

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 \$3.00 for the Half-priced Daily Pass, \$4.00 for the Watercraft Use Sticker and \$2.00 for the Half-priced 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

Vendor procedures 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: 25 passes per book with a one book minimum purchase per order.
Watercraft Use Stickers: 100 per roll and 10 per sheet with a one sheet minimum purchase per order.

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 (M-F 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 made payable to: **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:

Tonto Daily Pass for \$5.70 (\$.30 commission)
Watercraft Use Sticker for \$3.80 (\$.20 commission)
Half-priced Daily Pass for \$2.85 (\$.15 commission)
Half-priced Watercraft Use Sticker for \$1.90 (\$.10 commission)

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, 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 FAQs

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
- 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 are 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 and online. A vendor list is posted on the Tonto National Forest web site: www.fs.fed.us/r3/tonto . A link to the online vendor can also be found on the Tonto National Forest website.

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 and may be purchased at many locations, online, and the Forest Service offices 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 “The proposed sales of the Tonto Pass by independent vendors are similarly not subject to municipal transaction privilege (sales) tax.” Copies on file at the Tonto Pass program office will be provided upon request.



TONTOPASS 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 purchasers 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 of the Pass. In addition, there are addresses, phone numbers and a website that the purchaser can use to get more information or to have questions answered. Half-priced products need to be sold at face value and eligibility determination is not a requirement at the point of sale.

WATERCRAFT USE STICKER:

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



TONTO PASSPROGRAM 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: WA: _____

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: _____