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# ❖ PACER Service Center ❖

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Quarterly Announcements

[www.pacer.gov](http://www.pacer.gov)

January 2011

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## New PACER Quarterly Invoice and Billing Page

We are excited to announce a redesigned format of the PACER quarterly invoice. The changes were implemented to make the invoice easier to read and understand. The new, simplified invoice can be viewed at our new billing page, [www.pacer.gov/billing](http://www.pacer.gov/billing). Click on “Sample Bill” under Financial Documents to view.

Our new billing page serves as a central location for all billing inquires & topics that include:

- ◆ Tracking usage monthly
- ◆ Access to invoices or statements for the past 24 months
- ◆ Online payments using a credit card
- ◆ Frequently Asked Questions
- ◆ Access to forms pertaining to PACER billing

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## Upcoming Changes to Bankruptcy Cases Accessed through PACER

Those who use PACER to access bankruptcy case files will soon see some changes. Courts will begin adopting these changes early this year. New features include:

- ◆ Bankruptcy courts have the capability to provide digital audio files of court hearings in PACER at the rate of \$2.40 per file. A list of courts providing audio files is available at [www.pacer.gov](http://www.pacer.gov). Click on “Digital Audio Recordings” under “What’s New.”
- ◆ A “View Document” link was added to the list of Query options to allow users to request a particular document in the case currently being viewed without having to access the docket report.
- ◆ A query by name now returns information such as case number, case title, chapter, date filed, party role and date closed (if applicable) in addition to the party name.
- ◆ The option to search by attorney or Bar ID is available when running a “Cases” report under Reports.
- ◆ An RSS (Really Simple Syndication) feed provides users with the ability to subscribe to notifications of case activity that include links to docket sheets and documents.

In addition, those who file documents using the CM/ECF system can expect the following changes:

- ◆ Password security has been improved. All e-filing passwords must be a minimum of 8 characters, and must include both upper- and lower-case alphabetic characters and at least one digit or special character [e.g., 0-9, @, #, \$, %, &, \*, +, :]. E-filers are prompted to change their password if the current password does not meet these specifications.
- ◆ E-filers that choose to receive a daily summary report *may* sort the summary by case number, docket event, chapter or office.

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## Upcoming Changes to District Cases Accessed through PACER

There are also several new features that will soon be available in district court cases.

- ◆ A “Go to Document” option is available at the Docket Sheet page to allow users to request a particular document in the case currently being viewed without having to access the docket report.
- ◆ The option to search by JPML number was added in the “Civil Cases Report” option under Reports.
- ◆ The words “All Defendants” now appear by the case number when the main case is selected for multi-defendant criminal cases.

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For a complete listing of changes, see “CM/ECF Release Notes” under “What’s New with PACER” at [www.pacer.gov](http://www.pacer.gov).

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## Transition to PDF/A

The Judiciary is planning to change the technical standard for filing documents in the Case Management and Electronic Case Filing (CM/ECF) system from PDF to PDF/A. This change will improve the archiving and preservation of case-related documents. Courts currently accept PDF/A documents. However, a target date for requiring that all new documents be filed in PDF/A has not been set. This change should have little or no impact on PACER users.

Some common questions about the change are answered at [www.pacer.gov](http://www.pacer.gov). Click on “CM/ECF to Transition to PDF/A” under “What’s New with PACER.”

### PACER Policy Reminder

Public Access to Court Electronic Records is supported by user fees. Any attempt to collect data from PACER in a manner which avoids billing is strictly prohibited and may result in criminal prosecution or civil action. PACER privileges will be terminated if, in the judgment of judiciary personnel, they are being misused. Misuse includes, but is not limited to, using an automated process to repeatedly access those portions of the PACER application that do not assess a fee (i.e. calendar events report or case header information) for purposes of collecting case information.



### General Information

The PACER Service Center hours of operation are 8:00 AM to 6:00 PM Central time, Monday through Friday. The service center is closed for Federal holidays including the following in 2011: January 17 for Martin Luther King, Jr. Day, February 21 for Washington’s Birthday, May 30 for Memorial Day, July 4 for Independence Day, September 5 for Labor Day, October 10 for Columbus Day, November 11 for Veteran’s Day, November 24 for Thanksgiving, and December 26 for Christmas.

### Questions or Comments regarding information in the announcement?

Email [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov) or call (800) 676-6856.

### Password Changes

Has an employee left your firm? Don’t forget to change your password.

To prevent the unauthorized use of PACER accounts, the PACER Service Center recommends changing passwords every 90 days. It is possible to change passwords at [www.pacer.gov](http://www.pacer.gov). Select “Manage My PACER Account.” After logging in, select “Change Password.”

## Billing Information

- ◆ The PACER Service Center accepts Discover, VISA, MasterCard, and American Express. Login to “Manage My PACER Account” at [www.pacer.gov](http://www.pacer.gov) to pay by credit card.
- ◆ The PACER Service Center’s Federal Tax ID Number is 74-2747938.
- ◆ A fee of \$45 will be assessed if a check is returned for insufficient funds.
- ◆ Receipts for the most recent payment made to a PACER account can be accessed online. Login to “Manage My PACER Account” at [www.pacer.gov](http://www.pacer.gov) then select “Check Balance.”
- ◆ Accounts with credit cards on file will be autobilled up to 7 days prior to the due date.