

Important Information Regarding CM/ECF
United States Bankruptcy Court in the Western District of Pennsylvania

The “Free” Look for CM/ECF Filers

Attorneys of record participating in CM/ECF receive one free electronic copy of all filed documents, excluding attachments, by other parties. This provision allows one electronic copy of the document free of charge, which can then be printed or saved to the recipient’s own computer or network to avoid future access or copying costs.

It has come to the Clerk’s attention that attorneys must use the document link on the e-mail notification from ECF in order to get a "free" look at the document that was filed. There will be a PACER fee if the attorney selects the case number link. In the following example, an attorney would have to choose documents 1095, 1096 or 1097 to view the document at no charge. A fee would be incurred if “01-29744-MBM The Carbide/Graphite Group, Inc.” was selected.

[01-29744-MBM The Carbide/Graphite Group, Inc. Certificate of Service 1095](#)
[01-29744-MBM The Carbide/Graphite Group, Inc. Application for Administrative Expenses 1096](#)
[01-29744-MBM The Carbide/Graphite Group, Inc. Application for Administrative Expenses 1097](#)

The PACER Service Center has provided the following guidance in regard to obtaining the “free” look:

- FireFox 2.x or IE 5.5 is recommended.
- Make sure that your email program is pointing to Netscape as the Internet Browser. This setting should be found in the properties of your email program.
- Make sure that FireFox is set to accept all cookies.
- If using Adobe 5, Go to Edit, Preferences, General, then Options. Uncheck Display PDF in Browser, Uncheck Allow Fast Web View.
- The attorney who docketed the entry will NOT receive a free look email.
- The free look email CANNOT be forwarded to anyone else.
- The free look email is only good for 15 days.
- The free look is good only once and cannot be viewed again without charge.
- The free look is only good for the main document on the entry. You will be charged to review any attachments to the entry.
- Users do not have the option to be selective on the emails, either

If you have incurred PACER fees because you have chosen the case name and number hyperlink, and you feel that you may be eligible for a credit, then you may file a request in writing to the following:

PACER Service Credit
7550 IH-10 West
Suite 600
San Antonio, TX 78278

Be sure to include your login (customer ID), the dollar amount, and a brief explanation of your claim. Also be sure to include a copy of this letter to help facilitate the processing of your claim. The PACER Service Center has agreed to waive charges for dockets that were viewed from the CM/ECF e-mail notification before April 21, 2003.

Registered CM/ECF Filers Should be Receiving e-mail

Attorneys filing documents electronically on the Case Management/Electronic Case Filing (CM/ECF) system should be receiving electronic notice each time a docket entry is made in cases in which they are involved. However, when setting up your e-mail account, select the “Daily Summary” option in order to insure electronic notification of notices mailed by the Bankruptcy Noticing Center. Also, please check the Summary of ECF Activity daily to make sure you are receiving electronic notices. The Summary should be sent sometime after midnight each night for any case activity the previous day. Refer to Tab 27 in the Training Manual and Instructions regarding passwords and email accounts. If you continue to have problems receiving e-mail notices, please notify the Clerk by sending a message to the Court’s web site at PAWBHelpdesk@pawb.uscourts.gov . Once a trained attorney receives his/her login and password, an e-mail account should be set up immediately.