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Overview

The ELECTRONIC VOUCHER PAYMENT SYSTEM (EVPS) has been created to allow court reporters to electronically file a DC-40, LIST OF ALLOWANCES.

The ELECTRONIC VOUCHER PAYMENT SYSTEM- COURT REPORTER USER GUIDE is designed for use by court reporters within the Commonwealth of Virginia. This guide is organized to give an overview of the system, with detailed instructions on how to complete functions using EVPS. It is intended to serve both as a training guide for those who are learning to use the computerized system and as a resource guide for those who have completed training and need follow-up instruction or assistance with problem solving.

EVPS is available 23/7; it is down for maintenance from 4:00 AM to 5:00 AM daily.

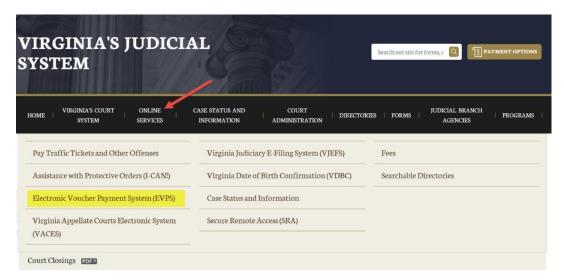
EVPS is supported by most internet browsers, such as Google Chrome (Best), Microsoft Edge, Bing, and Firefox; however, Internet Explorer is not supported.

Getting Help

If the user does not get a satisfactory answer to their question or problem by reviewing this guide, which is also accessible through the *Help* icon located in the EVPS navigation bar, they should contact EVPS Support at evpssupport@vacourts.gov.

Registration (OES Identification Number)

The Electronic Voucher Payment System can be found on the VA Courts website (<u>vacourts.gov</u>) under *Online Services* > *Electronic Voucher Payment System (EVPS)*.

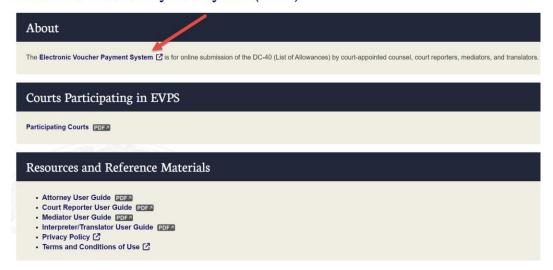


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On this page the user may click on the <u>Electronic Voucher Payment System</u> link and will then be taken to the registration/login page. Additionally, the user has access to the COURT REPORTER USER GUIDE, as well as the Privacy Policy and Terms and Conditions of Use.

Electronic Voucher Payment System (EVPS)



In order to create a new account within EVPS, the user must already be an active OES (Office of the Executive Secretary) vendor receiving payments for DC-40 vouchers. If the user is not an OES vendor, then they must contact the OES Accounts Payable Department at 804-225-3346 to complete the documentation needed to become an OES vendor.

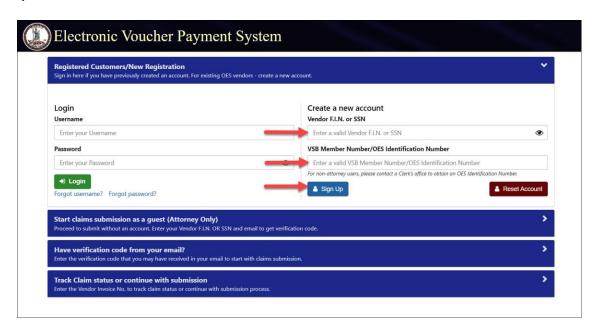
To register/create a new account, the user will need to contact their local Clerk's Office to receive an OES (Office of the Executive Secretary) Identification Number.

The OES Identification Number will expire in 48 hours. If the OES Identification Number expires before completing account registration, the user will need to receive a new OES Identification Number from their local Clerk's Office.

The user will enter the Vendor F.I.N. or SSN, (also referred to as E.I.N. or Tax ID Number)
 OES (Office of the Executive Secretary) Identification Number and select the "Sign Up"
 button.

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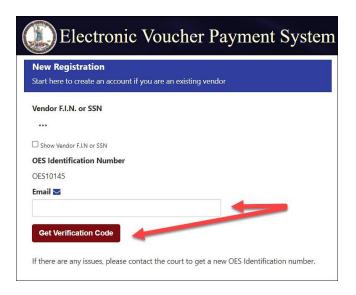


Note: When given the OES Identification Number, OES is part of the number. For example, OES23456, the user will enter OES23456 as their OES Identification Number.

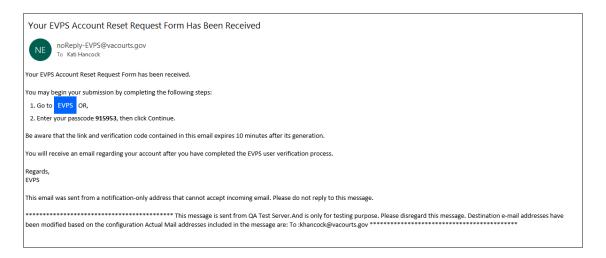
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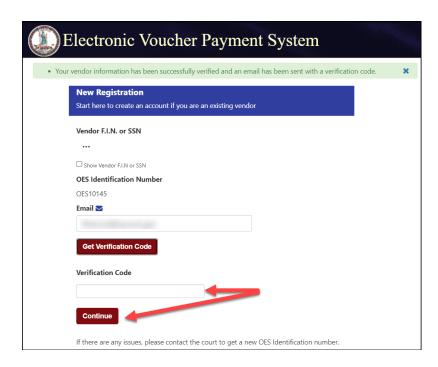
2. The user will enter their email address and select the "Get Verification Code" button.



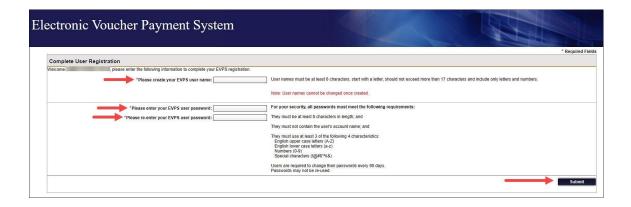
3. An email will be sent to the user with a verification code. The email will be from noReply-EVPS@vacourts.gov.



4. The user will enter their verification code and select the "Continue" button.

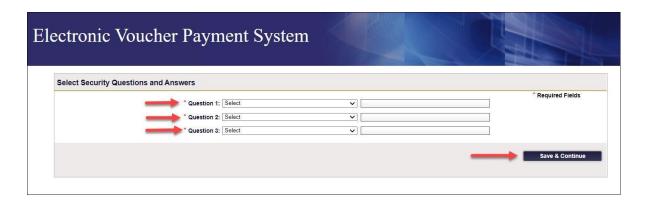


5. The user will create an EVPS user name and an EVPS user password.



Note: The user name cannot be changed in the future.

6. The user will select and answer three security questions.



Before registration is complete, the user will need to accept the *Electronic Voucher Payment System Terms and Conditions of Use (End User License Agreement)*.

Note: Once the user's account is created, an email will be sent with their OES Identification Number. The user should retain this email for future reference.

How EVPS is Organized

Accessing EVPS

Logging in to EVPS for the First Time

Once logged in, the user's personal information and voucher preferences will need to be completed. This information may be edited for voucher purposes at any time, as necessary.

Note: The user has the option to add more vendors, by selecting the *Add New Voucher Preference +* or delete vendors as needed.

Log in to EVPS

Registered users will sign in using their username (not case sensitive) and password provided upon completion of the registration portion of the system.

If you are a registered user and do not remember your username or password, please use the *Forgot username?* or *Forgot password?* to have your username or password emailed to you. For more details, please see the **Forgot Username?** and **Forgot Password?** sections within this user guide.

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Dashboard

The dashboard includes all of the user's current vouchers with their reflected status. The user may click on any vendor invoice number, and the voucher details will appear for editing or review.

The user will have the option to sort vouchers within a court, by Vendor Invoice No., Submitted Date, Last Updated Date and Status.



Vouchers will automatically be removed from the dashboard 30 days after their status has changed to *Processed by OES*. Vouchers are never deleted in EVPS, the user will be able to use the search feature to search for any and all vouchers submitted through EVPS. For more details, refer to the *Search* section within this user guide.

Note: The user may delete, recall or print the voucher from the dashboard. For more details, see the **Delete Voucher**, **Recall Voucher** and **Print Voucher** sections within this user guide.

Navigation Bar

The navigation bar is found on the right side of the home screen.





The *Home* icon will take the user to the home screen at any time. When selecting this icon, the home screen will also be refreshed.

Pending Authorize Signature

The *Pending Authorized Signature* icon, when selected will display all pending DC-44 List of Allowances -Interpreter vouchers that require an authorized signature. For court reporters, the icon will display; however, vendors will not be able to select a court reporter as an 'Authorized Signature' on the DC-44 LIST OF ALLOWANCES -INTERPRETER.

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Start New Voucher

The plus icon will allow the user to start a new voucher. There are three options for the user, *DC-40* (*List of Allowances*), *DC-44* (*List of Allowances-Interpreter*) and *General District Mediation Invoice*.



If the user selects *DC-40* (*List of Allowances*), they will be routed to the Chart of Allowances.

If the user selects *DC-44* (*List of Allowances-Interpreter*), they will be routed to the electronic version of the *DC-44* (*List of Allowances-Interpreter*). This selection shall only be used by interpreters submitting for their services. For more information on interpreter vouchers, refer to the Interpreter/Translator User Guide.

If the user selects *General District Mediation Invoice*, they will be routed to the OES-DRS Mediation Invoice. This selection shall only be used by those who are submitting for their mediation services for General District Court case(s). For more information on Mediator vouchers, refer to the <u>MEDIATOR USER GUIDE</u>.



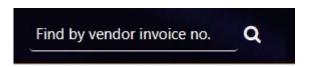
The *Search* icon will allow the user to search for cases based on any of the following criteria:

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- Court Type/Court Name
- Vendor Invoice Number
- Case Number
- Voucher Status
- Trial/Service Date
- Submitted Date from/to
- Invoices (Submitted by Me or Reviewed by Coordinator). This criterion will only be seen by those users set up as mediation coordinators.
- Mediator Certification No.

Additionally, the user may search by vendor invoice number on the home screen.





The *Help* icon will provide direct access to the ELECTRONIC VOUCHER PAYMENT SYSTEM-COURT REPORTER USER GUIDE. The user may also access the *Frequently Asked Questions* and read only versions of the *DC-40 List of Allowances* and its instructions, and the *OES-DRS GDC Invoice*. If the user requires additional assistance, they should contact EVPS Support at evpssupport@vacourts.gov.

Settings 🌣

The *Settings* icon will allow the user to view or update any of the account information to include:

Personal Information

The user's personal information may be edited for voucher purposes at any time necessary. The name entered here will be the name used as the user's electronic signature on the voucher. All other information entered under *Personal Information* is not displayed on the voucher.

- Change Password
 The user may change their password at any time.
- Modify Security Questions

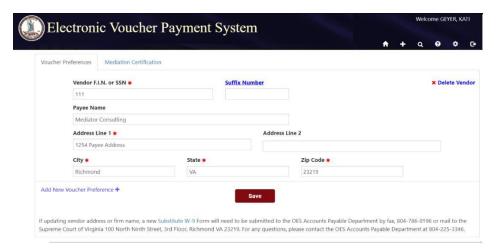
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The user may modify their security questions at any time.

Voucher Preferences

On the Voucher Preferences tab, the user may update, delete and/or add new vendors at any time. The information entered here is displayed on the voucher and must match the Substitute W-9 on file with the OES Accounts Payable Department. If this information is different than the Substitute W-9 on file, the user's voucher will be rejected by the OES Accounts Payable Department for mismatched information.



Note: EVPS will not allow the user to changed or add an EIN unless it is valid with the OES Accounts Payable Department.

If updating vendor address or firm name in EVPS, a new <u>Substitute W-9</u> Form will need to be submitted to the OES Accounts Payable Department by fax, 804-786-0196 or mail to the Supreme Court of Virginia 100 North Ninth Street, 3rd Floor, Richmond VA 23219. For any questions, please contact the OES Accounts Payable Department at 804-225-3346.

Note: For those companies with multiple addresses, an optional, *Suffix Number* field may be completed under the *Voucher Preferences* section. Any questions regarding a suffix number, contact the OES Accounts Payable Department at 804-225-3346.

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 On the Mediation Certification tab, mediators have the ability to update and save their certification number to their user profile. This allows for a more convenient way to validate certification in the invoice filing process.

The user may add their certification number in the *Certification Number* field followed by selecting the "Save" button. Additionally, users may add multiple certification numbers by selecting *Add New Mediation Certification+*.



When the user adds the certification number, the last name of the mediator will appear.

Note: There is no limit on the number of certifications added.

The user may also delete certification numbers by selecting *Delete Certification* in the right corner.



For more information on Mediators/Mediation Coordinators, please refer to the MEDIATOR USER GUIDE.



The Logout icon will allow the user to securely log off EVPS.

Notification of EVPS Updates

When updates have been made to EVPS, the user will be notified upon login. The below popup will appear.



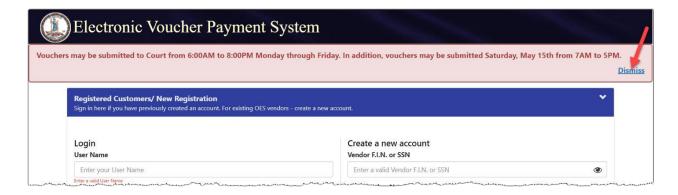
The user may select *Read*, and a listing of the new updates will be displayed.

Note: The pop-up will display for three logins unless the user selects *Read*.

Message Alerts

EVPS Admin may add a message on the EVPS login page for all users to view. This message will display any upcoming system maintenance dates or dates that the system will/will not be available.

The user will have the option to *Dismiss* the message.



How to Start a Voucher

To start a voucher, the user will need to select the plus icon in the upper right corner of their EVPS dashboard. There are three options for the user, *DC-40* (*List of Allowances*), *DC-44* (*List of Allowances-Interpreter*), or *General District Mediation Invoice*.

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The user will need to select *DC-40 (List of Allowances)* if they are submitting a DC40-LIST OF ALLOWANCES.

The user will need to select *DC-44* (*List of Allowances – Interpreter*) if they are submitting a DC-44-LIST OF ALLOWANCES - INTERPRETER. For more information on interpreter vouchers, refer to the Interpreter/Translator User Guide.

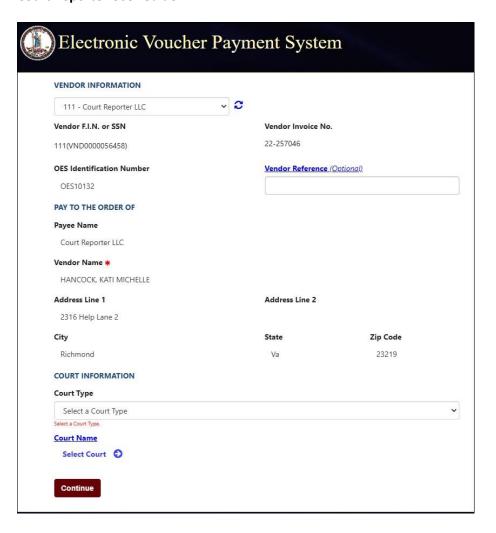
The user will need to select the *General District Mediation Invoice* if they are submitting a mediation invoice to a General District Court. For more information on General District Mediation Invoices, please refer to the <u>Mediator User Guide</u>.

After selecting the appropriate voucher type, the user will need to review and complete the *Vendor Information, Pay To The Order Of,* and *Court Information* sections.

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Court Reporter User Guide



• *Vendor Information* includes the Vendor F.I.N. or SSN, OES Identification Number, Vendor Invoice Number, and Vendor Reference.

A dropdown menu is displayed for users that have multiple vendors listed in their *Voucher Preferences*. A refresh icon is displayed to the right of the dropdown menu, if selected, their information will be updated with any changes made in the *Voucher Preferences* section.

Note: The *Vendor Reference* is an optional field. This information will be printed on the check stub. Do not use any characters other than numbers or letters in this field.

Pay To The Order Of displays the Payee Name, Vendor Name and the payee address.
 This information comes from the Voucher Preferences section. If any updates need to be made, please update under Settings > Voucher Preferences.

Note: Payee Name and address must match the Substitute W-9 filed with the OES Accounts Payable Department, even for those payments sent electronically.

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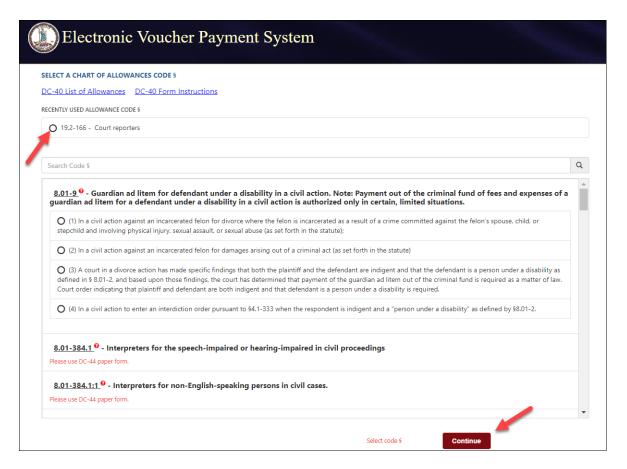
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Court Information includes the Court Type, which requires the user to select the level of
court, for example Circuit Court, General District Court, or J&DR Court and the Court
Name, which requires the user to select the name of the court that the case was heard.

Note: Combined courts are listed under both *General District Court* and *J&DR Court*. General District Court cases and Juvenile and Domestic Relations Court cases shall not be combined on the same voucher for Combined Courts.

Once the *Vendor Information, Pay To The Order Of,* and *Court Information* sections have been completed, the user will click the "Continue" button. The user will then be directed to the Chart OF Allowances, where they will be prompted to select the appropriate allowances code.

After the appropriate allowances code has been selected, the user will click the "Continue" button. From here, the user will be routed to the voucher.



Note: Recently used allowance code sections will be listed at the top for future entries.

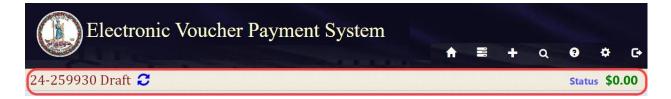
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Voucher Details

Every voucher will have the navigation bar, a banner bar, and a voucher header. Additionally, Circuit Court vouchers will be different than District Court vouchers. For more details, refer to the *Circuit Court Voucher* and *District Court Voucher* sections within this section.

Banner Bar



Displayed on the left side of the banner bar:

- Vendor Invoice Number
- Status of the current voucher
- Refresh icon

Displayed on the right side on the banner bar:

- *Status*, when selected will display a detailed summary of the status thus far, as well as any rejection reasons.
- At the end of the banner bar, the total amount for the voucher will be displayed.

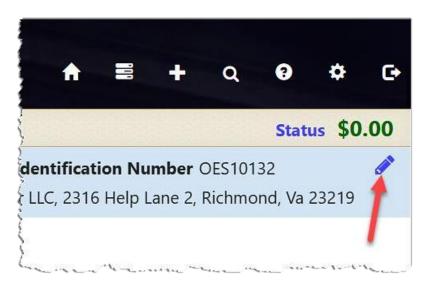
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Voucher Header



The voucher header lists the *Vendor F.I.N. or SSN, Vendor Reference* (if applicable), *OES Identification Number, Court Name,* and *Pay to the order of*. If needed, the user may edit these fields by selecting the edit icon.



Note: If Vendor FIN/SSN or *Pay to the order of* needs to be edited, user must first edit the information in their *Voucher Preferences* located under the *Settings* icon. Then the user will select the edit icon on the voucher.

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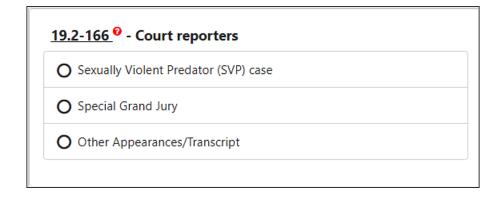
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Circuit Court Voucher

For Circuit Court vouchers there are two Chart of Allowances codes used §19.2-166 and §19.2-215.

Chart of Allowances code §19.2-166

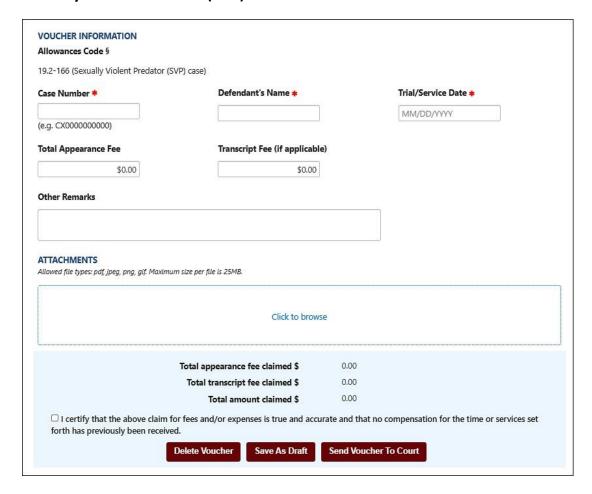
The user will be required to select one of the following sub-categories for Chart of Allowances code §19.2-166.



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A. Sexually Violent Predator (SVP) cases

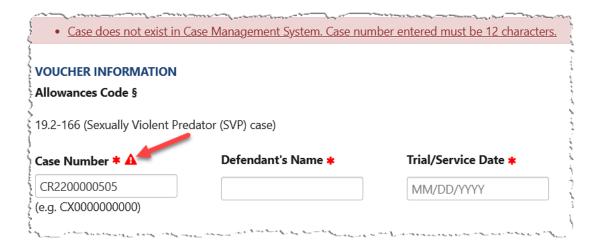


The *Allowances Code §* will be displayed, 19.2-166 (Sexually Violent Predator (SVP) case).

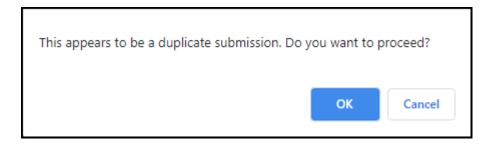
The Case Number and Defendant's Name are required. The Case Number is a twelve-character alphanumeric court case number. EVPS will verify that the case number entered is a valid case number in the Court's Case Management System. If the case number is valid, the user will receive a green check mark.



If the case number is not valid, the user will receive a red triangle. The user will be required to enter a valid case number for voucher submission.



If the user has previously, electronically submitted on the case number, a duplicate submission pop-up message will appear.



If *OK* is selected, the case number will be validated by the Court's Case Management System. If *Cancel* is selected, the case number will not be validated.

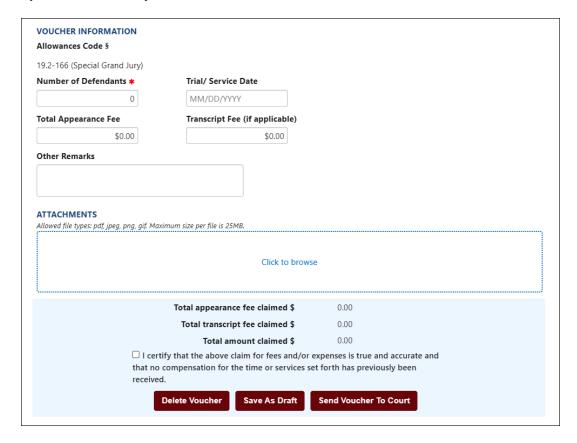
The user has the option to enter the *Trial/Service Date* as well as any information in the *Other Remarks* field. The information entered in the *Other Remarks* field will be seen by the Court and OES Accounts Payable Department.

Note: If a *Total Appearance Fee* amount is entered, the *Trial/Service Date* will be required. A *Transcript Fee Invoice* will be required if a transcript fee is entered.

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B. Special Grand Jury



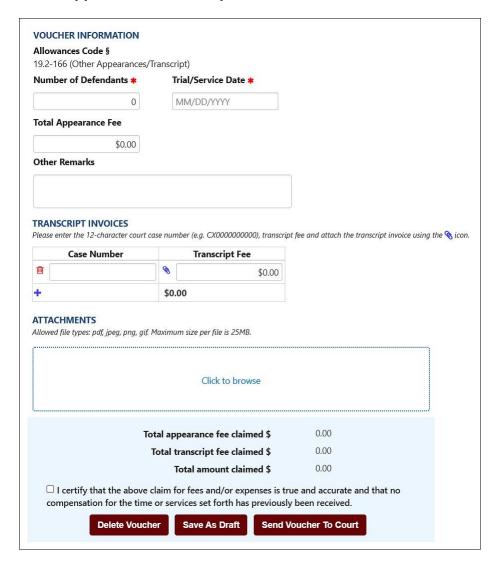
The Allowances Code § will be displayed, 19.2-166 (Special Grand Jury).

The *Number of Defendants* field will be required. This field can also be used for number of witnesses.

The user has the option to enter the *Trial/Service Date* as well as any information in the *Other Remarks* field. The information entered in the *Other Remarks* field will be seen by the court and OES Accounts Payable Department.

Note: A *Court Reporter Worksheet* will be required if an appearance fee is entered. In addition, a *Transcript Fee Invoice* will be required if a transcript fee is entered.

C. Other Appearances/Transcript



• Voucher Information

The *Allowances Code* § will be displayed, 19.2-166 (Other Appearances/Transcript).

The Number of Defendants field will be required.

The user has the option to enter the *Trial/Service Date* as well as any information in the *Other Remarks* field. The information entered in the *Other Remarks* field will be seen by the court and OES Accounts Payable Department.

Note: A *Court Reporter Worksheet* will be required if an appearance fee is entered.

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• Transcript Invoices

The user will enter transcript invoice information in this section, if applicable. The case number, transcript fee, and the transcript invoice are required.

The case number will be verified with the Court's Case Management System. If the case number is a valid case number, the user will receive a green check mark.



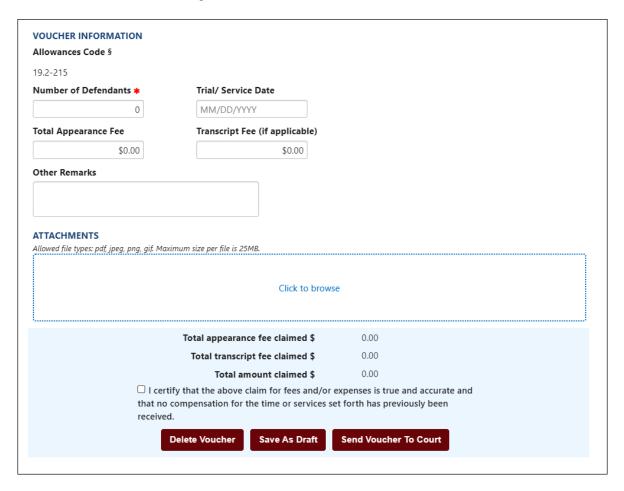
If the case number is not valid, the user will receive a red triangle. The user will be required to enter a valid case number for voucher submission.



The user may add up to 10 case numbers for transcript payment, per voucher by selecting the "+" icon.

Note: The transcript fee invoice must be attached in the *Transcript Invoices* section by using the paperclip icon, not in the *Attachments* section.

Chart of Allowances code §19.2-215



The Allowances Code § will be displayed, 19.2-215.

The Number of Defendants field will be required.

The user has the option to enter the *Trial/Service Date* as well as any information in the *Other Remarks* field. The information entered in the *Other Remarks* field will be seen by the court and OES Accounts Payable Department.

Note: A *Court Reporter Worksheet* will be required if an appearance fee is entered. In addition, a *Transcript Fee Invoice* will be required if a transcript fee is entered.

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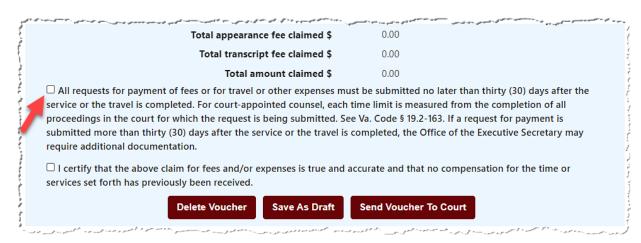
Voucher Summary

The voucher will display the Total appearance fee claimed, Total transcript fee claimed, and Total amount claimed.



The user will be required to check, "I certify that the above claim for fees and/or expenses is true and accurate and that no compensation for the time or services set forth has previously been received." in order for voucher submission.

If the user is submitting 30 days past the *Trial/Service Date*, an additional checkbox will be required.

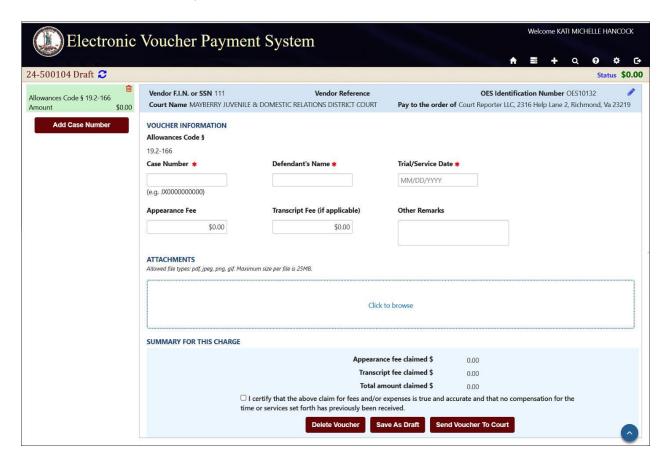


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District Court Voucher

For District Court vouchers, Chart of Allowances code §19.2-166 should be used.



Voucher Information

The user will be required to enter the *Case Number, Defendant's Name,* and *Trial/Service Date.* Additionally, the user will enter an *Appearance Fee* and/or a *Transcript Fee*, if applicable. The *Other Remarks* field is optional, information entered in this field will be displayed to the court and OES Accounts Payable Department.

The Case Number is a twelve-character alphanumeric court case number. EVPS will verify that the case number entered is a valid case number in the Court's Case Management System. If the case number is valid, the user will receive a green check mark.



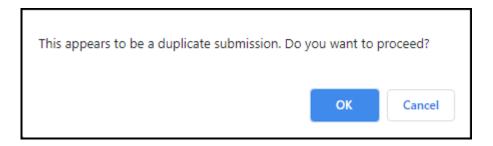
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If the case number is not valid, the user will receive a red triangle. The user will be required to enter a valid case number for voucher submission.



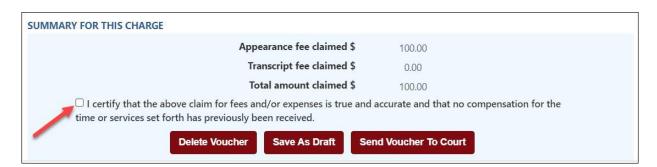
If the user has previously, electronically submitted on the case number, a duplicate submission pop-up message will appear.



If *OK* is selected, the case number will be validated by the Court's Case Management System. If *Cancel* is selected, the case number will not be validated.

Summary for this Charge

The *Summary for this Charge* section will display the Appearance fee claimed, Transcript fee claimed, and Total amount claimed per case number.



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The user will be required to check, "I certify that the above claim for fees and/or expenses is true and accurate and that no compensation for the time or services set forth has previously been received." in order for voucher submission.

If the user is submitting 30 days past the *Trial/Service Date*, an additional checkbox will be required.



Add a Case Number

The user may enter up to 10 cases per voucher. In order to add a case number, the user needs to save their voucher by selecting the "Save as Draft" button. A message will then appear, "Voucher saved successfully." Once the message appears, the user may then select the "Add Case Number" button.



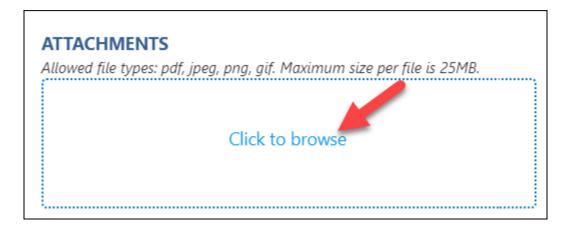
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Attachments

EVPS allows PDF, JPEG, PNG, and GIF file attachments only, and the maximum size per file is 25MB.

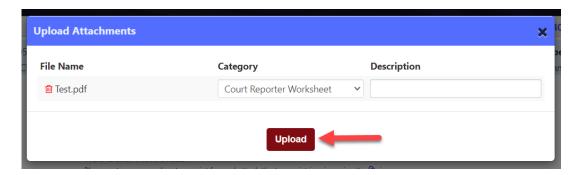
The user will need to select, *Click to Browse*, and select their document they want to attach.



Once the user has selected their document, a *Category* must be selected from the drop-down list. The *Description* field is optional.

Note: For Circuit Court vouchers, the *Court Reporter Worksheet* will default as the category.

The user will need to select the "Upload" button in order to successfully upload their document.



Note: The user, when attaching the court order will need to select *Court Order* as their *Category*. The *Description* field is optional.

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Delete Voucher

The user may delete their voucher by selecting the "Delete Voucher" button.

The user has the option to delete their voucher from the dashboard; however, the voucher must have a *Draft, Rejected by Authorized Signature, Rejected by Court,* or *Rejected by Coordinator* status.



Note: To delete a case number, not the voucher, the user may select the red trash can icon.



Save As Draft

The user may select the "Save as Draft" button if they want to save and continue later. For District Court vouchers, the user must *Save as Draft* in order to add case numbers to the youcher.

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Send Voucher to Court

Once the user has completed their voucher and they are ready to submit, select the "Send Voucher to Court" button.

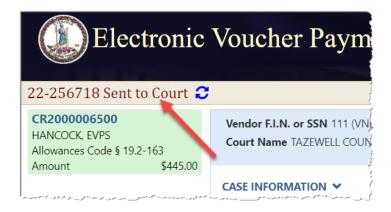
If the voucher has been successfully sent to the court, the user will receive a message, *Voucher sent to Court successfully*.



Note: The user will receive an email if the court rejects their voucher. A rejection reason will be given to the user.

Status

The status will be displayed on the user's dashboard and in the left corner of the voucher.



- *Draft* Voucher is waiting for user to complete and submit to Court. Voucher may be edited or deleted when in *Draft* status.
- Draft (Returned) Voucher has been returned to vendor by an authorized person due to failure to answer security questions or the allotted time has elapsed.
- Processed by OES Voucher has been approved by the Accounts Payable Department. When the status of a voucher has been updated to Processed by OES, EVPS will display the OES approved amount certified for payment as well as the voucher number.
- Rejected by Authorized Signature- the voucher has been rejected by the authorized
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- signature person and sent back to the vendor for their edit and resubmission, if applicable.
- Rejected by Coordinator Voucher has been rejected by the mediation coordinator. The user may edit and resubmit the voucher. The mediation coordinator should provide a reason for rejection.
- Rejected by Court- Voucher has been rejected by the Clerk's Office. The user may edit
 and resubmit the voucher, if applicable. The Clerk's Office should provide a reason for
 rejection.
- Resubmitted to Court Voucher has been recalled and sent back to the Court or the voucher has been resubmitted after Court rejection.
- Sent to Court Voucher has been sent to Court and awaiting the Clerk's Office review.
- Sent to OES (Accounts Payable) Voucher has been approved by the Judge, certified by the Clerk's Office, and sent to OES (Accounts Payable Department) for payment.
 - **Note:** For General District Mediation Invoices, invoices have been certified by the Clerk's Office, judge approval is not applicable.
- Sent to OES (Dispute Resolution Services) Invoice has been approved by the Clerk's
 Office and waiting review from the Dispute Resolution Services. This status can also
 indicate the invoice has been rejected by the OES Accounts Payable Department and has
 been sent back to the Dispute Resolution Services waiting their review.
- Sent to OES (Foreign Language Services) Voucher has been approved by the Clerk's
 Office and waiting review from Foreign Language Services. This status can also indicate
 the invoice has been rejected by the OES Accounts Payable Department and has been
 sent back to the Foreign Language Services waiting their review.
- Under Court Review Voucher has been rejected by the judge or rejected by OES and
 waiting for the Clerk's Office to take action. The Clerk's Office must reject the voucher in
 order for the user to edit and resubmit.
- Waiting for Authorized Signature- The voucher has been sent to the authorized signature person and is pending their review.
- Waiting for Clerk Approval Voucher has been approved by the Judge and waiting Clerk certification to OES.
- Waiting for Coordinator Approval Voucher has been sent to the mediation coordinator for said Court and is waiting their review. Once approved, the voucher will be sent to the Court.

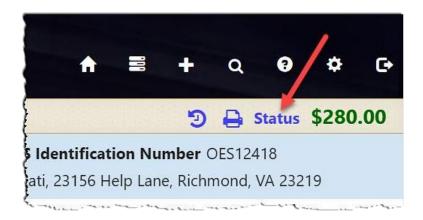
Note: Not all Courts will have a mediation coordinator.

Waiting for Court Approval – Voucher has been sent to the Judge for review.

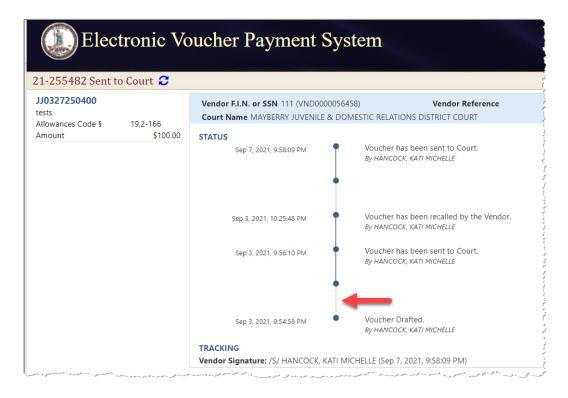
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In addition, the user is able to view an up-to-date timeline for the stage of each voucher in the *Status* section.



At a glance the user can track where the voucher is during the approval and payment process.



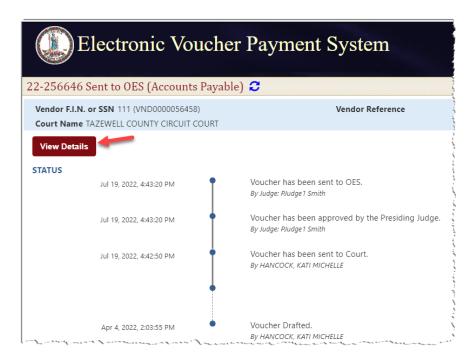
The user may click on the dotted line to extend the timeline.

Note: The user may select the case number on the left column to go back to the voucher details. Circuit Court vouchers, the user may select the View Details button.

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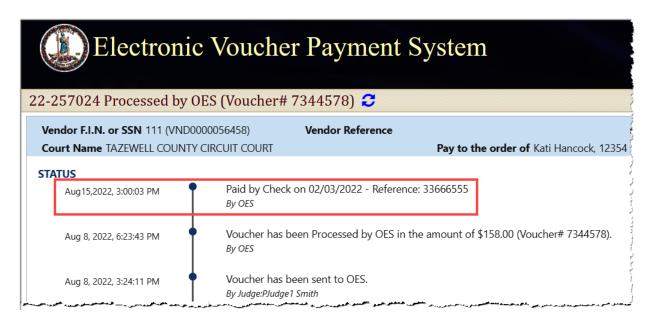
Court Reporter User Guide



Payment Information

The user will be able to view payment information on vouchers that have been *Processed by OES*.

The payment method, payment date, and payment reference number will be listed.



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Payment Methods are as follows: ACH, Check, EFT, GE (form of EFT payment), Manual Check, and Wire Transfer. If the payment method has been stopped or voided, EVPS will display Stopped or Void.

Every Monday, OES receives payment details from the Department of Accounts, at which time EVPS will display the payment disbursed within the last week.

Note: If Monday is a holiday, payment information will be displayed on the next business day.

Payment information will only be seen by the user, it will not be displayed for the Clerk's Office or judges.

Note: If payment method is by check, the reference number is the check number.

For any questions regarding payment information, please contact the OES Accounts Payable Department at 804-225-3346.

Rejections

Vouchers may be rejected by the Authorized Signature, Clerk's Office, Judge, Mediation Coordinator, OES (Accounts Payable Department), OES (Dispute Resolution Services) and OES (Foreign Language Services).

If a voucher has been rejected, the latest rejection reason will be in red at the top of the voucher. The user can ONLY edit and resubmit the voucher once the Clerk's Office has rejected the voucher. When the Clerk's Office rejects the voucher, the user will receive an email that said voucher has been rejected.

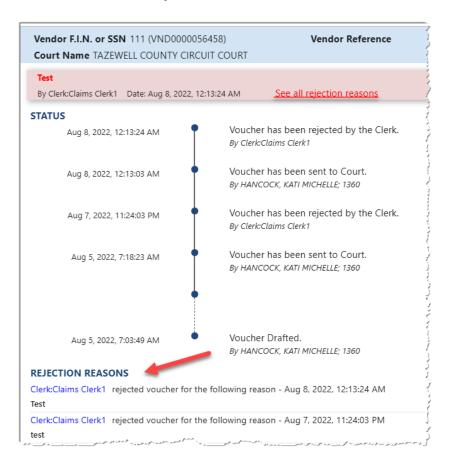
A link will be displayed in the rejection reason box, See all rejection reasons, if there is more than one rejection reason.



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When selecting the link, the user will be taken to the *Status* page where all rejection reasons are listed under the *Rejection Reasons* section.



Note: All rejection reasons can be found under the Status section.

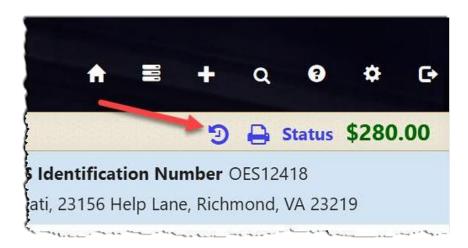
Recall Voucher

A recall icon () will be displayed if the voucher can be recalled. The voucher can only be recalled if the voucher status is *Sent to Court, Resubmitted to Court, Waiting for Authorized Signature or Waiting Coordinator's Approval.*

The recall icon can be found on the dashboard to the left of the print icon.



The recall icon can also be found on the voucher, itself.



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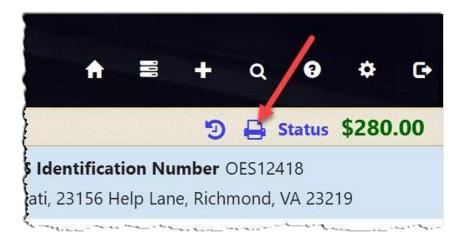
Print Voucher

The user may print their voucher using the print icon. The voucher may only be printed once it has been sent to the court.

The print icon can be found on the dashboard.



The print icon can also be found on the voucher, itself.

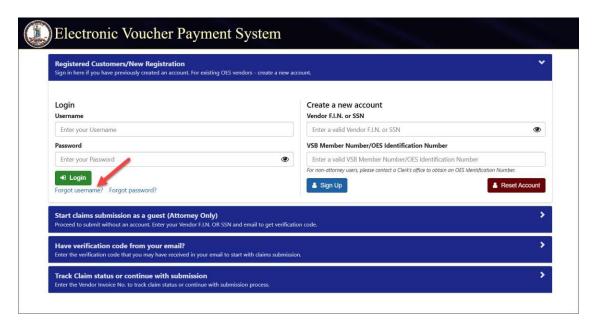


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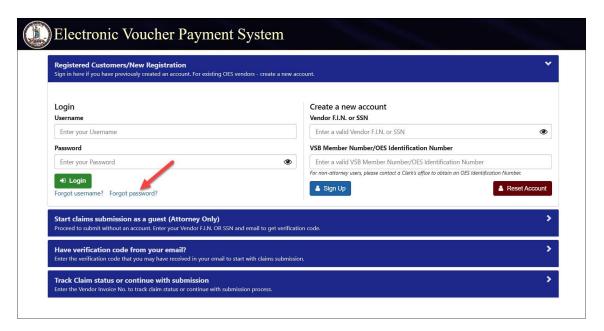
Forgot Username

If the user does remember their username, they may select, *Forgot username?* on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing).



Forgot Password

If the user does remember their password, they may select, *Forgot password?* on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing).



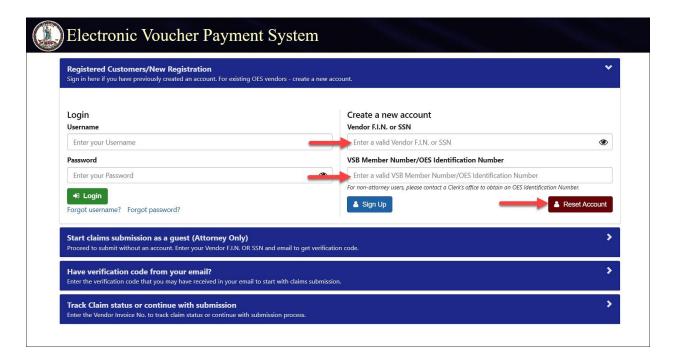
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Account Locked/Reset Account

If the user has been locked out of their account, the account will need to be reset. In order to reset the account, the user will need to follow the below steps.

1. The user will enter the Vendor F.I.N. or SSN, OES Identification Number on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing), then select the *Reset Account* button.



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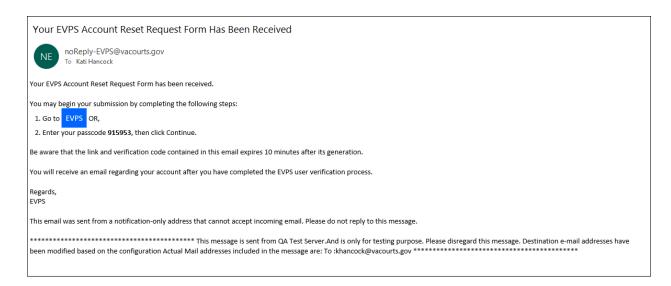
2. The user will then select the "Get Verification Code" button.



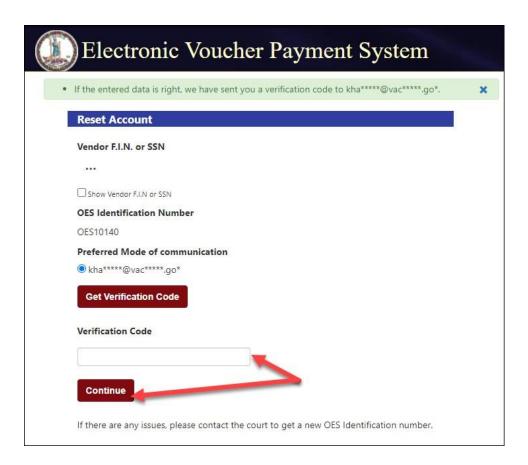
3. Then the user will enter their email address and select the "Verify" button. An email will be sent to the user with a verification code.



The email will be from noReply-EVPS@vacourts.gov.



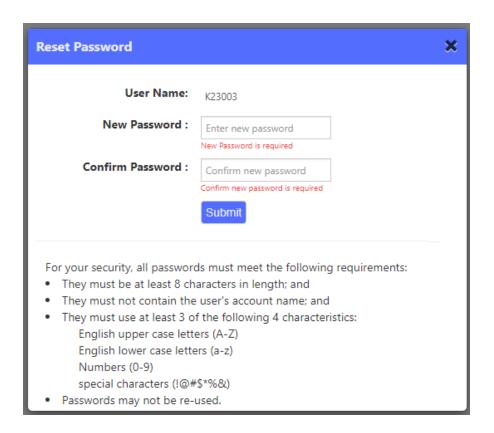
4. The user will enter their verification code and select the "Continue" button.



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5. Lastly, the user will create a new password. The user's username is displayed.



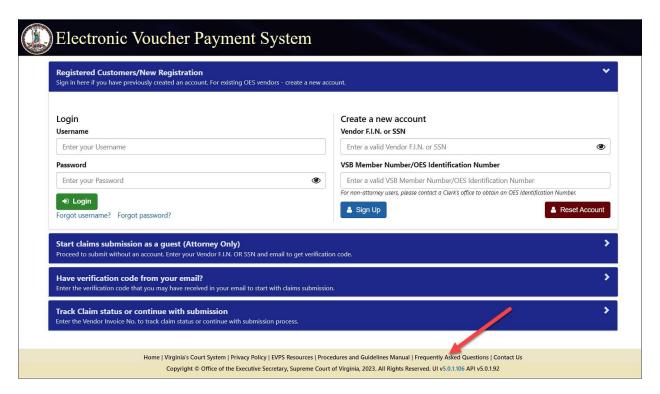
Since the account is being reset, the user will be required to select/answer security questions upon login.

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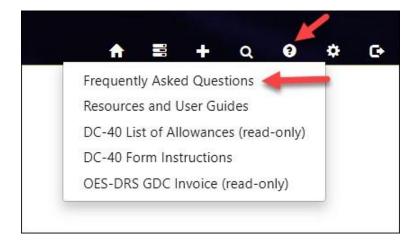
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Frequently Asked Questions (FAQ's)

A link to the Frequently Asked Questions can be found at the bottom of the EVPS screen.



They can also be found under the *Help* Icon.



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