O.A.S.I.S.

GUIDEBOOK

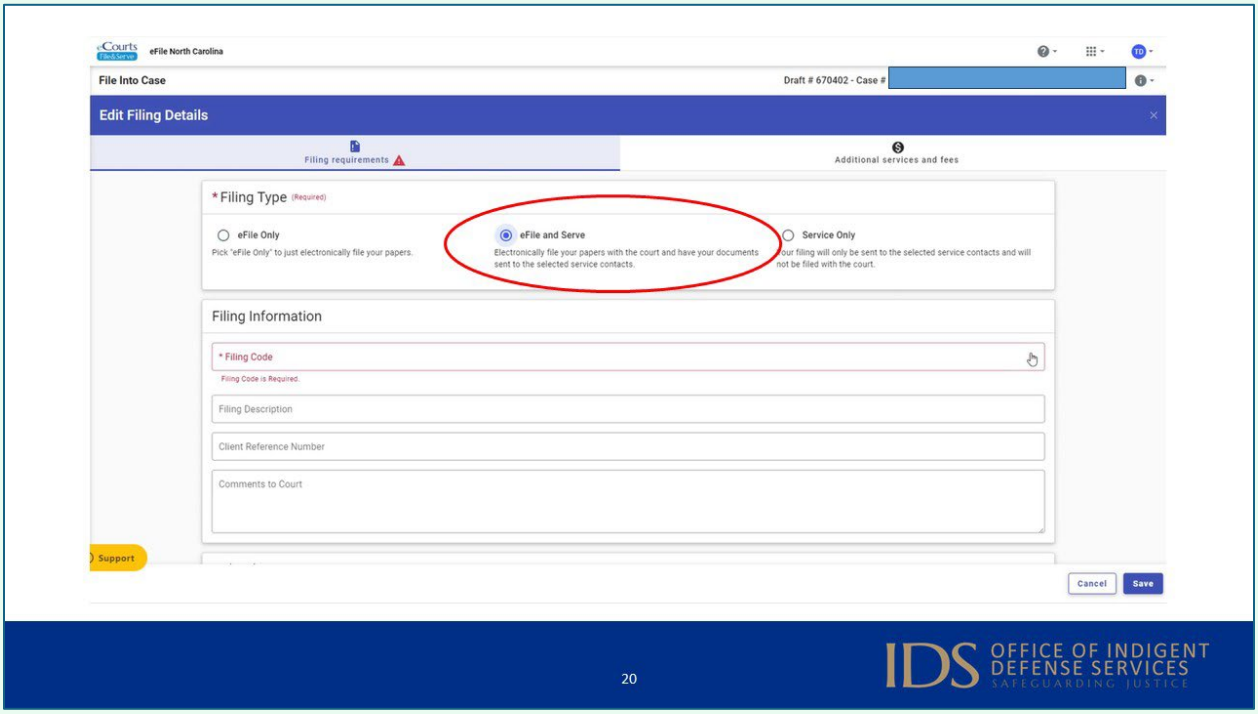
FALL 2026

QUICK REFERENCE RECAP

HOW TO GET PAID

Helpful Tip: You can enter the case information into OASIS *at the same time as* you are drafting/filling out the fee application. (OASIS does all the math for you and helps prevent errors.) The File numbers, disposition dates and billing amounts must match on the fee app and on the invoice.

1. Use **"eFile and Serve" (the middle button)** to submit the fee app in eCourts
    a. This will:
        i. eFile that fee app with the clerk; and simultaneously
        ii. Serve it on IDS (oasis@nccourts.org).
            1. **Important:**
                a. Using the "eFile" button will result in nonpayment.
                b. Using the "Service Only "button will result in nonpayment.
                c. You must use the **"eFile and Serve"** button.



2. Submit/Send the **invoice** for the case to IDS using **OASIS**, immediately after you submit the fee app in eCourts.

HOW TO VERIFY YOU DID THE STEPS CORRECTLY

The example below is for an adult criminal fee application.

1. Search for the case file number in your email search bar (example: “XXCRXXXXXX-XXX).
2. Review the “Filing Accepted” email with that case number.
    a. This email is from Tyler Technologies/AOC and it verifies that you submitted the fee app.
        i. The “Filing Type” must say “Fee Application AOC-CR-225.”
        ii. The “Activity Requested” must say “eFile and Serve.”



FW: Filing Accepted for Case: [redacted] STATE OF NORTH CAROLINA VS [redacted] Envelope Number: [redacted]

Filing Accepted
Envelope Number [redacted]

The filing below was reviewed and has been accepted by the Clerk's office located in [redacted] District Court, NC. Please click the link below to retrieve a filed-stamped copy of your eFiled document

Filing Details

Court	District Court
Case Number	[redacted]
Case Style	STATE OF NORTH CAROLINA VS [redacted]
Date/Time Submitted	6/25/2024 2:05 PM EST
Date/Time Accepted	6/25/2024 2:35 PM EST
Accepted Comments	
Filing Type	[redacted] (AOC-CR-225)
Activity Requested	EFileAndServe
Filed By	[redacted]

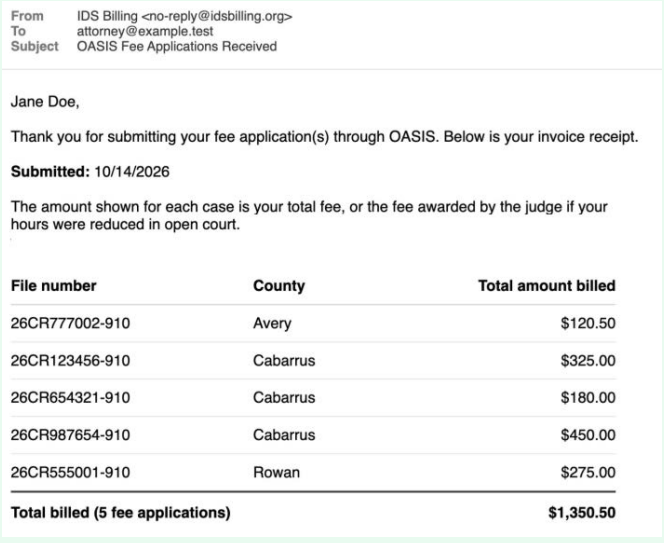
Document Details

Lead File	[redacted] Fee Application and Order.pdf
Lead File Page Count	4
File Stamped Copy	https://northcarolina.tylertech.cloud/ViewDocuments [redacted] This link is active for 90 days. To access this document, you will be required to enter your email address. Click here for more information.

For Technical Assistance

Contact Tyler Technologies

3. Review the OASIS “Fee Application Received” email with that case number.
    a. This email is from no-reply@idsbilling.org and it verifies that you submitted the invoice.



From IDS Billing <no-reply@idsbilling.org>
To attorney@example.test
Subject OASIS Fee Applications Received

Jane Doe,

Thank you for submitting your fee application(s) through OASIS. Below is your invoice receipt.

Submitted: 10/14/2026

The amount shown for each case is your total fee, or the fee awarded by the judge if your hours were reduced in open court.

File number	County	Total amount billed
26CR777002-910	Avery	$120.50
26CR123456-910	Cabarrus	$325.00
26CR654321-910	Cabarrus	$180.00
26CR987654-910	Cabarrus	$450.00
26CR555001-910	Rowan	$275.00
Total billed (5 fee applications)		**$1,350.50**

Go on to the next page...

HOW TO TRACK YOUR PAYMENTS AND BILLING EFFORTS

Use the attached spreadsheet as a tool to help you with recordkeeping/bookkeeping.

- For your convenience, the spreadsheet is also linked here.

THE OASIS FAQ

The OASIS FAQ webpage addresses specific questions that have come up on more than on occasion: https://www.ncids.org/oasis-frequently-asked-questions/.



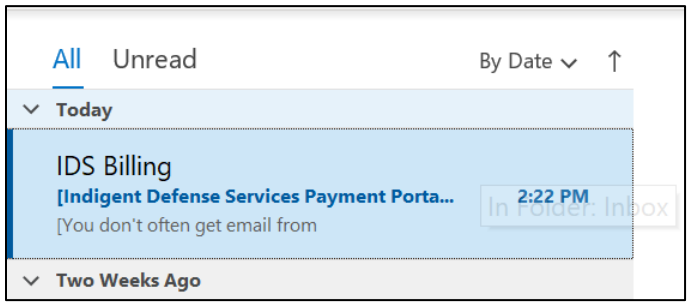
O.A.S.I.S.

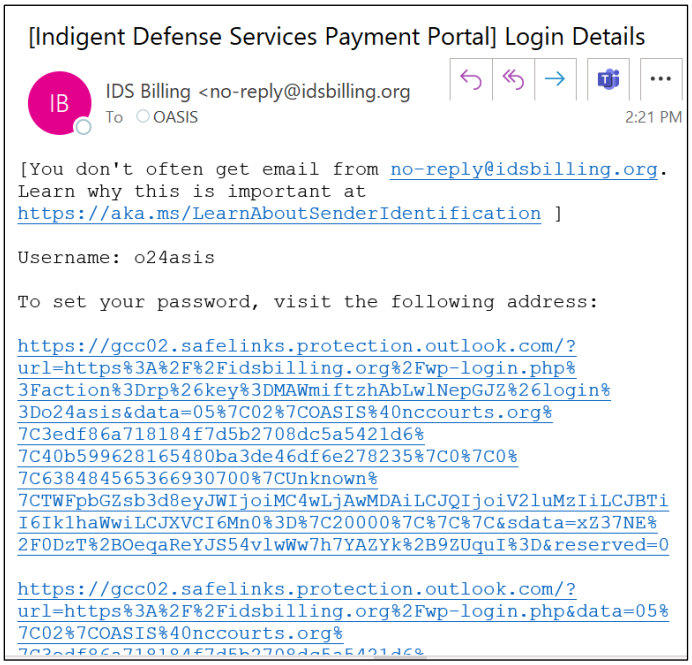
HOW TO USE THE SITE

REGISTRATION

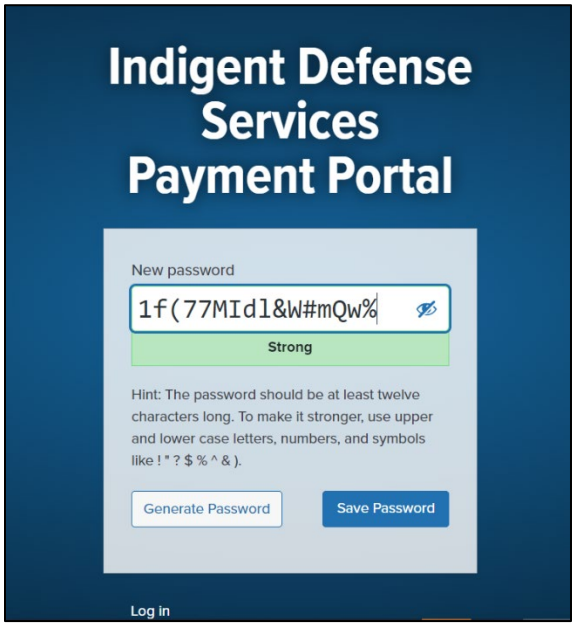
OASIS accounts are set up by IDS. Users cannot self-register.

When IDS sets up your account you will receive a username and temporary password from no-reply@idsbilling.org via email.





Click the link provided to reset your password.



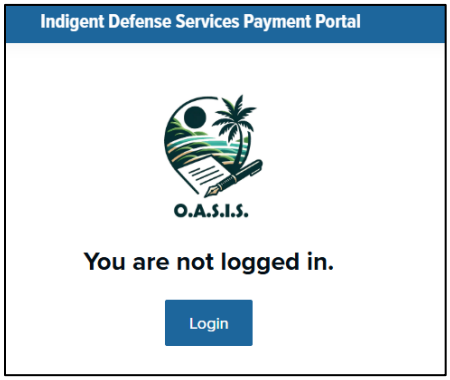
Choose your own password or click “Generate Password” if you prefer the system to randomly generate one for you.

You will receive this message once you have saved your new password. You now have an active OASIS account.



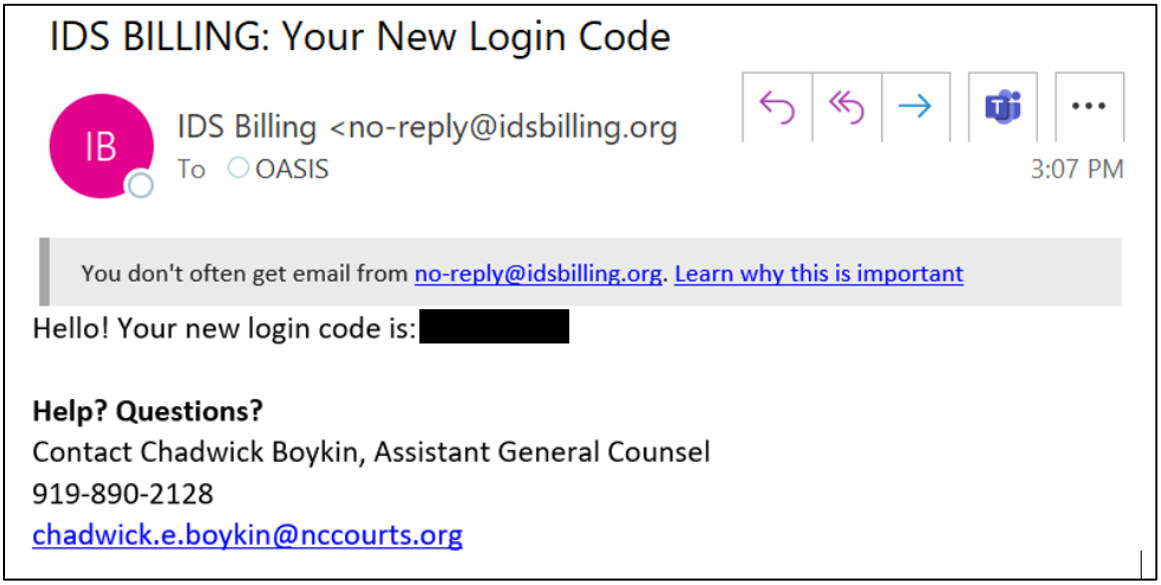
USING OASIS

Go to www.idsbilling.org and click the button to log in.

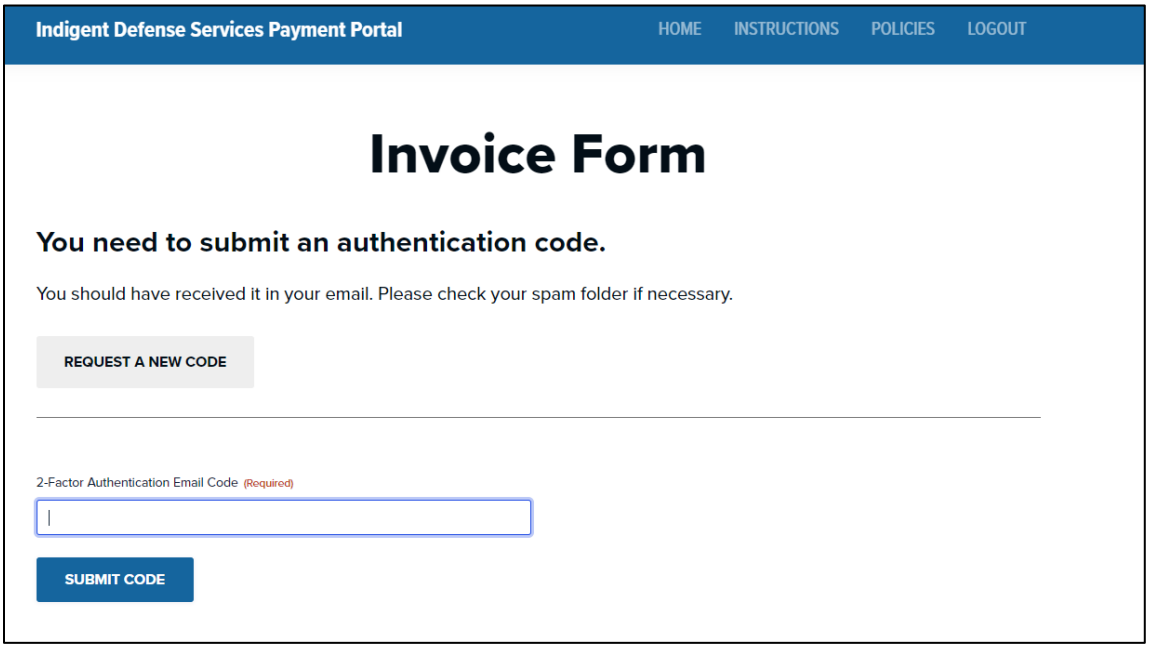


TWO-FACTOR AUTHENTICATION

Next, you will receive a numeric code to the email account you registered with, for a two-factor authentication.



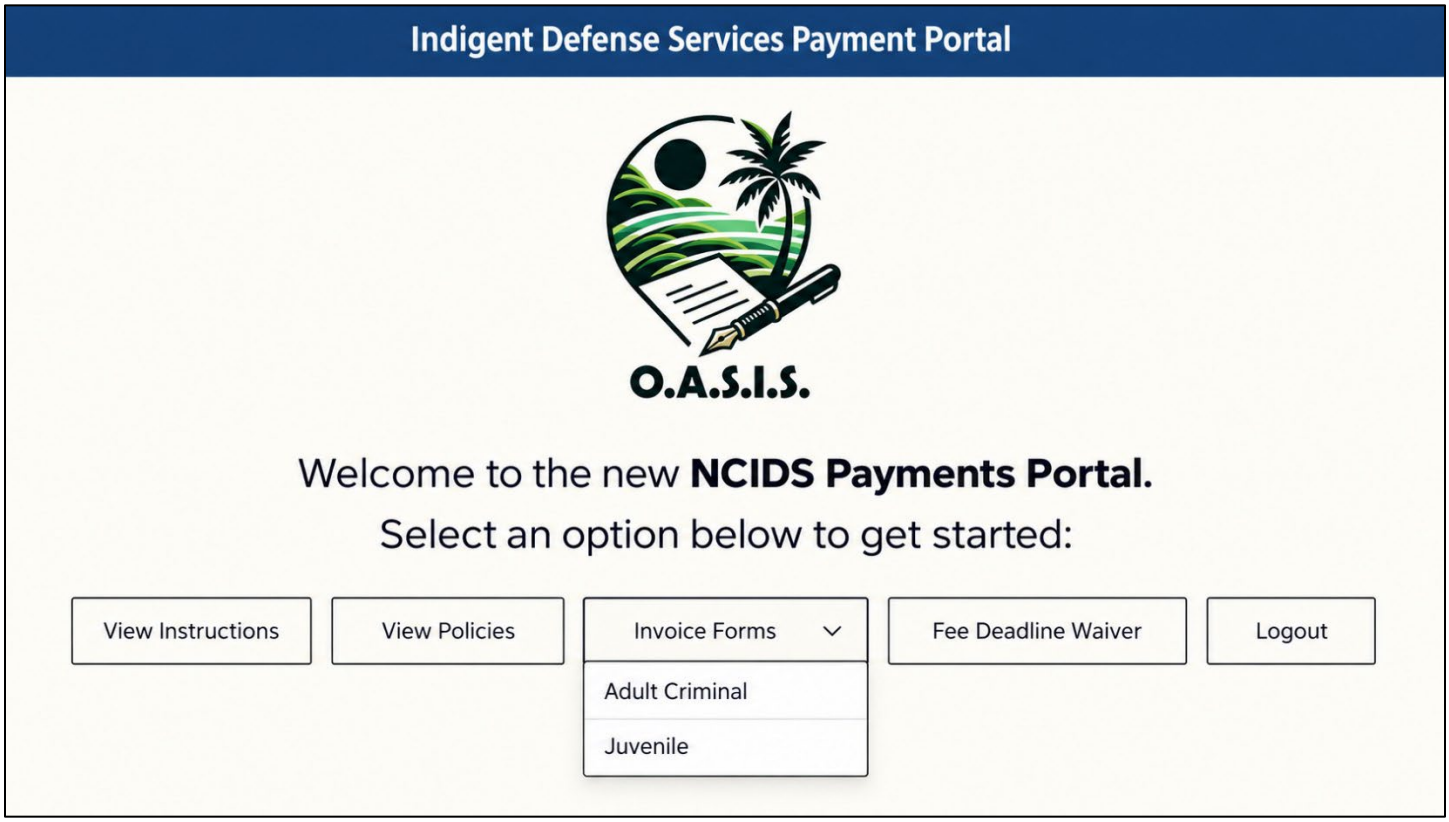
Enter the numeric code in the space provided.



From the landing page, you may opt to view instructions, view the policies, or go directly to the invoice forms using the appropriate button on the screen.

CASE TYPES

When you click on the "Invoice Form" button, you can select the case type you are seeking payment for during this session. Currently, OASIS can process noncapital adult criminal (CR and R) and juvenile delinquency (JB) case types.



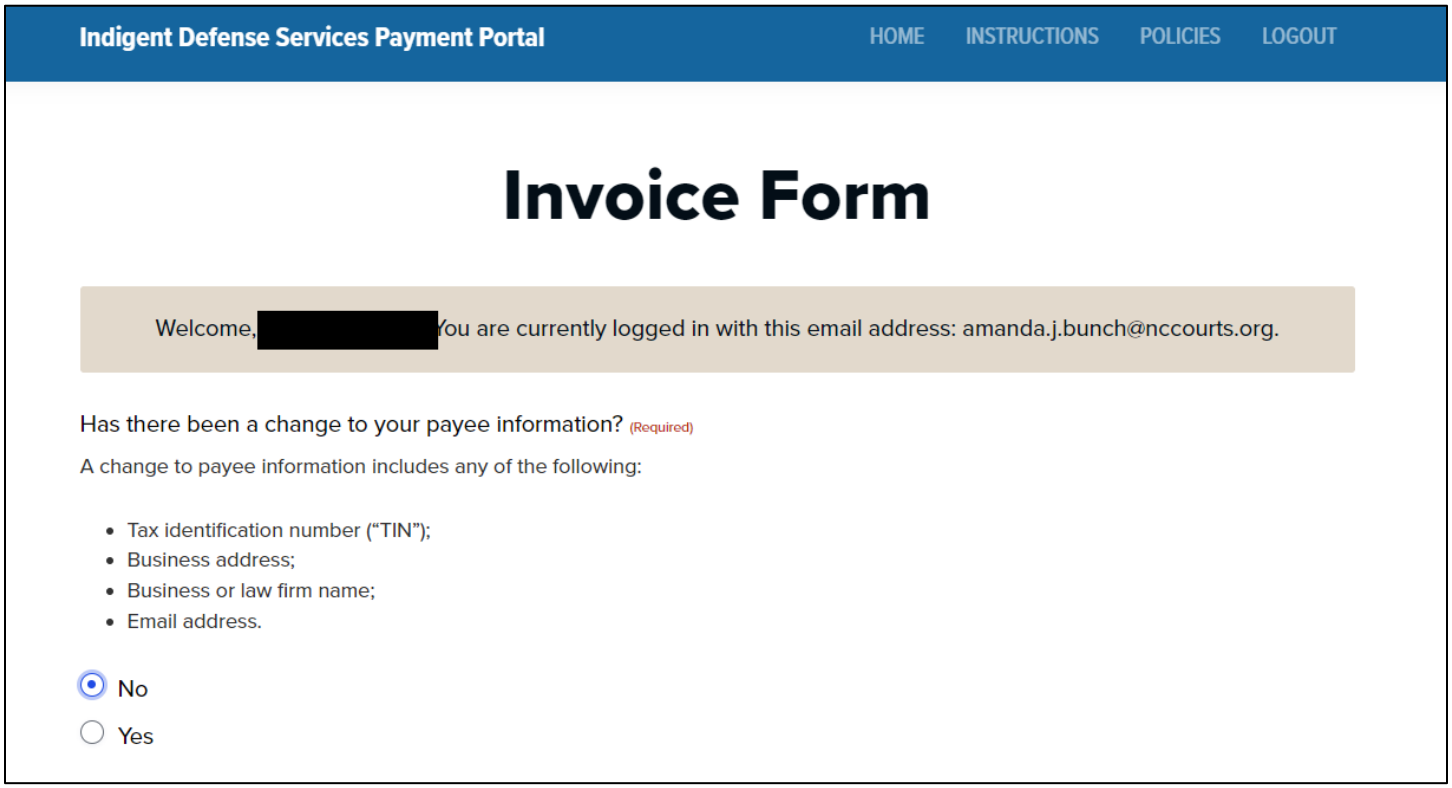
ATTESTATIONS

Choose the **"Go to Invoice Form"** button to enter your fee app data.

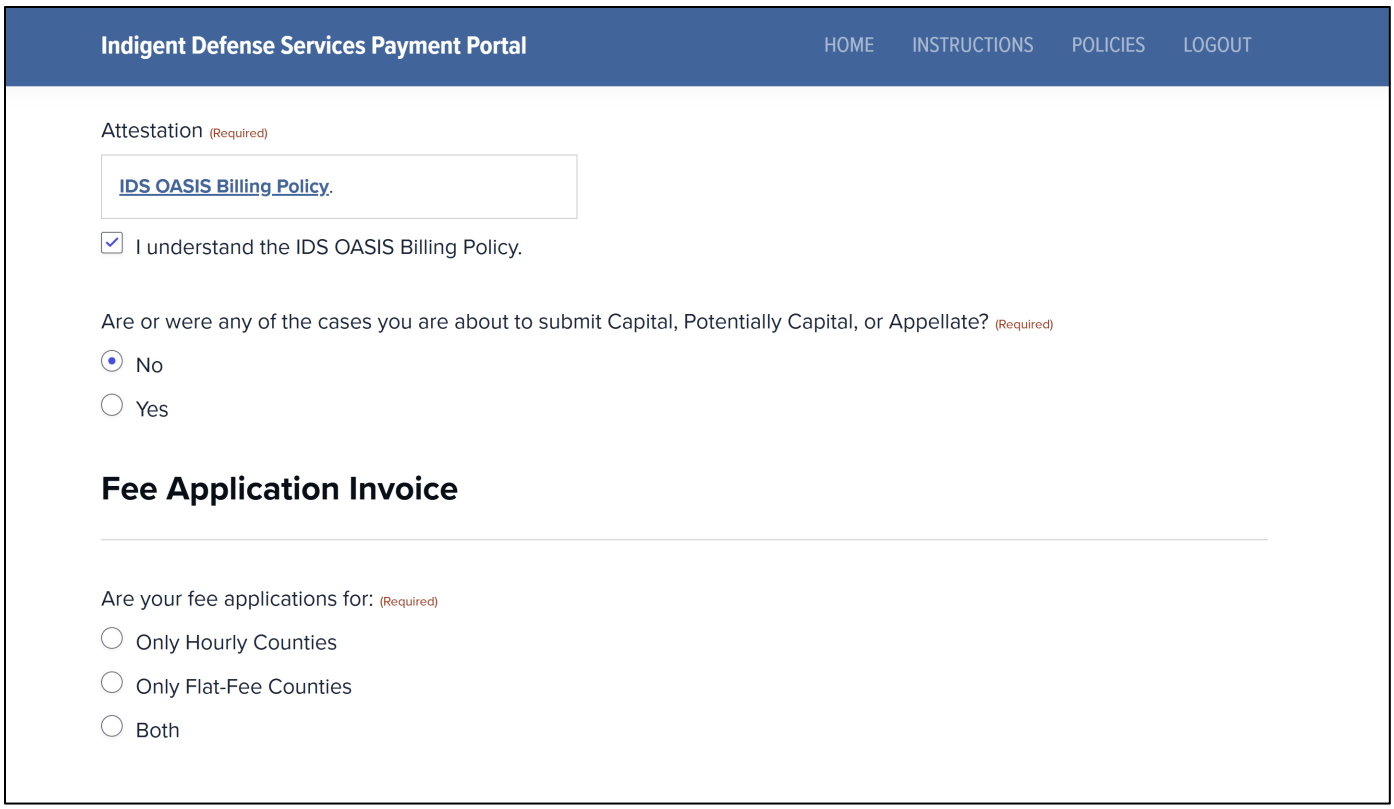
When you gain access to the Invoice Form, you must follow the prompts to:*

1. Confirm that your payee information has not changed/does not need updating.
2. Attest that you have read and understood the IDS OASIS Billing Policy, and
3. Confirm that you are not entering fee app details for any capital, potentially capital, or appellate cases.

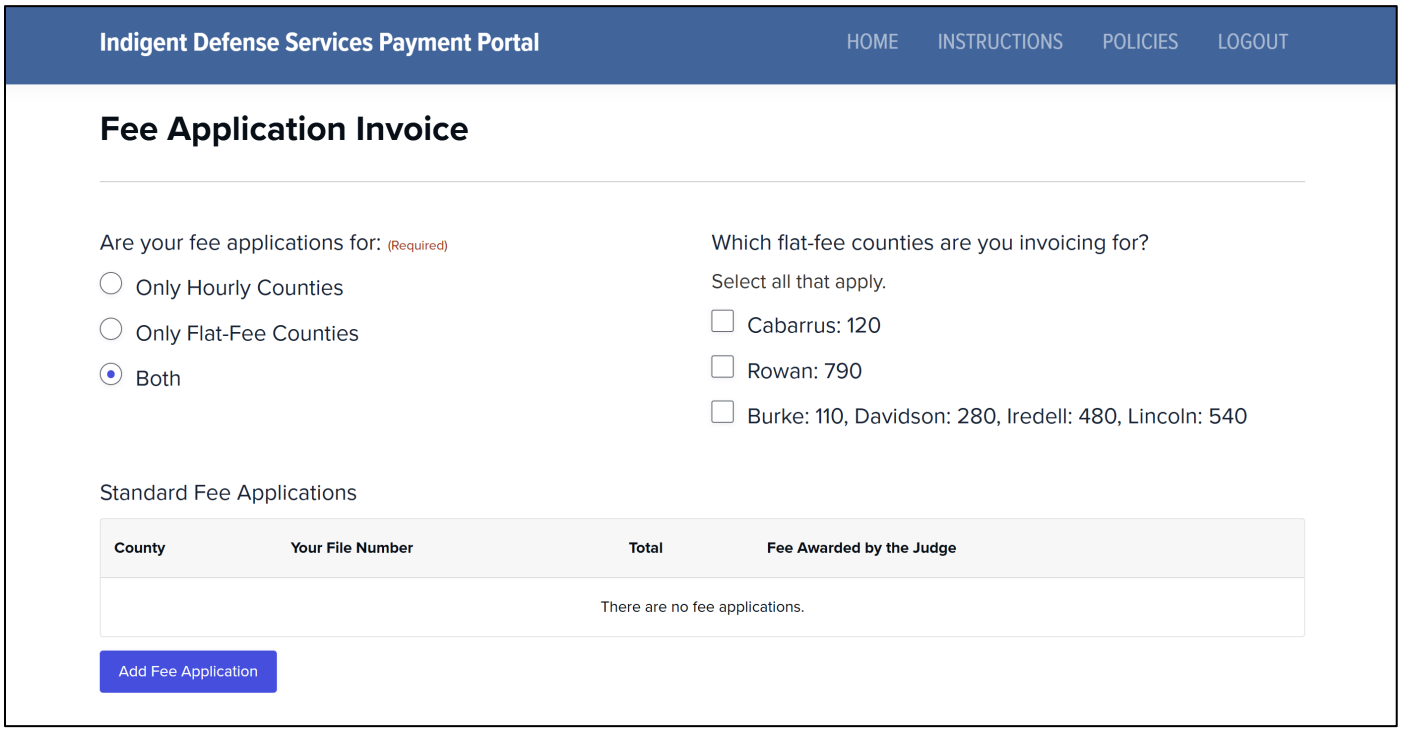
***If you answer no to any of these prompts, the site will display a message with instructions on how to proceed.**



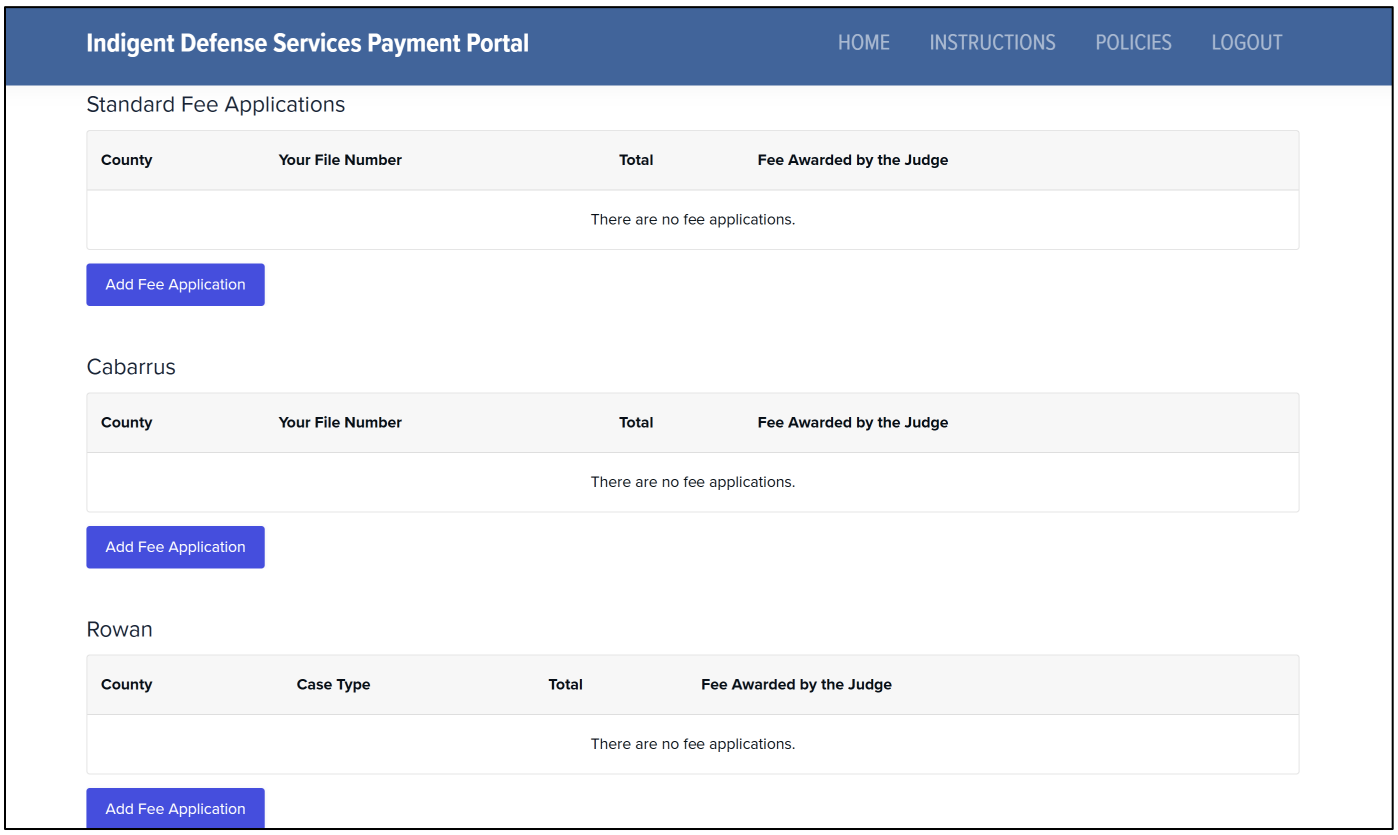
Verify that you are about to submit the correct case types (no cases appointed by the office capital or appellate defender).



Then select whether your cases are in counties that are hourly, flat-fee, or both.



The appropriate forms will populate based on your selection(s).



ENTER FEE APP DETAILS

Click on the blue button to **“Add Fee Application.”**

From here, enter case details in the spaces provided.

Fields marked (Required) cannot be left blank.

ENTER CASE DETAILS CAREFULLY

OASIS includes custom logic that applies the correct rates based on disposition date and for IDS policies.

Regardless of the case type you are entering details for, if you follow each data field/pop-up window and enter accurate information into each window, you will be successful in submitting your invoice.

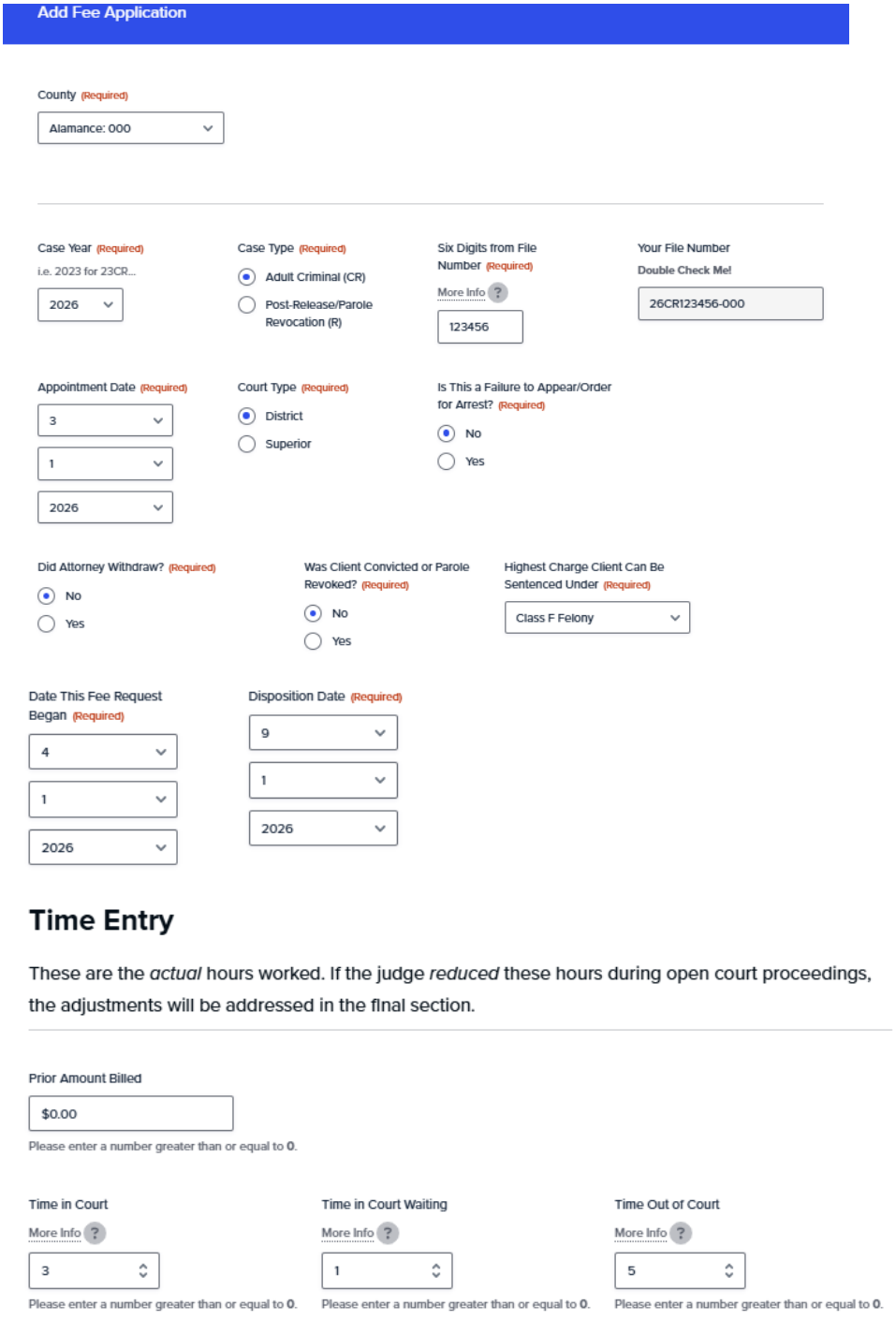
In the event a step is missed or if something is missing, you will be prompted on how to correct the issue before you proceed.

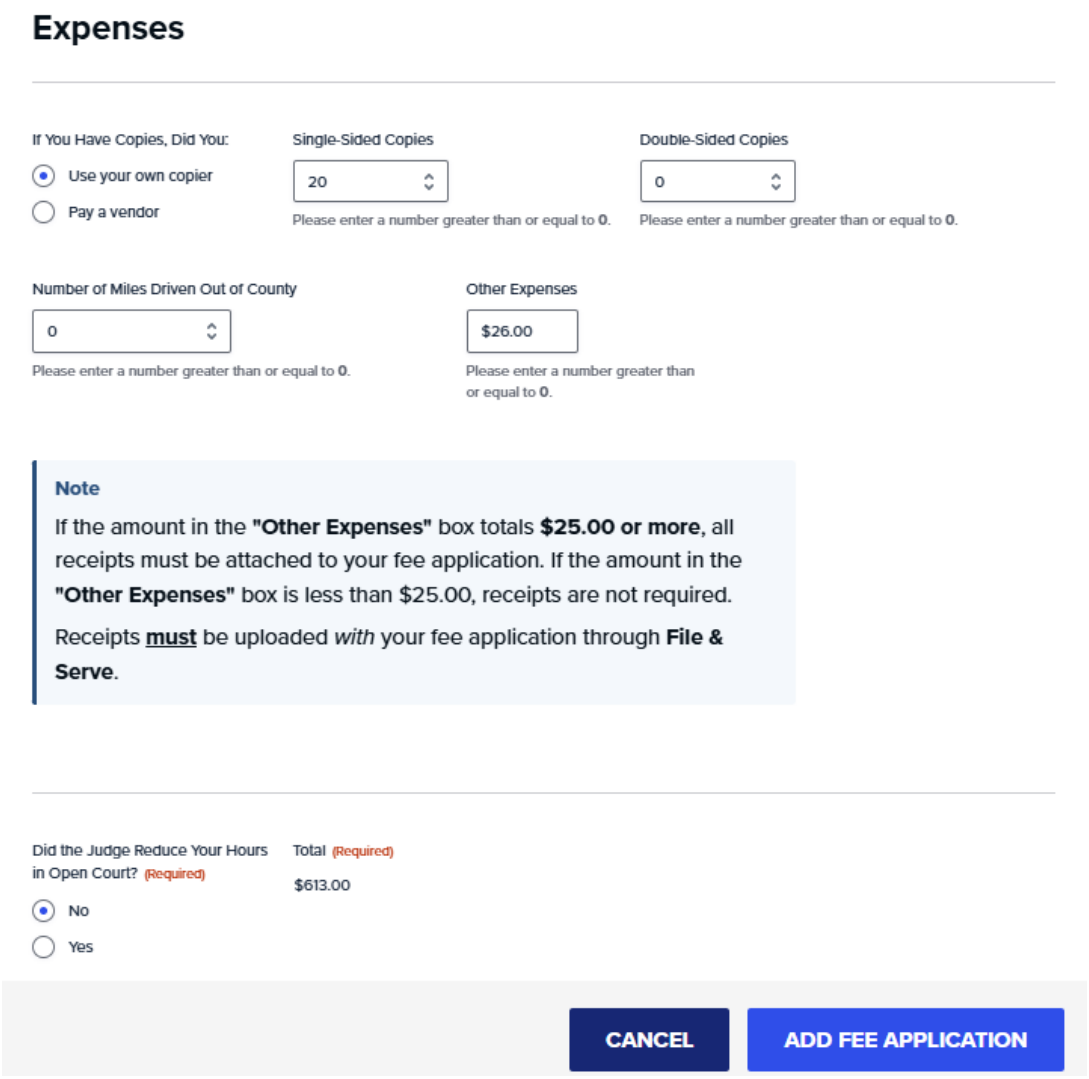
Go to the next page...

EXAMPLE: ADULT CRIMINAL FEE APPLICATION

These screenshots display some of the details you will need to be familiar with to submit your invoice.

NOTE: For the field **"Other Expenses,"** be sure to enter the amount if applicable. For an amount greater than $25, receipts must be included and uploaded along with the fee app that you submit in eCourts via File and Serve.





Note: "Date This Fee Request Began", this box captures the dates of work you are billing for and exists to help prevent duplicate payment for work that has already been paid.

If your case has been finally disposed, or you are withdrawing, and you have not previously billed any time worked, you enter the date you began working on the case (or the appointment date).

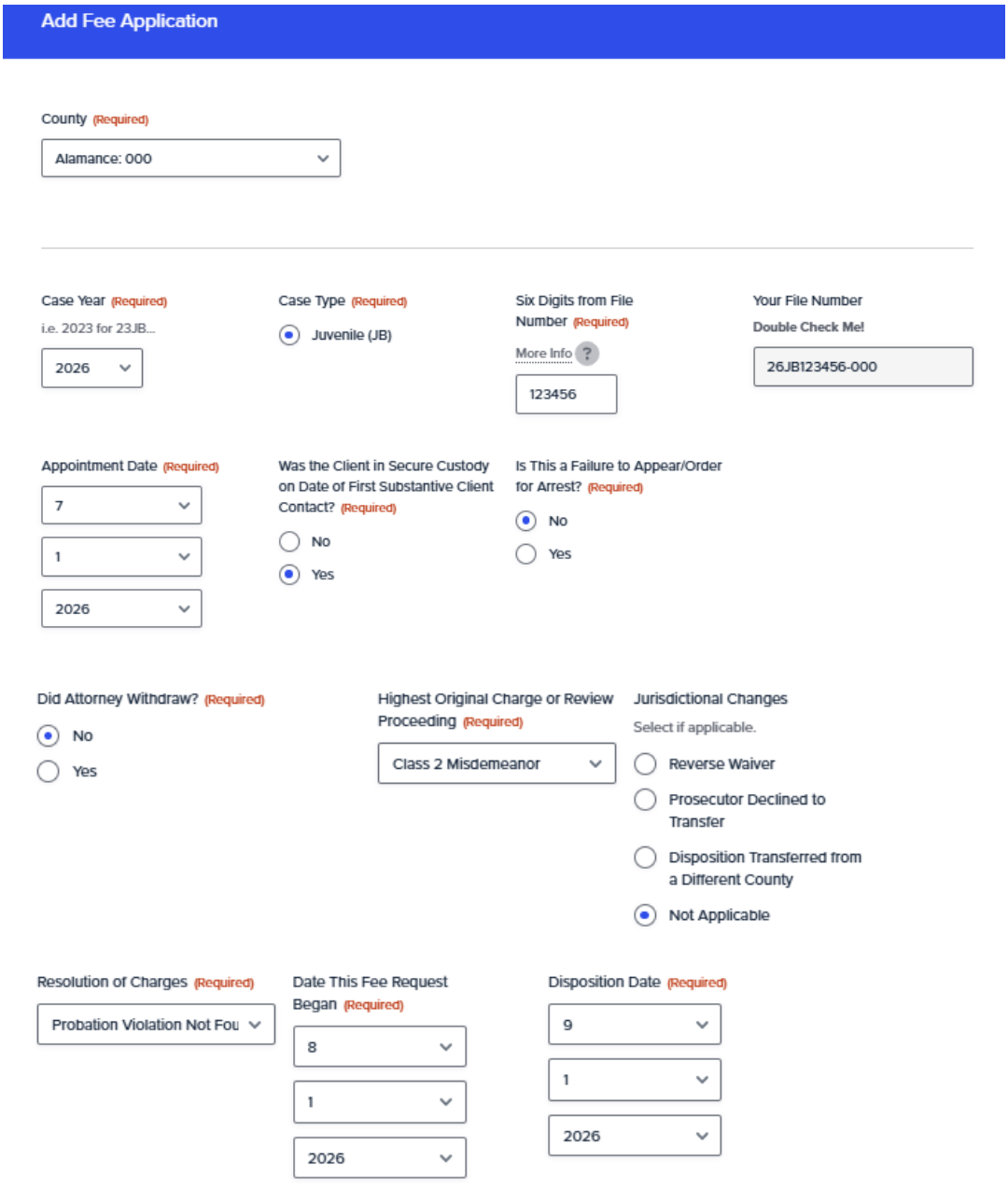
If, however, you have previously billed for work on the case you would enter the date after the date you previously billed for work on the case.

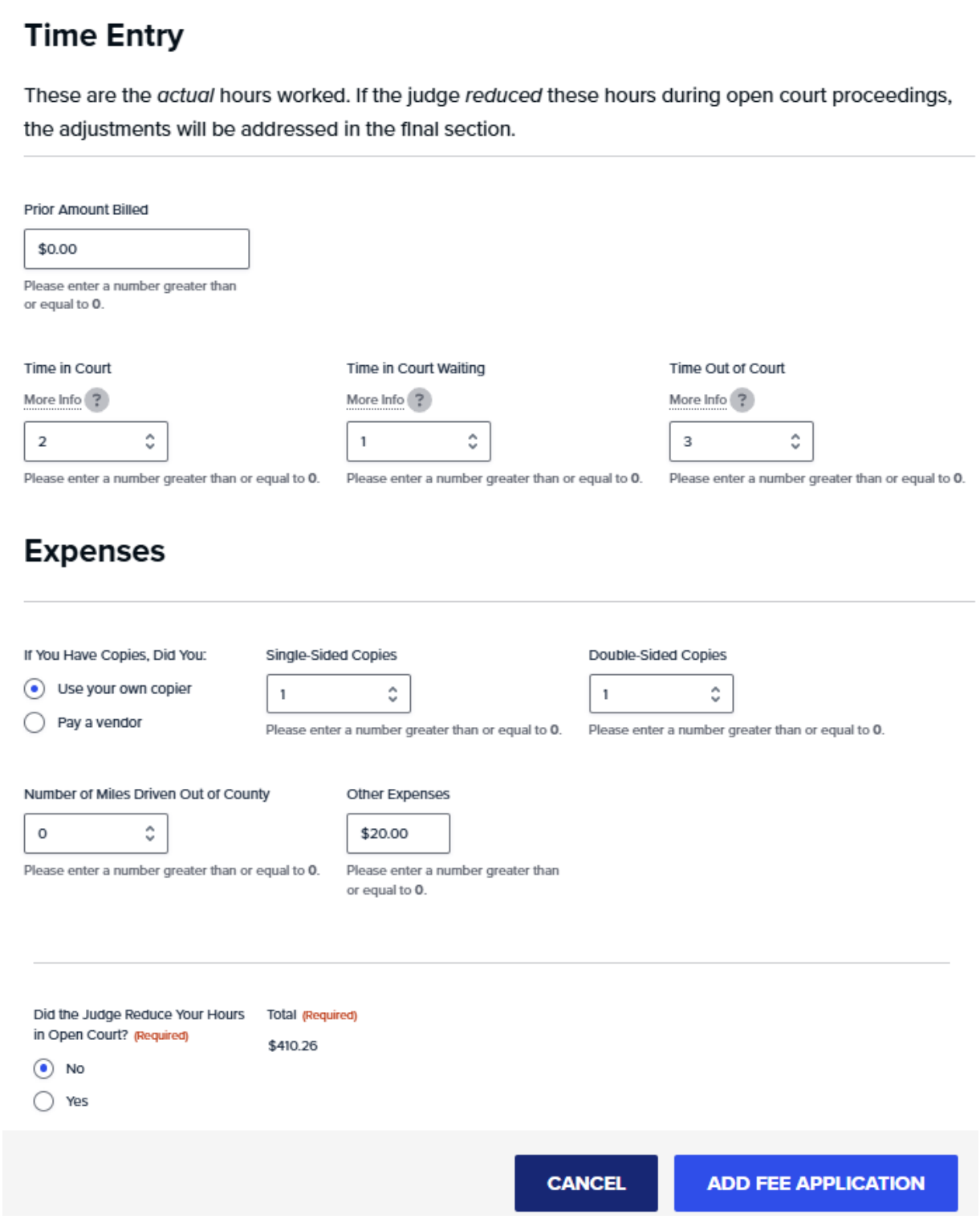
Example: You were appointed to a Superior Court case on 1/1/2024, it finally disposed on 10/1/2026, and you previously billed an interim fee app on 6/1/2025, for work performed from 1/1/2024 through 6/1/2025. You are now billing for the work performed from 6/2/2025 through 10/1/2026. You would enter 6/2/2025 in the "Date This Fee Request Began" box.

If you enter date prior to 6/2/2025, that will indicate that you are billing for work that has already been billed and paid and would delay or prevent payment, and require follow up.

EXAMPLE: JUVENILE DELINQUENCY FEE APPLICATION

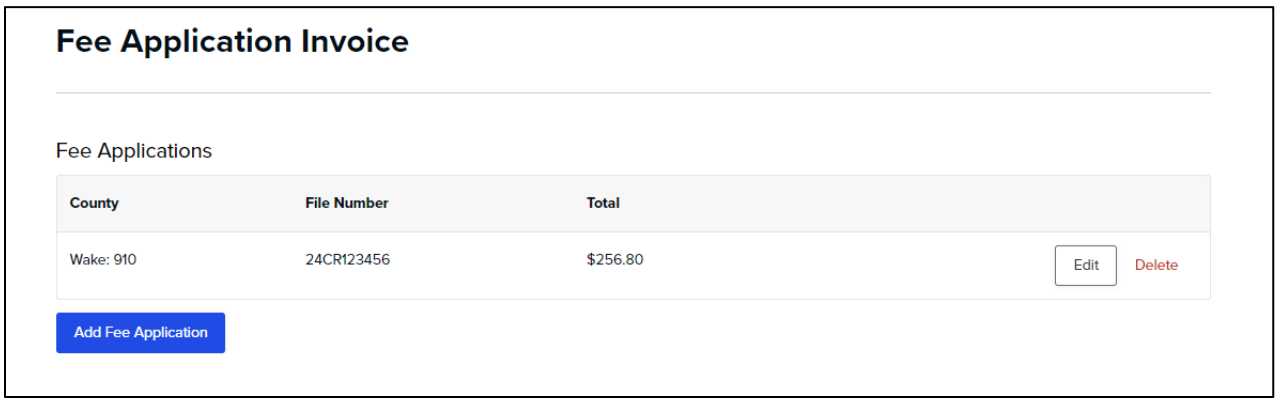
These screenshots display some of the details you will need to be familiar with to submit your juvenile delinquency invoice.





Once you have entered all the case details for one fee app, click the button "Add Fee Application."

After you finish this step, OASIS will bring you to this screen:



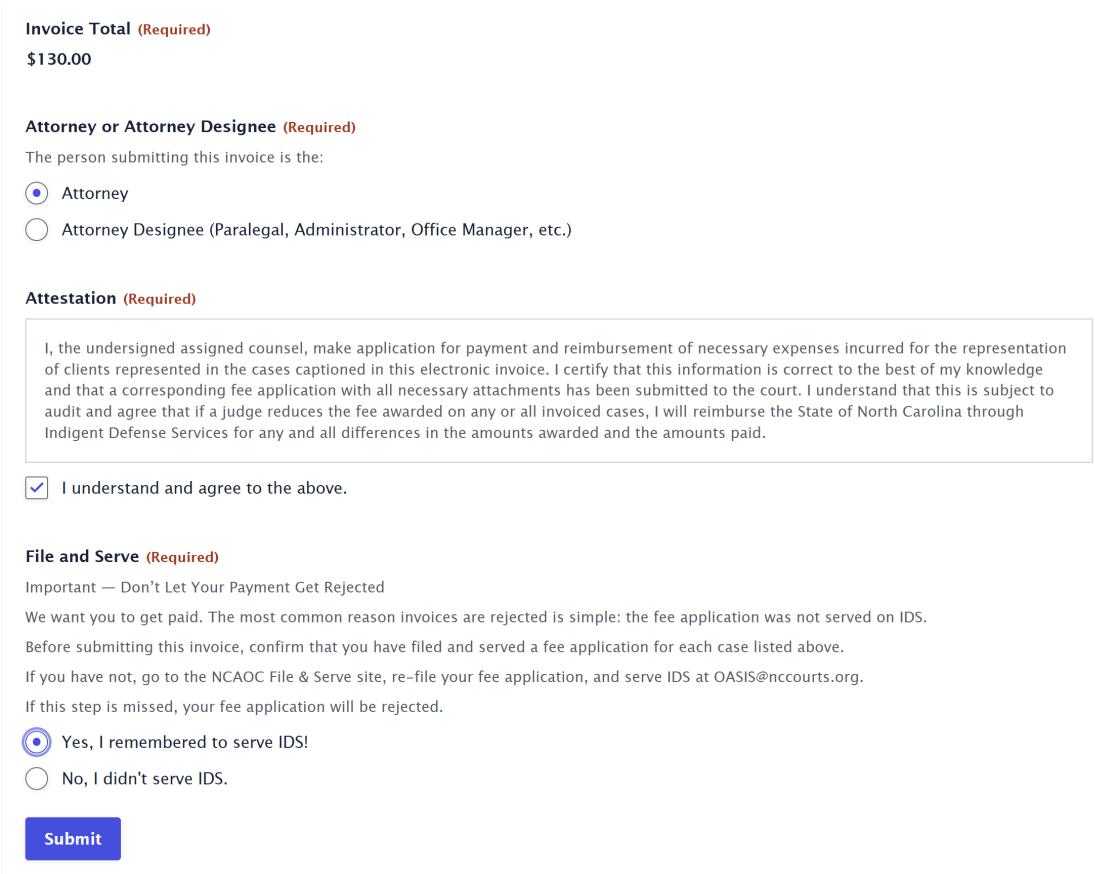
You may enter more than one fee app during each session. Simply click on "Add Fee Application" to enter another one.

OASIS will track all cases and amounts for the duration of each session.

BEFORE SUBMITTING

Before submitting, you must read the Consent and check the appropriate box to indicate you have read, understand, and agree to the IDS OASIS Billing Policy.

Finally, you must indicate whether you have used eCourts File and Serve to serve OASIS@nccourts.org with the fee app(s), if you select “no”, you will be prompted to do that prior to submitting the invoice, with a link to File and Serve.



Invoice Total (Required)

$130.00

Attorney or Attorney Designee (Required)

The person submitting this invoice is the:

- (•) Attorney
- ( ) Attorney Designee (Paralegal, Administrator, Office Manager, etc.)

Attestation (Required)

I, the undersigned assigned counsel, make application for payment and reimbursement of necessary expenses incurred for the representation of clients represented in the cases captioned in this electronic invoice. I certify that this information is correct to the best of my knowledge and that a corresponding fee application with all necessary attachments has been submitted to the court. I understand that this is subject to audit and agree that if a judge reduces the fee awarded on any or all invoiced cases, I will reimburse the State of North Carolina through Indigent Defense Services for any and all differences in the amounts awarded and the amounts paid.

- [x] I understand and agree to the above.

File and Serve (Required)

Important — Don’t Let Your Payment Get Rejected

We want you to get paid. The most common reason invoices are rejected is simple: the fee application was not served on IDS.

Before submitting this invoice, confirm that you have filed and served a fee application for each case listed above.

If you have not, go to the NCAOC File & Serve site, re-file your fee application, and serve IDS at OASIS@nccourts.org.

If this step is missed, your fee application will be rejected.

- (•) Yes, I remembered to serve IDS!
- ( ) No, I didn't serve IDS.

Submit

SUBMIT

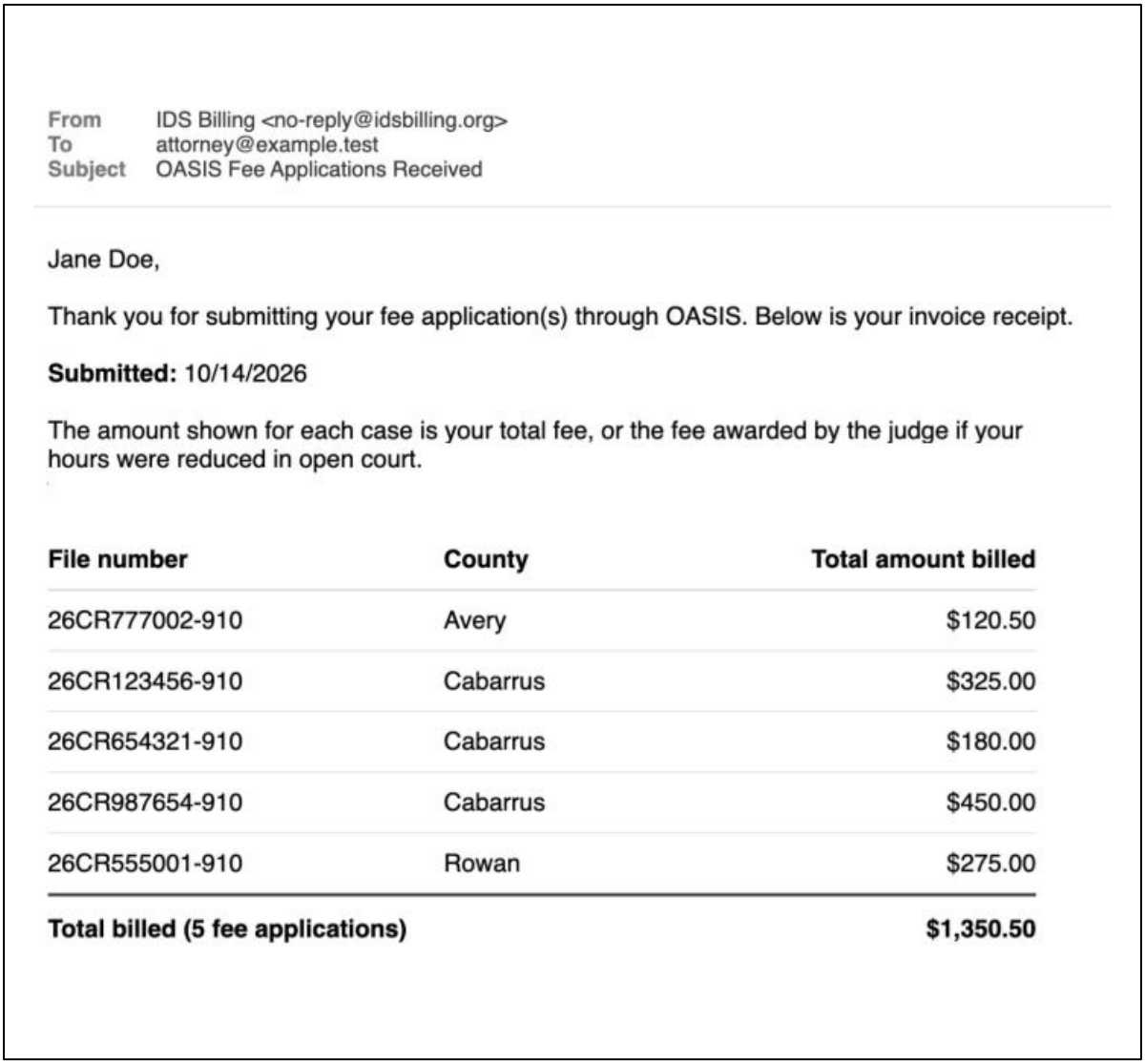
Click the box next to “I agree to the privacy policy.” Then, click “Submit.”

Go to the next page...

AUTOMATIC EMAIL CONFIRMATION

You will receive an automatic e-receipt to your email account that includes the file numbers and all information you entered for each case during this session. This is for your personal record-keeping and tracking purposes.

The email confirmation looks like this:



From IDS Billing <no-reply@idsbilling.org>
To attorney@example.test
Subject OASIS Fee Applications Received

Jane Doe,

Thank you for submitting your fee application(s) through OASIS. Below is your invoice receipt.

Submitted: 10/14/2026

The amount shown for each case is your total fee, or the fee awarded by the judge if your hours were reduced in open court.

File number	County	Total amount billed
26CR777002-910	Avery	$120.50
26CR123456-910	Cabarrus	$325.00
26CR654321-910	Cabarrus	$180.00
26CR987654-910	Cabarrus	$450.00
26CR555001-910	Rowan	$275.00
Total billed (5 fee applications)		**$1,350.50**

LOGOUT

Don’t forget to log out at the end of your session.



VERIFICATION

For instructions on how to verify that you successfully completed the necessary steps to seek payment (serving the fee app via File and Serve and invoicing in OASIS) visit the **OASIS FAQ** at:

https://www.ncids.org/oasis-frequently-asked-questions/

Then click the button:



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, **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.

***

Common Errors:

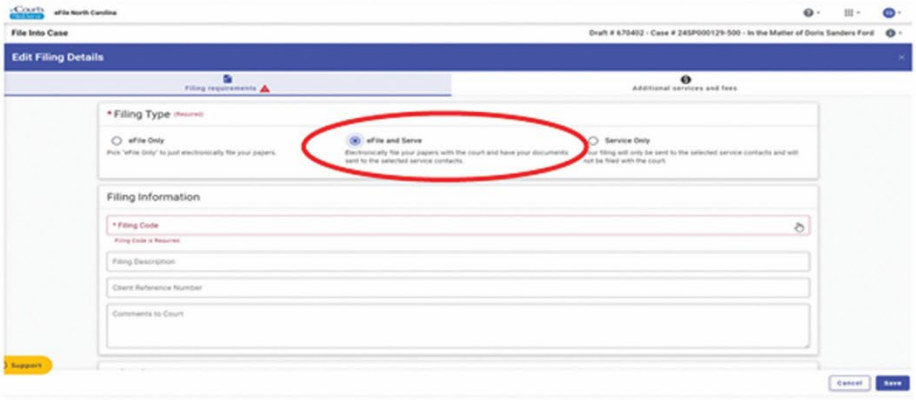
You will receive a rejection notice via email if any of the following occur:

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 (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.



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.

OASIS Contacts

Data entry questions, issues with login or website:

Joe Oder

joseph.b.oder@nccourts.org

919-890-1641

Issues with payee info, Substitute W9 forms, payments:

Shannon Simmons

shannon.j.simmons2@nccourts.org

919-890-1660

Legal or policy questions:

Chad Ellis Boykin, Assistant General Counsel

chadwick.e.boykin@nccourts.org

919-890-2128



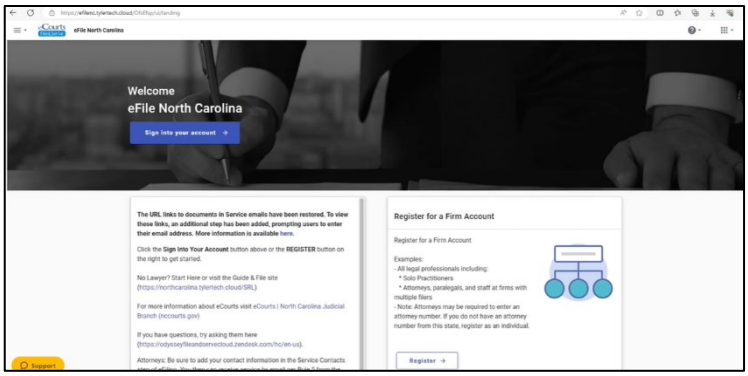
IDS Guidance for

Using eCourts File & Serve to serve fee applications

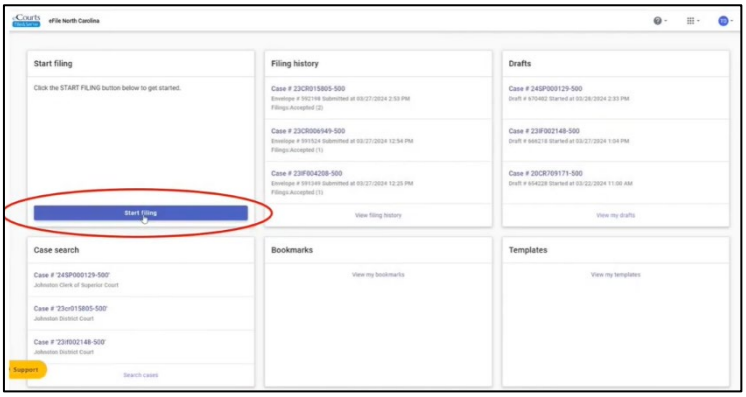
and

Adding OASIS as a Service Contact

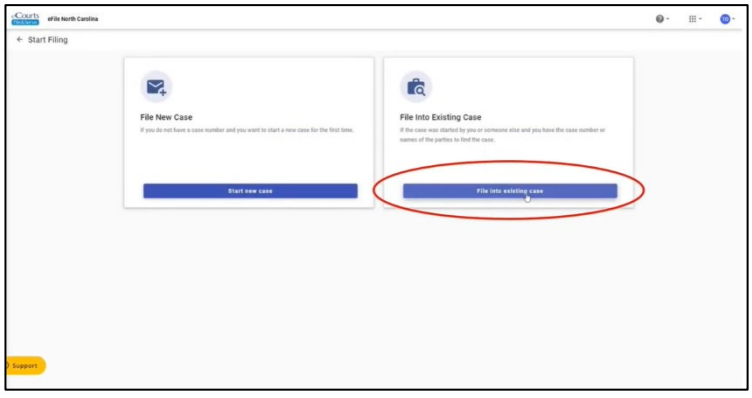
This guidance is to assist with using eCourts File and Serve, which is a product of NCAOC not IDS. For official training on eCourts, refer to the NCAOC produced training located at https://juno.nccourts.org/ecourts-hub or contact the NCAOC Helpdesk at 919-890-2407. For a video, see: https://www.youtube.com/watch?v=q1QH7W_voIg



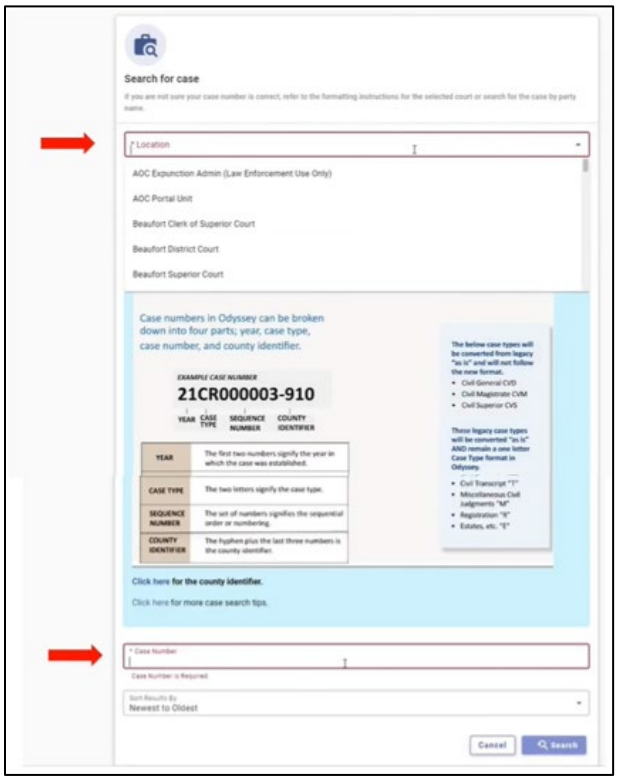
Sign into your eCourts account.



From the dashboard, click the “Start filing” button.



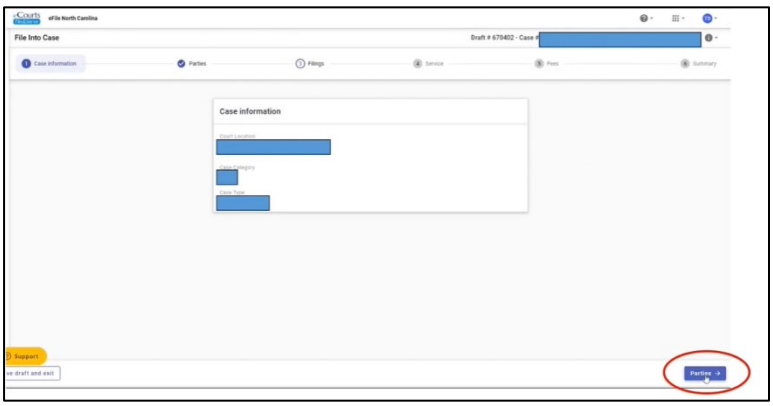
Click the “File into existing case” button.



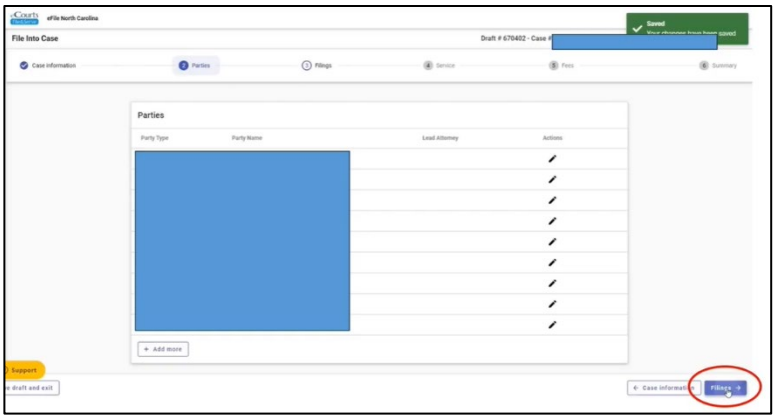
Select location and court from the drop-down menu, enter the case number, and click the “search” button.



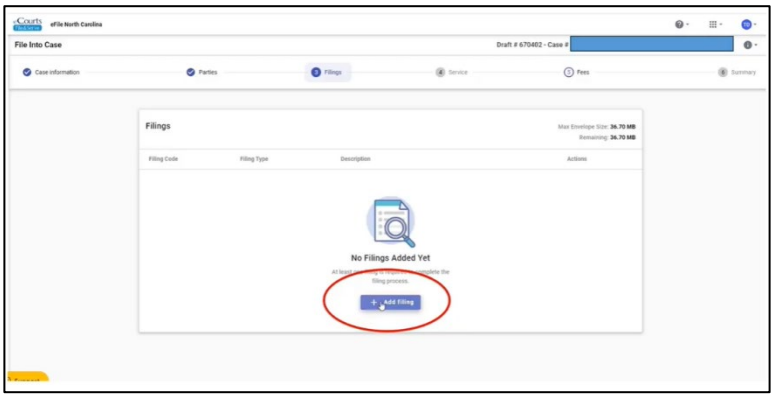
From the “Actions” drop-down box, select “File into case”.



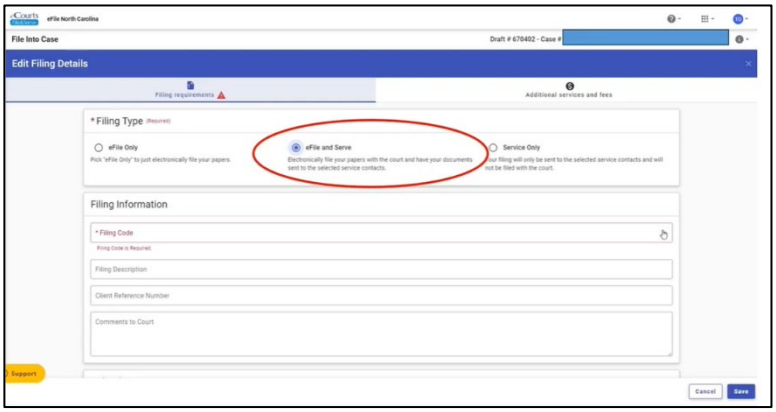
Click on the “Parties” button.



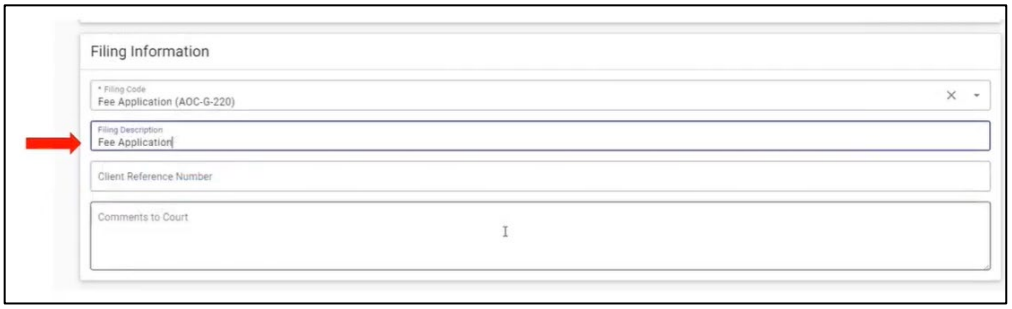
Click on the “Filings” button.



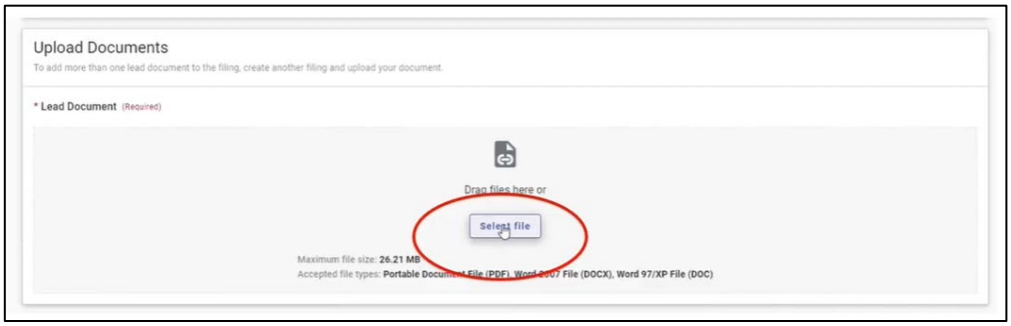
Click on the “Add filing” button.



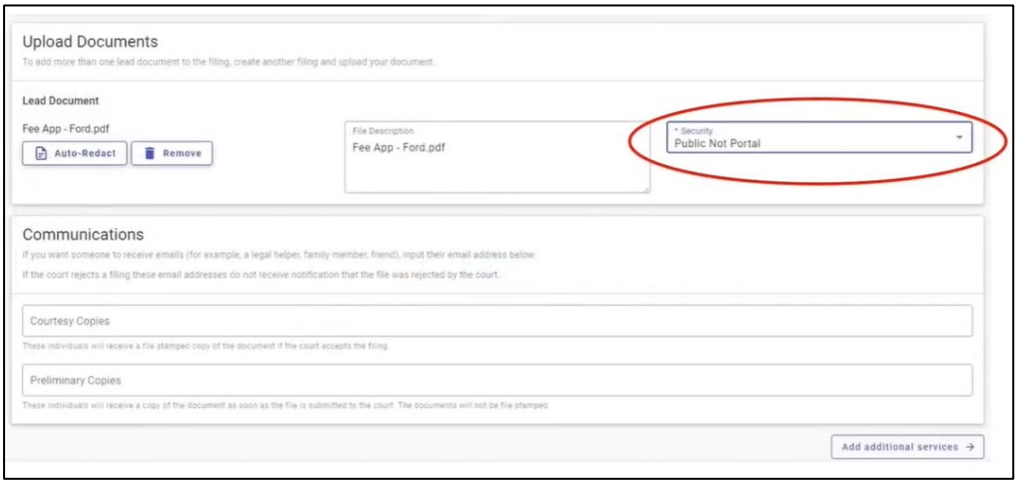
Click on the “eFile and Serve” button.



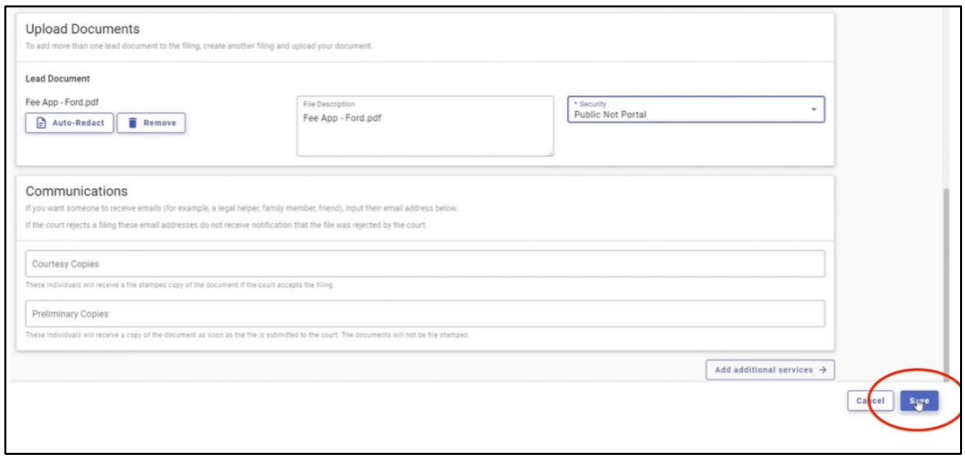
Select the appropriate filing code for the fee application you are entering, and type "Fee Application" in the filing description.



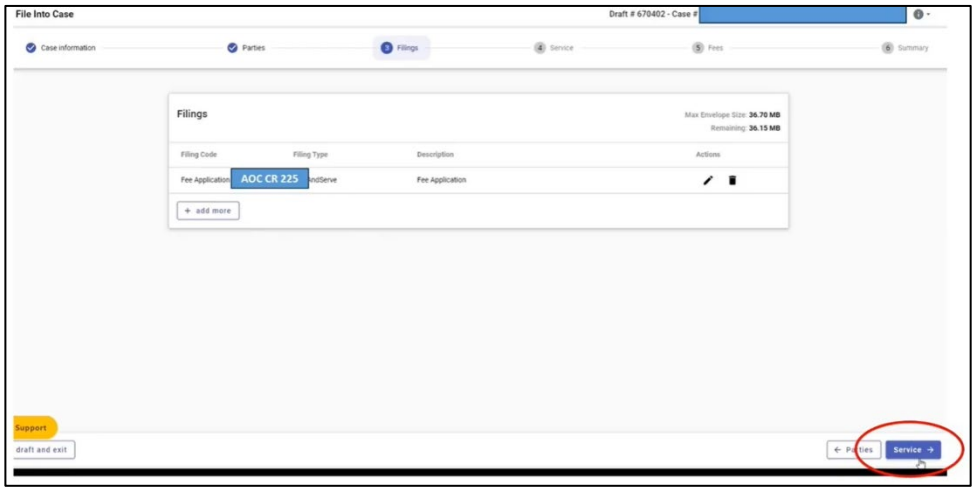
Click "Select file" to upload the fee application.



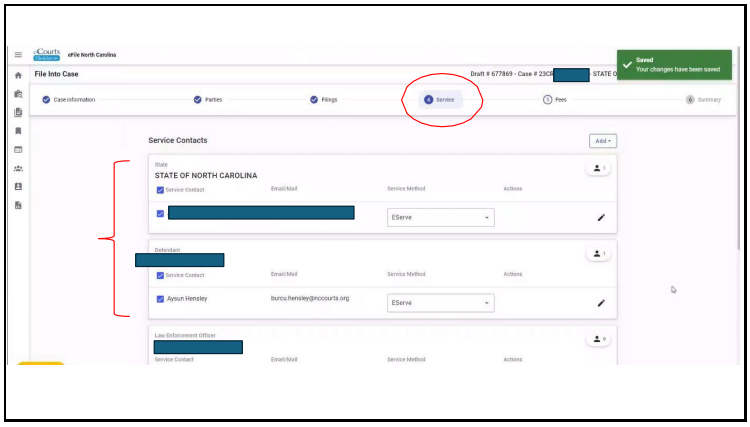
Select the appropriate security setting for your case type from the "security" drop down menu.



Click “save”.

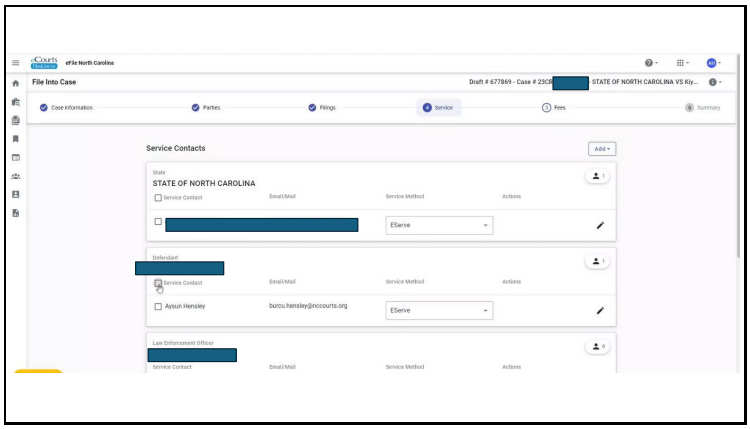


Click the “Service” button.

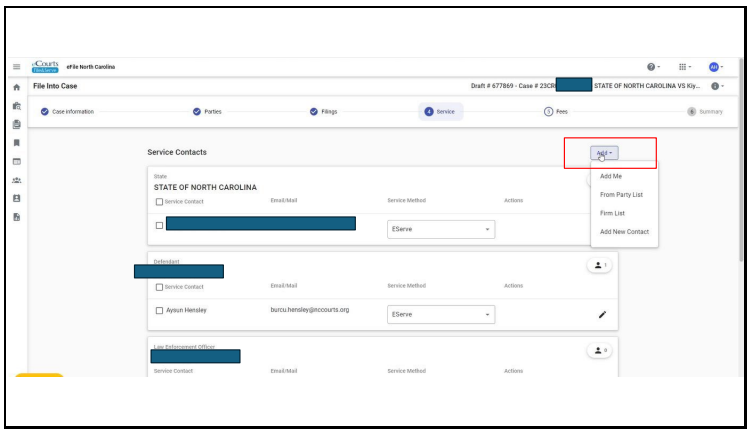


After you have uploaded your fee app and all supporting documentation you move to **SERVICE.**

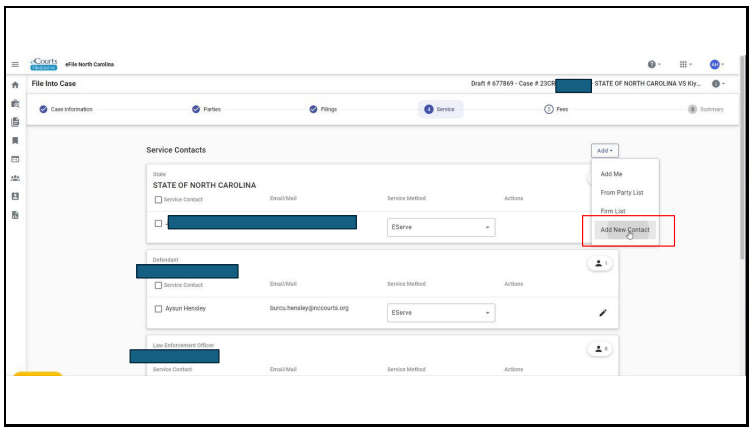
This is where you serve OASIS with the fee app.



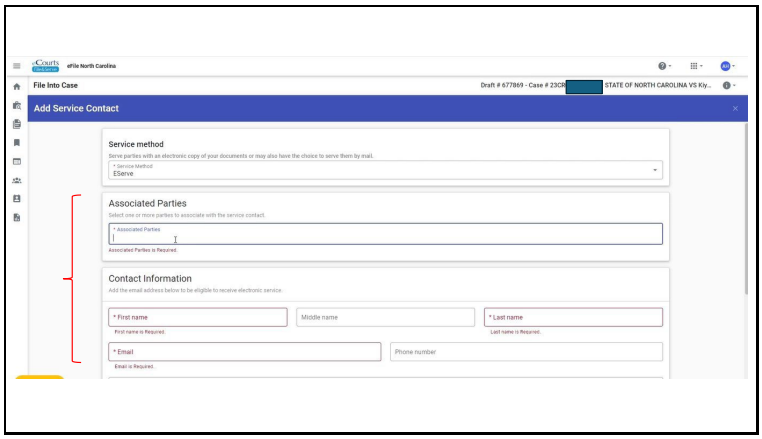
First, uncheck the boxes for serving the state and the defendant.



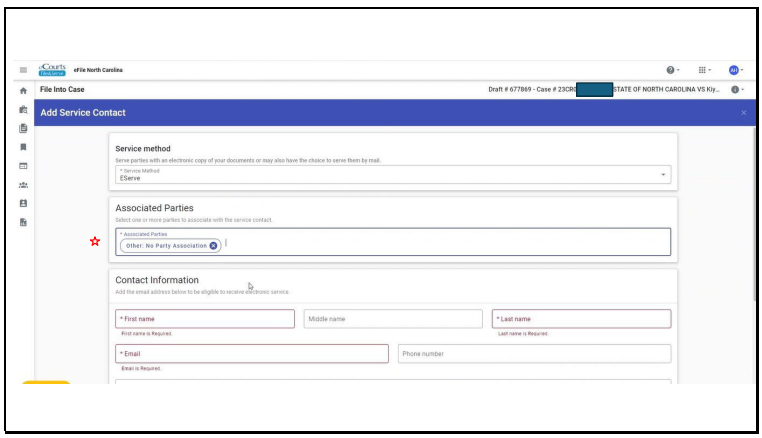
Click on the “ADD” menu in the top right of the screen.

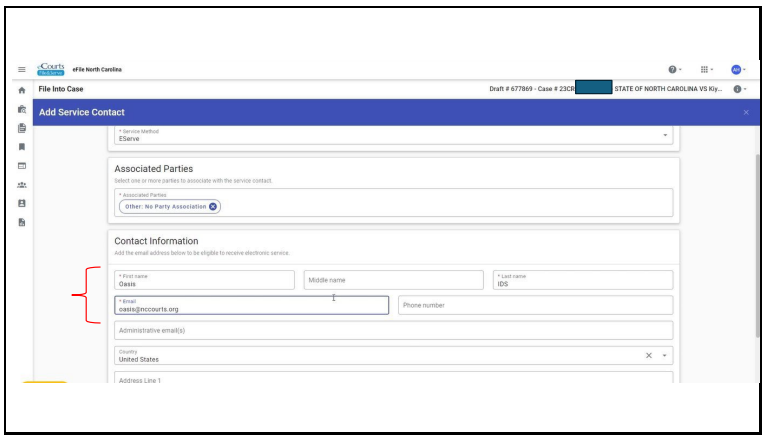


Choose “Add new contact.”



For Associated Parties, click **“Other: No party affiliation”** and then click OK on the popup window asking if you are sure you wanted to select “Other…”



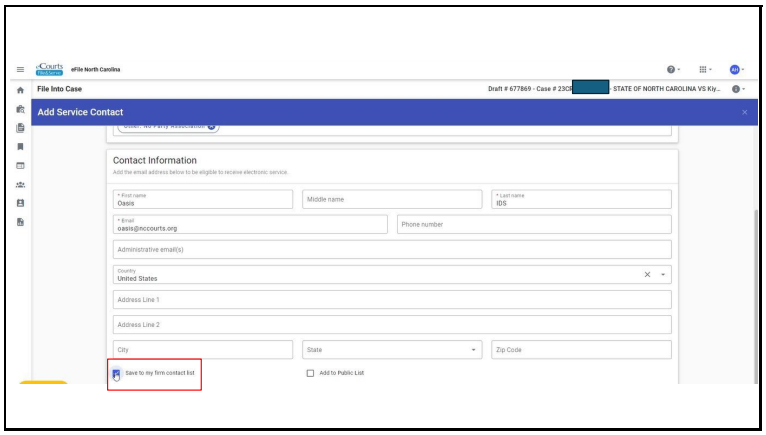


Then, For the Contact information fields:

Enter **Oasis** for the First Name.

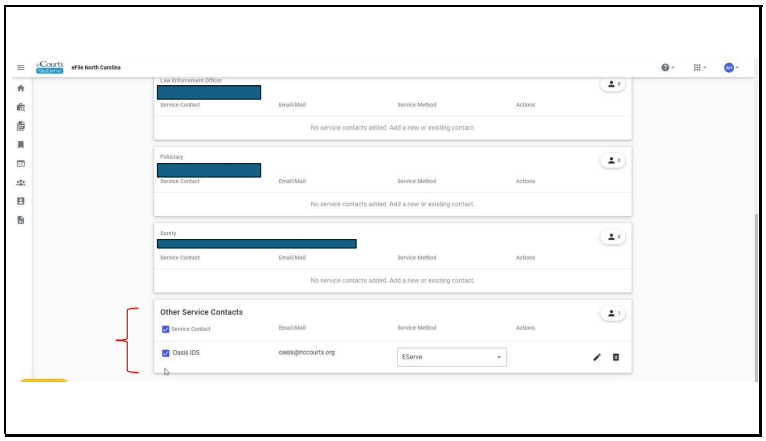
Enter **IDS** for the Last Name.

And enter **oasis@nccourts.org** for the Email Address.



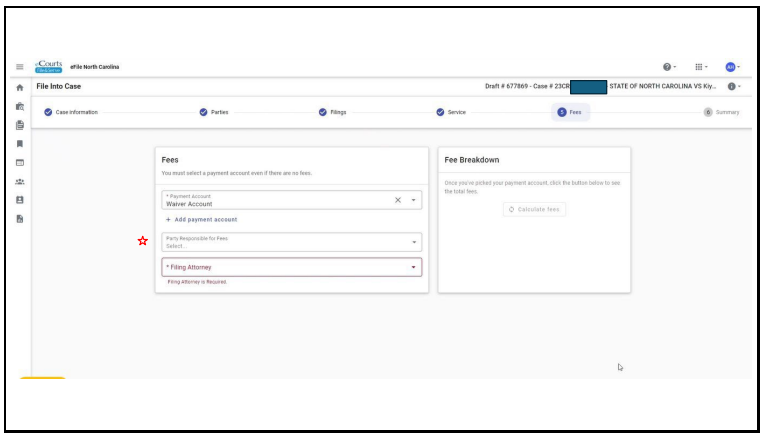
Below, be sure to click the box next to **"Save to my firm contact list."**

Then… Click FEES BUTTON which is in the lower right corner of the page (NOT pictured here).

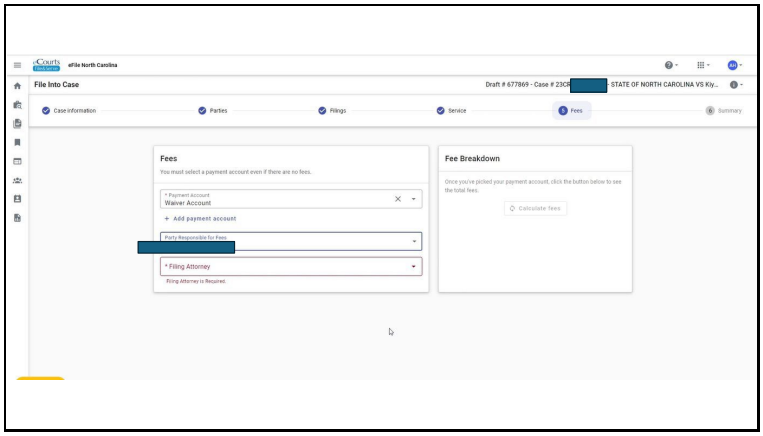


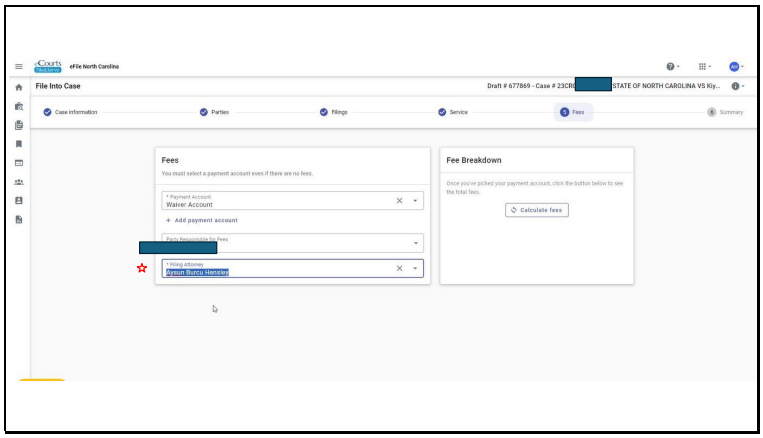
And you will see that "Oasis IDS" is listed as a service contact.

Next, click the SAVE BUTTON, also located in the lower right corner.



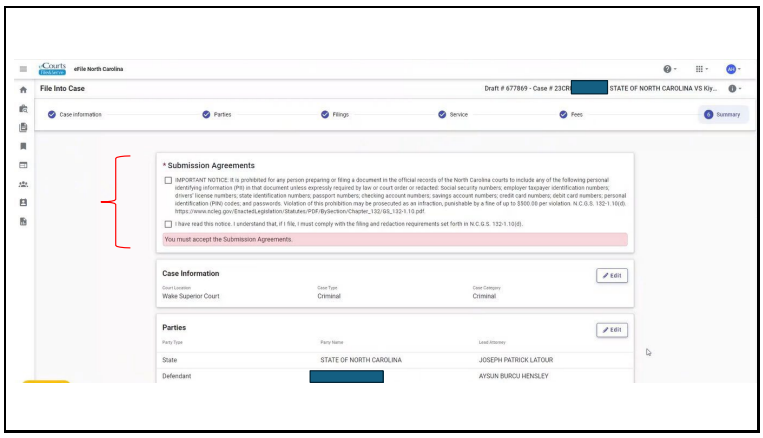
Select the client's name from the dropdown menu for "Party responsible for fees."



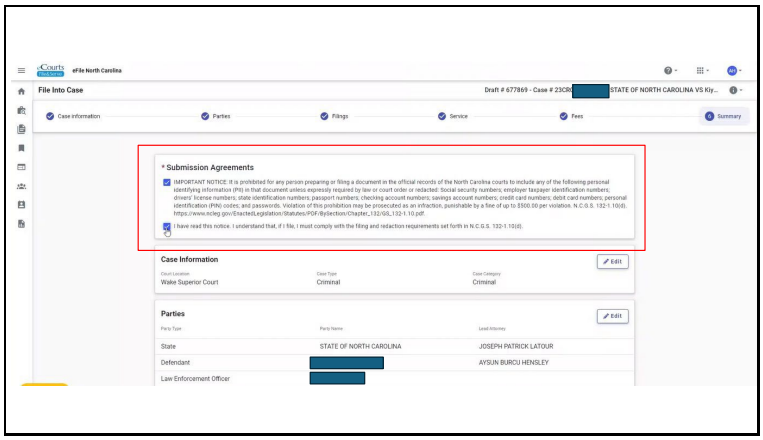


Select your name from the drop-down menu for "Filing Attorney."

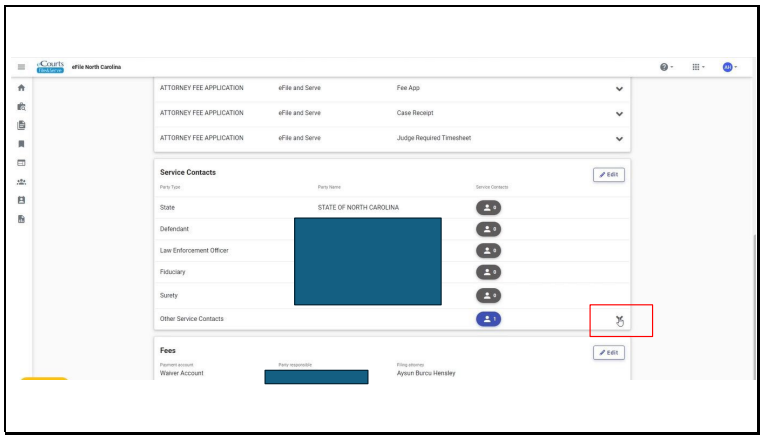
Then, click on the SUMMARY BUTTON.



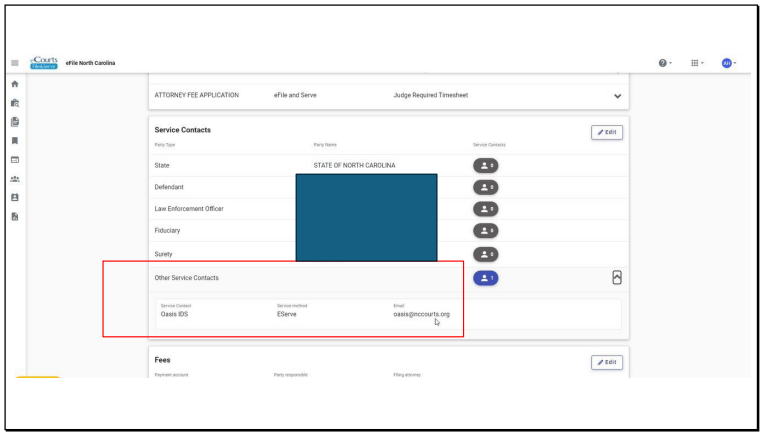
From here, check the boxes for the two Submission Agreements.



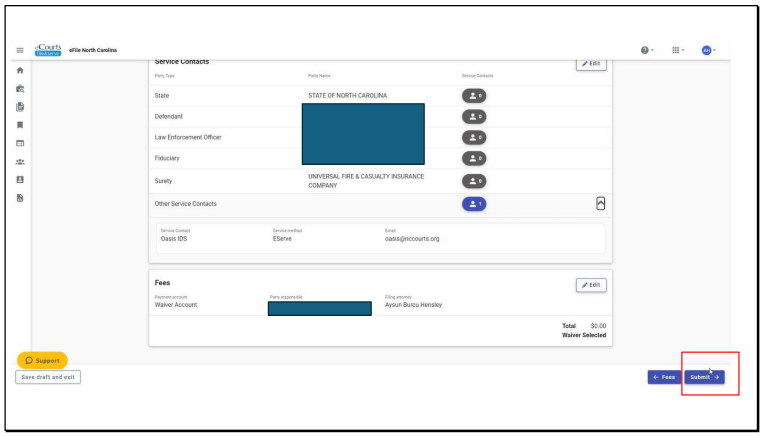
Scroll down to “OTHER SERVICE CONTACTS.”



Click on the small arrow on the right.



See **“Oasis IDS”** listed as a contact.



Click on the SUBMIT Button.