



**Point to Point**  
Transport Commissioner

# Taxi Plate Transactions User Guide

## 1. Background

### 1.1. About this document

Taxi Service Providers are required to use the Point to Point Transport Commissioner's Industry Portal for Taxi Plate Transactions.

There are three transactions that must be submitted through the Industry Portal. These transactions include:

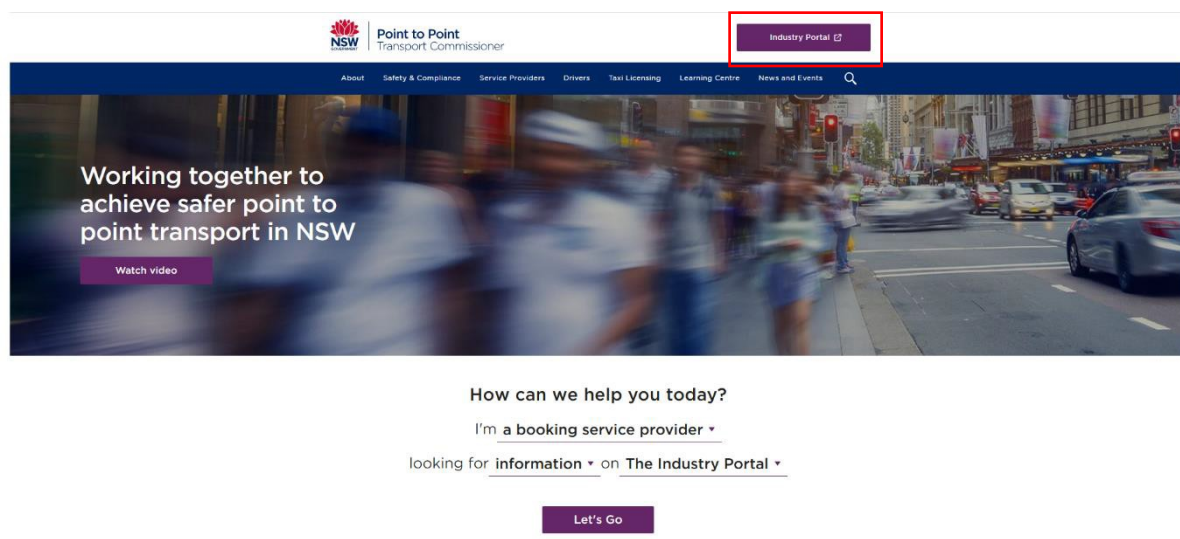
- placing a taxi plate on hold
- taking a taxi plate off hold
- ordering a replacement taxi plate (if it has been damaged, lost or stolen).
- surrendering a taxi plate
- changing a vehicle or registered operator (within one day)

This document will guide you through the process of submitting the above taxi plate transaction applications and details of how the registered operator/owner of the vehicle or an authorised representative can complete the transaction at a Service NSW service centre.

## 2. Using the Industry Portal for Taxi Plate Transactions

### 2.1. How to access the taxi plate transaction form

From your web browser, go to the Point to Point Transport Commissioner's website at <http://www.pointtopoint.nsw.gov.au>



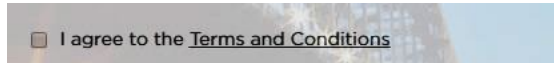
Click on the Industry Portal link, just above the magnifying glass



Enter your username. This is typically your email address, but check your own records if you are unsure.

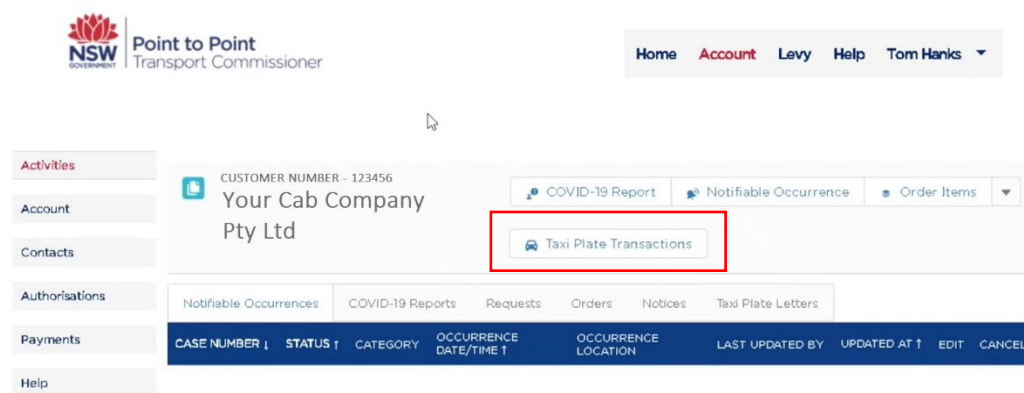
Then enter your password.

Read the 'Terms and Conditions' and select the checkbox if you agree to them.



Click 'login'

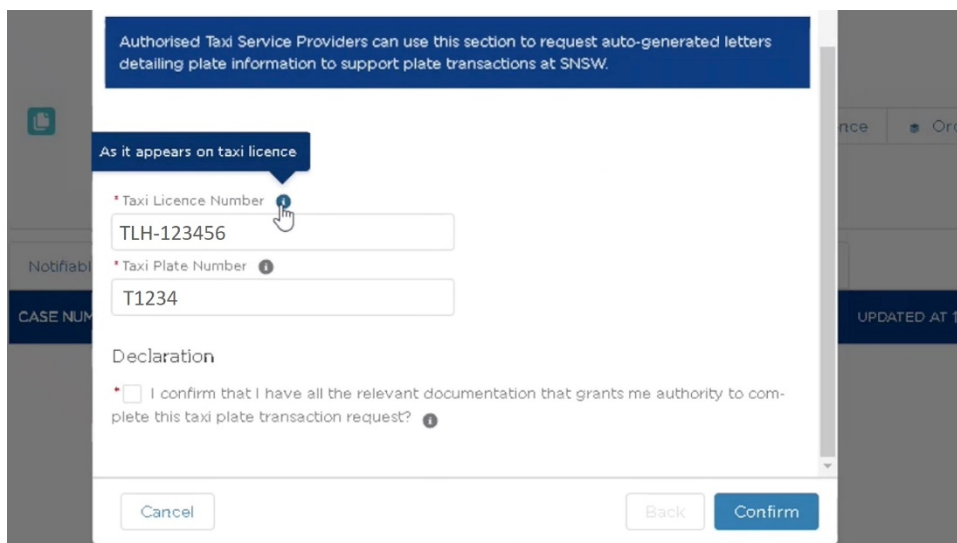
Select the 'Taxi Plate Transactions' tab from the top right menu.



## 2.2. Placing a taxi plate on hold

Once you click on the Taxi Plate Transactions button, you'll be asked to enter the Taxi Licence Number and the Taxi Plate Number that this transaction relates to.

You'll see there is an 'i' icon next to each of these fields which gives more information if you need it.

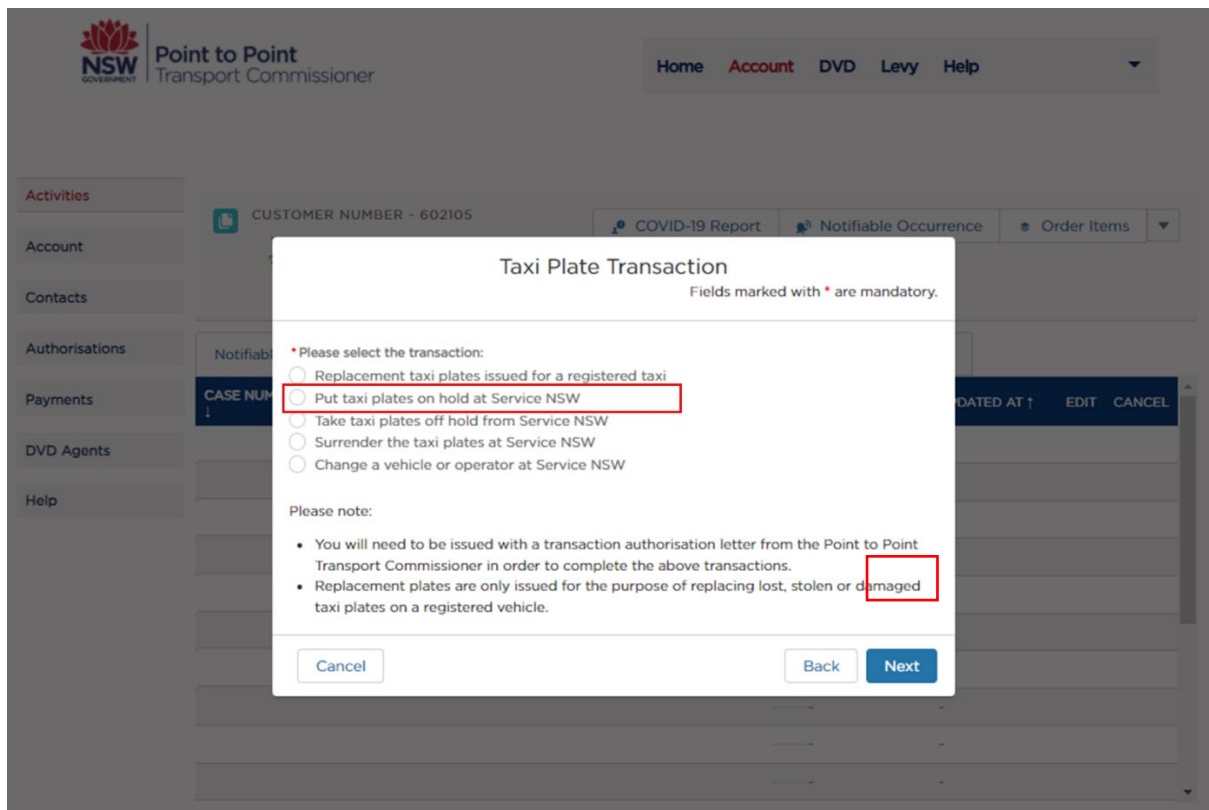


Once these details have been entered, click on 'confirm'.



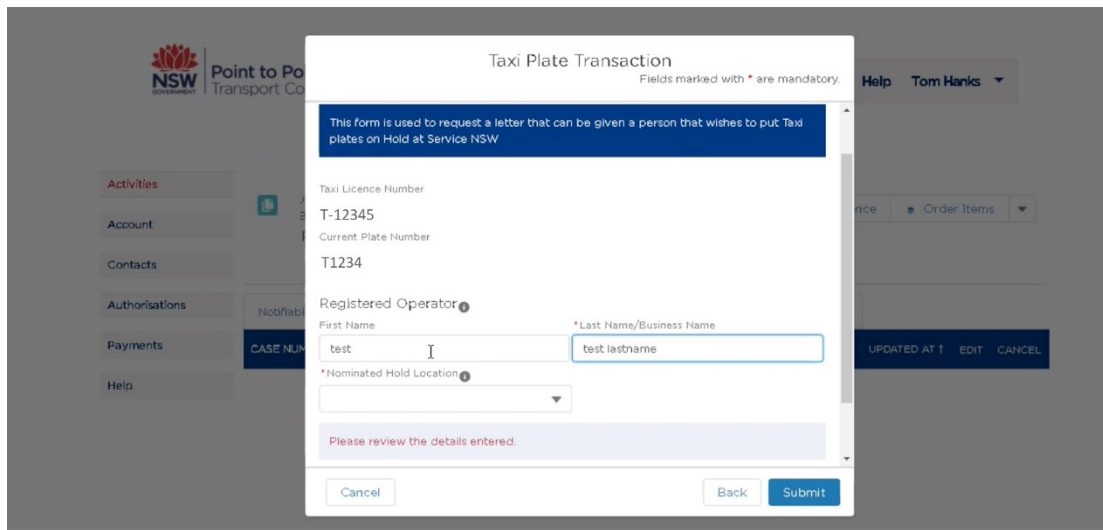
A screen will pop up asking you to select the transaction you are here for.

Select 'Put taxi plates on hold at Service NSW' and click 'Next'



On the next screen you will be asked to enter in the details of the 'Registered Operator'. Enter the first name and last name of the registered operator/owner of the vehicle.

You will then be able to use a drop down menu to pick 'Nominated hold Location'. This is the Service NSW service centre location you would like the plates to be held for you.



**Please note** - a registered operator can nominate someone else to complete this transaction in a Service NSW service centre on their behalf. The registered operator/owner of the vehicle will need to fill out the Representative Authority section of the [Number plates and/or cancellation of registration form](#) on the Service NSW website.

#### 9 Representative Authority

*This authority must be completed if you send someone else to conduct business on your behalf.*

I declare that the person named below is my authorised representative.

Signature

Print name and capacity (if representing an organisation)

#### Representative's details

NSW Driver licence/  
Customer number

Date of birth

 /  / 

Name

Residential / Business address



Postcode

Sex

Male

☐

Female

☐

Representative's Signature


Date

 /  / 

You will need to click the check box to confirm that the details are correct, then click 'submit'.




Once you submit, a green pop up should appear saying that your request has been submitted successfully.



Point to Point  
Transport Commissioner

[Home](#)
[Account](#)
[Levy](#)
[Help](#)
[Tom Hanks ▾](#)

- Activities
- Account
- Contacts
- Authorisations
- Payments
- Help



CUSTOMER NUMBER - 123456  
**Your Cab Company Pty Ltd**

COVID-19 Report

Notifiable Occurrence

Order Items ▾

Taxi Plate Transactions

Notifiable Occurrences

COVID-19 Reports

Requests

Orders

Notices

Taxi Plate Letters

CASE NUMBER ↓	STATUS ↑	CATEGORY	OCCURRENCE DATE/TIME ↑	OCCURRENCE LOCATION	LAST UPDATED BY	UPDATED AT ↑	EDIT	CANCEL
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Please note, if you try to start another transaction using the same licence number or taxi plate number, a red error message will pop up. Only one transaction can be active per plate at any time.

### Taxi Plate Transaction

Fields marked with \* are mandatory.

**Errors:**

⊘ There is an existing open request for the plate associated with the licence, please review the details entered or contact the Industry Contact Centre on 131 727 for more information

\* Please select the transaction:

- ☐ Replacement taxi plates issued for a registered taxi
- ☒ Put taxi plates on hold at Service NSW
- ☐ Take taxi plates off hold from Service NSW
- ☐ Surrender the taxi plates at Service NSW
- ☐ Change a vehicle or operator at Service NSW

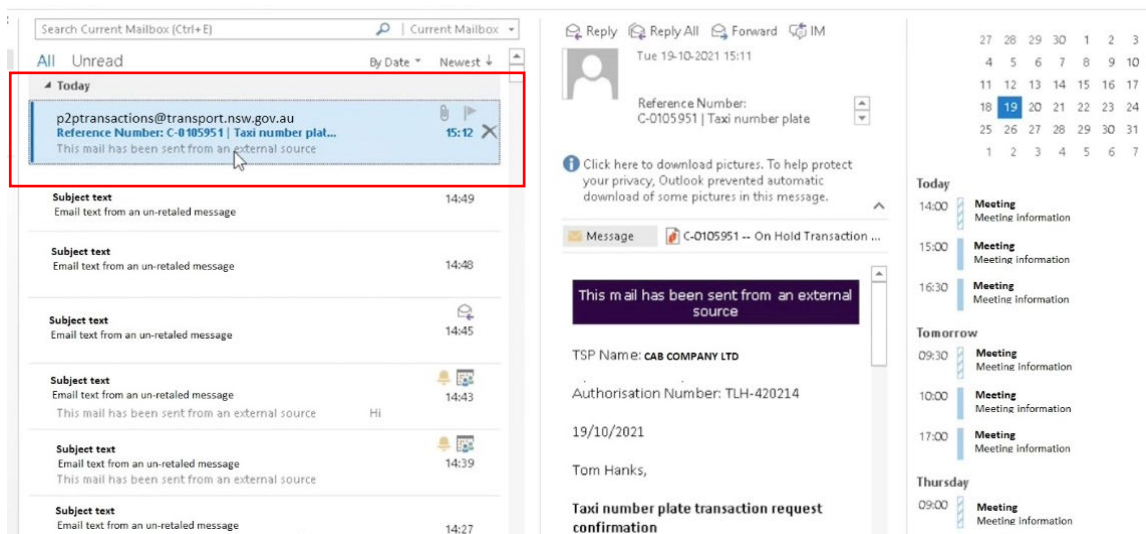
Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

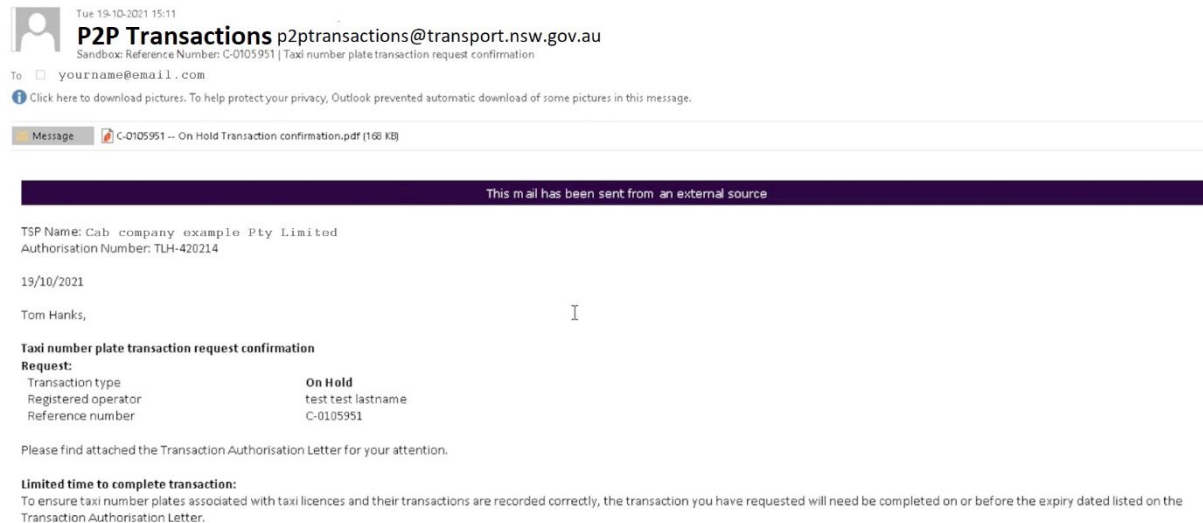
Cancel

Back

Next



At the top of the email will be the taxi service provider's name, the Authorisation Number (which is the same as the taxi licence number), the name of the person who lodged the request, the transaction details, and how long you have to complete the transaction.



Attached to the email will be a hard copy of the Transaction Authorisation letter.



This letter will need to be printed and taken into Service NSW by the registered owner/operator of the vehicle or the authorised representative, to complete the transaction in person. Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed.**



The registered operator or authorised representative has seven (7) days to complete the transaction at the nominated Service NSW service centre. The final date the transaction can be processed is printed on the letter.



**Point to Point**  
Transport Commissioner

Date of Issue: 1 November 2021  
Valid for seven (7) days

**Transaction Authorisation Letter**

**Taxi number plate transaction**

**Transaction:**

Number plate	T1234
Transaction	placing plates in hold/storage
Taxi Service Provider (TSP)	Your Cab Company Pty Ltd
Service NSW location	Botany
Registered Operator	Your name or company name
Reference number	C-01234567

The above details reflect the Point to Point Transport Commissioner's records, which have recently been updated following advice from {name of service provider}. This letter is only valid for the transaction and associated details indicated above. If a different transaction letter is required, {name of service provider (TSP)} will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to Service NSW {SC location} Service Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before:

**8 November 2021**

If the transaction has not been finalised by this date the request will be cancelled and a new taxi number plate transaction request will need to be lodged by the taxi service provider, in the Point to Point Transport Industry Portal.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

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Point to Point Transport Commissioner  
241 O'Riordan Street, Mascot NSW 2020 | PO Box 533, Burwood NSW 1805  
W [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) | T 131 727 | ABN 18 804 239 602

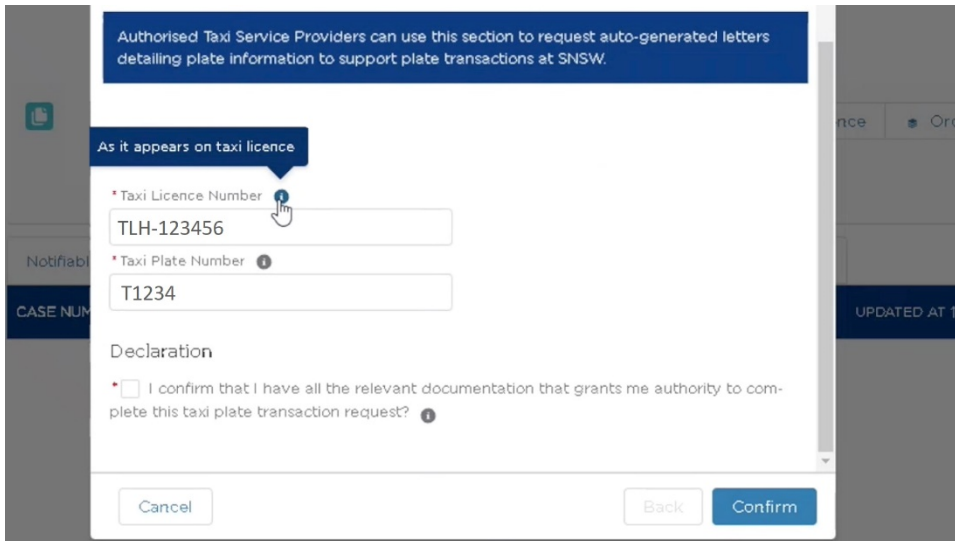
If the transaction is not completed before this expiry date, the request will be cancelled and a new taxi plate number transaction request will need to be lodged.



## 2.3. Taking taxi plates off hold

Once you log in to the Industry Portal, and click on the Taxi Plate Transactions button, you'll be asked to enter the Taxi Licence Number and the Taxi Plate Number that this transaction relates to.

You'll see there is an 'i' icon next to each of these fields which gives more information if you need it.



Authorised Taxi Service Providers can use this section to request auto-generated letters detailing plate information to support plate transactions at SNSW.

As it appears on taxi licence

\* Taxi Licence Number ⓘ  
TLH-123456

\* Taxi Plate Number ⓘ  
T1234

Declaration

☐ I confirm that I have all the relevant documentation that grants me authority to complete this taxi plate transaction request? ⓘ

Cancel Back Confirm

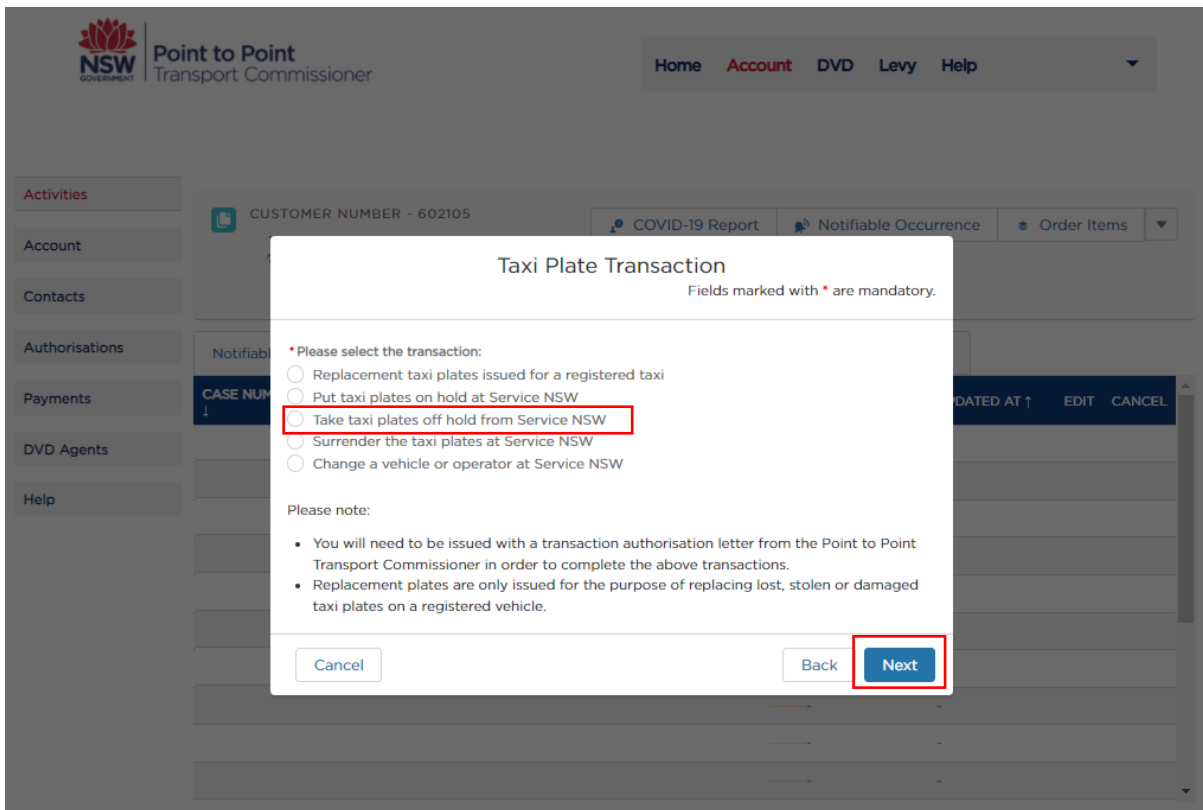
Once these details have been entered, click on 'confirm'.



Cancel Back Confirm

A screen will pop up asking you to select the transaction you are here for.

Select 'Take taxi plates off hold from Service NSW' and click 'Next'



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

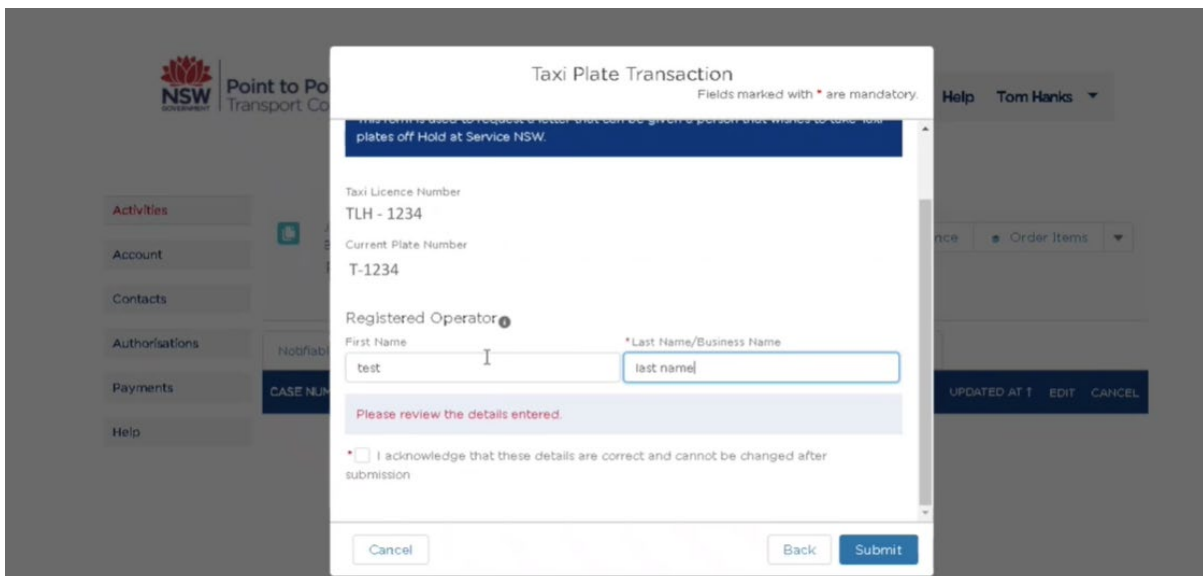
\* Please select the transaction:

- ☐ Replacement taxi plates issued for a registered taxi
- ☐ Put taxi plates on hold at Service NSW
- ☒ Take taxi plates off hold from Service NSW
- ☐ Surrender the taxi plates at Service NSW
- ☐ Change a vehicle or operator at Service NSW

Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

On the next screen you will be asked to enter in the details of the 'Registered Operator'. Enter the first name and last name of the registered operator/owner of the vehicle.



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

This form is used to request a letter that can be given to a person that wants to take taxi plates off Hold at Service NSW.

Taxi Licence Number  
TLH - 1234

Current Plate Number  
T-1234

Registered Operator ⓘ

First Name  
test

\* Last Name/Business Name  
last name

Please review the details entered.

☐ I acknowledge that these details are correct and cannot be changed after submission

**Please note** - a registered operator can nominate someone else to complete this transaction in a Service NSW service centre on their behalf. The registered operator/owner of the

vehicle will need to fill out the Representative Authority section of the *Number plates and/or cancellation of registration form* on the Service NSW website.

**9 Representative Authority**

*This authority must be completed if you send someone else to conduct business on your behalf.*

I declare that the person named below is my authorised representative.

Signature

Print name and capacity (if representing an organisation)

**Representative's details**

NSW Driver licence/  
Customer number

Date of birth

Name

Residential / Business address



Postcode

Sex

Male

☐

Female


☐

Representative's Signature

Date

You will need to click the check box to confirm that the details are correct, then click 'submit'.

Once you submit, a green pop up should appear saying that your request has been submitted successfully.


**Point to Point**  
 Transport Commissioner

Home Account Levy Help Tom Hanks

**Success**  
Your request #C-0105951 has been submitted successfully

**Activities**

**Account**

**Contacts**

**Authorisations**

**Payments**

**Help**

CUSTOMER NUMBER - 123456

**Your Cab Company Pty Ltd**

COVID-19 Report Notifiable Occurrence Order Items

Taxi Plate Transactions

Notifiable Occurrences COVID-19 Reports Requests Orders Notices Taxi Plate Letters


CASE NUMBER	STATUS	CATEGORY	OCCURRENCE DATE/TIME	OCCURRENCE LOCATION	LAST UPDATED BY	UPDATED AT	EDIT	CANCEL
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Please note, if you try to start another transaction using the same plate numbers, a red error message will pop up. Only one transaction can be active per plate at any time.

### Taxi Plate Transaction

Fields marked with \* are mandatory.

**Errors:**

 The nominated details do not match records held by the Point to Point Transport Commissioner - please review the details entered or contact the Industry Contact Centre on 131 727 for more information.

\* Please select the transaction:

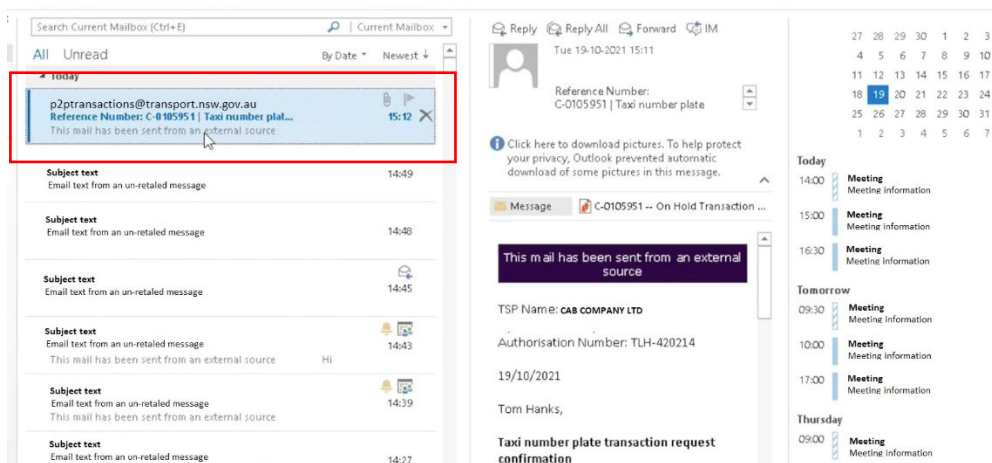
- ☐ Replacement taxi plates issued for a registered taxi
- ☐ Put taxi plates on hold at Service NSW
- ☒ Take taxi plates off hold from Service NSW
- ☐ Surrender the taxi plates at Service NSW
- ☐ Change a vehicle or operator at Service NSW

Please note:

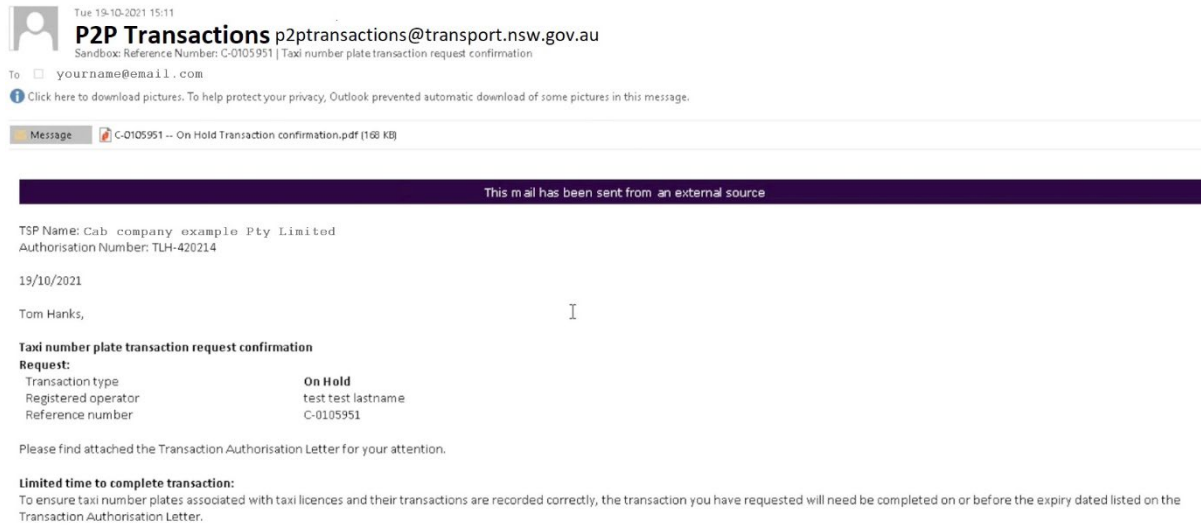
- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

Cancel
Back
Next

Almost immediately after submitting your request, you should receive an email from **P2P Transactions**. Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.



At the top of the email will be the taxi service provider's name, the Authorisation Number (which is the same as the taxi licence number), the name of the person who lodged the request, the transaction details, and how long you have to complete the transaction.



Attached to the email will be a hard copy of the Transaction Authorisation letter.



This letter will need to be printed and taken into Service NSW to complete the transaction in person. Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed.**

The registered operator or authorised representative has seven (7) days to complete the transaction at the Service NSW service centre that is printed on the letter. This is the Service NSW service centre at which the plates were put on hold.

The final date the transaction can be processed, is printed on the letter



Date of Issue: 1 November 2021  
Valid for seven (7) days

**Transaction Authorisation Letter**  
**Taxi number plate transaction**

**Transaction:**

Number plate	T1234
Transaction	removing plates from hold/storage
Taxi Service Provider (TSP)	Your Cab Company Pty Ltd
Service NSW location	Botany
Registered Operator	Your name or company name
Reference number	C-01234567

The above details reflect the Point to Point Transport Commissioner's records, which have recently been updated following advice from {name of service provider}. This letter is only valid for the transaction and associated details indicated above. If a different transaction letter is required, {name of service provider (TSP)} will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](https://service.nsw.gov.au)) to Service NSW {SC location} Service Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before:

8 November 2021

If the transaction has not been finalised by this date the request will be cancelled and a new taxi number plate transaction request will need to be lodged by the taxi service provider, in the Point to Point Transport Industry Portal.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](https://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

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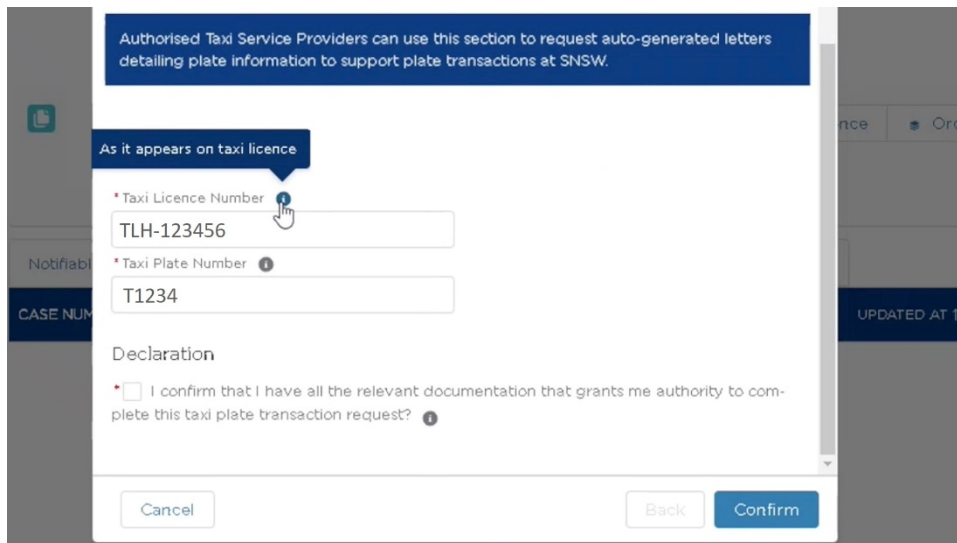
Point to Point Transport Commissioner  
241 O'Riordan Street, Mascot NSW 2020 | PO Box 533, Burwood NSW 1805  
W [pointtopoint.nsw.gov.au](https://pointtopoint.nsw.gov.au) | T 131 727 | ABN 18 804 239 602

**Please note** - if the registered operator or authorised representative wants to pick up the plates from a different location to where the plates have been placed on hold, this is possible, though it will need to be arranged with Service NSW **before** the transaction application has started.

## 2.4. Ordering a replacement plate (if lost or stolen)

Once you log in to the Industry Portal, and click on the Taxi Plate Transactions button, you'll be asked to enter the Taxi Licence Number and the Taxi Plate Number that this transaction relates to.

You'll see there is an 'i' icon next to each of these fields which gives more information if you need it.



The screenshot shows a web form titled "As it appears on taxi licence". At the top, a blue banner states: "Authorised Taxi Service Providers can use this section to request auto-generated letters detailing plate information to support plate transactions at SNSW." The form contains two input fields: "Taxi Licence Number" with the value "TLH-123456" and "Taxi Plate Number" with the value "T1234". Both fields have an information icon (i) to their right. Below the fields is a "Declaration" section with a checkbox and the text: "I confirm that I have all the relevant documentation that grants me authority to complete this taxi plate transaction request?". At the bottom of the form are three buttons: "Cancel", "Back", and "Confirm".

Once these details have been entered, click on 'confirm'.

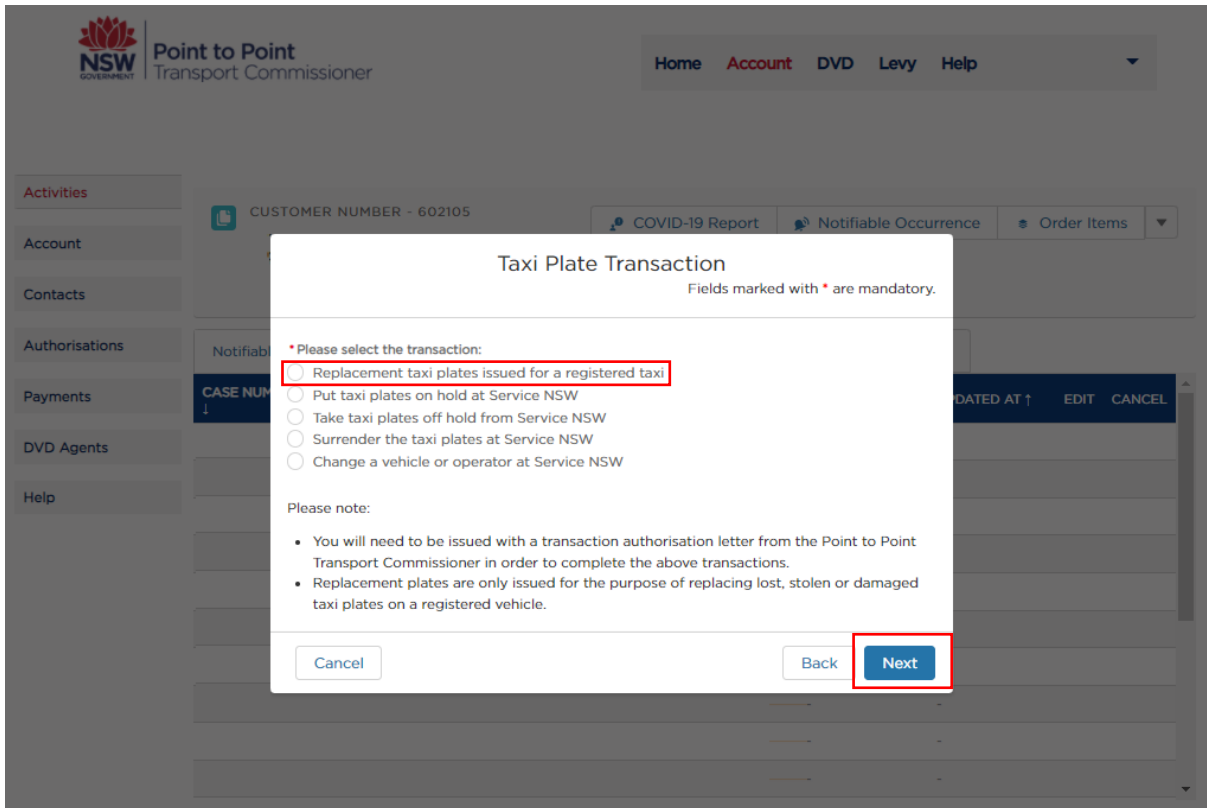


This is a close-up of the bottom of the form, showing the "Cancel", "Back", and "Confirm" buttons. The "Confirm" button is highlighted with a red rectangular box.

A screen will pop up asking you to select the transaction you are here for.

Select 'Replacement plates issued for a registered taxi' and click 'Next'





**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

\* Please select the transaction:

- ☒ Replacement taxi plates issued for a registered taxi
- ☐ Put taxi plates on hold at Service NSW
- ☐ Take taxi plates off hold from Service NSW
- ☐ Surrender the taxi plates at Service NSW
- ☐ Change a vehicle or operator at Service NSW

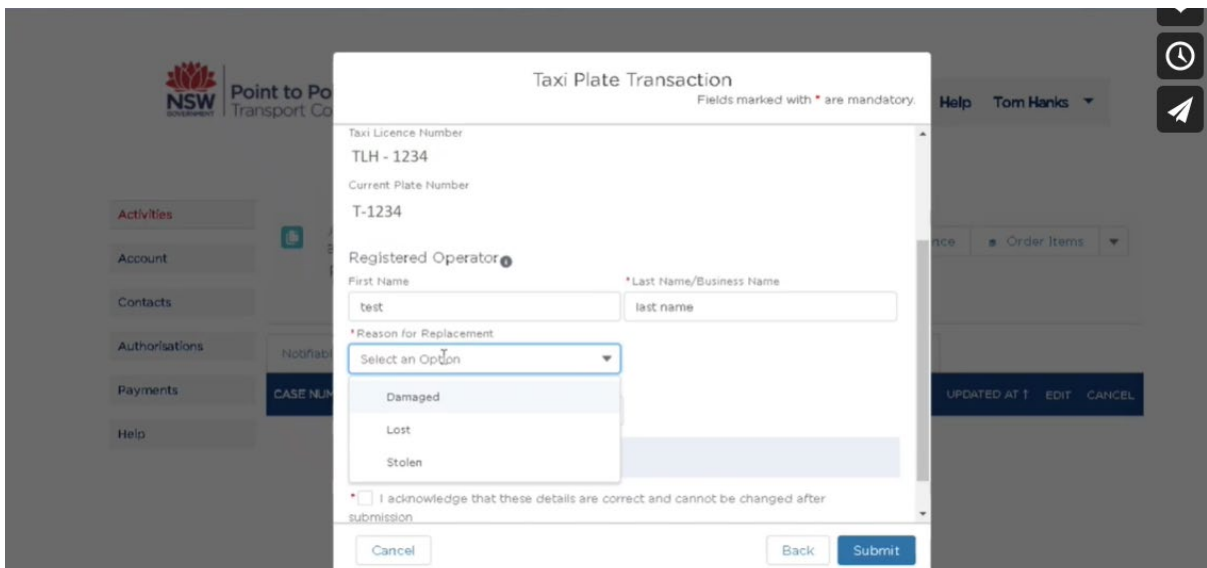
Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

Cancel Back **Next**

On the next screen you will be asked to enter in the details of the 'Registered Operator'. Enter the first name and last name of the registered operator/owner of the vehicle.

You'll then need to enter the reason for ordering a replacement (this is a drop down menu).



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

Taxi Licence Number  
TLH - 1234

Current Plate Number  
T-1234

Registered Operator

First Name  
test

\* Last Name/Business Name  
last name

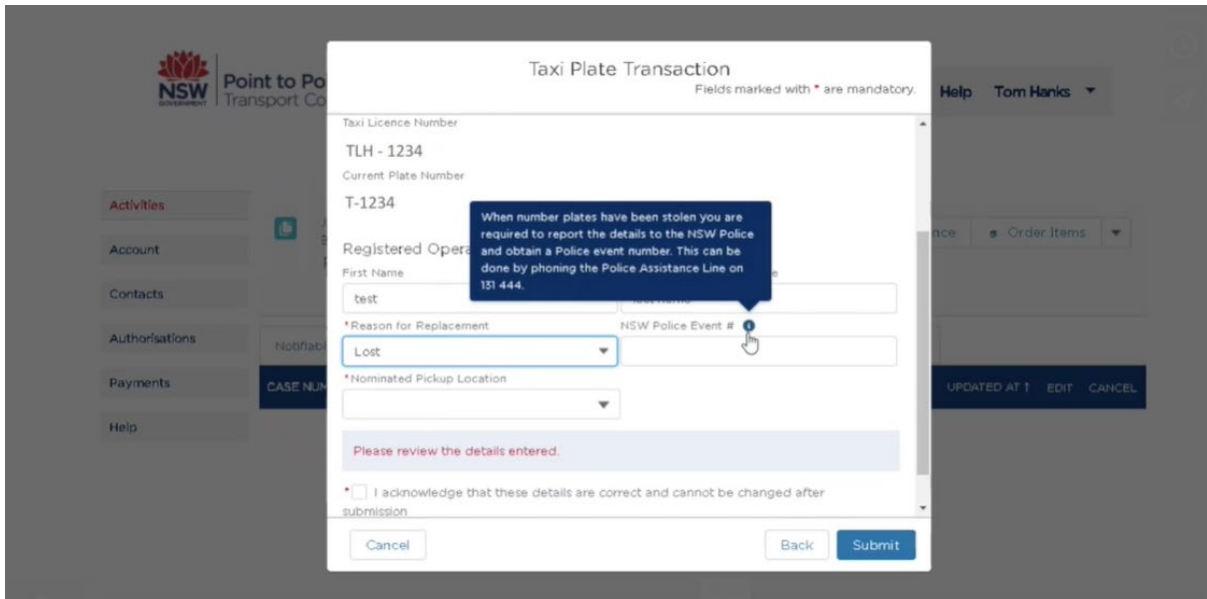
\* Reason for Replacement  
Select an Option

- Damaged
- Lost
- Stolen

\* ☐ I acknowledge that these details are correct and cannot be changed after submission

Cancel Back **Submit**

If you have selected that your number plates have been stolen, you will need to enter in the Police event number. You can get a Police event number by phoning the Police Assistant Line on **131 444** and reporting the details.



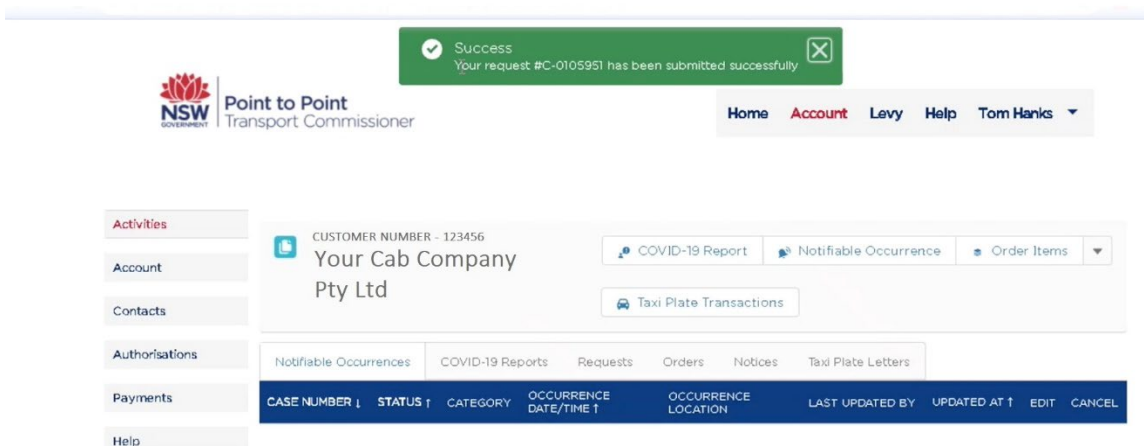
You will be able to use a drop down menu to pick 'Nominated Hold Location'. This is the Service NSW service centre location the registered operator or authorised representative will pick up the plates.

**Please note** - a registered operator can nominate someone else to complete this transaction in a Service NSW service centre on their behalf. The registered operator/owner of the vehicle will need to fill out the Representative Authority section of the [Number plates and/or cancellation of registration form](#) on the Service NSW website.

You will need to click the check box to confirm that the details are correct, then click 'submit'.



Once you submit, a green pop up should appear saying that your request has been submitted successfully.



Please note, if you try to start another transaction using the same plate numbers, a red error message will pop up. Only one transaction can be active per plate at any time.

### Taxi Plate Transaction

Fields marked with \* are mandatory.

**Errors:**

⊘ There is an existing open request for the plate associated with the licence, please review the details entered or contact the Industry Contact Centre on 131 727 for more information

\* Please select the transaction:

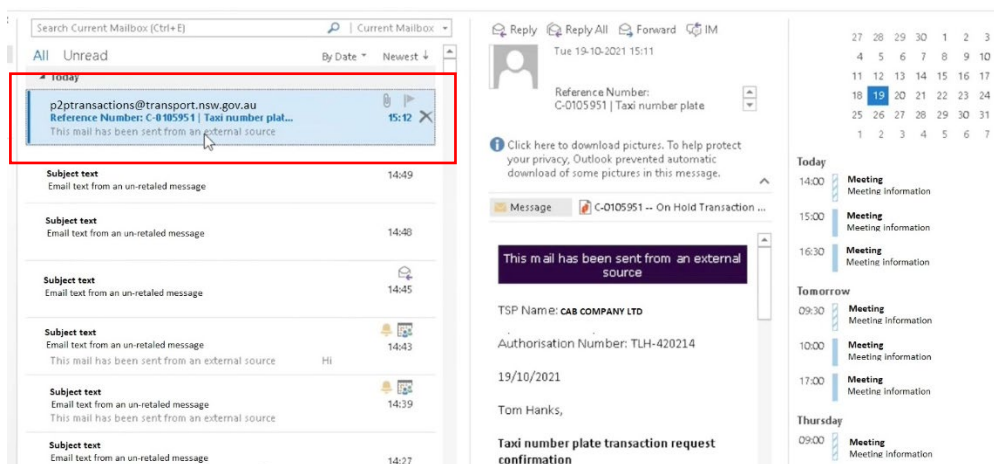
☒ Replacement taxi plates issued for a registered taxi  
☐ Put taxi plates on hold at Service NSW  
☐ Take taxi plates off hold from Service NSW  
☐ Surrender the taxi plates at Service NSW  
☐ Change a vehicle or operator at Service NSW

**Please note:**

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

Cancel
Back
Next

After submitting your request, you should receive an email from **P2P Transactions** confirming the request. *Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.*



The email the Service Provider receives will detail next steps, including:

- Once the request has been processed, you will be sent a Transaction Authorisation Letter, which will come as an attachment to an email. You can expect this to arrive within **1-3 business days** of submitting the transaction.
- This letter will need to be printed off and taken to a NSW Service centre to complete the transaction.

Tom Hanks,

**Taxi number plate transaction request received**

You have requested:	Replacement
Transaction type	T4102
Plate to be replaced	Gosford
Service NSW location	test last name
Registered operator	C-0105953
Reference number	

**Next Steps:**

1. Once we have processed your transaction request we will send you a Transaction Authorisation Letter attached to a confirmation email.
2. Print a copy of the Transaction Authorisation Letter.
3. A copy of the Transaction Authorisation Letter (hard copy) will need to be presented to the Service NSW Service Centre listed above at the time the transaction is being done.

**Limited time to complete transaction:**  
To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transition you have requested will need be completed on or before the expiry dated listed on the Transaction Authorisation Letter.

Once you receive the Transaction Authorisation letter, it will need to be printed and taken into the nominated Service NSW service centre to complete the transaction in person. Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed**



**Point to Point**  
Transport Commissioner

Date of Issue: 1 November 2021  
Valid for twenty eight (28) days

**Transaction Authorisation Letter**  
**Taxi number plate transaction**

**Transaction:**

New number plate	T-12345
Old number plate	T-67890
Transaction	Issue replacement plates
Taxi Service Provider (TSP)	Your Cab Company Pty Ltd
Service NSW location	Botany
Registered Operator	Your name or business name
Reference number	C-01234567

The above details reflect the Point to Point Transport Commissioner's records, which have recently been updated following advice from {name of service provider}. This letter is only valid for the transaction and associated details indicated above. If a different transaction letter is required, {name of service provider (TSP)} will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to Service NSW {SC location} Service Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before:

**29 November 2021**

If the transaction has not been finalised by this date the request will be cancelled and a new taxi number plate transaction request will need to be lodged by the taxi service provider, in the Point to Point Transport Industry Portal.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

Point to Point Transport Commissioner  
241 O'Riordan Street, Mascot NSW 2020 | PO Box 533, Burwood NSW 1805  
W [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) | T 131 727 | ABN 18 804 239 802

The registered operator has twenty eight (28) days to complete the transaction at the Service NSW service centre that is printed on the letter.

The final date the transaction can be processed is printed on the letter.

## **2.5. Surrendering a taxi plate (for Authorised Service Providers)**

Once you click on the Taxi Plate Transactions button, you'll be asked to enter the Taxi Licence Number and the Taxi Plate Number that this transaction relates to.

You'll see there is an 'i' icon next to each of these fields which gives more information if you need it.

Authorised Taxi Service Providers can use this section to request auto-generated letters detailing plate information to support plate transactions at SNSW.

As it appears on taxi licence

\* Taxi Licence Number i

TLH-123456

\* Taxi Plate Number i

T1234

Declaration

☐ I confirm that I have all the relevant documentation that grants me authority to complete this taxi plate transaction request? i

Cancel Back Confirm

Once these details have been entered, click on 'confirm'.

Cancel Back **Confirm**

A screen will pop up asking you to select the transaction you are here for.

Select 'Surrender the taxi plates at Service NSW' and click 'Next'

NSW Government Point to Point Transport Commissioner

Home Account DVD Levy Help

CUSTOMER NUMBER - 602105 COVID-19 Report Notifiable Occurrence Order Items

**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

\* Please select the transaction:

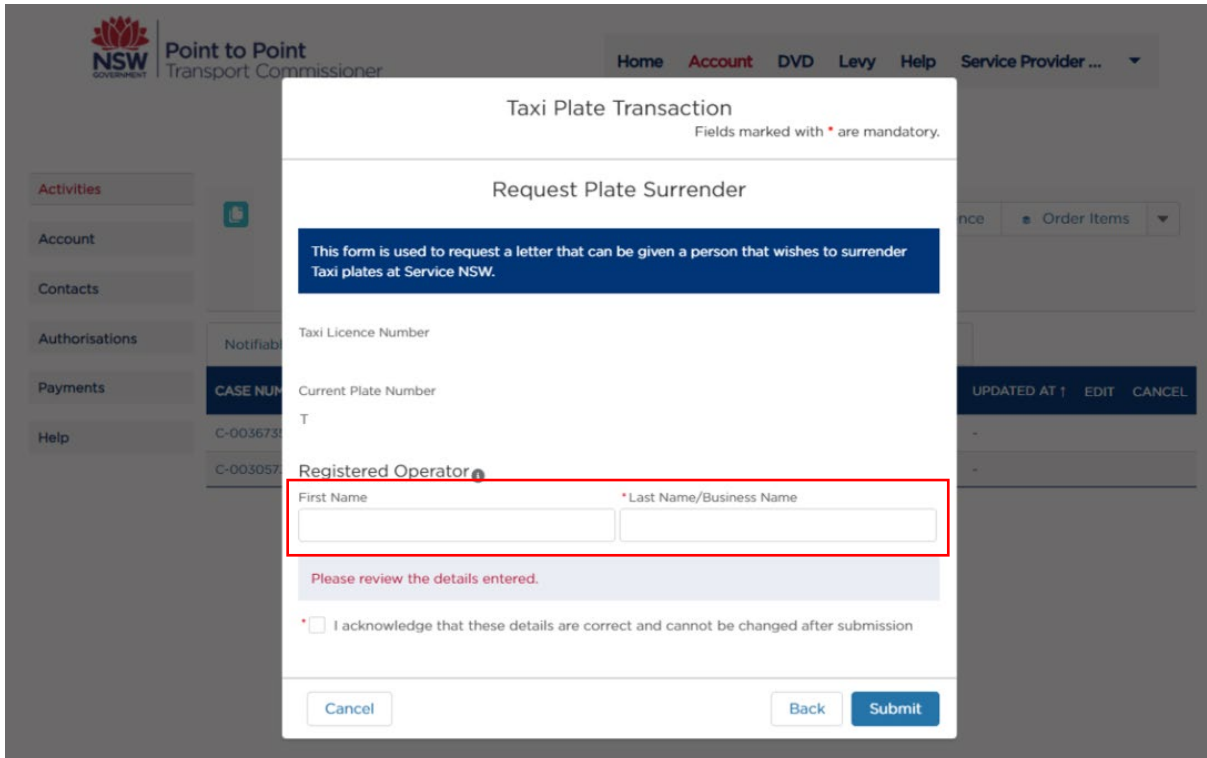
- ☐ Replacement taxi plates issued for a registered taxi
- ☐ Put taxi plates on hold at Service NSW
- ☐ Take taxi plates off hold from Service NSW
- ☒ Surrender the taxi plates at Service NSW
- ☐ Change a vehicle or operator at Service NSW

Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

Cancel Back **Next**

On the next screen you will be asked to enter in the details of the 'Registered Operator'. Enter the first name and last name of the registered operator/owner of the vehicle.



**Please note** - a registered operator can nominate someone else to complete this transaction in a Service NSW service centre on their behalf. The registered operator/owner of the vehicle will need to fill out the Representative Authority section of the [Number plates and/or cancellation of registration form](#) on the Service NSW website.

**9 Representative Authority**

*This authority must be completed if you send someone else to conduct business on your behalf.*

**I declare that the person named below is my authorised representative.**

Signature

Print name and capacity (if representing an organisation)

**Representative's details**

NSW Driver licence/  
Customer number

Date of birth  /  /

Name

Residential / Business address

Postcode

Sex Male ☐ Female ☐

Representative's Signature

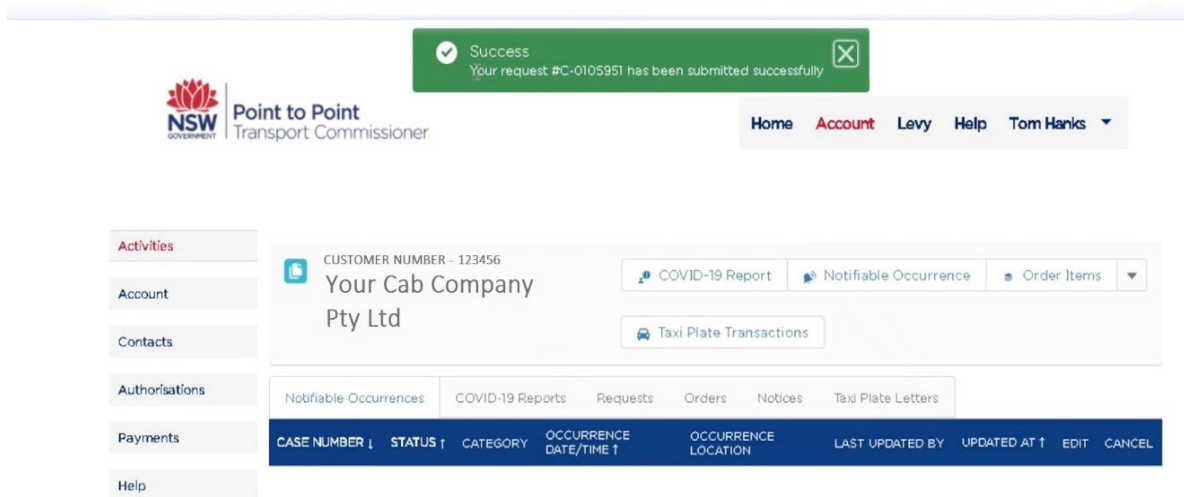
Date  /  /

You will need to click the check box to confirm that the details are correct, then click 'submit'.





Once you submit, a green pop up should appear saying that your request has been submitted successfully.



Please note, if you try to start another transaction using the same licence number or taxi plate number, a red error message will pop up. Only one transaction can be active per plate at any time.

### Taxi Plate Transaction

Fields marked with \* are mandatory.

**Errors:**

⊘ There is an existing open request for the plate associated with the licence, please review the details entered or contact the Industry Contact Centre on 131 727 for more information

\* Please select the transaction:

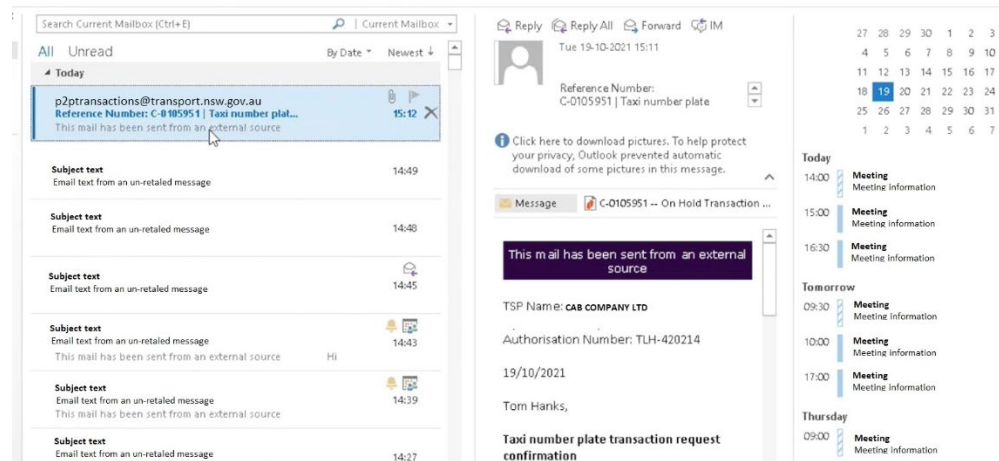
☐ Replacement taxi plates issued for a registered taxi  
☐ Put taxi plates on hold at Service NSW  
☐ Take taxi plates off hold from Service NSW  
☒ Surrender the taxi plates at Service NSW  
☐ Change a vehicle or operator at Service NSW

Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

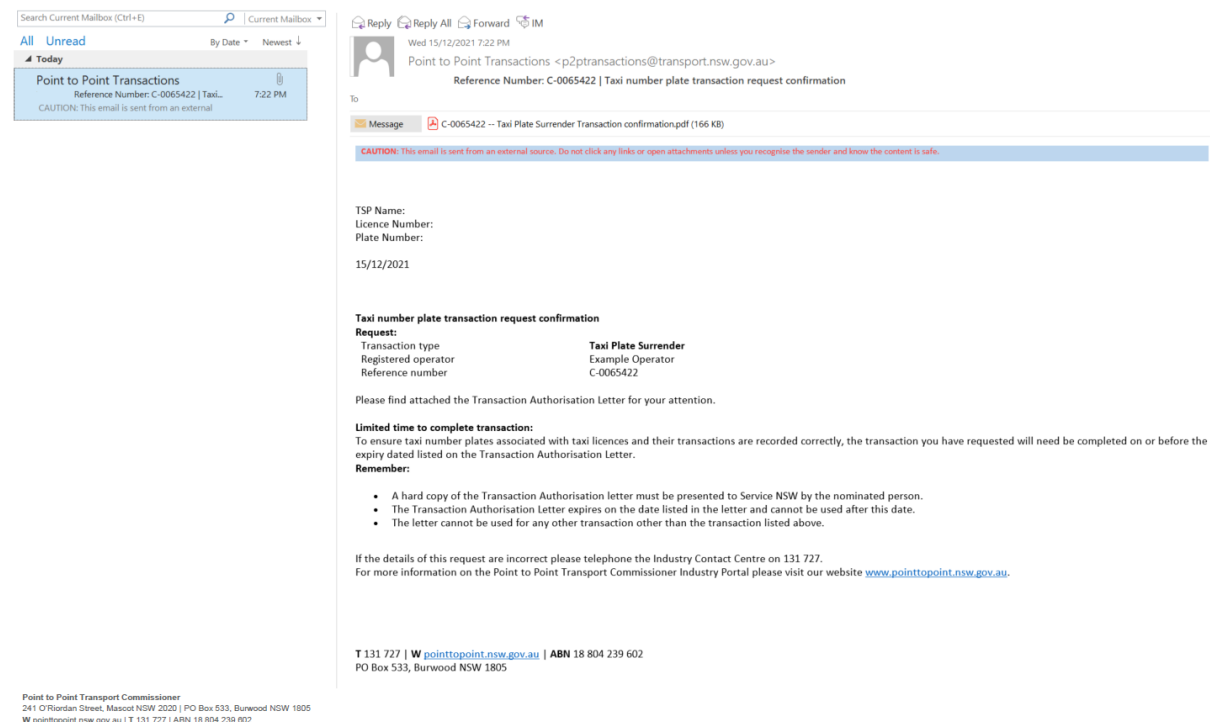
Cancel
Back
Next

After submitting your request, you should almost immediately receive an email from **P2P Transactions** confirming the request. *Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.*



The email the Service Provider receives will detail next steps, including:

1. Once the request has been processed, you will be sent a Transaction Authorisation Letter, which will come as an attachment to an email. You can expect this to arrive within 24 hours.
2. This letter will need to be printed off and taken to a NSW Service centre to complete the transaction.



Once you receive the Transaction Authorisation letter, it will need to be printed and taken into the nominated Service NSW service centre to complete the transaction in person. Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed**



**Point to Point**  
Transport Commissioner

Date of Issue: 14/12/2021

**Transaction Authorisation Letter**  
**Taxi number plate transaction**

**Transaction:**

Number plate	T9062
Transaction	<b>Surrender plates</b>
Registered Operator	Person ABC
Reference number	C-0061076

The above details reflect the Point-to-Point Transport Commissioner's records, which have recently been updated. This letter is only valid for the transaction and associated details indicated above. If a different transaction letter is required, Legion Cabs (Trading) Co-Operative Society Limited will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to a Service NSW Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before the taxi licence ceases to be in effect, or within seven (7) days if the licence is no longer in effect.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

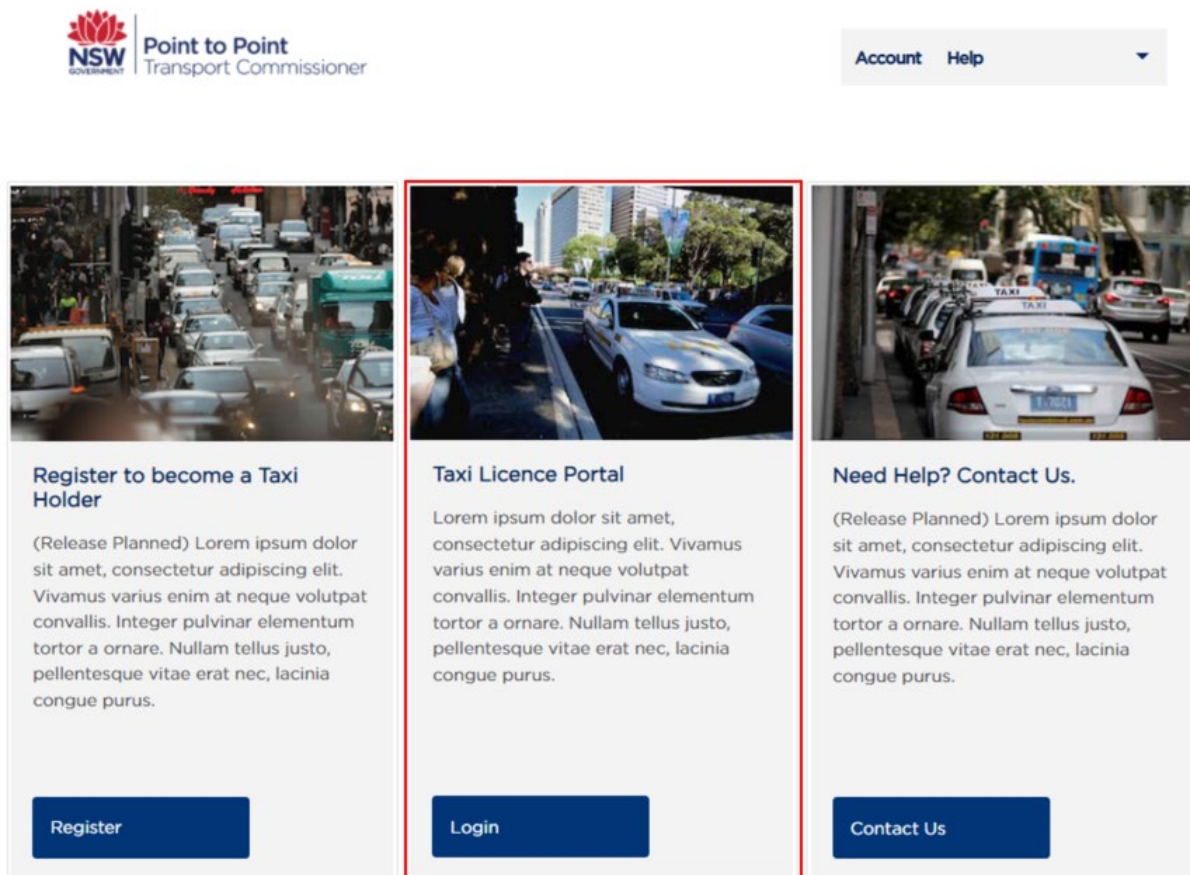
---

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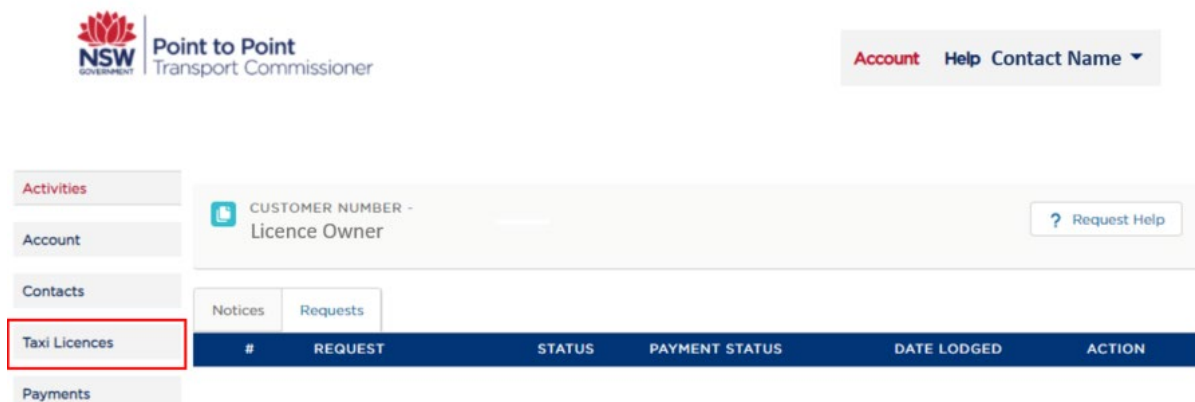
There is no expiry date for this transaction and can be completed at any Service NSW centre.

## **2.6. Surrendering a taxi licence (for Taxi Licence owners)**

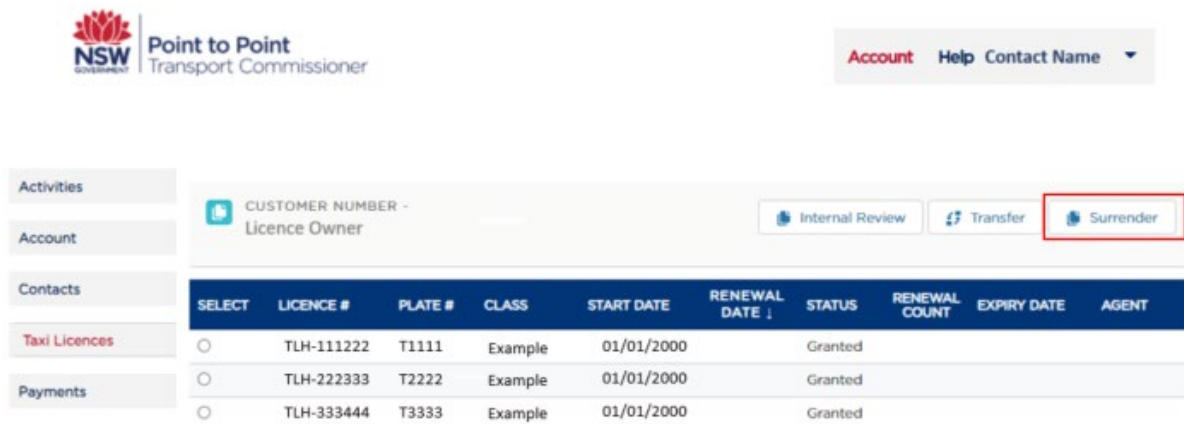
If you are a Taxi Licence owner, you will need to navigate to the 'Taxi Licence Portal' in the Industry Portal.



Log in, then click on 'Taxi Licences' from the left hand side of the screen



Select the licence you are surrendering, then click on 'Surrender'



NSW Government | Point to Point Transport Commissioner

Account Help Contact Name ▾

Activities

Account

Contacts

Taxi Licences

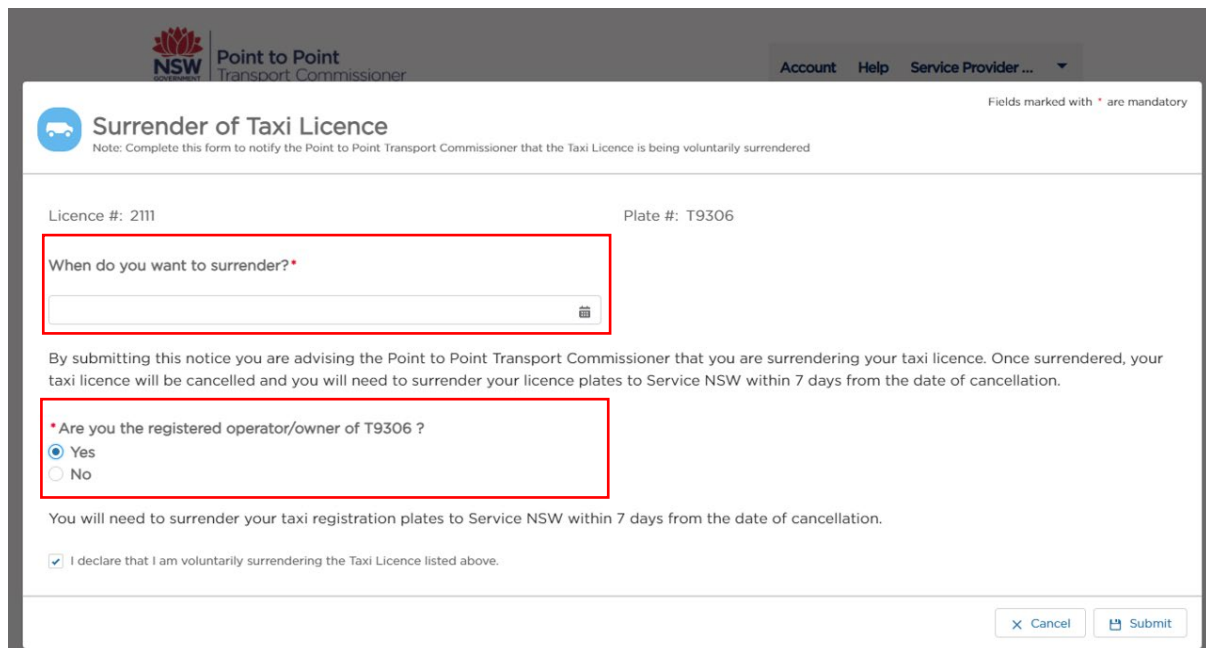
Payments

CUSTOMER NUMBER - Licence Owner

Internal Review Transfer **Surrender**

SELECT	LICENCE #	PLATE #	CLASS	START DATE	RENEWAL DATE ↓	STATUS	RENEWAL COUNT	EXPIRY DATE	AGENT
<input type="radio"/>	TLH-111222	T1111	Example	01/01/2000		Granted			
<input type="radio"/>	TLH-222333	T2222	Example	01/01/2000		Granted			
<input type="radio"/>	TLH-333444	T3333	Example	01/01/2000		Granted			

On the next screen, select the date you want to surrender your taxi licence and select whether you are the registered operator/owner of the taxi plate that is displayed on the screen.



NSW Government | Point to Point Transport Commissioner

Account Help Service Provider ... ▾

Fields marked with \* are mandatory

**Surrender of Taxi Licence**

Note: Complete this form to notify the Point to Point Transport Commissioner that the Taxi Licence is being voluntarily surrendered

Licence #: 2111 Plate #: T9306

When do you want to surrender? \*

By submitting this notice you are advising the Point to Point Transport Commissioner that you are surrendering your taxi licence. Once surrendered, your taxi licence will be cancelled and you will need to surrender your licence plates to Service NSW within 7 days from the date of cancellation.

\*Are you the registered operator/owner of T9306 ?

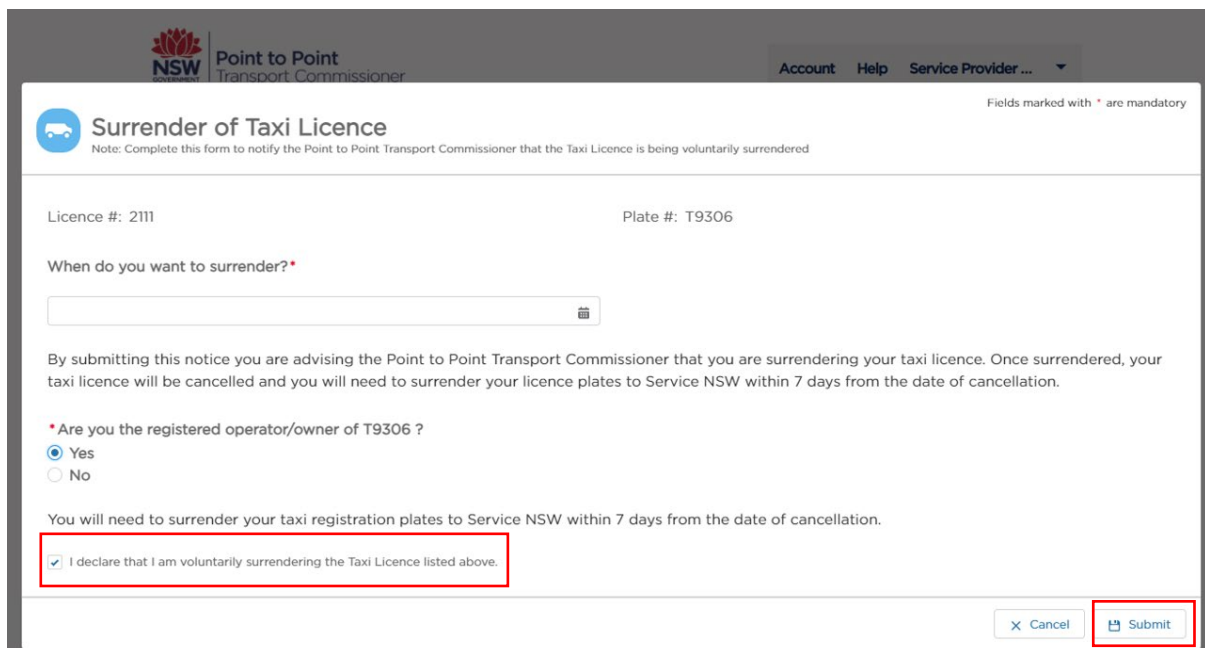
☒ Yes ☐ No

You will need to surrender your taxi registration plates to Service NSW within 7 days from the date of cancellation.

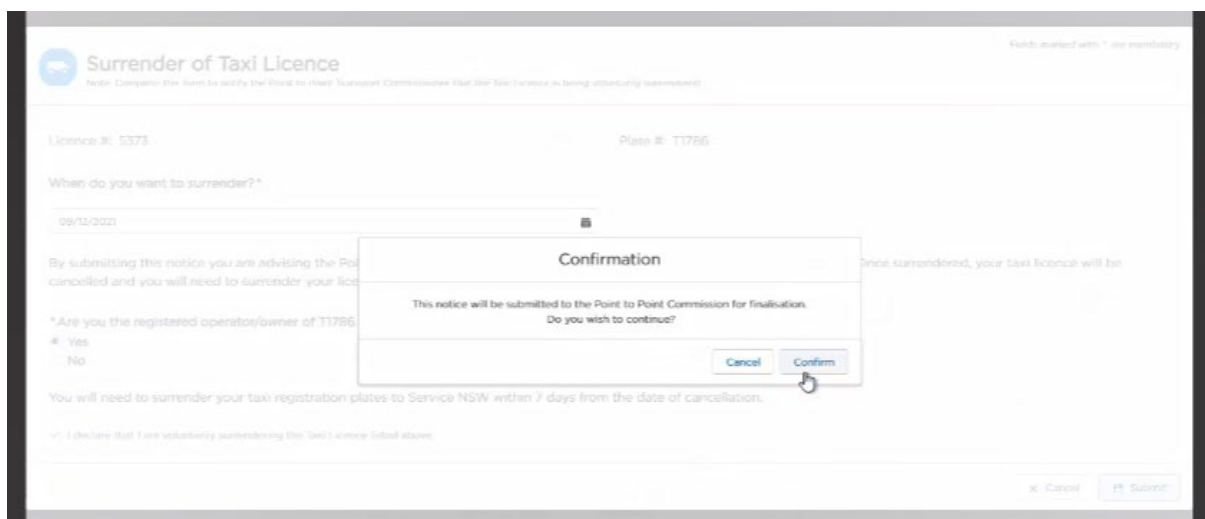
☒ I declare that I am voluntarily surrendering the Taxi Licence listed above.

Cancel Submit

Confirm that you are voluntarily surrendering the Taxi licence listed on the screen, and click 'Submit'

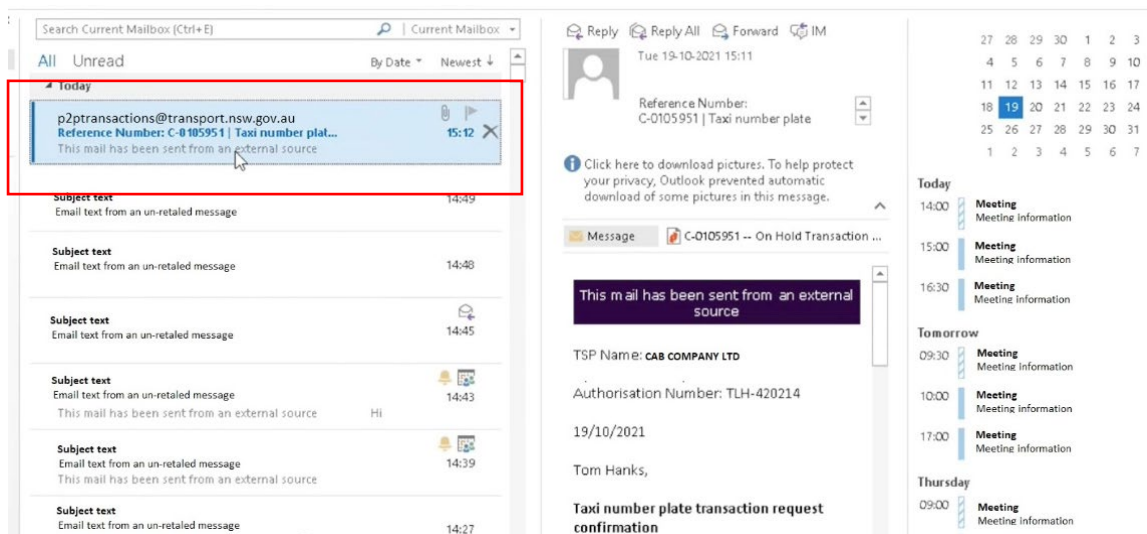


A confirmation pop up will appear. Click on 'Confirm'



After submitting your request, you should receive an email from **P2P Transactions** confirming the request to surrender the licence. *Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.*





The email the Licence owner receives will detail next steps.

1. Once the request has been processed, you will be sent a Transaction Authorisation Letter, which will come as an attachment to an email. You can expect this to arrive within 24 hours.
2. This letter will need to be printed off and taken to a Service NSW service centre to complete the transaction.

To: Exampletaxilicenceowner@email.com  
 Subject: Reference Number: C-0061075 | Taxi number plate transaction request confirmation

Customer Name: Example Taxi Licence Owner

Customer Number: 9999999

14 December 2021

Dear Example Taxi Licence Owner

Voluntary surrender of taxi licence

On 14/12/2021 you submitted a notice through the Point to Point Transport Industry Portal to voluntarily surrender your taxi licence 1234 with associated taxi plate T1234.

As requested your taxi licence will be cancelled from 14/12/2021.

In accordance with section 130 of the Point to Point Transport (Taxis and Hire Vehicles) Act 2016, the holder of the licence is required to surrender the registration plates within 7 days of the licence ceasing to take effect to any Service NSW centre.

If the details of this request are incorrect please telephone the Industry Contact Centre on 131 727.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [www.pointtopoint.nsw.gov.au](http://www.pointtopoint.nsw.gov.au).

Point to Point Transport Commissioner

T 131 727 | W [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) | ABN 18 804 239 602

Once you receive the Transaction Authorisation letter, it will need to be printed and taken into the nominated Service NSW service centre to complete the transaction in person. Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed.**





Date of Issue: 14/12/2021

**Transaction Authorisation Letter**

**Taxi number plate transaction**

**Transaction:**

Number plate	T9062
Transaction	Surrender plates
Registered Operator	Person ABC
Reference number	C-0061076

The above details reflect the Point-to-Point Transport Commissioner's records, which have recently been updated. This letter is only valid for the transaction and associated details indicated above. If a different transaction letter is required, Legion Cabs (Trading) Co-Operative Society Limited will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to a Service NSW Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before the taxi licence ceases to be in effect, or within seven (7) days if the licence is no longer in effect.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

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There is no expiry date for this transaction and it can be completed at any Service NSW centre.

## 2.7. Change a vehicle or a registered operator (within one day)

Once you click on the Taxi Plate Transactions button, you'll be asked to enter the Taxi Licence Number and the Taxi Plate Number that this transaction relates to.

You'll see there is an 'i' icon next to each of these fields which gives more information if you need it.

Authorised Taxi Service Providers can use this section to request auto-generated letters detailing plate information to support plate transactions at SNSW.

As it appears on taxi licence

\* Taxi Licence Number i

TLH-123456

\* Taxi Plate Number i

T1234


Declaration

☐ I confirm that I have all the relevant documentation that grants me authority to complete this taxi plate transaction request? i

Once these details have been entered, click on 'confirm'.

A screen will pop up asking you to select the transaction you are here for.

Select 'Change vehicle or operator at Service' and click 'Next'


**Point to Point**  
 Transport Commissioner

Home Account DVD Levy Help

CUSTOMER NUMBER - 602105

COVID-19 Report Notifiable Occurrence Order Items

Activities

Account

Contacts

Authorisations

Payments

DVD Agents

Help

Notifiable

CASE NUMBER

**Taxi Plate Transaction**

Fields marked with \* are mandatory.

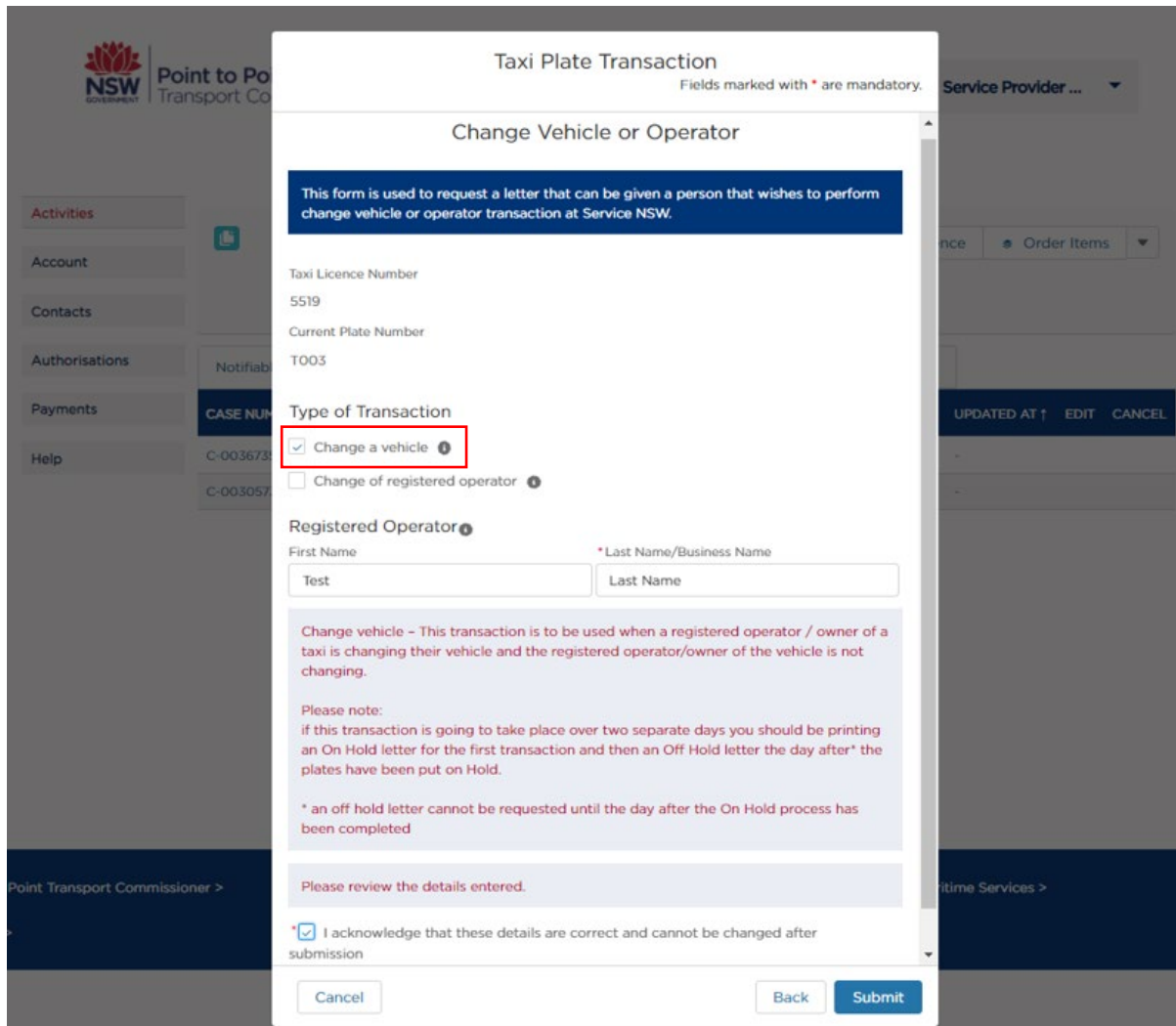
\* Please select the transaction:

☐ Replacement taxi plates issued for a registered taxi  
☐ Put taxi plates on hold at Service NSW  
☐ Take taxi plates off hold from Service NSW  
☐ Surrender the taxi plates at Service NSW  
☒ Change a vehicle or operator at Service NSW

Please note:

- You will need to be issued with a transaction authorisation letter from the Point to Point Transport Commissioner in order to complete the above transactions.
- Replacement plates are only issued for the purpose of replacing lost, stolen or damaged taxi plates on a registered vehicle.

If this transaction relates to an existing registered operator changing or upgrading a vehicle, click on 'Change a vehicle'.



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

**Change Vehicle or Operator**

This form is used to request a letter that can be given a person that wishes to perform change vehicle or operator transaction at Service NSW.

Taxi Licence Number  
5519

Current Plate Number  
T003

**Type of Transaction**

☒ Change a vehicle ⓘ

☐ Change of registered operator ⓘ

**Registered Operator ⓘ**

First Name  
Test

\* Last Name/Business Name  
Last Name

Change vehicle – This transaction is to be used when a registered operator / owner of a taxi is changing their vehicle and the registered operator/owner of the vehicle is not changing.

Please note:  
if this transaction is going to take place over two separate days you should be printing an On Hold letter for the first transaction and then an Off Hold letter the day after\* the plates have been put on Hold.

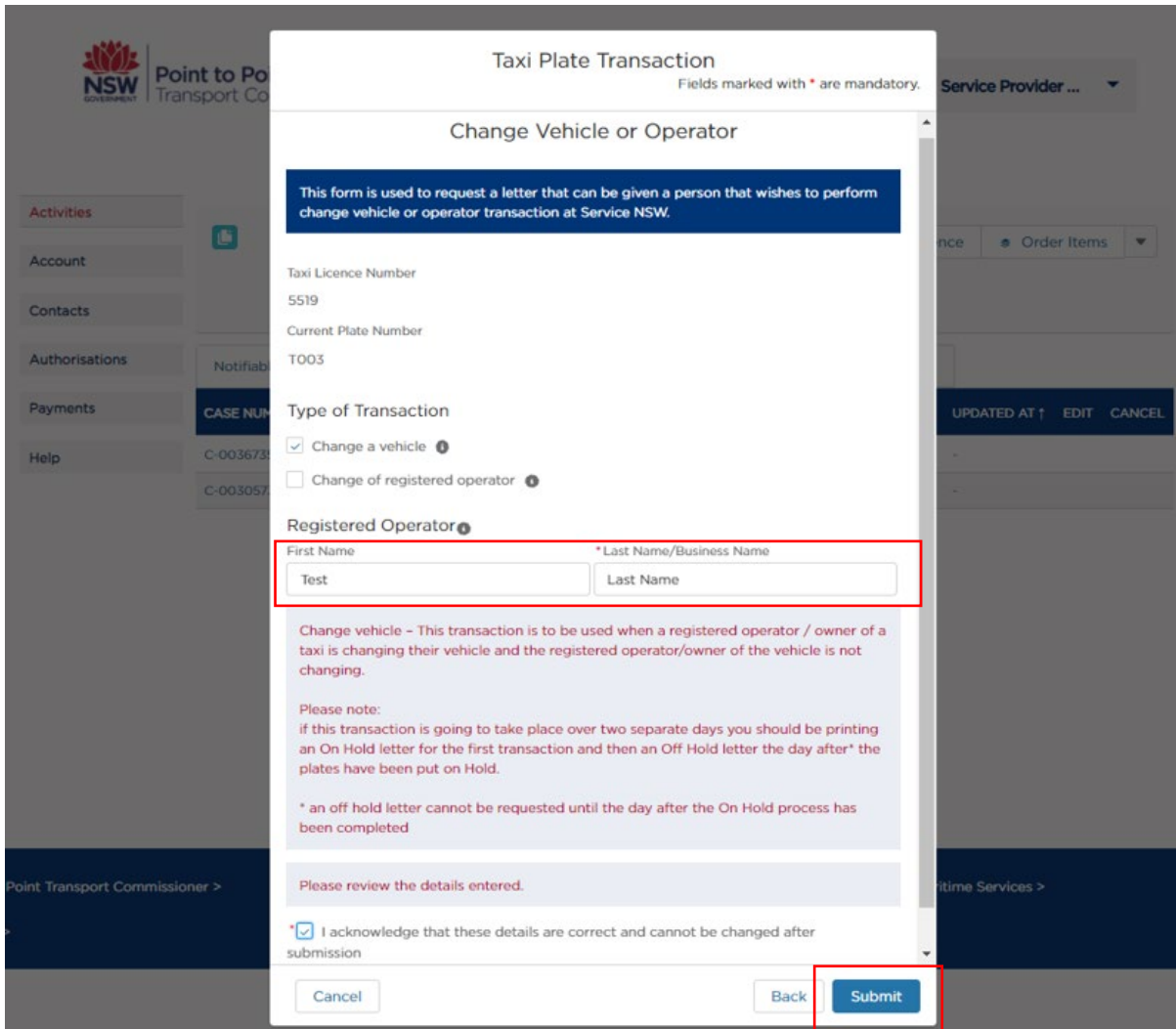
\* an off hold letter cannot be requested until the day after the On Hold process has been completed

Please review the details entered.

☒ I acknowledge that these details are correct and cannot be changed after submission

Cancel Back Submit

Enter the first name and last name of the Registered Operator.



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

**Change Vehicle or Operator**

This form is used to request a letter that can be given a person that wishes to perform change vehicle or operator transaction at Service NSW.

Taxi Licence Number  
5519

Current Plate Number  
T003

Type of Transaction  
☒ Change a vehicle ⓘ  
☐ Change of registered operator ⓘ

Registered Operator ⓘ  
 First Name: Test  
 \* Last Name/Business Name: Last Name

Change vehicle - This transaction is to be used when a registered operator / owner of a taxi is changing their vehicle and the registered operator/owner of the vehicle is not changing.

Please note:  
if this transaction is going to take place over two separate days you should be printing an On Hold letter for the first transaction and then an Off Hold letter the day after\* the plates have been put on Hold.

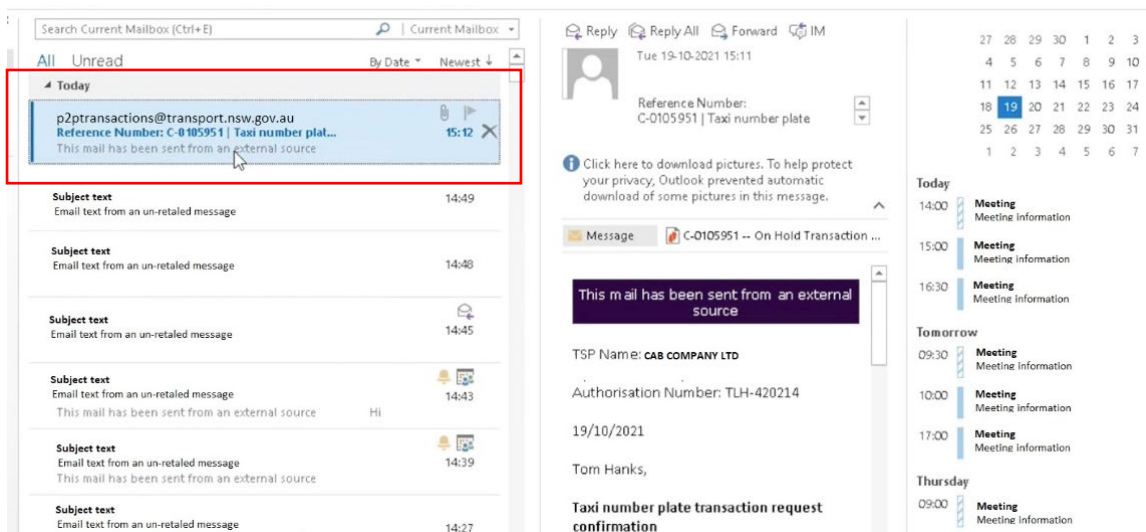
\* an off hold letter cannot be requested until the day after the On Hold process has been completed

Please review the details entered.

☒ I acknowledge that these details are correct and cannot be changed after submission

Buttons: Cancel, Back, **Submit**

After submitting your request, you should almost immediately receive an email from **P2P Transactions** confirming the request. *Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.*



The email the Service Provider receives will detail next steps, including:

1. Once the request has been processed, you will be sent an Establish Registration letter, which will come as an attachment to an email.
2. This letter will need to be printed off and taken to a Service NSW service centre to complete the transaction.



**Point to Point**  
Transport Commissioner

Date of Issue: {date of issue}

Valid for seven (7) days

#### Transaction Authorisation Letter

##### Taxi number plate transaction

##### Transaction:

Number plate	{registration no}
Transaction	Establish registration
Type	Change vehicle
Taxi Service Provider (TSP)	{name of service provider}
Service NSW location	{SC location}
Registered Operator	{Registered Operator First Name} {Registered Operator Last Name or company}
Reference number	{Case Number}

The above details reflect the Point to Point Transport Commissioner's records. This letter is only valid for the transaction(s) and associated details indicated above. If a different transaction letter is required, {name of service provider (TSP)} will need to contact the Industry Contact Centre on 131 727.

##### Next Steps

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to Service NSW {SC location} Service Centre so your transaction can be completed.

##### Limited time to complete transaction:

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before:

{expiry date}.

If the transaction has not been finalised by this date the request will be cancelled and a new taxi number plate transaction request will need to be lodged by the taxi service provider, in the Point to Point Transport Industry Portal.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

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Point to Point Transport Commissioner  
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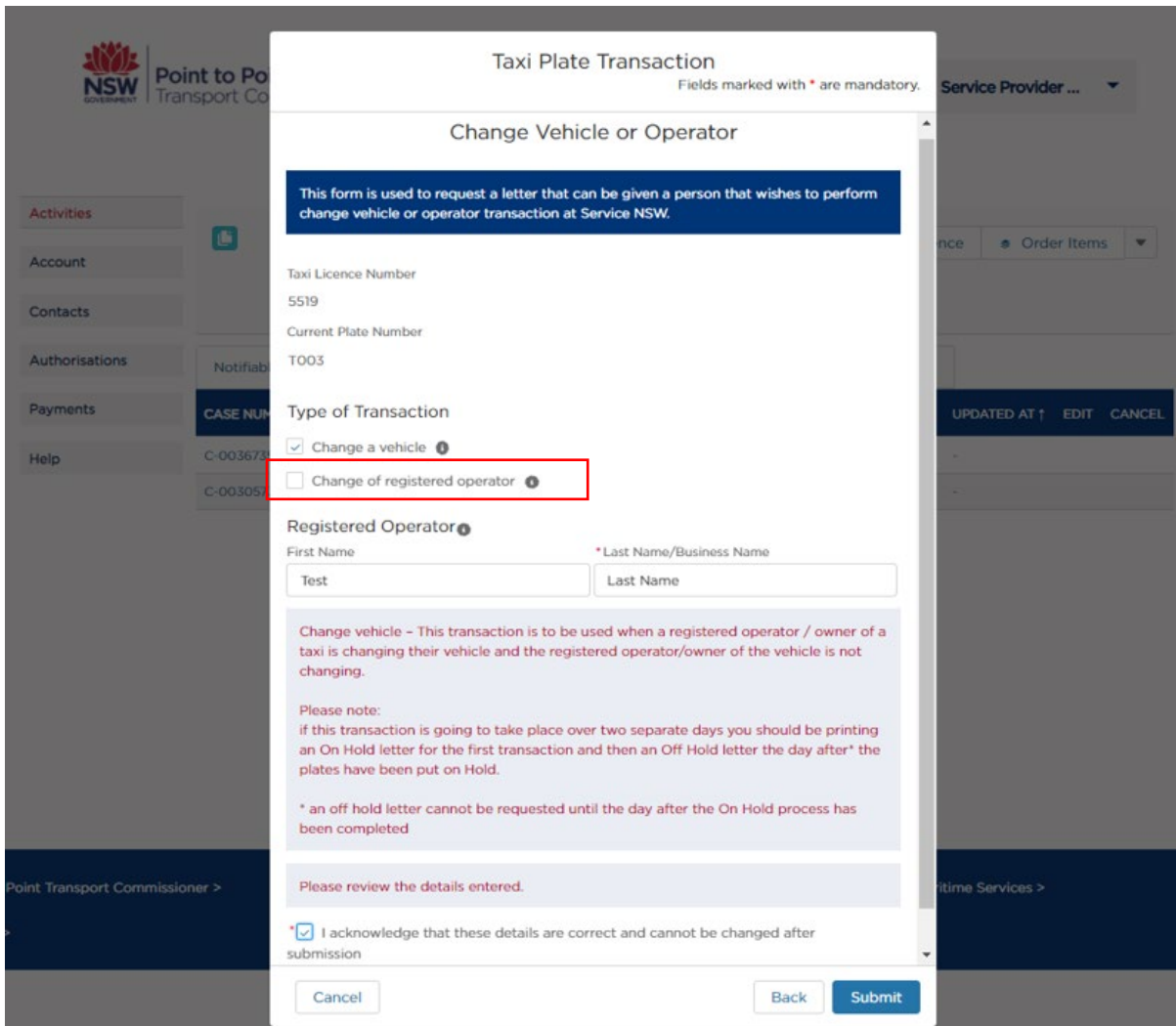
Once you receive the Transaction Authorisation letter, it will need to be printed and taken into the nominated Service NSW service centre to complete the transaction in person.

Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed.**

The registered operator has seven (7) days to complete the transaction at the Service NSW service centre that is printed on the letter.

The final date the transaction can be processed is printed on the letter.

If this transaction relates to changing a Registered Operator, click on 'Change of registered operator'.



**Taxi Plate Transaction**  
Fields marked with \* are mandatory.

**Change Vehicle or Operator**

This form is used to request a letter that can be given a person that wishes to perform change vehicle or operator transaction at Service NSW.

Taxi Licence Number  
5519

Current Plate Number  
T003

Type of Transaction

☒ Change a vehicle ⓘ

☐ Change of registered operator ⓘ

Registered Operator ⓘ

First Name  
Test

\* Last Name/Business Name  
Last Name

Change vehicle - This transaction is to be used when a registered operator / owner of a taxi is changing their vehicle and the registered operator/owner of the vehicle is not changing.

Please note:  
if this transaction is going to take place over two separate days you should be printing an On Hold letter for the first transaction and then an Off Hold letter the day after\* the plates have been put on Hold.

\* an off hold letter cannot be requested until the day after the On Hold process has been completed

Please review the details entered.

☒ I acknowledge that these details are correct and cannot be changed after submission

Cancel Back Submit

**Please note:** This transaction is to be used when a taxi plate is being placed on hold and a new registered operator of a taxi is going to register the plates to a vehicle **on the same day** they were placed on hold.

If this transaction is going to take place over two separate days, you will need to submit an **on hold transaction** the first day using the current Registered Operator's details, and then submit an **off hold transaction** using the new Registered Operator details the following day.

To continue with the same day transaction, enter the first name and last name of the existing Registered Operator, and the first name and last name of the new Registered Operator,



select a Nominated Registration Location, acknowledge that the details are correct, and click submit.

Taxi Plate Transaction

Fields marked with \* are mandatory.

Taxi Licence Number

TLH-123456

Current Plate Number

T1234

Type of Transaction

☐ Change a vehicle ⓘ
 ☒ Change of registered operator ⓘ

Registered Operators ⓘ

Current Registered Operator (enter full name)

Operator A

\* New Registered Operator (enter full name)

Operator B

\* Nominated Registration Location ⓘ

Botany ▼

Change of registered operator

This transaction can only be used when a taxi plate is being placed on Hold because a new operator is going to register the plates to a taxi on the same day the previous operator ceases to be the operator of the taxi.

**Important:**

- This transaction request will provide you with a letter for SNSW to complete a change of registered operator transaction on the one day. If the two operators are to attend the service centre at a different time on the same day they will BOTH require a copy of the letter.
- The Nominated Service NSW Service Centre will be the same service centre location for both transactions
- If both (on-hold & new operator registering the taxi) transactions are not happening on the same day you should be printing an On Hold letter for the first transaction and then an Off Hold letter the day after\* or the day the new operator is ready to register the taxi.
  - \* an Off Hold letter cannot be requested until the day after the On Hold process has been completed.

Please review the details entered.

☒ I acknowledge that these details are correct and cannot be changed after submission

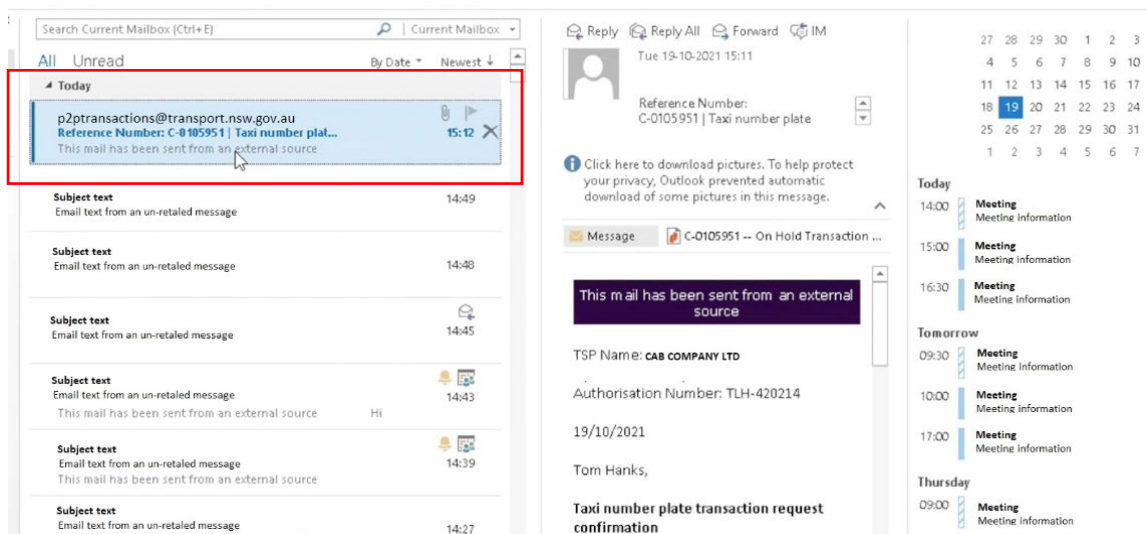
Cancel

Back

Submit

After submitting your request, you should almost immediately receive an email from **P2P Transactions** confirming the request. *Please note: If you do not receive an email, check your junk/spam mail, the email sender name will be P2P Transactions.*





The email the Service Provider receives will detail next steps, including:

- Once the request has been processed, you will be sent an Establish Registration and Hold Transaction (same day) letter, which will come as an attachment to an email.
- This letter will need to be printed off and taken to the nominated Service NSW service centre to complete the transaction.



**Point to Point**  
Transport Commissioner

Date of Issue: {date of issue}

Valid for seven (7) days

**Transaction Authorisation Letter**

**Taxi number plate transaction**

**Transaction:**

Number plate	{registration no}
Transaction	Establish registration AND Hold Transaction (Same day)
Type	Change vehicle OR Change registered operator
Taxi Service Provider (TSP)	{name of service provider}
Service NSW location	{SC location}
Registered Operator(s)	{Current Registered Operator} / {New Registered Operator}
Reference number	{Case Number}

The above details reflect the Point to Point Transport Commissioner's records. This letter is only valid for the transaction(s) and associated details indicated above. If a different transaction letter is required, {name of service provider (TSP)} will need to contact the Industry Contact Centre on 131 727.

**Next Steps**

You now need to present this letter along with the relevant registration forms (available at [service.nsw.gov.au](http://service.nsw.gov.au)) to Service NSW {SC location} Service Centre so your transaction can be completed.

**Limited time to complete transaction:**

To ensure taxi number plates associated with taxi licences and their transactions are recorded correctly, the transaction detailed above will need be completed on or before:

{expiry date}.

If the transaction has not been finalised by this date the request will be cancelled and a new taxi number plate transaction request will need to be lodged by the taxi service provider, in the Point to Point Transport Industry Portal.

For more information on the Point to Point Transport Commissioner Industry Portal please visit our website [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) or call the Industry Contact Centre on 131 727.

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Once you receive the Transaction Authorisation letter, it will need to be printed and taken into the provided Service NSW service centre to complete the transaction in person.

Please note: If the existing Registered Operator and the new Registered Operator are not attending Service NSW service centre at the same time then both operators will need to present a copy of the letter each.

Service NSW will not allow the letter to be shown on a mobile phone or tablet, **it will need to be printed.**

The registered operator has seven (7) days to complete the transaction at the Service NSW service centre that is printed on the letter.

The final date the transaction can be processed is printed on the letter.