GateKeeper
Commercial Vehicle Management (CVM)
Vendor Website

USER INSTRUCTIONS & REFERENCE FOR GT PERMIT HOLDERS
ORLANDO INTERNATIONAL AIRPORT (OIA)
INTRODUCTION

ABOUT VENDOR WEBSITE

1. It is a website developed to allow **limited access** for the GT Operators (**USERS**) to manage their CVMS accounts.
   ✓ **Not full access as GTSS in CVMS.**

2. Users will be **granted** access by the Airport to manage their account information.

USERS WILL BE ABLE TO

1. **Update some information** within their account to maintain current and accurate information.
   ✓ Contact, Address, Add/Delete Vehicle, Registration, Insurance...

2. Access to the **Activity and Trip Charge** information generated by Vehicles registered in the Airport.
   ✓ Trip details, Monthly Billing Report
**Roles & Duties**

**GROUND TRANSPORTATION SERVICE SPECIALIST**

1. **Inform** the GT Permit Holders regarding the Vendor Website.
2. Assist with **creating/setting-up** Vendor Website Account for the GT Permit Holders.
   - ✔ VW not available to USERS until set-up & approval by GTSS.

**GROUND TRANSPORTATION PERMIT HOLDER**

1. **Manage/Maintain their Account** to assure current and accurate information.
   - ✔ Contact, Address, Add/Delete Vehicle, Registration, Insurance...
2. **Access the ‘Report’** section of their account to obtain their Permitted vehicle activity at the Airport.
   - ✔ Trip details, Monthly Billing Detail Report

**ALL VW UPDATES BY THE GT OPERATORS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.**
CREATING AND SETTING UP VENDOR WEBSITE

Users cannot access the VW until first set up by the airport (GTSS).
Users = Ground Transportation Permit Holders
User (Manager) gets an **automated email** with one-time **link** and **username** to access their account in the Vendor Website.

*Clicking* on the link takes **USER** to the VW to create their **Password**.
New USER validation page.

- User enters their choice of password in both fields and clicks 'Change Password'.
- Clicks on 'Login' In the next page to get to the GK Vendor Website Homepage.
USER

- Gets to login page of the Vendor Website.
- Enters their User Name and the Password they created.
- **Home Page**
  - Gets a **FULL VIEW** of their account.
  - Only **Vehicles authorized** by the Airport will be available in VW.
USER

- Top part – Cannot be changed by the USER. Section managed by GOAA.
- Bottom part – Can be updated by USER I.E. Address, Vehicles, Insurance, Contacts & Attachments.
USER
CREATING ADDRESS

ALL VW UPDATES BY THE GT OPERATORS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.
UPDATE

- Updating **contact address**.
- All applicable fields are required.
- Clicks **Save** to submit the request.
- Request **won’t be visible** to USER until approved by GOAA.
After GOAA review & approval, USER:
- Gets the below confirmation message via their email address.
- Updated address is now visible to the USER in the VW.
USER
ADDING VEHICLE

ALL VW UPDATES BY THE USERS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.
- **Adding a new vehicle.**
  - All applicable fields are required.
  - Clicks ‘Next’ in each of the sections.
GTSS

- NEXT step will be for the Airport to review the ‘adding of the vehicle’.
After GOAA review & approval, USER;
- Gets message confirming ‘adding of the new vehicle’.
- New vehicle added is now visible to the USER.
If a vehicle is rejected by the Airport, USER gets message confirming ‘rejection of the new vehicle’. 

- New rejected is not visible to the USER.
- USER has to access the system, correct and fully resubmit the request again.
USER
DELETING A VEHICLE

ALL VW UPDATES BY THE GT OPERATORS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.
Deleting a vehicle is referred to as ‘\textit{Inactivating a Vehicle}’ in VW.

- \textbf{USER} initiates deletion by clicking ‘\textit{Inactivate Vehicle}’ in the Account.
- Gets a \textit{popup message} confirming deletion/activating of vehicle.

This is a way \textbf{USER} notifies GOAA its intent to remove a vehicle from their fleet.

\begin{itemize}
\item \textbf{USER} gets a popup message asking if they are sure they want to initiate an inactivation of this Vehicle.
\end{itemize}
After Airport review & approval, USER;

- Gets message via email confirming ‘approval of vehicle inactivation’.
- Inactivated Vehicle is now **NOT** visible to the USER i.e. removed from USER account.
USER

ADDING ACCOUNT INSURANCE INFO

ALL VW UPDATES BY THE GT OPERATORS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.
After Airport review & approval, USER;

- Gets message confirming ‘approval of automobile insurance information’.
- Insurance information is now visible to the USER.

The New Account Insurance that was requested by J.Baker on 1/13/2021 2:36:08 PM has been accepted at 1/13/2021 2:37:58 PM.
USER
CREATING CONTACT INFO

ALL VW UPDATES BY THE GT OPERATORS ARE NOT FINAL UNTIL REVIEWED AND APPROVED BY THE AIRPORT.
USER

- Updating contact information.
- Request won’t be visible to USER until approved by GOAA.
After Airport review & approval, USER gets message via email confirming **approval of new contact**.
- Approved contact information is now visible to the USER in the VW.
After GOAA review, USER gets the below message confirming rejection via their email address. 
- Message includes reason for the rejection.
- Rejected Contact information is not visible to the USER in the VW.
- USER has to access the system, correct and fully resubmit the request again.

Example email:

Fri 1/8/2021 12:15 PM
systemalert@gksys.com

To: Ratib Hussein

New Account Contact Rejected

Your request to create a new Account Contact for Account ‘GOAA ANNEX POOL CARS’ has been rejected.

Phone # appears incorrect. Please correct and resubmit. Request is rejected.
USER

Uploading Attachments

All VW updates by the GT Operators are **not final** until reviewed and approved by The Airport.
USER
- Uses for adding or updating Attachments.
- Request won’t be visible to USER until approved by GTSS.

Vehicle registration/specifications, Insurance Certificates, Transponders, etc.
Correct File name to be entered in the ‘Comment’ section.
✓ Clicks ‘Upload and Save’ once file has been uploaded.
✓ Request won’t be visible to USER until approved by GTSS.

Vehicle registration/specifications, Insurance Certificates, Transponders, etc.
After GOAA review, **USER** gets the below confirmation message via their email address.

- **New attached document** is now visible to the **USER** in the VW.
USER REPORTS

All VW updates by the GT Operators are NOT FINAL until reviewed and approved by The Airport.
SEVEN Reports are available for the USER via the drop down selection.

- Reports indicate **detailed Airport activity** for each and all vehicles in the account.
- Reports are **downloadable**, can be **emailed** directly from the System and **available in several formats** e.g. excel, pdf.
USER

User Management

All VW updates by the GT Operators are not final until reviewed and approved by The Airport.
Several **USERS** can be set up to access the Account.
- Airport shall create only one **USER** at initial account set-up for **Company Manager**.
- Company Manager can add and manage other **USER**
  - All **USERS** have **same security level** i.e. access to same information in the VW.
  - Can **delete, reset password** and **change email address** for other **USERS** in their account.
USER

- Company Manager to enter the following information for the New USER.
  1. **User Name** – **Initial** for First Name, **Lower case** for the second name.
     - Example: Charles Witherspoon will be: **Cwitherspoon**
  2. **Password** – **Any letters/number combination**
     - Password Confirmation – same password entered
  3. **Email Address** – **New USERS** email address
New USER gets email with:

1. **Link** to access the Vendor Website.
   - New USER to click on the link and enter **User Name** and **Password**

2. **User Name** – To be used as shown
   - Example: Charles Witherspoon will be: Cwitherspoon

3. **Password** – To be used as shown
   - Example: 123456
**New USER:**

1. ‘Clicks’ on the **Link**. Takes New USER to Vendor Website Home Page.

2. **Enters: User Name**
   - Example: *Cwitherspoon*

3. **Enters: Password**
   - Example: *123456*
New USER:

- Once User Name and Password are entered correctly, New USER should have full access to the GT Company Account.
PLEASE CALL YOUR ACCOUNT ADMINISTRATOR, OR GT PERMIT OFFICE @ 407-852-2689