
PACER Quarterly Newsletter

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Billing Information and Tips for PACER Users

The information below provides useful pointers to help make the PACER payment process easy and efficient. These tips outline how PACER billing works, how to pay, and more. Remember: If you accrue \$30 or less in a quarter, your fees are waived.

PACER Fees: How Users Are Charged

Access to case information through PACER costs \$.10 per page. The following describes how 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. Your PACER account will be billed for all use. To learn more about PACER fees, see the electronic public access fee schedule at: <https://www.uscourts.gov/services-forms/fees/electronic-public-access-fee-schedule>.

PACER Billing: Details & Reminders

- PSC accepts Discover, MasterCard, Visa, and American Express. Log in to Manage Your Account at pacer.uscourts.gov to pay by credit card.
- The PSC federal tax ID is: 74-2747938.
- A fee of \$53 will be assessed if your payment is returned.
- Accounts with a credit card on file will be auto-billed up to 7 days prior to the due date.
NOTE: Charges will appear on your credit card statement as “PACER 800-676-6856 IR.” If you have any questions regarding the charge, contact the PACER Service Center.
- PACER Fee Remittance Address:
 - U.S. Courts: PACER
 - P.O. Box 5208
 - Portland, OR 97028-5208**NOTE:** When remitting payment, please include the account number.

Reminder: Update User Type

PACER and CM/ECF users may have noticed a prompt to review and update their existing user type selection (e.g., Individual, Attorney, etc.). This updated information is essential for understanding users and their needs.

Users will have three opportunities to skip this user type update before their account is disabled. To avoid any disruptions, you should complete this process when the prompt first appears.

For questions or assistance, please contact the PACER Service Center at (800) 676-6856 or by emailing pacer@psc.uscourts.gov.

Hours of Operation and Holidays

The PACER Service Center (PSC) is open from 7 a.m.–6 p.m. CT, M–F.

PSC is closed for holidays on the following dates:

- **Labor Day:** September 2
- **Columbus Day:** October 14
- **Veterans Day:** November 11
- **Thanksgiving Day:** November 28
- **Christmas Day:** December 25

PSC, PACER Website: Helpful Hints and Information

Getting Faster, More Efficient PSC Support Via Email

When you contact the PACER Service Center (PSC) for help, please include the following information in your message to ensure you get the help you need, when you need it:

- Account number and username
- Specific federal court, if applicable
- Your specific issue (e.g., login reset questions)

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

Enhanced PACER Website Messaging

You can dismiss alerts on the PACER website. If a message appears at the top of pacer.uscourts.gov, you can click Dismiss, and the message will not reappear—even on subsequent logins for the remainder of the day.

Sign Up for PACER Announcements

Go to the PACER website to receive announcements by email. At pacer.uscourts.gov, go to the Email Updates section. Enter your email address and click Sign up to get the latest PACER news delivered to your inbox.

Help with Login Issues

Try these tips for PACER login assistance:

- Confirm you entered your credentials correctly (remember that passwords are case-sensitive).
- Delete your internet browser cookies/clear your cache and then restart your browser.
- Try a different browser.
- Use a different network.
- Call the helpdesk at 800-676-6856.

Helpful Website Resources

The PACER website offers several resources for finding exactly what you need:

- Check out the [How to Use PACER](#) page for user manuals on a variety of topics, including the PCL, website navigation, and firm accounts.
- The [Frequently Asked Questions](#) page answers dozens of queries in various categories such as user fees, finding a case, and PACER registration.
- For additional questions, the [Contact Us](#) page lists all the information you need to contact the PSC by phone, email, regular mail, and even from the website itself.

Policies and Procedures

Learn about PACER fees, usage, billing, and more in the Policies and Procedures section of the PACER website. Visit <https://pacer.uscourts.gov/policy-procedures> for more information.