Instructions for Requesting an Inspection using the IVR

How do I access the IVR System?
The inspection request phone number is (402)441-5999. The IVR system is available 24 hours a day. If for any reason the IVR can’t complete your requested transaction, you may press 0 to 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. A Permit Number
2. The IVR Inspection Code for the Requested Inspection Type
3. Pen and paper to write down your confirmation number

Where do I find the inspection codes?
To hear a list of inspection codes through the IVR press the * key when prompted. They are also available here.

What is the deadline for requesting an inspection?
The IVR is available 24 hours a day. To obtain an inspection for the same day, you must complete the inspection request prior to 7:30 AM.

What is the deadline for rescheduling or canceling an inspection?
To reschedule or cancel a same-day inspection you must complete your request no later than 7:30 AM.

Will IVR ever stop you from scheduling an inspection?
- You can’t schedule an inspection on your permit unless it has been issued.
- If your permit has any unpaid fees, no inspections can be requested until those fees are paid.
- Limited status permits will not allow inspections to be scheduled until it is in an Issued status.
- If the requested inspection has already been approved you cannot request additional inspections of the same inspection type.

Dial: (402) 441-5999

Initial Greeting:
Thank you for calling the City of Lincoln Voice Permits IVR System

Main Menu
1. Schedule an Inspection
2. Cancel or Reschedule an Inspection
3. Obtain Inspection Results
4. To Pay Permit Fees

To speak with an operator about your inspection or if you do not know your permit number press 0

Select 1 to schedule an inspection

Enter the Digits corresponding with the Letters and Numbers of your Permit Number followed by the # key. (For Assistance Press the * key)
Example: B1700000 would be 21700000#

Enter your IVR inspection code followed by the # key

Select a day for your inspection (use 1-5 to choose one of the next five working days)

Select a time of day for your inspection (1=anytime, 2=a.m., 3=p.m.)

Leave a message for the inspector if you need to convey more information than you already entered (1=leave a message; 2=don’t leave a message)

Enter your area code and phone number

To hear your confirmation number and hang up, press 1; to schedule another inspection on the same permit, press 2; to schedule an inspection on a different permit, press 3.