

FREQUENTLY ASKED QUESTIONS REGARDING VMS IMPLEMENTATION:

What happens to vouchers that were submitted before the launch of VMS?

Vouchers submitted prior to the launch of VMS will result in a check payment. **Note:** Rejected vouchers not resubmitted before Saturday, 3/15, cannot be paid with a check and must include VMS payment details to receive the EFT payment.

If I experience problems creating my VMS account, where can I get help?

You should call or email the CJA staff if you have questions about creating your VMS account.

Do I have to create a VMS account?

Yes. You must create at least one payment account to submit and receive compensation for payment in the eVoucher application.

What information do I need to create a VMS account?

You need your personal contact information, tax classification and tax ID information, and the bank information where you want to receive EFT payments.

Can I create more than one payment account in VMS?

Yes. You have the option to create a payment account using your SSN or EIN, or, if you work for a firm, you can request to link to that firm's EIN.

Can I set up a default payment account to appear when I process vouchers?

If you only have one payment account created in the VMS, eVoucher defaults to selecting that account on voucher creation. If you have multiple payment accounts in the VMS, you must select the appropriate payment account from the **Payment Details** drop-down menu on the Basic Info screen.

My bank information didn't populate when I entered my bank's routing number. What do I need to do to continue creating my VMS payment account?

The VMS verifies information using a master file of existing routing numbers. Contact your bank and verify that you have their correct routing number.

My firm has different offices in multiple states. They currently deposit the fees earned by attorneys in different states into different banking accounts. Can my firm have multiple payment profiles used by the different attorney?

No. Currently, the VMS only allows one EIN to be associated with one bank account. If multiple bank accounts must be associated with an EIN, CJA staff can submit a modification request (MR) for enhancement at a future release.

If I conduct business as a solo LLC and I have a business EIN, should I use my SSN or my EIN to create my VMS payment account?

It depends on where you want the income to be reported on your 1099 tax form. If you want your business to be the billing payee, then you should use your EIN.

Can I change banking information if necessary?

Yes. You can edit your bank account information from the My Payment Accounts section of your VMS home page. If you're linked to a firm's payment account and the Authorized Agent edits the banking information, you will be notified and receive a request to confirm the change. If banking details change, any vouchers in progress must be rejected and resubmitted with the updated banking details.

What if my EIN fails TIN matching?

If you fail to pass the TIN/name verification with the IRS, there are several ways that you can retrieve your EIN:

- Request your EIN information at <https://www.irs.gov/businesses/small-businesses-self-employed/lost-or-misplaced-your-ein>
- Call the IRS Business & Specialty Tax Line at 800-829-4933 and request that the IRS search for your EIN. This option is available Monday through Friday from 7:00 A.M. to 7:00 P.M. local time. You will be asked to provide identifying information and can receive the EIN over the phone as long as you are the person authorized to receive this information (such as a sole proprietor, a partner in a partnership, a corporate officer, a trustee of a trust, or an executor of an estate).
- Search for your state's Secretary of State website. These websites typically include a business search option.
- Locate the computer-generated notice that was issued when you first received your EIN from the IRS. This notice confirms your application and receipt of an EIN.
- If you used your EIN to open a bank account or apply for any type of state or local license, contact those organizations or agencies to secure your EIN.

Can I create a CJA-21 for an expert who does not have a VMS account?

Yes. You can create a CJA-21 voucher; however, the voucher cannot be submitted until the expert creates their VMS profile and sets up a payment account. Once that is done, you can then select the expert's payment details and submit the voucher.

Will I be notified when EFT payments are deposited into my bank account?

No. There is no notification from Treasury about payment deposits, but you can run the new Vouchers Paid (Attorney or Expert) report to cross reference payments and confirm amounts. Payees typically receive payment within a week of voucher certification.

What details are included with the EFT payment?

It depends on what your bank chooses to display. Some banks may not provide enough information to identify which payment goes to which voucher number. Attorneys can run the Vouchers Paid Report – Attorney and see their voucher payment information, including both check and EFT payments. Experts can also do this by running the Vouchers Paid Report – Expert. If an attorney or expert has multiple court profiles, such as district and circuit court profiles, they must run this report for each court to see everything.

If multiple payments are made on the same day, do I receive separate EFT payments, or are they batched?

The payments are not batched. You will receive separate EFT payments for each approved voucher.

Does the Authorized Agent have to be an attorney?

No. In the VMS, the Authorized Agent is the person who is authorized to act on behalf of a business; this could be any individual in a firm or other type of organization. Businesses that have multiple people registering with the same EIN should decide *in advance* who will be the Authorized Agent responsible for maintaining the business's tax and billing information and managing requests to link to the EIN.

Can I choose another person to be the Authorized Agent after the invitation has been sent?

Yes. On your VMS dashboard, click **More** on the payment card that has the pending invitation. Then, click **Manage Invitation** to make changes to the Authorized Agent assignment.

Can there be more than one Authorized Agent assigned to a payment account?

No. Only one business entity per EIN can be registered in the VMS. Any business or organization registering with an EIN must determine their Authorized Agent in advance. Once the business or organization is registered with an EIN, subsequent vendors registering under the same EIN must request to link to the existing business entity.

How does the Authorized Agent, who doesn't have eVoucher access, get back into the VMS once they've created their account?

They can click the VMS link from the invitation email they received when they set up their Authorized Agent account and bookmark the URL for direct access to the VMS application.

How can I change the Authorized Agent who is already in the VMS?

Contact your local CJA staff to assist you request the change with the National Service Desk.