



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:

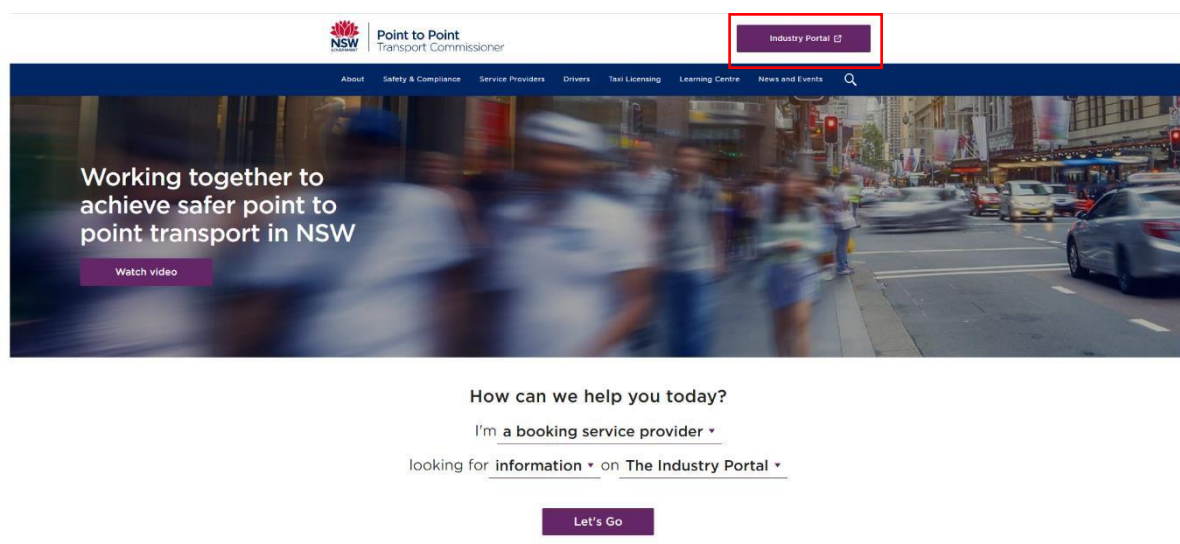
- placing a taxi plate on hold
- taking a taxi plate off hold
- ordering a replacement taxi plate (if it has been damaged, lost or stolen).

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.

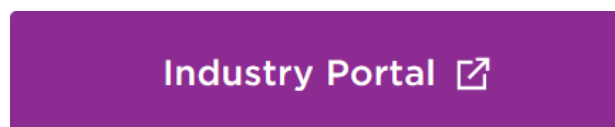
2. Using the Industry Portal for Taxi Plate Transactions

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.

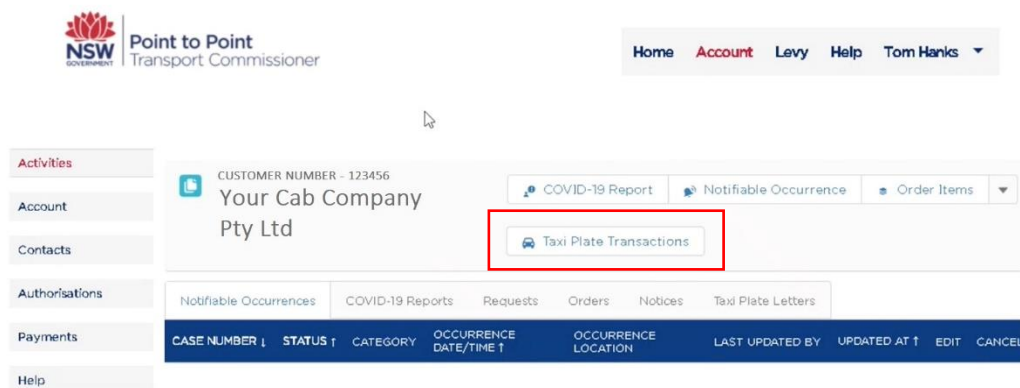
Then enter your password.

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



Click 'login'

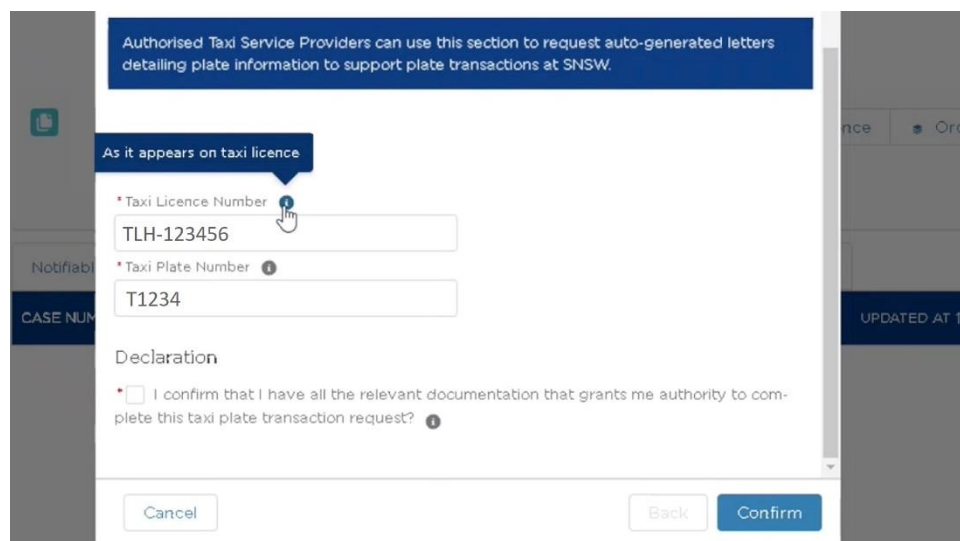
Select the 'Taxi Plate Transactions' tab from the top right menu.



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.

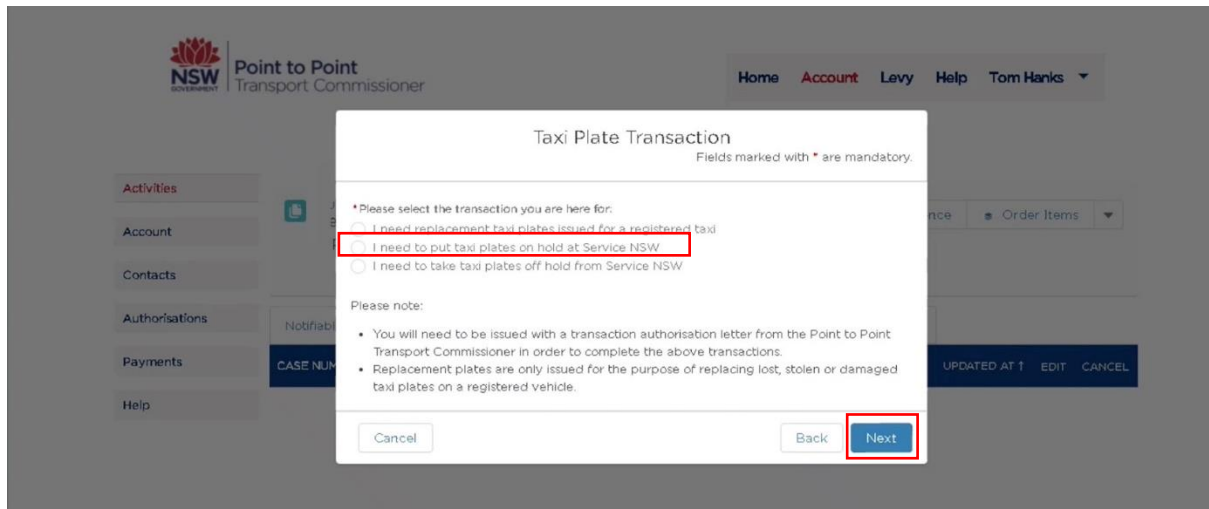


Once these details have been entered, click on 'confirm'.



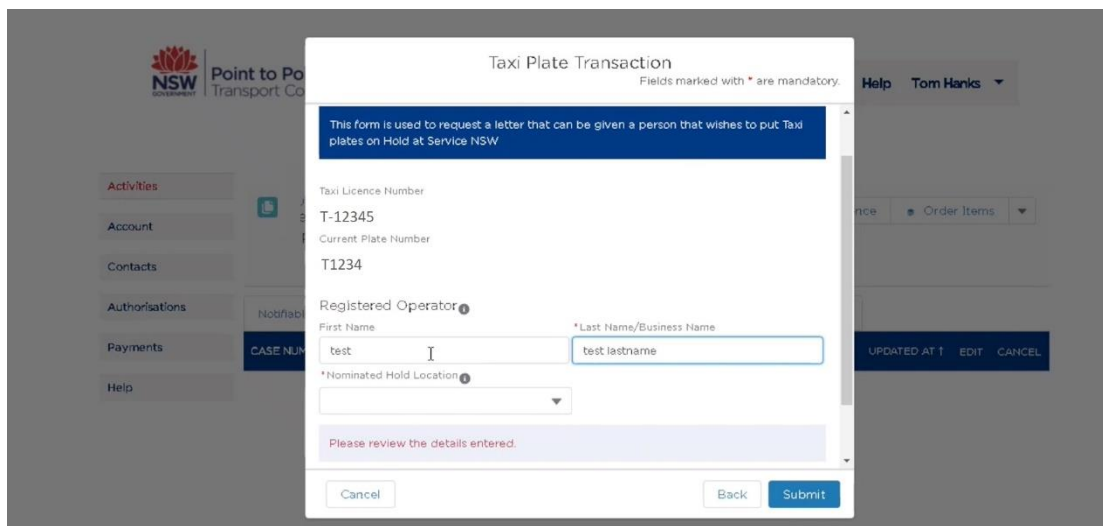
A screen will pop up asking you to select the transaction you are here for.

Select 'I need to 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

day

month

year

Name

Residential / Business address

Postcode

Sex Male ☐ Female ☐

Representative's Signature

Date

day

month

year


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

Cancel

Back

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

COVID-19 Report

Notifiable Occurrence

Order Items

Your Cab Company

Pty Ltd

Taxi Plate Transactions

Notifiable Occurrences

COVID-19 Reports

Requests

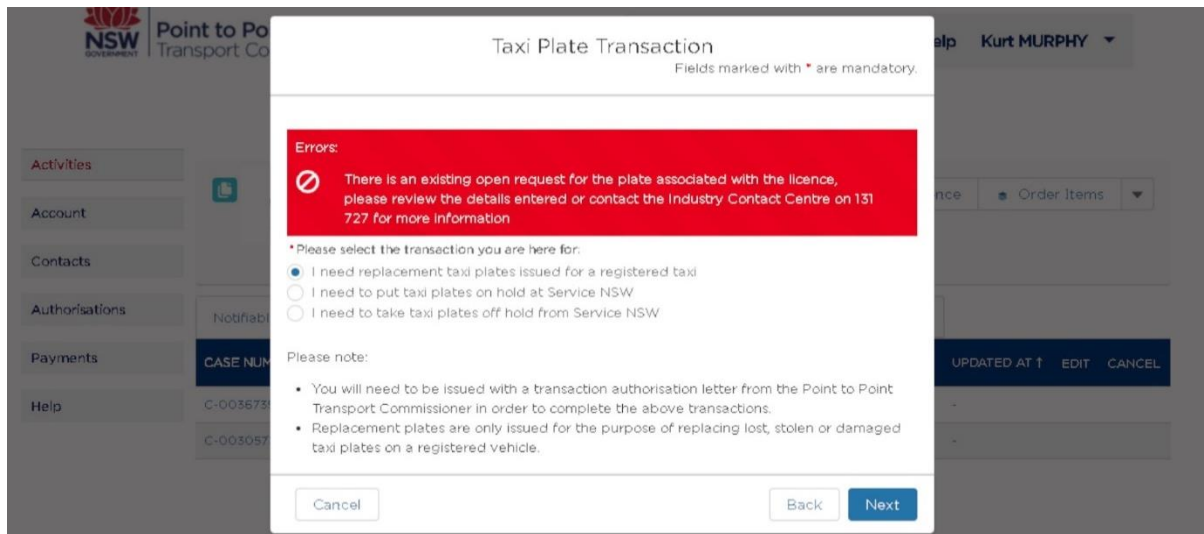
Orders

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 you are here for:

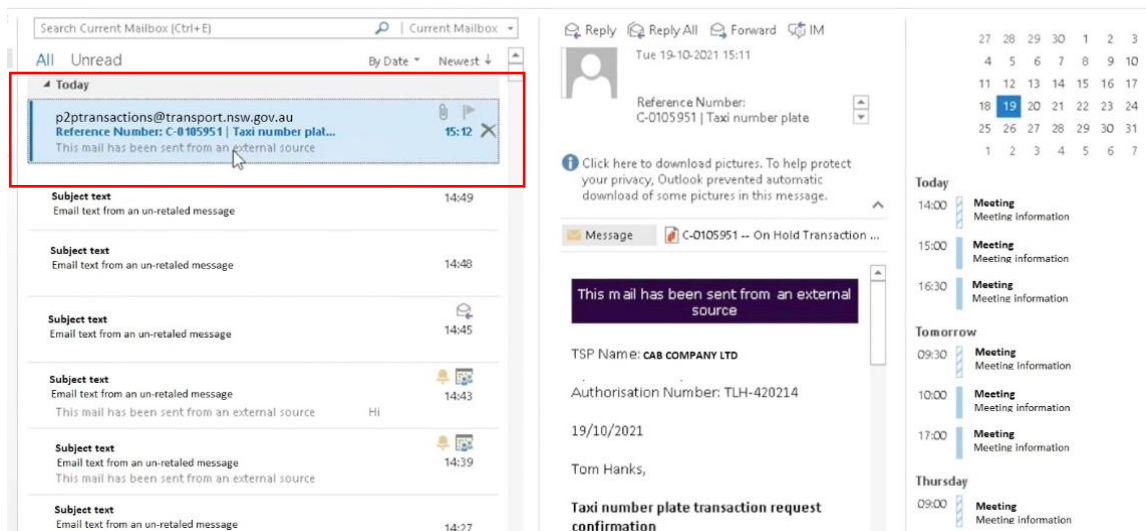
- ☒ I need replacement taxi plates issued for a registered taxi
- ☐ I need to put taxi plates on hold at Service NSW
- ☐ I need to take taxi plates off hold from Service NSW

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.

Buttons: 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 please check your junk/spam mail, the email will be addressed from 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.

Tue 19-10-2021 15:11
P2P Transactions p2ptransactions@transport.nsw.gov.au
 Sandbox Reference Number: C-0105951 | Taxi number plate transaction request confirmation
 To: ☐ yourname@email.com
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Message C-0105951 -- On Hold Transaction confirmation.pdf (168 KB)

This mail has been sent from an external source

TSP Name: Cab company example Pty Limited
 Authorisation Number: TLH-420214

19/10/2021

Tom Hanks,

Taxi number plate transaction request confirmation

Request:

Transaction type	On Hold
Registered operator	test test lastname
Reference number	C-0105951

Please find attached the Transaction Authorisation Letter for your attention.

Limited time to complete transaction:

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

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

Tue 19-10-2021 15:11
P2P Transactions p2ptransactions@transport.nsw.gov.au
 Sandbox Reference Number: C-0105951 | Taxi number plate transaction request confirmation
 To: ☐ yourname@email.com
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.
 Message C-0105951 -- On Hold Transaction confirmation.pdf (168 KB)

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.



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) 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 or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

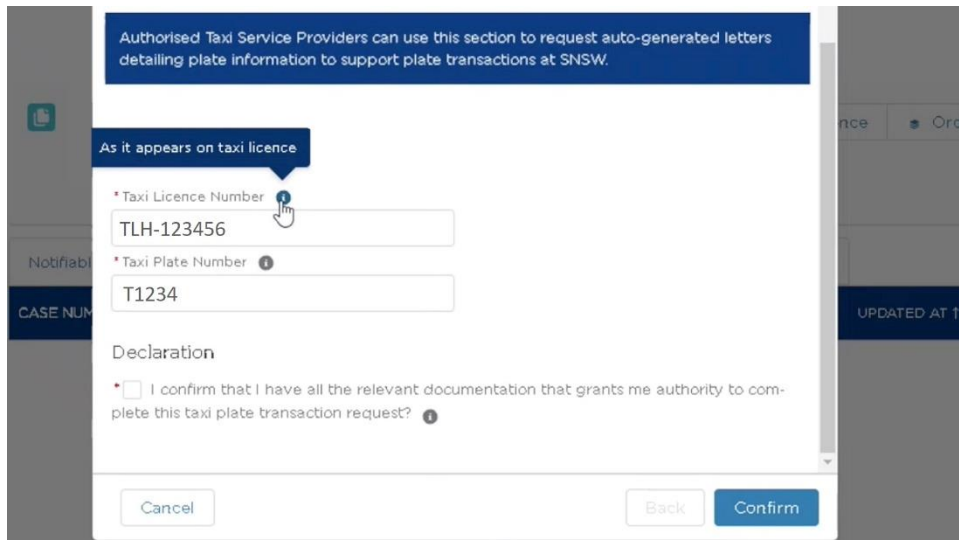
Point to Point Transport Commissioner
241 O'Riordan Street, Mascot NSW 2020 | PO Box 533, Burwood NSW 1805
W pointtopoint.nsw.gov.au | T 131 727 | ABN 18 804 239 602

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

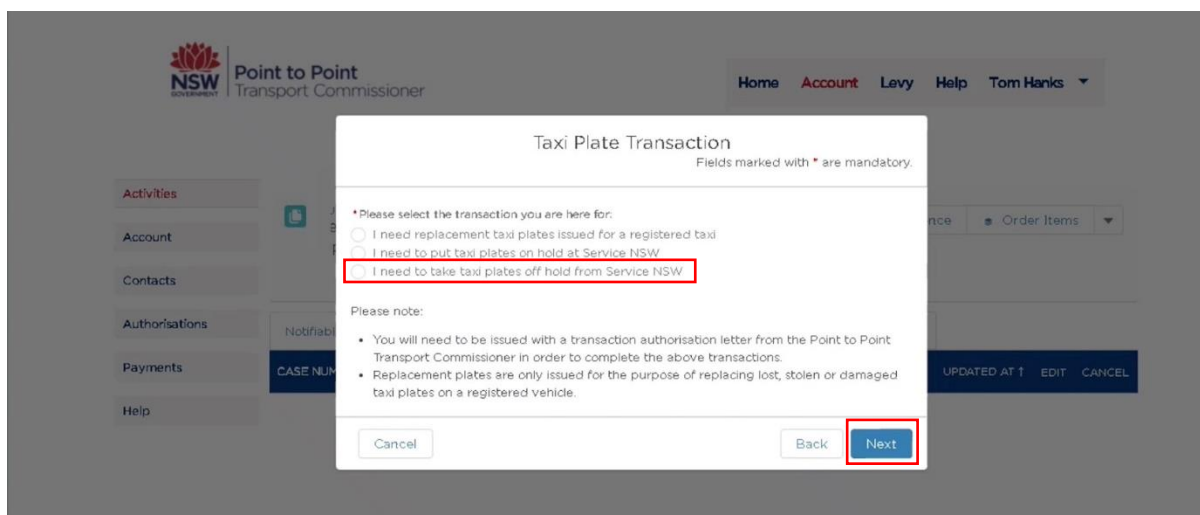
Once these details have been entered, click on 'confirm'.



Cancel Back Confirm

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

Select 'I need to take taxi plates off hold from Service NSW' and click 'Next'



Taxi Plate Transaction
Fields marked with * are mandatory.

* Please select the transaction you are here for:

☐ I need replacement taxi plates issued for a registered taxi

☐ I need to put taxi plates on hold at Service NSW

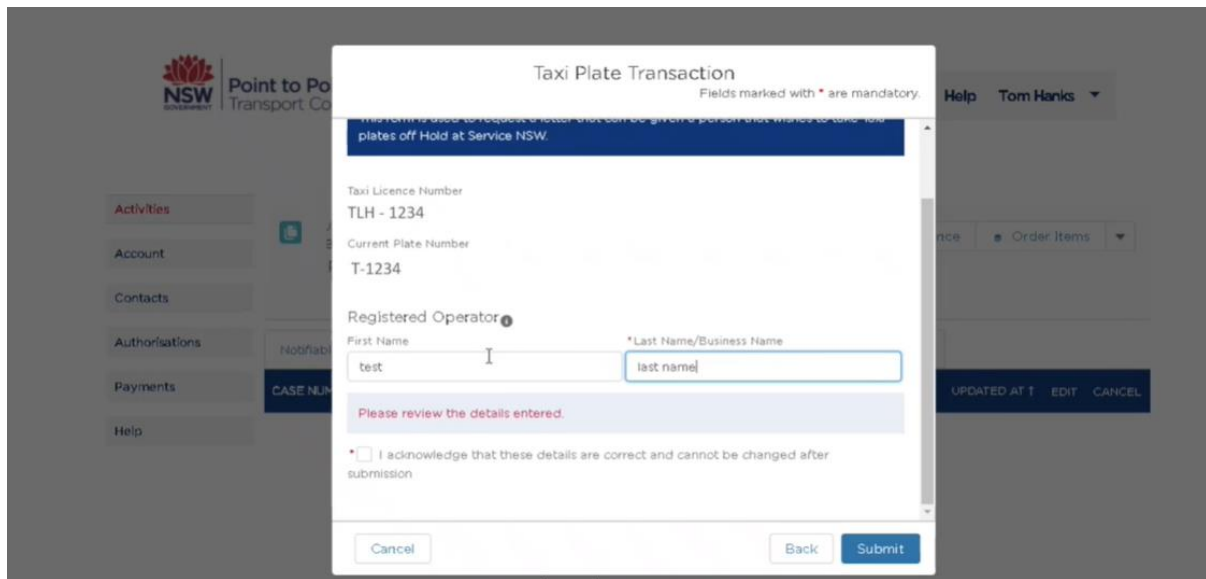
☒ I need to take taxi plates off hold from Service NSW

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.



As we already know at which service centre the plate is kept, there is no option to select a pick up point. It will be kept at the service centre that the plates were placed on hold.

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
day / month / year

Name

Residential / Business address

Postcode

Sex Male ☐ Female ☐

Representative's Signature

Date
day / month / year

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.

Success
Your request #C-0105951 has been submitted successfully

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

CASE NUMBER	STATUS	CATEGORY	OCCURRENCE DATE/TIME	OCCURRENCE LOCATION	LAST UPDATED BY	UPDATED AT	EDIT	CANCEL
C-003673								
C-003057								

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 you are here for:

☒ I need replacement taxi plates issued for a registered taxi
☐ I need to put taxi plates on hold at Service NSW
☐ I need to take taxi plates off hold from 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 please check your junk/spam mail, the email will be addressed from P2P Transactions

Search Current Mailbox (Ctrl+E) | Current Mailbox

All Unread By Date Newest

Today

p2ptransactions@transport.nsw.gov.au
Reference Number: C-0105951 | Taxi number plat...
This mail has been sent from an external source 15:12

Subject text 14:49
Email text from an un-retailed message

Subject text 14:48
Email text from an un-retailed message

Subject text 14:45
Email text from an un-retailed message

Subject text 14:43
Email text from an un-retailed message
This mail has been sent from an external source Hi

Subject text 14:39
Email text from an un-retailed message
This mail has been sent from an external source

Subject text 14:27
Email text from an un-retailed message

Reply Reply All Forward IM

Tue 19-10-2021 15:11

Reference Number: C-0105951 | Taxi number plate

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Message C-0105951 -- On Hold Transaction ...

This mail has been sent from an external source

TSP Name: CAB COMPANY LTD

Authorisation Number: TLH-420214

19/10/2021

Tom Hanks,

Taxi number plate transaction request confirmation

27 28 29 30 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
1 2 3 4 5 6 7

Today

14:00 Meeting Meeting information

15:00 Meeting Meeting information

16:30 Meeting Meeting information

Tomorrow

09:30 Meeting Meeting information

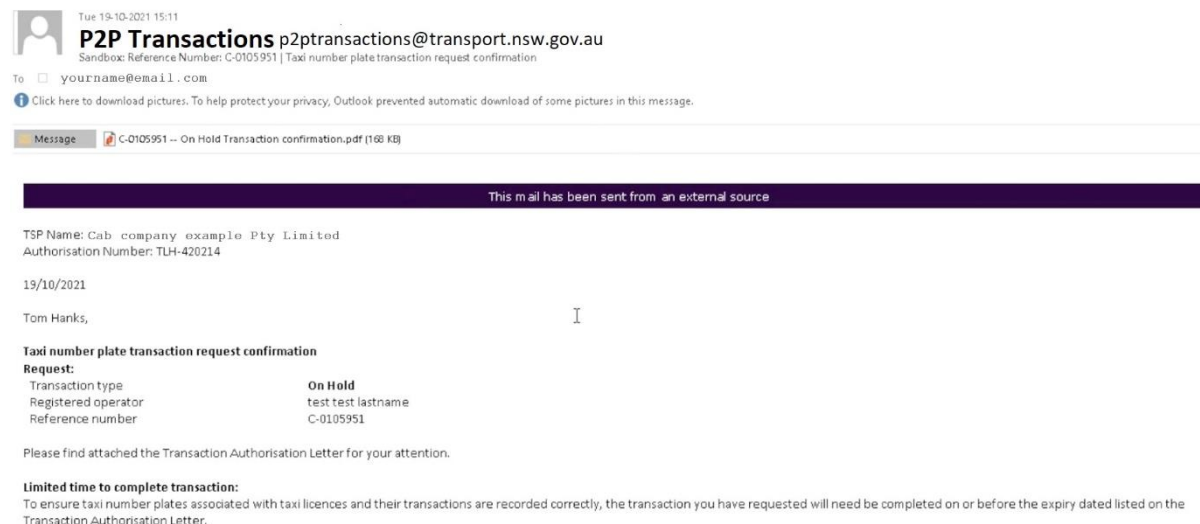
10:00 Meeting Meeting information

17:00 Meeting Meeting information

Thursday

09:00 Meeting Meeting information

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



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	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) 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 or call the Industry Contact Centre on 131 727.

Point to Point Transport Commissioner

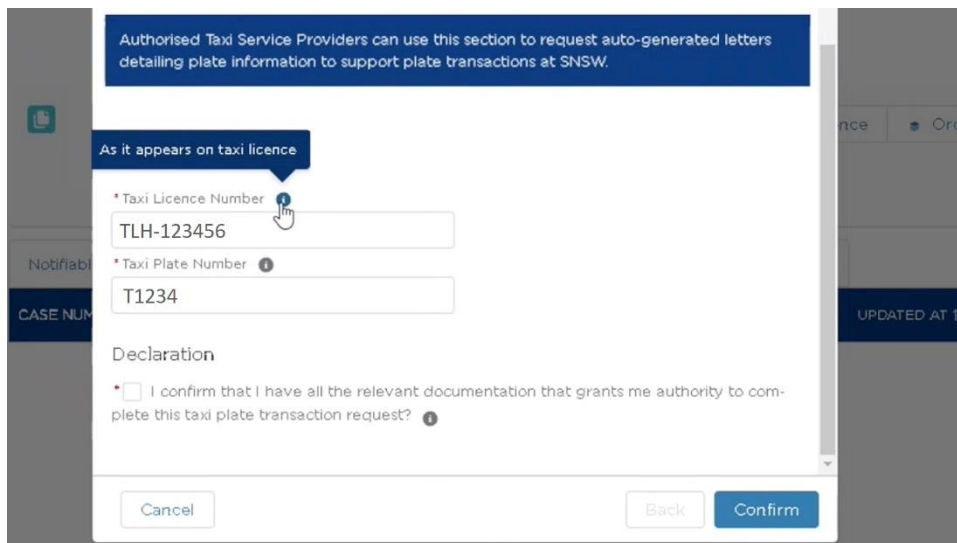
Point to Point Transport Commissioner
241 O'Riordan Street, Mascot NSW 2020 | PO Box 533, Burwood NSW 1805
W pointtopoint.nsw.gov.au | T 131 727 | ABN 18 804 239 602

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.

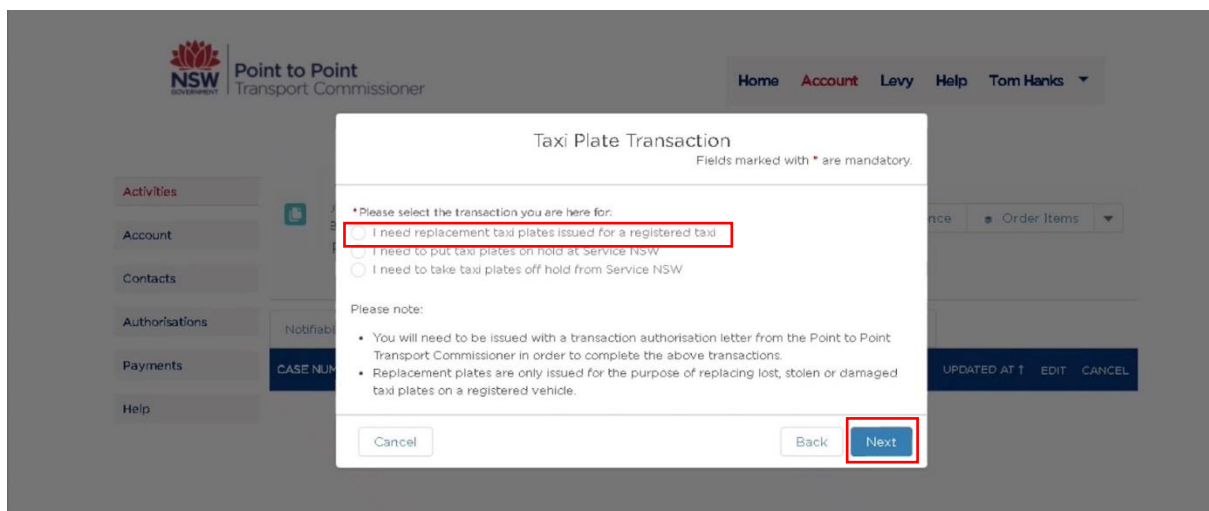


Once these details have been entered, click on 'confirm'.



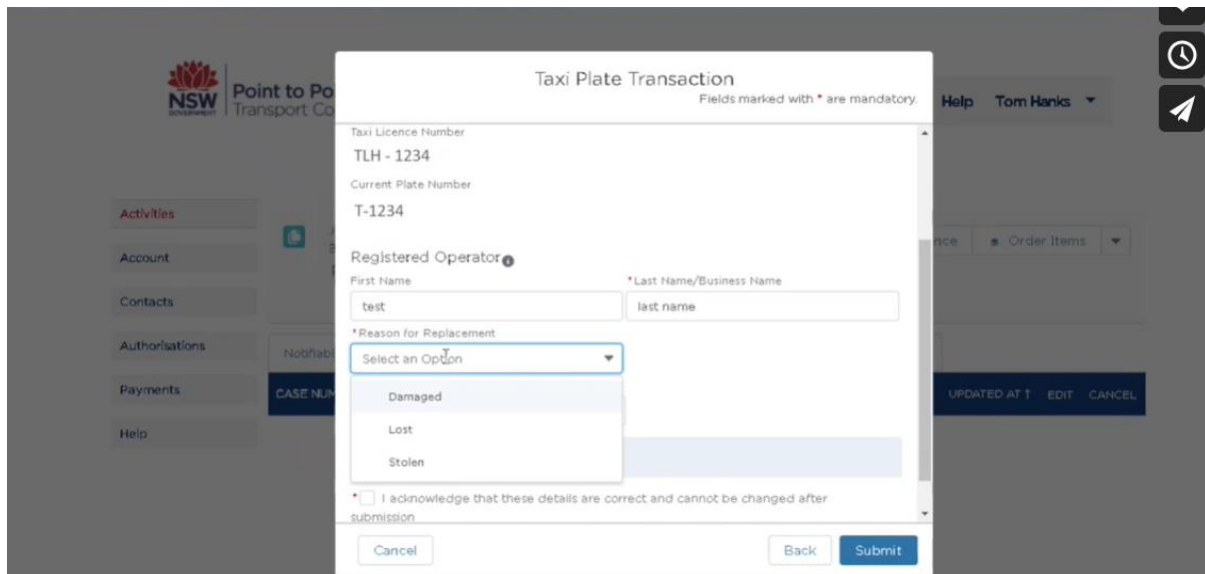
A screen will pop up asking you to select the transaction you are here for.

Select 'I need replacement plates issued for a registered taxi' and click 'Next'

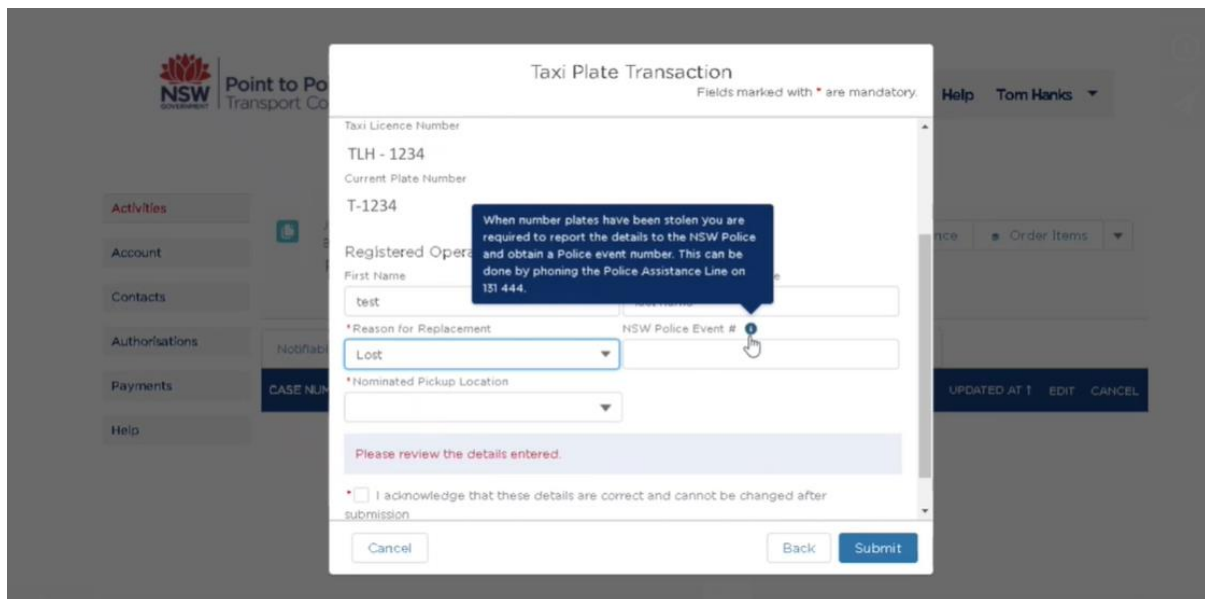


On the next screen you will be asked to enter in the details of the 'Registered Operator'. Enter the first name and last name of the registered operator/owner of the vehicle.

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



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.



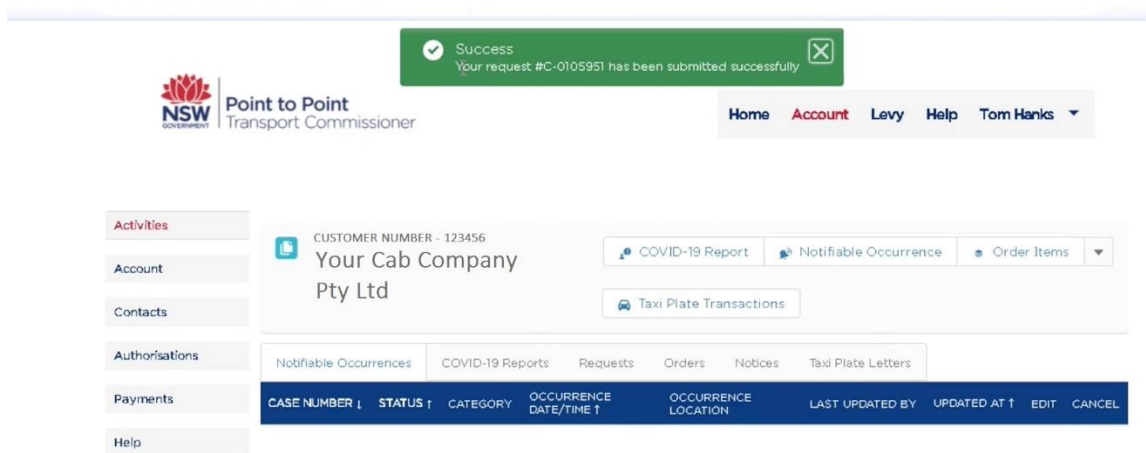
You will be able to use a drop down menu to pick 'Nominated Hold Location'. This is the Service NSW service centre location the registered operator or authorised representative will pick up the plates.

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.

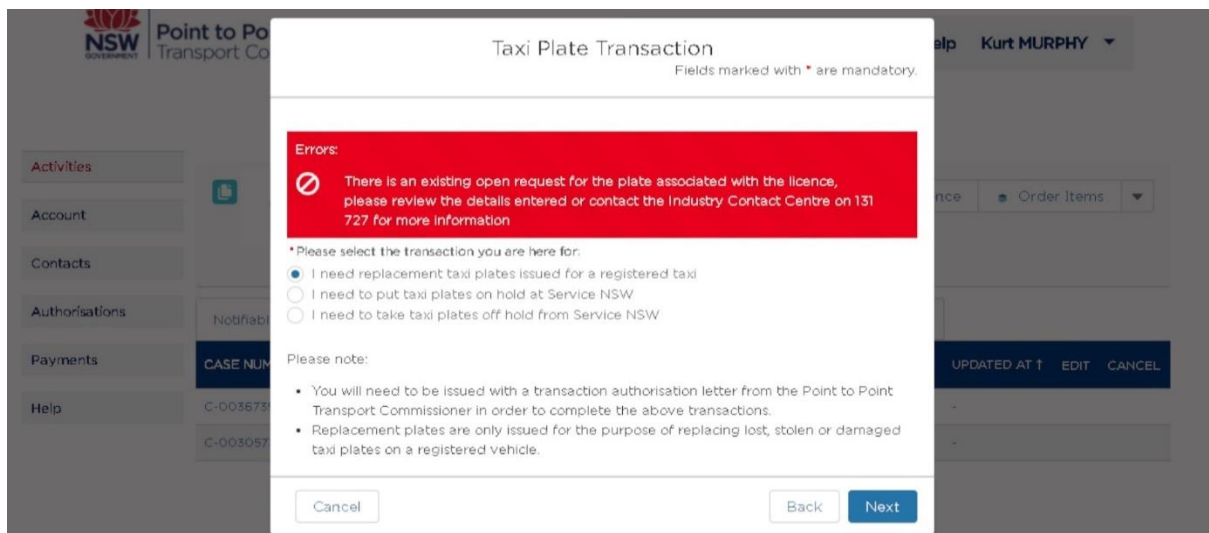
You will need to click the check box to confirm that the details are correct, then click 'submit'.



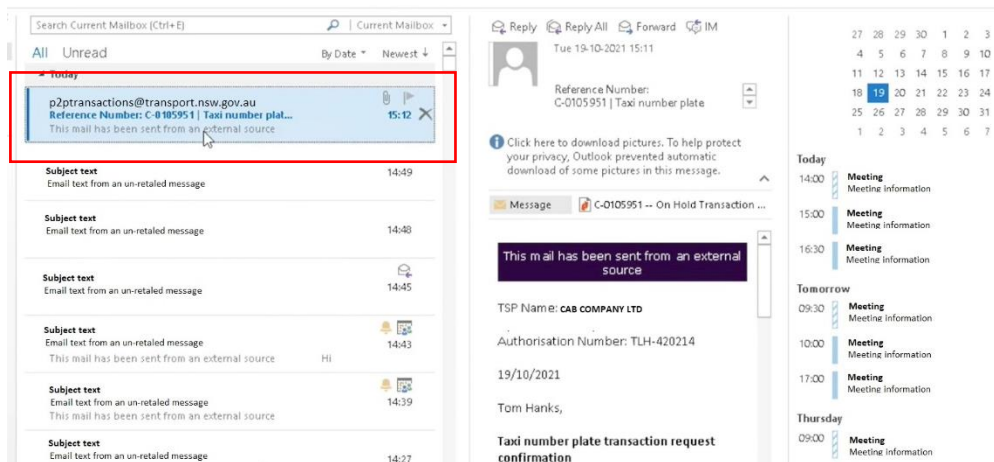
Once you submit, a green pop up should appear saying that your request has been submitted successfully.



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.

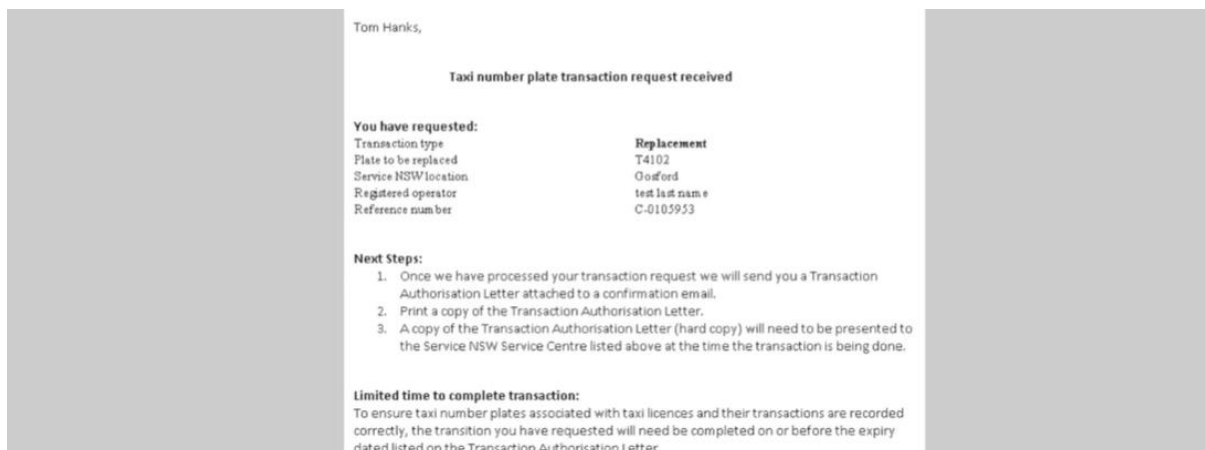


After submitting your request, you should receive an email from **P2P Transactions** confirming the request. *Please note: If you do not receive an email please check your junk/spam mail, the email will be addressed from P2P Transactions*



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 **1-3 business days** of submitting the transaction.
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: 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) 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 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 | 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.