

Introduction

This user guide is intended for companies and drivers to use the website available for the TAMS System.

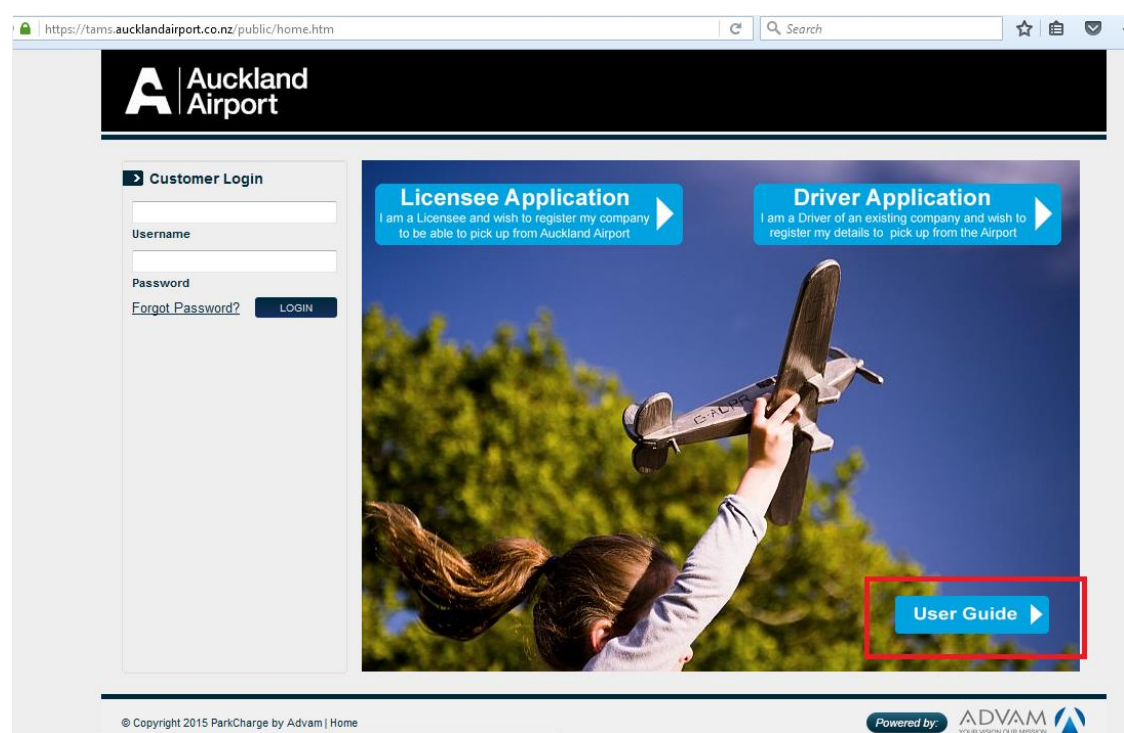
Manage your entire Auckland Airport access account on-line!

One simple login gives you:

- Payment control
- Detailed activity history
- Automatic gate opening

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 present **original** documentation to the TAMS office, located at 1 Jimmy Ward Crescent, Auckland Airport for final processing.
4. Once approved, begin using the TAMS online tools.



In this User Guide

For Companies

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

For Drivers

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

Frequently Asked Questions (FAQ)

General FAQ's

Q: What is my username?

A: For a Licensee your username is your email address. For a Driver your username is the name you chose when you first signed up.

Q: I forgot my password. How do I reset it?

A: Please click on the "Forgot Password?" at the Login page to re-set password using your username.

Q: I forgot my username and password. How do I recover these?

A: Please call or email TAMS Admin to re-set your password.

Q: I have joined a new taxi company. How do I change my company?

A: Login to your TAMS account. Select "Modify My Company". Select the company that you are joining from the drop down box. Submit changes.

Q: Why don't I see "Modify My Details after I've login to TAMS?"

A: Sole operators have 2 passwords, 1 for Licensee and 1 for driver. You may have entered a wrong username and password for your Driver's account. Enter the correct Driver username and password.

Licensee FAQ

Q: What is an NZBN number?

A: NZBN is a New Zealand Business Number. If you do not have an NZBN, please enter "1234".

Q: I've submitted my application. When should I expect a response?

A: Please ensure that you have emailed a copy of your PSL and Public Liability Insurance for at least \$1M. The processing time is usually 5 working days from the time we received all the required documents. However it may take longer depending on the volume.

Q: I am driving for a company not listed in the TAMS system i.e.: Uber. How do I register?

A: You are required to register as a licensee with your own Company Name. If you are driving for Uber you should register your company in this format "Your Name / Uber".

Frequently Asked Questions (FAQ)

Driver FAQ

Q: I'm a private hire driver i.e.: Uber. Which Access Type should I select?

A: Please select "Frequent Pre-Charter" as the Access Type.

Q: What are the fees and charges?

A: Please read the T&C's for the Pre-Charter where the charges are shown.

Q: My credit card has expired or I have a new credit card. How can I update my credit card details?

A: Login to your TAMS account. Select "Modify My Details" and go to the 4th page. Click on "Update" and enter the new credit card details. Don't forget to click on "Submit".

Q: Why can't I perform and instant top up?

A: Please check your entry. Avoid using symbols such as '\$' and decimal point. Enter '50' if you would like to top up \$50.

Q: How much do I have in my account?

A: Please login to your TAMS account and review your transactions or statements.

Q: Why is my card locked?

A: Your access card will be locked if the balance falls below \$5. Please login to your TAMS account to check the account balance and perform an Instant Top Up to unlock the card.

Q: Why do I get a "Failed Top Up" message?

A: Login to your account and check the credit card details are correct and up to date. If the balance is below the minimum amount required, please perform an instant top-up.

Q: How do I top up my TAMS account?

A: Login to your TAMS account and select and Instant Top-up. Follow instructions on screen.

Q: How do I increase the top up amount?

A: Please login to your TAMS account, select "Modify My Details" and change the top-up amount. Don't forget to click on "Submit".

Q: How do I track access for all my vehicles / RFIDs?

A: Login to your TAMS Driver account. Select "Review Statement". Select "Print" and you will be able to view the transactions by each RFID cards. You can export or print the statement at the end of the month.

Q. Why don't I have access to the Main Taxi Rank?

A: Please Log in to your TAMS account. Select "Modify My Details" and check Access Types. Access Type is set by the Taxi companies. Please speak to your company if you want to change the Access Type. TAMS Admin will update the Access Type upon receiving an email from your company. You do not have to visit TAMS office.

To get started

You need to register as a Company or a Driver

Note: Sole-Traders must submit a Licensee Application before proceeding to a Drivers Application.

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.

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

For Companies

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- 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="Example@mailinator.com"/>		
Company Name: *	<input type="text" value="ExampleTest"/>		
Contact First Name: *	<input type="text" value="Example"/>		
Contact Surname: *	<input type="text" value="Test"/>		
NZBN: *	<input type="text" value="941111111111"/>		
Mobile: *	<input type="text" value="021123987"/>		
Phone:	<input type="text"/>		
Address Line 1: *	<input type="text" value="1 Example Pl"/>		
Address Line 2:	<input type="text"/>		
City: *	<input type="text" value="Auckland"/>	Postcode: *	<input type="text" value="1050"/>
LTNZ Passenger Service License No:	<input type="text"/>		

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NEXT >

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

Licensee Access Types

<input type="checkbox"/> Air Crew	<input type="checkbox"/> Air New Zealand Parking
<input type="checkbox"/> Alert Taxi	<input type="checkbox"/> Auckland Airport Staff
<input type="checkbox"/> Buses	<input type="checkbox"/> Contractor
<input type="checkbox"/> Corporate Cabs	<input type="checkbox"/> Frequent Pre Charter
<input type="checkbox"/> Frequent Rental Car Shuttle	<input type="checkbox"/> Hotel Shuttle
<input type="checkbox"/> On Demand	<input type="checkbox"/> Infrequent Rental Car Shuttle
<input type="checkbox"/> PT Bus Services	<input type="checkbox"/> Parking Shuttle
	<input type="checkbox"/> Super Shuttle

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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: *

Vehicle Make: *

Vehicle Model: *

Date of Manufacture: *

Fleet Number:

Access Types: *
☐ On Demand ☐ Frequent Pre Charter

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: *

☐ On Demand ☐ Frequent Pre Charter

ADD

New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
ABC1234	Toyota	Prius	10/2015		On Demand, Frequent Pre Charter,	X

1 records found, displaying 1 to 1

< PREVIOUS **NEXT >**

Register a Company

5. Terms & Conditions

- > Click on the links to view the Terms & Conditions for selected Access Type
- > Click on the checkbox *I 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 On Demand](#)
[Terms & Conditions for Frequent Pre Charter](#)

☐ I Consent: *

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NEXT >

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

Access Type	On Demand Frequent Pre Charter
Email Address	example@gmail.com
Contact First Name	Example
Contact Surname	Example
Company Name	Example
Mobile	021123987
Address	1 Example Pl
NZBN	1092391849
LTNZ Passenger Service License No	-

[< PREVIOUS](#)[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

Signup completed

Thank you, your signup is complete.

DONE

Dear [Name]

Your application to operate at Auckland Airport has been received.

You are also required to email a scanned copy of the following documents to complete the submission process:

- PSL/LTNZ license
- Public liability insurance policy

Please send a scanned copy of these documents to taxi@aucklandairport.co.nz

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

Regards

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm Monday to Friday

Email: taxi@aucklandairport.co.nz Tel: +64 9 2559154

Register a Company

7. Login Details Emailed

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

- > User name and password provided for Licensee to login to TAMS system

Next Step

- > You can now login from the homepage

Dear [Name],

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

Please use username and password as below:

Username: Licensee@testing.com

Password: yRrCLJdf

to login to the system: <https://tams.aucklandairport.co.nz/public/home.htm>

For any queries please contact: taxi@aucklandairport.co.nz

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm Monday to Friday

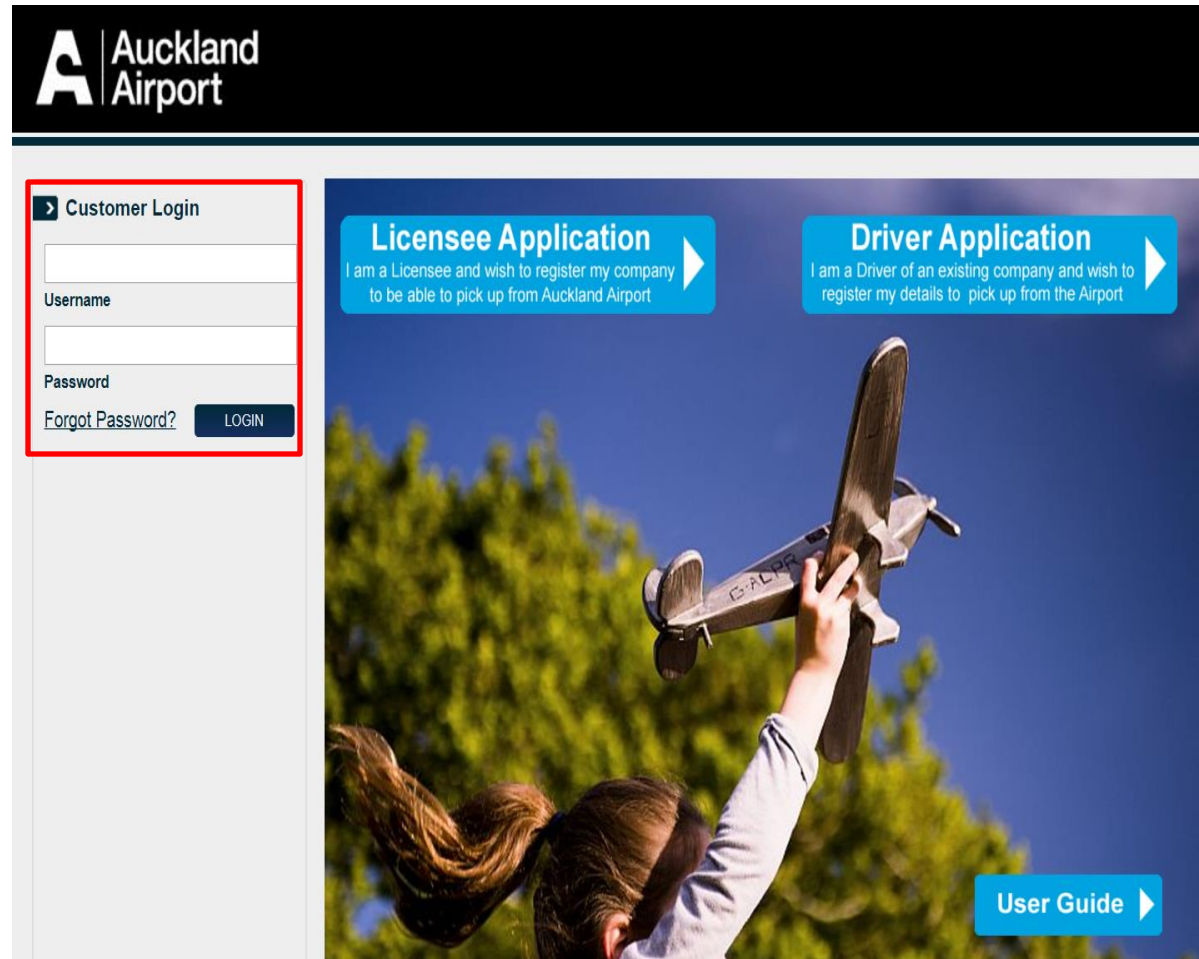
Email: taxi@aucklandairport.co.nz Tel: +64 9 2559154

Login & Log Out

Login

- > 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.



The screenshot shows the Auckland Airport TAMS system login page. The header features the Auckland Airport logo. The main content area is divided into two columns. The left column contains a 'Customer Login' form with fields for 'Username' and 'Password', a 'Forgot Password?' link, and a 'LOGIN' button. The right column features two large blue buttons: 'Licensee Application' and 'Driver Application', each with a description and a right-pointing arrow. Below these buttons is a large image of a person holding a model airplane. In the bottom right corner of the image, there is a 'User Guide' button with a right-pointing arrow.

Auckland Airport

Customer Login

Username

Password

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

Licensee Application
I am a Licensee and wish to register my company to be able to pick up from Auckland Airport

Driver Application
I am a Driver of an existing company and wish to register my details to pick up from the Airport

[User Guide](#)

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*

SAVE

CANCEL

Login & Log Out

Log Out

- > Click *Logout* to end your session

Welcome Back

Username: `userguide@mailinator.com`

LOGOUT

Links

[Admin View](#)

[Home](#)

[Change Password](#)

Modify My Details

You can see or modify your details.

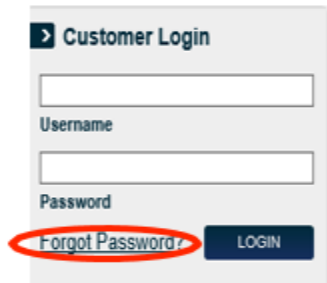
GO



Reset Your Password

If you have forgotten your password:

- > Click *Forgot my Password* in the Customer Login box

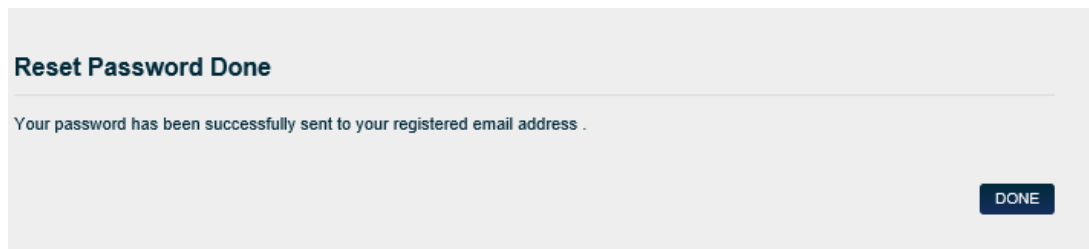


The image shows a 'Customer Login' form. It has a title 'Customer Login' with a right-pointing arrow. Below the title are two input fields: 'Username' and 'Password'. At the bottom of the form, there is a link labeled 'Forgot Password' which is circled in red, and a blue button labeled 'LOGIN'.


- > Enter and confirm Username
- > Click Send Password – password sent to email address
- > Copy temporary password from email
- > Enter Username into TAMS
- > Enter temporary password
- > Select Login
- > Enter temporary password into Old password field
- > Enter new password and confirm
- > Click Done to finish – Reset Password Done
- > Login with new password



The image shows a 'Reset Your Password' form. It has a title 'Reset Your Password'. Below the title is a message: '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.' There are two input fields: 'Username*' and 'Confirm Username*'. Both fields contain the text 'Ondemand'. At the bottom right of the form is a blue button labeled 'SEND PASSWORD'.



The image shows a 'Reset Password Done' confirmation screen. It has a title 'Reset Password Done'. Below the title is a message: 'Your password has been successfully sent to your registered email address .'. At the bottom right of the screen is a blue button labeled 'DONE'.



The image shows an email notification from Auckland Airport. The email is addressed to 'Dear Ondemand Access,'. The body of the email contains the following text: 'As requested, please log in via <https://tams.aucklandairport.co.nz/> to reset your password; you will be prompted to change your password. Your login details for the Auckland Airport Parking Portal have been reset to: Username: ONDEMAND Password: DwzAkn6q'. The email is signed 'Regards, Auckland Airport' and includes the operating hours 'Monday to Friday 9am – 12pm and 1pm to 2pm. Monday to Friday' and contact information 'Email: taxi@aucklandairport.co.nz | Tel: +64 9 2559154'.

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

Welcome Back
Username: example@mailinator.com
LOGOUT

Links
[Admin View](#)
[Home](#)
[Change Password](#)

Modify My Details
You can see or modify your details.
GO

Licensee Details

Email Address: *

Company Name: *

Contact First Name: *

Contact Surname: *

NZBN: *

Mobile: *

Phone:

Address Line 1: *

Address Line 2:

City: * Postcode: *

LTNZ Passenger Service License No:

< PREVIOUS ●●●●●

NEXT >

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

Licensee Access Types

<input type="checkbox"/> Air Crew	<input type="checkbox"/> Air New Zealand Parking
<input type="checkbox"/> Auckland Airport Staff	<input type="checkbox"/> Buses
<input type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Frequent Pre Charter
<input type="checkbox"/> Frequent Rental Car Shuttle	<input type="checkbox"/> Hotel Shuttle
<input checked="" type="checkbox"/> On Demand	<input type="checkbox"/> Infrequent Rental Car Shuttle
<input type="checkbox"/> Super Shuttle	<input type="checkbox"/> Parking Shuttle

< PREVIOUSNEXT >

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: *

☐ On Demand ☐ Frequent Pre Charter

New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
DEF1234	Toyota	Pruis	12/2015		On Demand,	<input type="button" value="X"/>

1 records found, displaying 1 to 1

Existing Vehicles

No Records

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 On Demand](#)
[Terms & Conditions for Frequent Pre Charter](#)

☐ 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	On Demand Frequent Pre Charter
Email Address	example@mailinator.com
Contact First Name	Example
Contact Surname	Test
Company Name	ExampleTest
Mobile	021123987
Address	1 Example Pl
NZBN	941111111111
LTNZ Passenger Service License No	-

[< PREVIOUS](#)

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

Dear [Name],

You currently have a submitted application requiring your approval.

Please log in to your account to review, and endorse or reject the application.

For any queries please contact: taxi@aucklandairport.co.nz

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm Monday to Friday

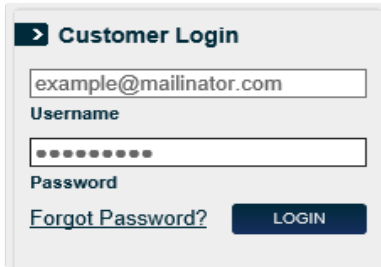
Email: taxi@aucklandairport.co.nz Tel: +64 9 2559154

Endorse a Driver

2. To begin...

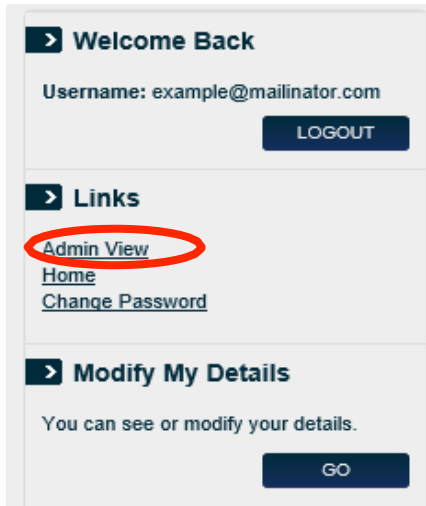
Step 1

- > Login with your Licensee Login

A screenshot of a web form titled "Customer Login". It contains a "Username" field with the text "example@mailinator.com", a "Password" field with masked characters, a "Forgot Password?" link, and a "LOGIN" button.

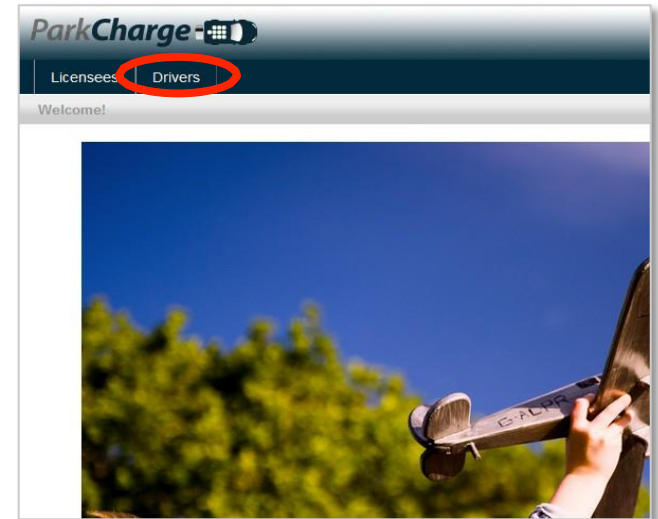
Step 2

- > Click on the *Admin View* link.

A screenshot of a web page titled "Welcome Back". It shows the username "example@mailinator.com" and a "LOGOUT" button. Below this is a "Links" section with three links: "Admin View" (circled in red), "Home", and "Change Password". At the bottom is a "Modify My Details" section with the text "You can see or modify your details." and a "GO" button.

Step 3

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

A screenshot of the ParkCharge Admin interface. The top navigation bar has two tabs: "Licensees" and "Drivers" (circled in red). Below the tabs is a "Welcome!" message and a large image of a hand holding a golf club.

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
 - Fleet Number
 - Driver ID
 - 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

Drivers

Switch to Public

User Name

First Name

Surname

Email

Mobile

Fleet Number

Driver ID

Number Plate

RFID

NZ Driver License No

Hold

Submitted

Endorsed

Rejected

Account Status

CLEAR SEARCH

SEARCH

1 records found, displaying 1 to 1

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

Edit Driver

Switch to Public ViewLogout

Driver's Details

ExampleFirst Name *

TestSurname *

exam1User Name

example@mailinator.comEmail *

642109876Mobile *

Phone

1 Testla PlAddress Line 1 *

Address Line 2

AucklandCity *

1020Post Code *

Driver ID Number

LTNZ Passenger Service License No

LI090998NZ Driver License No

04-06-17Expiry

ExampleTestCompany Name *

PSVL Account number

☒ Require RFID for Each Vehicle?

Access Identity

Add New Vehicles

Vehicle Registration: *

Vehicle Make: *

Vehicle Model: *

mmMonth of Manufacture: *

yyyyYear of Manufacture: *

Fleet Number

On Demand
Frequent Pre Charter

ADD

Access Types: *

Add Existing Vehicles

--ADD

Driver's Vehicles

Number Plate	Make	Model	Date of Manufacture	Fleet Number	Access Type ID	Enabled Date	Disabled Date	Delete	RFID	Edit
HEF2468	Holden	Caprice	11/2015		OD FPC	21/08/2016 16:42:39		<input checked="" type="checkbox"/>	158031	

1 records found, displaying 1 to 1

Settings

SubmittedAccount Status

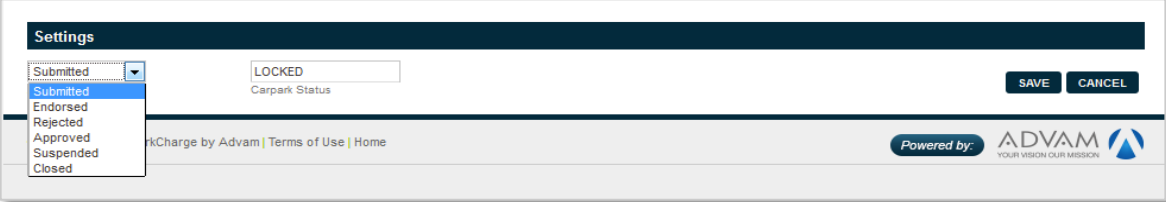
UNLOCKEDCarpark Status

SAVECANCEL

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



The screenshot shows the same 'Settings' form, but the dropdown menu is now closed and 'Endorsed' is selected. The 'Account Status' label is now visible below the dropdown. The 'Carpark Status' field still contains 'LOCKED'. The 'SAVE' and 'CANCEL' buttons remain 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 the following documentation to complete process
 - Drivers License
 - PSVL Insurance (if applicable)
 - Proof of insurance
 - Drivers ID
- > Auckland Airport will approve the Driver

Dear [Name],

Your application to operate at Auckland Airport has been approved.

If you require an RFID, you will need to visit the TAMS Office, Secure Parking, located at 1 Jimmy Ward Crescent at Auckland Airport to collect your RFID Tag; opening hours are 9am – 12pm and 1pm to 2pm Monday to Friday.

You will be required to present your Driver's License, PSL License, Vehicle Insurance and P Endorsement ID. You may also be required to present other documentation to complete this process.

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm. Monday to Friday
Email: taxi@aucklandairport.co.nz | Tel: +64 9 2559154

For Drivers

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- Change my Company Page 49
- Review Statement Page 51
- Instant Top-Up Page 54

Register a Driver

1. Homepage Link

- > On the Homepage, select the 'Driver Application' link



2. Driver Details

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



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: *

☐ On Demand ☐ Frequent Pre Charter

Require RFID for Each Vehicle? ☐

New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
DEF1234	Toyota	Pruis	12/2015		On Demand,	<input checked="" type="checkbox"/>

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

Add New Vehicle

Vehicle Registration: *

Vehicle Make: *

Vehicle Model: *

Year of Manufacture: * 11 2015

Fleet Number:

Access Types: *

☒ On Demand ☒ Frequent Pre Charter

ADD

Require RFID for Each Vehicle? ☒

New Vehicles

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types	Delete
HEF2468	Holden	Caprice	11/2015		On Demand, Frequent Pre Charter,	X

1 records found, displaying 1 to 1

< PREVIOUS NEXT >

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 *I Consent* to agree to Terms & Conditions
- > Click *Next* to continue

Terms & Conditions

Username	Exam1
Email	example@mailinator.com
Contact Name	Example Test
Company Name	ExampleTest
NZ Driver License No	LI090998
Vehicle Registration Number	HEF2468,

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 On Demand](#)
[Terms & Conditions for Frequent Pre Charter](#)

☒ I Consent *

< PREVIOUSNEXT >

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 >=\$20.00
- > Driver can select an amount for auto top up >=\$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 \$20.00)

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. (\$0.25 per sms)

☒ Send me an SMS alert for failed automatic top-ups. (\$0.25 per sms)

☒ Send me an SMS when my access is locked. (\$0.25 per sms)

Payment Details

Credit Card Details

Card Type* 

Card Number*

Expiry*

Name on Card*

< PREVIOUS

NEXT >

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	Example
Expiry	0517

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

Signup completed

Thank you, your signup is complete.

DONE

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
 - Passenger Service Licence
 - Proof of Vehicle Insurance
 - Drivers ID

Dear [Name],

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://tams.aucklandairport.co.nz/public/home.htm> however will have limited access to your account until your application is approved.

Please use username and password as below:

Username: [User Name]
Password: hax0rGta5

For any queries please contact: taxi@aucklandairport.co.nz

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm. Monday to Friday

Email: 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

Dear [Name],

Your Parking Access Request has been endorsed for Username Register by your Licensee.

Your request has been forwarded to the Auckland Airport and should be processed within 5 working days.

For any queries please contact: taxi@aucklandairport.co.nz

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm. Monday to Friday

Email: taxi@aucklandairport.co.nz | Tel: +64 9 2559154

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 the following documents to complete the process:
 - Drivers License
 - PSVL License (if applicable)
 - Proof of insurance
 - P Endorsement ID

Dear [Name],

Your application to operate at Auckland Airport has been approved.

If you require an RFID, you will need to visit the TAMS Office, Secure Parking, located at 1 Jimmy Ward Crescent at Auckland Airport to collect your RFID Tag; opening hours are 9am – 12pm and 1pm to 2pm Monday to Friday.

You will be required to present your Driver's License, PSL License, Vehicle Insurance and P Endorsement ID. You may also be required to present other documentation to complete this process.

Regards,

Auckland Airport

Operating hours: Monday to Friday 9am – 12pm and 1pm to 2pm. Monday to Friday

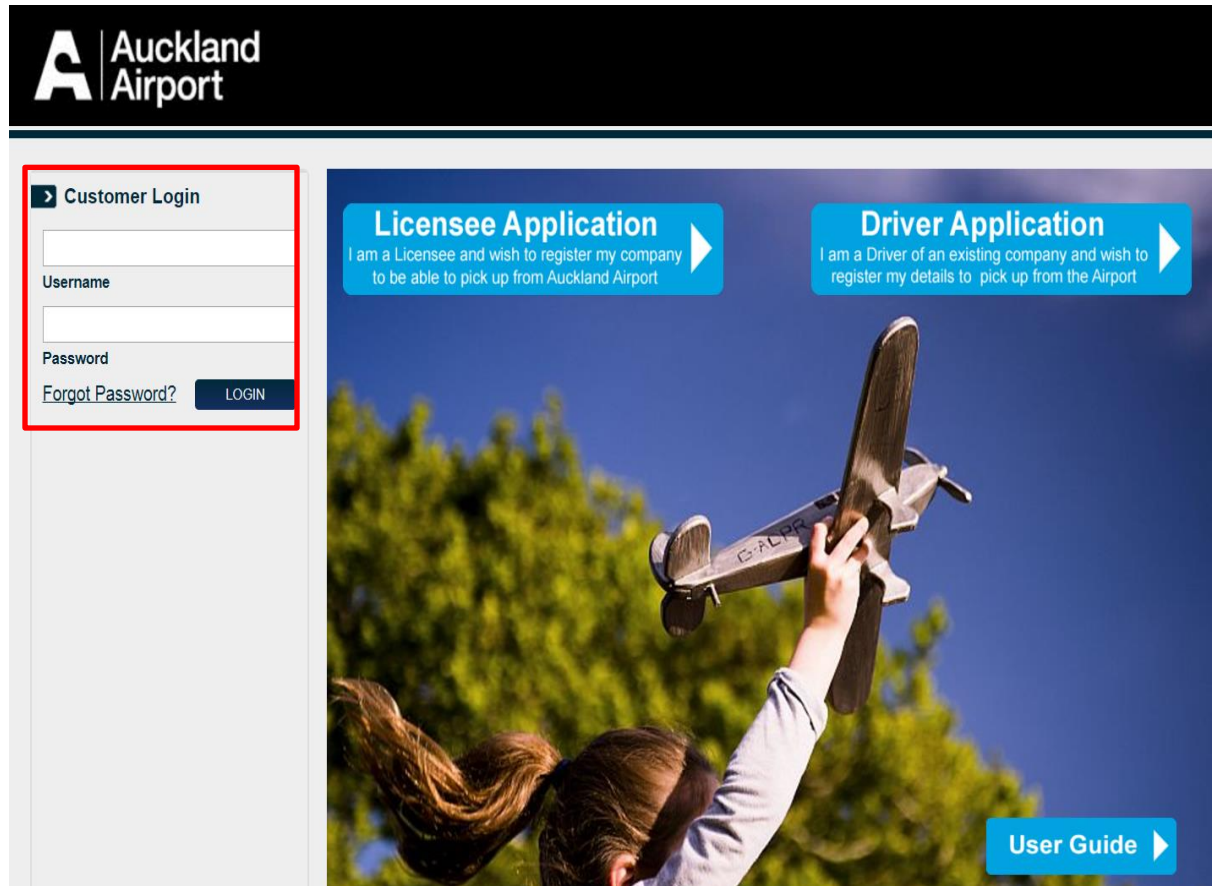
Email: taxi@aucklandairport.co.nz | Tel: +64 9 2559154

Login & Log Out

Login

- > 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 shows the Auckland Airport website's login interface. At the top left is the Auckland Airport logo. On the left side, there is a 'Customer Login' form highlighted with a red border. The form contains fields for 'Username' and 'Password', a 'Forgot Password?' link, and a 'LOGIN' button. On the right side, there are two large blue buttons: 'Licensee Application' and 'Driver Application', each with a right-pointing arrow. Below these buttons is a large image of a person holding a model airplane against a blue sky with green trees in the background. In the bottom right corner of the image area, there is a 'User Guide' button with a right-pointing arrow.

Auckland Airport

Customer Login

Username

Password

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

Licensee Application ▶
I am a Licensee and wish to register my company to be able to pick up from Auckland Airport

Driver Application ▶
I am a Driver of an existing company and wish to register my details to pick up from the Airport

User Guide ▶

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

Note: Once password change is complete, the page will refresh to the login page. You will then need to log in with your username and new password.

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*

••••••••

Note: Old password is the one sent to your email address after requesting a new password.

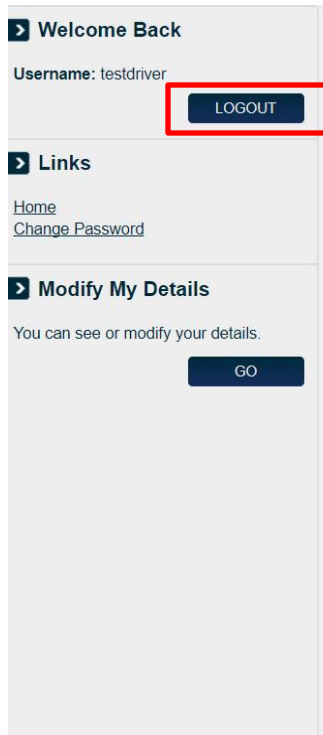
SAVE

CANCEL

Login & Log Out

Log Out

- > Click *Logout* to exit session



Modify My Details (Driver)

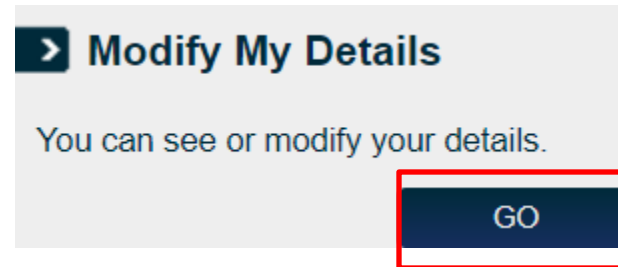
1. Driver Details

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="ExampleTest"/>		
Username: *	<input type="text" value="Exam1"/>		
Email: *	<input type="text" value="example@mailinator.com"/>		
First Name: *	<input type="text" value="Example"/>		
Surname: *	<input type="text" value="Test"/>		
Driver ID Number:	<input type="text"/>		
Mobile: *	<input type="text" value="642109876"/>		
Phone:	<input type="text"/>		
Address Line 1: *	<input type="text" value="1 Testla PI"/>		
Address Line 2:	<input type="text"/>		
City: *	<input type="text" value="Auckland"/>	Post Code: *	<input type="text" value="1020"/>
LTNZ Passenger Service License No:	<input type="text"/>		
NZ Driver License No:	<input type="text" value="LI090998"/>		
Expiry:	<input type="text" value="04-06-17"/>		

< PREVIOUS ● ○ ○ ○ ○ NEXT >

Modify My Details (Driver)

2 Vehicle Details

Driver is NOT able to Modify vehicle details. A Driver MUST liaise with their Licensee.

- > A message will appear on Vehicle Details page

Unable to change vehicle details. Please contact your Licenses for further details

Vehicle Details

Existing Vehicles

Unable to change vehicle details. Please contact your Licensee for further action.

Vehicle Registration	Vehicle Make	Vehicle Model	Date of Manufacture	Fleet Number	Access Types
123TEST	Test	Car	09/2017		Hotel Shuttle, Alert Taxi,

1 records found, displaying 1 to 1

< PREVIOUS



NEXT >

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
- > Following page - See instructions for Top-Up Settings to update credit card details

Terms & Conditions

Username	Exam1
Email	example@mailinator.com
Contact Name	Example Test
Company Name	ExampleTest
NZ Driver License No	LI090998
Vehicle Registration Number	HEF2468,

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 On Demand](#)

[Terms & Conditions for Buses](#)

[Terms & Conditions for Auckland Airport Staff](#)

[Terms & Conditions for Frequent Pre Charter](#)

[Terms & Conditions for Contractor](#)

[Terms & Conditions for Frequent Rental Car Shuttle](#)

[Terms & Conditions for Parking Shuttle](#)

[Terms & Conditions for Super Shuttle](#)

[Terms & Conditions for Air New Zealand Parking](#)

[Terms & Conditions for Hotel Shuttle](#)

[Terms & Conditions for Air Crew](#)

[Terms & Conditions for Infrequent Rental Car Shuttle](#)

☒ I Consent *

[< PREVIOUS](#)

[NEXT >](#)

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

Payment Details

Details of Credit Card on File

Card Type	VISA
Card Ending	...564
Name on Card	Example
Expiry	0517

Account Summary

Available Balance	\$20.00
-------------------	---------

< PREVIOUS

SUBMIT

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*

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

The image displays two screenshots from a web application. The top screenshot shows the 'Change Company' form. It has a title 'Change Company' and two input fields: 'Current Company:' with the value 'ExampleTest' and 'New Company: *' with a dropdown arrow. Below these is a checkbox labeled 'Move my vehicles:' which is currently unchecked. At the bottom of the form are two buttons: 'SUBMIT' and 'CANCEL'. To the right of the form is a confirmation dialog box with the text 'Are you sure you want to change company and move your Vehicles?' and two buttons: 'OK' and 'Cancel'. The bottom screenshot shows a 'Modification Complete' message box. It has a title 'Modification Complete' and a message 'Your account has been updated successfully.' Below the message is a single button labeled 'DONE'.

Change My Company

2. Error Message

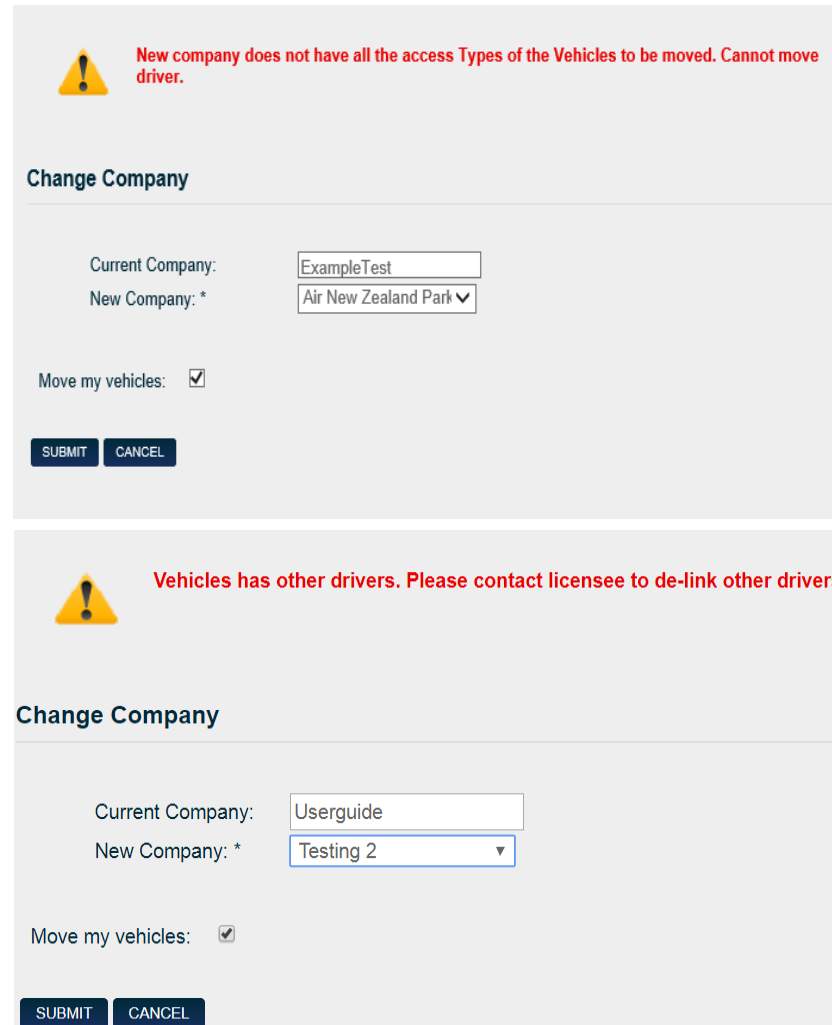
If you receive an Error Message –

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

Vehicles has other drivers. Please contact licensee to de-link other Drivers

- > Contact your company to de-link other drivers associated with this vehicle.



The image displays two screenshots of a web form titled "Change Company".

Top Screenshot: Shows an error message at the top: "New company does not have all the access Types of the Vehicles to be moved. Cannot move driver." Below the message, the form fields are: "Current Company:" with a text input containing "ExampleTest", and "New Company: *" with a dropdown menu showing "Air New Zealand Park". The "Move my vehicles:" checkbox is checked. At the bottom are "SUBMIT" and "CANCEL" buttons.

Bottom Screenshot: Shows a different error message: "Vehicles has other drivers. Please contact licensee to de-link other drivers." The form fields are: "Current Company:" with a text input containing "Userguide", and "New Company: *" with a dropdown menu showing "Testing 2". The "Move my vehicles:" checkbox is checked. At the bottom are "SUBMIT" and "CANCEL" buttons.

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
 - Month
 - Year
 - 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

09▼
Month

2017▼
Year

APPROVED▼
Payment Status

Credit Card▼
Type

SEARCH

Access Identity	Type	Description	Payment Status	Date/Time	Amount (\$)
	Payment-CC	Initial Top-up	APPROVED	15/09/2017 13:41	20.00

1 records found, displaying 1 to 1

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

09▼
Month

2017▼
Year

APPROVED▼
Payment Status

Credit Card▼
Type

SEARCH

Access Identity	Type	Description	Payment Status	Date/Time	Amount (\$)
	Payment-CC	Initial Top-up	APPROVED	15/09/2017 13:41	20.00

1 records found, displaying 1 to 1

Transaction Details

Summary

Type:	Credit Card
Amount (\$):	20.00
Payment Status:	APPROVED
Account Details:	VISA - 411111.....111
Description:	Initial Top-up
Date/Time:	30/06/2017 14:34:13
Receipt:	1225977
Response Code:	00

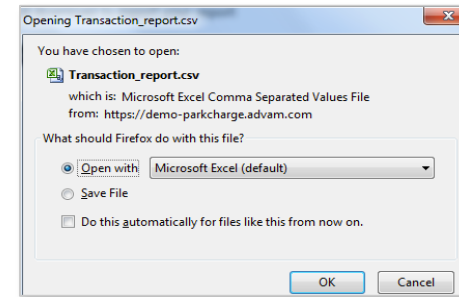
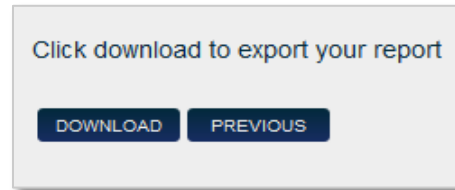
BACK TO LIST


Review Statement

3. Export & Print or save statement

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

Note: Export/print function is available after you have completed a full month.





AUCKLAND AIRPORT
GST Number: 48816860
Auckland Airport
Auckland AUK 1234

Customer Account Statement
Tax Invoice
Date Statement Issued: 01/08/2017

Page Number: 1 of 1
Statement Begins: 01/07/2017 00:00
Statement Ends: 31/07/2017 23:59

Opening balance:	\$20.00
Payments:	\$100.00
Charges:	\$0.00
Closing balance:	\$28.00

Charges

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

Payments

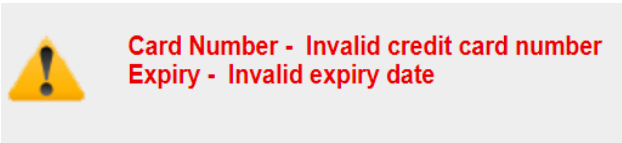
Date/Time	Transaction Details	Payment Status	Amount
03/07/2017	Instant Top-up	APPROVED	20.00
04/07/2017	Instant Top-up	APPROVED	40.00
04/07/2017	Instant Top-up	APPROVED	20.00
18/07/2017	Auto Top-up	APPROVED	20.00

Instant Top-up

1. Credit Card Details

Driver can perform an Instant Top-Up at anytime

- > To Top-up, select instant 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 Topup

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

GO

Instant Top-up Complete

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

Date:	30/08/2017 14:50
Result:	Approved
Response Code:	00
Receipt:	1252594
Transaction Amount:	\$25.00
Your New Balance:	\$83.00


Instant Top-up

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

Account Summary

Available Balance \$83.00


Credit Card Details

Card Type * 

Card Number *

Expiry *

Name on Card *

CVV * 

Amount *

Instant Top-up

2. Review Statement

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

Statement

Current Balance

Available Balance

\$70.00

Transaction List

09

2017

APPROVED

Credit Card

Month

Year

Payment Status

Type

SEARCH

Access Identity	Type	Description	Payment Status	Date/Time	Amount (\$)
	Payment-CC	Instant Top-up	APPROVED	18/09/2017 10:32	50.00
	Payment-CC	Initial Top-up	APPROVED	15/09/2017 13:41	20.00

2 records found, displaying 1 to 2

Support

For any queries please contact: Auckland Airport

taxi@aucklandairport.co.nz

Phone (09) 255 9154

Operating Hours:

09.00am-12.00pm Open

12.00pm-1.00pm Closed

1.00pm-2.00pm Open

2.00pm till next business Closed

Closed Sat, Sun, Public Holidays

