

THE MULTI-COURT VOICE CASE INFORMATION SYSTEM

The Multi-court Voice Case Information System (McVCIS) is an Interactive Voice Response system that manages multiple courts simultaneously from one centrally-located server. On average, it fields over 200,000 calls per month for 65 bankruptcy courts. It has two language options – English and Spanish.

It allows you, from any standard touch-tone telephone, to dial in and get information about a bankruptcy case or adversary proceeding filed in the Northern District of Mississippi on or after December 1, 1988. Searches by the Clerk's staff (prepaid fee for each name or item searched by a staff member) may be required for older cases or cases not yet entered in the automated database.

CALLING MCVICIS

1. DIAL 866-222-8029 for toll free access.
2. Say "Mississippi" to get a list of available courts in Mississippi or say "Mississippi Northern" to connect to our court.
3. PRESS the "1" key or say "help" to hear instructions.
PRESS the "2" key or say "case number" to search by case number.
PRESS the "3" key or say "name" to search by participant name.
PRESS the "4" key or say "social security" to search by participant social security number or tax id number.

USING VCIS TO SEARCH BY CASE NUMBER

1. When you are at the main menu, press the "2" key to search by case number. Enter or say the two digit case year then enter or say the five digit case number. For example, to search for the case number "99-12345", you would press or say "99" then you would press or say "12345". The following keys would be used if you were using the key pad:

9	9	1	2	3	4	5
WXY 9	WXY 9	1	ABC 2	DEF 3	GHI 4	JKL 5

2. LISTEN and the system will read you information about the case.
3. IF YOU HAVE NOT exceeded 5 queries, you will be given the opportunity to enter another case number or participant.

USING VCIS TO SEARCH BY PARTICIPANT

1. When you are at the main menu, press the "3" key to search by participant name. Enter the name of a case participant. Names are given to the computer by pressing the keys on your telephone that correspond to the letters in the name. Use the "1" key for the letters "Q" and "Z" and skip any characters that are not letters, such as spaces, apostrophes, and dashes.
 - a. IF THE NAME IS AN INDIVIDUAL, enter the last name followed by the first name. For example, to enter the name "Joe O'Riley", you'd press the following keys:

O	R	I	L	E	Y	J	O	E
MNO 6	PRS 7	GHI 4	JKL 5	DEF 3	WXY 9	JKL 5	MNO 6	DEF 3

- b. IF THE NAME REPRESENTS A COMPANY, type the company name. You probably should leave off such suffixes as "Inc." or "Corp." For example, to enter the name "Joe's Subs, Inc.", you'd press the following keys:

J	O	E	S	S	U	B	S
JKL 5	MNO 6	DEF 3	PRS 7	PRS 7	TUV 8	ABC 2	PRS 7

2. LISTEN and the system will read you information about the case. If more than one case matches, a list of names will be read. Select the number that matches the name you wish read.
3. IF YOU HAVE NOT exceeded 5 queries, you will be given the opportunity to conduct another search.

USING VCIS TO SEARCH BY SOCIAL SECURITY NUMBER OR TAX ID

1. When you are at the main menu, press the "4" key to search by social security or tax id number. Enter the social security or tax id number omitting the dashes between the numbers. For example, to search for the social security number "123-45-6789", you would say the number or press the following keys:

1	2	3	4	5	6	7	8	9
1	ABC 2	DEF 3	GHI 4	JKL 5	MNO 6	PRS 7	TUV 8	WXY 9

2. LISTEN and the system will read you information about the case.
3. IF YOU HAVE NOT exceeded 5 queries, you will be given the opportunity to enter another case number or participant.