



Department of Finance  
Fiscal Services & Purchasing Division  
Assigned Counsel Plan

# Introduction to Expert Family Online Vouchers

18b Web application [www.nyc.gov/18b](http://www.nyc.gov/18b)

## Training Guide

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## 1.0 Introduction

### Background

18b Web is the Dept. of Finance’s comprehensive system for computerized billing by Assigned Counsel vendors which also communicates and interfaces with other City systems. Its main components are validation of submitted vouchers, interfacing with other City systems and complete record keeping.

### Purpose of the 18b Web application

To efficiently and easily input, collect, track, and process vouchers

- Experts will be able to track the stage of their vouchers in the approval process,
- Attorneys will be able to access the most up-to-date information from any computer with internet access
- Assigned Counsel Plan administrators will be provided with complete information concerning the use of expert vendors.
- **For the case to be opened and assigned to you send “Court Order of Assignment” to:**

**ACP**  
**253 Broadway, Fl.8,**  
**New York, N.Y. 10007**

**or fax to (212) 676-0088, Attn: ACP**

### 18b Web Link

[www.nyc.gov/18B](http://www.nyc.gov/18B)

### Getting started

In order to get started using 18B Web you will need:

- Your own email account (available for free at various websites including Gmail, mail.yahoo.com, and hotmail.com)
- A computer with Internet access (see the next section of this training manual for basic PC requirements)

<b>Tips</b>
18B Web has been designed to make your user experience as simple as possible.
However, if you are having any technical difficulties with 18B Web, please send an email detailing your problem and your phone number to <a href="mailto:18Bwebhelp@finance.nyc.gov">18Bwebhelp@finance.nyc.gov</a> . Someone will get back to you within 72 hours.
For increased security, be sure to use at least a six-digit password for your email account.

## System Requirements

Before you attempt to access 18B Web, please review the technical guidelines below. Most important among them is that you use a computer with internet access and a recent version of Internet Explorer (no more than 4 years old).

## Windows

- Intel Pentium Processor
- Microsoft Windows 98 or later (if the PC was purchased within the past 5 years you should have an adequate version of Windows)
- 64MB of Ram (128MB recommended)
- 10 MB of available hard-disk space
- Internet Explorer 5.0 or higher (5.5 or higher recommended – see below for a free download site)

## Macintosh

- Power Mac
- Mac OS X or OS 8.1 or higher
- 64MB of Ram (128MB recommended)
- 10 MB of available hard-disk space
- Safari / Internet Explorer 5.0 or higher (5.5 or higher recommended – see below for a free download site)

## Moving around the application

- Tabs identify the different functions (like Case and Profile)
- Within each tab are links, showing the available activities. Logout is active for all tabs.

Internet Explorer is free, so if you do not have a recent version, or do not have Internet Explorer, go to the appropriate link below for a free copy of the software:

For a free copy of Internet Explorer 6.0 for Windows PC's go to:

<http://www.microsoft.com/windows/ie/default.asp>

To download Internet Explorer for Macs go to:

[http://internet-explorer-for-mac.direct-software-downloads.com/mac/free-download/?lp=bing&k=0440047ba4f4e6dbfb70b9b00463e5db860ee796&kw=group-CMP-Bing\\_US\\_ie\\_mac\\_kw-%7Bkeyword%7D-query-ie%20for%20macs\\_m-%7BidMatchType%7D\\_ad-%7BAdId%7D](http://internet-explorer-for-mac.direct-software-downloads.com/mac/free-download/?lp=bing&k=0440047ba4f4e6dbfb70b9b00463e5db860ee796&kw=group-CMP-Bing_US_ie_mac_kw-%7Bkeyword%7D-query-ie%20for%20macs_m-%7BidMatchType%7D_ad-%7BAdId%7D)

<b>Tips</b>
In order to utilize the full features of 18B Web, we recommend that you use Internet Explorer versus Netscape Navigator.
To determine your PC's version of Internet Explorer, open up Internet Explorer and under the menu bar at the top of your screen, click "Help" followed by "About Internet Explorer."
To determine your Mac's version of Internet Explorer [Safari], open up Safari and click on the apple on the top left of your screen, then click on "About Internet Explorer."

## 2.0 Logging in

### Step 1: Open your Web browser

Locate the browser icon (e.g. Internet Explorer, Safari, etc.) and then double click on it to launch it.

### Step 2: Enter the 18b Web internet address

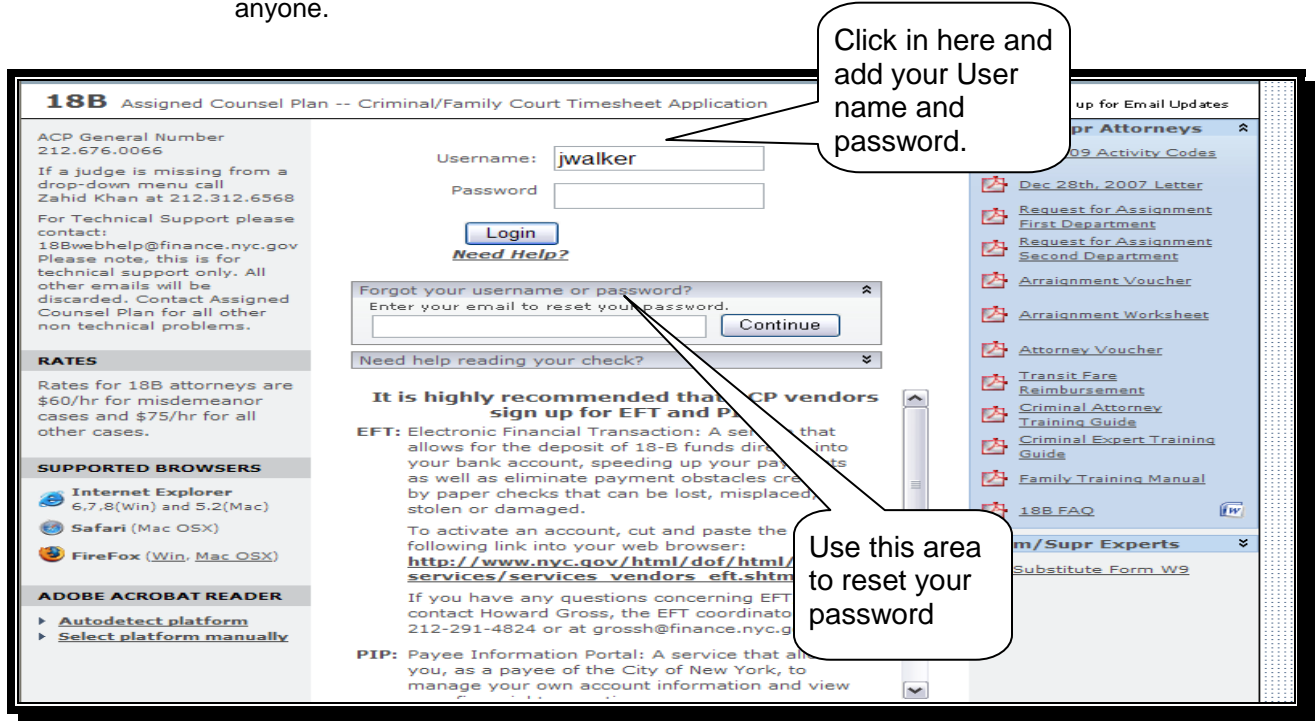
In the internet address bar, enter the 18B web URL: [www.nyc.gov/18B](http://www.nyc.gov/18B)



- After opening your web browser, type the 18B Web website address (URL) – [www.nyc.gov/18B](http://www.nyc.gov/18B) – in the address section of your web browser.
- Then press the “Enter” key on your keyboard.

Step 3: Enter your name and password

- In order to access 18B Web, you must have your own user name and password.
- Please contact Background Review Manager at 212-676-0418 to obtain your username.
- User Name:
  - The user name is created for you when you are accepted into the 18B panel.
  - Your user name and password are confidential and should not be shared with anyone.



Congratulations! You have logged in to 18B Web.

NOTE: If you forget your password, use the prompt at the bottom of the log in screen and 18B Web will automatically send you a temporary password to allow you to enter the system to reset your password. Passwords can be reset on your Profile tab. See instructions for changing your password

### 3.0 Logging out

For security purposes, it is essential that you log out of 18B Web immediately after you have finished using the application. To log out of 18B Web:

- From any screen within the application, click on the LOGOUT link within the screen's header bar (see below).





<b>Tips</b>
You will be automatically logged out after 15 minutes of inactivity in order to decrease the possibility that an unauthorized user accesses your 18b Web session.
If you are on a public computer, be especially diligent about logging out of 18b Web.

## 4.0 Header Screen

### Header Screen & Actions

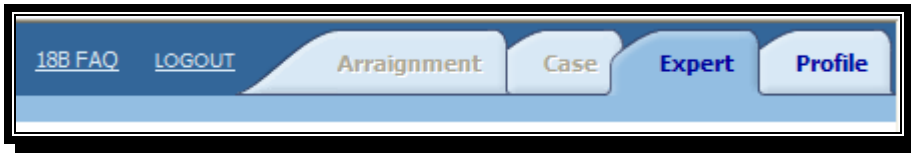
Upper Left Corner



Vendor  
(Expert)  
name

Assignment History – This screen allow you to search for case assignments (and thereby the corresponding vouchers) by assignment number, defendant’s name, docket or indictment number, or case status.

Upper Right Corner



Active tabs are shown in **bold** letters. There are 4 possible tabs:

Arraignment Tab – If it is (grayed out) it is only for Attorneys to use.

Case Tab – If it is (grayed out) it is only for Attorneys to use.

Expert Tab – Lists all of your unpaid Vouchers

Profile Tab – Details about the Vendor (Expert). See section 16 for more details

NOTE: FAQ stands for Frequently Asked Questions.

### Attorney who is also an Expert

- There are a few Attorneys who are also Experts in the 18b system.
- For these select few, they will have the Arraignment and Case Tabs active.
- Article 81 attorneys:
  - Are not included in this rollout.
  - Should continue to submit a paper voucher

## 5.0 Expert Tab Screen

### Overview – Status

- Status of Vouchers assigned to a Vendor (Expert)
- Voucher Status Description:
  - Open – Case assigned and Voucher created, or ACP has returned it, requesting the expert provide additional information (e.g missing receipts) or correct incorrect information.
  - Submitted – Expert has submitted Voucher to ACP
  - Validated – ACP has reviewed Voucher for accuracy & validated the voucher
  - Sent to Court – Voucher has been printed and sent to judge for review and approval
  - Approved – Judge has signed, dated, and approved Voucher
  - Sent to FISA – ACP has uploaded to FISA for payment (please allow 5-10 business days to receive payment or sign up for direct deposit for quicker receipt of payment)

Step 1: Open Expert tab



Step 2: Review Initial Display of Voucher Status

# of entries that match search

voucher	petitioner(s)/respondent(s)	docket(s)			total
649	Jason Thames	v-11392-14	6	open (5)	\$0.00
643	Jimmy Weiler	m-48113-12	6-25-2014	open	\$0.00
641	Joel Winter	vv-81821-13	7-15-2014	open	\$0.00
640	Joel Winter	mm-38191-13	6-23-2014	open	\$0.00
639	Joel Winter	mm-38781-13	6-23-2014	open	\$0.00

Click on any assignment # to open the individual Voucher

Total \$ of OPEN Vouchers

For this Vendor (Expert),

- 5 Vouchers are **open** - the expert has received an order of assignment but has not yet asked for payment
- 0 Vouchers have been **submitted to Attorney** -
- 3 Vouchers have been **validated** by ACP - vouchers submitted for payment and are being processed.
- 0 Voucher has been **sent to Court**

- 1 Voucher has been **approved** by a Judge for payment
- 0 Voucher has been **sent to FISA** for payment

Step 3: Search for Vouchers

Assignment History					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	open (4) ▼	search
assign	defendant	dockets	assigned	status	total

- To search for an individual voucher, click on the Assignment History link on the Expert Tab.
- Each box corresponds to the field(s) column heading just below
  - Assign: the Case number - is 6 digits in length
  - Defendant: First &/or Last name
  - Dockets: This can contain both numerics and alphabetic characters
  - Status: A dropdown list which will display only status types that are present for the logged in user

## 6.0 Blank Voucher - Family

**18-B Welcome Walker Investigation Agency, Inc.**  
Expert Assignment History | My Account

General | Activity | Mileage Worksheet | Affidavit

**Case**

Assign# 000649 Court Family  
 Borough Manhattan File# 11013  
 Expertise Investigator Attorney Yusuf El Ashmawy  
 Petitioner/Respondent Jason Thames Docket v-11392-14

**Judge**  **Resolution**

**Other**

Proceeding

Disposition Date

**Expense**

add	expense	amount

**ACP Comments**

ACP comments regarding the voucher are displayed here. No editing is permitted.

The "pdf" button displays and prints a voucher for your records

Waive Fee | Save | Submit

Resolution is a required field  
 Judge is a required field  
 disposition date is a required field  
 Proceeding is a required field

Total		
In-Court	\$0.00	(0:00 @ \$32/hr)
Out-Court	\$0.00	(0:00 @ \$32/hr)
Expenses	\$0.00	
Mileage	\$0.00	
<b>Total</b>	<b>\$0.00</b>	

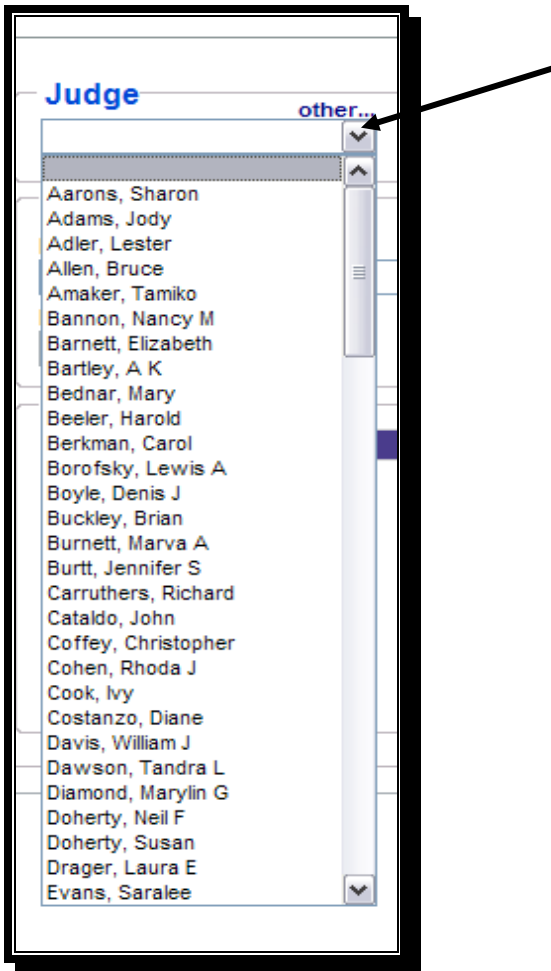
Messages are displayed here at the bottom-left of the voucher.

- **Green** indicates success or confirmation
- **Yellow** indicates a warning.
- **Red** indicates an error. All errors must be corrected before the voucher can be submitted.

Total charges and expense are displayed here at the bottom-right of the voucher.

## 7.0 Selecting a Judge

Step 1: Click on the down arrow to display the active Judges



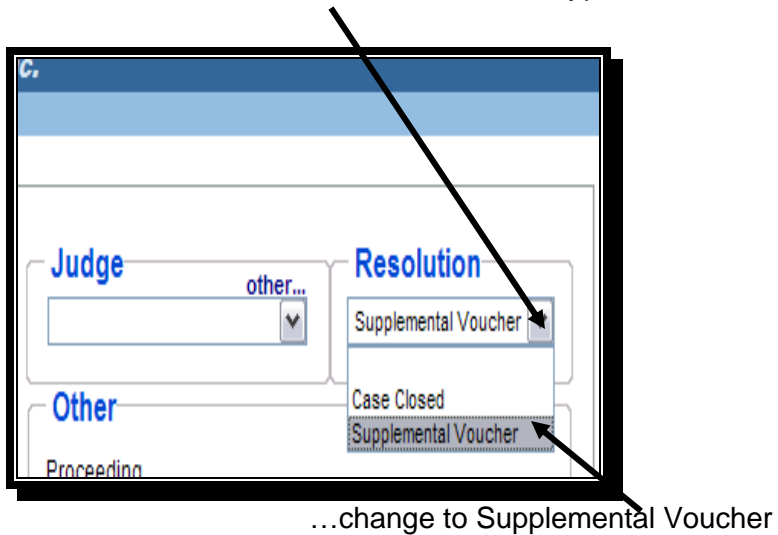
Step 2: Select the judge

- Move your pointer along the list until you find the correct Judge for this case.
- The judge will now be highlighted in Blue.
- Click on the judge's name and it should appear in the field.

NOTE: If the judge on the case is not on the drop down list, please contact ACP at 212-312-6568 immediately.

## 8.0 Selecting a Resolution

Step 1: Click on the down arrow to see the resolution types...



Step 2: Select the resolution

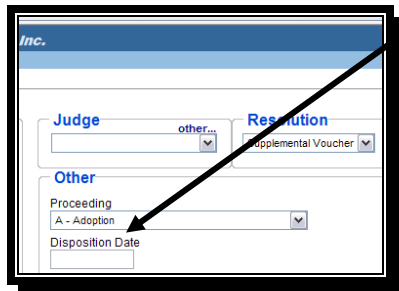
- Move your mouse (pointer) along the list until you find the correct resolution voucher status for this case.
- The resolution status will now be highlighted in Blue.
- Click on the mouse and that resolution type will appear in the field.

## 9.0 Selecting a Proceeding

Step 1: Click on the down arrow to see the proceeding types



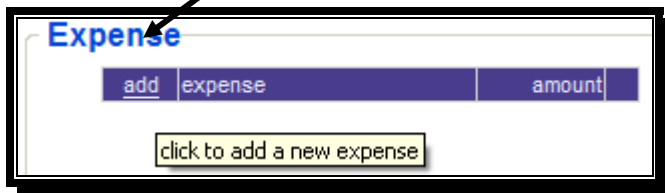
## 10.0 Entering Disposition Date



Enter a Disposition Date in the labeled box

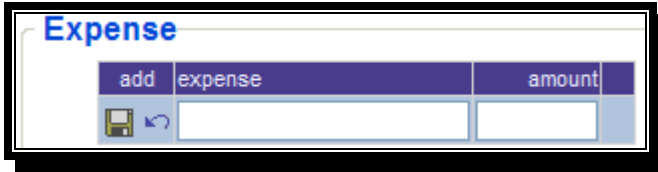
## 11.0 Inputting an Expense

Step 1: Click on add link





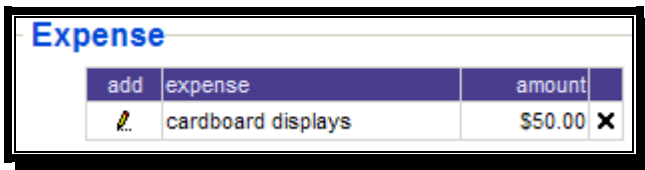
Step 2: Enter expense data



- Expense – Brief description of expenses, (alpha characters).
- Amount – Enter the amount of the expense (USD)

Step 3: Saving an Expense row

- By clicking on the “diskette” icon, it saves the Expense row.
- You must do this for every expense row.



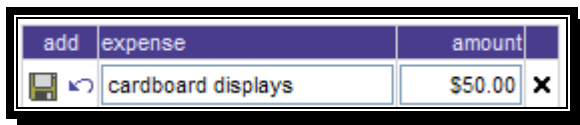
NOTE: When you are done adding, updating, or deleting expenses, you **must** click on the Save icon to commit your changes to the database. If you do not hit save icon, your changes will not be saved.

Step 4: Expense Receipts

- Mail copies of the receipts to ACP, 253 Broadway, Fl. 8, New York, 10007 and write the assignment/voucher # on them.
- Examples include copies of front/back of the canceled check, redacted bank statement, credit card receipt, or cash receipt stamped “PAID” by servicer.

Step 5: Editing an Expense row

- To edit an Expense row, click on the “pencil” icon
- This will open the Expense row to allow for changes.



Step 6: Deleting an Expense row

- To remove an Expense row, click on the **X** at the far right end of the row.
- This will then clear out any data in the identified row.

Step 7: Canceling any work

- To remove any work that you have done on an Expense row, click on the Undo icon (). This will undo your most recent entry/change.

Step 8: Saving Your Expenses

- When you are done adding, updating or deleting expenses you must click the “Save” button to commit your changes.

\*PLEASE NOTE: EXPERTS/INVESTIGATORS WILL NOT BE REIMBURSED FOR TRAVEL TIME.

## 12.0 Inputting an Activity

\*PLEASE NOTE: EXPERTS/INVESTIGATORS WILL NOT BE REIMBURSED FOR TRAVEL TIME.

### Overview Summary

**1** Enter Date, Start and Finish time for activity. Once these are entered, all other fields must be completed

**2** Category: Click on the down arrow to select either In-Court or Out-of-Court.

**3** Activity: Hit the Tab button to move the cursor to this box. Type in a detailed description of the activity work you performed.

**Delete**: If you want to remove an activity row, click in this box which will then display an X. Then you need to click on the **Save**

**Search**: 18b Web displays activity by month and year.

**To view**: Click on the down arrow and then select the month and year.

**4** **Save**: Click on the **Save** button after all changes or additions. This must be done to save your entries before submitting them.

date	start/finish	category / activity	Employee	del
1-15-2014	9:00am 11:00am	Out-of-Court research of details	Daniel	<input type="checkbox"/>
1-16-2014	2:00pm 4:00pm	In-Court give testimony	Daniel	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

<All>

Waive Fee Save Submit

Step 1: Click on Activity tab



Step 2: Enter activity date & times

date	start/finish	category / activity	Employee	del
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

- This is a required field – it MUST not be blank.
- Date: Allowed formats: 1/2/14 or 1-2-14
- Start/Finish: Enter time, indicating AM or PM

Step 3: Enter the Category/Activity

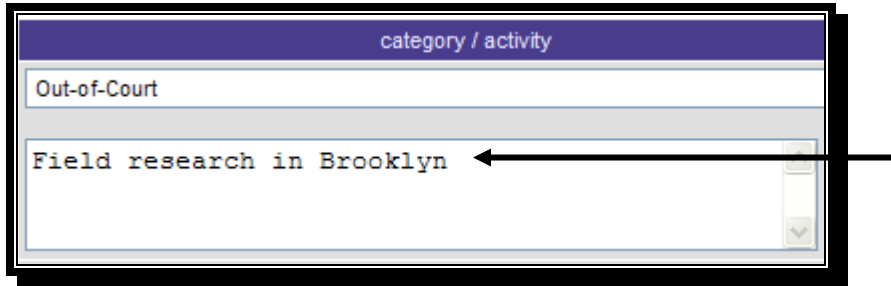
- There are 2 categories; In-Court or Out-of-Court
- These are required fields. If you enter a date it CANNOT be blank. Select the category by moving your mouse over the appropriate type and click.

category / activity

- In-Court
- Out-of-Court

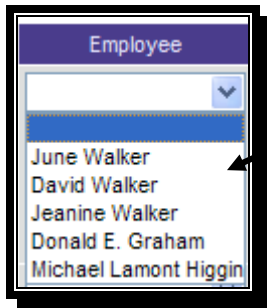
Step 4: Enter the Activity

- This is a required field – Fill in activities line by line. It MUST not be blank if you enter a date.
- If the Expert is identified in the system as an individual, then this field will be contain their name.



Step 5: Enter the Employee data

- This is a required field – it MUST not be blank if you enter a date.
- If the logged in user (i.e expert) is identified in the system as an individual, this field will be prepopulated with their name.



- If the Expert is identified in the system as a company this field will initially be blank.
  - The Expert will then need to click on the down arrow which will display the NYC certified employees/subcontractors (see above) that are active (before termination date).
  - Select the appropriate name and click.

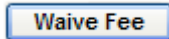
Step 6: Save the Activity data

- Clicking the **Save** button after you fill in an entire page of activity will create additional blank lines.

NOTE: The system will shade a cell in **red** when your entry is incorrect or incomplete. There will also be a **red** message in the message area on the 'general' page detailing the error. If a **red** cell appears, make the necessary changes and click the **Save** button again.

### 13.0 Actions on a Voucher

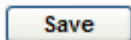
#### Action: Waive Fee



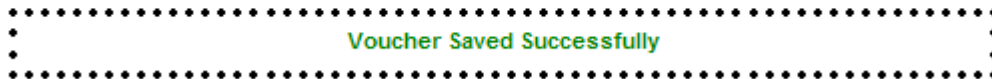
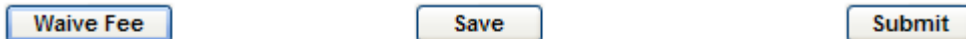
- These Voucher expenses and activities will not be paid.
- When the **Waive Fee** button is clicked, the Voucher locks and is automatically submitted. Be careful not to waive payment in error.

Note: If you click this accidentally, you must call ACP (212) 312-6574 or email [parkinsl@finance.nyc.gov](mailto:parkinsl@finance.nyc.gov) immediately to unlock and return the Voucher to OPEN status.

#### Action: Save



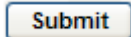
- The **Save** button saves all data entered. If you do not click SAVE, any updates or additions will be not be in the system for submission.
- Once you have saved your voucher, you will see the below message



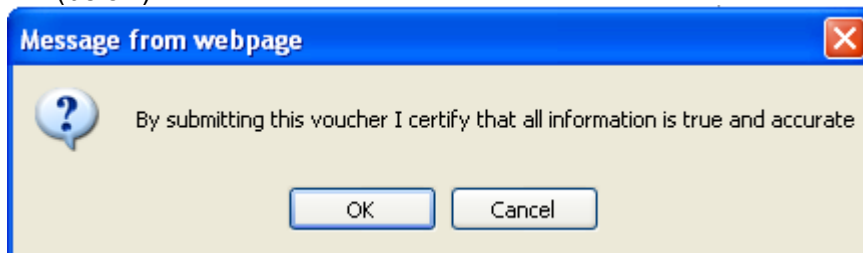
- You MUST save your Voucher before you can submit it.

NOTE: When you have entered all of the voucher data on a particular page, click the Save button. If there are any issues that prevent the validation of your voucher, they will appear in the box that appears just below the Save button. You will not be allowed to proceed until the appropriate action is taken.

#### Action: Submit



- When the **Submit** button is clicked, the voucher is reviewed for completeness and conflicts with the voucher validation rules. (see 12.0)
- If a problem exists, an error message will be displayed.
- If it does pass all review, the Expert is presented with a confirmation message (below).



- If you agree, click on OK. The Voucher then moves to the next step.

**Message types by color**

- **Green:** Indicates success or confirmation message.
- **Yellow:** Indicates a warning/informational message. This still allows you to proceed, but informs you there is a possible issue.
- **Red:** Indicates a critical/stop error. These MUST be corrected before submission can occur.

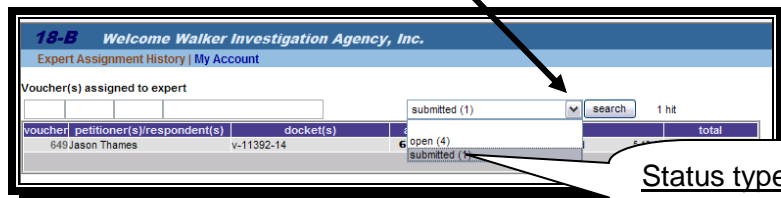
**Print a Voucher**



- When this icon is clicked, it allows you to see what the voucher looks like and print it out for your records.

**Checking Voucher Status**

1. After a case voucher is electronically submitted, you can check on its status via the Assignment History link.
2. Click on the “Search” down arrow



**Status types:** Hit the down arrow to show the active Statuses for your vouchers

3. Select the active status you are interested in
4. Click on the search button.
5. Find the voucher you want to view and click on it.
6. Review the “ACP Comment” box for information pertaining to the Voucher status. It will inform you of the reason why it cannot be validated within 7-10 business days.

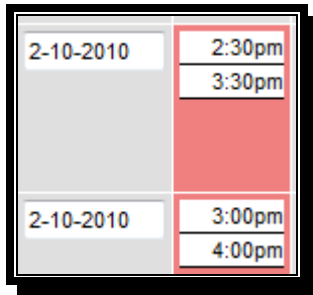
Note: If the status is in “Submitted Status” and it is more than 7-10 business days after submission of the voucher, you should contact the ACP Payment Clerk who reviewed the Voucher to see if but there is an issue with it.

## 14.0 Voucher Validation Rules

As soon as you click the “Save” button at the bottom of the page, the system will display an error message if any of the events listed below occur. You will not be allowed to proceed until an appropriate action is taken:

### Double Billing

- An activity from the current voucher is checked against another activity from either the same voucher or from a previous voucher.

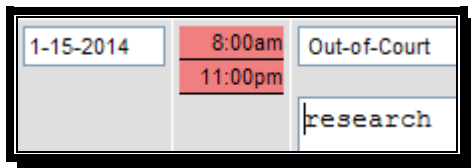


- If the date and times are the same, then you will see a “Red” error message at the bottom of this activity page as shown in the screenshot below.

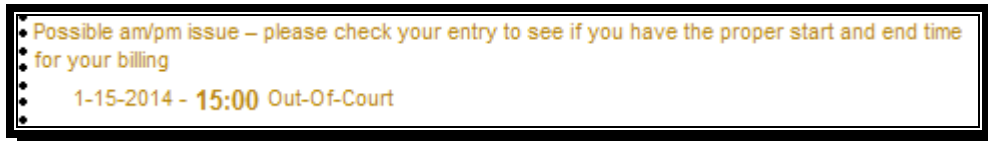


- For Experts with employees (subcontractors) the validation rule will apply to the whole voucher

### Overbilling



- If you bill over 12 hours total or more in any one day, you will see a “Yellow” error message for overbilling as shown in screenshot below.



- Please check your time to ensure it is correct.

**Overcap**

- If your voucher total amount exceeds the statutory maximum of \$1,000, there is a further step you must take.

<b>Total</b>		
In-Court	\$0.00	(0:00 @ \$100/hr)
Out-Court	\$2,700.00	(27:00 @ \$100/hr)
Expenses	\$0.00	
<b>Total</b>	<b>\$2,700.00</b>	

- You will see a “Red” error message as shown in the screenshot below.

• An attached electronic affidavit must justify a total in excess of \$1,000. Please enter a detailed explanation for the Over Cap Affidavit in order to submit this voucher.

- You are then required to provide an electronic affidavit before the voucher is submitted (see section 13).

**Lunch Time activity**

- In-court activity cannot be entered if it occurs between 12 and 2pm and the duration of the activity is more than 15 minutes.

date	start/finish	
1-24-2014	1:00pm	In-Court
	2:30pm	
		Pre-trial hearings.

- You will see a “Red” error message as shown in the screenshot below.  
 • No payment for in court lunch time between 12-2pm  
 • .....
- If the time is accurate but should be indicated as “Out of Court”, change the category to Out-of-Court.

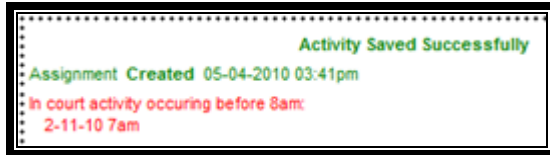
**In-court Activity between 5pm & 9 am**

- You cannot enter an in-court activity between 5pm and 9am. The court does not operate during these hours.
- Any work performed during this time must be reflected as “Out-of-Court”, and included in the activity description box the fact that it is night court activity.

2-11-2010	7:00am	
	8:00am	

- You will see a “Red” error message as shown in the screenshot below.





Supplemental Voucher/ Interim

- Reason for submitting a Supplemental Voucher: The Expert has been granted permission by the court to get paid for partial work while the case is still on-going.
- You may submit a supplemental interim voucher if authorized by an Order of the Court. This original Order must be submitted to ACP to authorize the supplemental voucher in 18b Web.
- Validation rule: If a supplemental voucher is submitted with a start date before the finished date on a previous supplemental voucher, the system will generate a critical error message.
- You will see a “Red” error message as shown in the screenshot below.

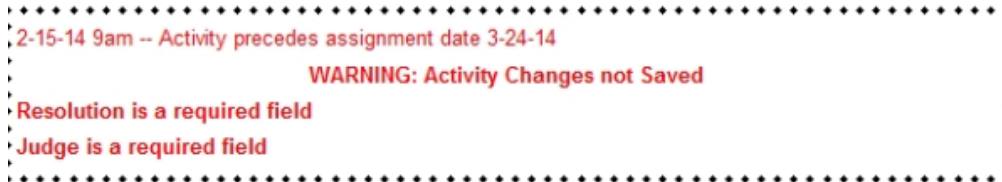


**Billing Date before Assignment Date**

- Validation rule: An Expert voucher cannot be submitted for work with a start date before the Assignment date. Notice the date box is in **red**.

date	start/finish	category / activity
3-3-2013	9:00am	In-Court
	10:00am	
present findings in court.		

- You will see a “Red” error message as shown in the screenshot below.



**Future Date Voucher**

- Validation rule: You can NOT submit an activity date later than the current date.

date	start/finish
5-1-2014	8:00am
	11:00am

- You will see a “Red” error message as shown in the screenshot below.

Voucher reflecting future activity may not be submitted:  
May 01, 2014 ~~8am-11am~~Out-of-Court

## 15.0 OverCap Affidavit

### Overview

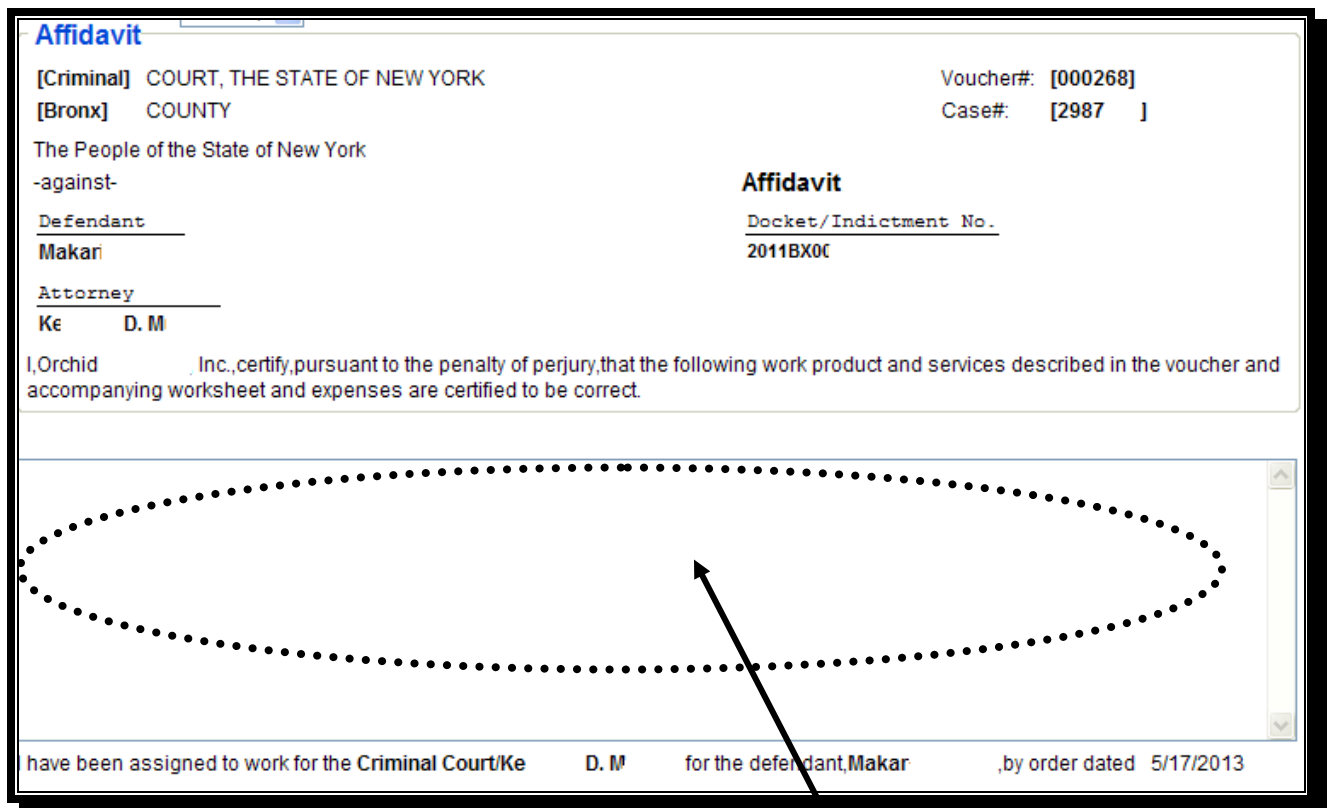
- When an Expert submits a voucher with a total amount that exceeds the statutory maximum of \$1,000, an electronic affidavit stating the reason for this amount must be submitted.

Step 1: Click on Affidavit tab



This tab is only displayed after the OverCap validation has been activated by the Expert hitting the Save button.

Step 2: Enter reason



**Affidavit**

[Criminal] COURT, THE STATE OF NEW YORK  
[Bronx] COUNTY

Voucher#: [000268]  
Case#: [2987 ]

The People of the State of New York  
-against- **Affidavit**

Defendant Docket/Indictment No.  
Makar 2011BX00

Attorney  
Ke D. M

I, Orchid Inc., certify, pursuant to the penalty of perjury, that the following work product and services described in the voucher and accompanying worksheet and expenses are certified to be correct.

have been assigned to work for the Criminal Court/Ke D. M for the defendant, Makar , by order dated 5/17/2013

Document your justification and reasons for the amount spent here.

## **16.0 Expert Rate Requests**

- The Expertise hourly rates are preset in 18b web.
- Sometimes these enhanced rates are specified on the Order of Assignment. When this occurs, you **MUST** give this Order to Finance-ACP (send or fax to ACP at (212) 676-0088). They will then make the update in the system before the Voucher is available to you.

## 17.0 Changing your Profile

### Overview

18B Web allows you to view the profile that the Assigned Counsel Office maintains for you. Your name, Financial Management System (FMS) number, Tax Identification number (TIN), phone numbers, fax number, address and the Borough(s)/Panel(s) you are certified to are maintained by NYC-ACP Administrator and will appear as read only on your profile screen.

Your user name is usually the first initial of your first name and your full last name. Upon logging into the system for the first time you should change your password as soon as you have an opportunity.

### Profile Screen

Payment Address				
Name				
<input type="text"/>	Walker Investigal			
Address 1, 2	City, State, Zip	Phone 1, 2	Fax	Email 1, 2
Post Office Box 330	Brooklyn	(718)5- 36i	<input type="text"/>	ju lk@comcast.net
<input type="text"/>	NY 11233	(908)962-	<input type="text"/>	<input type="text"/>
Office Address				
Name (First, MI, Last)				
<input type="text"/>	<input type="text"/>			
Firm Name (if applicable)				
<input type="text"/>				
Address 1, 2	City, State, Zip	Phone 1, 2	Fax	Email 1, 2
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
borough	panel	certified	relieved	
Username <input type="text" value="j ker"/>				
Password (CURRENT) <input type="text"/>				
Password (NEW) <input type="text"/>				
<input type="button" value="Update"/>				

### Change or Add an Email

- Type your primary email address in the "Email 1" box.
- A secondary email address may be added to the "Email 2" box.
- By highlighting an email address then hitting the delete button on your keyboard you can remove an email address from an "Email" box.
- Once you have added your email address click the "Update" button.

### Change your Password

- a. Click in the “Password (Current)” Field.
- b. Type in the password you received at training.
- c. Click in the “(NEW)” Box.
- d. Type your new password. Passwords must be 6-10 digits long.
- e. Click the “Update” Button.

Tips
For increased security, be sure to use a different password for 18B Web than the password you use for your other email accounts.

### Change your Phone Number

- a. Click in the Phone 1 or 2 field
- b. Type in the phone number
- c. Click on “Update”

### Change your name, payment address or TIN

- If you wish to change or update your name or TIN or payment address, please contact Lawrence Parkins at 212-312-6574 or [ParkinsL@finance.nyc.gov](mailto:ParkinsL@finance.nyc.gov)

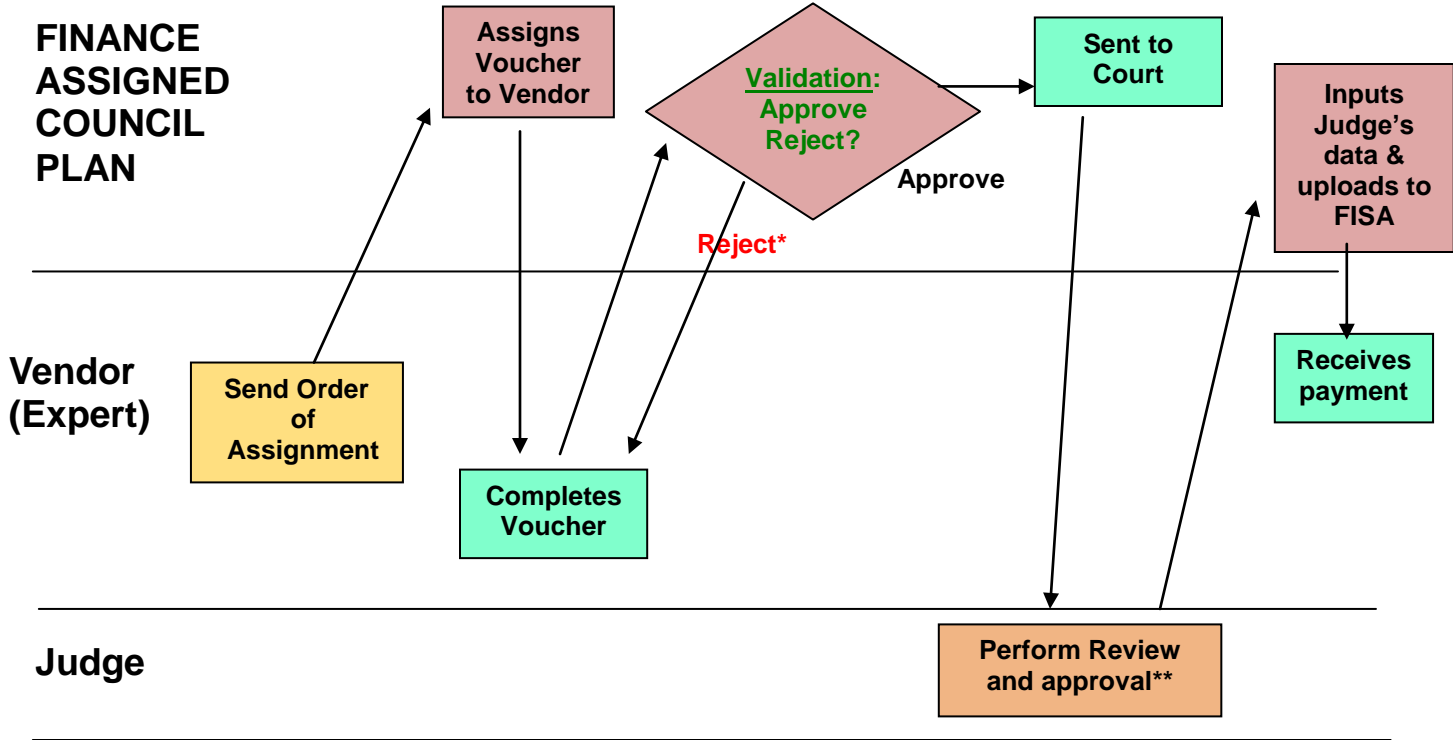
### Adding a New Vendor/Expert or Employee

To add a new Expert (Vendor) or update any information about an Employee, please contact Background Review Manager, Maria Asaro at 212-676-0418 or [MAasaro@cityhall.nyc.gov](mailto:MAasaro@cityhall.nyc.gov)

- If she is not available, please try either Barbara DiFiore at [BDifiore@cityhall.nyc.gov](mailto:BDifiore@cityhall.nyc.gov) or Mike Alperstein at [MAlperstein@cityhall.nyc.gov](mailto:MAlperstein@cityhall.nyc.gov).

## Appendix

### A. High Level Voucher Workflow Diagram



\* If the ACP rejects the Voucher, it is sent back to the Expert's Queue and has an OPEN status and check the ACP Comment box.

\*\* Sometimes the judge will make adjustments to the Vendor's voucher.

Legend:

1. Flow chart shapes: *Boxes* (□) are for processes; *Diamonds* (◇) are for decisions with different outputs
2. Basic flow starts at the left side and proceeds to the right side of the page.

## B. Glossary of Terms

Term	Usage/Description
<b>A</b>	
Assignment Date	Judge assign for case in the Order
<b>B</b>	
Batch	Combine vouchers for upload to FISA
Button	Grey rectangle used to perform an action such as save, update, submit
<b>C</b>	
Check Box	Click in it to select it and click in it again to deselect it.
Compensation Rate	Payment rate set by Law.
<b>D</b>	
Disposition Date	Family Court – Date of completion.
Docket Number	Given by OCA for Criminal <b>and UCMS for Family</b>
Double Billing	If an activity/expense from the current voucher is repeated in the same or different voucher. An alert is issued.
Drop-down menu	Provides a list of choices to select from.
<b>E</b>	
Expertise	Expert’s area of specialized knowledge.
<b>F</b>	
Field	An updatable area.
<b>I</b>	
In-Court Activity	Occurs a maximum of 7 hours during the hours of 9am-5pm with lunch non-billable lunch between 1pm and 2pm.
<b>L</b>	
Lunch Time Activity	If there is an In-court activity between the hours of 1pm and 2pm lasting more than 15 minutes, then an alert is issued.
<b>O</b>	
Over Billing	An expert that has billed more than 12 hours in one day and exceeds a maximum of 7 in court hours.
OverCap	An Expert voucher exceeding the statutory maximum of \$1,000. For approval, an affidavit is required.
<b>R</b>	
Resolution type	The status of the Voucher submitted for a Case which is either Closed or Interim. Interim means there will be more vouchers submitted.
Respondent/Petitioner	Client in Family Court
<b>T</b>	
Tabs	Tabs are similar to sections. 18B web has three Tabs to select from.