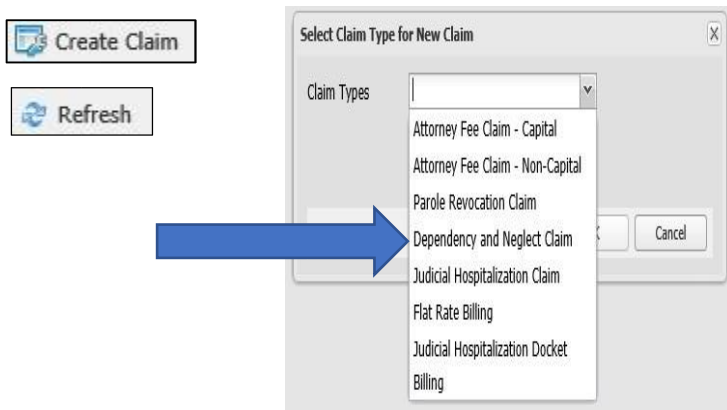


## TRAINING OVERVIEW FOR ACAP

ACAP training is not mandatory, but is strongly suggested. All training is done online and is a one on one session. ACAP training is usually 30 minutes to an hour. Please contact Amy Park at [amy.park@tncourts.gov](mailto:amy.park@tncourts.gov) to schedule a training. Below is a brief overview of what will be covered in the training.

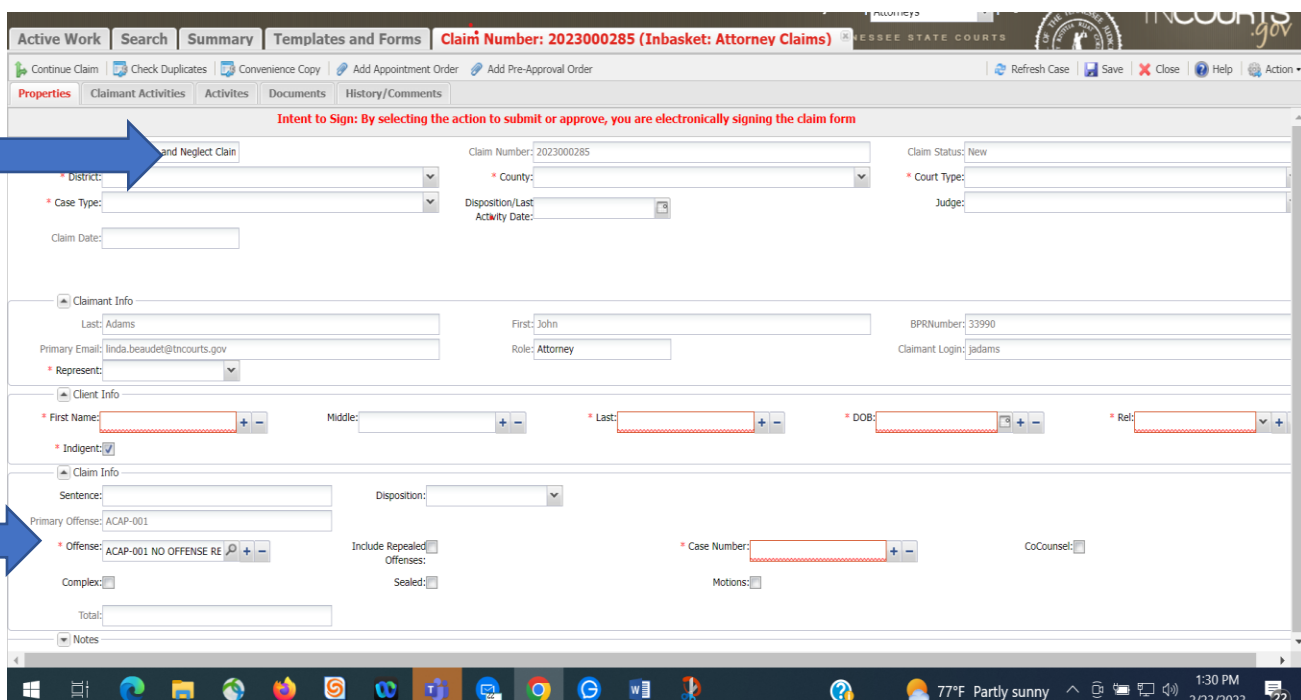
### Creating a claim in ACAP.

After you log into ACAP you will see the Create Claim Button in the left corner. Click on the Create Claim Button. A drop-down menu will appear. Please pick the Dependency and Neglect Claim type.



### Properties Tab

You must fill out the Properties Tab in the following order: District; County; Court Type; Case Type. You must choose from the drop-down menu. If you type any information in the fields, ACAP will not save your changes. You must enter a disposition date or last activity date before you can select the judge from the drop-down menu options. ACAP has pre-filled the offense for you, please do not change the offense.

A screenshot of the ACAP 'Properties' tab for a new claim. The claim number is 2023000285. The form includes fields for District, County, Court Type, Case Type, Disposition/Last Activity Date, and Judge. Below these are sections for Claimant Info (Last: Adams, First: John, BPRNumber: 33990, Role: Attorney), Client Info (First Name, Middle, Last, DOB, Rel), and Claim Info (Sentence, Disposition, Primary Offense: ACAP-001, Offense: ACAP-001 NO OFFENSE RE, Case Number, CoCounsel). A blue arrow points to the 'Dependency and Neglect Claim' dropdown menu, and another blue arrow points to the 'Offense' dropdown menu.

## Claimant Activities

Claimant will select the Claimant Activities tab to enter expenses and hourly activities for reimbursement. Below this tab, ACAP displays a toolbar with three buttons:

- “Add” button will add and save your expense or hourly activities record.
- “Delete” button is grayed out until you check mark the expense or hourly activities record you want to delete.
- “Upload Receipt” button will populate the Add Document screen so you can browse your computer and upload your receipt.

The screenshot displays the ACAP software interface for claim number 2023000285 (Inbasket: Attorney Claims). The interface is divided into several sections:

- Toolbar:** Contains buttons for 'Continue Claim', 'Check Duplicates', 'Convenience Copy', 'Add Appointment Order', 'Add Pre-Approval Order', 'Refresh Case', 'Save', 'Close', 'Help', and 'Action'.
- Navigation:** Includes tabs for 'Properties', 'Claimant Activities' (selected), 'Activities', 'Documents', and 'History/Comments'.
- Buttons:** 'Add', 'Delete', and 'Upload Receipt' are visible at the top left.
- Hours Section:** A table with columns: Service Date, Expense Type, Expense Description, Quantity, Unit Cost, Total Cost. Subtotal: \$0.00, Max Compensation: \$0.00.
- Hours Adjustment Section:** A table with columns: Hours Adjustment, Total Cost. Subtotal: \$0.00.
- Expenses Section:** A table with columns: Service Date, Expense Type, Expense Description, Quantity, Unit Cost, Total Cost. Subtotal: \$0.00.
- Claim Total:** A bar at the bottom showing a total of \$0.00.

## Other Things Covered in Training

How to upload Appointment Orders, Motion and Complex Orders, Final Orders etc.

Things that will get your claims returned and where to find the returned claims

Things that will get your claims denied and what other statuses mean in ACAP

How to use the Search Tab

How to print a convenience copy

What do to if you do not see your judge name in the drop-down list

What to do if your judge is an “offline” judge