



DEPARTMENT OF TRANSPORTATION
DRIVER AND MOTOR VEHICLE SERVICES
1905 LANA AVE NE, SALEM OREGON 97314

IVR USER GUIDE

DMV's Interactive Voice Response System

DMV's Voice Response System

telephone number: (503) 945-5300

For other records use DMV's web form to submit your request at:
www.oregon.gov/ODOT/DMV/forms/records.shtml

Please write down your numbers:

(Your account number)

(Your password number)

DMV's Voice Response System is an automated system which allows you to listen to DMV address information and order certain driver and vehicle records by phone day or night, seven days a week.

To use DMV's Voice Response System you will need your DMV account number and password, a touch-tone telephone and either an Oregon driver license number or a vehicle plate number.

NOTE: All records ordered through DMV's Voice Response System are non-refundable.

How do I use DMV's Voice Response System?

- Dial **(503) 945-5300** from a touch-tone phone.
- When entering your account number and password, pause between each number, so that the system has time to recognize the numbers entered.
- The system will ask you to enter your account number, followed by the pound sign (#).
- The system will ask you to enter your password number, followed by the pound sign (#).
- The system will ask you to wait a moment to verify your account and password number.
- If you enter the wrong **account or password number**, you will have two (2) more chances to enter valid numbers. After three tries, you will be transferred to an operator.

What records can I access?

The Voice Response System will offer you a selection of these six menu choices:

- Press **"1"** to listen to driver license name and address, description and status.
- Press **"2"** to listen to vehicle description and ownership. (Choices 1 and 2 will be read to you, but not mailed.)
- Press **"3"** to order a three-year non-employment driving record.
- Press **"4"** to order a complete or certified court print driving record.
- Press **"5"** to order a three year employment driving record.
- Press **"6"** to order a vehicle record print.
See: Vehicle Information instructions.

NOTE: Some record account users have access to vehicle records only.

Press "1": Driver Information

- Enter the Customer ID number (driver's license, instruction permit or ID card number) followed by the pound sign (#).
- DMV's Voice Response System will repeat the customer ID number and ask you to press "8" to continue or press "9" to cancel and return to the main menu.

NOTE: If you press "8," **you will be billed** even if no record is found.

- The system will say "Please hold," while the record is being accessed from DMV's computer.
- Driver information is read in the following order:

CHOICE "1" - ITEM of information

License or Permit Number

Name & Address (includes city, state, zip code)

Date of Birth

License Type

Endorsement

Expiration Date of Driver License or Instruction Permit

Issue & ID Card (if any)

Height

Weight

Restriction Code, Last Duplicate Date & Type (if any), SR22 Certification Date (if any),

Financial Responsibility Insurance Proof Required Date (if any).

Commercial Driver License Status

Driver's Status

- You can use the following keys to maneuver through a record:
 - **Press "1" to rewind to the previous item. You can continue to Press "1" until you've backed up to the item you want to hear again.**
 - **Press "2" to pause an item or to start playing the item again.**
 - **Press "3" to skip ahead to the next item. You can continue to Press "3" until you've reached the item you want to hear or to fast forward to the end of the record.**
 - **Press "4" to spell out an item, such as a name or address.**
 - **Press "8" to repeat an item.**
- At the end you may either press "8" to repeat the record from the beginning (no extra charge) or "9" to return to the main menu to run another record, or you may hang-up.

Press "2": Vehicle Information

- Press "2" to **listen** to a vehicle record.
- Letters are coded in with an asterisk (*) followed by a 2 digit number. To enter letters of the plate, use the following conversion chart:

Alpha-Numeric Conversion Chart:

A = *21	J = *51	S = *73
B = *22	K = *52	T = *81
C = *23	L = *53	U = *82
D = *31	M = *61	V = *83
E = *32	N = *62	W = *91
F = *33	O = *63	X = *92
G = *41	P = *71	Y = *93
H = *42	Q = *11	Z = *12
I = *43	R = *72	

Examples:

<u>Plate</u>	<u>Your entry</u>
ABC 123	*21 *22 *23 123 #
123 ABC	123 *21 *22 *23 #

Numerals are entered as the numbers on your phone keypad. Finish entry with the pound sign (#).

- DMV's Voice Response System will repeat the plate number and ask you to press "8" to continue or press "9" to cancel and return to the main menu.

NOTE: If you press "8," **you will be billed** even if no record is found

- Vehicle information is read in the following order.

CHOICE "2" - ITEM of information

Plate Number

Year of Vehicle

Make

Style and any Title Brands (i.e., reconstructed or damages)

Owners & Addresses - Registered Owner(s), Addresses, Security Interest Holders or Lessors or Clear Title.

Expiration Date of Plate

Last (computer entry) Processing Date

VIN (Vehicle Identification Number)

Title Number

- You can use the following keys to maneuver through a record:
 - **Press "1" to rewind to the previous item. You can continue to Press "1" until you've backed up to the item you want to hear again.**
 - **Press "2" to pause an item or to start playing the item again.**
 - **Press "3" to skip ahead to the next item. You can continue to Press "3" until you've reached the item you want to hear or to fast forward to the end of the record.**
 - **Press "4" to spell out an item, such as a name or address.**
 - **Press "8" to repeat an item.**
- At the end you may either press "8" to repeat the record from the beginning (no extra charge) or "9" to return to the main menu to run another record, or you may hang-up.
- Vehicle records held in "Special Processing" or certain "flag" messages cannot be read. These will cause your call to be transferred. Operators are available 8-12 & 1-5 Monday through Friday excluding holidays.

Press “3”: Order a Non-Employment (3-year) Driving Record

Press “4”: Order a Certified Court Print

Press “5”: Order an Employment (3-year) Driving Record

- DMV’s Voice Response System will ask you to enter the driver license number, followed by the pound sign (#).
- The system will repeat the number and ask you to enter “8,” if it is correct, or “9” to cancel and return to the main menu.
- If you press “8,” the system will say, “Please hold,” while the record is accessed from our computer. You will be billed even if no record is found.
- The number is read again, followed by the name of the driver, and says, “Your record will be mailed the next business day.”
- You can go to another menu selection or hang-up.

Press “6”: Vehicle Record Prints

- DMV’s Voice Response System will ask you to enter the vehicle plate number, followed by the pound sign (#). *See “Vehicle Information” for instructions on how to key in letters, and follow the alpha-numeric conversion chart.*
- The system will repeat the vehicle plate number and ask you to enter “8” if it is correct, or “9” to cancel and return to the main menu.
- If you press “8,” the system will say, “Please hold,” while the record is accessed from our computer. You will be billed even if no record is found.
 - *If the system doesn’t repeat the letters, reads numbers instead of the letters, or you hear silence, press “9” to cancel.*
- The vehicle plate number is read again and says: “Your record will be mailed the next business day.”
- You can go to another menu selection or hang-up.

When are records mailed?

- Driving Records (Choices 3, 4, or 5) and Vehicle Record Prints (Choice 6) ordered Monday through Friday before 6:00 p.m. are normally mailed the next DMV working day.
- Records ordered after 6:00 p.m. Friday, or on weekends are normally mailed the following Tuesday.
- Records ordered on a Monday holiday are normally mailed the following Wednesday.
- If you do not receive your records within five mailing days, call (503) 945-5310 Mon.– Fri. excluding holidays between 8:00 a.m. and 12:00 am and 1:00 and 5:00 p.m. You will be asked for the date the record was ordered and your account number.

Questions or Assistance

Name or VIN search help **(503) 945-5310**

Billing questions: **(503) 986-3960**

Account or password problems: **(503) 945-7950**
or email: ODOTDMVRecordsPol@odot.state.or.us