

# PACER Quarterly Newsletter

April 2020 | [pacer.gov](http://pacer.gov)

## Coming Soon: New [pacer.gov](http://pacer.gov)

A new [pacer.gov](http://pacer.gov) website has been designed and developed to offer easier access to PACER and PACER-related applications. It also contains a library of common questions and additional information about PACER and electronic public access services.

The new site:

- Is mobile-friendly.
- Groups court-specific information all in one place.
- Provides an interactive way to find frequently asked questions.
- Features new accessibility tools.

The Electronic Public Access (EPA) Public User Group previewed the new site during their February meeting and provided valuable feedback. Additional user input will be gathered before and after the site launch.

The final phase of the [pacer.gov](http://pacer.gov) project begins this month, with the goal of launching in June. Automated script users will be notified by email of when they can test scripts and/or update them for the court links page (called Court CM/ECF Lookup on the new site). To join the email list, send a request to [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov).

## Public User Group Members Named, First Meeting Held

Twelve people from diverse backgrounds in law, media, government, and academia were selected for a new public user group to provide advice and feedback on improving the PACER service and other electronic public access services provided by the Judiciary. The group held its inaugural meeting on February 27-28, 2020.

For a membership list, meeting agenda, and additional information, visit: <https://www.uscourts.gov/court-records/electronic-public-access-public-user-group>.

## 15 Courts Convert to NextGen in Q1

In the first quarter, 15 courts implemented the next generation case management/electronic case files (NextGen CM/ECF) system:

- Arkansas Eastern District
- California Central District
- California Southern District
- Court of International Trade
- Florida Southern District
- Georgia Southern District
- Michigan Eastern District
- New Jersey District
- Ohio Northern District
- Oregon District
- Pennsylvania Middle Bankruptcy
- Utah District
- Virginia Western Bankruptcy
- Washington Western District
- Wisconsin Western Bankruptcy

To date, 91 courts have converted, and more will soon follow.

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## Understanding PACER Fees: How, When Users Are Charged

Access to case information through PACER costs \$.10 per page for all users. If you accrue \$30 or less in a quarter, your fees will be waived. The following describes how PACER fees are applied.

- Fees are \$.10 per page, with a cap of \$3.00 (30 pages) for:
  - ◆ Case documents (excluding transcripts)
  - ◆ Docket sheets
  - ◆ Case-specific reports
- The fee cap **does not\*** apply to:
  - ◆ Transcripts
  - ◆ Non-case-specific reports
- Court hearing audio files via PACER cost \$2.40 per file.

There is no additional fee to print or save information after accessing. Your PACER account will be billed for all use.

To learn more about PACER fees, the electronic public access fee schedule is available at: [pacer.gov/documents/epa\\_feesched.pdf](http://pacer.gov/documents/epa_feesched.pdf).

The PACER fee remittance address has changed. To avoid a payment delay, please mail checks to:

**U.S. Courts: PACER  
P.O. Box 5208  
Portland, OR 97208-5208**

*\*Correction: "does not" was omitted in error in the newsletter that was mailed with quarterly statements and posted on Jan. 13, 2020.*

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The following information outlines what to do when your court announces it will convert.

- If you have a PACER account, ensure it is upgraded. Log in to Manage My Account at [pacer.gov](http://pacer.gov).
- If you do not have a PACER account, go to: [pacer.psc.uscourts.gov/pscof/registration.jsf](http://pacer.psc.uscourts.gov/pscof/registration.jsf). Once registered, you will have an upgraded account.
- After your court converts, you must link your e-filing account to your PACER account.
  - ◆ For an overview on linking, go to [pacer.gov/nextgen](http://pacer.gov/nextgen).
  - ◆ For instructions on linking accounts, go to [pacer.gov](http://pacer.gov), select E-File, click the Training option, and click Electronic Learning Modules.

For more information, continue to check your court’s website.

### Billing Information

- PSC accepts Discover, VISA, MasterCard, and American Express. Log in to Manage My Account at [pay.gov](http://pay.gov) to pay by credit card.
- PSC federal tax ID: 74-2747938.
- A fee of \$53 will be assessed if your payment is returned.
- Accounts with credit cards on file will be auto-billed up to 7 days prior to the due date.

### PSC Information

PSC hours are 8 AM—6 PM CT, Monday through Friday. The PSC is closed for the following holidays:

- Memorial Day:** May 25
- Independence Day:** July 3
- Labor Day:** September 7
- Columbus Day:** October 12
- Veterans Day:** November 11
- Thanksgiving Day:** November 26
- Christmas Day:** December 25

## April Billing Statement Reflects New Fee Waiver

While the new PACER fee waiver took effect in January, users will finally see the change in this quarter’s bill. The new waiver increases free access for users from \$15 or less to \$30 or less per quarter.

This change means that more than 75 percent of users accessing court records will pay no fee in a given quarter. Visit [pacer.gov](http://pacer.gov) to learn more about the new waiver.

### User Tips & Reminders

#### Receiving Faster, More Efficient Support from PSC

When you contact PSC for assistance, please include the following in your email or web message to ensure you receive helpful, timely assistance:

- Account number and username
- Specific federal court your issue involves, if applicable
- Specific issue you are having (e.g., login reset questions)

**NOTE:** The PSC cannot locate accounts by state bar number.

#### Resetting a Password: Know Your Security Information

To recover a lost or forgotten PACER password, you must know the answers to your security questions. If you are unsure, update the answers as soon as possible and keep them in a safe place. You may do this online at [pacer.gov](http://pacer.gov). Click Manage My Account. After you log in, click Set Security Information under Settings.

#### Retaining Your PACER Account after Moving Firms

When you leave your firm, you do not need to create a new PACER account. If your account was part of a PACER Administrative Account (PAA), you may either unlink it (at Manage My Account), or the firm may unlink it. If you change firms or work individually, your PACER account stays with you.

**NOTE:** When you change firms, update your account information (e.g., email, etc.) at [pacer.gov](http://pacer.gov) under Manage My Account.

## NextGen CM/ECF: What to Know

When your court announces it will convert to next generation (NextGen) CM/ECF, or if it has already converted, take these steps to prepare.

1. **You must have a PACER account.** If you do not have one, go to: [pacer.psc.uscourts.gov/pscof/registration.jsf](http://pacer.psc.uscourts.gov/pscof/registration.jsf). Once registered, you will have an upgraded account.
2. **You must have an upgraded PACER account.** If you have a PACER account, ensure it is upgraded by logging in to Manage My Account at [pacer.gov](http://pacer.gov).

3. **If you are an e-filer, link your e-filing account to your PACER account after your court converts.**

- For an overview on linking, go to [pacer.gov/nextgen](http://pacer.gov/nextgen).
- For instructions on linking, go to [pacer.gov](http://pacer.gov), select E-File, click Training, and click Electronic Learning Modules.

Check your court’s website for more information on when it will convert. If you need additional help, refer to [pacer.gov/nextgen](http://pacer.gov/nextgen).