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Introduction

The purpose of this manual is to provide day-use parking permit agents with the procedures for issuing 12 & 24 month day-use parking permits. Keep it available as a reference for everyone that sells day-use parking permits.

Agent Agreements

Agents must enter into a written agreement with OPRD for selling parking permits. The amount of supplies distributed to agents will be at OPRD's discretion, based on volume of sales and timely submission of revenue reports.

Agent Contacts

Agent contacts are those who are authorized to complete and submit supply orders and revenue reports. Agents are required to fill out a day-use parking permit sales contact list before an agent agreement is approved. Any person who is on the agent contact list must have read this manual and/or received training from permit program staff. **Agents need to contact OPRD if the contact name changes or if a name needs to be added.**

Permit Program Staff

If you have any questions or if you need clarification on any of the procedures in this manual, contact OPRD Permit Program Staff.

Permit Program Specialist 503-986-0717

Permit Program Assistant 503-986-0712

E-mail to: opr.permits@oregon.gov

Mail all materials and correspondence to:

Oregon Parks and Recreation Depart

Day-Use Parking Permit Program

725 Summer Street NE, Suite C Salem, OR 97301-1271

Inventory

VOIDED PERMITS

- **DO NOT DESTROY VOIDED PERMITS.** If you must void a permit, write “void” across the permit card with permanent marker (*to prevent re-use*) and across the face of all permit copies. Return the permit card, the white Customer Receipt and the yellow State Parks HQ Copy to OPRD with your Sales Report. Retain the pink Seller Copy in the permit book for your records.
- **A permit submitted as a void without returning the original permit card WILL NOT be considered a valid void and the agent will be responsible for the full cost of the parking permit.**

LOST/MISSING INVENTORY

Contact OPRD IMMEDIATELY with issues regarding permit inventory.

Agents are responsible for keeping track of all permit inventory received from OPRD. If a permit is lost or missing and you are unable to account for it or unable to return the permit card, list the permit on the Sales Report and submit payment.

YEAR END RECONCILIATION

This process takes place beginning in January of each year. Agents will be notified of any permits assigned to them during the previous year that remain unaccounted for, (*permits not sold, voided, or returned to OPRD*). Agents are given the opportunity to provide backup information to account for the permits, but are financially responsible for the permit(s) if unable to do so.

INVENTORY TIPS

- Permits remain the property of OPRD.
- Permits are not transferable between agents and are to be sold from the business location(s) listed on the Day-Use Parking Permit Agent Agreement. If an agent relocates, changes the name of the business, or transfers ownership of the business, please notify OPRD immediately.
- Agents must keep accurate records of all permits received and sold for six (6) years from date of sale

Foster Parent Passes Veteran's Passes Duplicate Day Use Parking Permits

If agents receive requests for the Foster Parent Passes, Veteran's Passes or Duplicate Day use Parking Permits, please direct customers to call Oregon State Parks Information Center at 1-800-551-6949. These permits are not the standard Day Use permit and cannot be issued by agents.

Promotional Sales

Periodically, the 12-month day-use parking permit is sold at a promotional discount, (*the 24-month parking permit does not go on sale*).

OPRD will notify permit agents, in advance, of any scheduled promotional sales. With the advanced notice, OPRD will provide agents with special instructions and reporting forms.

Issuing Day Use Permits

- Use a ballpoint pen and press firmly.
- Complete the permit form at the time of sale only.
- Do not punch/validate permits prior to the sale.
- Complete all lines on the permit and punch out the expiration month. The expiration month **MUST** be the month issued even if it is purchased on the last day of the month.
- Instruct customers to keep the white customer receipt in a safe place.
- If an error is made while issuing a permit or a customer decides not to purchase the permit, void the permit. Write "void" across the permit card and across the face of all copies. **DO NOT DESTROY ANY PART OF THE VOIDED PERMIT.** See "*Voided Permits*" on page 3 for additional instructions.
- Permit sales are FINAL. Once an Agent sells a permit, refunds will not be issued.

1. Choose the appropriate type of permit – either 12-month or 24-month parking permit.
2. Sell permits in numerical sequence.
3. Enter the date that the permit is being issued (*month/day/year*).
4. Verify the dollar amount to charge the customer; 12-Month \$30; 24-Month \$50
5. Write the 3-digit agent number on this line.
6. Validate the parking permit by punching out the expiration month of the permit card.
7. Give the white 'Customer Receipt' and the permit card to the customer; keep the yellow State Parks HQ Copy and submit it with your monthly revenue report; retain the pink Seller Copy in the permit book for your records.

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JAN JUL
 FEB AUG
 MAR SEP
2022 OCT
 APR Valid to Last Day of Month Punched NOV
 MAY 123456 DEC
 JUN

1

Oregon State Parks
 12-Month Day-Use Parking Permit

DATE 2-7-2020 **3**

PERMIT (\$30) **4**

Agent # 105 **5**

Agent: Punch Month **5**

INSTRUCTIONS
 LOCATED ON BACK OF
 VALID PERMIT CARD

7

**CUSTOMER RECEIPT
 ONLY.
 RECEIPT IS NOT A
 VALID PERMIT**
*Customers should retain this receipt

JAN JUL
 FEB AUG
 MAR SEP
 APR OCT
 MAY NOV
 JUN DEC

123456 **2**

5

How to Fill Out the Sales Report

The sales report is for all permits sold from the first day of the month through the last day of the month. Submit only 1 (one) sales report per month.

Before Beginning: Arrange all the yellow 'State Parks HQ' copies of the permits into numerical order with the lowest number on top.

1. Enter the agent business name, agent number, and month that you are reporting in the spaces provided.
2. List permits on the report in numerical order, sequence by uninterrupted sequence in both 12 and 24 month section. Only break the sequence before a missing permit or a change in the number sequence.
 - It is not necessary to end a permit sequence based on the ending number of a book of permits.
 - If there is only one permit in a sequence, the beginning number and ending number will be the same number.
 - If no permits were sold during the month, do not list any permits on the report; write ZERO SALES and sign, date and submit the report.
3. If there is a break in the sequence due to a missing permit or a change in the number sequence, begin a new line of entry and list the new number sequence on the next line as stated in step number 2.
4. Indicate the quantity of 12-Month Parking Permits, 24-Month Parking Permits and Voided permits in each sequence under each corresponding section. See page 3 for information on voided permits.
5. Add each column and enter the quantity in Permit Count Totals.
6. Multiple permit count total by dollar amount and enter under Subtotal for both 12-Month Parking Permits and 24-Month Parking Permits sold.
7. Add the 12-Month Subtotal and the 24 Month Subtotal and enter the dollar amount under Total.
8. Adjustments for the Month of . . .
 - If you did not receive instructions to make an adjustment, leave this line blank.
 - If you received a Correction Letter please follow the instructions in the Correction Letter
9. Include a check made payable to OPRD for all permits sold, including any adjustments. Please be sure to **sign and date the report** and submit the permit copies and your payment to OPRD no later than the 15th of each month.



DAY USE PARKING PERMIT AGENT PROMOTIONAL SALES REPORT

Friends of Oregon Parks and Recreation

**SHADED AREA
FOR OPRD USE ONLY**

Rec Date _____

Check # _____

Amount: _____

Initials _____

AGENT'S BUSINESS NAME: **Jane's Outdoor Store** AGENT'S NUMBER: **105** REPORT FOR MONTH OF: **March**

12-month permits

Permit serial numbers		Number of Permits	Number of Voids
Beginning number	Ending number		
520001	520010	10	
520030	520035	6	
520036	520036		1
Permit Count Totals		16	1
		x \$29	x \$0
Subtotal		\$464	

24-month permits

Permit serial numbers		Number of Permits	Number of Voids
Beginning number	Ending number		
320021	320030	10	
320031	320032		2
Permit Count Totals		10	2
		x \$49	x \$0
Subtotal		\$490	
Adjustments for the month of _____			
TOTAL		\$954	

INSTRUCTIONS:

1. SUBMIT REPORT BY 15th OF MONTH FOLLOWING SALES.
2. SEND WHITE & YELLOW COPIES TO:
OPRD, 725 SUMMER ST. NE STE. C, SALEM OR 97301-1266.
3. RETAIN PINK COPY FOR YOUR RECORDS.
4. DO NOT WRITE IN SHADED AREA.

DATE REPORT SUBMITTED: **3/5/2018**

AGENT'S SIGNATURE: *Jane Doe*

3400-2153 (9/2017)

Supply Orders

To order additional materials complete the ‘Supply Order Form’ and mail or e-mail

OPRD Day-Use Parking Permit Program
725 Summer Street NE, Suite C
Salem, Oregon 97301-1266
OR: E-Mail to: oprd.permits@oregon.gov

The numbering on this page corresponds with the example on the following page.

1. Fill in your three-digit agent number.
2. Fill in your agent/business name and physical location. Supplies are shipped via UPS, which requires a physical location, not a post office box.
3. Indicate the quantity of each item you are requesting (Day-use parking permits come in books of 10).
4. Do not write below this line, this shaded area of the form is for OPRD-Salem use only.
5. An **authorized agent contact must sign** and date the supply order form.

Mail both the white and yellow copies to OPRD; retain the pink copy for your records; the yellow copy will be returned with your supplies.

Monitor your supply of permits and anticipate one week for delivery. Emergency requests for permits cannot always be accommodated. Supply orders are filled in the order that they are received. Permits are considered controlled inventory and are always sent via UPS Ground. **Supplies will not be sent “overnight” for any reason, even at the expense of the agent.**

Receiving Shipment of Controlled Items

Upon receiving the shipment of supplies, compare the receipt to the supplies received. Agents are responsible for keeping track of all permit inventory received from OPRD. If you find any discrepancies or missing permits in the supplies received from OPRD, contact the permit program staff immediately.

Returning Unused Inventory

The Unused & Returned Permit Inventory form is used anytime unused/un-issued 12 and 24-month day-use parking permits are returned to OPRD.

Under what circumstances would an agent return inventory?

- In January, when a new supply of permits are issued and the previous years supply must be returned to OPRD.
- Termination of the agent agreement by the agent or OPRD.
- Recall of permits by OPRD for any reason.

The numbering below corresponds with the example on the following page.

1. Check the day-use permits box on the upper right hand corner of the form.
2. Enter the Agent Business Name and Agent Number.
3. Enter the permit number of the first permit in the sequence as the 'Beginning Number' on the first line of the form; then enter the permit number of the last permit in the same uninterrupted sequence as the 'Ending Number'.
4. If there is a break in the sequence, begin a new line of entry with the first permit number in the next sequence. Continue listing permits until you reach the last permit you are returning.
5. Total the number of permits per sequence in each row under 'Number of Permits'.
6. Total the column under 'Number of Permits'. The Total should match a manual count of all permits you are returning to OPRD. Please note: The shaded area is for OPRD verification of returned permit inventory.
7. Sign and date the form.

If you have used only a portion of the book, return only the unused permits with the card and all corresponding copies to OPRD. You are to keep the pink 'Seller Copy' of issued out of the same book.

Mail all unused permit inventory along with the white and yellow copy of the 'Unused & Returned Permit Inventory' form to:

Oregon Parks and Recreation
Department Day-Use Parking
Permit Program
725 Summer Street NE,
Suite C Salem, OR 97301

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