

# ***VENDOR GUIDE***



A Ticket to the  
***Great Outdoors***



# TONTO PASS PROGRAM

## VENDOR PROCEDURES

### *Pass Sales*

Vendors are authorized to sell the Tonto Pass items for face value; \$6.00 for the Daily Pass and \$4.00 for the Watercraft Use Sticker.

Passes may be sold at less than face value, in accordance with the program terms and conditions, **but may never be sold for more than face value.**

Passes may not be sold by the Vendor to non-participating vendors or anyone else for resale purposes.

### *Ordering Procedures*

The following five steps detail the procedures that a Vendor must follow to order Tonto Pass items:

1. Vendor and Forest Service sign attached Terms and Conditions document. This document forms the basis for the business relationship between the Forest Service and Tonto Pass Vendors. A Terms and Conditions document is provided with this guide.
2. Vendor completes a Tonto Pass product order form, copies of which are included with this guide. Vendor should double check entries including number of items ordered, item cost, total cost, and Vendor number.

Daily Passes are available in books of 25 passes per book with a one book minimum purchase per order. Watercraft Use Stickers are available in rolls of 100 but can be purchased in strips of 10 stickers with a one 10 sticker strip per order minimum.

3. Vendor transmits the order to the Tonto Pass distribution office at Tonto National Forest headquarters by mail or fax, or may call in the order by telephone. Orders will be filled within five working days after receipt of the order. Vendors are not charged shipping costs.

Phone orders will be accepted during regular business hours (Monday to Friday, 8:00 AM to 4:30 PM). An order form is not required for orders placed by phone if payment is made by credit card.

Purchases may also be made in person at the Tonto Pass distribution center at the Tonto National Forest headquarters located at 2324 E. McDowell Rd., Phoenix, AZ.

4. Vendor verifies order received against order placed. If there is a discrepancy, Vendor will notify the Tonto Pass distribution office immediately at 602-225-5366.
5. Vendor sells pass components according to Vendor's own internal operating procedures.

### **Payment Policy**

The Forest Service accepts the following forms of payment:

- Personal checks
- Company checks
- Postal money orders
- Bank cashiers checks
- Personal or business credit cards

Cash can only be accepted on orders placed in person at the Tonto Pass distribution office. Please have all checks pay to the order of *USDA Forest Service*.

### **Commissions**

Vendors will be able to purchase Tonto Pass items at a wholesale rate of 95 percent of the face value of the items; \$5.70 for Tonto Daily Passes (\$.30 commission) and \$3.80 for Watercraft Use Stickers (\$.20 commission). For the purchase of a Daily Pass combined with one Watercraft Use Sticker, the commission would be \$.50 (\$10.00 face value minus the Vendor's cost of \$9.50).

## **Refund and Replacement**

Vendors may receive a refund for the return of unsold Tonto Pass items that are in reusable condition. This does not include validated passes. A refund for unsold passes and watercraft stickers will be authorized after receipt of the Vendor's tax ID number (TIN) or Social Security number (SSN).

No refunds will be made to Vendors for pass items that are lost or stolen while in the possession of the Vendor nor can lost or stolen items be replaced.

The following steps must be followed to receive a refund for unused Tonto Pass items:

1. Vendor contacts the Tonto Pass distribution office at 602-225-5366 to notify the Forest Service of a pending request and to have a Refund Request form sent to the Vendor's place of business.
2. A Refund Request form is mailed to the Vendor.
3. Vendor completes the Refund Request form, listing all returned items by serial number and returns the form along with the unused items to:

Tonto Pass Program  
Attn: Refunds  
2324 E. McDowell Rd.  
Phoenix, AZ 85006

4. Tonto Pass Program personnel will initiate the refund process through the National Finance Center (NFC). Every effort will be made to submit refund requests to NFC within 10 business days. A check will issued through NFC. Payment may take up to 30 days before being received by the Vendor.

## **Information Distribution**

Vendors are not expected to provide detailed information about the Tonto Pass Program to Pass purchasers. Basic information is found on the back of the Tonto Daily Pass hangtag. For any questions that cannot be answered at the time of purchase, the purchaser should be advised to call or visit one of the Forest Service offices listed on the back of the Pass.

A "Point of Sale Instructions" sheet is included with this procedures packet. Each sales person who represents the Vendor and sells Tonto Pass items to the public should be provided with one of these sheets. A complete list of Tonto National Forest offices can be found on the back of the sheet.



# TONTO PASS PROGRAM

## VENDOR FAQ'S

**Q.** How do I order and pay for Tonto Passes?

- Order forms are included with this packet and can be found on our website at [www.fs.fed.us/r3/tonto/tpv](http://www.fs.fed.us/r3/tonto/tpv)
- You can order by phone by calling 602-225-5366 and pay by credit card.
- You can fax your order form to 602-225-5281 and pay by credit card (do not put your credit card number on the faxed form - you will be contacted in person by an employee for your credit card number prior to shipping.)
- You can mail your order form to Tonto National Forest, 2324 E. McDowell Rd, Phoenix, AZ 85006 (Attn: Tonto Pass Vendor Manager) and pay by money order, cashiers check, personal/business check, or credit card. Order forms for the Tonto Pass will be available online.
- You can purchase in person at the above location and pay by credit card, check, money order, cashiers check, or cash.

**Q.** Will there be a contract or some other sort of agreement?

- A Terms and Conditions document establishes the responsibilities for both the Forest Service and you as the vendor. The Terms and Conditions document is included with this packet.

**Q.** Can I have an agreement to sell the Tonto Pass that will exclude my competitors?

- No. It is unlawful for the federal government to exclude competition.

**Q.** How many Tonto Passes will I have to buy at a time?

- Passes will be sold at the bulk rate with a minimum of 25 Tonto Passes and 10 watercraft use stickers per order.

**Q.** Can I sell the Tonto Pass on consignment?

- No.

**Q.** Where else will the Tonto Pass be sold?

- Vendors may only purchase passes at the Tonto National Forest Tonto Pass Program headquarters in Phoenix. Customers will be able to purchase individual Passes at many locations. A vendor list is posted on the Tonto National Forest web site: [www.fs.fed.us/r3/tonto](http://www.fs.fed.us/r3/tonto) .

**Q.** What is a Golden Passport, and why do customers with one want a discount?

- Golden Passports are part of a national recreation pass program involving all federal recreation land management agencies. Holders of the Golden Age and Golden Access passports are entitled to a discount on their Tonto Passes, but **Golden Passport discounts can only be obtained at a Forest Service office listed below:**

Cave Creek Ranger District 40202 N. Cave Creek Rd. Scottsdale, AZ 85262 480-595-3300	Globe Ranger District 7680 Six Shooter Canyon Rd. Globe, AZ 85501 928-402-6200
Mesa Ranger District 5140 E. Ingram St. Mesa, Arizona 85205 480-610-3300	Payson Ranger District 1009 E Highway 260 Payson, Arizona 85541 928-474-7900
Pleasant Valley Ranger District Forest Road 63 Young, AZ 85554 928-462-4300	Tonto Basin Ranger District Highway 188 Roosevelt, Arizona 85545 928-467-3200
Tonto National Forest HQ 2324 E McDowell Rd. Phoenix, AZ 85006 602-225-5366	

**Q.** Are Tonto Passes subject to Arizona sales taxes?

- All retail vendors must comply with Arizona state and local laws and regulations. The Arizona Department of Revenue has issued a letter stating that the sale of Tonto Pass items by authorized Vendors “is not subject to the state’s transaction privilege (sales) tax”. In a letter from the Unified Audit Committee which represents cities and towns where Tonto Pass items might be sold, the chairperson of the committee stated that “The proposed sales of the Tonto Pass by independent vendors are similarly not subject to

municipal transaction privilege (sales) tax.” There are copies on file at the Tonto Pass program office. Copies will be provided upon request.



## TONTO PASS PROGRAM

### Point of Sale Instructions

#### ***DAILY PASS:***

- **VENDOR: DO NOT VALIDATE DAILY PASSES AT THE TIME OF SALE!**

**Validation can only be done by the purchaser. Advise the purchaser to wait until they reach their destination before scratching off the validation information. This will avoid wasting Passes in the event the purchaser is unable to use the pass for any reason, e.g. they are unable to reach their destination as planned, recreation site is full or closed for some other reason, etc. If the Pass cannot be used on the day it is purchased, it can be saved for use on another visit.**

- **VENDORS ARE NOT EXPECTED TO HAVE ANSWERS TO ALL QUESTIONS.**

**Information on how to validate the Pass and how it must be displayed are on the back on the Pass. In addition, there are addresses, phone numbers and a Web site that the purchaser can use to get more information or to have questions answered.**

#### ***WATERCRAFT USE STICKER:***

- **Watercraft use stickers are sold separately and are only required if a boat is towed or otherwise carried to the lake.**

#### ***GOLDEN PASSPORT DISCOUNTS:***

- **If a customer requests a discount using a Golden Age Passport or a Golden Access Passport, tell them they can only get items at a discount by visiting a Tonto National Forest office listed on the back of this instruction sheet.**

***LOCATIONS WHERE GOLDEN AGE AND GOLDEN ACCESS PASSPORT  
HOLDERS CAN GET TONTO PASS ITEMS AT A DISCOUNT***

**Cave Creek Ranger District  
40202 N. Cave Creek Rd.  
Scottsdale, AZ 85262  
480-595-3300**

**Globe Ranger District  
Route 1, Box 33  
Globe, AZ 85501  
928-402-6200**

**Mesa Ranger District  
5140 E. Ingram Street  
Mesa, Arizona 85205  
480-610-3300**

**Payson Ranger District  
1009 East Highway 260  
Payson, Arizona 85541  
928-474-7900**

**Pleasant Valley Ranger District  
P.O. Box 450, Forest Road 63  
Young, AZ 85554  
928-462-4300**

**Tonto Basin Ranger  
HC 02, Box 4800  
Roosevelt, Arizona 85545  
928-467-3200**

**Tonto National Forest Headquarters  
2324 E. McDowell Rd.  
Phoenix, Arizona  
602-225-5200**

**[www.fs.fed.us/r3/tonto](http://www.fs.fed.us/r3/tonto)**

Pursuant to the 2005 Omnibus Appropriations Act (PL 108-447), which includes the 10-year Federal Lands Recreation Enhancement Act, also known as the Recreation Enhancement Act (REA), the Forest Service (FS) is authorized to collect fees for recreational use.

To this purpose, the FS has developed the Tonto Pass and Watercraft Use Sticker that will be sold to the public by participating Vendors and FS Offices.

This instrument sets forth the terms and conditions under which a Vendor may participate in the Tonto Pass program and outlines the responsibilities of both the Vendor and the Forest Service.

**Vendor Responsibilities:**

- A. Order only through the *Tonto Pass Distribution Office* of the Tonto National Forest, using the approved order form that can be found in the Vendor Guide or on the website at [www.fs.fed.us/r3/tonto/tpv](http://www.fs.fed.us/r3/tonto/tpv) (Phone orders do not require a form.) Tonto Passes are sold in packages of 25 and Watercraft Use Stickers are sold individually. The minimum purchase per order is 25 passes (1 package) and 10 Watercraft Use Stickers.
- B. Sell passes to the public for a price that does not exceed the face value. Passes may be sold for less than face value or given away for promotional purposes. Passes may not be sold by the Vendor to non-participating Vendors or anyone else for resale purposes.
- C. Distribute informational material (provided by the FS) to the public at no charge.
- D. Display posters and/or marketing materials provided by the FS to advertise the program.
- E. Provide to the public only information that is consistent with the material provided by the FS.
- F. Vendor may not alter or add to any material provided to them by the FS.
- G. Vendor may display their name and address on material only when a space is provided for that purpose.
- H. Vendor may advertise the availability of the Tonto Pass through their commercial outlets(s) using material provided by the FS. Any other promotional activities involving the Tonto Pass must be approved by the FS in advance.

**Forest Service Responsibilities:**

- A. The *Tonto Pass Distribution Office* will normally ship orders within five working days after receipt of order and full payment.
- B. Provide shipping at no charge to the Vendor.
- C. Provide Vendors with program orientation, training, and a Vendor Guide.
- D. Publish the Vendor's name and address on the Tonto Pass website Vendor list.
- E. Sell the Tonto Pass to the Vendor at the wholesale rate of \$5.70 each (\$142.50 per book of 25) and the Watercraft Use Sticker at the wholesale rate of \$3.80 each (\$38.00 per sheet of 10).  
(Prices subject to change without notice)
- F. General Provisions:

- A. This document does not, by direct reference or implication, convey Forest Service endorsement of the Vendor, its goods, services, or activities.
- B. This instrument in no way restricts the Forest Service or the Vendor from participating in similar activities with other public or private entities, organizations, or individuals.
- C. This instrument expires five years after the date of the last signature and may be terminated by either party, in whole or in part, any time before the expiration date with 30 days written notice. Upon termination, all unsold passes, signs, maps and any printed informational materials provided to the Vendor by the FS will be returned to the Tonto Pass Distribution Office. A refund for unsold passes and watercraft stickers will be authorized after receipt of the Vendor's tax ID number or Social Security Number. A check will be issued through the National Finance Center and may take up to 30 days after submission.

By signing this instrument, the Vendor agrees to comply with the terms and conditions as stated. Failure to do so may result in immediate termination of participation in the Tonto Pass Vendor Program.

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**Vendor Organization:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

Tax Identification Number (TIN): \_\_\_\_\_

*or*

Social Security Number (SSN): \_\_\_\_\_

Vendor Authorized Representative:

\_\_\_\_\_  
 Name (printed)

\_\_\_\_\_  
 Signature Date

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 Tonto National Forest  
 Tonto Pass Program  
 2324 E. McDowell Road  
 Phoenix, AZ 85006  
 Phone: 602.225.5366 – Fax: 602.225.5281

**Approved by:**

\_\_\_\_\_  
 GENE BLANKENBAKER, Date  
 Forest Supervisor Revised 8/10/06



# TONTO PASS PROGRAM

## VENDOR ORDER FORM

USDA-FOREST SERVICE, TONTO NATIONAL FOREST

Date: \_\_\_/\_\_\_/\_\_\_

Mail to: Tonto Pass Program Attn: Vendor Manager  
Tonto National Forest  
2324 E McDowell Rd  
Phoenix, Arizona 85006  
Telephone number: 602-225-5366

Fax to: Tonto Pass Program  
Fax number: 602-225-5281

--OR--

**PLEASE ALLOW 5 BUSINESS DAYS FOR ORDER PROCESSING AND DELIVERY**

### VENDOR INFORMATION

Vendor Name: \_\_\_\_\_ Vendor Number: \_\_\_\_\_

Name Of Person Placing Order: \_\_\_\_\_

Store/Outlet Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

### ITEMS ORDERED

Daily Passes (25 per Book) Books Requested \_\_\_\_\_ x \$142.50 = \$ \_\_\_\_\_

**½ Price Daily Passes (25 per Book)** Books Requested \_\_\_\_\_ x \$71.25 = \$ \_\_\_\_\_

Watercraft Use Stickers (10 per Sheet) Sheets Requested \_\_\_\_\_ x \$38.00 = \$ \_\_\_\_\_

**½ Price Watercraft Use Stickers (10 per Sheet)** Sheets Requested \_\_\_\_\_ x \$19.00 = \$ \_\_\_\_\_  
Total Due \$ \_\_\_\_\_

### PAYMENT METHOD

\_\_\_\_ Check/Money Order (Make payable to "USDA-Forest Service") Check/MO #: \_\_\_\_\_

\_\_\_\_ Credit Card \*Will call phone number listed above to obtain credit card information.

### PASS PROGRAM USE ONLY

Vehicle Pass Numbers Shipped: DA \_\_\_\_\_

HD: \_\_\_\_\_

Watercraft Pass Numbers Shipped: WC \_\_\_\_\_

HW \_\_\_\_\_

CASH/AD107: \_\_\_\_\_ Tracking #: \_\_\_\_\_ Date Shipped: \_\_\_\_\_ Date Paid: \_\_\_\_\_

# TONTO PASS PROGRAM: VENDOR SIGN ORDER FORM

Vendor Name: \_\_\_\_\_

Vendor Number: \_\_\_\_\_

12" x 18" Vinyl Sign:



Quantity: \_\_\_\_\_

4" X 6" Double Sided Sticker:



Quantity: \_\_\_\_\_

Also available:

2' X 6' Banner

Quantity: \_\_\_\_\_

3' X 2' Freestanding Sandwich Board Sign

Quantity: \_\_\_\_\_

8" x 10" Tonto Pass Information Flyer For Public Distribution

Quantity: \_\_\_\_\_