

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

