



Instructions for Requesting an Inspection using IVR



What is an IVR Number?

Permits are tracked and inspections scheduled in the system using an assigned IVR number. When your permit is issued and printed, your IVR number will appear in the lower left-hand corner of your permit. If you are unsure of your IVR number, you may use your permit number to schedule inspections. IVR will translate your permit number to your IVR number and repeat it back to you for future use. *NOTE: Your IVR number is distinct from your Permit Number. The fastest way to schedule an inspection is to use your IVR number.*

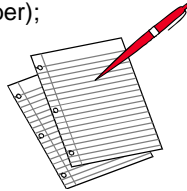
How do I access the IVR System?

The inspection request phone number is (503) 823-7000. The IVR system is available 24 hours a day with only a small amount of down time on Saturday mornings. If for any reason IVR can't complete your requested transaction, you may be forwarded to a staff person during business hours.

What do I need to schedule an inspection?

To schedule an inspection, you need the following:

1. An IVR Request Number (or permit number);
2. The three-digit inspection code(s) of the inspection(s) you would like to schedule; and
3. Pen and paper to write down your confirmation number.



Where do I find the inspection codes?

Enclosed (on page 3) is an inspection reference sheet that contains all the available inspection codes, brief instructions on dialing into the IVR system, and some reminders about different inspections. If you need additional copies of the IVR inspection reference sheet or the IVR Pocket Reference, copies can be picked up in the Development Services Center or visit our website at <http://www.portlandonline.com/bds>.

What is the deadline for requesting an inspection?

While IVR is available 24 hours a day, keep in mind that there are some times when you will be transferred to an operator or given a different phone number to dial for service. **To obtain an inspection for the same day, you must request the inspection prior to 6:00 a.m.**

What is the deadline for rescheduling or canceling an inspection?

To reschedule or cancel a same-day inspection, you must call in your request no later than 6:00 a.m. If you call between 6:00 a.m. and 8:00 a.m., you'll be asked to call back after 8:00 a.m. to speak to an operator.

Dial: (503) 823-7000

