

# Introduction

This user guide is intended for companies and drivers to use the functionality available in the TAMS System

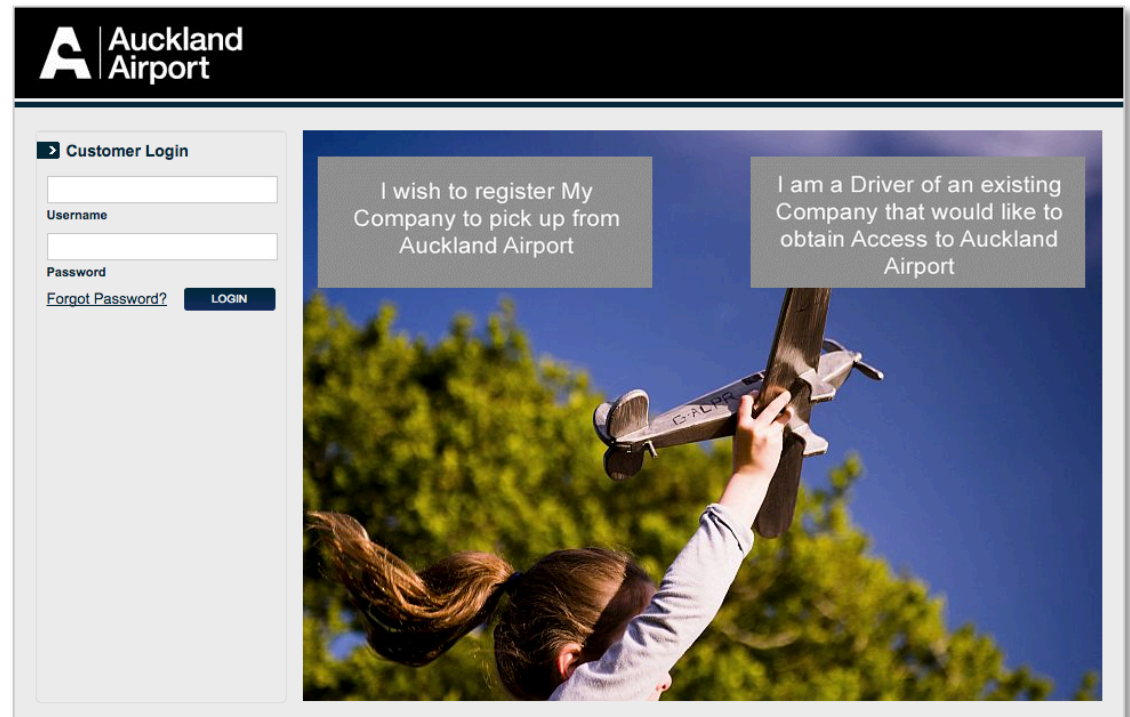
Manage your entire Auckland Airport access account via the internet!

One simple login gives you:

- Payment control
- Detailed activity history
- Automatic gate opening – no more swiping

# Overview of the Process

1. Open an Internet browser and go to <https://TAMS.aucklandairport.co.nz>
2. Apply for a licence as a **Company**, or as a **Driver** for a Company
3. Drivers will need to scan or present your documentation to the TAMS office, located at 1 Jimmy Crescent, Auckland Airport for final processing.
4. Once approved, begin using the TAMS online tools.



# In this User Guide

## **For Companies**

- Register a Company
- Login & Logout
- Reset password
- Modify my details
  
- Endorse a Driver

## **For Drivers**

- Register a Driver
- Login & Logout
- Reset password
- Modify my details
- Change my Company
  
- Review Statement
- Instant Top-Up

# To get started

You need to register as a Company or a Driver

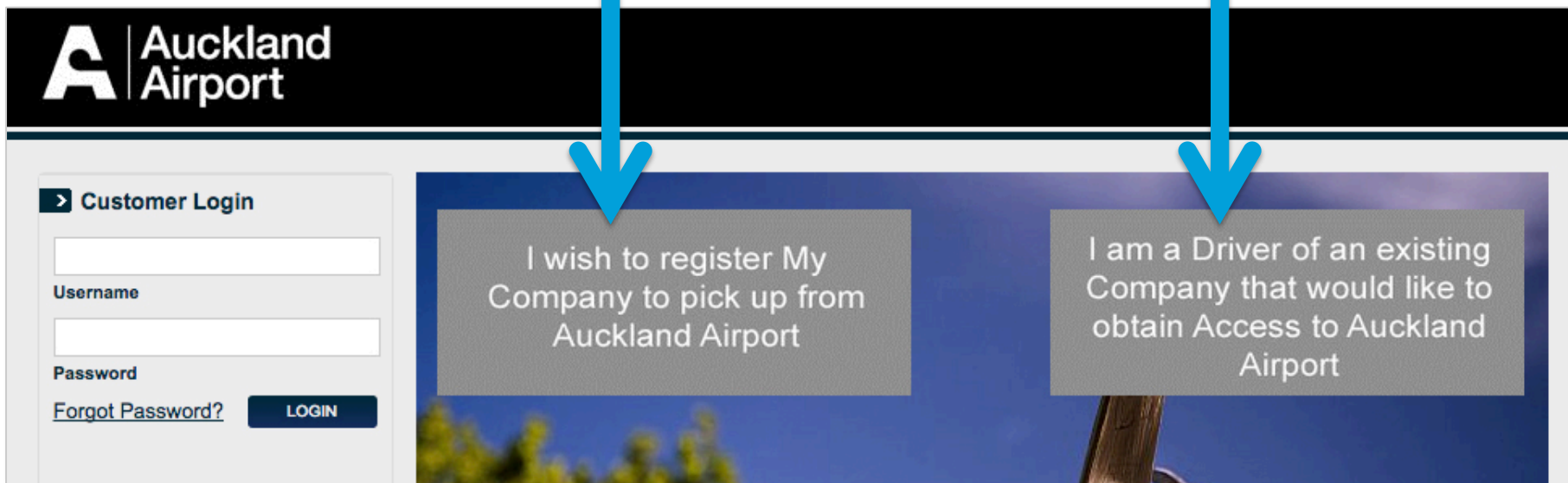
## Companies / Licensees can:

- Endorse a Driver
- > Register as a Company to get a Company licence to be able to pick up from Auckland Airport

## Drivers can:

- Review Statements
- Top-up your balance
- > Register as a Driver to be able to pick up from Auckland Airport

Note: A Company must be registered and approved before a Driver can register against it.



The screenshot shows the Auckland Airport website interface. At the top left is the Auckland Airport logo. Below it is a 'Customer Login' section with fields for Username and Password, a 'Forgot Password?' link, and a 'LOGIN' button. To the right of the login section are two registration options, each with a blue arrow pointing to it from the text above. The first option is 'I wish to register My Company to pick up from Auckland Airport'. The second option is 'I am a Driver of an existing Company that would like to obtain Access to Auckland Airport'.

# For Companies

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- Reset password Page 18
- Modify my Details Page 19
- Endorse a Driver Page 24

# Register a Company

## 1. Homepage Link

- > On the Homepage, select the *'I wish to register My Company...'* link

The Company is responsible for Endorsing Drivers listed under your Company.



# Register a Company

## 2. Licensee Details

- > Enter Licensee Details in the fields marked \* [Mandatory]
- > Click *Next* to continue

### Licensee Details

Email Address: *	<input type="text" value="John@mailinator.com"/>		
Company Name: *	<input type="text" value="JohnsCabs"/>		
Contact First Name: *	<input type="text" value="John"/>		
Contact Surname: *	<input type="text" value="Smith"/>		
NZBN: *	<input type="text" value="9409287615291"/>		
Mobile: *	<input type="text" value="0219987654"/>		
Phone:	<input type="text"/>		
Address Line 1: *	<input type="text" value="51 Kirkbride Road"/>		
Address Line 2:	<input type="text" value="Mangere Bridge2"/>		
City: *	<input type="text" value="Auckland"/>	Postcode: *	<input type="text" value="2022"/>
LTNZ Passenger Service License No:	<input type="text"/>		

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# Register a Company

## 3. Licensee Access Types

- > Select License Access Type by clicking on a checkbox
- > You can select one or multiple Access Types
- > Click *Next* once you have selected your Access Type(s)
- > Click *Previous* if you need to go back a page

### Licencee Access Types

<input type="checkbox"/>	Air Crew	<input type="checkbox"/>	Auckland Airport Staff
<input type="checkbox"/>	Buses	<input type="checkbox"/>	Free Access
<input checked="" type="checkbox"/>	Frequent Pre Charter	<input type="checkbox"/>	Frequent Rental Car Shuttle
<input type="checkbox"/>	Hotel Shuttle	<input type="checkbox"/>	InFrequent Pre Charter
<input type="checkbox"/>	Infrequent Rental Car Shuttle	<input type="checkbox"/>	Parking Shuttle
<input type="checkbox"/>	Super Shuttle	<input checked="" type="checkbox"/>	Taxi Dedicated
<input checked="" type="checkbox"/>	Taxi Free Flow		

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# Register a Company

## 4. Vehicle Details

- > Enter Vehicle Details if known
- > Select Access Types
  - Click in checkbox to select one or more access types
- > Click *Add* to add vehicle to New Vehicles list
- > Click *Next* to continue

Note: Vehicle Details are not mandatory. They can be added later.

Note: The Add button must be clicked to add vehicle to list otherwise vehicle will not be displayed

### Vehicle Details

Note \*: Vehicle Details are not mandatory. You can skip this page and proceed to next page without adding vehicles.

Vehicle Registration: \* JCG1236

Vehicle Make: \* Toyota

Vehicle Model: \* Corolla

Date of Manufacture: \* 10 2012

Fleet Number:

**Access Types: \***

Taxi Free Flow  Frequent Pre Charter  Taxi Dedicated

**ADD**

### New Vehicles

No Records

< PREVIOUS

NEXT >

# Register a Company

## 4. Vehicle Details

- > Vehicle Details displayed in New Vehicles List
- > To Delete a Vehicle, Click X on selected vehicle and delete from the New Vehicles list
- > To Add a vehicle, enter Registration Details
- > Click *Next* to continue

### Vehicle Details

Note \* : Vehicle Details are not mandatory. You can skip this page and proceed to next page without adding vehicles.

Vehicle Registration: \*

Vehicle Make: \*

Vehicle Model: \*

Date of Manufacture: \*

Fleet Number:

**Access Types: \***

Taxi Free Flow  Frequent Pre Charter  Taxi Dedicated

**ADD**

### New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
JCG1236	Toyota	Corolla	10/2012		Taxi Free Flow, Frequent Pre Charter, Taxi Dedicated,	X

# Register a Company

## 5. Terms & Conditions

- > Click on the links to view the Terms & Conditions for selected Access Type
- > Click on the checkbox / *Consent* to agree to the Terms & Conditions
- > Click *Next* to continue

### Terms & Conditions

Please read to the terms and conditions for the access types you are applying for, and consent that you have read and agree to these terms.

[Terms & Conditions for Taxi Free Flow](#)  
[Terms & Conditions for Frequent Pre Charter](#)  
[Terms & Conditions for Taxi Dedicated](#)

I Consent: \*

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# Register a Company

## 6. Review & Submit

- > Review Licensee Details before submitting
- > Select *Previous* to go back to correct any data
- > Select Submit to process application

### Licensee Details

<b>Access Type</b>	Taxi Free Flow Frequent Pre Charter Taxi Dedicated
<b>Email Address</b>	john@mailinator.com
<b>Contact First Name</b>	John
<b>Contact Surname</b>	Smith
<b>Company Name</b>	JohnsCabs
<b>Mobile</b>	0219987654
<b>Address</b>	51 Kirkbride Road Mangere Bridge2
<b>NZBN</b>	9409287615291
<b>LTNZ Passenger Service License No</b>	-

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SUBMIT

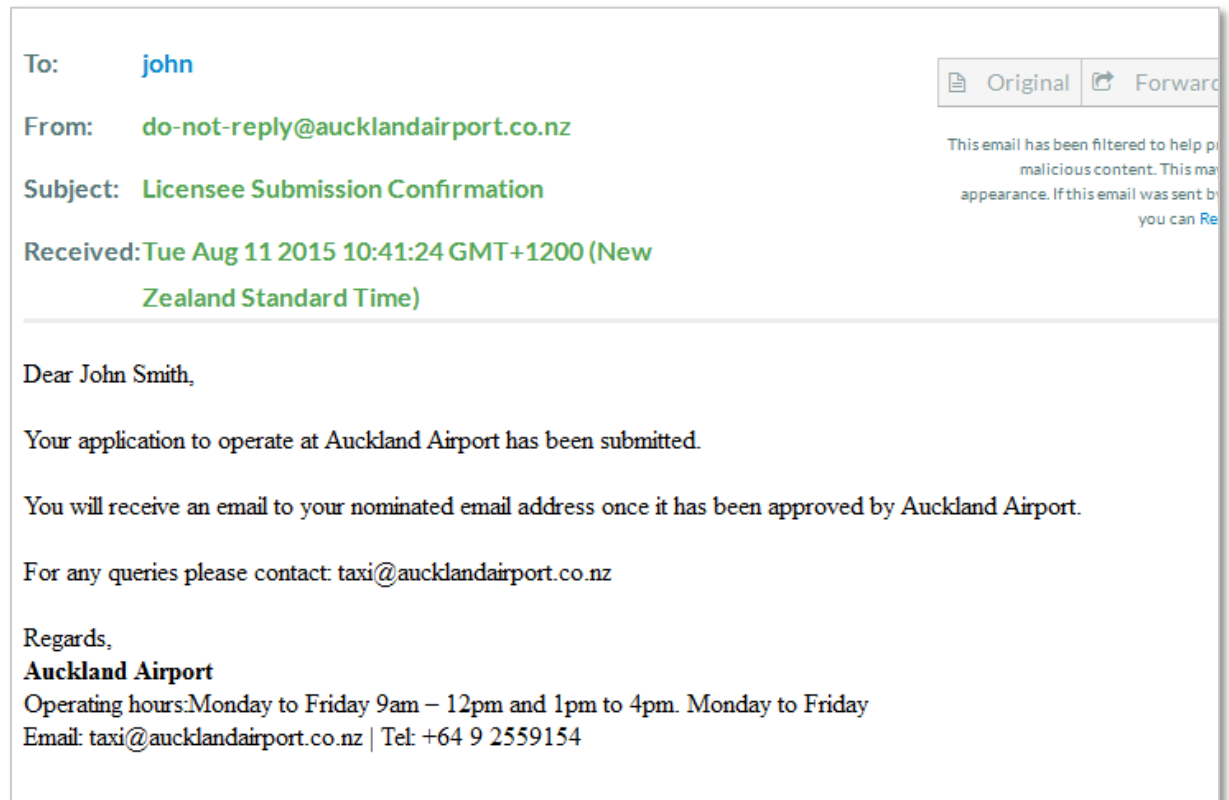
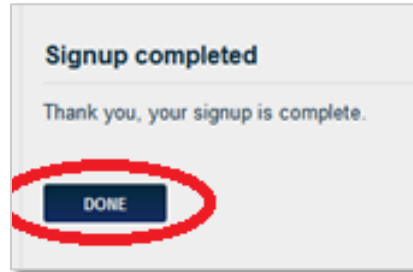
# Register a Company

## 6. Application Sent

- > Click to *Done* to complete the Licensee registration process
- > An email notification is sent to the Licensee advising an application has been submitted

### Next Steps

- > You will be emailed login details once your application has been approved by Auckland Airport



# Register a Company

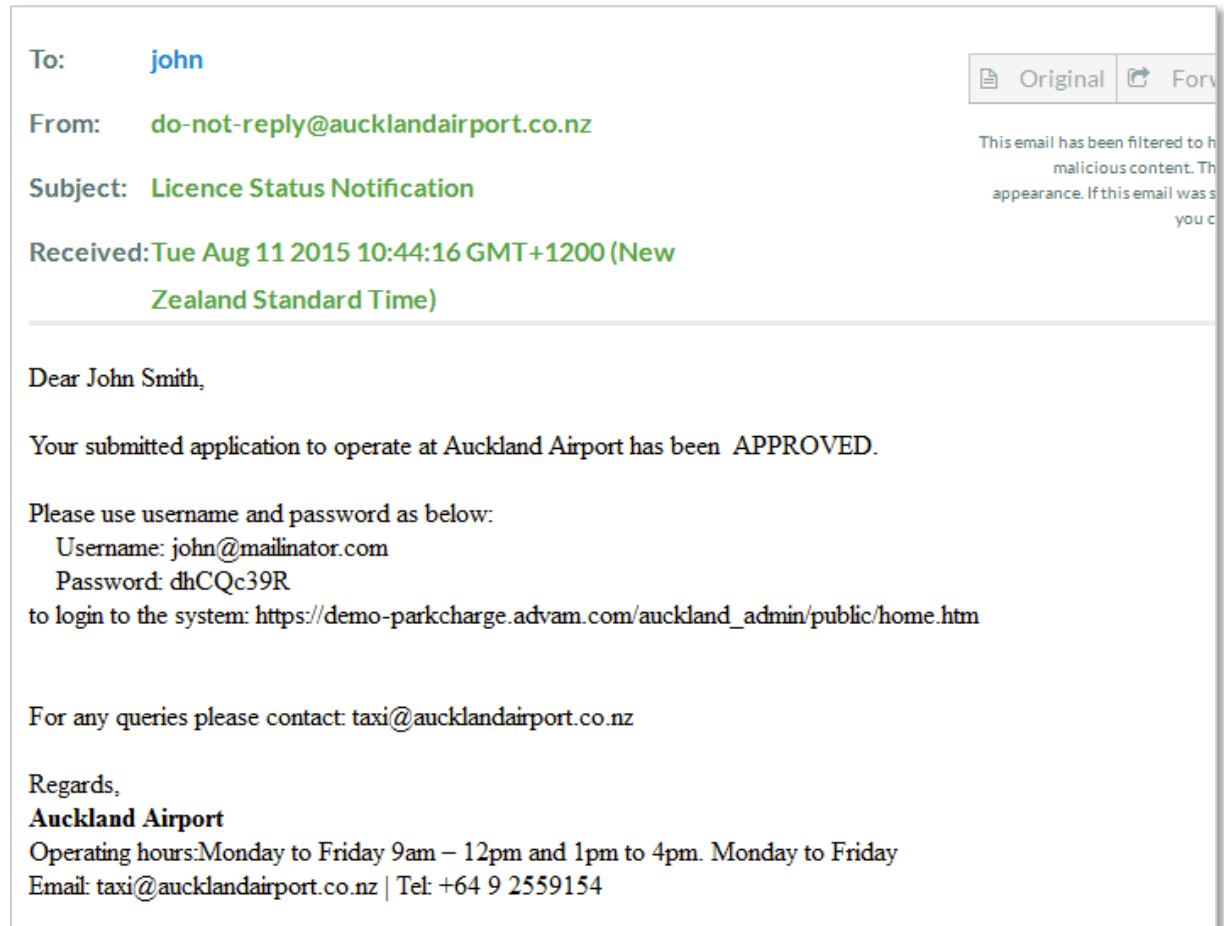
## 7. Login Details Emailed

An email notification is sent to the Licensee advising application has been approved

- > Username and password provided for Licensee to login to TAMS system

Next Step

- > You can now login from the homepage



The screenshot shows an email interface with the following details:

- To:** john
- From:** do-not-reply@aucklandairport.co.nz
- Subject:** Licence Status Notification
- Received:** Tue Aug 11 2015 10:44:16 GMT+1200 (New Zealand Standard Time)

On the right side of the email header, there are buttons for 'Original' and 'Forward', and a warning message: 'This email has been filtered to help protect your privacy. Some content may have been removed. If you are having trouble viewing this email, you can click here to view the original message.'

The main body of the email contains the following text:

Dear John Smith,

Your submitted application to operate at Auckland Airport has been APPROVED.

Please use username and password as below:  
Username: john@mailinator.com  
Password: dhCQc39R  
to login to the system: [https://demo-parkcharge.advam.com/auckland\\_admin/public/home.htm](https://demo-parkcharge.advam.com/auckland_admin/public/home.htm)

For any queries please contact: [taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz)

Regards,  
**Auckland Airport**  
Operating hours: Monday to Friday 9am – 12pm and 1pm to 4pm. Monday to Friday  
Email: [taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz) | Tel: +64 9 2559154

# Login & Log Out

## Logging In

- > Login to the TAMS system and enter your:
  - Username – enter your email address used on your application
  - Password – enter or copy and paste the password provided in email confirmation
- > Click *Login*

Note: The first time you login you will be prompted to change your password.

**Auckland Airport**

**Customer Login**

Username

Password

[Forgot Password?](#) **LOGIN**

I wish to register My Company to pick up from Auckland Airport

I am a Driver of an existing Company that would like to obtain Access to Auckland Airport

# Login & Log Out

## Change Password

You will automatically be prompted to change your password the first time you login

- > Enter your Old password – this is the password provided in the email confirmation
- > Enter a New password – this must be at least 8 characters long and contain both letters and numbers and at least 1 must be a Capital Letter
- > Confirm New Password – re-enter your new password to confirm
- > Click Save
- > Login using your new details

### Change Password

Your new password must be at least 8 characters long, contain both letters and numbers and at least 1 capital letter.

Old password\*

New password\*

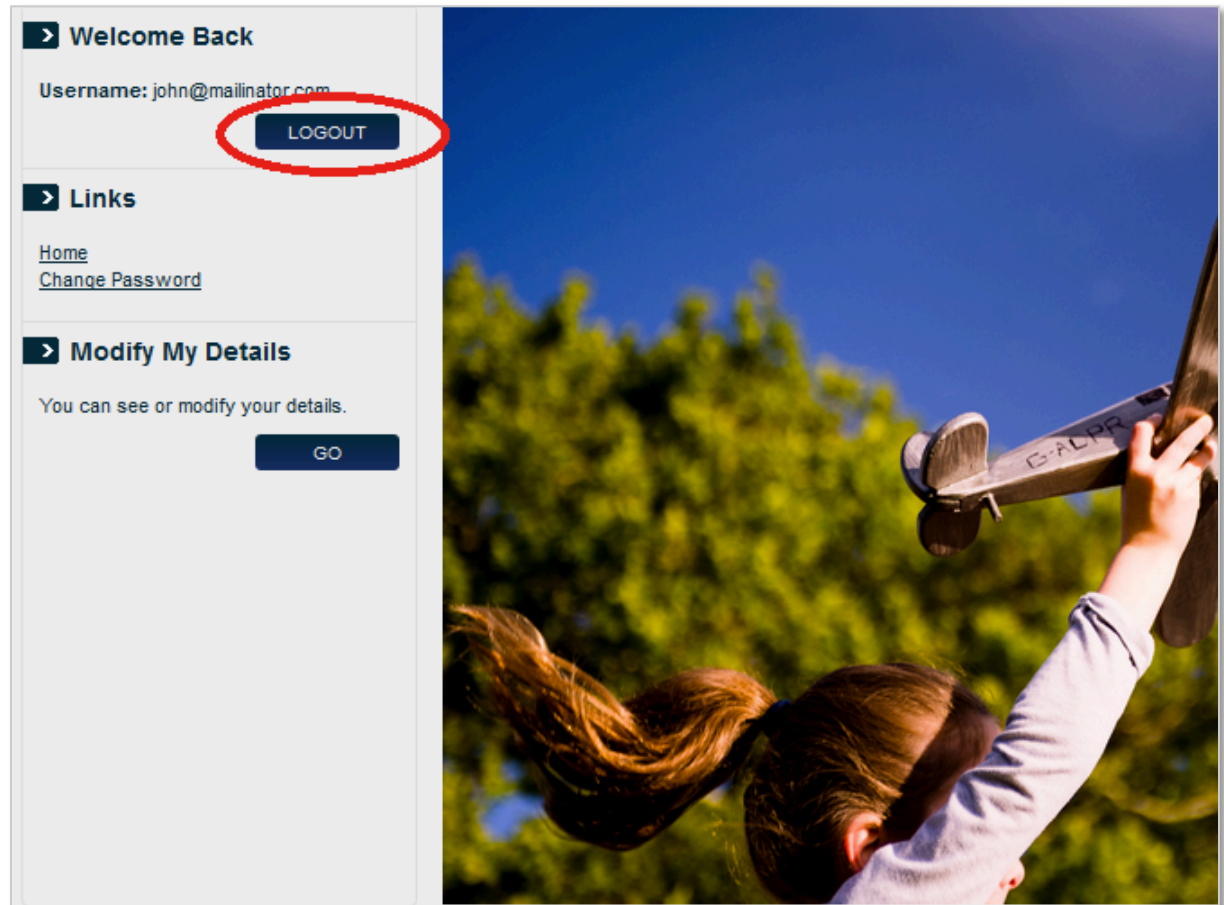
Confirm new password\*



# Login & Log Out

## Logging Out

- > Click *Logout* to end your session



The image shows a user profile page with a sidebar on the left and a main content area on the right. The sidebar contains three sections: 'Welcome Back', 'Links', and 'Modify My Details'. The 'Welcome Back' section shows the username 'john@mailinator.com' and a 'Logout' button circled in red. The 'Links' section contains links for 'Home' and 'Change Password'. The 'Modify My Details' section contains a 'GO' button. The main content area features a large image of a person flying a model airplane against a blue sky with green trees in the background.

**> Welcome Back**

Username: john@mailinator.com

**Logout**

**> Links**

[Home](#)

[Change Password](#)

**> Modify My Details**

You can see or modify your details.

**GO**

# Reset Your Password

If you have forgotten your password:

- > Click *Forgot my Password* in the Customer Login box
- > Enter Username
- > Confirm Username
- > Click *Send Password* – password sent to email address
- > Click *Done* to finish – Reset Password Done
- > Password Notification email sent
- > Login with new password

The image shows a screenshot of the Auckland Airport Customer Login interface and a corresponding password reset notification email.

**Customer Login Page:**

- Section: **Customer Login**
- Fields: Username, Password
- Buttons: **Forgot Password?** (circled in red), **LOGIN**

**Reset Your Password Page:**

- Section: **Reset Your Password**
- Text: To reset your password please enter your username twice below then press 'SEND PASSWORD'. We'll send your new password to your registered email address.
- Fields: Username\* (Mick123), Confirm Username\* (Mick123)
- Button: **SEND PASSWORD**

**Password Reset Notification Email:**

- To: michael
- From: do-not-reply@aucklandairport.co.nz
- Subject: Auckland Airport Parking Portal: Password Notification
- Received: Thu Aug 13 2015 13:44:20 GMT+1200 (New Zealand Standard Time)
- Content: Dear Mike Jones, Your login details for the Auckland Airport Parking Portal have been set to: Login Email Address: mick123 Password: cyxcAEbD. When you login to the Parking Portal at [https://demo-parkcharge.advam.com/auckland\\_admin/public/home.htm](https://demo-parkcharge.advam.com/auckland_admin/public/home.htm) you will be prompted to change your password.
- Signature: Regards, Auckland Airport Transport Operations Centre, Operating hours: Mon-Wed and Fri 7.30am-3.45pm and Thursday 7.30am-1.45pm, Auckland Airport Corporation Pty Limited, Email: info@au.aucklandairport.com

# Modify My Details (Company)

## 1. Licensee Details

- > Licensee Details displayed
- > Make changes to Contact Details such as name, address and phone numbers
- > Click *Next* to continue

### Licensee Details

Email Address: *	<input type="text" value="john@mailinator.com"/>		
Company Name: *	<input type="text" value="JohnsCabs"/>		
Contact First Name: *	<input type="text" value="John"/>		
Contact Surname: *	<input type="text" value="Smith"/>		
NZBN: *	<input type="text" value="9409287615291"/>		
Mobile: *	<input type="text" value="0278530921"/>		
Phone:	<input type="text"/>		
Address Line 1: *	<input type="text" value="51 Kirkbride Road"/>		
Address Line 2:	<input type="text" value="Mangere Bridge"/>		
City: *	<input type="text" value="Auckland"/>	Postcode: *	<input type="text" value="2022"/>
LTNZ Passenger Service License No:	<input type="text"/>		

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# Modify My Details (Company)

## 2. Licensee Access Types

This page is read only – unable to modify Access Types

- > Please contact Airport Administrator for assistance on (09) 255 9154 if a change is required for Access Type
- > Click *Next* to continue

### Licencee Access Types

<input type="checkbox"/>	Air Crew	<input type="checkbox"/>	Auckland Airport Staff
<input type="checkbox"/>	Buses	<input type="checkbox"/>	Free Access
<input checked="" type="checkbox"/>	Frequent Pre Charter	<input type="checkbox"/>	Frequent Rental Car Shuttle
<input type="checkbox"/>	Hotel Shuttle	<input type="checkbox"/>	InFrequent Pre Charter
<input type="checkbox"/>	Infrequent Rental Car Shuttle	<input type="checkbox"/>	Parking Shuttle
<input type="checkbox"/>	Super Shuttle	<input checked="" type="checkbox"/>	Taxi Dedicated
<input checked="" type="checkbox"/>	Taxi Free Flow		

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# Modify My Details (Company)

## 3. Vehicle Details

- > Add a new vehicle
  - Enter Registration details
  - Enter Access Types
  - Click *Add* to add to new vehicles list
- > Delete an existing vehicle – only permitted if no drivers assigned
  - To Delete click *X*
- > Click *Next* to continue

### Vehicle Details

Note \*: Vehicle Details are not mandatory. You can skip this page and proceed to next page without adding vehicles.

Vehicle Registration: \*

Vehicle Make: \*

Vehicle Model: \*

Date of Manufacture: \*

Fleet Number:

Access Types: \*

Taxi Free Flow  Frequent Pre Charter  Taxi Dedicated

**ADD**

### New Vehicles

No Records

### Existing Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
JCG1236	Toyota	Corolla	10/2012		Taxi Free Flow, Frequent Pre Charter, Taxi Dedicated,	<b>X</b>

# Modify My Details (Company)

## 4. Terms & Conditions

- > Terms & Conditions displayed as per the access types selected
- > I Consent is greyed out
- > Click *Next* to continue

### Terms & Conditions

Please read to the terms and conditions for the access types you are applying for, and consent that you have read and agree to these terms.

[Terms & Conditions for Taxi Free Flow](#)  
[Terms & Conditions for Frequent Pre Charter](#)  
[Terms & Conditions for Taxi Dedicated](#)

I Consent: \*

< PREVIOUS ● ● ● ● ● NEXT >

# Modify My Details (Company)

## 5. Licensee Modification Details

- > Check details have been updated
- > Click *Submit* to process changes

Modification Complete

- > Click *Done* to finish

### Licensee Details

Access Type	Taxi Free Flow Frequent Pre Charter Taxi Dedicated
Email Address	john@mailinator.com
Contact First Name	John
Contact Surname	Smith
Company Name	JohnsCabs
Mobile	0278530921
Address	51 Kirkbride Road Mangere Bridge
NZBN	9409287615291
LTNZ Passenger Service License No	-

< PREVIOUS

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### Modification Complete

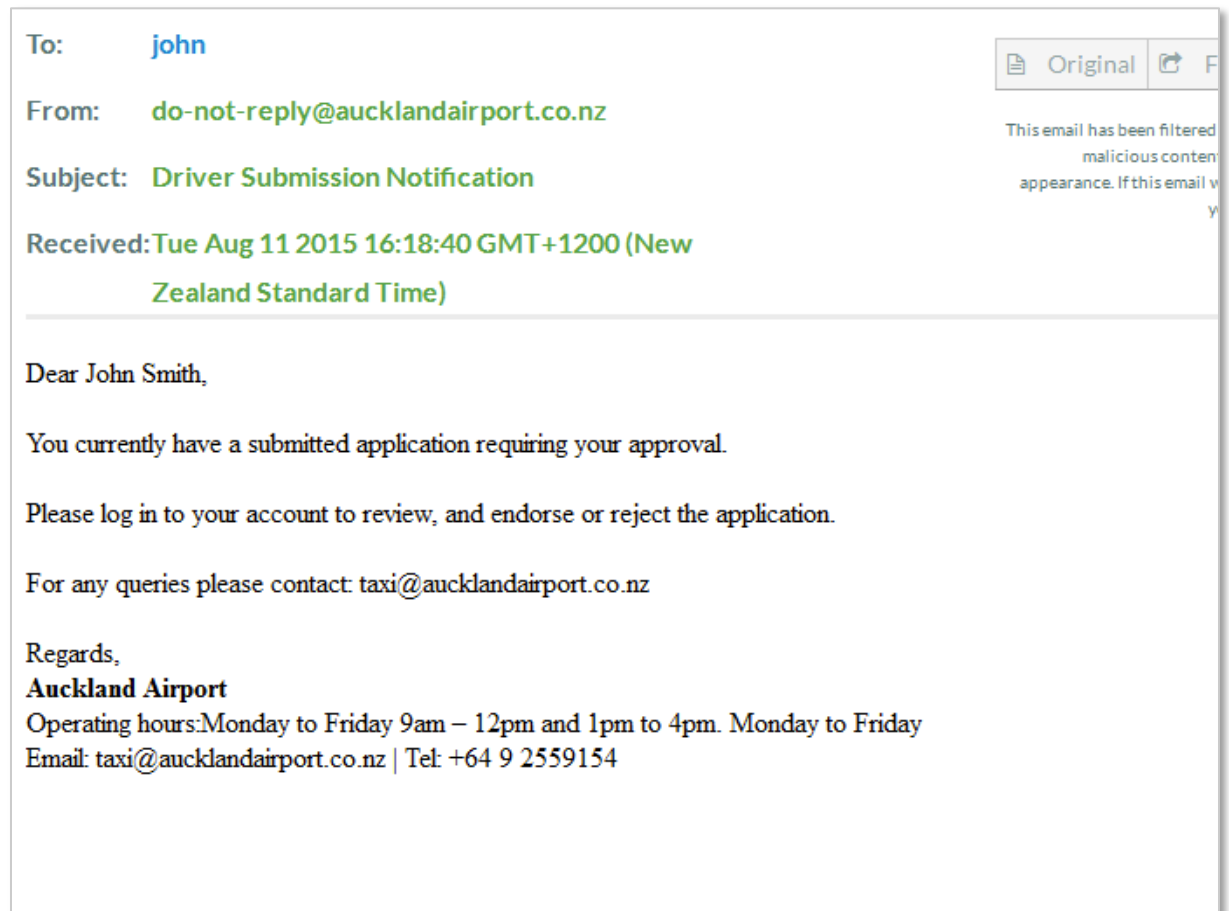
Your account has been updated successfully.

DONE

# Endorse a Driver

## 1. Driver Submission Notification Email

- > A Licensee is sent a Submission notification email advising an application is awaiting approval
- > Licensee is required to login to their account to review Driver Application
- > Licensee can Endorse or Reject a Drivers Application
- > An email is sent to Driver upon endorsement or rejection



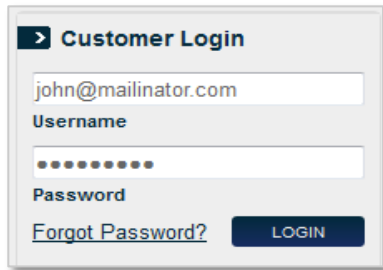


# Endorse a Driver

## 2. To begin...

### Step 1

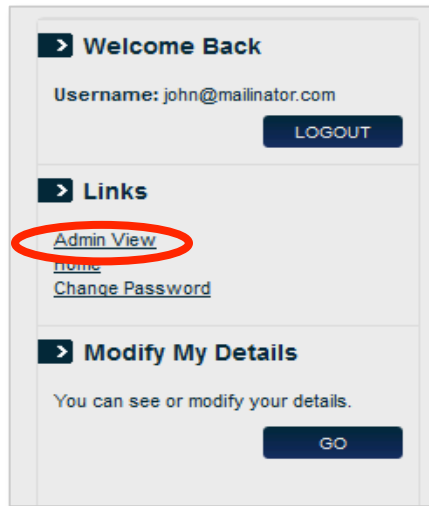
- > Login with your Licensee Login



A screenshot of a 'Customer Login' form. It features a header with a right-pointing arrow and the text 'Customer Login'. Below the header are two input fields: the first is labeled 'Username' and contains the text 'john@mailinator.com'; the second is labeled 'Password' and contains a series of dots. To the right of the password field is a link that says 'Forgot Password?'. At the bottom right of the form is a dark blue button labeled 'LOGIN'.

### Step 2

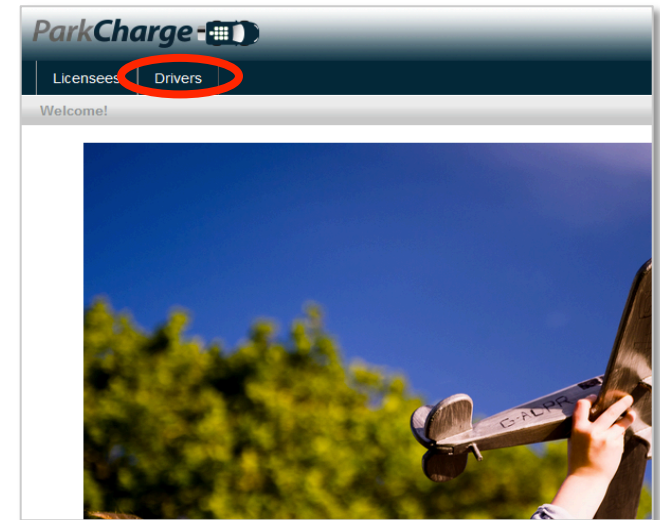
- > Click on the *Admin View* link.



A screenshot of a 'Welcome Back' page. The header has a right-pointing arrow and the text 'Welcome Back'. Below the header, it displays 'Username: john@mailinator.com' and a dark blue button labeled 'LOGOUT'. A section titled 'Links' with a right-pointing arrow contains three links: 'Admin View' (circled in red), 'Home', and 'Change Password'. A section titled 'Modify My Details' with a right-pointing arrow contains the text 'You can see or modify your details.' and a dark blue button labeled 'GO'.

### Step 3

- > In the Admin section, click on the *Drivers* Tab



A screenshot of the ParkCharge Admin interface. The top header features the 'ParkCharge' logo and a navigation menu with 'Licensees' and 'Drivers' tabs, where 'Drivers' is circled in red. Below the header is a 'Welcome!' message and a large image showing a hand holding a model airplane against a blue sky with green trees in the background.

# Endorse a Driver

## 3. Search for a Driver

- > Enter Search Criteria to return information for a Driver
- > Any field can be populated
  - User Name
  - First Name
  - Surname
  - Email
  - Mobile
  - Number Plate
  - RFID
  - NZ Drivers License No.
  - Select status – Submitted
- > Click *Search*
- > Driver details displayed in list
- > Click on the User Name to view Driver details

**ParkCharge**

Licensees Drivers

Drivers Switch to P

mick123 User Name    ike First Name    Jones Surname

Email    Mobile    Number Plate    RFID    NZ Driver License No

Account Status: Hold, Submitted, Endorsed, Rejected

CLEAR SEARCH SEARCH

User Name	First Name	Surname	Email	Mobile	Number Plate	Company Name	RFID	NZ Driver License No
<a href="#">mick123</a>	ike	Jones	michael@mailinator.com	0215489766	RBG09871	JohnsCabs		LI918273

1 records found, displaying 1 to 1

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Powered by:

# Endorse a Driver

## 4. View & Edit Driver Details

- > To edit any of the following details, click the *Edit* link at the bottom of the page
  - Edit Drivers Details (except NZ Drivers License & Company Name)
  - Add a new vehicle. Hold the Ctrl key down to multi select Access Types
  - Add an existing vehicle
  - Delete a vehicle
  - Endorse or Reject a Driver

### ParkCharge

Licenseses Drivers

View Driver [Switch to Public View](#)

#### Driver's Details

Mike First Name	Jones Surname	mick123 User Name
michael@mailinator.com Email	0215489766 Mobile	 Phone
1 Parnell Rise Address Line 1	Parnell Address Line 2	Auckland 1070 City Post Code
123241 Driver ID Number	 LTNZ Passenger Service License No	LI918273 NZ Driver License No
<input type="checkbox"/> Require RFID for Each Vehicle?	31-05-16 Expiry	JohnsCabs Company Name

#### Driver's Vehicles

Number Plate	Make	Model	Date of Manufacture	Fleet Number	Access Type ID	Enabled Date	Disabled
RBG09871	Holden	Camry	08/2011		TFF TD	11/08/2015 16:11:36	

1 records found, displaying 1 to 1

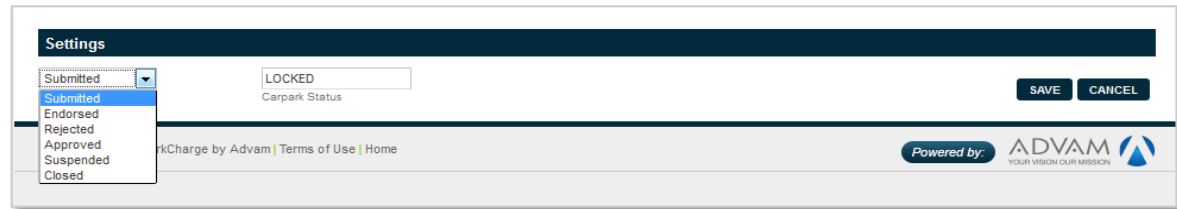
#### Settings

Submitted Account Status	LOCKED Carpark Status
-----------------------------	--------------------------

# Endorse a Driver

## 4. View & Edit Driver Details - Settings

- > Select Endorsed or Rejected from dropdown list
- > Click Save



The screenshot shows a 'Settings' form with a dark header. A dropdown menu is open, showing options: Submitted (highlighted), Endorsed, Rejected, Approved, Suspended, and Closed. To the right, there is a text input field containing 'LOCKED' with the label 'Carpark Status' below it. At the bottom right, there are 'SAVE' and 'CANCEL' buttons. The footer includes 'Powered by: ADVAM YOUR VISION OUR MISSION' and a logo.

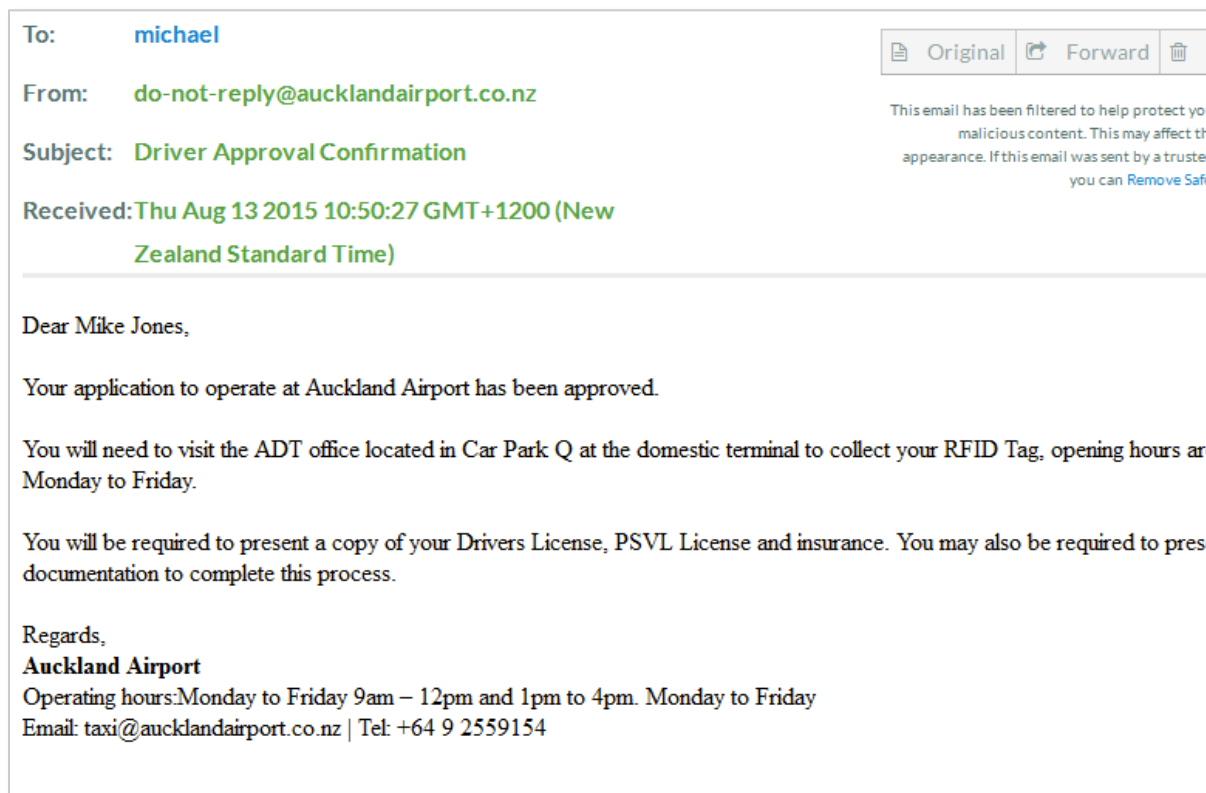


The screenshot shows the 'Settings' form with the dropdown menu closed. The selected option is 'Endorsed' with the label 'Account Status' below it. The 'Carpark Status' field still contains 'LOCKED'. The 'SAVE' and 'CANCEL' buttons are visible at the bottom right.

# Endorse a Driver

## 5. Driver Approval Confirmation Email

- > The Driver will receive an approval email
  
- > Driver required to visit the TAMS office located at Secure Parking, 1 Jimmy Ward Crescent, Auckland Airport to present a copy of the following documentation to complete process
  - Drivers License
  - PSVL Insurance (if applicable)
  - Proof of insurance
  - Drivers ID
  
- > Auckland Airport will approve the Driver



# For Drivers

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- Reset password Page 45
- Modify my details Page 46
- Change my Company Page 50
- Review Statement Page 52
- Instant Top-Up Page 55

# Register a Driver

## 1. Homepage Link

- > On the Homepage, select the 'I am a Driver...' link




# Register a Driver

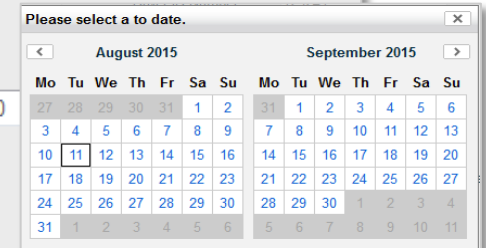
## 2. Driver Details

- > Enter Driver Details in the fields marked \* [Mandatory]
- > Company Name – select the Company from the dropdown
- > Username is a unique field. This will be a Drivers choice of name for login
- > Mobile Number must have minimum of 9 digits
- > The Drivers License Field is Unique and Optional
  - If you enter a Driver License number you must enter an expiry date. Click on the calendar icon to display dates
- > Click *Next* to continue

Note: If your company is not listed in the dropdown, your company will need complete the Register a Company process before you can begin.

### Driver Details

Company Name: *	<input type="text" value="JohnsCabs"/>
Username: *	<input type="text" value="Mick123"/>
Email: *	<input type="text" value="michael@mailinator.com"/>
First Name: *	<input type="text" value="Mike"/>
Surname: *	<input type="text" value="Jones"/>
Driver ID Number:	<input type="text" value="123241"/>
Mobile: *	<input type="text" value="0215489766"/>
Phone:	<input type="text"/>
Address Line 1: *	<input type="text" value="1 Parnell Rise"/>
Address Line 2:	<input type="text" value="Parnell"/>
City: *	<input type="text" value="Auckland"/>
Post Code: *	<input type="text" value="1070"/>
LTNZ Passenger Service License No:	<input type="text"/>
NZ Driver License No:	<input type="text" value="LI918273"/>
Expiry:	<input type="text" value="31-05-16"/> 





# Register a Driver

## 3. Vehicle Details - Add Existing Vehicle

- > Check if your Vehicle details have been pre-loaded by your Company in the Add Existing Vehicle drop-down.
  - If it is listed, select the Vehicle. Click *Add*
  - If it isn't listed, follow the Add New Vehicle instruction on the next page
- > If you require a RFID for each vehicle, select the checkbox
- > Click *Next* to continue

Note: This section MUST be completed

### Vehicle Details

Add Existing Vehicle

**Add New Vehicle**

Vehicle Registration: \*

Vehicle Make: \*

Vehicle Model: \*

Year of Manufacture: \*

Fleet Number:

**Access Types: \***

Taxi Free Flow  Frequent Pre Charter  Taxi Dedicated

Require RFID for Each Vehicle?

### New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
JCG1236	Toyota	Corolla	10/2012		Taxi Free Flow, Frequent Pre Charter, Taxi Dedicated,	X

1 records found, displaying 1 to 1

# Register a Driver

## 3. Vehicle Details - Add a New Vehicle

- > Enter new vehicle details:
  - Vehicle Registration
  - Vehicle Make and Model
  - Year of Manufacture – select month and year from dropdown
  - Fleet Number – if known
  - Access Types – click applicable checkbox(s)
- > Click *Add*
- > New Vehicle Details displayed under New Vehicles
- > If you require a RFID for each vehicle, select the checkbox
- > Click *Next* to continue

### Vehicle Details

Add Existing Vehicle

---

#### Add New Vehicle

Vehicle Registration: \*

Vehicle Make: \*

Vehicle Model: \*

Year of Manufacture: \*

Fleet Number:

**Access Types: \***

Taxi Free Flow       Frequent Pre Charter       Taxi Dedicated

---

#### New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
RBG09871	Holden	Camry	08/2011		Taxi Free Flow, Taxi Dedicated,	X

# Register a Driver

## 4. Terms & Conditions

- > Driver details displayed for Driver to review
  - If changes required, please click on the Previous icon to go back a page
- > Terms & Conditions Link for Each Access Type displayed
  - Click on links to read Terms and Conditions for selected Access Type
- > Click the checkbox / *Consent* to agree to Terms & Conditions
- > Click *Next* to continue

### Terms & Conditions

Username	Mick123
Email	michael@mailinator.com
Contact Name	Mike Jones
Company Name	JohnsCabs
NZ Driver License No	LI918273
Vehicle Registration Number	RBG09871,

Terms Of Use

Please read to the terms and conditions for the access types you are applying for, and consent that you have read and agree to these terms.

[Terms & Conditions for Taxi Free Flow](#)  
[Terms & Conditions for Frequent Pre Charter](#)  
[Terms & Conditions for Taxi Dedicated](#)

I Consent: \*

< PREVIOUS ● ● ● ● ● NEXT >

# Register a Driver

## 5. Top-Up Settings

Please have a valid credit card available. This can be VISA, Mastercard or AMEX.

- > Automatic Top Up – this function allows the system to auto top when balance falls below minimum
  - If Automatic Top Up is not selected or fails, a Driver will be notified by email or SMS (if selected) when balance falls below the minimum amount nominated
- > Account will be set to minimum amounts if no value entered
- > Driver can select a minimum balance of  $\geq$ \$10.00
- > Driver can select an amount for auto top up  $\geq$ \$20.00

- > Driver can select to be notified by SMS (text message). Charges Apply.
  - Balance falls below minimum
  - Failed Auto top Up
  - When access is locked

- > Payment Details – enter a valid credit card
- > Click *Next* to continue

### Top-Up Settings

**Automatic Top-up**

If you wish to nominate a higher minimum account balance or automatic top-up amount, please modify the settings below.

What is the minimum balance you would like?  (preset minimum \$10.00)

When you reach the minimum balance how much you would like automatically loaded?  (preset minimum \$20.00)

**Note: If you do not enter any values, then your account will be set to the minimum amounts in brackets above.**


Send me an SMS alert when my balance falls below minimum account balance defined above. (\$0.22 per sms)

Send me an SMS alert for failed automatic top-ups.(\$0.22 per sms)

Send me an SMS when my access is locked.(\$0.22 per sms)

### Payment Details

#### Credit Card Details

Card Type\*  

Card Number\*

Expiry\*

Name on Card\*

# Register a Driver

## 6. Review Payment Details

- > Please check:
  - Details of Credit Card
  - Account Summary – displays amount due on approval
- > Click *Submit* to process application

### Payment Details

---

#### Details of Credit Card on File

Card Type	VISA
Card Ending	...564
Name on Card	M Jones
Expiry	0915

#### Account Summary

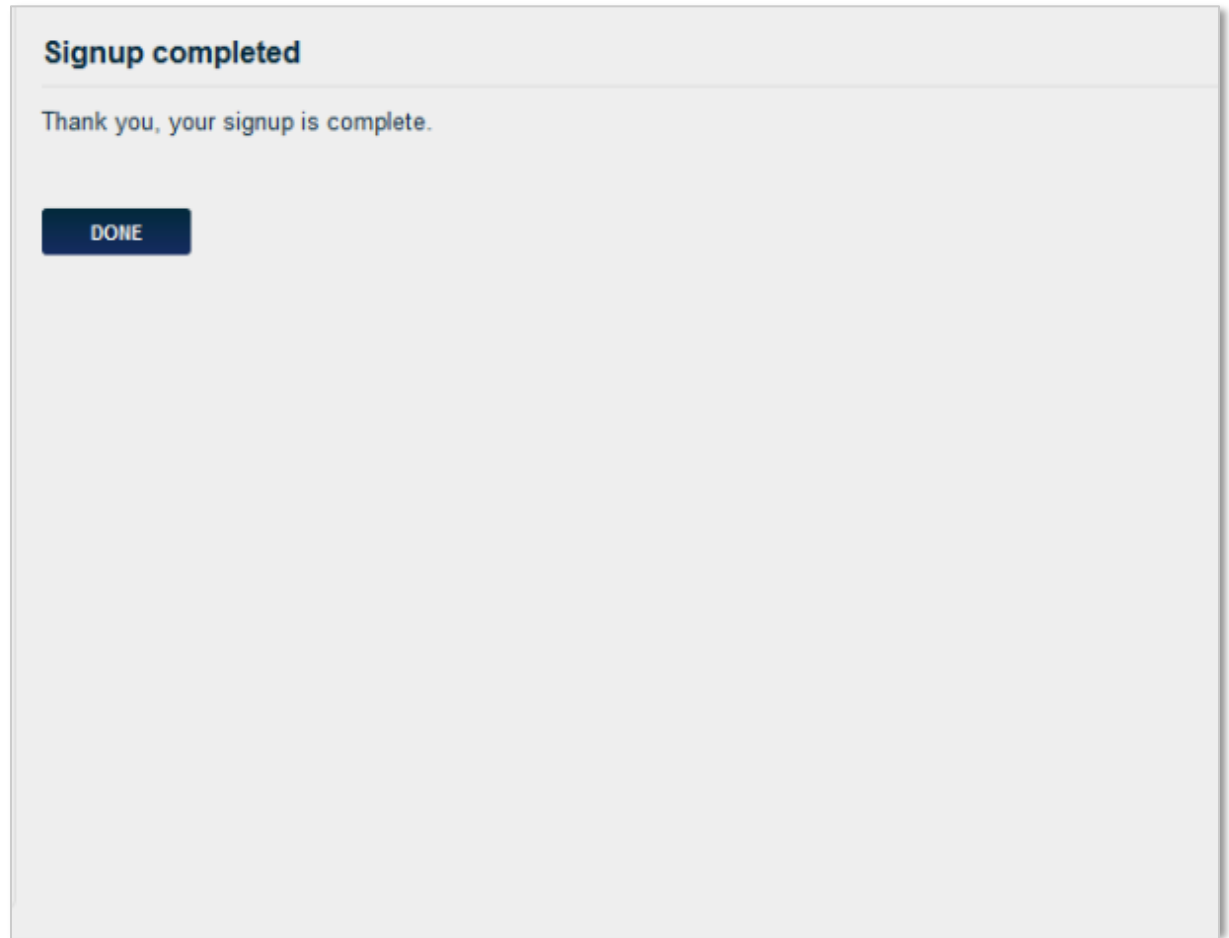
Available Balance	\$0.00
Amount Due on Approval	\$20.00

< PREVIOUS ● ● ● ● ● SUBMIT

# Register a Driver

## 7. Signup Completed

- > Click the *Done* icon to complete Driver Registration process



# Register a Driver

## 8. Submission Confirmation Email

- > Driver receives a Submission Confirmation email advising application has been submitted
- > Driver is provided with a Username and Password

Note: The Driver can login at this stage but will only have limited access to TAMS until:

- The Driver's Company has endorsed the application
- The Driver delivers documentation to Auckland Airport:
  - Drivers License
  - PSVL Insurance (if applicable)
  - Proof of insurance
  - Drivers ID

**To:** michael

**From:** do-not-reply@aucklandairport.co.nz

**Subject:** Driver Submission Confirmation

**Received:** Tue Aug 11 2015 16:18:39 GMT+1200 (New Zealand Standard Time)

Dear Mike Jones,

Your application to operate at Auckland Airport has been submitted.

You will receive an email to your nominated email address once it has been approved by Auckland Airport.

You will be able to log in to the system via [https://demo-parkcharge.advam.com/auckland\\_admin/public/home.htm](https://demo-parkcharge.advam.com/auckland_admin/public/home.htm), however will have access to your account until your application is approved.

Please use username and password as below:  
Username: Mick123  
Password: Kt9tJPCJ

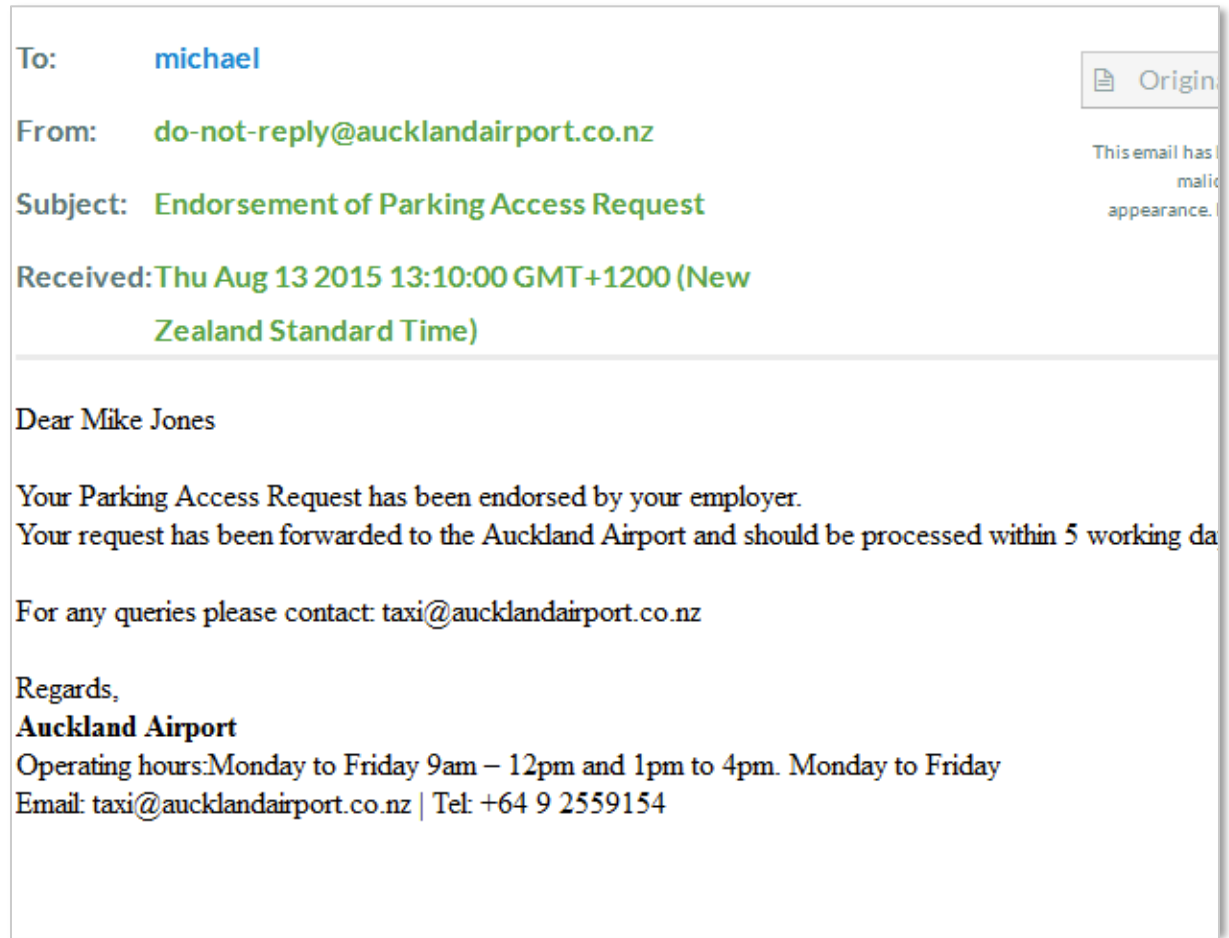
For any queries please contact: [taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz)

Regards,  
**Auckland Airport**  
Operating hours: Monday to Friday 9am – 12pm and 1pm to 4pm. Monday to Friday  
Email: [taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz) | Tel: +64 9 2559154

# Register a Driver

## 9. Endorsement of Parking Access Request

- > Email sent to Driver advising they have been endorsed by company
- > Request sent to Auckland Airport for approval process
- > Any queries please contact [taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz)

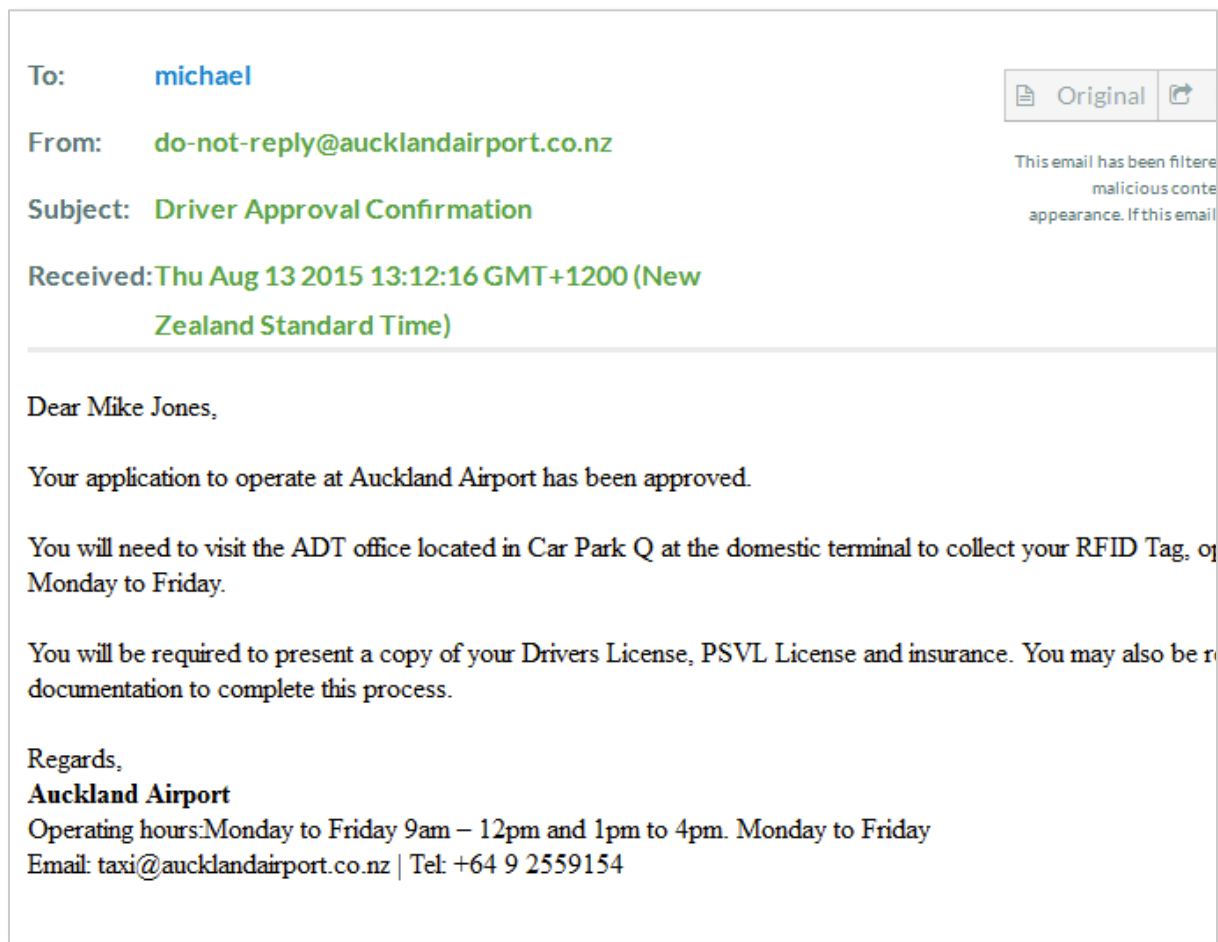




# Register a Driver

## 10. Driver Approval Confirmation Email

- > Driver receives an approval confirmation email advising they can operate at Auckland Airport
- > Driver is required to visit the TAMS office located at 1 Jimmy Ward Crescent, Auckland Airport to present a copy of the following documents to complete process:
  - Drivers License
  - PSVL License (if applicable)
  - Proof of insurance
  - Drivers ID

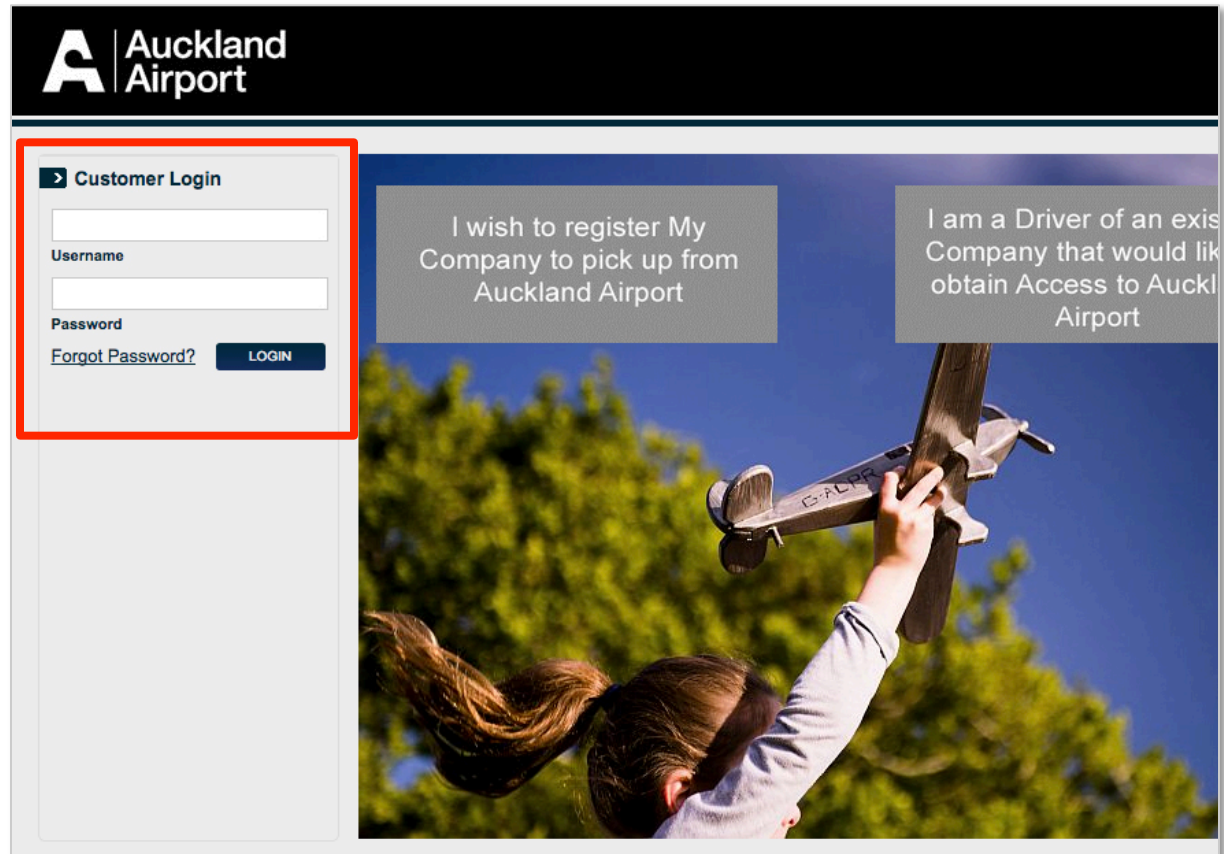


# Login & Log Out

## Logging In

- > Login to the TAMS system and enter your:
  - Username
  - Enter new password provided in email
- > Click *Login*

Note: The first time you login you will be prompted to change your password.



The screenshot displays the Auckland Airport website interface. At the top left, the Auckland Airport logo is visible. The main content area features a 'Customer Login' form on the left, which includes fields for 'Username' and 'Password', a 'Forgot Password?' link, and a 'LOGIN' button. To the right of the form, there are two navigation options: 'I wish to register My Company to pick up from Auckland Airport' and 'I am a Driver of an existing Company that would like to obtain Access to Auckland Airport'. The background of the page shows a person holding a model airplane against a blue sky with green trees.

# Login & Log Out

## Change Password

The first time you login, you will be prompted to change your password

- > Enter Old Password
- > Enter New Password
- > Confirm New Password
- > Click Save

### Change Password

Your new password must be at least 8 characters long, contain both letters and numbers and at least 1 capital letter.

Old password\*

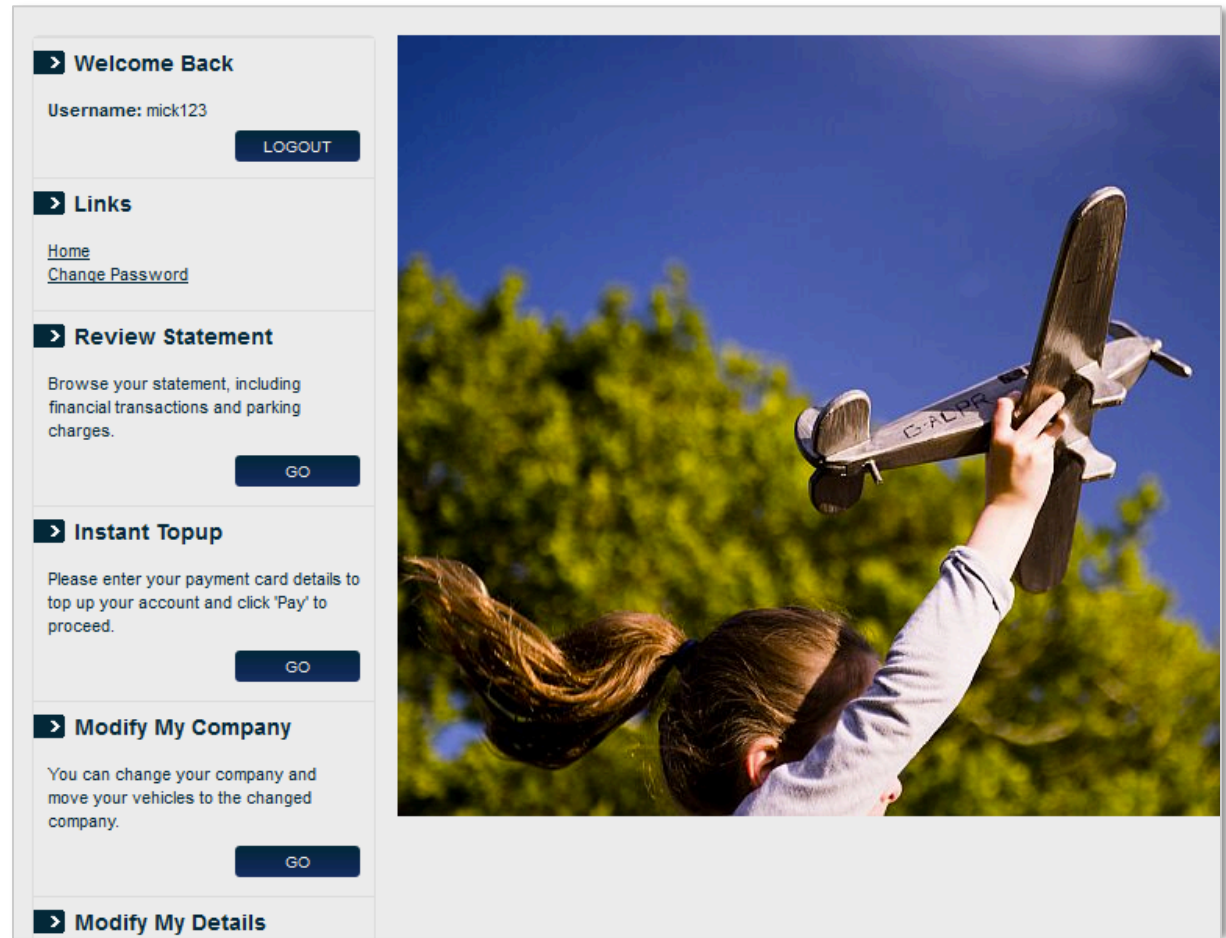
New password\*

Confirm new password\*

# Login & Log Out

## Logging Out

- > Click *Logout* to exit session



The image shows a user dashboard interface. On the left is a sidebar menu with the following items:

- Welcome Back**  
Username: mick123  
LOGOUT
- Links**  
[Home](#)  
[Change Password](#)
- Review Statement**  
Browse your statement, including financial transactions and parking charges.  
GO
- Instant Topup**  
Please enter your payment card details to top up your account and click 'Pay' to proceed.  
GO
- Modify My Company**  
You can change your company and move your vehicles to the changed company.  
GO
- Modify My Details**

The main content area on the right features a photograph of a young girl with her hair in a ponytail, holding a wooden model airplane against a clear blue sky with green trees in the background.

# Reset Your Password

- > Click *Forgot my Password* in the Customer Login box
- > Enter Username
- > Confirm Username
- > Click *Send Password* – password sent to email address
- > Click *Done* to finish – Reset Password Done
- > Password Notification email sent
- > Login with new password

The image shows a screenshot of the Auckland Airport Customer Login interface. On the left, the 'Customer Login' section has a 'Forgot Password?' link circled in red. The 'Reset Your Password' section on the right contains two input fields for 'Username\*' (both containing 'Mick123') and a 'SEND PASSWORD' button. Below this is a preview of an email notification. The email header includes: To: michael; From: do-not-reply@aucklandairport.co.nz; Subject: Auckland Airport Parking Portal: Password Notification; Received: Thu Aug 13 2015 13:44:20 GMT+1200 (New Zealand Standard Time). The email body addresses 'Dear Mike Jones' and provides login details: Login Email Address: mick123, Password: cyxcAEbD. It also includes a URL for the parking portal and a note about password changes. The footer of the email provides contact information for the Auckland Airport Transport Operations Centre.

# Modify My Details (Driver)

## 1. Driver Details

Driver can Edit:

- > Email Address – not a unique field
- > Contact details
  - Name
  - Phone
  - Address
  - Driver ID Number

Driver cannot Edit the following fields:

- > Company Name
- > Username
- > NZ Driver License No

### Driver Details

Company Name: *	<input type="text" value="Drive Testing"/>		
Username: *	<input type="text" value="Mick123"/>		
Email: *	<input type="text" value="michael@mailinator.com"/>		
First Name: *	<input type="text" value="Mike"/>		
Surname: *	<input type="text" value="Jones"/>		
Driver ID Number:	<input type="text" value="123241"/>		
Mobile: *	<input type="text" value="0215489766"/>		
Phone:	<input type="text"/>		
Address Line 1: *	<input type="text" value="1 Parnell Rise"/>		
Address Line 2:	<input type="text" value="Parnell"/>		
City: *	<input type="text" value="Auckland"/>	Post Code: *	<input type="text" value="1070"/>
LTNZ Passenger Service License No:	<input type="text"/>		
NZ Driver License No:	<input type="text" value="LI918273"/>		
Expiry:	<input type="text" value="31-05-16"/>		

# Modify My Details (Driver)

## 2. Vehicle Details

Driver is able to Modify vehicle details

- > Add Existing Vehicle
  - Select from drop down list
  - Click *Add* to add an Existing vehicle
- > Add New Vehicle
  - Complete the Vehicle Registration Details
  - Click checkbox to select Access Types
  - Click *Add* to add a new vehicle to list
- > Require RFID for Each Vehicle?
  - Able to select or deselect checkbox
- > Click *Next* to continue

### Vehicle Details

Add Existing Vehicle

### Add New Vehicle

Vehicle Registration: \*

Vehicle Make: \*

Vehicle Model: \*

Year of Manufacture: \*

Fleet Number:

**Access Types: \***

InFrequent Pre Charter	<input type="checkbox"/>	Buses	<input type="checkbox"/>	Auckland Airport Staff	<input type="checkbox"/>
Frequent Pre Charter	<input type="checkbox"/>	Taxi Dedicated	<input type="checkbox"/>	Taxi Free Flow	<input type="checkbox"/>
Frequent Rental Car Shuttle	<input type="checkbox"/>	Parking Shuttle	<input type="checkbox"/>	Super Shuttle	<input type="checkbox"/>
Air Crew	<input type="checkbox"/>	Hotel Shuttle	<input type="checkbox"/>	Infrequent Rental Car Shuttle	<input type="checkbox"/>
Free Access	<input type="checkbox"/>				

# Modify My Details (Driver)

## 3. Terms & Conditions

Terms of Use Read Only and can't be edited

- > Driver can select link for Access Types to review the Terms & Conditions
- > *I Consent* remains selected
- > Click *Next* to continue

### Terms & Conditions

Username	Mick123
Email	michael@mailinator.com
Contact Name	Mike Jones
Company Name	Drive Testing
NZ Driver License No	LI918273
Vehicle Registration Number	JCT876T, RBG09871,

Terms Of Use

Please read to the terms and conditions for the access types you are applying for, and consent that you have read and agree to these terms.

- [Terms & Conditions for InFrequent Pre Charter](#)
- [Terms & Conditions for Buses](#)
- [Terms & Conditions for Auckland Airport Staff](#)
- [Terms & Conditions for Frequent Pre Charter](#)
- [Terms & Conditions for Taxi Dedicated](#)
- [Terms & Conditions for Taxi Free Flow](#)
- [Terms & Conditions for Frequent Rental Car Shuttle](#)
- [Terms & Conditions for Parking Shuttle](#)
- [Terms & Conditions for Super Shuttle](#)
- [Terms & Conditions for Air Crew](#)
- [Terms & Conditions for Hotel Shuttle](#)
- [Terms & Conditions for Infrequent Rental Car Shuttle](#)
- [Terms & Conditions for Free Access](#)

I Consent: \*



# Modify My Details (Driver)

## 4. Payment Details & Modification Complete

Read Only Page

- > Details of Credit Card displayed
- > Available balance displayed
- > Click *Submit* to process changes
- > Modification Complete message
  - Advises Driver account has been updated successfully
- > Click *Done* to finish

The screenshot shows a 'Payment Details' page with the following content:

### Payment Details

---

#### Details of Credit Card on File

Card Type	VISA
Card Ending	...564
Name on Card	M Jones
Expiry	0915

#### Account Summary

Available Balance	\$40.00
-------------------	---------

< PREVIOUS

● ● ● ● ●

**Modification Complete**

Your account has been updated successfully.

DONE

# Change My Company

## 1. Change Company

A Driver can change company and move vehicles if the company they are moving to has the same access types

- > Current Company
- > New Company – select from dropdown list
- > Move my vehicles – select checkbox if you would like to move your vehicles to new company
- > Click *Submit*
- > Message displayed – Are you sure you want to change company and move vehicle
- > Click *OK*

- > Message displayed – Are you sure you want to change company and move vehicle
- > Click *OK*

- > Modification Complete – Driver account updated with new company
- > Email notification sent to Driver once Endorsed by new Company

The screenshot displays a 'Change Company' form and two subsequent dialog boxes. The form has a title 'Change Company' and contains the following fields: 'Current Company:' with a dropdown menu showing 'JohnsCabs', 'New Company: \*' with a dropdown menu showing 'Auckland Taxis', and 'Move my vehicles:' with a checked checkbox. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons. The first dialog box is a confirmation message: 'Are you sure you want to change company and move your Vehicles?' with 'OK' and 'Cancel' buttons. The second dialog box is titled 'Modification Complete' and contains the text 'Your account has been updated successfully.' with a 'DONE' button.

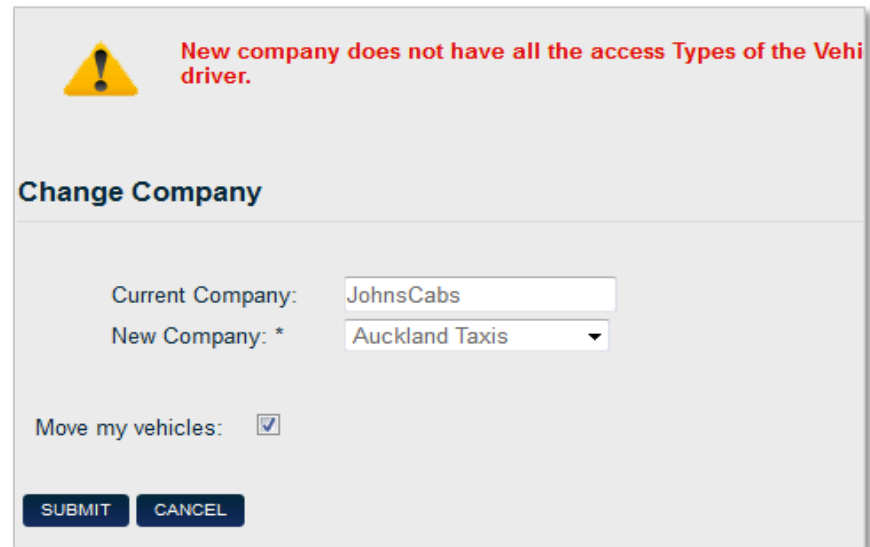
# Change My Company

## 2. Error Message

If you receive an Error Message –

New Company does not have all the access Types of the Vehicles to be moved. Cannot move driver.

- > Remove the tick from Move my vehicles checkbox and contact Airport Admin on (09) 255 9154



The screenshot shows a web form titled "Change Company" with a grey background. At the top left is a yellow warning triangle icon. To its right, a red error message reads: "New company does not have all the access Types of the Vehi driver." Below the error message, the form title "Change Company" is displayed in bold. The form contains two input fields: "Current Company:" with a text box containing "JohnsCabs", and "New Company: \*" with a dropdown menu showing "Auckland Taxis". Below these fields is a checkbox labeled "Move my vehicles:" which is currently checked. At the bottom of the form are two buttons: "SUBMIT" and "CANCEL".

# Review Statement

## 1. Statement Overview

- > Click on Review Statement
- > Driver Statement displays
  - Current Balance – this is the balance a Driver has available
  - Transaction List – able to perform a search for Transactions by
    - From & To Date
    - From & To Time
  - Payment Status – Approved or Declined
  - Type – Credit Card, Access, SMS, Adjustment
  - Description – details such as Initial Top, Instant Top Up, Refund, Cash Adjustments, Event Movement Access – Entry/Exit of barriers, SMS charges
  - Amount

### Statement

**Current Balance**

Available Balance \$20.00

**Transaction List**

13/08/2015 00:00 13/08/2015 23:59 ----- SEARCH

From Date From Time To Date To Time Payment Status Type

Access Identity	Type	Description	Payment Status	Date/Time	Amount (\$)
	Payment-CC	Initial Top-up	APPROVED	13/08/2015 10:50	20.00

1 records found, displaying 1 to 1

EXPORT PRINT

# Review Statement

## 2. Review Details

- > Click on Type in the Transaction list to display credit card Transaction Details
- > Click *Back to List* to return to Statement

**Statement**

**Current Balance**

Available Balance \$20.00

**Transaction List**

13/08/2015 00:00 13/08/2015 23:59 Payment Status Type SEARCH

From Date From Time To Date To Time Payment Status Type

Access Identity	Type	Description	Payment Status	Date/Time
	Payment-CC	Initial Top-up	APPROVED	13/08/2015 10:50

1 records found, displaying 1 to 1

EXPORT

**Transaction Details**

**Summary**

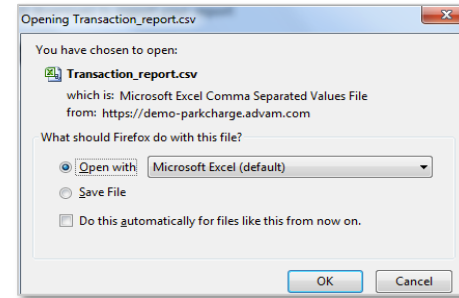
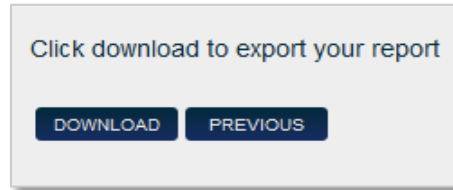
Type:	Credit Card
Amount (\$):	20.00
Payment Status:	APPROVED
Account Details:	VISA - 456445.....564
Description:	Initial Top-up
Date/Time:	13/08/2015 10:50:26
Receipt:	1919497
Response Code:	00

BACK TO LIST

# Review Statement

## 3. Export & Print Statement

- > Click on the Export icon
- > Click *Download* to export report
- > Click *OK* to open with Microsoft Excel
- > Print the document from Microsoft Excel



**Customer Account Statement**  
**Ticketless Parking**  
Date Statement Issued: 13/08/2015

Page Number: 1 of 1  
Statement Begins: 13/08/2015 00:00  
Statement Ends: 13/08/2015 23:59

**AUCKLAND AIRPORT**  
ABN 0100  
Auckland Airport  
Auckland AUK 1234

Mike Jones

<b>Opening balance:</b>	\$0.00
<b>Payments:</b>	\$20.00
<b>Charges:</b>	\$0.00
<b>Closing balance:</b>	\$20.00

---

**Charges**

Date/Time	Location	Tag No.	Transaction Details	Payment Status	GST	Amount
						<b>GST:</b> \$0.00
						<b>Total Inc GST:</b> \$0.00

---

**Payments**

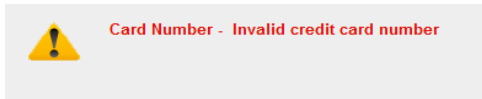
Date/Time	Transaction Details	Payment Status	Amount
13/08/2015	Initial Top-up	APPROVED	20.00

# Instant Top-up

## 1. Credit Card Details

Driver can perform an Instant Top-Up at anytime

- > To Top-up, enter a valid credit card
- > Click *Pay*
- > Instant Top-up Details displayed advising top-up successful
- > If an invalid credit card is entered an error message is displayed





### Instant Top-up Complete

Thank you for your credit card payment, your top-up was successful.

Date:	13/08/2015 12:40
Result:	Approved
Response Code:	00
Receipt:	1919502
Transaction Amount:	\$20.00
Your New Balance:	\$40.00

### Instant Top-up

Please enter your credit card details to top up your account and click 'Pay' to proceed.

<b>Account Summary</b>	<b>Credit Card Details</b>
Available Balance \$20.00	Card Type * MASTERCARD 
	Card Number * 5430489999999992
	Expiry * 09 15
	Name on Card * M Jones
	CVV *  123
	Amount * 20.00

[PAY >](#)

# Instant Top-up

## 2. Review Statement

- > Driver can review statement to see Instant Top-Up

### Statement

**Current Balance**

Available Balance \$40.00

**Transaction List**

13/08/2015 00:00 13/08/2015 23:59 Payment Status Type

From Date From Time To Date To Time Payment Status Type

Access Identity	Type	Description	Payment Status	Date/Time	Amount (\$)
	Payment-CC	Instant Top-up	APPROVED	13/08/2015 12:40	20.00
	Payment-CC	Initial Top-up	APPROVED	13/08/2015 10:50	20.00

2 records found, displaying 1 to 2



# Support

# Contact

For any queries please contact:

Auckland Airport

[taxi@aucklandairport.co.nz](mailto:taxi@aucklandairport.co.nz)

Phone (09) 255 9154

