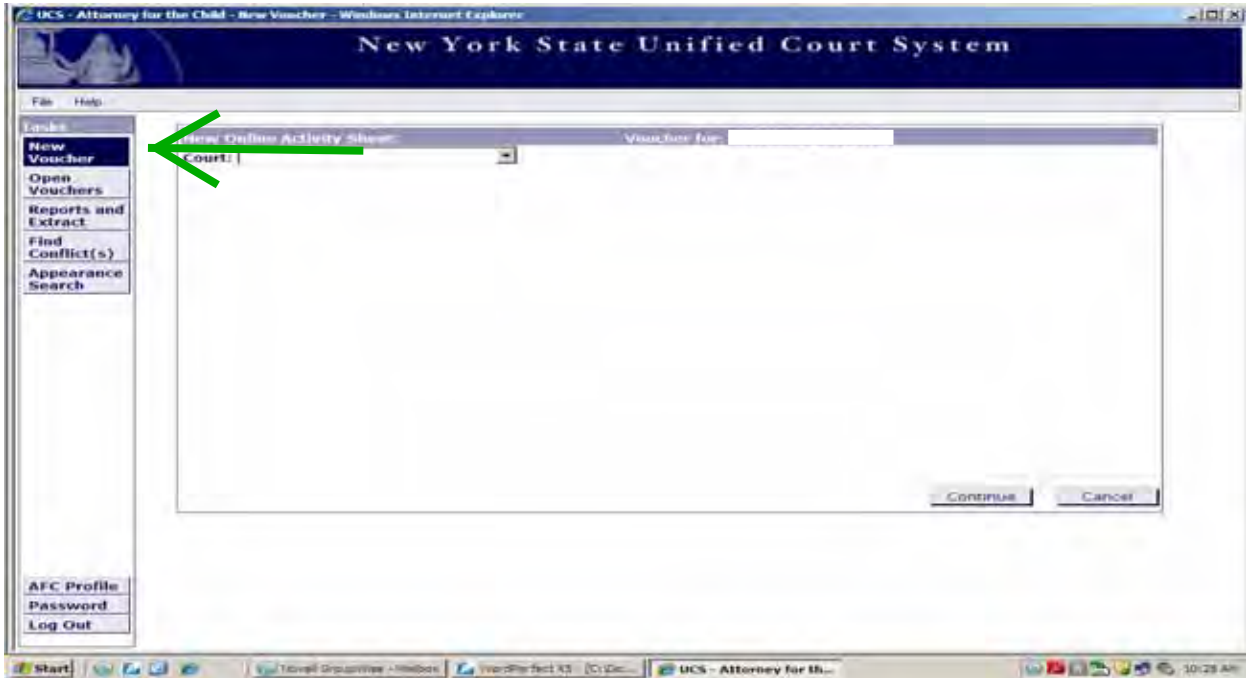
AFC Profile
Password
Log Out

Start [Taskbar icons] 10:17 AM

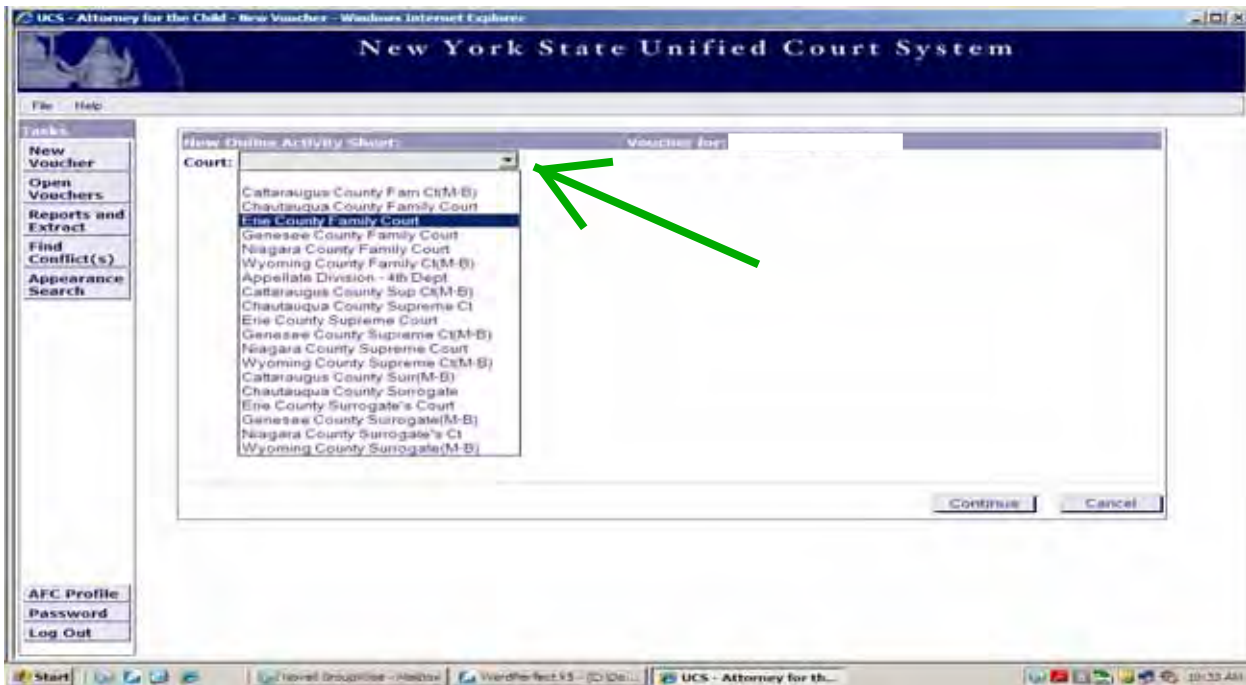
Creating a New Voucher

*Confidential information has been redacted from screen shots.

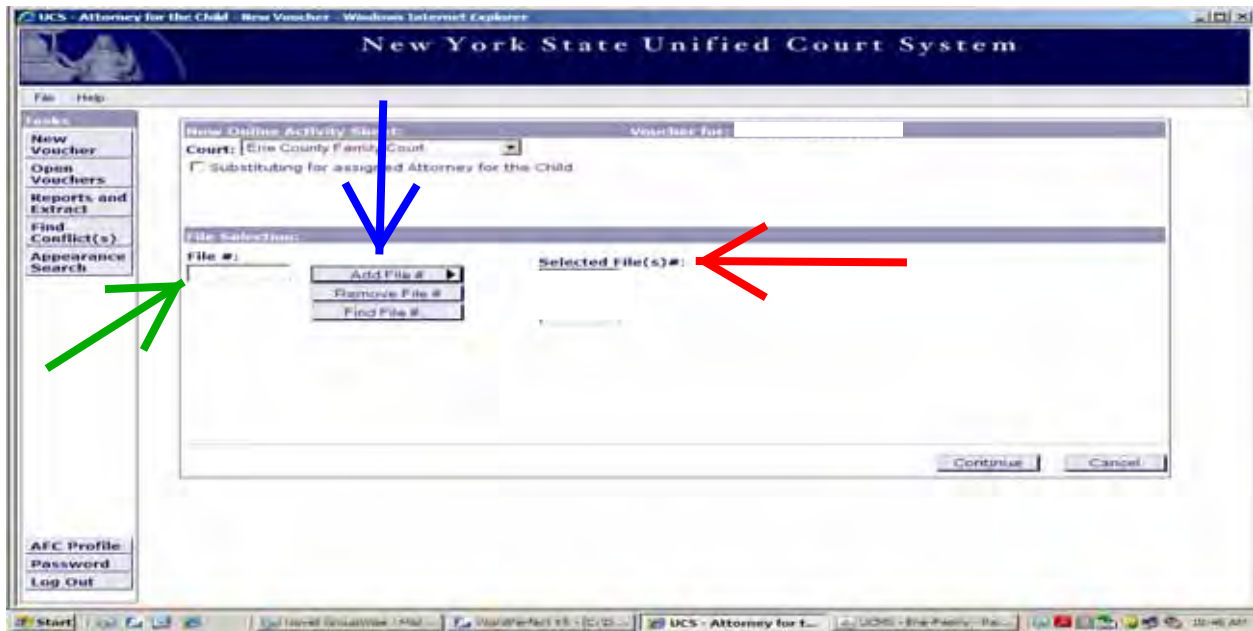
To start a new voucher, click the tab on the AFCIV task bar titled, "New Voucher."



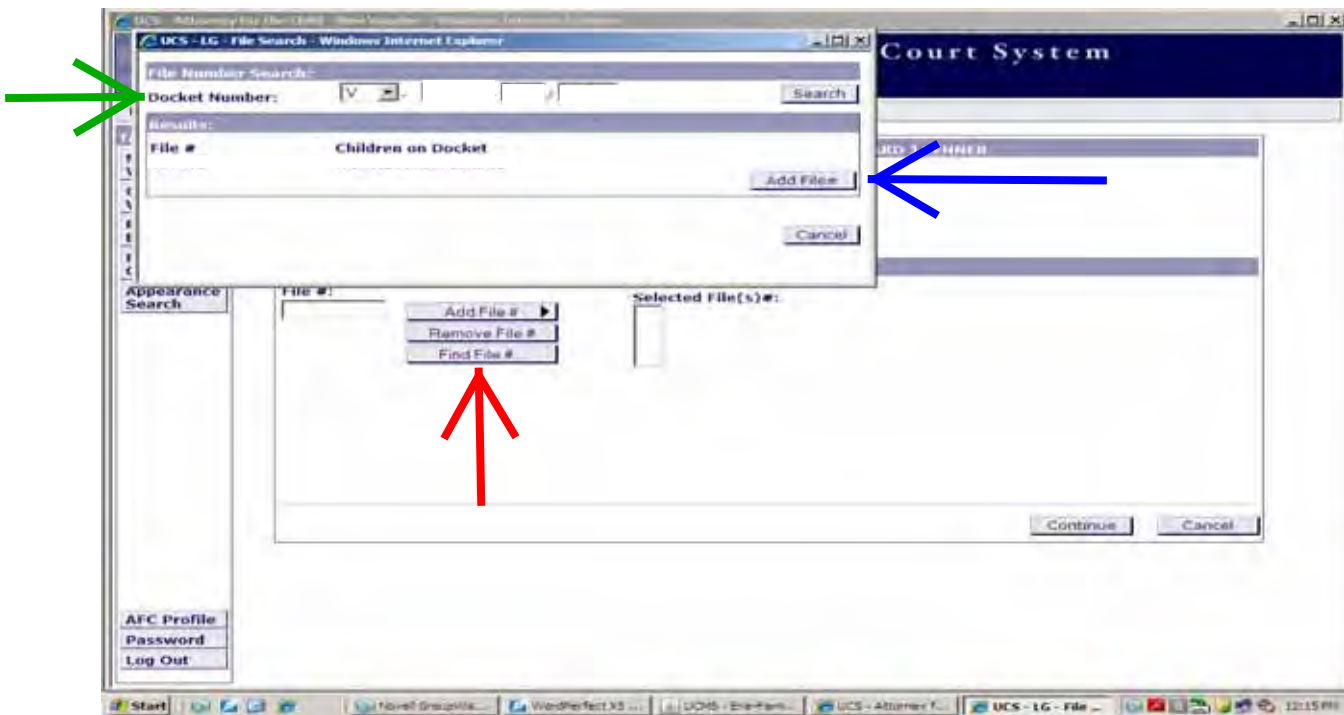
After clicking on, "New Voucher," select the Court from the pull down menu. (Displayed Below) **Be careful to select the correct court, you will not be able to change the court after the voucher is created.**



Once you have selected the originating court, you will enter the Family File # in the field titled, "File #," and click "Add File #." After clicking add file #, the file will be added to the "Selected File(s) #" field. (Displayed Below) **Note: If you have a matter that has more than one File #, but the proceeding was handled together, you may enter more than one File #.**



If you do not remember the Family File #, you can click the "Find File #" button to search for the File # by docket. Enter the "Docket Number" in the "File Number Search" Window and click "Search." A Results window will appear with "Children on Docket" information. If accurate, click "Add File #." (Displayed Below)



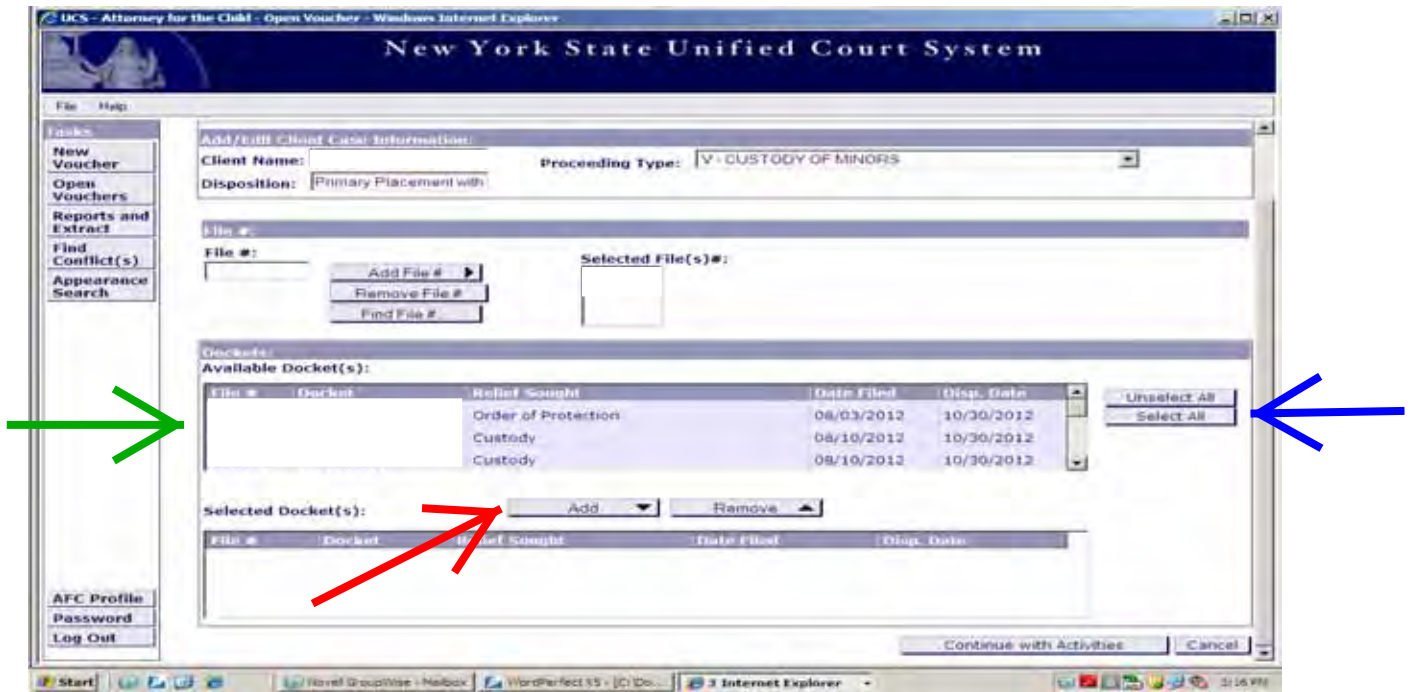
After you have added your File #(s), click “Continue.” This will bring you to the “Dockets” tab. (Displayed Below)



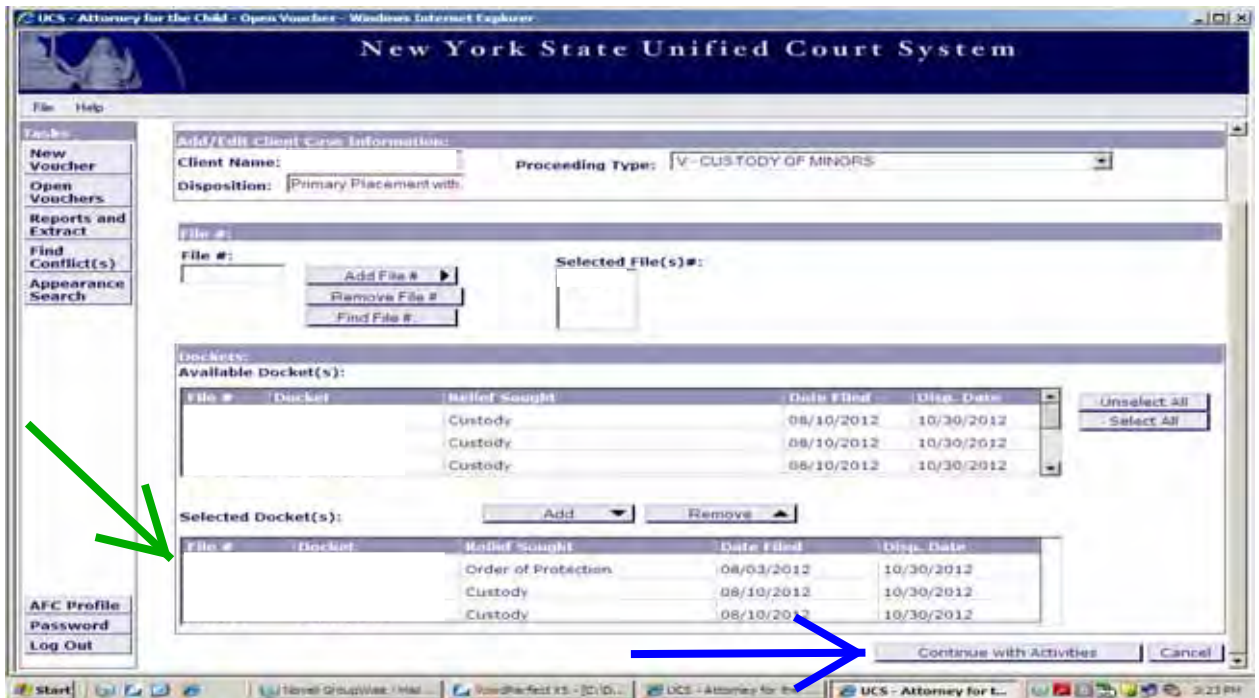
Enter your client(s) name in the field titled, “Client Name.” Select a proceeding code from the “Proceeding Type” pull down menu **Note: If there is more than one type of proceeding, e.g. an O docket and a V docket, select one code that represents at least one proceeding type** Enter the disposition in the “Disposition” field if you have it. If the case is not yet disposed, you can leave it blank, but you must enter the disposition before submission. (Displayed Below)



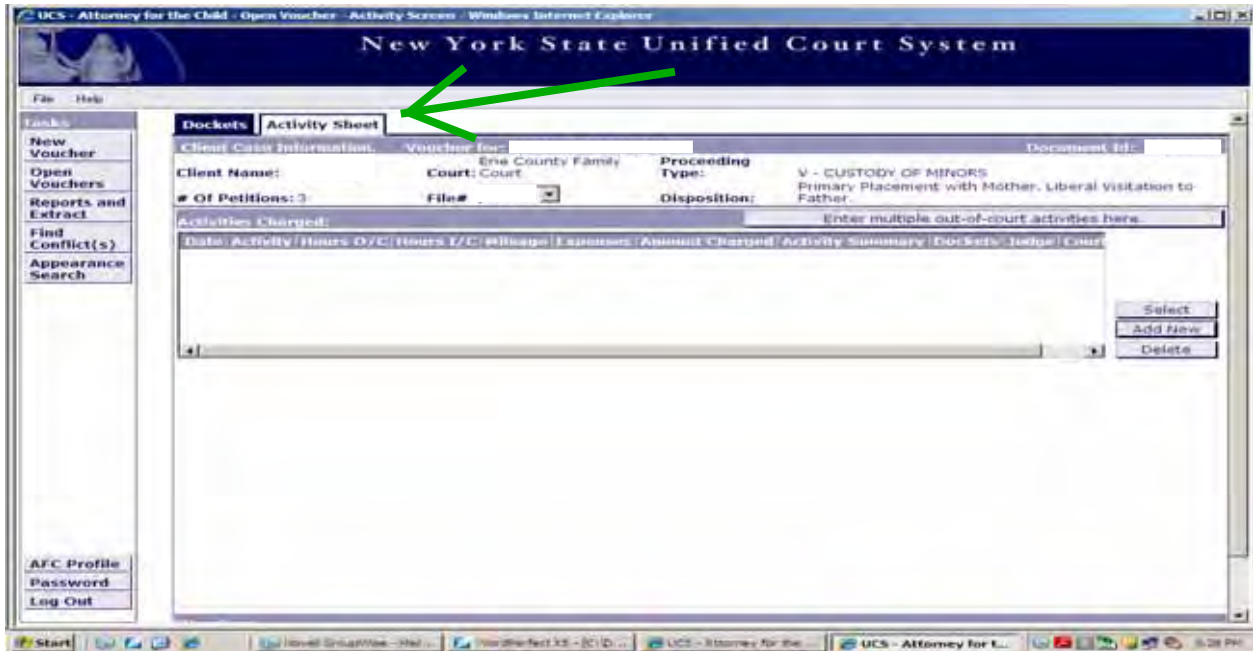
Highlight the docket(s) you would like to bill for from the “Available Docket(s)” window and click “Add.” If you would like to bill for all the dockets, hit “Select All,” and then “Add.” (Displayed Below)



After you click “Add” the docket(s) will be moved from the “Available Docket(s)” window to the “Selected Docket(s)” window. (Displayed Below) **Note:** If a docket(s) is missing from the “Available Docket(s)” window, please contact the AFC Program.



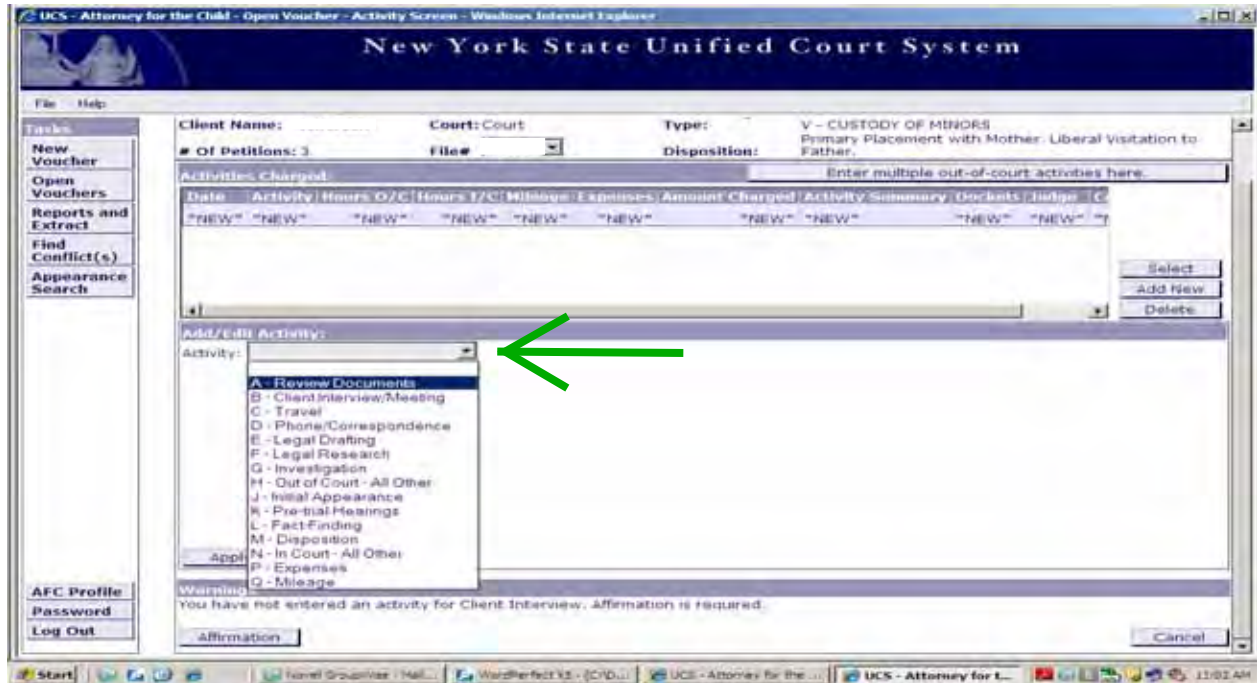
After you have added the Docket(s) you would like to bill for, hit “Continue with Activities.” This will bring you to the “Activity Sheet” tab. (Displayed Below)



You will use the “Activity Sheet” tab to add your in-court, out-of-court, expenses and mileage related to your representation. **Note: For a detailed list of activity codes, and required descriptions, please see page 13. For information about expenses and mileage, please see page 11.** To add a single in-court or out-of-court activity, click “Add New.” (Displayed Below)



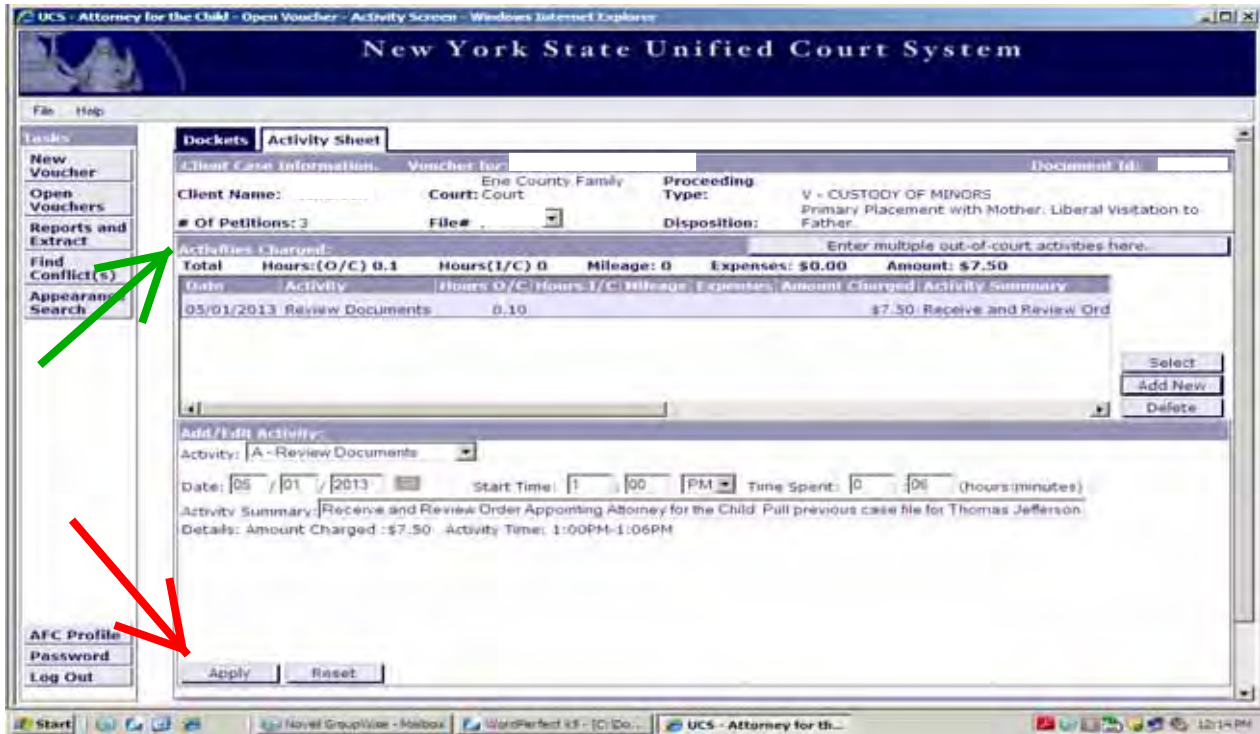
After clicking “Add New” a “Activity” pull down menu will appear. Select the code that best applies to the activity you are billing for. (Displayed Below)



Once you have selected your activity code, enter the “Date” of the activity in MM/DD/YYYY, the “Start Time,” the “Time Spent” in Hours and Minutes and the “Activity Summary.” After you have entered all of the information click “Apply.” **Note: You must click “Add New” and “Apply” for each single activity entry.** (Displayed Below)



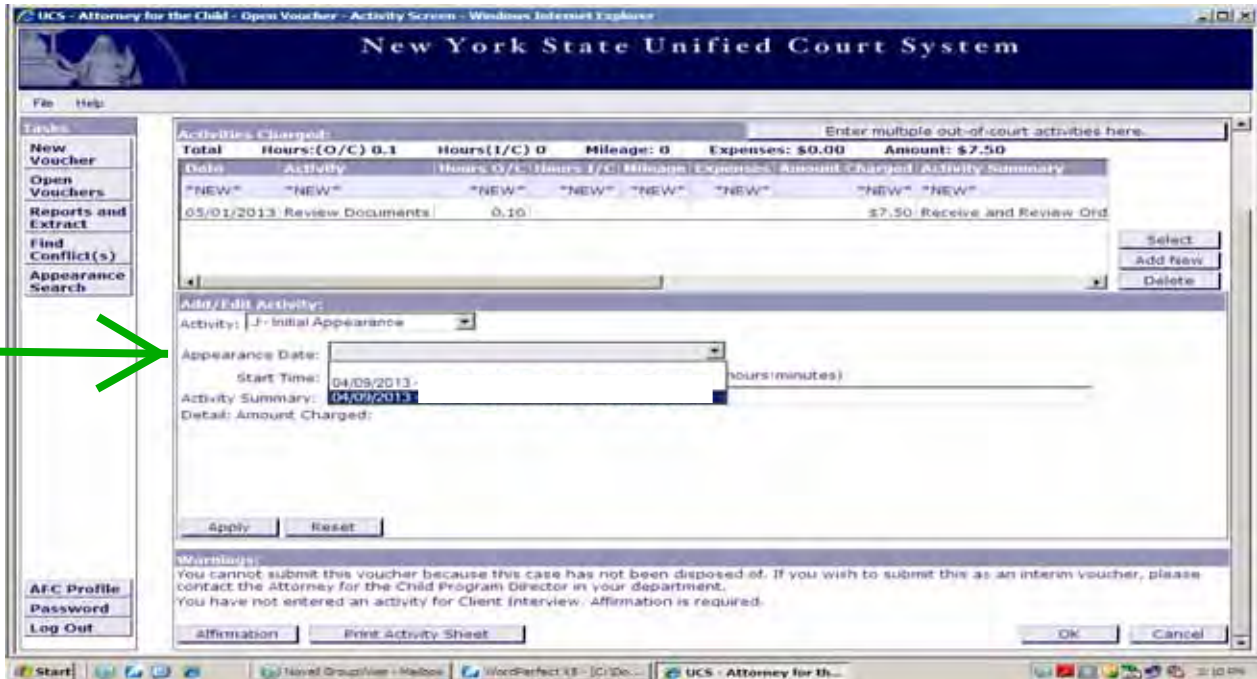
After you hit “Apply” the activity will be moved to the “Activities Charged” window. (Displayed Below)



Adding in-court time to a Family Court voucher is a bit different than adding a single out-of-court activity. First, hit “Add New,” and select an in-court code. (Displayed Below)



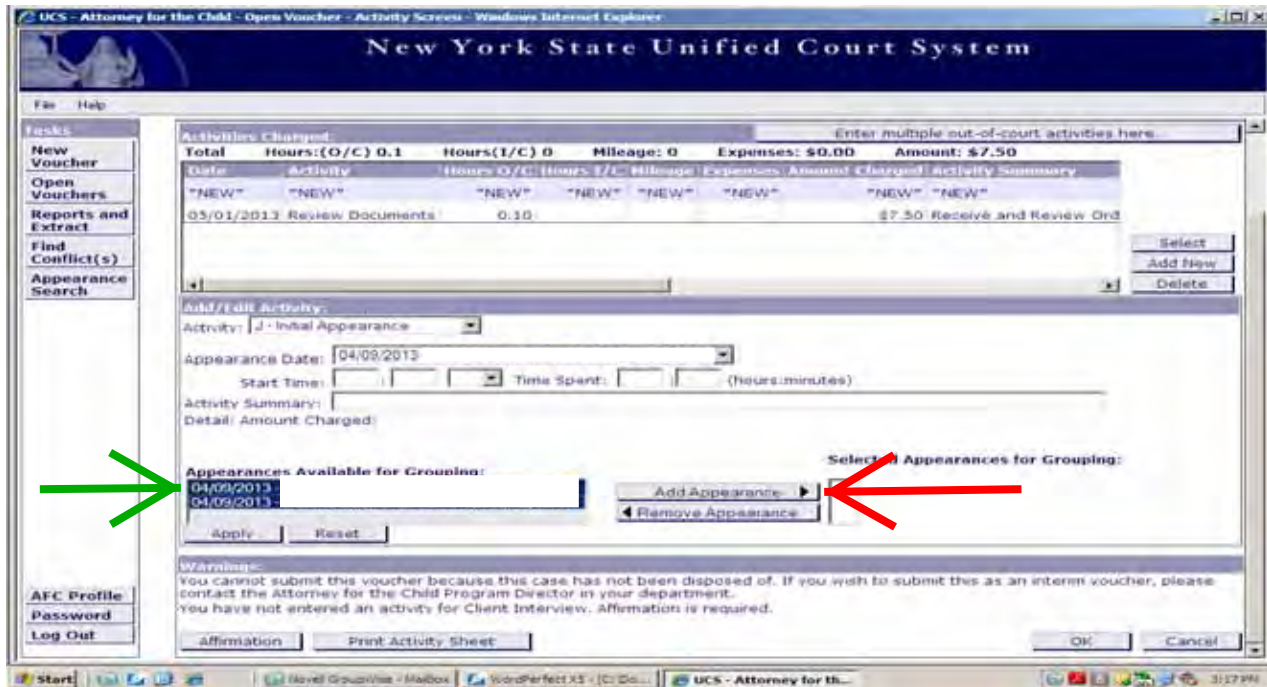
An “Appearance Date:” pull down menu will appear. Select the date of the court appearance from the pull down menu. (Displayed Below)



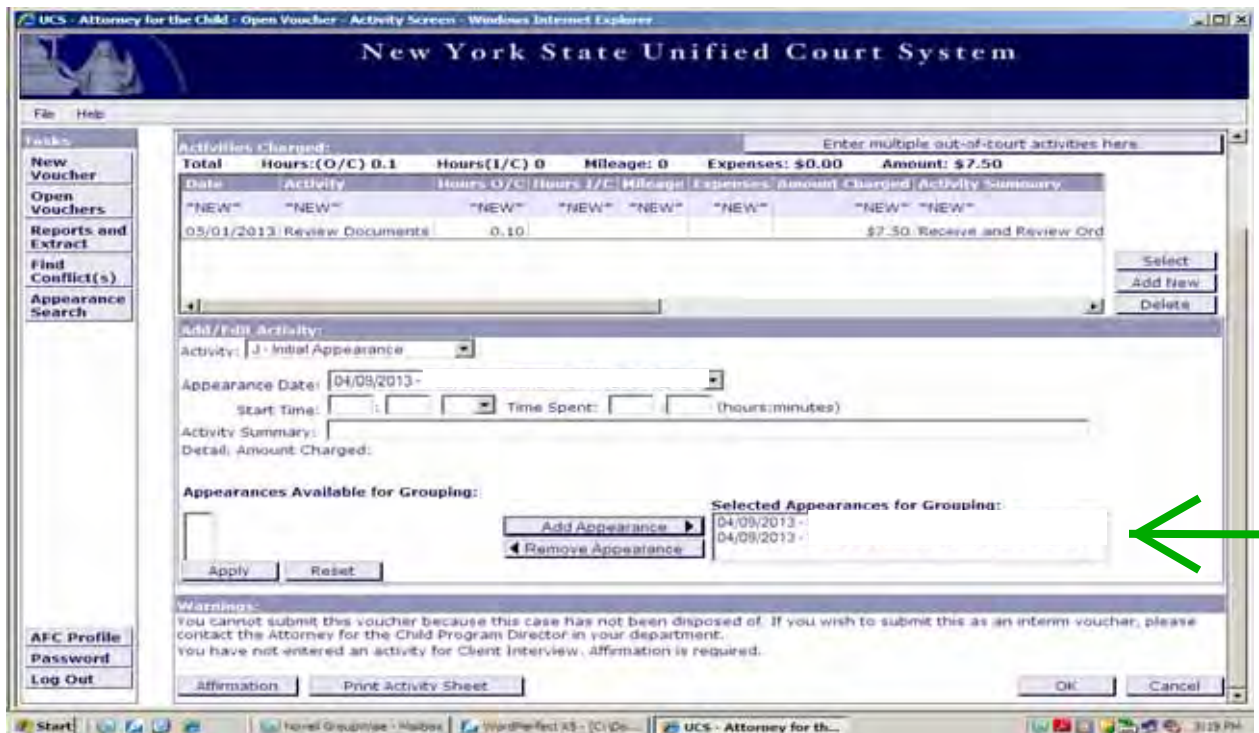
If more than one appearance with the same date is listed, AFCIV will ask if you would like to group appearances. If the appearances were handled at the same time, click “OK.” If they were not, click “Cancel.” (Displayed Below)



After you click “Ok,” an “Appearances Available for Grouping,” window will appear, highlight all available and click “Add Appearances.” (Displayed Below)



After you click “Add Appearance,” the appearances will be moved to the “Selected Appearances for Grouping:” window. (Displayed Below)



You will now enter your “Start Time,” “Time Spent,” and “Activity Summary.” Note: Supreme Court vouchers do not have a pull down menu with appearances listed, you will enter the date manually as you would an out-of-court activity. (Displayed Below)

New York State Unified Court System

Activities Charged: Enter multiple out-of-court activities here.

Date	Activity	Hours (O/C)	Hours (I/C)	Mileage	Expenses	Amount Charged	Activity Summary
05/01/2013	Review Documents	0.10				\$7.50	Receive and Review Ord

Add/Edit Activity:
 Activity: J - Initial Appearance
 Appearance Date: 04/09/2013
 Start Time: 09:45 AM Time Spent: 15 (hours:minutes)
 Activity Summary: First appearance ADJ for parties to retain counsel. Set date for client meeting.
 Detail: Amount Charged: \$7.50

Appearances Available for Grouping: [Empty]
 Selected Appearances for Grouping: 04/09/2013 - 04/09/2013 -

Warnings:
 You cannot submit this voucher because this case has not been disposed of. If you wish to submit this as an intern voucher, please contact the Attorney for the Child Program Director in your department.
 You have not entered an activity for Client Interview. Affirmation is required.

Buttons: Apply, Reset, Add Appearance, Remove Appearance, Affirmation, Print Activity Sheet, OK, Cancel

After entering your information, hit “Apply.” The activity will be moved to the “Activities Charged” window. (Displayed Below)

New York State Unified Court System

Client Case Information: Erie County Family Court
 Proceeding Type: V - CUSTODY OF MINORS
 Disposition: Primary Placement with Mother. Liberal Visitation to Father.

Activities Charged: Enter multiple out-of-court activities here.

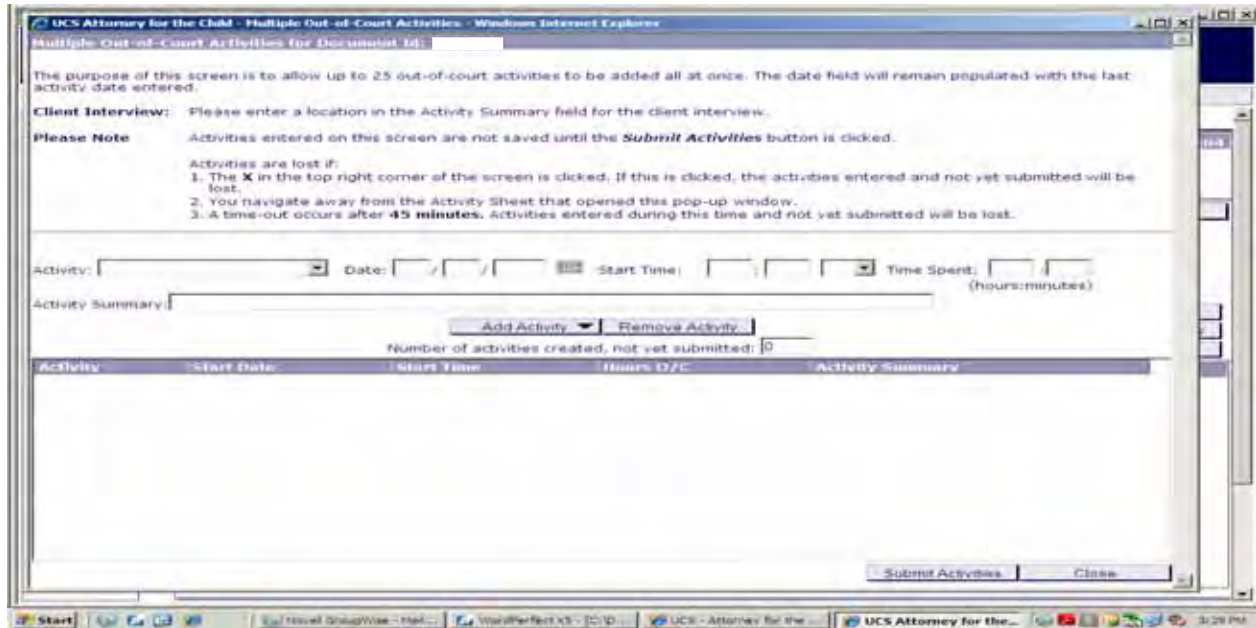
Date	Activity	Hours (O/C)	Hours (I/C)	Mileage	Expenses	Amount Charged	Activity Summary
05/01/2013	Review Documents	0.10				\$7.50	Receive and Review Ord
04/09/2013	Initial Appearance		0.25			\$18.75	First appearance ADJ for

Add/Edit Activity:
 Activity: J - Initial Appearance
 Appearance Date: 04/09/2013
 Start Time: 9:45 AM Time Spent: 0:15 (hours:minutes)
 Activity Summary: First appearance ADJ for parties to retain counsel. Set date for client meeting.
 Detail: Amount Charged: \$18.75 Activity Time: 9:45AM-10:00AM

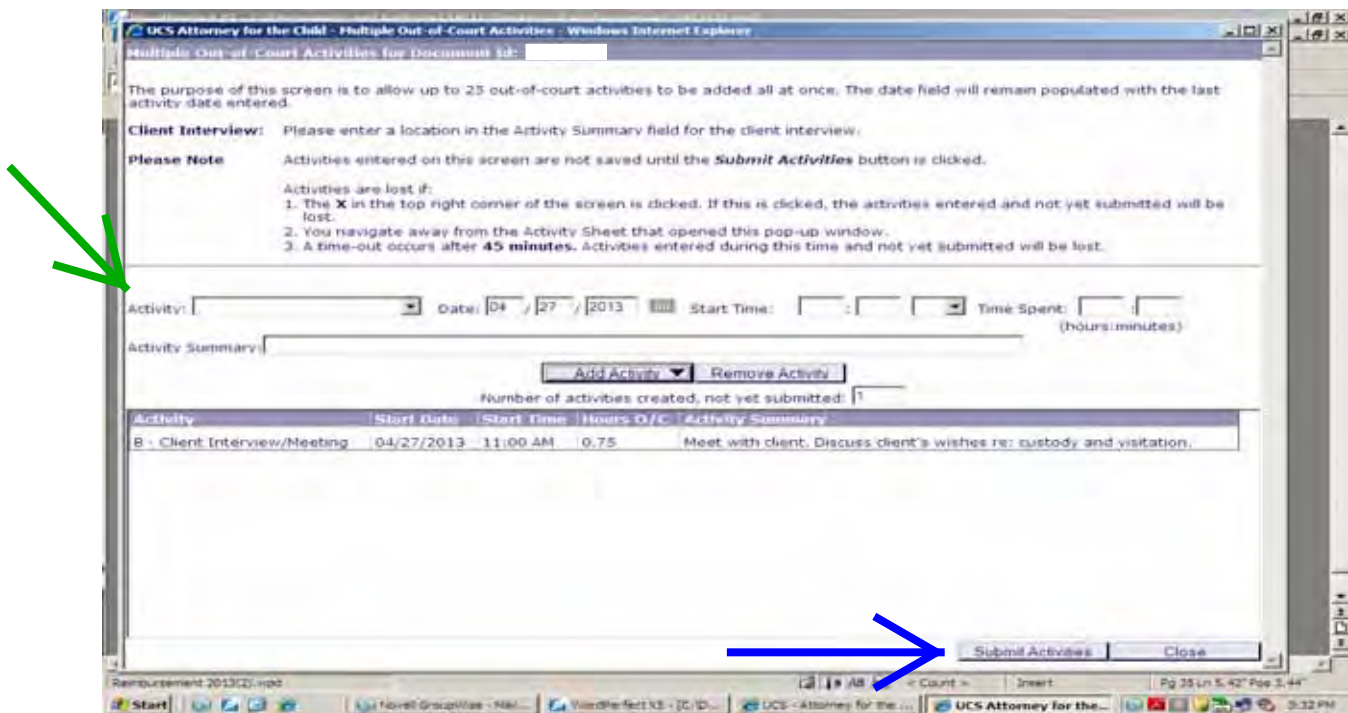
Appearances Available for Grouping: [Empty]
 Selected Appearances for Grouping: 04/09/2013 - 04/09/2013 -

Buttons: Apply, Reset, Add Appearance, Remove Appearance

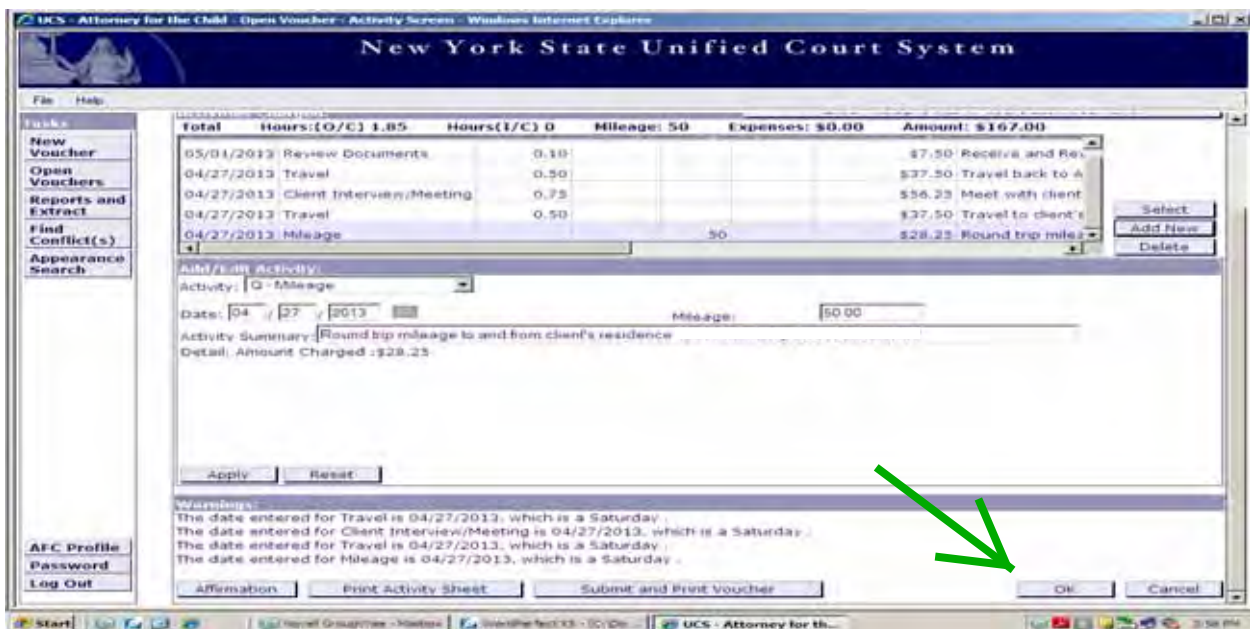
You must use the Single Activity Entry to add in-court time, expenses and mileage. However, you may use the “Enter Multiple Out-of-Court Activities Here” button to submit up to 25 out-of-court activities at a time. Once you click the button, a window will pop-up in your screen to allow you to enter up to 25 out-of-court activities. (Displayed Below)



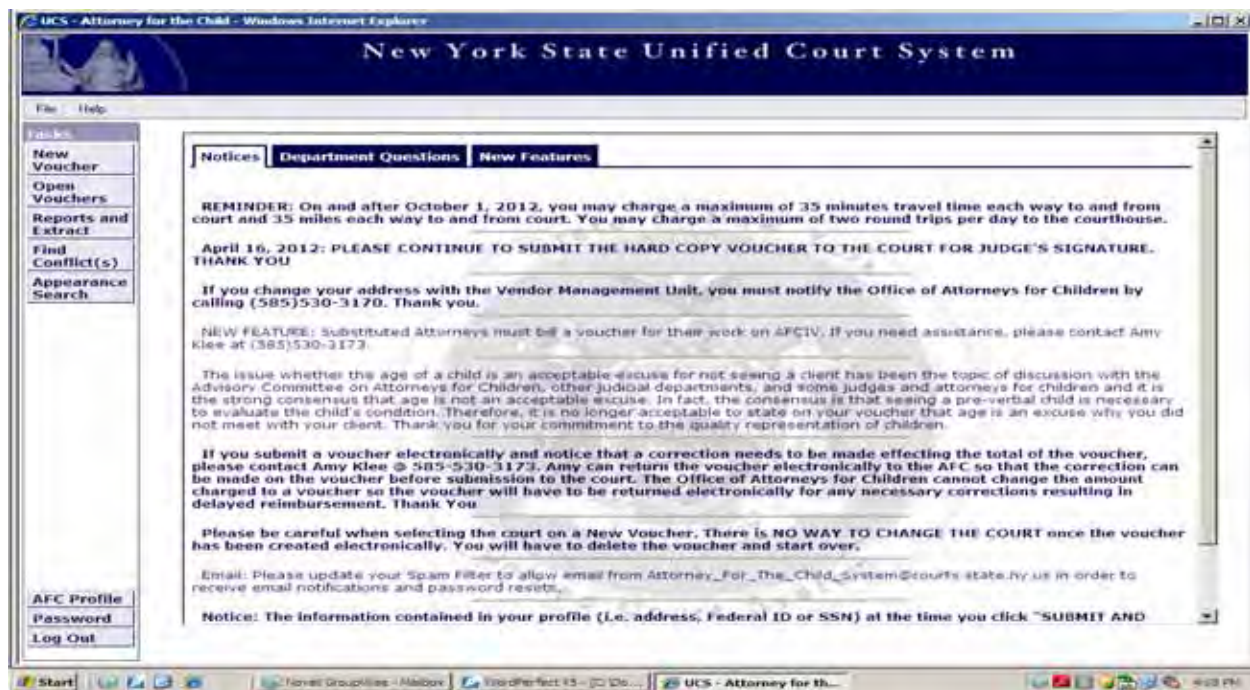
Select the “Activity” code, enter the “Date,” “Start Time,” “Time Spent,” and “Activity Summary” and hit “Add Activity.” (Displayed Below) Once you have entered all of your out-of-court activities, or have reached 25, hit “Submit Activities.” (Displayed Below)



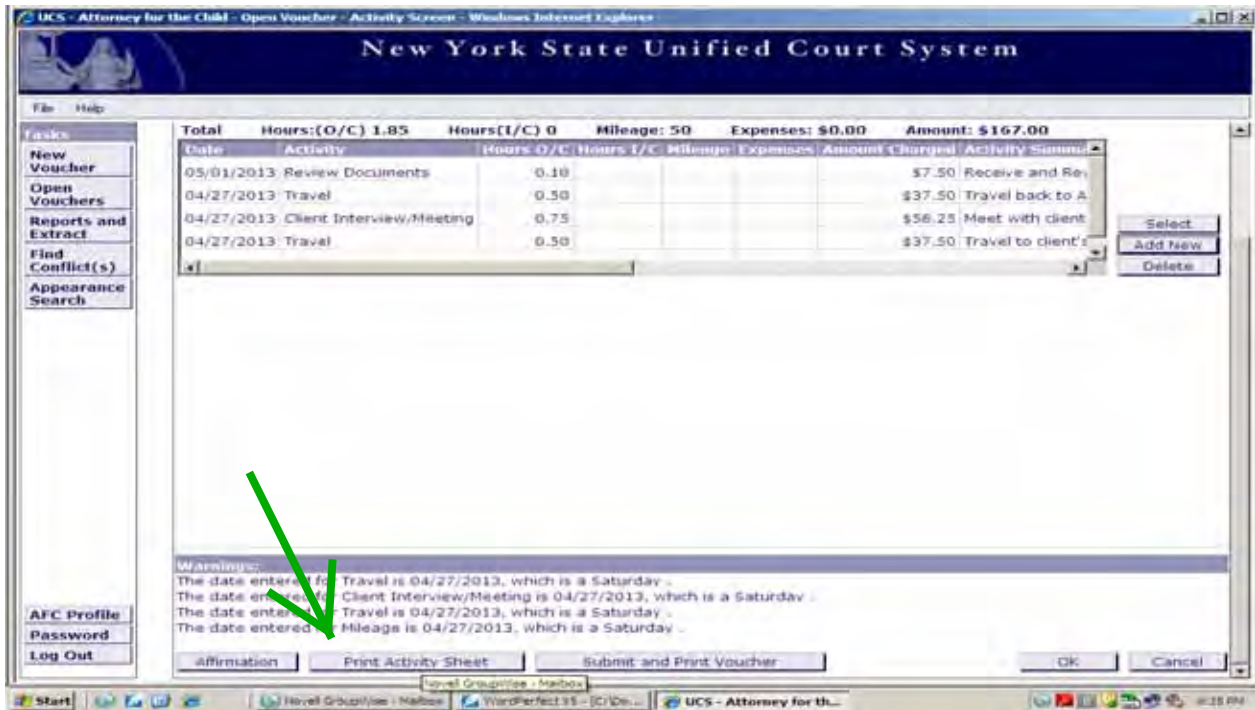
Once you hit “Submit Activities” the activities will be added to the “Activities Charged” window and you will be brought back to the “Activity Sheet” of the voucher. (Displayed Below)



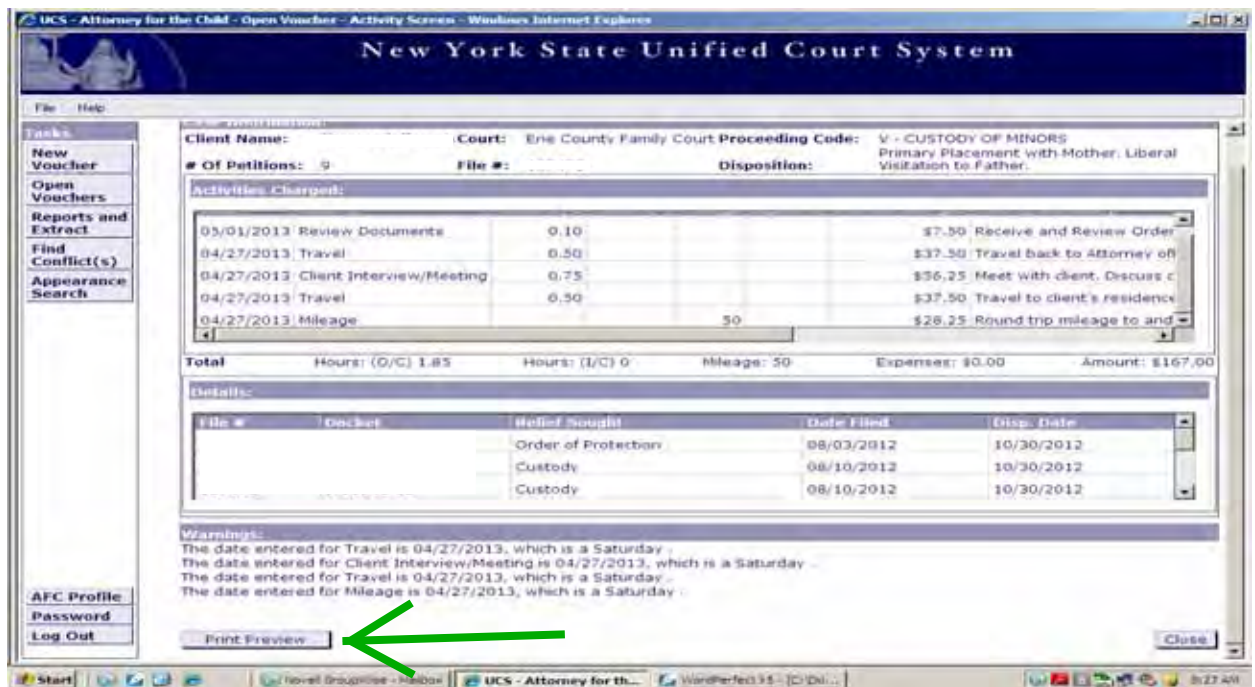
If you have entered all your activities, but are not ready to submit the voucher, hit “Ok.” This will save your voucher to the Open Voucher Folder and return you to the AFCIV “Homepage.” (Displayed Below)



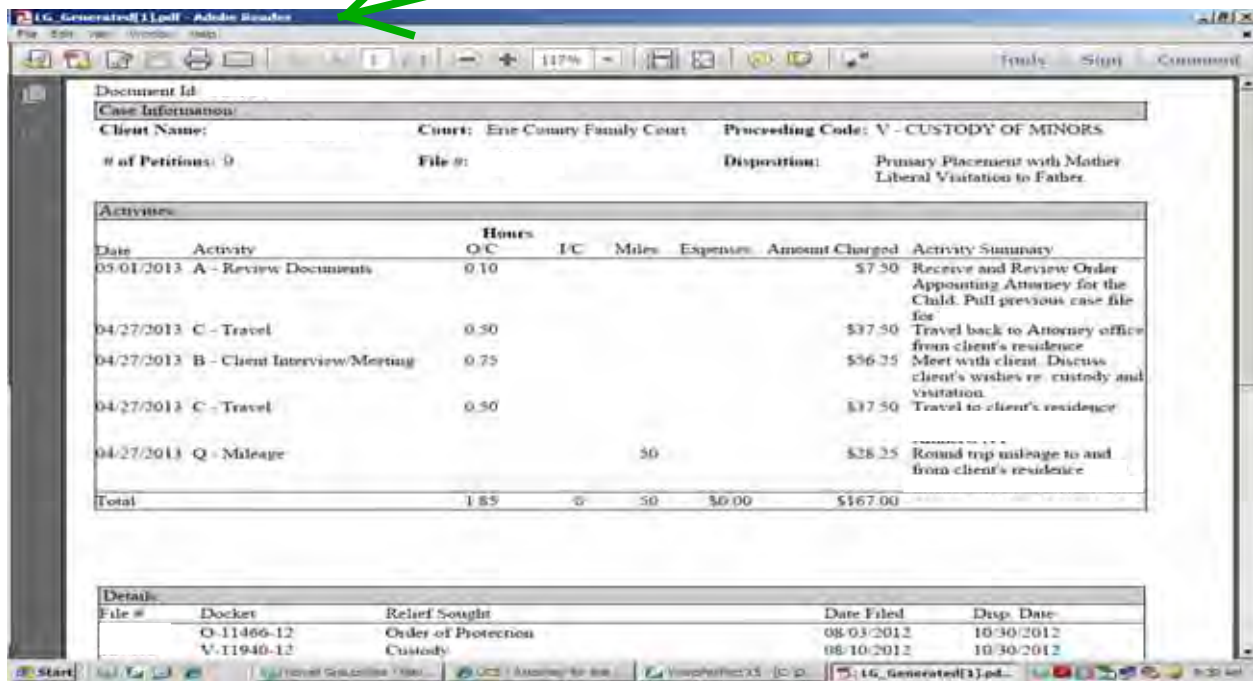
If you have entered all of your activities, and would like to print your activity sheet, hit "Print Activity Sheet." (Displayed Below)



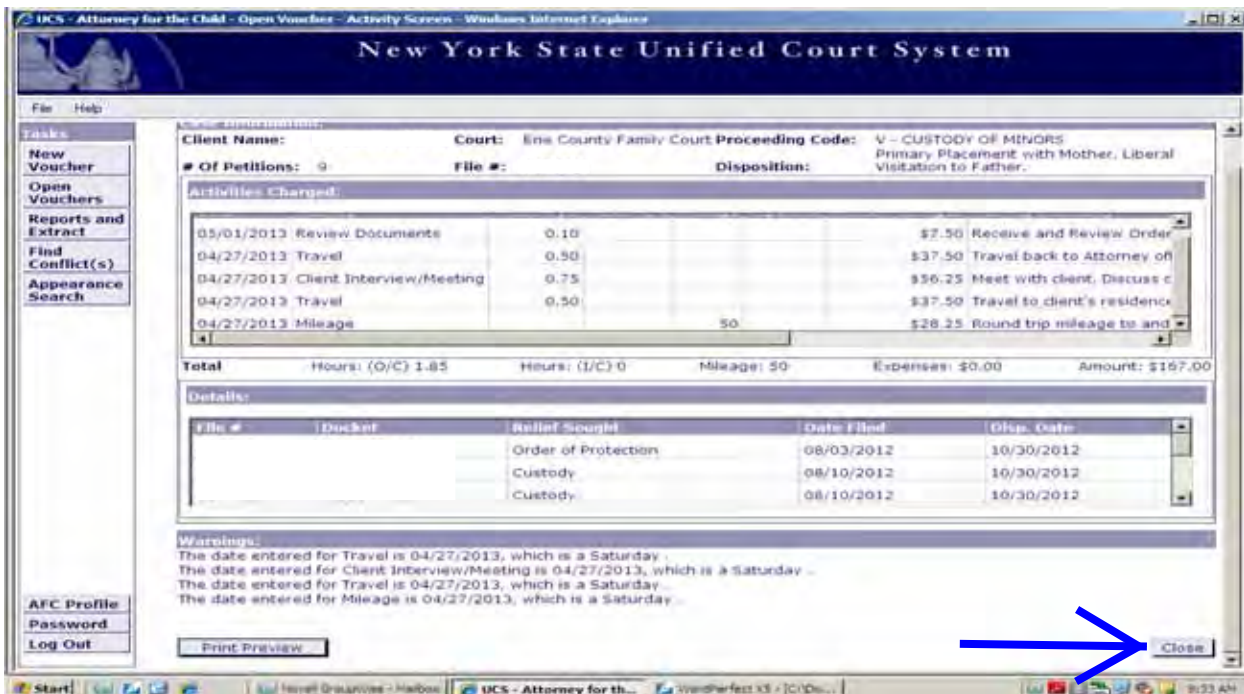
A preview screen will appear in your window where you will click "Print Preview." (Displayed Below)



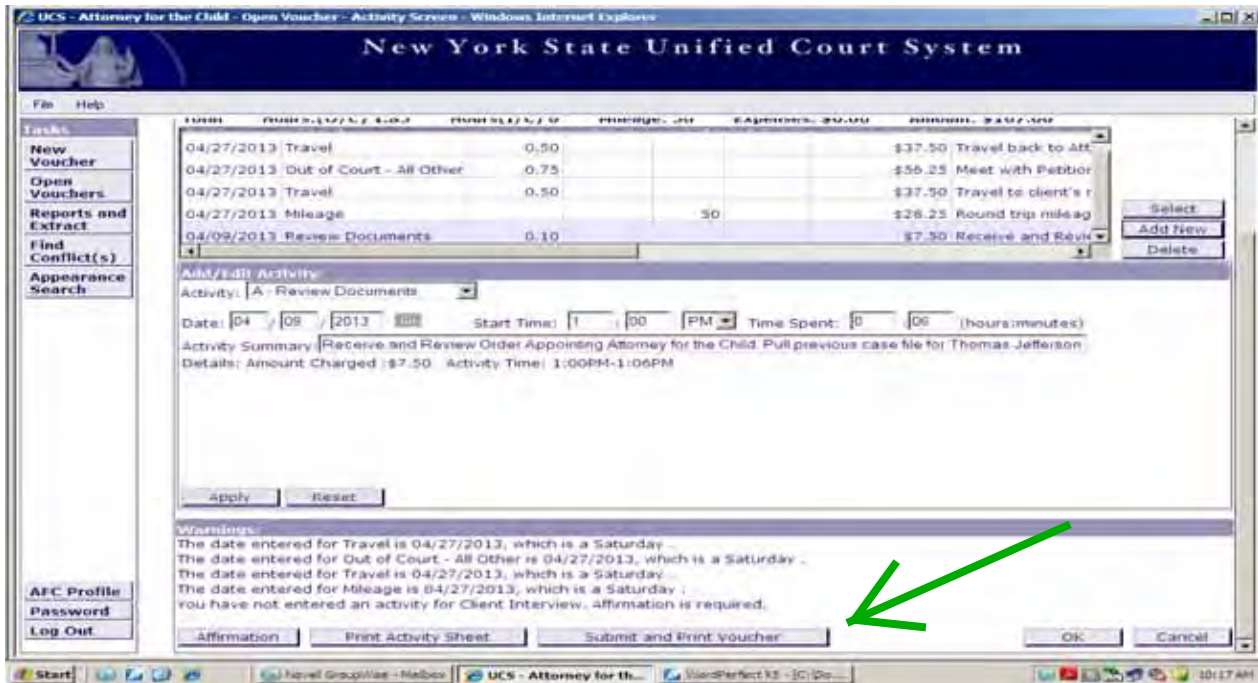
After you click “Print Preview,” a PDF of your activity sheet will pop-up in your window. (Displayed Below)



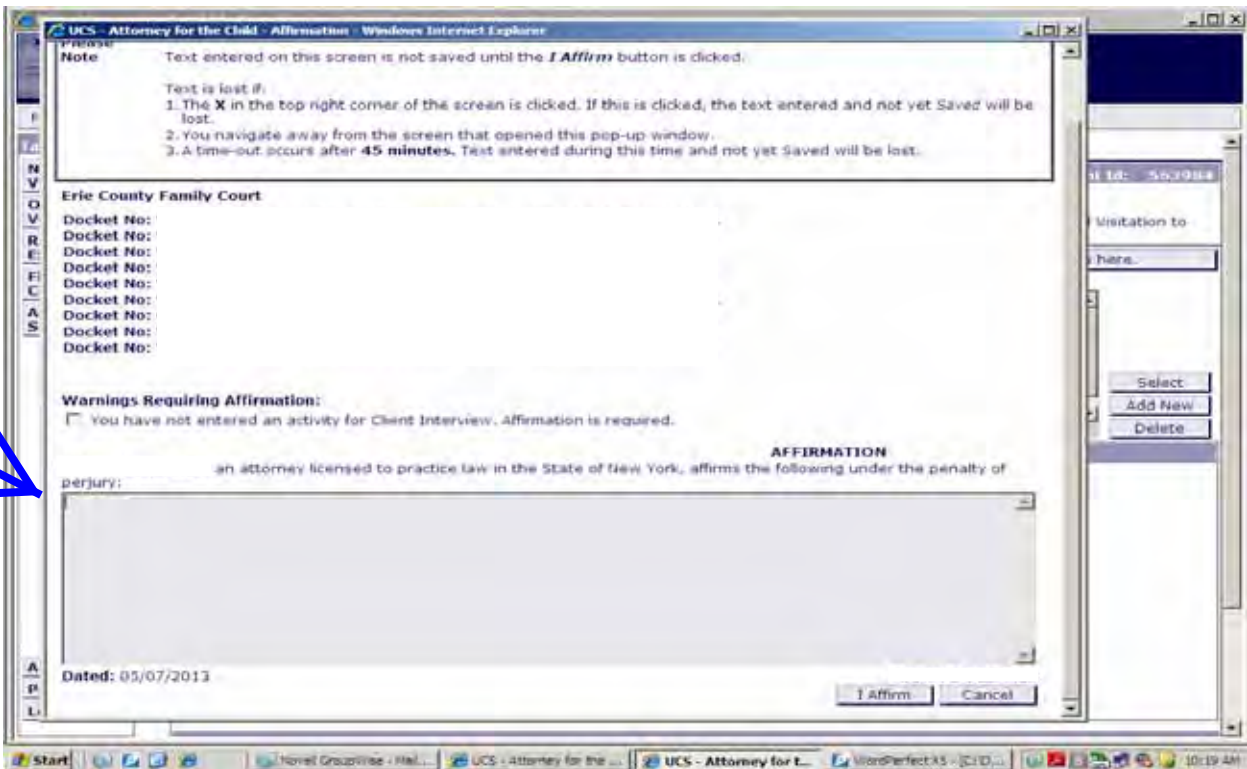
You can print or save the PDF through the Adobe tool bar. After you have previewed your activity sheet, hit “Close” to save the voucher to your Open Voucher Folder. (Displayed Below)



If you have entered all of your activities and are ready to submit the voucher hit “Submit and Print Voucher.”



If you have a warning listed under the “Warnings” section indicating an “Affirmation is required” an Affirmation window will pop up in your screen. (Displayed Below)



Under the “Warnings Requiring Affirmation” heading, check the box(es) to indicate that you have written an affirmation to address the warning(s) and in the space provided enter your “Affirmation.” Once you have completed the affirmation, hit the “I Affirm” button. (Displayed Below)

UCS - Attorney for the Child - Affirmation - Windows Internet Explorer

Note Text entered on this screen is not saved until the **I Affirm** button is clicked.

Text is lost if:

1. The **X** in the top right corner of the screen is clicked. If this is clicked, the text entered and not yet Saved will be lost.
2. You navigate away from the screen that opened this pop-up window.
3. A time-out occurs after **45 minutes**. Text entered during this time and not yet Saved will be lost.

Erie County Family Court

Docket No:
Docket No:
Docket No:
Docket No:
Docket No:
Docket No:
Docket No:
Docket No:

Warnings Requiring Affirmation:

You have not entered an activity for Client Interview. Affirmation is required.

AFFIRMATION

perjury: _____, an attorney licensed to practice law in the State of New York, affirms the following under the penalty of

I have represented the child client, _____ in several occasions most recently in February of 2013. Mother wanted a slight change in the order and I did not see a reason to meet with him again as he is quite focused on his studies and sports and the change minor.

Dated: 05/07/2013

RICHARD J LEHNER

I Affirm Cancel

The “Warnings Requiring Affirmation” are:

1. The voucher is being submitted more than 90 days after the last activity date.
2. No activity for Client Interview.
3. Extraordinary Circumstances - Voucher requesting payment in excess of the statutory limit of \$4,400.00.
4. Not appearing for an Oral Argument on Appeal.

The “Warnings Not-Requiring Affirmation” are:

1. Date entered for an out-of-court activity is Saturday/Sunday.
2. Date entered for an out-of-court activity is a Holiday.

After you hit, "I Affirm" the voucher will be submitted electronically. A PDF of your voucher will pop up in your screen where you will be able to print and submit to the Judge for signature. (Displayed Below)

Document ID

ATTORNEY FOR THE CHILD VOUCHER		STATE OF NEW YORK - JUDICIARY APPELLATE DIVISION FOURTH DEPARTMENT		SFS Document Number	
Originating Agency: Family Court	Originating Agency Code 05034	Interest Eligible (Y/N) Y	P-Contract:		
Payment Date:	OCIS Use Only	Liability Date 04/27/2013			
Vendor ID	Additional	Zip Code 14222	Route	Payee Amount \$167.00	MER Date 05/07/2013
Payee Name		IRS Code	IRS Amount		
Payee Name		Stat. Type	Statistic	Indicator-Dept.	Indicator-Statewide
Address		Ref/Int. No.			
City BUFFALO		State NY	Zip Code 14222	Ref/Int. Date 04/27/2013	
For Legal Services Rendered as Attorney for the Child pursuant to FCA Art. 2 part 4 in the Family Court of Erie County from 04/09/2013 to 04/27/2013 for:					
PROCEEDING CODE V - CUSTODY OF MINORS	TOTAL HOURS		AMOUNT		
NUMBER OF PETITIONS 9	I. TIME SPENT OUT OF COURT		1.85	\$138.75	
	II. TIME SPENT IN COURT		0	\$0.00	
	III. EXPENSE OF REPRESENTATION			\$28.25	
	TOTAL			\$167.00	
	JUDGE ADJUSTMENT			\$0.00	

Important Information Regarding a Submitted Voucher:

1. You must still print, sign and send the voucher to the Family or Supreme Court Judge for Signature.
2. Take note of the SFS Document Number in the top right hand corner, as this unique number will be used as the Voucher Reference on checks/direct deposits.
3. If the address printed on the first page of the voucher is in-correct, you must contact the AFC Program to have your address changed. The voucher will need to be returned to you electronically and held until the address change is complete.
4. If you notice a mistake on the voucher that effects the total amount of the voucher, please contact the AFC Program to have the voucher returned to you electronically so that the mistake may be corrected. Handwritten changes in time will not be processed and will result in delayed payment.
5. If you notice that you neglected to add activity to the voucher, please contact the AFC Program to have the voucher returned electronically so that you may make any additions necessary. Supplemental vouchers will not be accepted.

Creating a Voucher for Substitution

Note: An AFC appointment is individual to the AFC, and is not an appointment of a firm with which the AFC may be associated. Under ordinary circumstances only the appointed AFC may provide services to the child client pursuant to appointment. When required by unavoidable circumstances, the appointed AFC may arrange to have another AFC appear in court on behalf of the child client. The substitute AFC is able to bill the program directly through AFCIV. For more information on substitution see page 7.

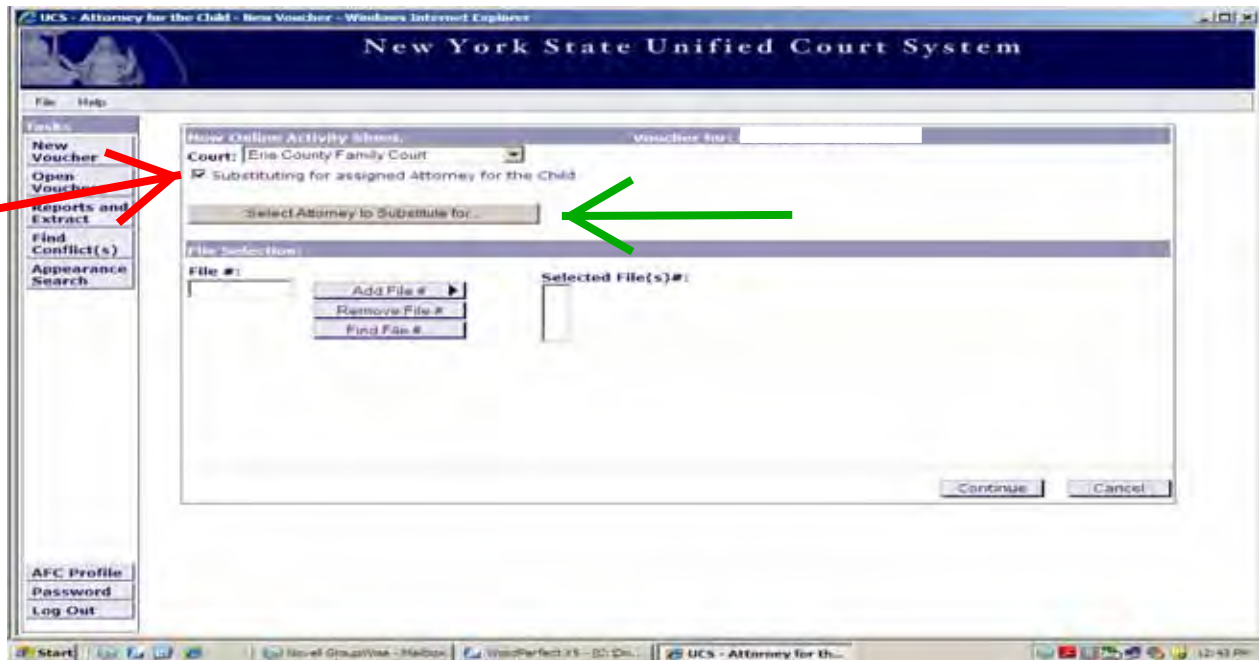
To create a voucher for substitution click, "New Voucher." (Displayed Below)



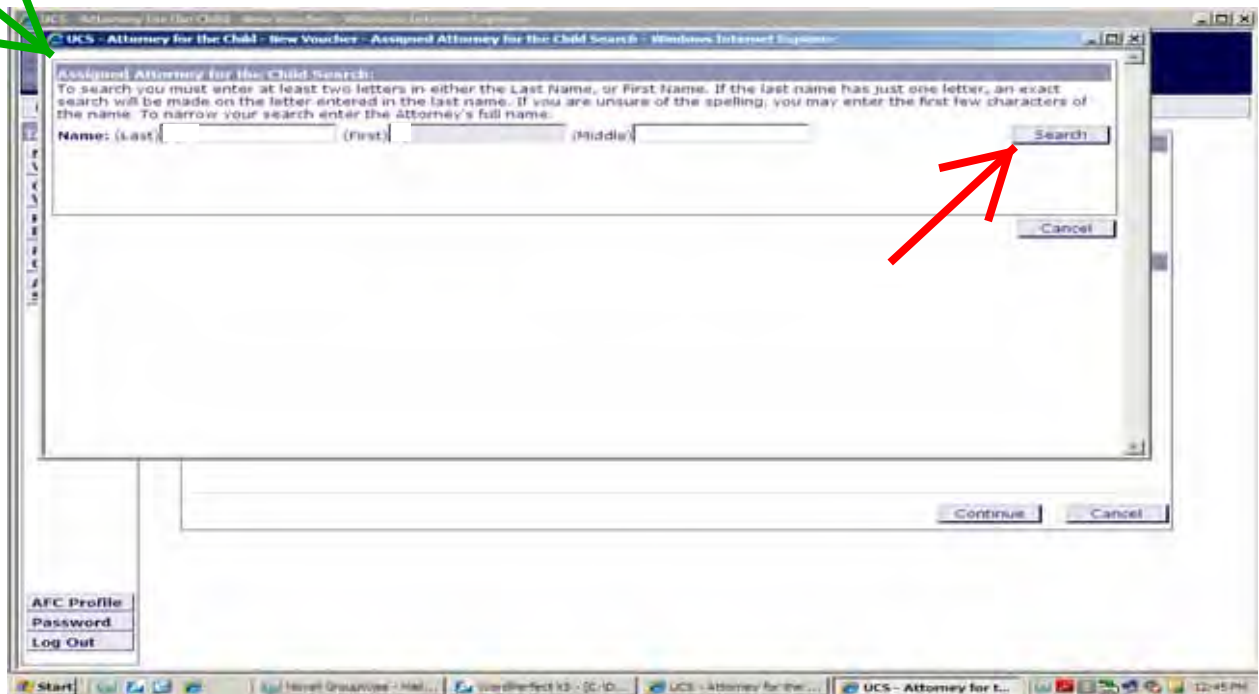
Select the "Court" from the pull down menu. (Displayed Below)



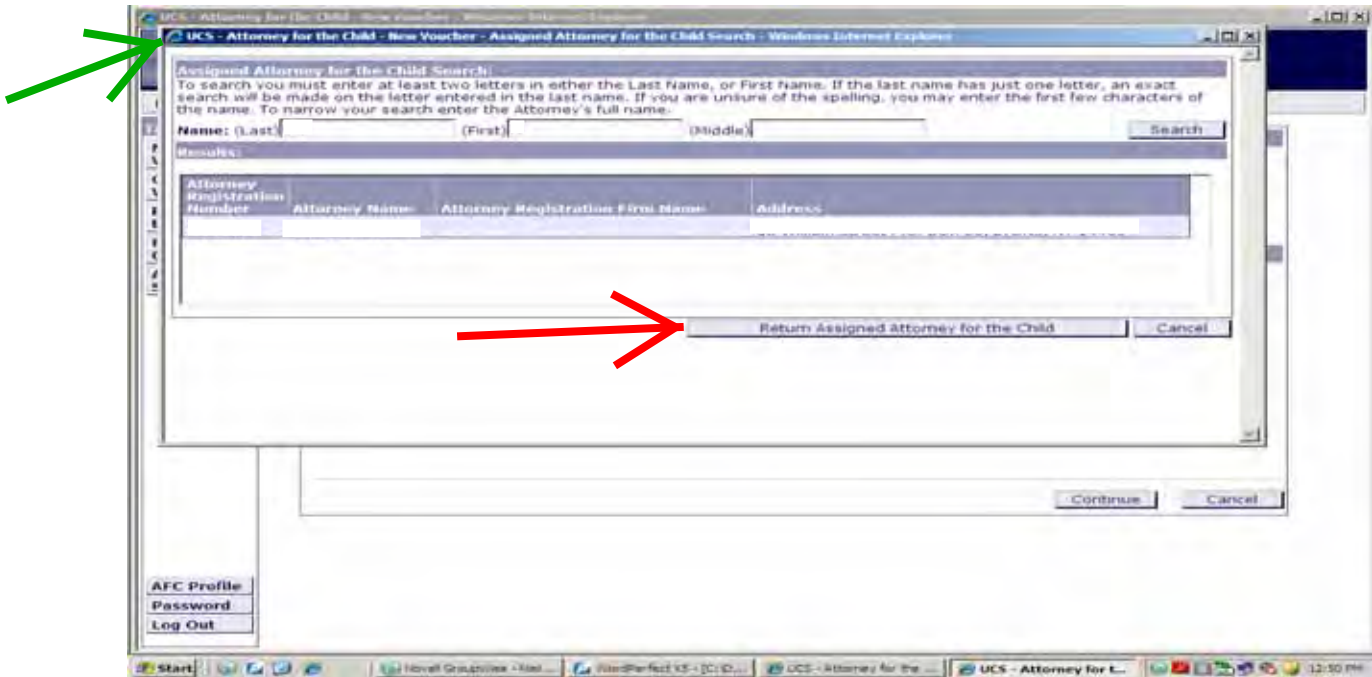
Check the box next to, “Substituting for assigned Attorney for the Child,” and hit the button titled, “Select Attorney to Substitute for...” (Displayed Below)



An “Assigned Attorney for the Child Search” window will appear in your screen. Enter the Assigned AFC’s name in the fields provided and hit “Search.” (Displayed Below)



A “Results” window will open. Highlight the attorney’s name you appeared on behalf of and hit, “Return Assigned Attorney for the Child.” (Displayed Below)



A window will pop up indicating that the “Court list is being re-loaded for the selected Attorney,” click “Ok.” The top of the voucher will now reflect that “Voucher for: John Doe substituting for Jane Doe.” (Displayed Below) **Note: Proceed to bill time for substitution as you would for a Family or Supreme Court voucher.**

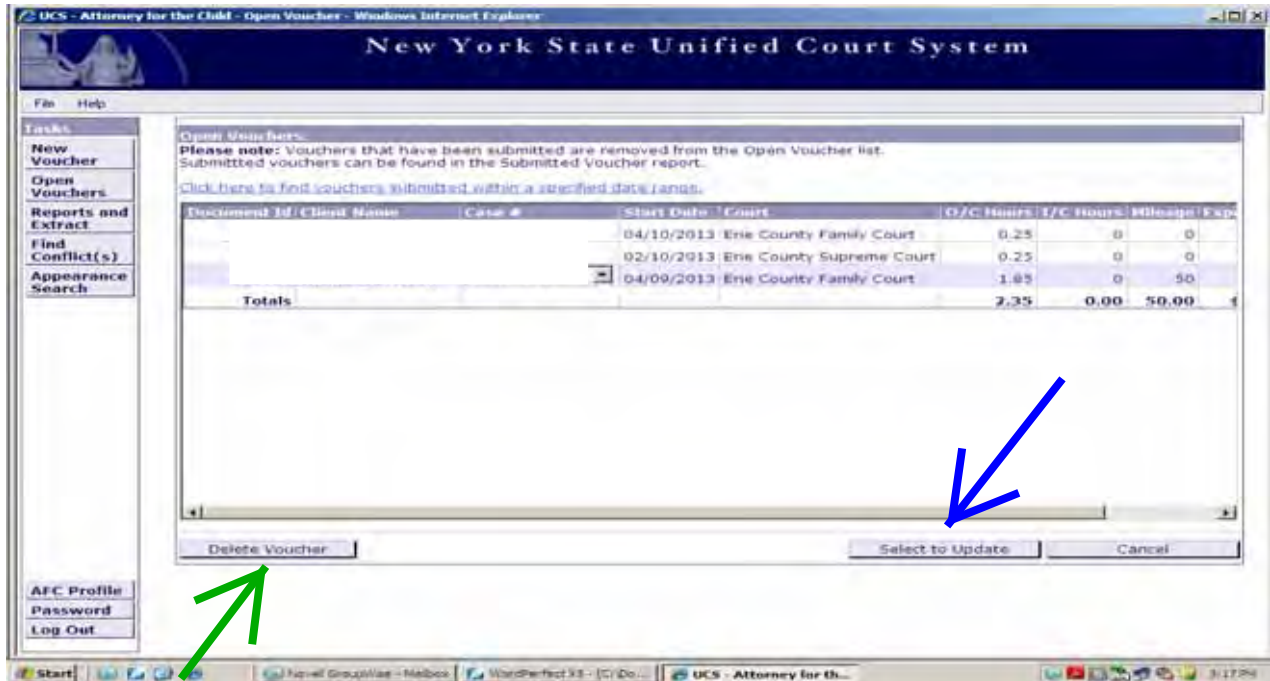


Open Voucher Folder

The Open Voucher Folder is where all of your created, but not yet submitted vouchers are saved. To access the Open Voucher Folder, click “Open Vouchers” on your AFCIV tasks bar. (Displayed Below)



To add activities to a voucher, highlight the voucher and click “Select to Update.” To delete a voucher, highlight the voucher and click “Delete Voucher.” To exit the Open Voucher Folder, click “Cancel.” (Displayed Below)



Reports and Extract

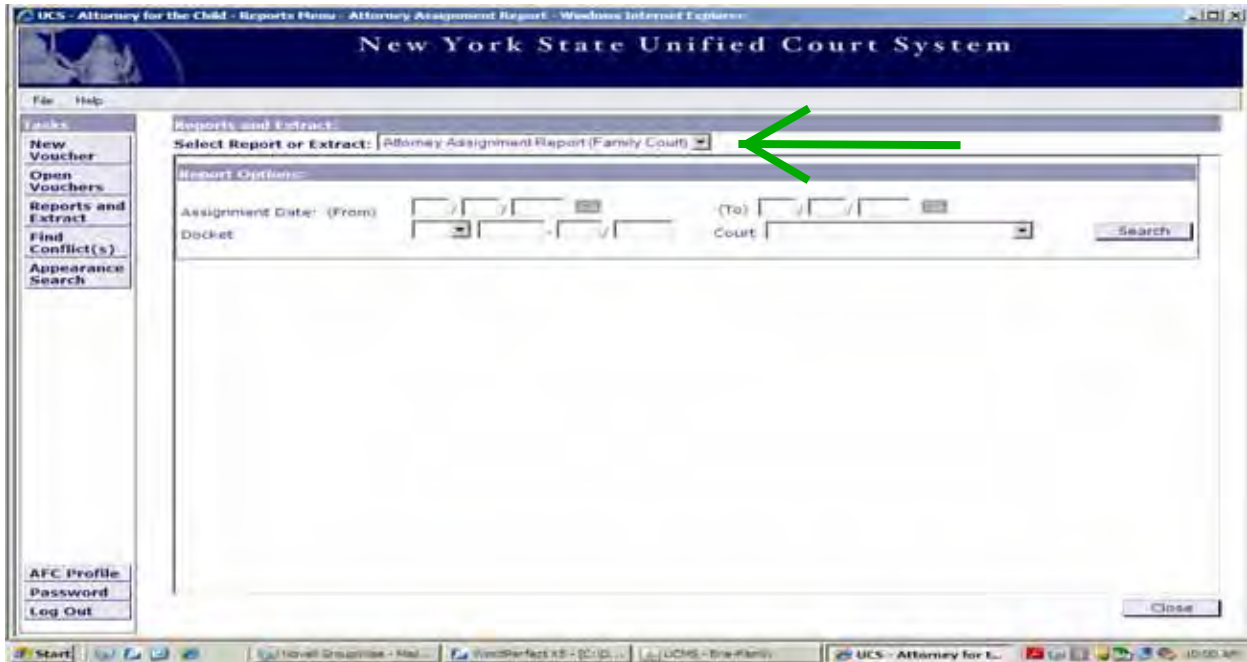
There are several reports available to you through the “Reports and Extract,” button on the AFCIV task bar. To start a report, click on “Reports and Extract” button. (Displayed Below)



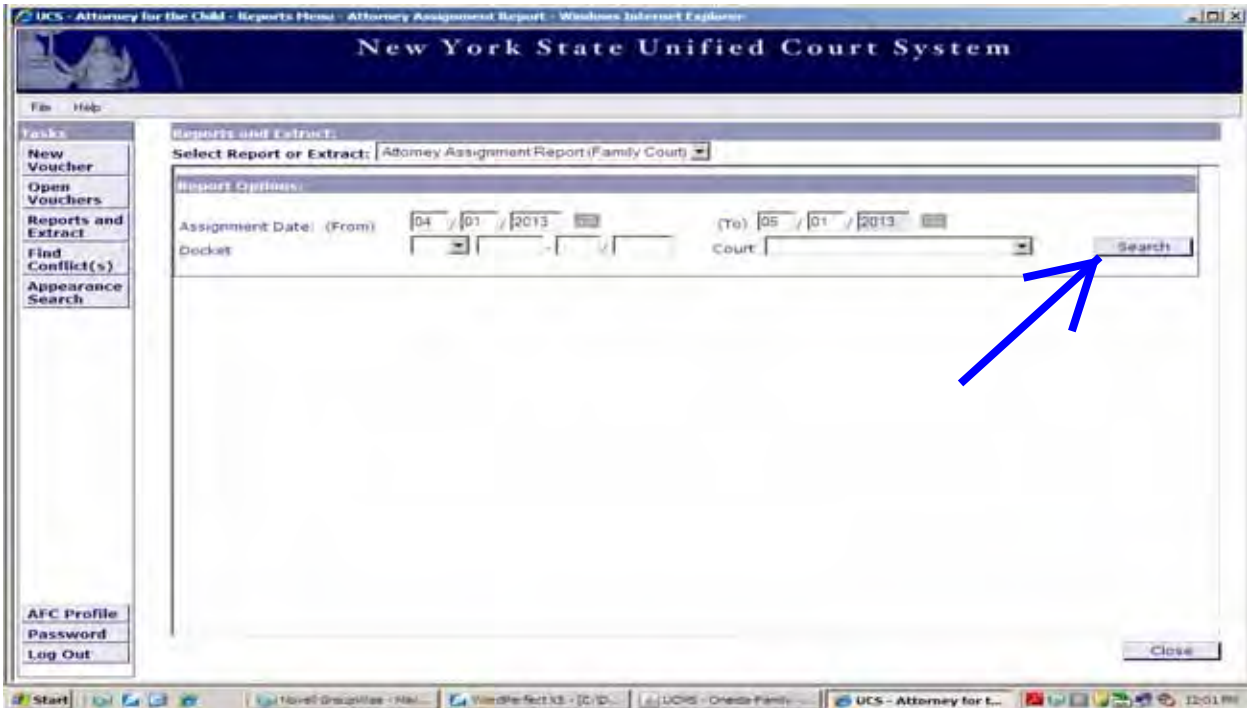
After you click on “Reports and Extract,” a pull-down menu will appear where you can select what type of report you’d like to run.



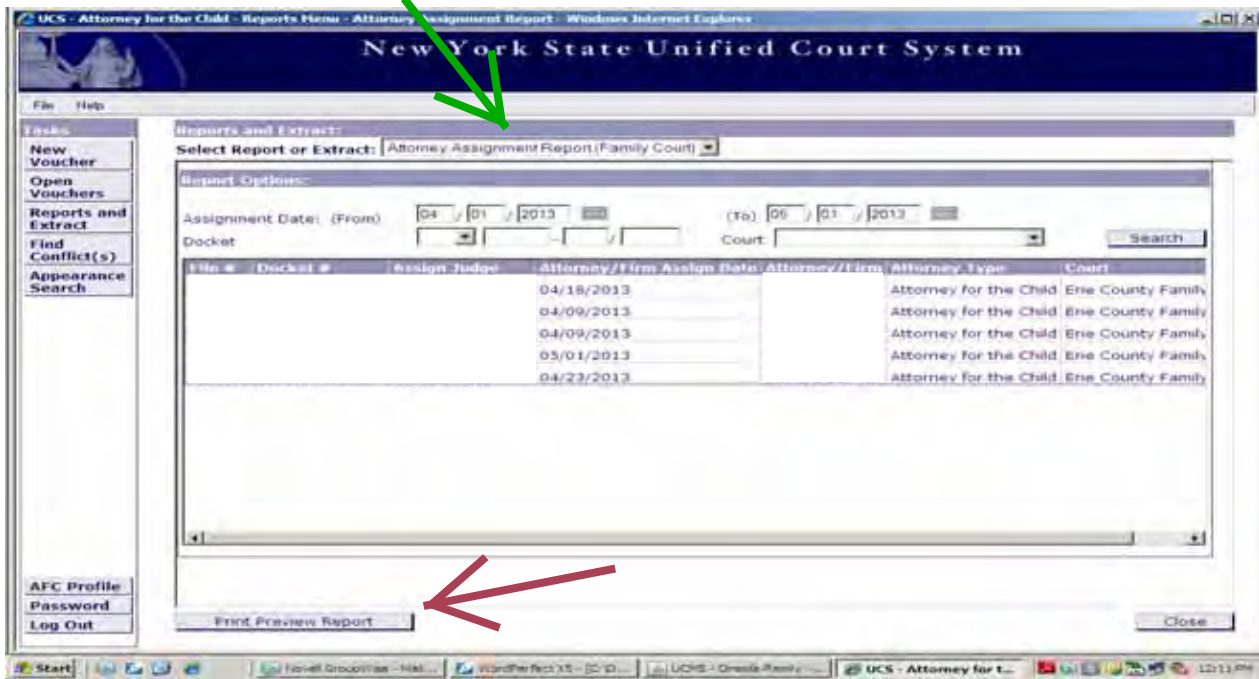
The first report available to you is the “Attorney Assignment Report (Family Court).” The Assignment Report will allow you to view AFC assignment’s you’ve received within a given time frame, or you may search by Docket and Court. Select “Attorney Assignment Report (Family Court)” from the pull down menu. (Displayed Below)



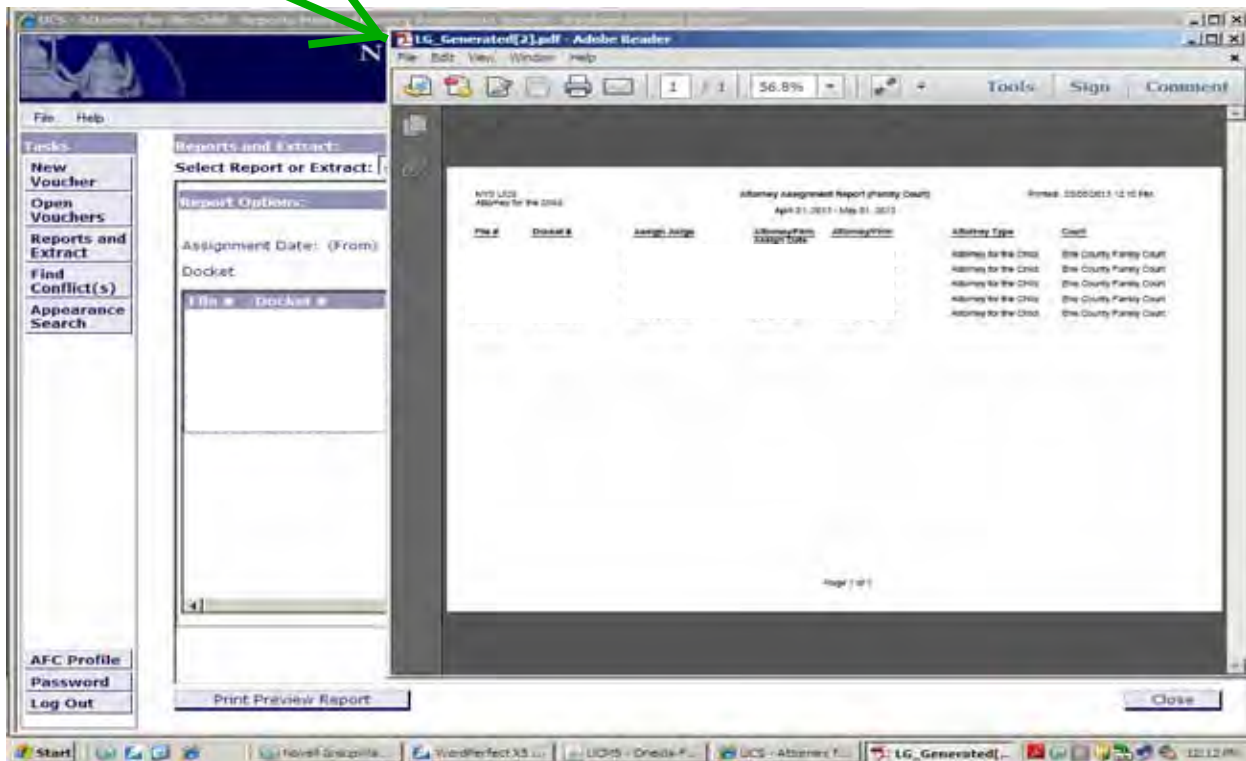
Enter the assignment date range in the fields provided, up to 31 days, and click “Search.” Or, enter the Docket and Court and click search. (Displayed Below)



A window will appear showing any assignment's you've received during the time period entered. (Displayed Below)



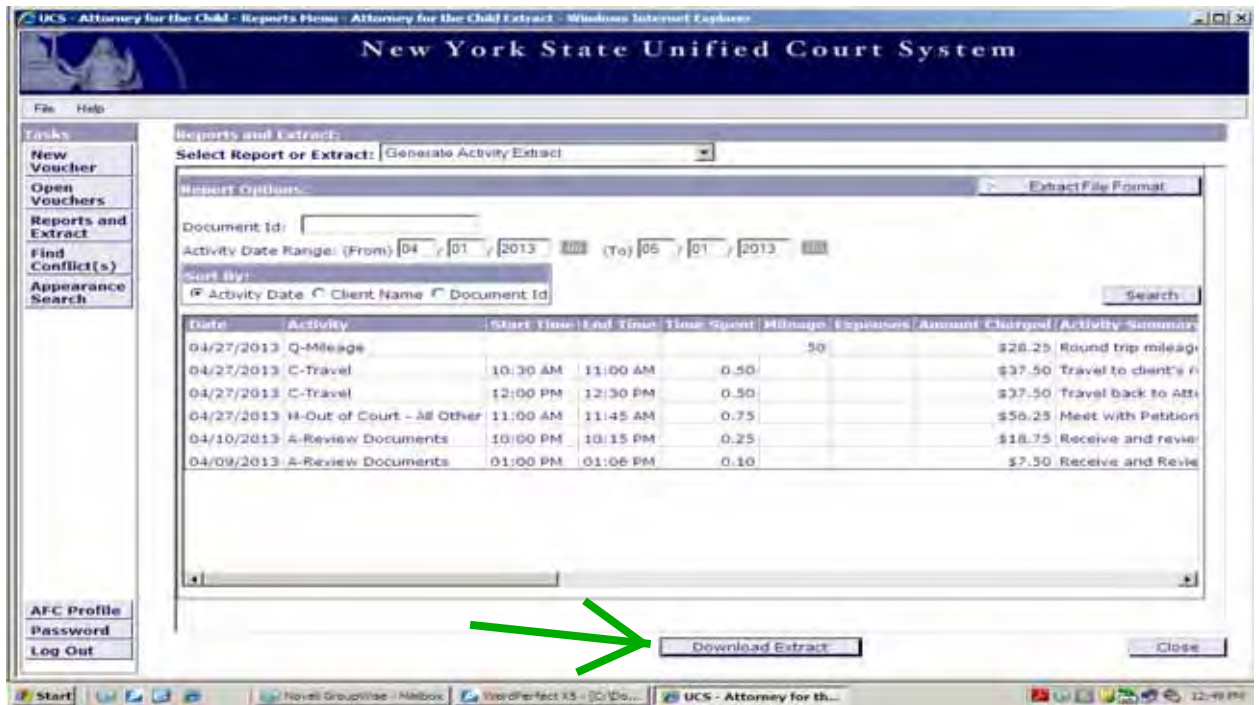
If you would like to print the report, click "Print Preview Report," and a PDF version of the report will pop up in your window. (Displayed Below)



The second report available to you is the “Generate an Activity Extract” report. The “Generate an Activity Extract,” function allows you to extract activity data for a “Activity Date or Document ID,” and import it into a time keeping system, e.g. Time Slips. To run the report, enter either the Document ID, or Activity Date Range, select a Sort By option and click “Search.” (Displayed Below)



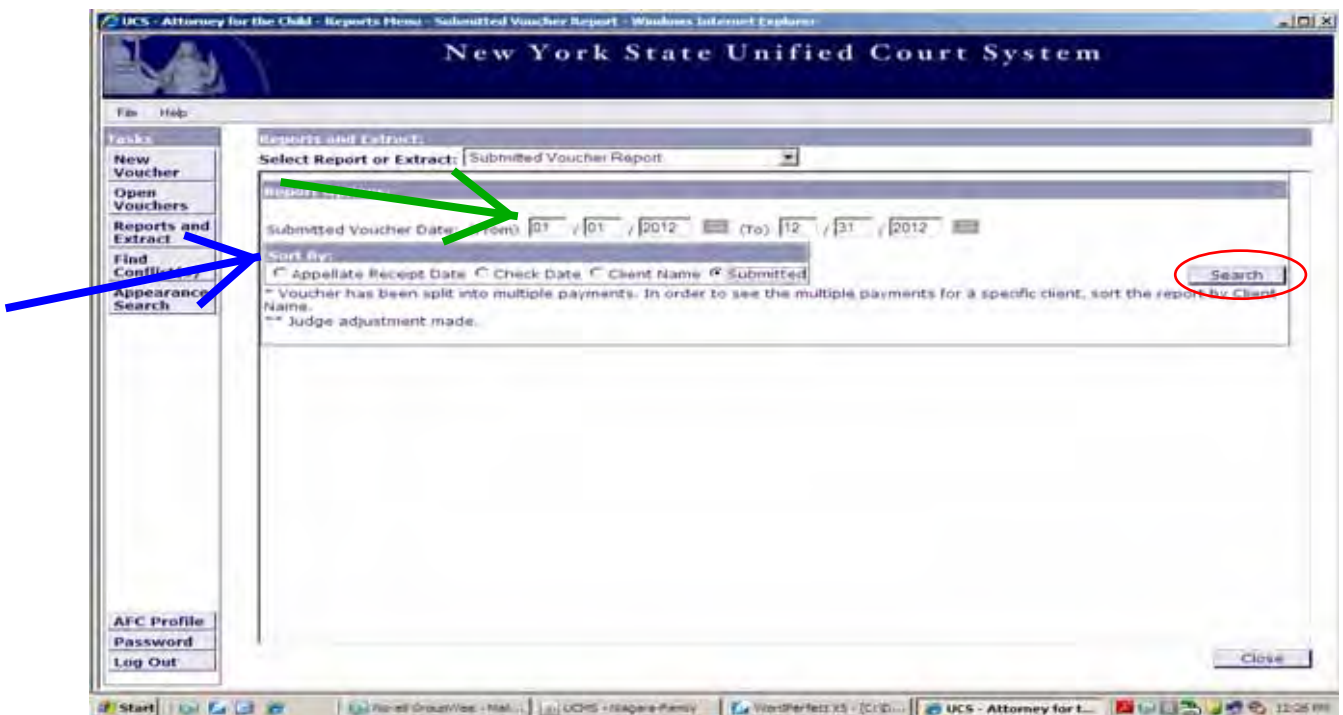
A window will open showing you the activities charged for the Date(s), or Document ID requested, you then will be given the option to “Download Extract.” (Displayed Below)



The third report available to you is the “Submitted Voucher Report.” The “Submitted Voucher Report,” allows you to access and print any voucher you’ve submitted electronically during the date range requested. (Displayed Below)



Enter the date range within which you submitted the voucher electronically (up to one year) click Sort By: Submitted and hit “Search.” (Displayed Below)



After you click “Search,” a window will open and display all the vouchers that you’ve submitted electronically during the time frame requested. To print the report, click “Print Preview Report,” to print a specific voucher, highlight the voucher you’d like to print and click “Print Preview Voucher.” (Displayed Below)



The “Submitted Voucher Report,” can be used to print a copy of a submitted voucher, confirm whether the AFC Program has received your voucher from the court, and can assist in locating the SFS Document # for tracking payment. AFCIV can not provide specific check dates; however, you may use the Vendor Self Service Portal to obtain specific payment information.

To access the Vendor Self Service Portal go to www.sfs.ny.gov

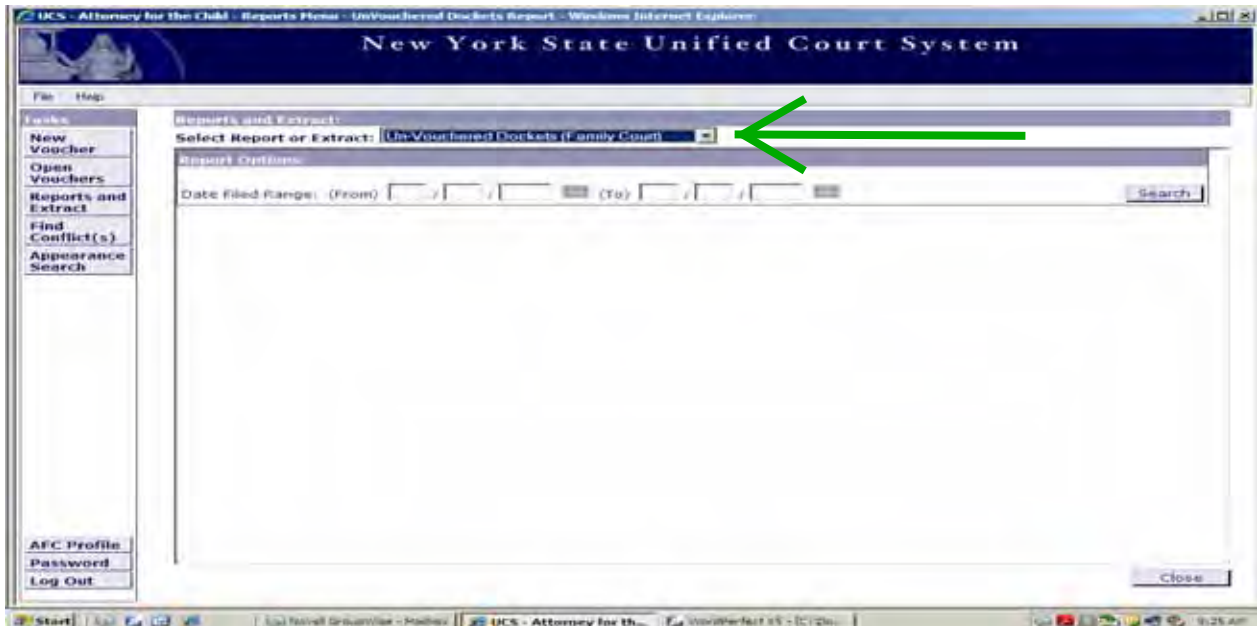
Click the yellow button titled, “Vendor Portal Login.”

Enter your User ID and Password and click “Sign In.”

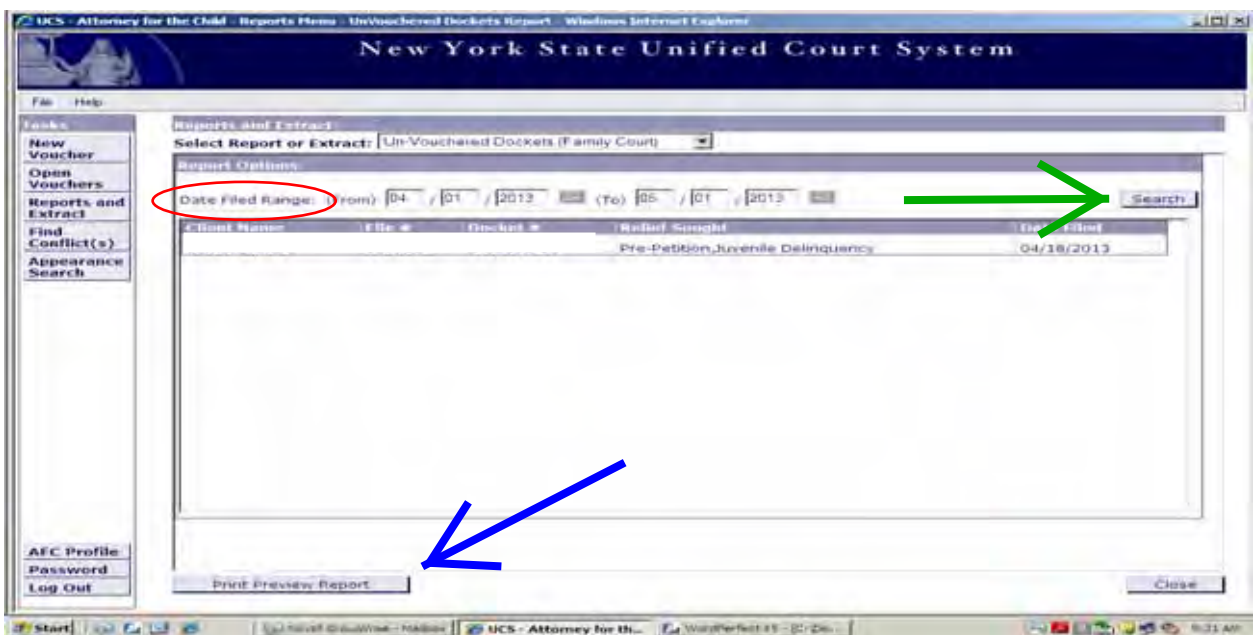
*The User ID and Password are not the same as your AFCIV account.

To obtain: P/C (855)233-8363 or (518)457-7717 Email: helpdesk@sfs.ny.gov

The final report available to you is the “Un-Vouchered Dockets” Report. (Displayed Below) The “Un-Vouchered Dockets” report can be used to assist you in figuring out whether you’ve billed a docket or not. However, it is important to note that just because a docket is listed in the “Un-Vouchered Dockets” window, it does not necessarily mean that you haven’t billed time on the File.



Enter the “Date Filed Range,” in the field provided (up to 31 days) and click “Search.” A window will appear with any dockets that you’ve been assigned to as AFC during the time frame requested. You are able to print the report by click “Print Preview Report.” (Displayed Below)



Find Conflicts

There are three types of conflicts that can appear in the warnings section of your voucher. All three can be resolved by using the “Find Conflicts” button on your AFCIV task bar. The AFC Program strongly suggests that you research and resolve any conflicts before submission. The three conflict warnings are:

1. “Document ID: 123456 contains overlapping activity dates for docket V-12345-13.”
2. “Total # of hours for in-court and out-of-court activity(s) dated 10/24/2012 exceeds 12.00 hours.”
3. “The start and end time for Review of Documents dated 10/24/2012 overlaps with an activity on Document ID: 654321.” **Note: This third warning is fatal and must be resolved prior to submission of the voucher. This warning can also be resolved by viewing the time slots for given date(s) or document id number through the “Generate an Activity Extract” Report.**

After you click the “Find Conflicts,” a “Find and Resolve Voucher Conflicts,” window will appear. Enter the “Document ID” that contains conflict warning(s) and hit, “Search.” (Displayed Below)



The screenshot shows a web browser window titled "New York State Unified Court System". The main content area is titled "Find Conflict(s) Appearance Search". Below the title, there is a text input field labeled "Document Id:" which is circled in red. To the right of the input field is a "Search" button, with a green arrow pointing to it. The window also features a left sidebar with navigation options: "New Voucher", "Open Vouchers", "Reports and Extract", "Find Conflict(s)", "Appearance Search", "AFC Profile", "Password", and "Log Out".

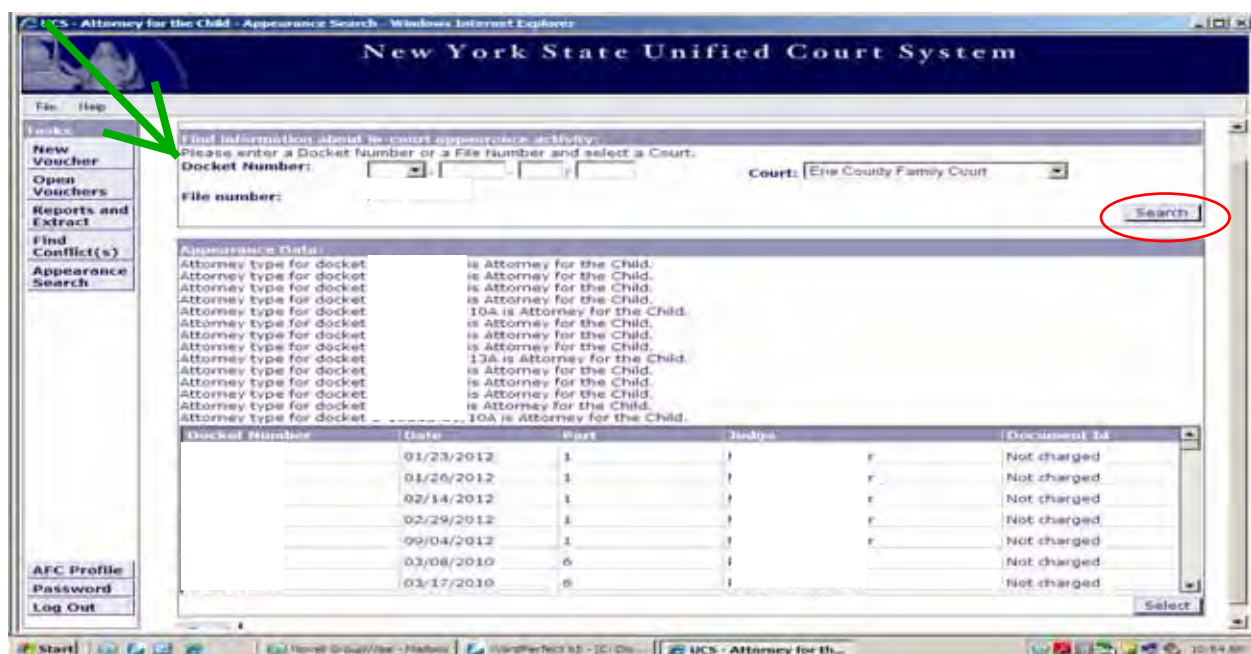
After you click “Search,” a conflict search results window will appear showing the activities that are causing the conflict. You can then use the information provided to resolve the conflict warning on your voucher.

Appearance Search

The “Appearance Search” button on the task bar can be used to find information about an in-court appearance. To start, click on “Appearance Search.” (Displayed Below)



If you want to see what appearances are associated with a specific docket, enter the “Docket Number,” and select the “Court” from the pull down menu and click “Search.” You may also search for appearances related to Family File #, to do so, enter the “File Number,” select the “Court,” and click “Search.” (Displayed Below)



Frequently Asked Questions:

I cannot remember my user id, what is it?

Generally speaking, your user id will be your first initial last name, all lower case, one word.

I do not remember what my password is, can you tell me what it is?

We do not have access to password information. Please use the “forgot password” link.

I cannot remember the answer to my security question, now what?

If you cannot remember your password, or security question, contact Amy at 585-530-3173. Amy can send you a password reset which will allow you to create a new password for your account, as well as change your security question.

I got the password reset, but now I am unable to set a password for my account, why won't it accept my new password?

There are a few rules when resetting your password:

- 1. It cannot be a password you've ever used before.*
- 2. It must contain three of the four options: lowercase, uppercase, number, special character.*
- 3. The password must be 6 to 10 characters long.*

The internet voucher system keeps asking me to change my password, why do I have to change my password every 30 days, how can I keep track of all the changes?

The state requires you to reset your password every 30 days for security purposes.

Why is there an AFC Profile, is it important to keep this information up to date?

It is imperative that you keep the information contained in your AFC Profile as up-to-date as possible.

The address associated with your Individual Vendor ID or Firm Vendor ID is where payments will be sent.

The Individual Vendor ID or Firm Vendor ID attached to the physical voucher is where payments will be allocated for tax purposes.

Further, please remember to keep your email address up-to-date. We use the email address's listed on AFCIV to maintain our internal email address book. Our internal address book is used to send important program information.

I checked my AFC Profile and the address associated with Individual/Firm Vendor ID number is in-correct, what should I do to correct it?

Contact Amy at 585-530-3173. She will submit an address change form on your behalf. Do not submit any vouchers until the address is corrected.

I have a case that I handled as one matter, but the court assigned two separate File #'s, do I have to do two vouchers?

No, you can do one voucher for the matter, just make sure that when you start the voucher you add both File #'s.

I am working on my first Supreme Court voucher and it is asking for a "Case Number," what number should I input?

Input the Supreme Court Index Number.

I have started my Supreme Court voucher, but none of my court appearances are available in the drop down menu as they are on my Family Court voucher, why?

On a Supreme Court voucher you will enter the date manually as you do any out-of-court activity.

When I go to create a new voucher, I select the Family Court, enter the Family File # and click continue, but I get the error message below stating that I have already submitted a voucher for the Family File #. Why can't I create a new voucher, there have been many petitions filed throughout the case, and I have been the Attorney for the Child for years?

NYS Unified Court System

Error Messages

Errors

A voucher for File# 26125 (Document Id XXXXXX) with activities dated (09/24/2008 - 03/16/2009) has been submitted.

What the above warning message is intended to do is alert the Attorney for the Child to previously billed dates on the same Family File #. It will not prevent you from billing, simply exit out of the error and click continue for a second time.

What do I do if I receive the warning below that states 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 appointed as Attorney for the Child on the matter, and all my information is accurate?

NYS Unified Court System

Error Messages

Errors

The File# 26215 is invalid with the selected court or you have not been assigned to the File# entered .

When you receive this error message, please contact Amy at 585-530-3173. Generally it means that the court has entered your assignment in UCMS, but Amy can confirm that and provide instruction to make sure that the court corrects the assignment in a way that translates into the voucher system.

I was able to create a new voucher, but when I look at the "Available Dockets" window, the dockets I am attempting to bill for are missing, what should I do?

Again, contact Amy at 585-530-3173.

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 05/08/2013. Your attendance must be corrected with the court in order to bill for this appearance,” I know I was at this court appearance, how can I fix this?

Contact Amy at 585-530-3173. Amy will be able to check the court’s database, UCMS and provide you the Docket Number(s) that you are not marked present on so that you may then contact the court and have them mark you present on the petition(s).

I was able to get the court to mark me present; however, the warning still appears on the bottom of the voucher, now what?

Usually, once the court marks you present, the warning is automatically removed from your voucher. However, if the court confirms that it has marked you present on all the petitions, and the warning is still there, try deleting the in-court time and re-adding it. If that doesn’t work, call Amy at 585-530-3173.

I have a case that originated in Family and was subsequently transferred to IDV court. None of the court appearances in IDV court are showing up on my Family Court voucher.

The Office of Attorneys for Children treats the Family Court and the IDV court as two separate vouchers. One voucher should be created under the Family Court with activities dated up to the date of transfer. Once the case is transferred to IDV, you may submit the voucher created under the Family Court. In the disposition section you will want to indicate that the case has been transferred to IDV. You will then create a voucher under the Supreme Court for any work completed in IDV and bill any activities after the date of transfer through disposition.

I entered all my time on the voucher and just noticed that there is a warning at the bottom of the page stating that hours billed are on a weekend/holiday, why can’t I bill for my work on weekends and holidays?

Warnings:

The date entered for Out of Court - All Other is 03/08/2009, which is a Sunday .
The date entered for Phone/Correspondence is 02/12/2009, which is a holiday .

You can bill for out-of-court time on both weekends and holidays. We understand that many attorneys work on weekends and holidays. The warning was built into the system to prevent any in-court time from being billed on a weekend or holiday.

I entered all my time on the voucher, but the “Submit and Print” voucher button is missing. There are a couple time conflict warnings at the bottom of the voucher,

could this cause my “Submit and Print” button to disappear?

Warnings:

The start and end time for Review Documents dated 05/05/2013 overlaps with an activity on Document Id: 573242.

The start and end time for Phone/Correspondence dated 05/05/2013 overlaps with an activity on Document Id: 573242.

Time conflict warnings are fatal warnings, e.g., you cannot submit the voucher until all of the time conflict warnings are resolved. There are two ways to resolve time conflicts on a voucher. You can use the “Find Conflicts” button on your AFCIV task bar and enter the Document ID #(s) in question, or, you can use the “Generate an Activity Extract” report from the “Reports and Extracts” button on your AFCIV task bar. Please see pages 49 and 53 for more detailed explanation of resolving conflicts.

I want to submit my voucher, but the voucher system states that the case is not disposed. I understand the case is not disposed, but I really would like to submit it now, can I get interim voucher approval?

There are a few circumstances where it is permissible for an AFC to submit a voucher before the case is disposed. Please see page 6 section 3 to see if any of those instances apply to your voucher. If they do, contact the director, Tracy Hamilton at 585-530-3176 for approval. You will need the Document ID number from the voucher system as well as the reason for the interim request.

I submitted my voucher electronically, and a PDF popped up into my screen with the voucher, what do I do with it?

The vouchers still need to be sent to the court for Judge’s signature, so you must print the voucher, sign it and send it to the judge for signature.

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

Good news! If you call Amy she can return the voucher electronically to your Open Voucher Folder. All Amy will need is the Document ID number and client name and the voucher will be returned within minutes to your Open Voucher Folder so that you may make any corrections necessary. We cannot accept any handwritten corrections.

I have yet to receive payment on a voucher that I submitted and sent to the court some time ago, is there anyway that I can check to see if the voucher has been paid?

While the voucher system cannot provide specific payment dates, you can use the “Submitted Voucher Report” to determine whether the Appellate Division has received your voucher. To run a “Submitted Voucher Report” 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 and hit search. If there is an “Appellate Receipt Date” listed in the column titled the same, we have received your voucher and processed for payment.

If you are looking for specific payment date information, please see page 52 for assistance in accessing the Self Service Portal.

If you have any questions, please, feel free to contact Amy Klee through either email at aklee@courts.state.ny.us or 585-530-3173. Please remember to leave as detailed a message as possible and include the area code you are calling from. Thank you.