



Point to Point
Transport Commissioner

Ordering Taxi Fare Hotline stickers from the Industry Portal

Step by step guide

pointtopoint.nsw.gov.au

October 2023



Step by step guide to ordering Taxi Fare Hotline stickers from the Industry Portal

Taxi Service Providers (TSPs) can now order replacement, or additional, Taxi Fare Hotline stickers for vehicles in their fleet through the Point to Point Transport Commissioner's Industry Portal.

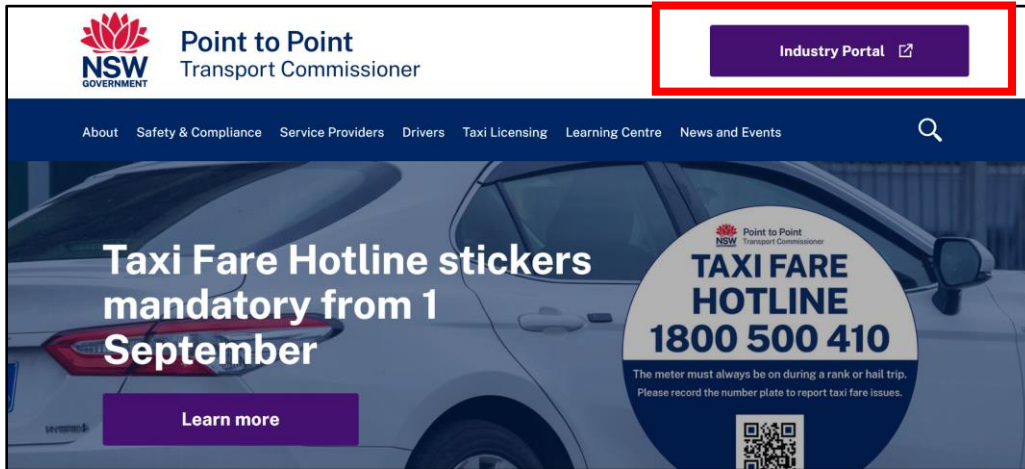
From 1 September 2023, all taxis in NSW are required, by law, to display the stickers both inside and outside the vehicle. The stickers must be clearly visible to all passengers in the taxi and to prospective passengers. The positioning of the stickers should not affect a driver's visibility – safety is always the priority.

A minimum of two stickers must be displayed – at least one on the outside of the vehicle and one inside the vehicle: the left-hand side of the vehicle is recommended. It is recommended that three to four stickers are displayed to ensure all passengers can see them.

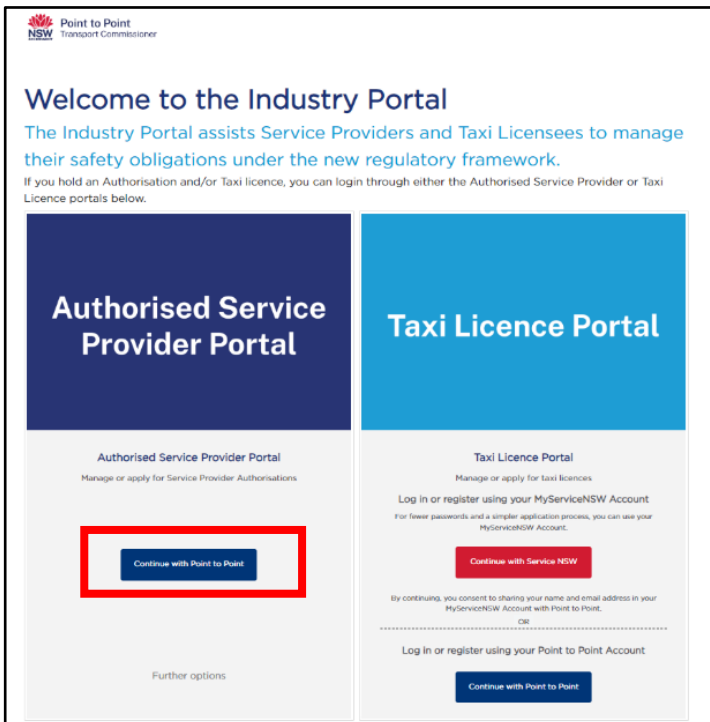
This guide will step service providers through the process of ordering replacement or additional stickers from the Industry Portal. Taxi Licence Holders should contact their network (service provider) should they require replacement or additional stickers.

Step by step guide

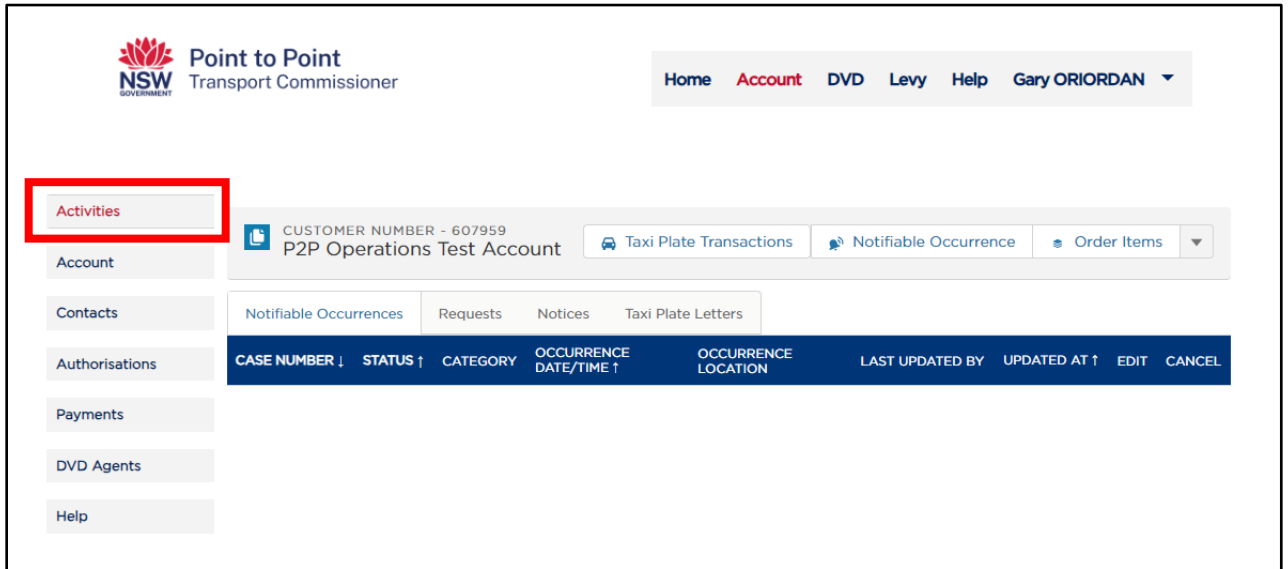
1. Navigate to pointtopoint.nsw.gov.au and click on the 'Industry Portal' button.



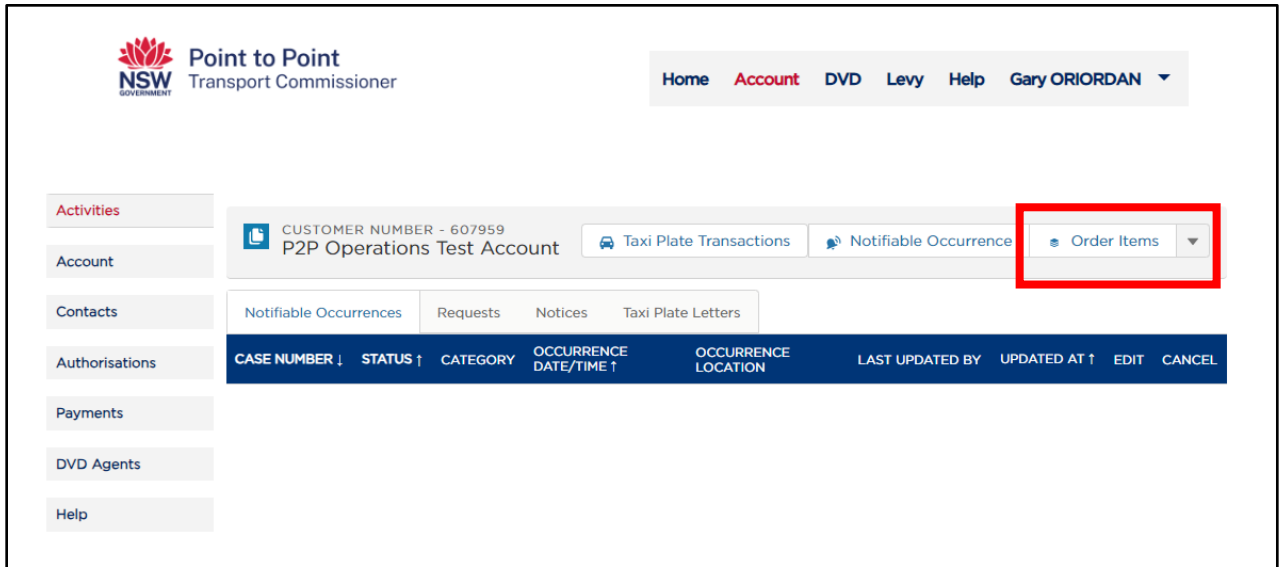
2. Log into the Industry Portal.



3. Select the 'Activities' tab on the left hand side of the screen



4. Select 'Order Items' on the right hand side of the screen.



- An order form will now display. Some of the fields will already be completed using the information held by the Point to Point Transport Commission. Please edit these fields as necessary for this order and complete any fields that are blank.

Note: Amending details here will not change your account details with the Point to Point Transport Commission. To do that, after placing this order, go to the 'Account' menu from the Industry Portal homepage and make changes as necessary.

The screenshot shows the 'Order Items' form with the following fields:

- Account Name: P2P Operations Test Account
- *Daytime Phone Number: 0403247712
- Contact Name: Gary TEST O'RIORDAN
- *Mobile Number: 0403247723
- Email *: p2p666@yopmail.com

A red box highlights the contact information fields.

- Scroll down to reveal more of the screen.

Use the drop down list for the "Item" field to request "Taxi Fare Hotline stickers".

Enter your delivery address by beginning to type the address into the "Delivery Address" field. Start with the street number, then the street name and then the suburb/town. If your address is not found, click on the "Can't find address" link and enter your address manually.

The screenshot shows the 'Order Items' form with the following fields:

- * Item: Taxi Fare Hotline Stickers
- Delivery Address *: 241 o'r

Below the 'Delivery Address' field, there is a list of suggestions:

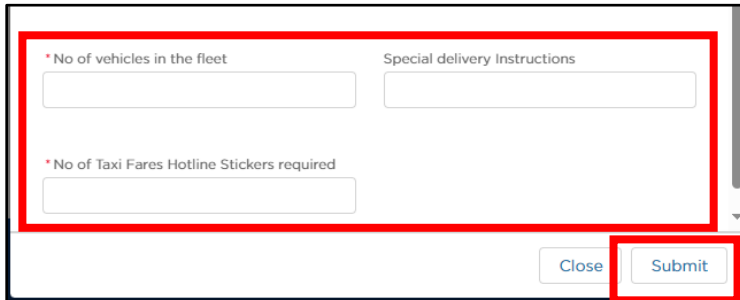
- 241 O'RIORDAN STREET, MASCOT NSW 2020
- UNIT 1 241 O'RIORDAN STREET, MASCOT NSW 2020
- UNIT 2 241 O'RIORDAN STREET, MASCOT NSW 2020
- UNIT 3 241 O'RIORDAN STREET, MASCOT NSW 2020
- UNIT 4 241 O'RIORDAN STREET, MASCOT NSW 2020
- UNIT 5 241 O'RIORDAN STREET, MASCOT NSW 2020

A red box highlights the 'Item' and 'Delivery Address' fields and the list of suggestions.

7. Scroll further down to the bottom of the screen.

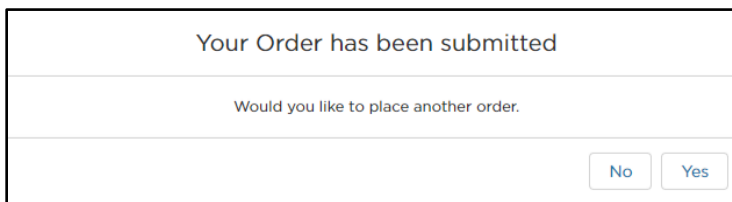
Enter the number of vehicles in your fleet, the number of stickers required and any special delivery instructions that may apply.

Once you are sure that all details are correct, select "Submit".



The screenshot shows a form with three input fields and two buttons. The first field is labeled '* No of vehicles in the fleet' and the second is 'Special delivery Instructions'. The third field is labeled '* No of Taxi Fares Hotline Stickers required'. At the bottom right, there are two buttons: 'Close' and 'Submit'. A red rectangular box highlights the three input fields, and a smaller red box highlights the 'Submit' button.

8. A screen will be shown which confirms that your order has been submitted.



The screenshot shows a confirmation screen with the text 'Your Order has been submitted' at the top. Below this, it asks 'Would you like to place another order.' and provides two buttons: 'No' and 'Yes'.

9. You will receive an email to advise when your sticker order is being processed. If you notice that the details on this confirmation are incorrect, please call the Industry Contact Centre on 131 727 within 24 hours so that the necessary corrections can be made before they are sent to you.
10. A second email will be sent to you once your order is ready to send. The email from Step 9 and this email contain a link to the [Taxi Fare Hotline sticker factsheet](#) which provides guidance on where the stickers must be placed.
11. If you do not receive your order within 10 business days, please call the Industry Contact Centre on 131 727 .

Further education

Related resources are available from the [Learning Centre](#) and the following links:

- [Displaying Taxi Fare Hotline stickers](#)
- [Accessing the Industry Portal through MyServiceNSW](#)

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.