

ACAP

AOC Claims and Payment System Online Judges Approval Process Version 1.0

November 27, 2017

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About ACAP

AOC Claims and Payment (ACAP) system is our new system which will replace our existing Indigent Claims Entry (ICE) system and our existing payment processing system. This will be one system which will handle registration, requests for prior approval of experts/investigators, claim entry, claim processing, judicial review by judges, payment processing with Edison to produce claimant's payments.

This is a browser-based application which allows the following claimants: attorneys, interpreters, experts, investigators, and assignees to enter claims for indigent defense. In addition, Judicial Hospitalization clerks will be able to enter Judicial Hospitalization clerk fees for court payment of clerk fees. Judges will review and approve claims entered on ACAP. Attorneys will make their requests for authorization of experts or investigator services by submitting their pre-approval orders electronically.

To use this application, you will need the one of the following browsers: IE 11+, Firefox 56+, Safari and the latest version of Google Chrome.

Note: Windows 10 comes with the Edge browser which has trouble uploading PDF documents. Please use one of the other browser listed above.

Accessing ACAP

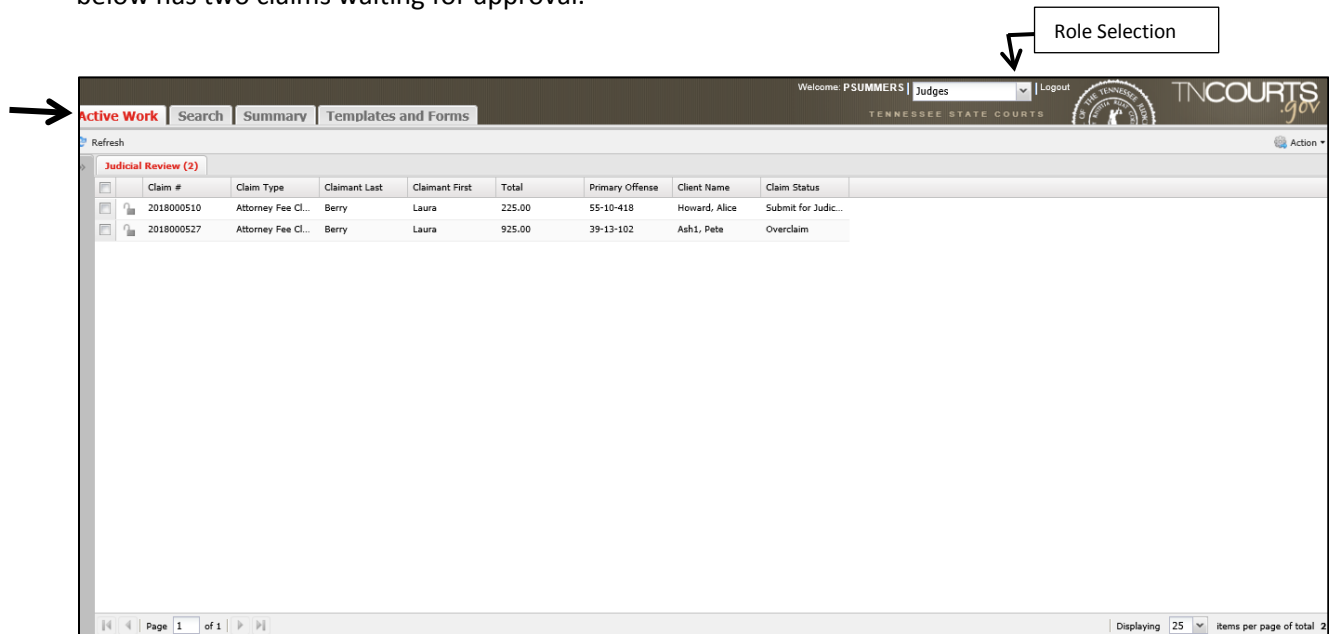
To access ACAP, the web address is: <https://acap.tncourts.gov>. Please add this address to your favorites list or bookmark in your browser or set up a shortcut on your desktop for easy access.

Active Work Tab

Enter the following ACAP web address: <https://acap.tncourts.gov> into the browser's address bar. Log on to the application using your login credentials.

Verify the role of Judges displays by your name. If not, select the down arrow and choose the correct role (some attorneys may have two roles, e.g. attorney and judge). If you see the role of Judges displayed in the field then the correct role is selected.

Select the Active Work tab and ACAP will present a list of claims waiting to be approved. The example below has two claims waiting for approval.



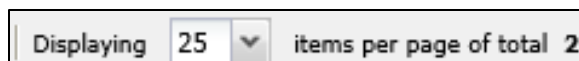
The screenshot shows the ACAP web application interface. At the top, there is a navigation bar with tabs: "Active Work" (highlighted with a red arrow), "Search", "Summary", and "Templates and Forms". To the right of the navigation bar, there is a "Welcome: PSUMMERS" message, a "Judges" dropdown menu (with a "Role Selection" box pointing to it), and a "Logout" link. Below the navigation bar, there is a "Refresh" button and a "Judicial Review (2)" section. The main content area displays a table with the following columns: Claim #, Claim Type, Claimant Last, Claimant First, Total, Primary Offense, Client Name, and Claim Status. Two claims are listed in the table:

Claim #	Claim Type	Claimant Last	Claimant First	Total	Primary Offense	Client Name	Claim Status
2018000510	Attorney Fee Cl...	Berry	Laura	225.00	55-10-418	Howard, Alice	Submit for Judic...
2018000527	Attorney Fee Cl...	Berry	Laura	925.00	39-13-102	Ash1, Pete	Overclaim

At the bottom of the screen, there is a pagination control showing "Page 1 of 1" and a "Displaying 25 items per page of total 2" message.

Each claim listed is referred to a work item and has a check box next to it for marking your selections. The work items are listed in numerical order by the Claim Id. Above the work items are column headers that represent certain details about the claim. By clicking the column header you can place the information in the column in ascending or descending order. So if you wanted to see all work items for a specific attorney then you could sort Claimant Last column header in either ascending or descending order to get the work items in alpha order by claimant's last name.

At the bottom the screen, you can control your page view and how many work items you want to display on a page. The system will count the number of work items you are viewing on a page.



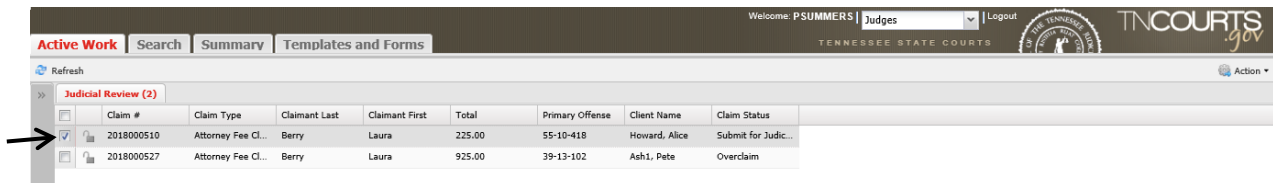
If you have more than one page then you can use the next page or previous page buttons; or last page or first page buttons to see additional work items by page.



Detailed Approval Method

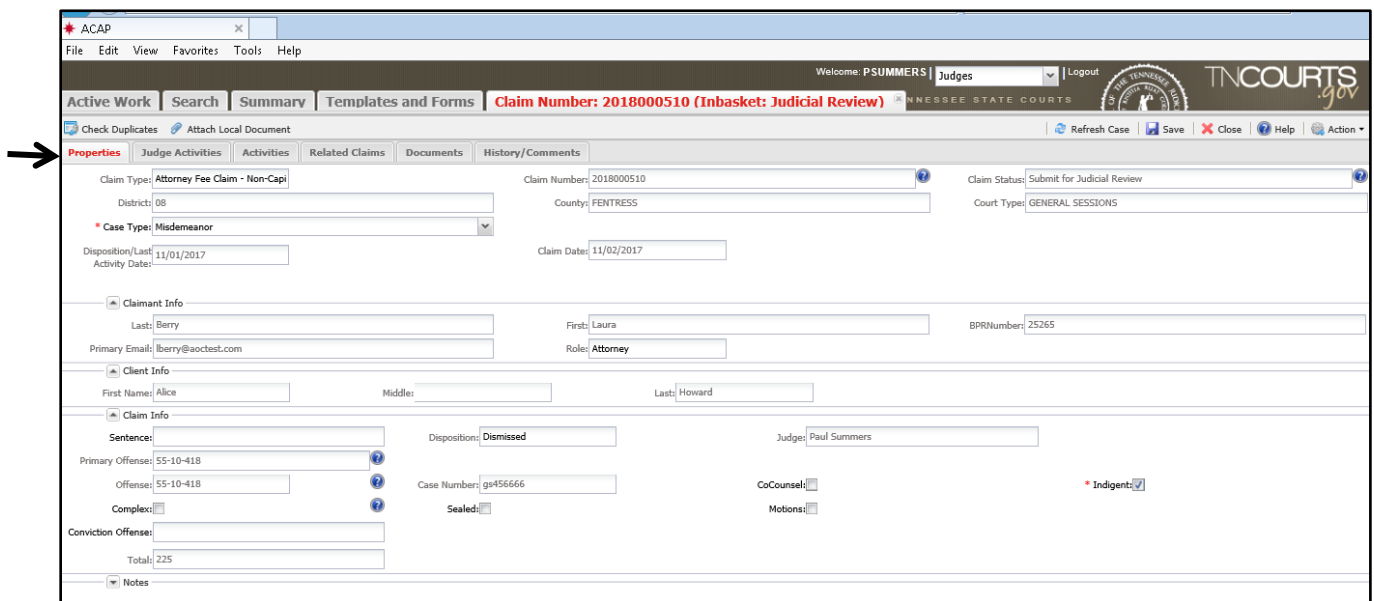
The detailed approval method will permit you to: review each line item entered by the claimant (attorney, interpreter or assignee). You will have the ability to reduce any line items quantity/hours; and/or change the total hour's amount to be paid.

To review the claimants work detail, double click on the row (work item) that contains the claim you wish to review. The system will place a checkmark in the box of the work item (row) selected and open the claim for your review.



Claim #	Claim Type	Claimant Last	Claimant First	Total	Primary Offense	Client Name	Claim Status
<input checked="" type="checkbox"/>	2018000510	Attorney Fee Cl...	Berry Laura	225.00	55-10-418	Howard, Alice	Submit for Judic...
<input type="checkbox"/>	2018000527	Attorney Fee Cl...	Berry Laura	925.00	39-13-102	Ash, Pete	Overclaim

The system will first display the Properties tab which will display the claim's court information, client/defendant information, claimant information, disposition information when applicable and whether a complex order, seal order, or miscellaneous motions were uploaded.



ACAP

File Edit View Favorites Tools Help

Welcome: PSUMMERS | Judges | Logout

Active Work Search Summary Templates and Forms Claim Number: 2018000510 (Inbasket: Judicial Review)

Check Duplicates Attach Local Document Refresh Case Save Close Help Action

Properties Judge Activities Activities Related Claims Documents History/Comments

Claim Type: Attorney Fee Claim - Non-Capi Claim Number: 2018000510 Claim Status: Submit for Judicial Review

District: 08 County: FENTRESS Court Type: GENERAL SESSIONS

* Case Type: Misdemeanor

Disposition/Last Activity Date: 11/01/2017 Claim Date: 11/02/2017

Claimant Info

Last: Berry First: Laura BPN Number: 25265

Primary Email: lberry@aocetst.com Role: Attorney

Client Info

First Name: Alice Middle: Last: Howard

Claim Info

Sentence: Disposition: Dismissed Judge: Paul Summers

Primary Offense: 55-10-418 Case Number: gs456666 CoCounsel: Indigent:

Offense: 55-10-418 Complex: Sealed: Motions:

Conviction Offense: Total: 225

Notes

The Judges Activities tab is where judge can reduce the quantity/hours on a particular (row) of activity listed on a specific date. Or the judge can create a line adjustment to reduce the total hour's amount being requested. Lastly, a Judge can deny payment on the claim. The Judge will click on Action located on the Active Work tab tool bar in the right hand side and select the action 'Deny', and enter reason for denying the claim. The system will automatically generate an email to claimant his/her claim was denied.

Service Date	Expense Description	Expense Type	Judge Quantity	Judge Unit Cost	Judge Total Cost
Subtotal: \$225.00, Max Compensation: \$1,000.00					
Attorney In Court					
11/1/2017	hearing	In Court	0.5	50	25
Subtotal: \$25.00					
Attorney Out of Court					
10/23/2017	test	Out of Court Hours - Interviews/Meetings	3	40	120
10/26/2017	test	Out of Court Hours - Motions, Orders, Briefs	2	40	80
Subtotal: \$200.00					
Hours Adjustment					
	Hours Adjustment		0	0	0
Subtotal: \$0.00					
Expenses					
Subtotal: \$0.00					

Reduce Quantity/Hours

Select the line item (row) that you want to modify the quantity of hours in the Judge Quantity column. Click in the quantity field you want to modify.

Example below Judge is changing the hours from 3 to 2. The Judge will enter the numeral 2 as new quantity and tab.

Service Date	Expense Description	Expense Type	Judge Quantity	Judge Unit Cost	Judge Total Cost
Subtotal: \$225.00, Max Compensation: \$1,000.00					
Attorney In Court					
11/1/2017	hearing	In Court	0.5	50	25
Subtotal: \$25.00					
Attorney Out of Court					
10/23/2017	test	Out of Court Hours - Interviews/Meetings	2	40	80
10/26/2017	test	Out of Court Hours - Motions, Orders, Briefs	2	40	80
Subtotal: \$200.00					
Hours Adjustment					
	Hours Adjustment		0	0	0
Subtotal: \$0.00					
Expenses					
Subtotal: \$0.00					

The system will prompt you to enter a reason for the change. Enter a reason then click the OK button.

Service Date	Expense Description	Expense Type	Judge Quantity	Judge Unit Cost	Judge Total Cost
Subtotal: \$185.00, Max Compensation: \$1,000.00					
Attorney In Court					
11/1/2017	hearing	In Court	0.5	50	25
Subtotal: \$25.00					
Attorney Out of Court					
10/23/2017	test	Out of Court Hours - Interviews/Meetings	2	40	80
10/26/2017	test	Out of Court Hours - Motions, Orders, Briefs	2	40	80
Subtotal: \$160.00					
Hours Adjustment					
	Hours Adjustment		0	0	0
Subtotal: \$0.00					
Expenses					
Subtotal: \$0.00					

Reduce Grand Total Amount

The judge will be in the Judge Activities tab. In the example below the Judge wants to reduce the hours subtotal from \$185.00 to \$125.00 by reducing amount by \$60.00. Go to the row where it displays Hours Adjustment and click in the Judge Total Cost column. Enter 60 and tab out of field.

Service Date	Expense Description	Expense Type	Judge Quantity	Judge Unit Cost	Judge Total Cost
Subtotal: \$185.00, Max Compensation: \$1,000.00					
Attorney In Court					
11/1/2017	hearing	In Court	0.5	50	25
Subtotal: \$25.00					
Attorney Out of Court					
10/23/2017	test	Out of Court Hours - Interviews/Meetings	2	40	80
10/26/2017	test	Out of Court Hours - Motions, Orders, Briefs	2	40	80
Subtotal: \$160.00					
Hours Adjustment					
	Hours Adjustment		0	0	0
Subtotal: \$0.00					
Expenses					
Subtotal: \$0.00					

The system will populate a negative \$60.00 and the Hours sub total amount is reduced to \$125.00. Judge will enter a reason for the change then click OK.

Service Date	Expense Description	Expense Type	Judge Quantity	Judge Unit Cost	Judge Total Cost
Subtotal: \$125.00, Max Compensation: \$1,000.00					
Attorney In Court					
11/1/2017	hearing	In Court	0.5	50	25
Subtotal: \$25.00					
Attorney Out of Court					
10/23/2017	test	Out of Court Hours - Interviews/Meetings	2	40	80
10/26/2017	test	Out of Court Hours - Motions, Orders, Briefs	2	40	80
Subtotal: \$160.00					
Hours Adjustment					
	Hours Adjustment		0	0	-60
Subtotal: -\$60.00					
Expenses					
Subtotal: \$0.00					

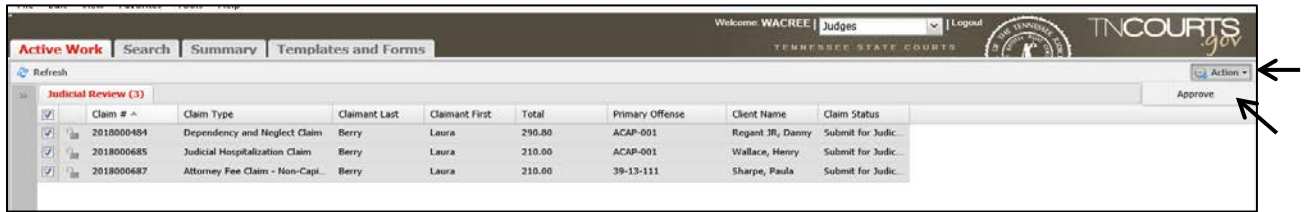
Once changes have been made and you wish to approve the claim, click on Action located on the Active Work tab tool bar in the right hand side and select the action 'Approve'.

Quick Approval

ACAP presents the list of claims waiting to be approved in your Active Work tab. Notice that there is a box to the far left of each row (work item). To approve a claim or claims without viewing detailed information, simply review the information provided and if satisfactory, place a check in the box or boxes associated with the claims you wish to approve. Checking the top box will select all claims listed.

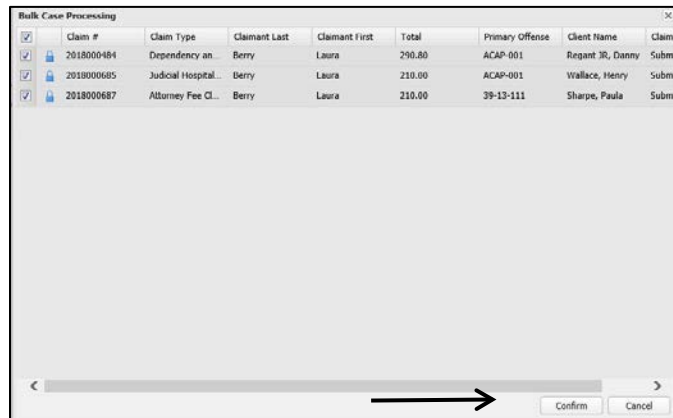
Claim #	Claim Type	Claimant Last	Claimant First	Total	Primary Offense	Client Name	Claim Status	
<input checked="" type="checkbox"/>	2018000484	Dependency and Neglect Claim	Berry	Laura	290.80	ACAP-001	Regant JR, Danny	Submit for Judic...
<input checked="" type="checkbox"/>	2018000685	Judicial Hospitalization Claim	Berry	Laura	210.00	ACAP-001	Wallace, Henry	Submit for Judic...
<input checked="" type="checkbox"/>	2018000687	Attorney Fee Claim - Non-Capi...	Berry	Laura	210.00	39-13-111	Sharpe, Paula	Submit for Judic...

When you have selected all the claims you wish to approve, click on Action located on the Active Work tab tool bar in the right hand side and select the action 'Approve'.

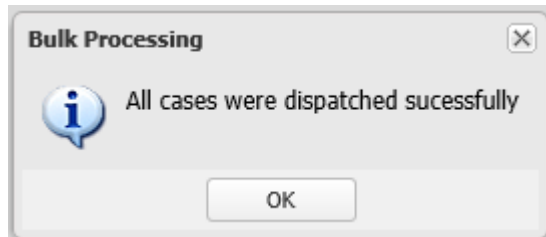


The system will display the Bulk Case Processing screen with all the claims selected for quick approval. If the claims listed are correct then select the Confirm button on the bottom of the screen. If there are one or several selections which are incorrect then deselect those claims by clicking the box to remove the check mark or you can click the Cancel button to make new selections.

Bulk Case Processing screen:



The system prompts you that all cases were approved successfully. Click the OK button to return to your Active Work tab.



Activities Tab

The Activities tab displays the claimant's in-court and out-of-court hours total dollars and expense amounts requested separately. The system will display what the Judge approved for those in-court and out-of-court hours total dollars and expense amounts. Judge cannot modify any information in this tab view.

The last three columns will reflect what the AOC approved for payment once they review the claim.

			Claimant's Request for Payment			Judges Approved Amount					
Service Date	Expense Description	Expense Type	Quantity	Unit Cost	Total Cost	Judge Quantity	Judge Unit Cost	Judge Total Cost	Audit Quantity	Audit Unit Cost	Audit Total Cost
Subtotal: \$165.00, Max Compensation: \$1,000.00											
Attorney In Court											
11/1/2017	hearing	In Court	0.5	50	25	0.5	50	25	0.5	50	25
Subtotal: \$25.00											
Attorney Out of Court											
10/23/2017	test	Out of Court Hours...	3	40	120	2	40	80	2	40	80
10/26/2017	test	Out of Court Hours...	2	40	80	2	40	80	2	40	80
Subtotal: \$200.00											
Hours Adjustment											
		Hours Adjustment			-60						
Subtotal: -\$60.00											
Expenses											
Subtotal: \$0.00											

Summary Tab

The summary tab will display claim Statistics and System Messages. System Messages will specify system down times for maintenance or AOC information regarding the indigent defense program. The left hand panel statistics is primarily used by the claimants who enter claims on the system. This area will display the number of pending or submitted claims, total hours and total amount in payments.

Active Work	Search	Summary	Templates and Forms
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <h3>Statistics</h3> <div style="text-align: center;"> <p>\$0.00</p> <p>TOTAL PAYMENTS</p> </div> <div style="text-align: center;"> <p>0</p> <p>TOTAL HOURS</p> </div> <div style="text-align: center;"> <p>0</p> <p>SUBMITTED CLAIMS</p> </div> <div style="text-align: center;"> <p>0</p> <p>PENDING CLAIMS</p> </div> </div> <div style="width: 45%;"> <h3>System Messages</h3> <div style="text-align: center;"> <p>ACAP Build Release</p> <p>Build deployed</p> <p>: acap-vu-0.0.32 on 11/16/2017</p> <p>ACAP System will be going down Saturday, November 25, 2017 at 10:30 PM until 5:00 AM Sunday, November 26, 2017 . Thank you, System Administrator.</p> </div> </div> </div>			

Assistance with Connection Issues

To troubleshoot any technical issues, please refer to the information provided below. This document will provide you with the telephone numbers to call for assistance based on your issue. The STS Help Desk will provide assistance if you are having problems with passwords. The AOC Help desk will provide assistance with technical issues, training support questions and payments questions.

STS Help Desk

Contact STS Help Desk for password issues where you have locked your account from trying to login multiple attempts. Or you forgot your password. STS can reset your password. They will send you a temporary password that you will change then login. They are available 24 hours/7 days a week.

STS Help Desk:

AOC Help Desk

Contact the AOC help desk if you are having technical issues with the system; training questions on how to use the system or payment questions. The AOC help desk will route your call to the appropriate personnel at the AOC who can help you. The AOC is available Monday – Friday from 7:30 AM – 4:30 PM (Central Time) – closed on state holidays.

AOC Help Desk: 1.800.448.7980 or 615-532-9503

System Messages

The login screen will provide system messages that will specify system down times for maintenance or may provide AOC information regarding the indigent defense program. Please review your system messages if the system is down for maintenance, you will not be able to login until maintenance is complete.