

Oregon Parks and Recreation Department



2022 Day-Use Parking Permit Agent Sales Manual

Contents

	Page
Introduction/Contact Information	2
Inventory	3
Issuing Permits	4-5
Completing Sales Reports	6-7
Supply Orders	8-9
Returning Unused Inventory	10-11

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 and provided an updated copy each year. Any person who is on the agent contact list must have read this manual. **Agents need to contact OPRD if the contact name changes or if a name needs to be added during the year.**

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.

E-mail to: opr.permits@oregon.gov
Permit Program Specialist 503-428-8173

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 marked void in the permit book for your records.
- **UNLESS the permit card is submitted with the Sales Report, 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 as lost and submit payment for it

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.

REFUNDS

An agent will be allowed to issue a refund for a permit that was sold only by that agent. To refund a permit that was sold during the same reporting month:

1. Refund full purchase price (\$30 or \$50) ONLY when the permit card is returned to agent during the same reporting month. Permits sold in a different month or at a different location cannot be refunded.
2. Mark the permit as VOID and add on to Monthly Sales Report

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. Retain a copy of each sales report and pink copy of permit.

Issuing Day Use Permits

- Use a ballpoint pen and press firmly.
- Complete the permit form and punch the permit **ONLY** at the time of 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 that the permit has a monetary value and will not be replaced if lost or stolen.
- 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.
- 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.
- **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 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.

Completing a Permit

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.
8. Keep the yellow State Parks HQ Copy and submit it with your monthly revenue report
9. Retain the pink Seller Copy in the permit book for your records.




INSTRUCTIONS

- Hang from rear view mirror, or place face-up on dash.
- Motorcyclists must carry the permit and present it to park staff upon request.
- Permit has monetary value — will not be replaced if lost or stolen.

Note: This charge is a parking fee and not a charge for recreational purposes under ORS 105.672 to ORS 105.696. The immunities provided under ORS 105.682 apply to use of state park land for recreational purpose.

1

 **Oregon State Parks**
12-Month Day-Use Parking Permit

3

DATE Enter today's date

4

PERMIT (\$30) ☐

Agent # 105

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 FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2

123456

Managing Monthly Sales Reports

- **A Monthly Sales Report must be submitted each month, even if no permits are sold.**
- **The Monthly Sales Report period is the first day through the last day of each month.**
- **Due date of Monthly Sales Report is the 15th of the following month.** For example, the Monthly Sales Report for June is due on July 15th. Reports received after the 15th are considered late.
- **Submit ONLY ONE sales report for each month, for a total of 12 reports per year.** If you find permits from a previous month **AND** you have already submitted a sales report for that month. Simply include the discovered permits on the current month's sales report.
- **Sales reports are audited as they are received.** Agents are notified of any discrepancies via a Corrected Copy of the report and a Correction Letter. Keep both items for your records; they explain the discrepancy and if necessary, give directions to follow in order to correct it.

Completing a Monthly Sales Report

Getting Started: Gather the yellow 'State Parks HQ' copy for all permits sold for the month. Sort and arrange all permits into numerical order, lowest number on top. Group permits into unbroken sequences of permit numbers.

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 the 12 and 24 month section. Only break the sequence before a missing permit or a change in the number sequence. If no permits are sold write ZERO Sales.
 - **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.
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 letter
9. Sign and date the report. Submit both white and yellow copies of report, yellow permit copies and any voided decals to: Oregon Parks and Recreation, 725 Summer Street NE Suite C, Salem OR 97301.

DAY USE PARKING PERMIT AGENT PROMOTIONAL SALES REPORT Friends of Oregon Parks and Recreation			SHADED AREA FOR OPRD USE ONLY	
<small>AGENT'S BUSINESS NAME</small> Jane's Outdoor Store		<small>AGENT'S NUMBER</small> 105	<small>REPORT FOR MONTH OF</small> March	
			<small>Rec Date</small> _____	<small>Check #</small> _____
			<small>Amount:</small> _____	<small>Initials</small> _____
12-month permits				
<small>Permit serial numbers</small>				
<small>Beginning number</small> 520001	<small>Ending number</small> 520010	<small>Number of Permits</small> 10	<small>Number of Voids</small> 1	
520030	520035	6	1	
520036	520036			
<small>Permit Count Totals</small>		16	1	
		<small>x \$29</small>	<small>x \$0</small>	
<small>Subtotal</small>		\$464		
24-month permits				
<small>Permit serial numbers</small>				
<small>Beginning number</small> 320021	<small>Ending number</small> 320030	<small>Number of Permits</small> 10	<small>Number of Voids</small> 2	
320031	320032			
<small>Permit Count Totals</small>		10	2	
		<small>x \$49</small>	<small>x \$0</small>	
<small>Subtotal</small>		\$490		
<small>Adjustments for the month of</small>		<small>Over/Short</small>		
<small>Make checks Payable to OPRD</small>		<small>TOTAL</small>		
		\$954		
<small>INSTRUCTIONS: 1. SUBMIT REPORT BY 15th OF MONTH FOLLOWING SALES.</small> <small>2. SEND WHITE & YELLOW COPIES TO:</small> <small>OPRD, 725 SUMMER ST. NE STE. C, SALEM OR 97301-1266.</small> <small>3. RETAIN PINK COPY FOR YOUR RECORDS.</small> <small>4. DO NOT WRITE IN SHADED AREA.</small>		<small>DATE REPORT SUBMITTED</small> Enter today's date		
		<small>AGENT'S SIGNATURE</small> 		

3400-2153 (9/2017)

Supply Orders

To order additional materials complete the ‘Supply Order Form’ and mail or e-mail a SIGNED COPY to:

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.

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, e-mail oprd.permits@oregon.gov immediately.

Monitor your supply of permits and anticipate 10 days for delivery. Emergency requests for permits cannot always be accommodated.

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.



DAY USE PERMIT SUPPLY ORDER FORM

Agent Number: **105**

Agent Name: **Jane's Outdoor Store**

Agent Address: **123 Any Street**

Anytown, OR 97111

Send order form to:

Oregon Parks and Recreation Department
Day Use Program
725 Summer St. NE, Ste. C
Salem OR 97301-1266

QUANTITY	DESCRIPTION	COMMENTS
50	Permits - 12 Month	
20	Permits - 24 Month	
	Revenue Report Form	
	Supply Order Form	
50	Permit Hang Tags	

SHADED AREA FOR OPRD USE ONLY

QUANTITY ORDERED	DESCRIPTION	INCLUSIVE NUMBERS (START # – END #)	QUANTITY SHIPPED
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	
		—	

AGENT SIGNATURE

X

Jane Doe

OPRD SIGNATURE

X

DATE

Enter today's date

DATE

White Copy – OPRD Copy
Yellow Copy – Receipt to be returned with order.
Pink Copy – Agent please retain for your records.

Returning Unused Inventory

WHEN DOES AN AGENT RETURN INVENTORY

In January, each agent is provided with a new supply of permits for the current year and the expired permits must be returned to OPRD. Agents are responsible for any permit not returned, **even if they are expired**

Upon termination of the agent agreement by the agent or OPRD.

Recall of permits by OPRD for any reason.

Completing Unused and Returned Permit Inventory Form

GETTING STARTED

Before completing the form, arrange the permits (and/or permit books) you are returning to OPRD in numerical order. This will make it easier to list the permits on the form in numerical order, sequence by uninterrupted sequence.

If you have used only a portion of the book, return only the unused permits with the original Permit card and all corresponding yellow copies to OPRD. You keep the pink 'Seller Copy' of any permits issued out of the same book for 6 years.

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.

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



UNUSED & RETURNED PERMIT INVENTORY

1

☐ ATV PERMITS
☒ DAY USE PERMITS

2

AGENT BUSINESS NAME Jane's Outdoor Store		AGENT # 105	SHADED AREA FOR OPRD USE ONLY		
PERMIT SERIAL NUMBERS		NUMBER OF PERMITS			
BEGINNING NUMBER	ENDING NUMBER		BEGINNING NUMBER	ENDING NUMBER	NUMBER OF PERMITS
285884	285910	27			
396721	396730	10			
369733	396740	8			
	TOTAL	45		TOTAL	

7

AGENT SIGNATURE <i>Jane Doe</i>	DATE 1/5/2017
OPRD SIGNATURE	DATE

3400-2157(01-05)

WHITE COPY: OPRD COPY
YELLOW COPY: RECEIPT TO BE RETURNED TO AGENT
PINK COPY: AGENT RETAIN FOR YOUR RECORDS

**RETURN UNUSED SUPPLIES TO: OREGON PARKS AND RECREATION DEPT.
PERMIT PROGRAM
725 SUMMER STREET NE, STE C
SALEM, OREGON 97301**

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.

E-mail to: opr.permits@oregon.gov
Permit Program Specialist 503-428-8173

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Salem, OR 97301-1271