

## Firm Billing Available

The PACER Service Center has introduced a new account management service called the PACER Administrative Account (PAA). The new service lets you receive a single invoice for charges from multiple logins by setting up a firm-wide PAA. Moreover, the PAA is a tool that can be used to manage the group's logins. The administrator of a PAA can:

- Choose which firm accounts to roll into the PAA by adding existing logins
- Set up new logins for the firm's PACER users and receive login information immediately
- Activate and deactivate individual logins, as needed
- Update user information for a login

See [www.pacer.gov](http://www.pacer.gov) for additional information or to register for a PACER Administrative Account. Please note the PAA is for administrative purposes only and does not provide access to case information.

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## Upcoming Changes to Cases Accessed through PACER

Those who use PACER to access district or bankruptcy case files will notice some changes in the next few months. The enhancements will appear in CM/ECF version 6.0 for district and in version 5.0 for bankruptcy.

Notable changes in district CM/ECF are:

- ◆ Party roles are now displayed beside names that are returned as a result of a Party Search.
- ◆ The Query selection screen now includes an Exact Match Only checkbox beside the Last/Business Name field. If checked, the results include only exact matches to the search entered in the Last/Business Name field.

Notable changes in bankruptcy CM/ECF are:

- ◆ An added search option to the Query screen allows a user to locate Adversary or Miscellaneous Proceedings using a particular Nature of Suit Code (e.g., Recovery Money/Property, Objection/Revocation of Discharge, etc.).
- ◆ New options were added to the Cases Report search that offers additional filtering when obtaining a list of cases. New filters include Assets Status, County and new Date Types such as Reopened Date, etc.

In addition, both district and bankruptcy courts have the option to provide two new links within CM/ECF so PACER users can access other courts and the PACER Case Locator from within CM/ECF. The Links to Other Courts and PACER Case Locator (National Index) links are under Utilities if made available by the court.

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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## Password Security and Protection

Your password and login ID (also referred to as a username), are the means for authenticating your identity with the PACER and CM/ECF systems. As such, password security is extremely important. To be effective, your password must be difficult for others to guess but easy for you to remember. A strong password consists of upper and lower case letters, numbers and letters, and at least one symbol. We recommend using a sentence to create a difficult password that is easy for you to remember. For example, I plan to be at school tomorrow is lp2b@st!.

Even strong passwords can be compromised. Taking the following steps will help keep your PACER password safe.

- 1) Make sure your computer is actively protected by keeping your computer's anti-virus software up to date.
- 2) Use a unique password for your PACER account.
- 3) Never share your PACER password. If anyone else knows your password, it's no longer secure.
- 4) If you have to share a PACER account with multiple employees, make sure the password is changed when one of the employees leaves or set up a PACER Administrative Account and when an employee leaves, deactivate his login.
- 5) Change your PACER password regularly to prevent unauthorized use of your account. The PACER Service Center recommends changing passwords every 90 days.

## PACER Billing Page

Have you ever wondered if your PACER payment could be automatically billed to your credit card? Would you like to know how to receive a notice of billing via email? A visit to the PACER billing page will answer these questions and more. This page provides information on ways to make it easier to manage your quarterly billing and usage. You can access the page at [www.pacer.gov/billing](http://www.pacer.gov/billing) to review a sample invoice or obtain information on a variety of billing topics including:

- ◆ Tracking usage monthly
- ◆ Access to invoices or statements for the past 24 months
- ◆ Online payments using a credit card
- ◆ Access to forms pertaining to PACER billing
- ◆ Paperless Billing Option (Recommended)

### 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. In 2012, the service center will be closed for Federal holidays including November 12 for Veterans Day, November 22 for Thanksgiving, and December 25 for Christmas.

## 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.