

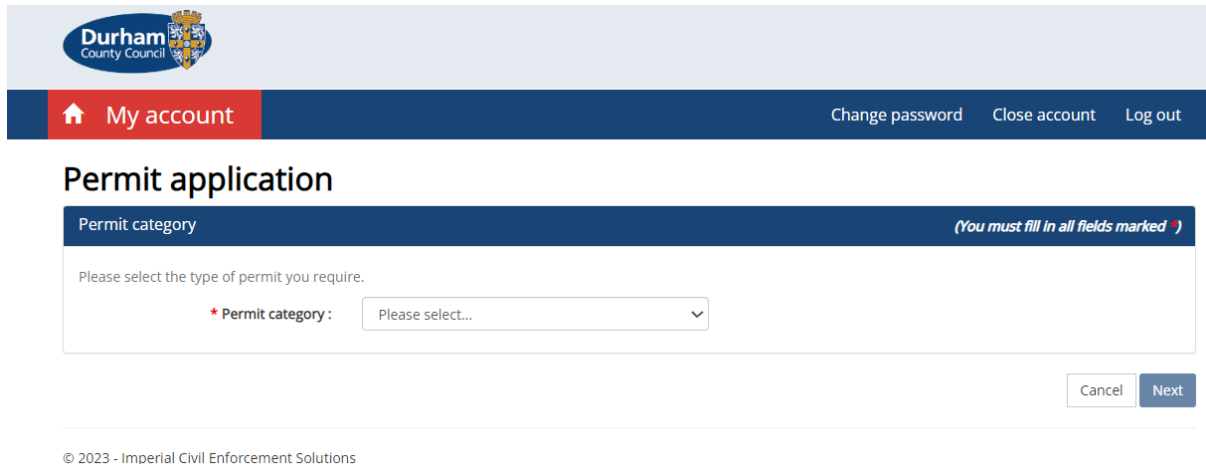


Visitor Vouchers

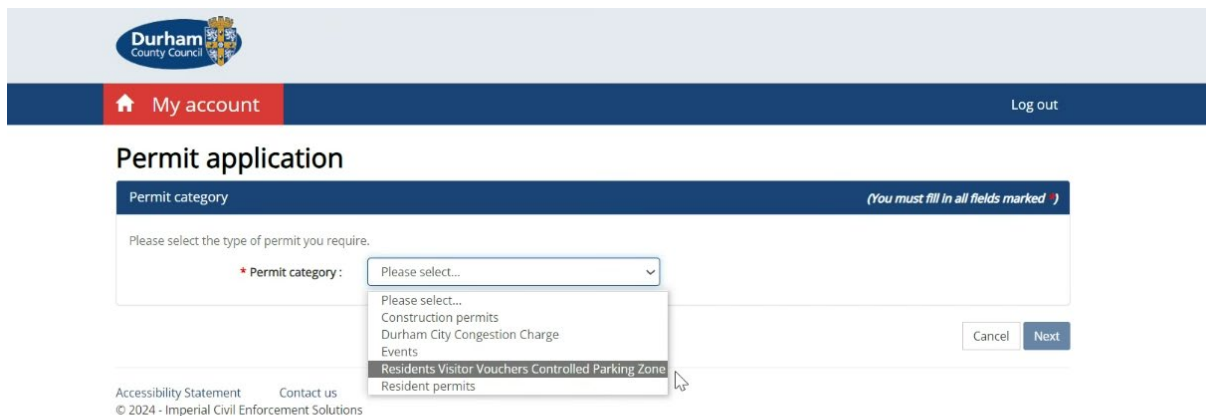
User Guide

## How to make an application

To apply for a Virtual Permit / Visitor Voucher permit click on the 'Permit Application – Apply for a permit' option.



Click on permit category which will have a drop down menu, on here you will need to select 'Resident Visitor Vouchers Controlled Parking Zone', unless the address is within a Controlled Parking Area (CPA). Your address will automatically appear then click next.



You will then need to select between 'Virtual Permit / Visitor Voucher (CPZ)' or 'Paper Permit / Scratch Card (CPZ) if the property is entitled to both types of vouchers.

## Permit application

Permit type

*(You must fill in all fields marked \*)*

Please choose a particular permit.

\* Permit type:

Please select...

Please select...

Virtual Permit / Visitor Voucher (CPZ)

Paper Permit / Scratch card (CPZ)

Cancel

Back

Next

Once you have selected which vouchers you require, the information will populate and you will be asked a series of questions.

## Permit application

**Permit type** (You must fill in all fields marked \*)

Please choose a particular permit.

\* Permit type :

\* Zone :

\* Issue period :

Start date :

Expiry date :

**Applicant details**

Title :

Forename :

Surname :

Email address :

Daytime phone :

**Questions** (You must fill in all fields marked \*)

\* Visitor Voucher Use: Are you aware that these vouchers are only for use by visitors to the property?

\* Please be aware that refunds will not be given should you no longer require this permit

The information populated will include;

- How long the issue period is for.
- The start and expiry date will automatically populate based on the day of application.
- There are questions to ask if you are aware that the vouchers are for use only by visitors to the property and that no refunds will be given should you no longer need the permit.


Once you have completed this section, you will then be asked to review the application, if you are happy with the information, please tick the box to say you accept the terms and conditions. Then click Proceed.

By ticking the checkbox, I hereby acknowledge that I am only allowed to park in the parking zone that I have purchased the session/voucher for. Please click the link below for terms and conditions.

I accept the terms and conditions

[Cancel](#) [Back](#) [Proceed](#)

You will then be asked to upload proof of residency by clicking on 'Upload Supporting documents.'



[Home](#) [My account](#)

[Log out](#)

## Permit application confirmation

Application number :

Application date : 18/07/2024

Permit type : Virtual Permit / Visitor Voucher (CPZ)

Start date : 18/07/2024

Period : 84 Days

Price :

Thank you for your application.

To move on to the next stage of the application you will now need to upload your proof documentation by clicking the "Upload Supporting Documents" button.

PLEASE NOTE that if you press the "cancel" button without providing proof documents your application will be declined and you will be required to complete the application again.

[Cancel](#) [Save application](#) [Upload supporting documents](#)

You will then need to select 'Add document'.

## Upload supporting documentation

Application number : 2281725  
Application date : 18/07/2024  
Permit type : Virtual Permit / Visitor Voucher (CPZ)  
Start date : 18/07/2024  
Period : 84 Days  
Price : £0.00

You may upload up to 3 documents.

Each document must not be greater than 5MB in size and must be one of the following types:

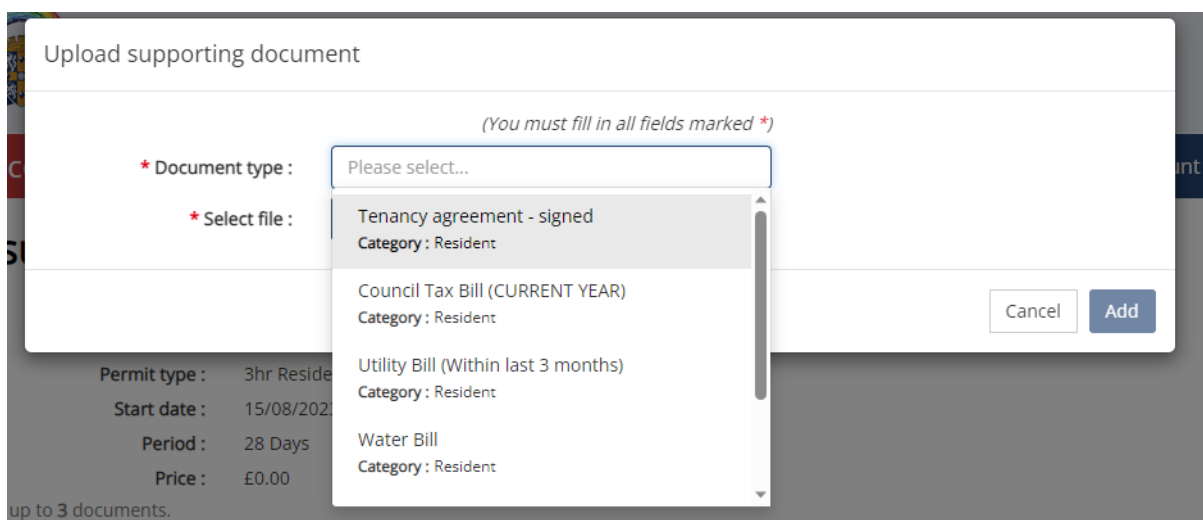
- Scanned document or photo in JPEG format (jpg, jpeg)
- Microsoft Word document (doc, docx)
- Rich Text document (rtf)
- Microsoft PowerPoint document (ppt, pptx)
- Scanned document or photo in TIFF format (tif, tiff)
- Bitmap Image (bmp)
- Portable Document Format (pdf)
- Scanned document or photo in PNG format (png)

Your documents are stored securely and cannot be opened and viewed from this web site.

Click on a 'use this document' button if you want us to refer to a document that you have uploaded before.

You will then be asked to select a document type from the drop down menu, this will show you all documents we can accept as proof of residency. You will then need to select browse to upload your documentation.

Followed by 'add' once you have uploaded it.



Upload supporting document

(You must fill in all fields marked \*)

\* Document type : Please select...

\* Select file :

- Tenancy agreement - signed  
Category: Resident
- Council Tax Bill (CURRENT YEAR)  
Category: Resident
- Utility Bill (Within last 3 months)  
Category: Resident
- Water Bill  
Category: Resident

Cancel Add

Permit type : 3hr Reside  
Start date : 15/08/2024  
Period : 28 Days  
Price : £0.00

up to 3 documents.

You then select finish and it will advise that your application will be reviewed.

## Permit application confirmation

Application number :

Application date : 18/07/2024

Permit type : Virtual Permit / Visitor Voucher (CPZ)

Start date : 18/07/2024

Period : 84 Days

Price :

Your supporting documents have been saved together with your application. Your application will be reviewed and you will be contacted shortly.

[Finish](#)

After you have clicked 'finish' this will take you back to the home screen whilst The Parking Shop are reviewing your application.

Once your application has been acknowledged, you will receive an email to say that your application has been approved.

Once your permit has been 'Approved' you will receive an email.

When you return to the main screen of your account where you will see a large 'P' for visitor vouchers.



My details

View or change your details



Permit application

Apply for a permit



My permit applications

View your applications

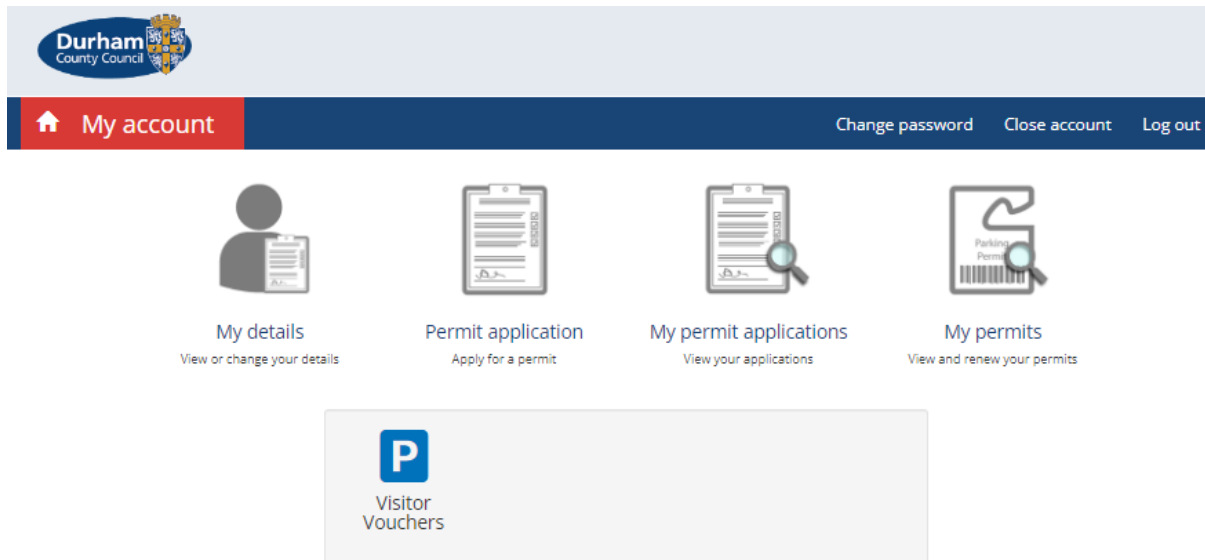


My permits

View and renew your permits

Once your application has been approved and submitted, you should receive an email to inform you of the decision.

You will receive email confirmation if your application has been successful and you will need to return to the main screen of your account where you will see a large 'P' for visitor vouchers.

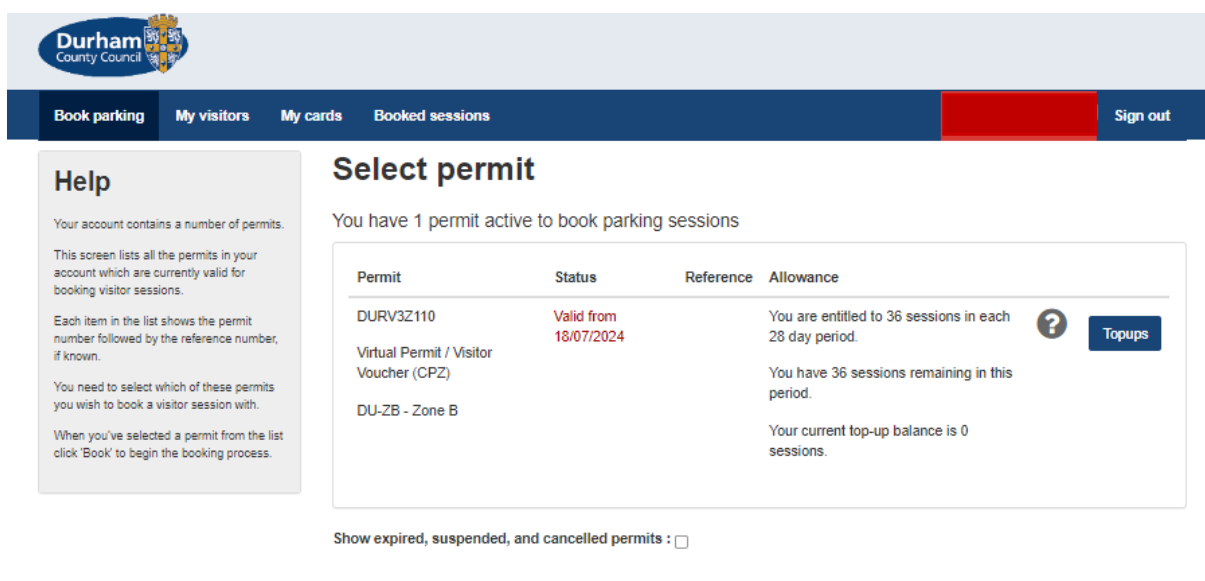


The screenshot shows the 'My account' dashboard with the Durham County Council logo at the top left. A navigation bar contains 'My account' (with a home icon), 'Change password', 'Close account', and 'Log out'. Below the navigation bar are four main menu items: 'My details' (person icon), 'Permit application' (clipboard icon), 'My permit applications' (clipboard with magnifying glass icon), and 'My permits' (parking permit icon). A large blue 'P' icon is prominently displayed in the center, labeled 'Visitor Vouchers'.

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To book a session and obtain a voucher, click on the 'P' icon. This will then take you to a new window which will automatically sign you in.

On the following screen it will tell you the zones you are entitled to and how many sessions.



The screenshot shows the 'Select permit' screen. At the top, there is a navigation bar with 'Book parking', 'My visitors', 'My cards', 'Booked sessions', and 'Sign out'. A 'Help' sidebar on the left provides instructions on how to use the permit list. The main content area is titled 'Select permit' and states 'You have 1 permit active to book parking sessions'. Below this is a table with the following data:

Permit	Status	Reference	Allowance
DURV3Z110	Valid from 18/07/2024		You are entitled to 36 sessions in each 28 day period.
Virtual Permit / Visitor Voucher (CPZ)			You have 36 sessions remaining in this period.
DU-ZB - Zone B			Your current top-up balance is 0 sessions.

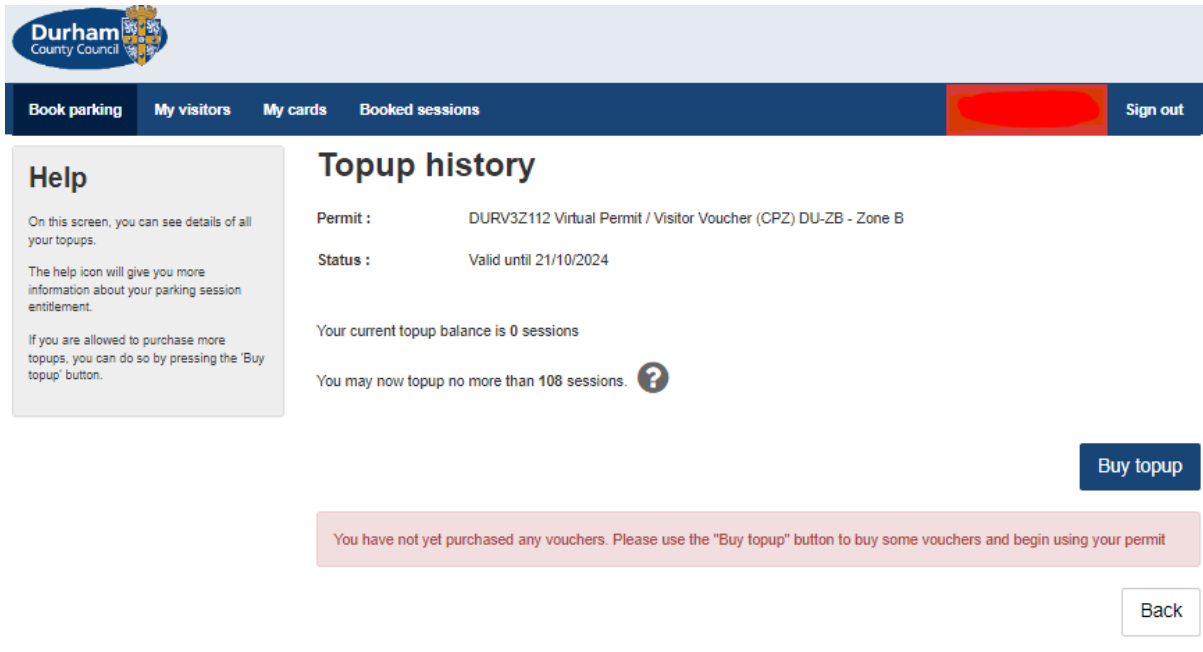
Below the table, there is a checkbox labeled 'Show expired, suspended, and cancelled permits : '. A 'Topups' button is visible next to the first row of the table.

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If you click on 'Topups' this will take you to step 1 of 3 to obtain the visitor vouchers.

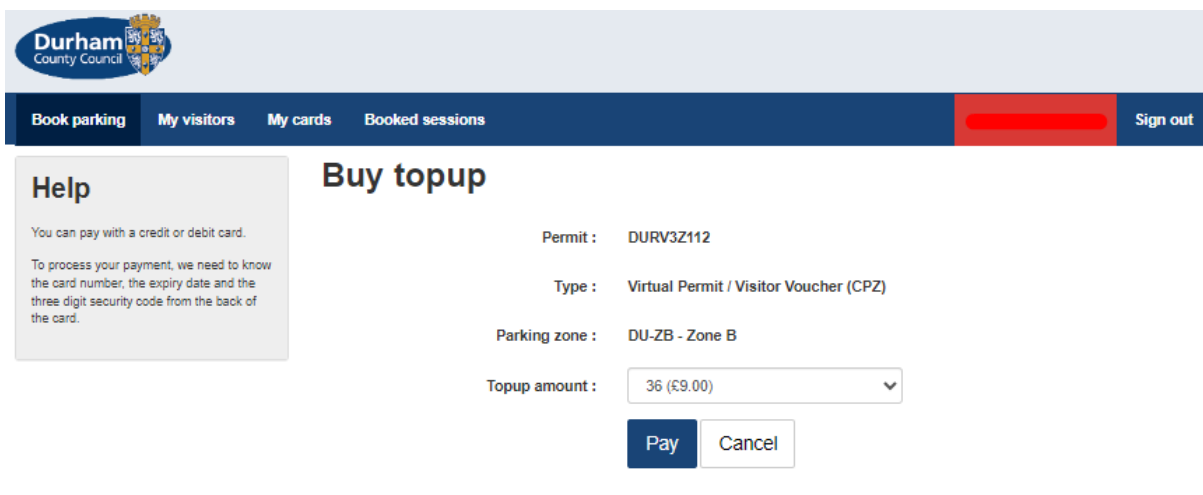
This will take you to a page where you click on 'Buy Topup'.



The screenshot shows the 'Topup history' page. At the top left is the Durham County Council logo. Below it is a navigation bar with links for 'Book parking', 'My visitors', 'My cards', and 'Booked sessions'. A red button labeled 'Sign out' is on the right. A 'Help' sidebar on the left contains text about topup details and instructions. The main content area is titled 'Topup history' and displays the following information: Permit: DURV3Z112 Virtual Permit / Visitor Voucher (CPZ) DU-ZB - Zone B; Status: Valid until 21/10/2024; Your current topup balance is 0 sessions; and You may now topup no more than 108 sessions. A question mark icon is next to the last line. A blue 'Buy topup' button is located at the bottom right. Below the main content is a pink message box: 'You have not yet purchased any vouchers. Please use the "Buy topup" button to buy some vouchers and begin using your permit'. A 'Back' button is at the bottom right.

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You may select a total of 36 sessions in each 28 day period for a total cost of £9.00, to select this click 'Pay'.



The screenshot shows the 'Buy topup' page. At the top left is the Durham County Council logo. Below it is a navigation bar with links for 'Book parking', 'My visitors', 'My cards', and 'Booked sessions'. A red button labeled 'Sign out' is on the right. A 'Help' sidebar on the left contains text about payment methods. The main content area is titled 'Buy topup' and displays the following information: Permit: DURV3Z112; Type: Virtual Permit / Visitor Voucher (CPZ); Parking zone: DU-ZB - Zone B; Topup amount: 36 (£9.00). There are 'Pay' and 'Cancel' buttons at the bottom.

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Once you have clicked 'Pay' this will take you to the payment screen. Once payment has been made, your vouchers are live.

## How to Make Payment

You will now be required to make payment for the vouchers.

PLEASE NOTE: Payment must be made prior to being issued with the vouchers, without evidence of payment found to have been made, our Civil Enforcement Officers may issue the vehicle with a Penalty Charge Notice (PCN).

If you select 'Pay' on the screen, you will be then transferred a further screen where you would need to make payment using a credit/debit card by entering the billing address and card details.



### Your order

system-240730-C-121611 Amount to Pay	£9.00
<b>Total (GBP)</b>	<b>£9.00</b>

### Billing address ?

First name	Last name
<input type="text" value="First name"/>	<input type="text" value="Surname"/>
Email (Optional)	
<input type="text" value="you@example.com"/>	
Address Line 1	
<input type="text" value="1234 Main Street"/>	
Address 2(Optional)	
<input type="text" value="Apartment or suite"/>	
City	
<input type="text" value="City or Town"/>	
Country	Postcode
<input style="border: none; border-bottom: 1px solid #ccc; padding: 2px 5px;" type="text" value="United Kingdom"/>	<input type="text" value="AB1 2CD"/>

[Continue](#)

Once payment has been made, you will receive confirmation of the payment being successful and the voucher being issued.