Purchasing an Inspection Trip Online

Inspection Trips are purchased online by creating a new application. The following sections will walk you through this process.

Contents

Creating an Application.................................................................................................................................................. 1
Processing an Application............................................................................................................................................. 4

Creating an Application

- Log into Citizen Access using your approved credentials
- In the box labeled “Building”, click “Create an Application”

- Read and check the box accepting the terms and conditions, then press continue application.
• Select an available license, or choose “None Applicable”, and press “Continue Application”
  o Note that all license types associated with your account are eligible to create this type of application

• Select the record type called “Purchase an Inspection Trip”, then press continue application
Processing an Application

• Once your application is created, enter the desired permit for which you wish to purchase an additional inspection trip in the “Permit Number” box
  
  o Also, as a feedback mechanism to ensure that you’ve chosen the appropriate permit number, the project address will be displayed in the “Project Address” box. **Verify this is correct before proceeding**

![Purchase an Inspection Trip](image)

• Specify the number of regular and/or after hours trips you wish to purchase in the appropriate box
  
  o Be aware that you must enter a whole number, and both values cannot be non-numeric or zeros

• Once those fields are completed, press “Continue Application”
• You will now see a summary screen for you to verify the information you have entered. If there are any errors, press the “Edit” button to return to the entry form. If everything looks acceptable, click “Continue Application”

• Next, you will be presented the fees due for the transaction
• Click “Continue Application”
You will then be directed to our secure payment processing portal, which will look slightly different.

In the “Choose method of Payment” box, click “Next”
  
  o Be aware that we only accept VISA and MasterCard

Complete the Billing Address and Payment Method forms with your billing and credit card information, then click “Next”
Purchasing an Inspection Trip Online

- Verify that the information was entered correctly on the summary screen
- Press the “Back” button to modify or press the “Pay Now” button to complete the payment

```
Address
Billing Address:
Joe Money
757 Carolyn Ave
Columbus, OH 43224
dagroup@columbus.gov

Payment Method
Credit Card  
Visa
Joe Money
x1114  03/17

Payment Amount
Amount: 300.00 USD
Total: 300.00 USD
```

- You will then be redirected back the Citizen Access portal
- Click the “Print/View Receipt” button to print a receipt of the transaction for your records

```
Your transaction has completed successfully.
The available trips on the specified permit have been updated accordingly. Please verify and notify Building and Zoning Services at dagroup@columbus.gov if any irregularity occurred.

Thank you for using our online services.
Your Record Number is TRIP:6000001.

This record is NOT a permit. Refer to the permit specified during the transaction to verify that the inspection trips were successfully added.

Print/View Record  Print/View Receipt

Please contact dagroup@columbus.gov if any problems were encountered during this transaction. Thank you.

View Record Details »

(You must post the record in the work area.)
```

Congratulations! You have successfully added available inspection trips to the permit you indicated.
It is important to remember the record that was created was not a permit. **Next, verify the trips were added successfully.** Search for the permit you specified during the transaction, and view the available trips in the Record Details section (Record Details > More Details > Application Information).

Contact [datagroup@columbus.gov](mailto:datagroup@columbus.gov) with any questions or problems you encountered.