

APPLYING FOR VISITOR VOUCHERS: USER GUIDE

Contents

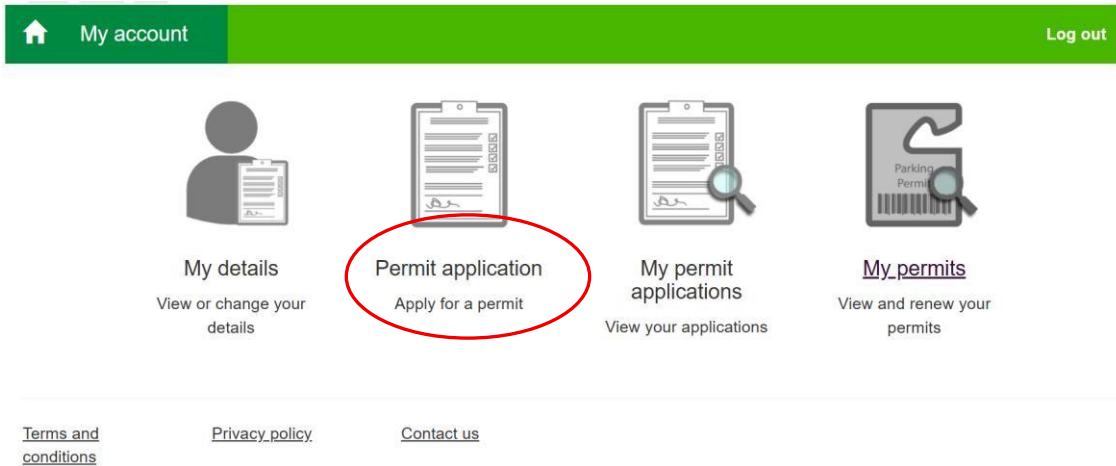
Applying for visitor vouchers.....	3
Visitor voucher – paper	4
Visitor voucher – virtual	4
Uploading supporting documents	6
Making payment.....	6
Checking the details of your permit	7
Using virtual visitor vouchers.....	8
Booking a session	9
Viewing and managing booked sessions.....	11
Top up your sessions	12

Applying for visitor vouchers

To apply for visitor vouchers, log in to your account at:
<https://permits.paysmarti.co.uk/acct/ThreeRivers/>

If you are a new user, you will have to create a new account.

On the home screen, click on 'Permit application':



Using the drop-down list under permit category, select 'Visitor' and then press 'Next':

Permit application

The screenshot shows the 'Permit application' form. At the top, there is a green header with 'Permit category' and a note: '(You must fill in all fields marked *)'. Below the header, the form contains the following elements:

- A prompt: 'Please select the type of permit you require.'
- A dropdown menu labeled '* Permit category :'. The dropdown is open, showing the following options: 'Please select...', 'Please select...', 'Resident', and 'Visitor'. The 'Visitor' option is highlighted with a red circle.
- Two buttons at the bottom right: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red circle.

At the bottom left of the form, there is a copyright notice: '© 2026 - Imperial Civil Enforcement Solutions'.

Visitor voucher – paper

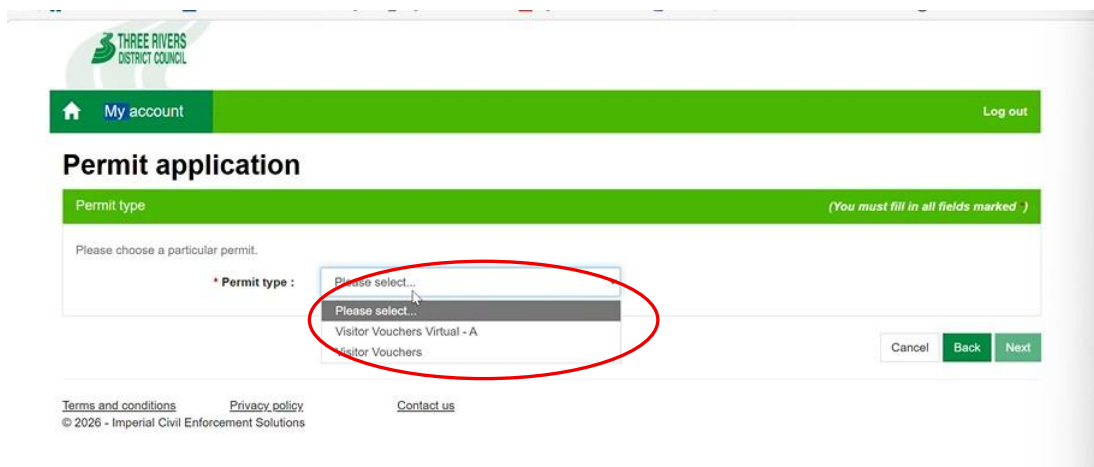
If you select 'visitor vouchers' and continue through this process, once the application is completed you will receive an email confirmation, followed by an invitation to make payment. After payment is made, the visitor vouchers (scratch cards) will be sent to your home address. These must be displayed in the windscreen.

On each voucher, you must clearly scratch off the silver coating to reveal the background for:

- Day of the week (name)
- Day of the month (number)
- Month (name)
- Hour and minutes

Visitor voucher – virtual

Selecting 'visitor vouchers virtual – A' allows you to purchase digital vouchers. These are stored on your account, and you can assign them to your visitor's vehicle online at any time, including for future dates:



The screenshot shows the 'Permit application' form on the Three Rivers District Council website. The form is titled 'Permit application' and includes a green header with 'My account' and 'Log out'. Below the header, there is a section for 'Permit type' with a dropdown menu. The dropdown menu is open, showing two options: 'Visitor Vouchers Virtual - A' and 'Visitor Vouchers'. The dropdown menu is circled in red. The form also includes a 'Cancel' button, a 'Back' button, and a 'Next' button. At the bottom of the form, there are links for 'Terms and conditions', 'Privacy policy', and 'Contact us', along with the copyright notice '© 2026 - Imperial Civil Enforcement Solutions'.

The Zone is prepopulated with the correct area and cannot be changed.

The start date will be set automatically for immediate use. Click 'Next'.

A summary screen will appear. You will then be asked to confirm that you agree to the Terms and Conditions and that all information entered is correct before pressing 'Proceed'. If there are any errors, select 'Back' to go back and correct them.

Address details

Address : [REDACTED]
[REDACTED]
RICKMANSWORTH
WD3 5LB

Questions

Question	Response
Are you the landlord?	No
Do you hold a current permit?	No

Please accept the following Terms & Conditions

I accept the terms and conditions

Cancel Back Proceed

You will receive a confirmation email advising that your application has been submitted:

My account ✔ Permit application created 27/04/2026

Permit application confirmation

Application number : 3360173
Application date : 27/04/2026
Permit type : Visitor Vouchers Virtual - A
Start date : 27/04/2026
Period : 12 months
Price : £16.50

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.

Once you have uploaded your documentation you will then need to make payment and then your Permit will be ready to use immediately.

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 now need to upload supporting documents - if you do not have them available, you can save your application and upload your documents later. Saved your applications can be found on the home page under 'My permit applications':



Uploading supporting documents

Supporting documents can be scanned onto your computer or you can take a photograph of them using a smartphone and upload it by following the step-by-step process.

My account ✔ Permit application created

Permit application confirmation

Application number : 3360173
Application date : 27/04/2026
Permit type : Visitor Vouchers Virtual - A
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Thank you for your application.
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Once you have uploaded your documentation you will then need to make payment and then your Permit will be ready to use immediately.
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.

You must provide evidence that you live at the eligible address.

Each document should be uploaded and named separately.

Please refer to the Terms and Conditions for more information:

<https://www.threerivers.gov.uk/services/parking/parking-permits#Visitor%20vouchers>

Example: Uploading a Council Tax Bill as proof of residence:

- Select '+ Add document'
- Choose '**Council Tax Bill for current tax year**' from the document type dropdown.
- Press 'Browse'
- Select the document from your computer or smart phone, double-click it, then click '**Add**'
- If you have uploaded a proof of address within the last six months, it will already be visible, and you can simply select '**Use this document**'.
- Once you have uploaded or selected a document, it will appear at the bottom of the screen.
- Now select '**Upload documents**'

Making payment

Once application is submitted, the permit will be **offered**, and you will receive an email inviting you to make payment.

Permit application confirmation

Application number : 617436
Application date : 19/11/2020
Permit type : Virtual Visitor Vouchers
Start date : 19/11/2020
Period : 12 months
Price : £10.00

Thanks, your documents have been received. To complete your application, you will need to make payment using the "Make Payment" button below. Once your payment is authorised your permit will be issued

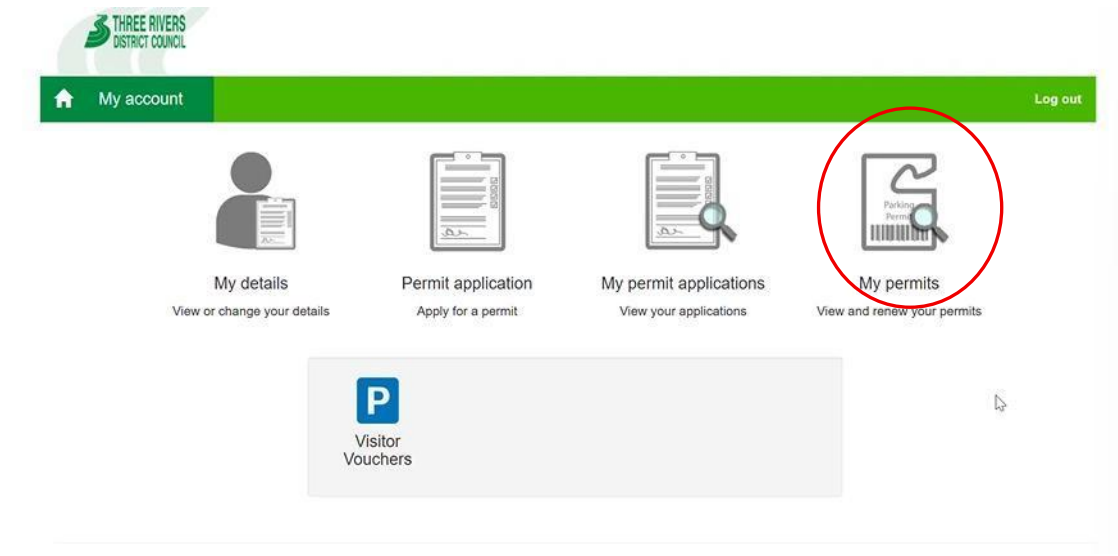
PLEASE NOTE: If you cancel without paying your application will be declined and you will be required to complete the application form again.

[Cancel](#) [+ Add to basket](#) [Make payment](#)

Once **payment is completed**, you will receive an automated email confirming that your vouchers have been issued, and you are ready to book your sessions.

Checking the details of your permit

If you wish to check details of your permit, including which zone is valid for please select 'my permits' on the homepage, and click on the three dots on the right-hand side of the relevant permit:



THREE RIVERS DISTRICT COUNCIL

My account Log out

My permits

Permit type	Vehicles	Permit number	Start date	Status	Action
Visitor Vouchers Virtual - A		AITVVA7	27/04/2026	Valid until 26/04/2027	Pay
Visitor Vouchers Virtual - A		AITVVA6	23/04/2026	Cancelled on 23/04/2026	Pay

Total items : 2

Page size : 10

Back

My account Log out

Permit summary : AITVVA7

Permit details | Applicant | Question responses | Payments | Proofs

Permit number : AITVVA7	Status : Valid until 26/04/2027
Permit type : Visitor Vouchers Virtual - A	Application number : 3360173
Zone : Zone NL	Issued date : 27/04/2026 11:25
Period : 12 months	Expiry date : 26/04/2027
Start date : 27/04/2026	Owing : £16.50
Cost : £16.50	

Back

Using virtual visitor vouchers

Once you have purchased Virtual Visitor Vouchers, an icon will appear on your account home page. Click on the 'Visitor Voucher' icon to use the 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

P
Visitor Vouchers

On the screen it will state 'You are entitled to 50 sessions in each 12month period'. Each session is valid for 24 hours; these can be purchased individually or in multiples.

10 sessions are included in your first application. If you wish to order more, you can top up your sessions (please see guide below on how to do this).

Booking a session

To allow a visitor to park, click 'Book':

Help

Your account contains a number of permits.

This screen lists all the permits in your account which are currently valid for booking visitor sessions.

Each item in the list shows the permit number followed by the reference number, if known.

You need to select which of these permits you wish to book a visitor session with.

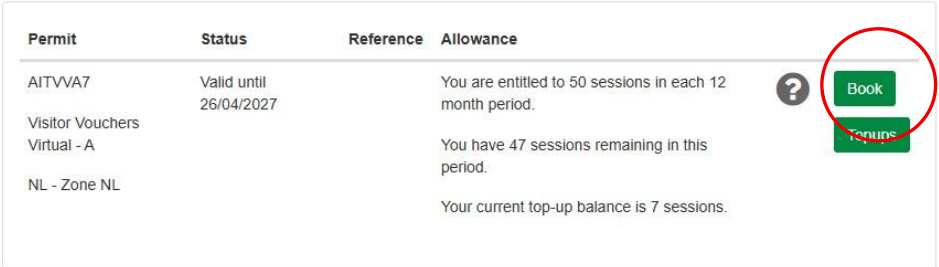
When you've selected a permit from the list click 'Book' to begin the booking process.

Select permit

You have 1 permit active to book parking sessions

Permit	Status	Reference	Allowance
AITVVA7	Valid until 26/04/2027		You are entitled to 50 sessions in each 12 month period.
Visitor Vouchers Virtual - A			You have 47 sessions remaining in this period.
NL - Zone NL			Your current top-up balance is 7 sessions.

Show expired, suspended, and cancelled permits :



On the next screen:

- Enter your visitor's vehicle registration
- If the visitor is likely to return you can save the registration for future use. You'll be asked to give it a name
- The parking location is prefilled with the correct permit area for your property
- Choose whether the session should start immediately or in the future.
- If booking for a future date and the visitor cannot attend, you can cancel the session any time before it begins
- Selecting 'At a future time' will prompt you to choose the date and time (the time defaults to the current time, please check carefully)
- A confirmation email is selected by default, but you can turn this off
- Press 'Continue' when you're ready

Help

We need to know what vehicle your visitor has parked so we don't give it a ticket.

If you have visitors who come to park regularly you can save their registration numbers and pick them from a list next time. Just tick the box to tell us to do this.

And you need to check they've parked in a street or car park that your permit covers, so please choose one of the parking locations in the list.

When you've done this click 'Continue'.

Book parking (step 1 of 3)


Permit details

Permit : AITVVA7 Visitor Vouchers Virtual - A NL - Zone NL
Status : Valid until 26/04/2027

Vehicles

Use a : New registration number Saved registration number

Registration number :

Save this registration number : 

Location

Parking location : Zone NL

Duration

Start parking : Now At a future time

Your permit allows your visitor to park for up to 24 hours.

Confirmation email

Send confirmation email :

You will then see a confirmation screen. Check the details and confirm if correct. There's no back button, if there is a mistake you must cancel and start again.

Help

If all the details are correct, please press the confirm button to complete your booking. Alternatively, press cancel to restart the booking process

Book parking (step 2 of 3)

Permit : AITVVA7 Visitor Vouchers Virtual - A NL - Zone NL
Status : Valid until 26/04/2027

This permit has a current balance of 8 sessions.

The booking for TEST12345 at Zone NL between 11:35 today to 11:35 on 29/04/2026 will use 1 session and will be deducted from this balance.

A final confirmation screen will appear. At this stage no changes can be made.

Help

Your visitor is now registered with our parking system and Civil Enforcement Officers in your area will be made aware of their registration.

Next time you use the service, if you have chosen to save your visitor's details you'll find it even quicker to use.

You can review and change these saved details by clicking on the My visitors link at the top of the page.

Book parking (step 3 of 3)

Your visitor parking session has been booked.

Permit details

Permit : AITVVA7 Visitor Vouchers Virtual - A NL - Zone NL

Status : Valid until 26/04/2027

Parking session details

Vehicle registration number : TEST12345

Location : Zone NL

Parking allowed from : 11:35 28/04/2026

Parking allowed until : 11:35 29/04/2026

Current balance : 7 sessions

Done

Viewing and managing booked sessions

Go to the 'Booked sessions' tab:



Help

On this screen you can view the visitor parking sessions you have booked in the last 12 months.

If you need to find a particular session, you can use the 'Search sessions' box.

Enter any text and the table will display any session matching your input text for location, registration number or date.

Booked sessions

Display parking sessions in the : Last 3 months

Show 25 sessions at a time

Search sessions:

Permit	Location	Start time	End time	Registration number	Name	Cost		
AITVVA5	Zone NL, Hertsmere	Friday 14/08/2026 15:55	Saturday 15/08/2026 15:55	TEST1111	Test1	£1.65	Amend	Cancel
AITVVA5	Zone NL, Hertsmere	Tuesday 21/04/2026 15:55	Wednesday 22/04/2026 15:55	TEST0000	test	£1.65		

You will see all the visitor vouchers you have assigned. In this example, there are two bookings – one currently active and one scheduled for a future date.

For future bookings, you can:

- Amend the vehicle
- Cancel the session

If you cancel a session, the voucher will be returned to your account for future use.

To change the start time, you must cancel the voucher and rebook.

Once a session has started, no changes can be made.

Top up your sessions

To top up your visitor vouchers, please select 'Topups':

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Book parking | My visitors | Booked sessions | TEST | Sign out

Help
Your account contains a number of permits. This screen lists all the permits in your account which are currently valid for booking visitor sessions. Each item in the list shows the permit number followed by the reference number, if known. You need to select which of these permits you wish to book a visitor session with. When you've selected a permit from the list click 'Book' to begin the booking process.

Select permit
You have 1 permit active to book parking sessions

Permit	Status	Reference	Allowance
AITVVA6 Visitor Vouchers Virtual - A,A1,B,BED,C,C1,E,GS,NL,NS,RG NL - Zone NL	Valid until 22/04/2027		You are entitled to 50 sessions in each 12 month period. You have 50 sessions remaining in this period. Your current top-up balance is 10 sessions.

Show expired, suspended, and cancelled permits :

The below screen will appear where you can purchase your top up:

Book parking | My visitors | Booked sessions | TEST | Sign out

Help
On this screen, you can see details of all your topups. The help icon will give you more information about your parking session entitlement. If you are allowed to purchase more topups, you can do so by pressing the 'Buy topup' button.

Topup history
Permit : AITVVA6 Visitor Vouchers Virtual - A,A1,B,BED,C,C1,E,GS,NL,NS,RG NL - Zone NL
Status : Valid until 22/04/2027
Your current topup balance is 10 sessions
You may now topup no more than 40 sessions.

Buy topup

Purchased	Status	First used	Last used	Price	Sessions	Balance
23/04/2026 00:00	New			£0.00	10	10
Totals:				£0.00	10	10

Back

