# City of KELLER

## PUBLIC WORKS

September 17, 2015

To:  Customer Service Inspectors

This letter serves to inform you of the new procedures and requirements for delivering customer service inspection certificates to the City of Keller.  The city has partnered with SC Tracking Solutions LLC, a web-based software tool used to track, catalog, and confirm validity of inspectors and CSI findings.

All customer service inspectors who work in the City of Keller must register and submit customer service inspection (CSI) certificates using SC Tracking Solutions portal at www.sctrackingsolutions.com.

1.  To register, go to www.sctrackingsolutions.com and create an account.

2.  Upload, fax, or email the SC Tracking Solutions documentation required by the city, including professional license(s), state certification, and driver's license.  Please ensure the documentation is current.  Please allow 24 hours to validate the information with state databases and issue you a password via email.

3.  Once you have a temporary password issued to you, you will be able log in and create your own login credentials.   Each property can be searched by a "Customer Catalog Number" or by "Address Customer Catalog Number" ("Customer Catalog Number" is issued to every commercial or residential property).  To submit a CSI certificate(s), log in, search for property address, and submit results using the CSI link.  Once the report is submitted, a copy will be sent to the designated city representatives.  No further action is needed on your part.

4.  Any report that is submitted as a "Non-Compliant" will be reported to the City of Keller Public Works Department for immediate follow up.  Please submit "Non-Compliance" reports as soon as possible to avoid delays during the permit process.

**SC Tracking Solutions Customer Service Phone #:  1-866-232-0174**
**SC Tracking Solutions Fax #:  972-217-8387**
**SC Tracking Solutions Email:  cs@sctrackingsolutions.com** ("Brand new" property address information can be emailed here.  "Brand new" property address is defined as newly built home).

Required fees upon submitting inspection results are as follows, please bid accordingly:

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| New or existing customer service inspection (Paid on SC Tracking Solutions website) | $10.95 per device + sales tax |
| Annual city registration | No annual fee at this time |
| Insurance required | Not required at this time |
| State license | Required |
| Driver license | Required |