



# Avoiding Errors/ Avoiding Returns in OASIS

***Outline of common mistakes, how to avoid them, and what to do if you find you have made an error***

**REMINDER:** It is **ONLY** when IDS receives an invoice that staff are prompted search for the matching fee app. For that reason, the fee app should **always** be filed with the court AND served on [OASIS@nccourts.org](mailto:OASIS@nccourts.org), **first – before doing an invoice.**

**HELPFUL TIP:** To avoid discrepancies between the total on the fee app and the total on the invoice, you may **use OASIS as a tool to help you fill out the fee app.** \*\*OASIS automatically calculates totals (since all of the appropriate hourly rates are built-in for each expense type); if you use OASIS while drafting your fee app, the math be calculated for you and will **match** on the app and invoice.

**FOR EVERY CASE:** The **total dollar amount** and the **file number** for each fee app MUST be an **exact match** with the amount and file number on the OASIS invoice for that case.

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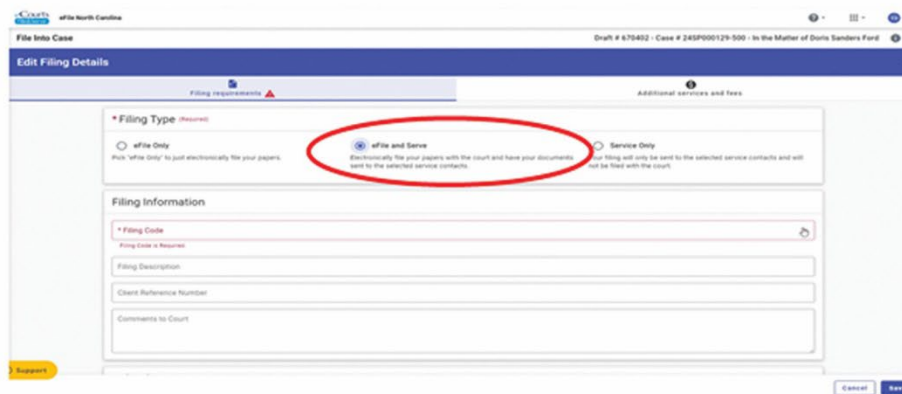
## **Common Errors:**

**You will receive a rejection notice via email if any of the following occur:**

1. If you invoiced IDS using OASIS but did not File your fee app with the court via File & Serve.
2. If you Filed the fee app but forgot to Serve it on IDS.
3. If the amount on the fee app does not match the amount on the invoice.
4. If the file numbers on the fee app and invoice do not match.
5. If there is missing documentation (receipts/timesheets, etc.) when you File and Serve the fee app in eCourts File and Serve.

## How Do I Get Paid For A Case That Was Rejected?

1. Re-File and Serve the fee app on [OASIS@nccourts.org](mailto:OASIS@nccourts.org) (using “eFile and Serve” not “eFile Only” or “Service Only”) in eCourts File & Serve (see image below); and
2. Re-Invoice that case in OASIS.



The screenshot shows the 'Edit Filing Details' page in the eCourts system. The 'Filing Type' section has three radio buttons: 'eFile Only', 'eFile and Serve' (which is selected and circled in red), and 'Service Only'. Below this is the 'Filing Information' section with fields for 'Filing Code', 'Filing Description', 'Client Reference Number', and 'Comments to Court'. The 'Filing Code' field has a dropdown arrow. At the bottom right are 'Cancel' and 'Save' buttons.

**Note:** If the fee app **was** previously filed in File & Serve, but not served on IDS, please add a note to the clerk stating:

*“This is a duplicate fee app. Please accept the fee app so IDS can be served; no additional action is needed.”*

This will prevent the clerk from re-tasking the fee app to the judge.

**If** the fee app was **not** previously filed in File & Serve, please **do not** add the note.

## Remember!

### For every case:

- (1) The fee app must be Filed. (using eCourts File & Serve)
- (2) The fee app must be Served. (using eCourts File & Serve)
- (3) The Invoice must be submitted. (using OASIS)
  - *These steps must be completed in this order.*

### eCourts and OASIS “work” in tandem:

- If you invoice IDS *without* using File & Serve, you will not get paid.
- If you File and Serve the fee app but do not submit an invoice, you will not get paid.