

## WHAT IS THE PACSES IVR?

PACSES stands for Pennsylvania Automated Child Support Enforcement System.

IVR stands for Interactive Voice Response.

The PACSES IVR can be accessed through your telephone to answer most of your child support questions.

The PACSES IVR is available 24 hours a day, 7 days a week.

The PACSES IVR gives you quick access to child support information. You may hear about policy and procedures and receive updates on your case, including recent payments and account status.

## HOW DO I USE THE PACSES IVR?

The PACSES IVR 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.

There is an introductory message that you may skip by pressing [1]. Then, you will be prompted to press [1] again if you have a touch-tone telephone. After the second message begins, you may make your selection.

### 1. Do you have a touch-tone telephone?

The PACSES IVR 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 [2] - To hear about General Case information:

PRESS [1] How To open a case

PRESS [2] Interstate Case Information

#### PRESS [3] - To hear about Collections and Enforcement:

PRESS [1] Income Attachment

PRESS [2] Intercept Information

PRESS [1] IRS Intercept

PRESS [2] Unemployment Compensation Intercept

#### PRESS [4] - To hear Case Specific Information:

\*(PIN number needed) \* additional details below

#### PRESS [5] - To leave a message:

PRESS [1] Case specific message

#### PRESS [6] - Other party messaging:

PRESS [1] Government agencies

PRESS [2] Attorneys

PRESS [3] Court of Common Pleas location

PRESS [4] Cost and Fees

PRESS [3] Genetic Testing information

PRESS [3] Credit Reporting information

PRESS [4] Business and Professional Licensing

PRESS [5] Public Assistance

PRESS [6] Liens/Judgments

PRESS [7] Drivers License Suspension

PRESS [2] Anonymous tip

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 IVR.

### 4. To set your PIN number:

\* PRESS [1] to tell the PACSES IVR that you have a touch-tone telephone.

\* PRESS [4] to enter the case specific area of the IVR.

\* The PACSES IVR will ask you to enter your social security number followed by the (#) pound sign.

\* PRESS [2], by pressing 2 you are telling the PACSES IVR that you do not have a PIN number and you would like to obtain one.

\* You will choose your (PIN) number by entering any six numbers followed by the (#) pound sign.

### 5. 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.

**BE SURE TO WRITE DOWN YOUR PIN NUMBER FOR FUTURE USE**

**6. What can the PACSES IVR tell me about my case:**

With your Social Security and PIN numbers, information about your case is available 24 hours a day.

- \* PRESS [1] to tell the PACSES IVR that you have a touch tone telephone.
- \* PRESS [4] to enter the case specific area of the IVR.
- \* Enter your Social Security number followed by the (#) pound sign.
- \* PRESS [1], telling the IVR 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**

- PRESS [1] Last Payment
- PRESS [2] Last three payments

- PRESS [3] To request a lost payment form.
- PRESS [5] Payment history information.

**PRESS [3] - Common Questions**

- PRESS [1] Case status.
- PRESS [2] Public Assistance Information.
- PRESS [3] Self employment messaging.

- PRESS [4] Close a case.
- PRESS [5] Request a review.

**PRESS [4] - Messaging**

**PRESS [5] - Account Balance**

**PRESS [6] - New Case** (If you have more than one case you may choose another case number).

**7. Will I be able to hear my entire case history on the PACSES IVR**

The PACSES IVR will only have data from the date the PACSES system was implemented in your County's Domestic Relations Section.

(Example - If your county's DRS office was implemented onto PACSES on Jan 1 and you call the IVR on Jan 2 the IVR 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 IVR. As soon as a payment is made through PACSES information will become available.)

**8. What other options do I have on the PACSES IVR:**

- PRESS (\*) For help using the PACSES IVR.
- PRESS (#) To return to the previous menu. When you have completed your inquiry in the IVR PRESS (#) multiple times to exit the system.

**9. Can I pay by credit card? Yes**

- Call 1-877-727-7238 (toll free in U.S.)
- Press (8) pay by credit card

**IVR NUMBERS:**

**Indiana:** 724-465-3940

**SCDU:** 1-800-727-7238



**I**NTERACTIVE

**V**OICE

**R**ESPONSE