



18B Application

End User - Frequently Asked Questions

Last Updated: August 2015

(v 1.4)

TABLE OF CONTENTS

Q.1 JUDGE MISSING FROM DROP DOWN3

Q.2 FAMILY COURT DOCKET FORMAT4

Q.3 FORGOT USERNAME OR PASSWORD5

Q.4 FAMILY COURT CASE VOUCHER – FILE NUMBER5

Q.5 HOW DO YOU DETERMINE WHICH PAYMENT CLERK IS ASSIGNED TO A PARTICULAR VOUCHER?6

Q.6 WHO SHOULD BE CONTACTED IN THE EVENT THAT A VOUCHER HAS BEEN SENT TO COURT AND HAS NOT COME BACK?6

Q.7 WHAT SHOULD I DO IF THE VOUCHER WAS SUBMITTED IN ERROR BEFORE THE CONCLUSION OF THE CASE OR IF THE FEE WAS WAIVED BY ACCIDENT?6

Q.8 WHAT SHOULD I DO IF THE VOUCHER IS SITTING IN THE “SUBMITTED STATUS” FOR A PROLONGED PERIOD OF TIME?6

Q.9 WHAT IS THE PROCESS WHEN A VOUCHER IS REDUCED OR DISAPPROVED BY THE COURT?6

Q.10 DO I (ATTORNEY) NEED AN AFFIRMATION WHEN I WORK THROUGH THE USUAL LUNCH HOUR OR WORK MORE THAN 7 HOURS IN COURT IN ONE DAY?6

Q.11 WHAT TO DO IF THE RATE IS WRONG OR DATE OF ASSIGNMENT IS NOT CORRECT?6

Q.12 WHAT SHOULD I DO IF THE ASSIGNMENT WAS ENTERED UNDER THE WRONG DOCKET (SOMETIMES THERE ARE TWO OR MORE DOCKETS ASSOCIATED WITH EACH OTHER AND OCA LISTS THE DATES UNDER DOCKET 2 BUT WE ENTERED THE ORDER OF ASSIGNMENT UNDER DOCKET 1. THEREFORE, THE PAYMENT CLERK IS NOT ABLE TO VERIFY THE IN-COURT DATES ON THE VOUCHER BECAUSE THEY ARE UNDER ANOTHER DOCKET.)7

Q.13 WHAT SHOULD I DO IF THE JUDGE ON THE CASE HAS RETIRED OR IS NO LONGER A JUDGE?7

Q.14 WHAT SHOULD I DO WHEN THE VOUCHER IS LOCKED 45 DAYS AFTER DISPOSITION?7

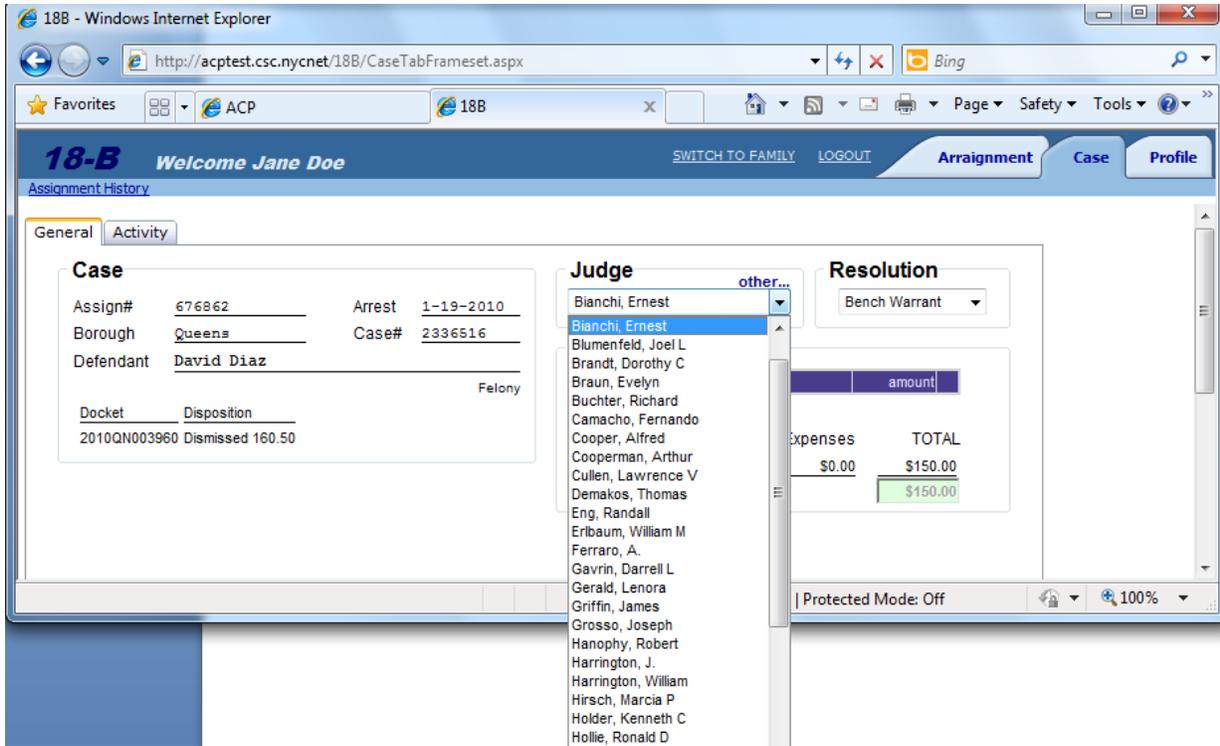
Q.15 WHO DO I CONTACT IF THERE IS NO SELECTION FOR A NEW COURT PART IN THE DROP DOWN MENU?7

Q.16 WHO DO I CONTACT TO ADD A NEW JUDGE OR IF THE NAME OF THE JUDGE FOR YOUR CASE IS NOT AVAILABLE IN THE “JUDGE” DROP DOWN MENU?7

Q.17 WHO DO I CONTACT IF I CHANGED MY ACCOUNT FOR DIRECT DEPOSIT OR SIGN UP FOR DIRECT DEPOSIT?8

Q.1 Judge missing from drop down

A.1 In order to see list for more judges, please click on link called **“other”** (screen 1) for Criminal Court Case Voucher – General tab.



Screen 1 – Criminal court case voucher

In order to see list for other judges, please click on link called **“more”**



On the Criminal court **Arraignment** voucher.



Q.2 Family court docket format.

A.2 Have a look family court docket format (**screen 2**). The system will not accept docket if it is in different format. Please ask attorneys to enter docket in this format.

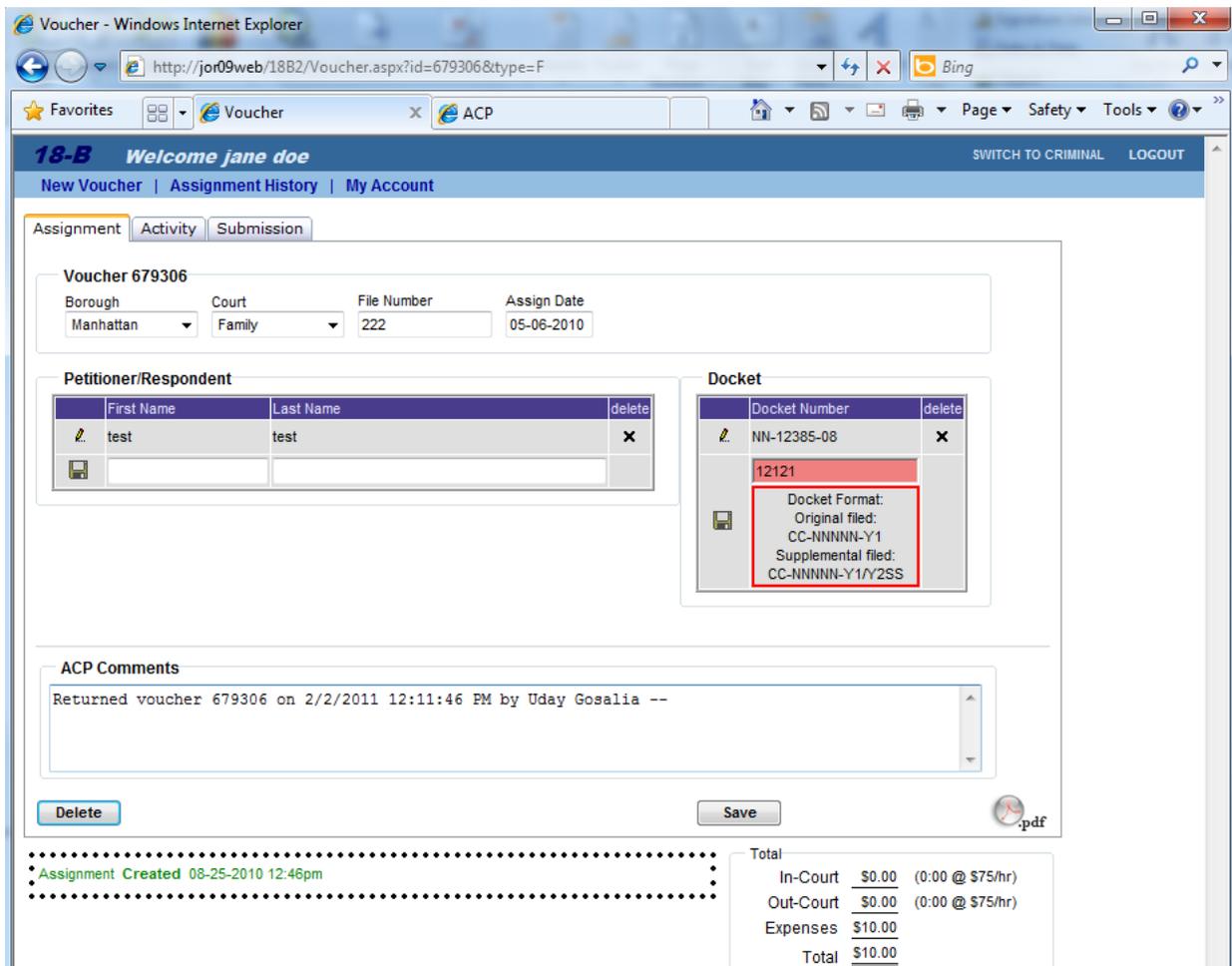
Family Court Docket Format sample: CC-NNNNN-Y1/Y2SS

Where:

- CC = 1 or 2 character case type (See example below)
- NNNNN = 5 digit number
- Y1 = 2 digit year of original filing
- Y2 = 2 digit year of supplemental filing
- SS = 1 or 2 character (alphabetic) supplemental indicator

Example:

- Original Neglect filed in 2007 : NN-00022-07
- Supplemental filed in 2008 : NN-00022-07/08A

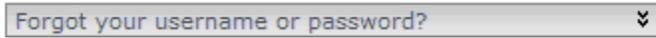


Screen 2 - Family court case voucher

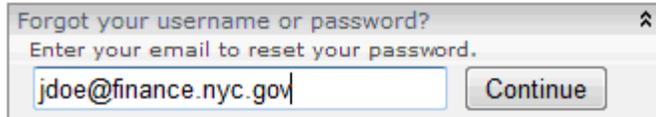
Q.3 Forgot username or password

A.3. You can get your username or password from the Login screen.

Step 1 - Expand forgot username/password panel.

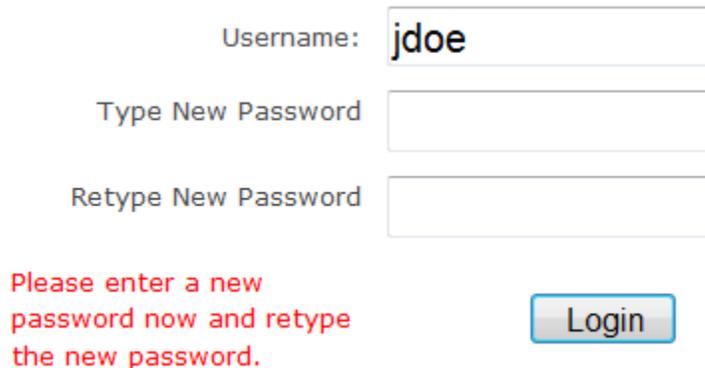


Step 2 - Enter your email address then click **Continue** button.



Note: Email address should match with ACP profile. You will get your username and password through 18Bwebhelp email.

Step 3 - Once you get new password from system, enter that password here in password textbox, and then click on login button. System will ask you to choose a new password and retype the new password to confirm it.

**Q.4 Family Court Case Voucher – File Number**

A.4. File number is a mandatory field to create and submit any Family/IDV court case voucher. Only numeric digits are allowed and the maximum length is 7 digits. There must be a least 1 numeric digit.

Example: 1234567 or 123

Family Court case dockets are grouped together under a File Number. The court generates a unique identifier, called the file number, that groups related family court matters under a common identifier based on common mother, father, or some other common factor.

Q.5 How do you determine which payment clerk is assigned to a particular voucher?

A.5. Log into your account in 18B Web - Hover the icon over the assignment # and you will see the name and telephone number of the clerk who is assigned to the case

Q.6 Who should be contacted in the event that a voucher has been sent to court and has not come back?

A.6. Please contact the Director/Deputy Director of Payments or the Supervisor of Payments. (See list of phone numbers and email addresses in the appendix.)

Q.7 What should I do if the voucher was submitted in error before the conclusion of the case or if the fee was waived by accident?

A.7. Please contact the Director/Deputy Director of Payments immediately to return the case to open status. (See list of phone numbers and email addresses in the appendix.)

Q.8 What should I do if the voucher is sitting in the "submitted status" for a prolonged period of time?

A.8. Please check the "ACP Comments section" periodically for messages.

Q.9 What is the process when a voucher is reduced or disapproved by the court?

A.9. You must contact the court yourself to remedy the situation. ACP Payment staff has no authority to rescind the judge's decision.

Q.10 Do I (attorney) need an affirmation when I work through the usual lunch hour or work more than 7 hours in court in one day?

A.10. Yes, please complete the affirmation by selecting the correct affirmation from the drop down menu.

Q.11 What to do if the rate is wrong or date of assignment is not correct?

A.11. For attorneys, please contact the Administrators for your department. For experts, please contact the Director/Deputy Director of Payments. (See list of phone numbers and email addresses in the appendix.)

Q.12 *What should I do if the assignment was entered under the wrong docket (sometimes there are two or more dockets associated with each other and OCA lists the dates under Docket 2 but we entered the order of assignment under Docket 1. Therefore, the payment clerk is not able to verify the in-court dates on the voucher because they are under another docket.)*

A.12. Please contact OCA clerk to remedy the situation.

Q.13 *What should I do if the judge on the case has retired or is no longer a judge?*

A.13. Please select the Supervising or Administrative Judge from the drop down menu so we can send the voucher for approval.

Q.14 *What should I do when the voucher is locked 45 days after disposition?*

A.14. You must prepare affirmation and order for the judge indicating why the voucher was not submitted timely. The judge will then order ACP to unlock the voucher so you can submit the voucher for processing. The signed judge's order must be sent to ACP Payment Unit where upon receipt the voucher will be unlocked.

Q.15 *Who do I contact if there is no selection for a new Court Part in the drop down menu?*

A.15. Please contact the Director/Deputy Director of Payments so the Part can be added. (See list of phone numbers and email addresses in the appendix.)

Q.16 *Who do I contact to add a new judge or if the name of the judge for your case is not available in the "Judge" drop down menu?*

A.16. Please contact Zahid Khan or the Director/Deputy Director of Payments. (See list of phone numbers and email addresses in the appendix.)

Q.17 Who do I contact if I changed my account for direct deposit or sign up for direct deposit?

A.17. Please contact Howard Gross/Peter Drury. (See list of phone numbers and email addresses in the appendix.)