

A Mediator's Guide on how to File a Report of Mediator

Dispute Resolution Commission

2026



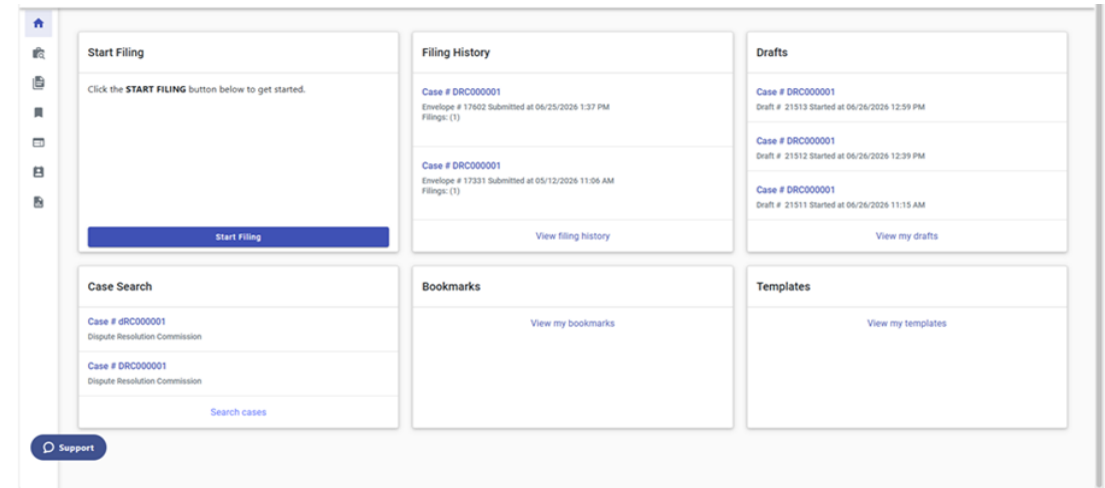
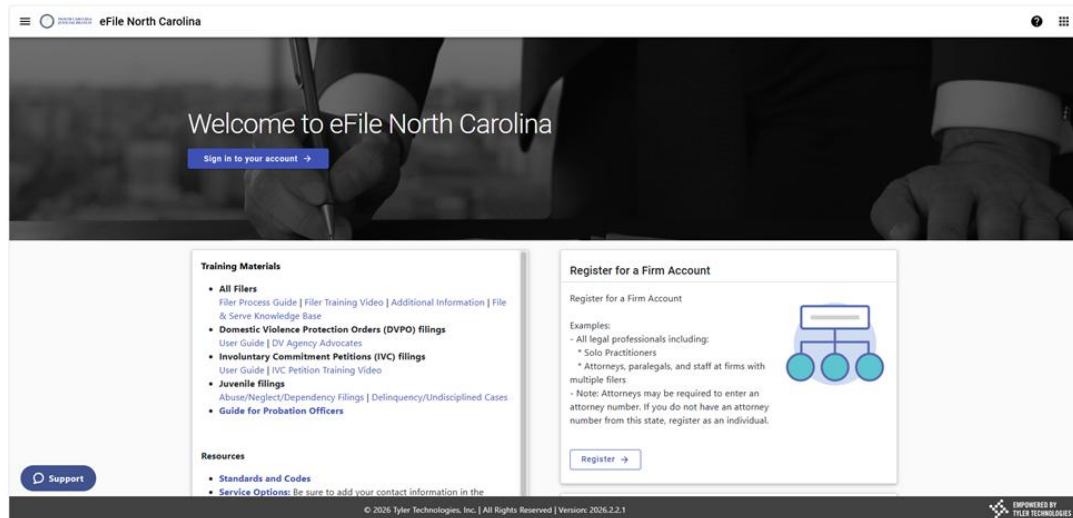
Log in to your File & Serve Account

If you have not registered for a File & Serve account yet, please visit the DRC's [Mediator Certification Renewal](#) webpage to view A Mediator's Guide on How to Register for an Account with File & Serve.

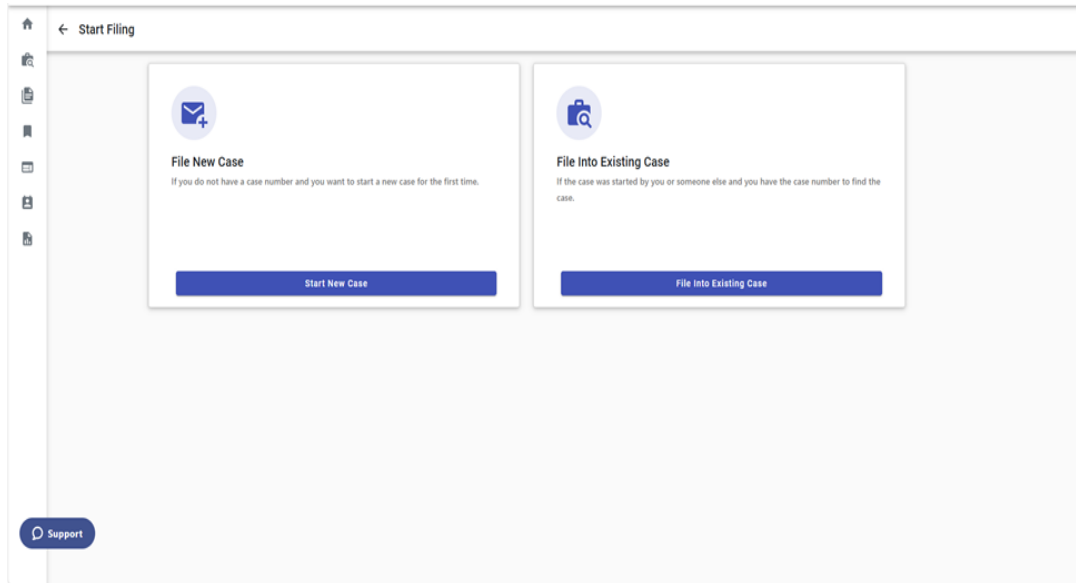
If you have a file and serve account, but you have not established a waiver account, you MUST set up a Waiver Account before you submit your renewal application.

Sign in to your account on the [File & Serve](#) website.

Once you are logged in to your File & Serve account, please select the blue “[Start Filing](#)” button.



Select the blue
“File Into Existing Case” link.

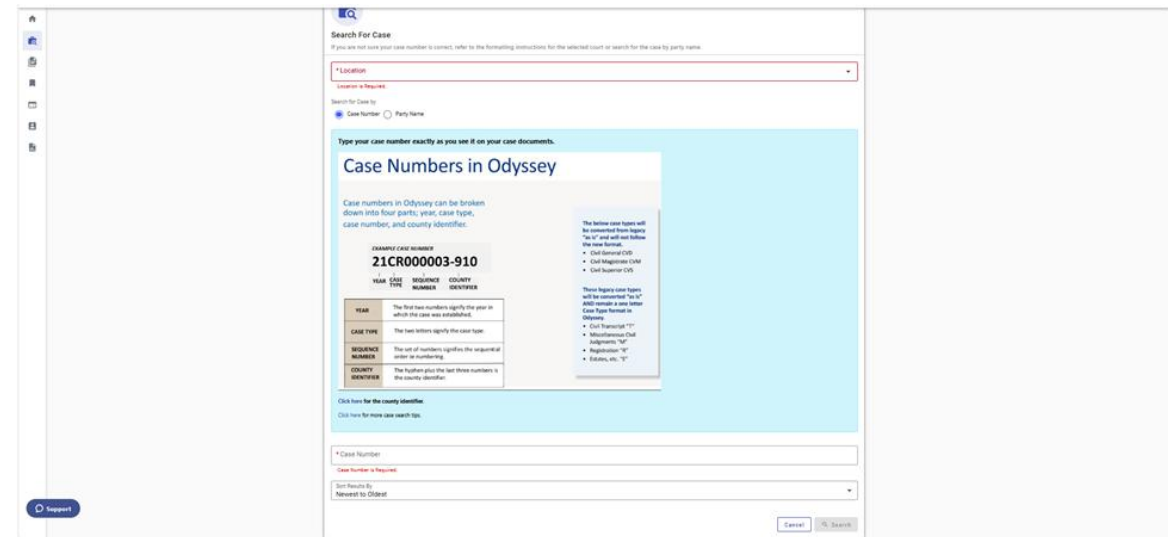


In the “Location” dropdown box, select the District Name and Court.

Ensure that “Case Number” is selected as the case search method.

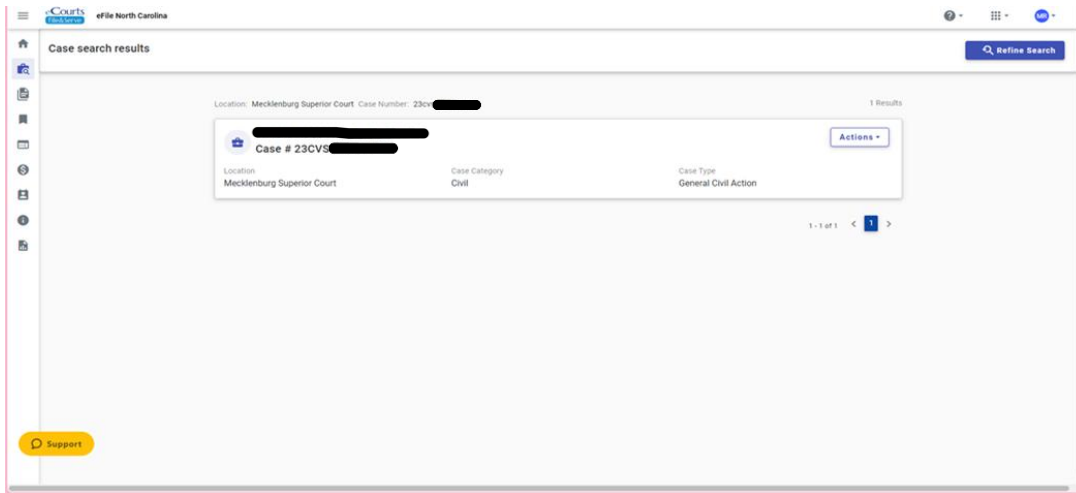
Enter the case number, you MUST include the county Identifier number in the case number. Then click on “Search.” County Identifier numbers can be found here:

[N.C. Courts County Codes | North Carolina Judicial Branch \(nccourts.gov\)](https://nccourts.gov/County-Codes)

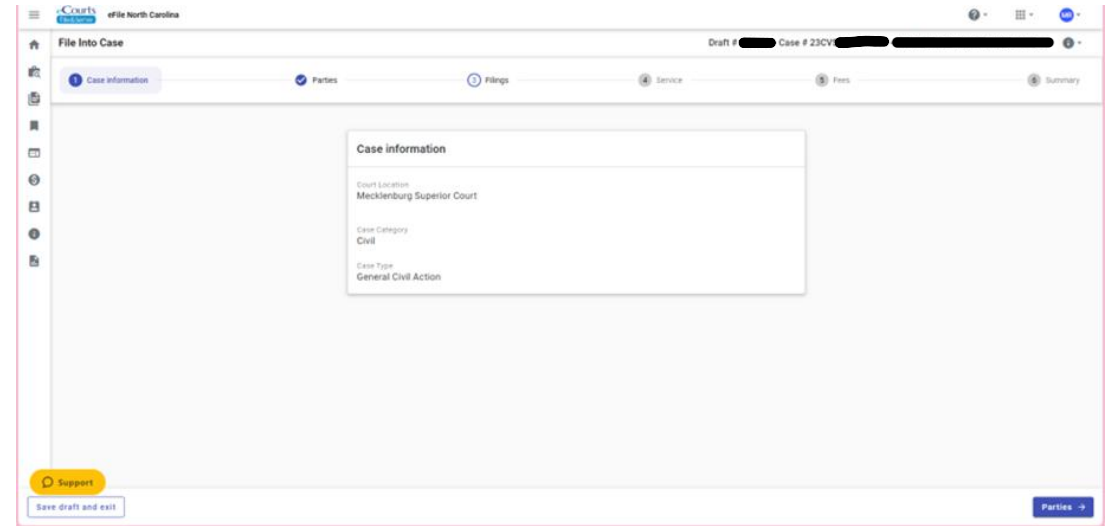


Your case will appear in the search results.

Click on Actions, in the drop-down box select
“File into Case.”



Click on Parties in lower right corner.



If all the information listed is correct (names of parties/case number) then click on the “Filings” button.

Click on “Add filing.”

The screenshot shows the 'Parties' tab selected in the 'File Into Case' workflow. The breadcrumb trail is 'Case Information' > 'Parties' > 'Filings' > 'Service' > 'Fees' > 'Summary'. The 'Parties' section contains a table with the following data:

Party Type	Party Name	Lead Attorney	Actions
	[Redacted]	[Redacted]	[Edit icon]
* Plaintiff	[Redacted]	[Redacted]	[Edit icon]
* Defendant	[Redacted]	[Redacted]	[Edit icon]

Below the table is a '+ Add more' button. At the bottom of the screen, there is a 'Support' button, a 'Save draft and exit' button, and navigation links for 'Case Information', 'Filings', and 'Summary'.

The screenshot shows the 'Filings' tab selected in the 'File Into Case' workflow. The breadcrumb trail is 'Case Information' > 'Parties' > 'Filings' > 'Service' > 'Fees' > 'Summary'. The 'Filings' section displays a message: 'No Filings Added Yet' with a magnifying glass icon. Below the message, it states 'At least one filing is required to complete the filing process.' and includes a '+ Add filing' button. In the top right corner, it shows 'Max Envelope Size: 36.70 MB' and 'Remaining: 36.70 MB'. At the bottom, there is a 'Support' button, a 'Save draft and exit' button, and navigation links for 'Parties', 'Service', and 'Skip to Fees'.

Filing Code:

For MSC, “Mediated Settlement Filings”

For FFS “Family Financial Filings”

For Clerk “Miscellaneous Filing”

Filing Description write in “Report of Mediator”

Scroll down to Upload your Report of Mediator.

Under the Communications section, enter your email address and anyone who should receive a copy of the ROM. Click “Save.”

File your ROM as a “Public” document.

File Into Case Draft # Case # 23CV

Edit Filing Details

Filing requirements Additional services and fees

* Filing Type (Required)

☒ eFile Only Pick "eFile Only" to just electronically file your papers.

☐ eFile and Serve Electronically file your papers with the court and have your documents sent to the selected service contacts.

☐ Service Only Your filing will only be sent to the selected service contacts and will not be filed with the court.

Filing Information

* Filing Code Filing Code is Required.

Filing Description

Client Reference Number

Comments to Court

Support

File Into Case Draft # Case # 23CV

Edit Filing Details

Filing requirements Additional services and fees

Comments to Court

Upload Documents To add more than one lead document to the filing, create another filing and upload your document.

Communications If you want someone to receive emails (for example, a legal helper, family member, friend), input their email address below. If the court rejects a filing these email addresses do not receive notification that the file was rejected by the court.

Courtesy Copies These individuals will receive a file stamped copy of the document if the court accepts the filing.

Preliminary Copies These individuals will receive a copy of the document as soon as the file is submitted to the court. The documents will not be file stamped.

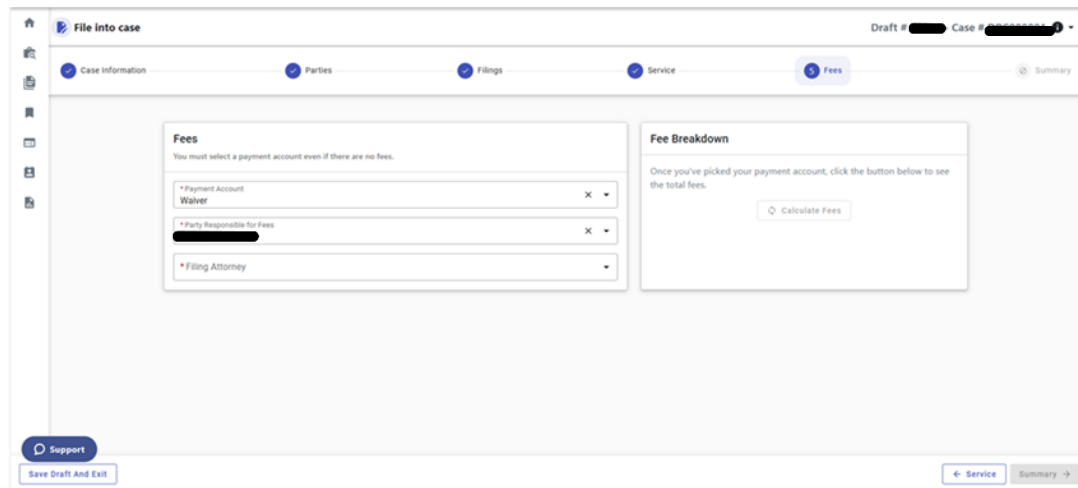
Add additional services →

Cancel Save

Select Waiver Account* in Fees Section.

The mediator will not be listed as a party to the case, they may choose the plaintiff or defendant as the “Party Responsible for fees”, if prompted.

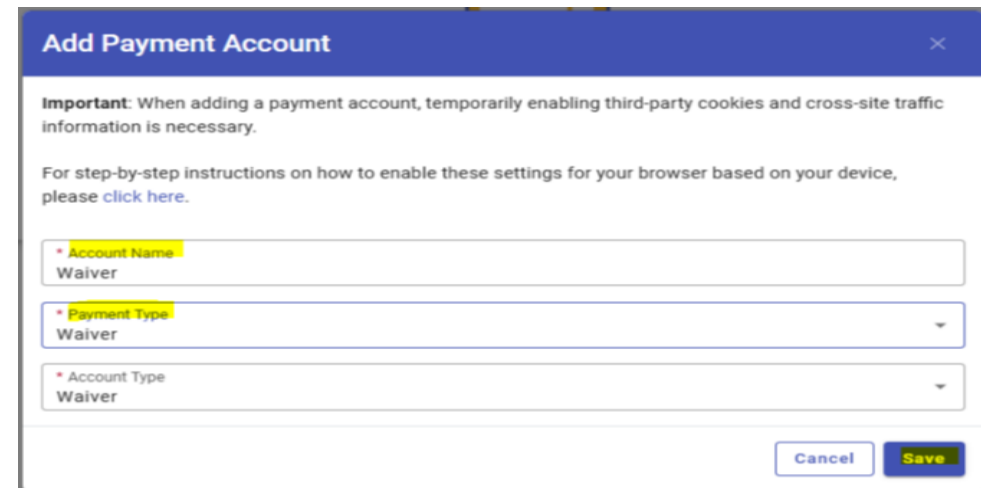
Click on “Summary.”



The screenshot shows the 'File into case' interface with the 'Fees' section selected. The 'Fees' section has a dropdown for 'Payment Account' set to 'Waiver', a dropdown for 'Party Responsible for Fees' set to a redacted name, and a dropdown for 'Filing Attorney'. The 'Fee Breakdown' section shows a 'Calculate Fees' button. The bottom of the interface has a 'Support' button and a 'Save Draft And Exit' button. The top navigation bar includes 'Case Information', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'.

*If you have not created a Waiver Account yet...you will need to do so to complete this step.

Click + Add Payment Account, Enter “Waiver” for the Account Name and select “Waiver” for the Payment Type. Click Save.

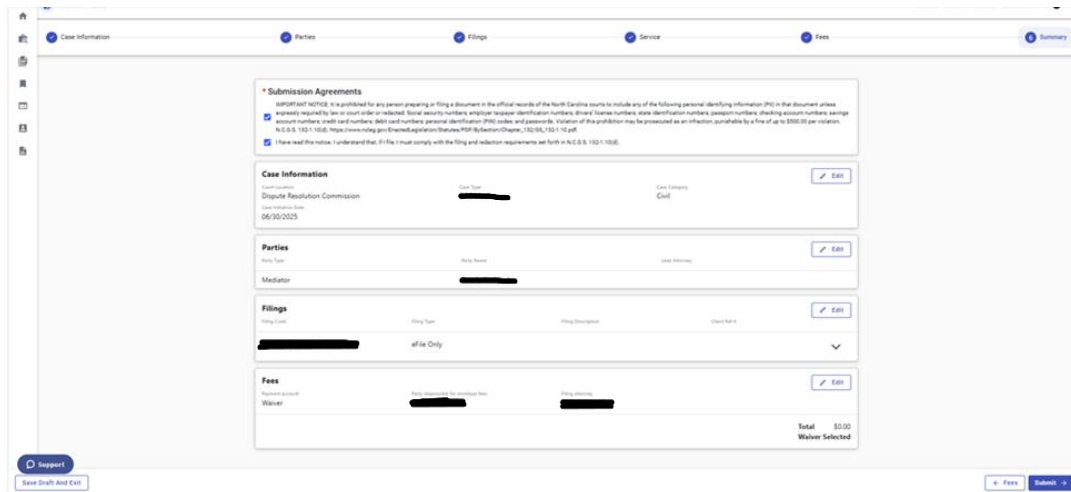


The screenshot shows the 'Add Payment Account' modal. It includes an important note about enabling third-party cookies and cross-site traffic information. Below this, there are three input fields: 'Account Name' (set to 'Waiver'), 'Payment Type' (set to 'Waiver'), and 'Account Type' (set to 'Waiver'). At the bottom right, there are 'Cancel' and 'Save' buttons.

On the Summary page, check the two boxes under Submission Agreements.

Verify the case information is correct.

Click “Submit.”



The screenshot shows the 'Summary' page of the North Carolina Dispute Resolution Commission's online filing system. The page has a top navigation bar with tabs for Case Information, Parties, Filings, Service, Fees, and Summary. The main content area is divided into several sections, each with an 'Edit' button:

- Submission Agreements:** Contains two checkboxes. The first is checked and labeled 'I have read the notice, I understand that, if I file a claim, I must comply with the filing and mediation requirements set forth in N.C.S.B. 102-1.10(b).'. The second is also checked and labeled 'I have read the notice, I understand that, if I file a claim, I must comply with the filing and mediation requirements set forth in N.C.S.B. 102-1.10(b).'. Below these is a link to 'View Notice'.
- Case Information:** Includes 'Case Name' (redacted), 'Case Category' (Civil), 'Dispute Resolution Commission' (selected), and 'Case Filing Date' (06/30/2025).
- Parties:** Includes 'Party Name' (redacted) and 'Case Number' (redacted).
- Filings:** Includes 'Filing Type' (afix Only) and 'Filing Description' (redacted).
- Fees:** Includes 'Filing Fee' (redacted) and 'Mediation Fee' (redacted). A 'Total' of \$0.00 is shown, with a note 'Waiver Selected'.

At the bottom left, there is a 'Support' button and a 'Save Draft And Exit' button. At the bottom right, there are 'Fees' and 'Submit' buttons.

You will see a message with an Envelope Number; this is your confirmation number.

Your Dashboard will display all cases you have filed within.

To verify your ROM has been reviewed and accepted by the Clerk's office, a confirmation page will appear in your account.

The Mediator will receive an email once your ROM has been successfully submitted, and an additional email once the ROM has been accepted.



