

How do I use the PACSES AVR?

The PACSES AVR greets you with a list of choices. When you hear the option you like, press that number on your touch-tone telephone keypad. The computer will give you the information you selected.

1. Do you have a touch-tone telephone?

The PACSES AVR will inquire as to whether you have a touch-tone. **Press (1)** if you have a touch-tone telephone.

If you do not have a touch-tone phone, stay on the line and you will be transferred automatically to an operator.

2. You may choose from the following information:

PRESS (1)

To hear about **General Office Information:**

- | | |
|----------------------|--------------------------------|
| PRESS
(1) | Office hours |
| PRESS
(2) | Directions to the DRS |
| PRESS
(3) | Court of Common Pleas location |
| PRESS
(4) | Cost & fees |

PRESS (2)

To hear about **General Case Information:**

- | | |
|----------------------|-----------------------------------|
| PRESS
(1) | How to open a case |
| PRESS
(2) | Interstate case information |
| PRESS
(3) | Blood testing information |
| PRESS
(4) | Protection from abuse information |
| PRESS
(5) | Custody information |

PRESS (3)

To hear about **Collections and Enforcement:**

- PRESS (1)** Income attachment information
- PRESS (2)** Intercept information
- PRESS (1)** IRS Intercept
- PRESS (2)** Unemployment Compensation Intercept
- PRESS (3)** Lottery Intercept
- PRESS (3)** Credit reporting information
- PRESS (4)** Business and professional licensing
- PRESS (5)** Public assistance
- PRESS (6)** Liens / judgments

PRESS (4)

(Note: Effective 8/2/99, Payment information is no longer on the Lackawanna DRS's AVR - to obtain payment information, call the SCDU AVR at 1-877-727-7238. The SCDU AVR works the same way as the Lackawanna DRS's AVR, so you may use these instructions as necessary to access payment information on the SCDU AVR.)

To hear **Case Specific Information:**

(PIN number needed)

* Additional details below

PRESS (6)

Other party messaging:

- PRESS (1)** Government agencies
- PRESS (2)** Attorneys
- PRESS (3)** Employers
- PRESS (4)** Insurance agencies

3. When you PRESS (4) to hear case specific information you will need two numbers:

- * Your social security number
- * Your PIN (Participant Identification Number), which you will choose the first time you PRESS (4) to access the case specific area of the AVR

4. To set your PIN number:

- * **PRESS (1)** to tell the PACSES AVR that you have a touch tone telephone.
- * **PRESS (4)** to enter the case specific area of the AVR.
- * The PACSES AVR will ask you to enter your social security number followed by the (#) pound sign.
- * **PRESS (2)**, by pressing 2 you are telling the PACSES AVR that you do not have a PIN number and you would like to obtain one.
- * You will choose your (PIN) personal identification number by entering any six numbers followed by the (#) pound sign.

BE SURE TO WRITE DOWN YOUR PIN FOR FUTURE USE

5. What can the PACSES AVR tell me about my case:

With your social security number and PIN, information about your case is available 24 hours a day.

- * **PRESS (1)** to tell the PACSES AVR that you have a touch tone telephone.
- * **PRESS (4)** to enter the case specific area of the AVR.
- * Enter your social security number followed by the (#) pound sign.
- * **PRESS (1)**, telling the AVR that you have a PIN number.
- * Enter your PIN followed by the (#) pound sign.
- * If you have more than one case, select a case.

The options that are available are:

PRESS (1)

Payment Information:

(Note: This option has been disabled from the Lackawanna DRS's AVR effective 8/2/99 - to obtain payment information, call the SCDU AVR at 1-877-727-7238.

The SCDU AVR works the same way as the Lackawanna DRS's AVR, so you may use these instructions as necessary to access payment information on the SCDU AVR.)

- PRESS (1)** Last payment
- PRESS (2)** Last three payments
- PRESS (5)** Payment history information

PRESS (3)

Common Questions:

- PRESS (1)** Case status
- PRESS (2)** Public assistance information
- PRESS (4)** Close a case

PRESS (5)

Account Balance

PRESS (6)

New Case:

(If you have more than one case you may choose another case number.)

6. Will I be able to hear my entire case history on the PACSES AVR:

The PACSES AVR will only have data from the date the PACSES system was implemented in your county's DRS. (Note: The Lackawanna County DRS implemented PACSES on 5/4/98.)

(Example - If your county's DRS office was implemented onto PACSES on Jan 1 and you call the AVR on Jan 2 the AVR might tell you that there have been no actions or payments to your case in the last six months. This is because PACSES has not yet provided any information about your case to the AVR. As soon as a payment is made through PACSES information will become available.)

7. What other options do I have on the PACSES AVR:

PRESS
(*) For help using the PACSES AVR.

PRESS
(#) To return to the previous menu. When you have completed your inquiry in the AVR, PRESS (#) multiple times to exit the systems.

8. Now that I know what numbers to push, do I have to listen to the complete message before I select the next option:

No, once you know the number sequence, press the option you want as soon as the message starts.