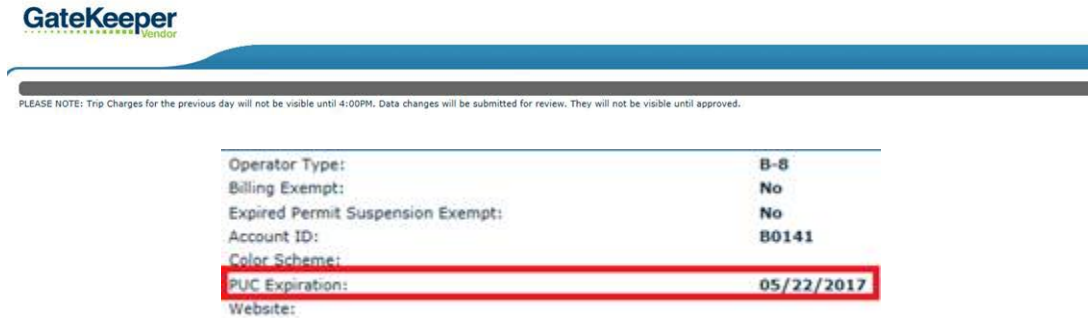


MIA – AVI GKS Vendor Permit Account Holder FAQ

Q. - How can I find when my ground transportation permit will expire?

A. - General prearrange service permits expire on October 31st each year. Food vendor permits expire on December 31st each year and all other permits expire one year after issuance. Permit expiration information can be found in the PUC Expiration field.



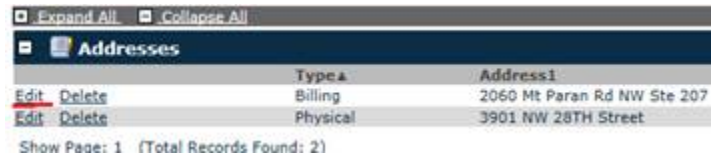
Q. - How many vehicles are on my account i.e. I would like to see a list of existing vehicles on my account?

A. - This information is located in the Drivers/Vehicles Section of the GateKeeper screen. Click on the '+' to expand and view all your driver/vehicle.



Q. - How can I change the billing address?

A. - This information is located in the Addresses Section of the GateKeeper screen. Click on the '+' to expand and view all your entries. Click on "Edit" to submit any changes.



Q. - How can I update my insurance information?

A. - This information is located in the Insurance Section of the Gatekeeper screen. Click on "Edit" to submit any changes. Forward a copy of the new certificate of liability insurance to fax number (305) 876-7212.

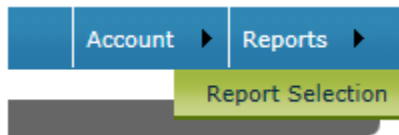


MIA – AVI GKS Vendor Permit Account Holder FAQ

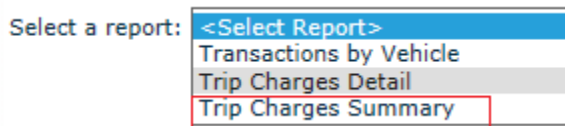
Q. - Where can I find the trip charges report for last month?

A. - This report can be found by navigating to the “Reports” drop down menu

1. Navigate to the “Reports” drop down menu >



2. Click on desired report>



3. Enter filtering criteria >

A screenshot of a report filtering form. It contains several input fields: 'Start Date Range' (6/01/2016), 'End Date Range' (6/30/2016), 'Start Time' (00:00:00), and 'End Time' (23:59:59). There is also a dropdown menu for 'Driver/Vehicle' set to '<ALL DRIVERS/VEHICLES>'. A 'View Report' button is located on the right side of the form.

Q. – How can I reset my password?

A. – Click on the text ‘Can't remember password’, then enter your User Name to receive your password via email. If you do not receive a response within 24 hours then send email to the system administrator groundtransportationpermits@miami-airport.com

