



Point to Point
Transport Commissioner

Authorised Service Provider User Guide

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1 Background

1.1 Who is the NSW Point to Point Transport Commissioner?

The NSW Point to Point Transport Commissioner is the regulator for the state's point to point transport industry and reports directly to the Minister for Transport and Infrastructure.

The Commissioner is tasked with ensuring point to point transport service providers comply with the strict safety standards set for the industry by the NSW Government and will have the power to impose significant penalties for individuals and companies who are putting the safety of customers at risk.

The NSW Point to Point Transport Commission has been established to support the Commissioner.

The Commissioner's functions include:

- To administer the authorisation and licensing schemes established by the Act
- To manage the enforcement of the Act and the Regulations
- To recommend safety and other standards for taxi services or booking services
- To assist in the determination of liability for, and enforcement of payment of, the passenger service levy, and
- To advise the Minister on matters relating to taxi services and booking services.

1.2 About this document

This Industry User Guide for Authorised Service Providers was written to assist the point to point transport industry, use the new Industry Portal.

1.3 Key definitions

All terminology in this User Guide is taken to mean the generally accepted or dictionary definition except for the following terms which have a specifically defined meaning.

- ASP - Authorised Service Provider
- TSP - Taxi Service Provider
- BSP - Booking Service Provider
- DVD - Driver Vehicle Dashboard
- PSP - Prospective Service Provider

1.4 Legal and legislative framework

The [Point to Point Transport \(Taxis and Hire Vehicles\) Act 2016](#) commenced on 1 November 2017, the Commissioner is responsible for ensuring point to point transport service providers keep their services, drivers and customers safe.

2 Register for Industry Portal Access

Use this procedure to register for access to the Industry Portal. You must register before you can apply to be an Authorised Service Provider.

It is assumed the person who registers during the application process is the primary contact and the first nominated director or manager for a corporation.

2.1 Registration Guidelines

When registering, you must select one of the following entity types.

Individual	Select entity type as “Individual” if registering as an individual to be a service provider
Corporate	Select entity type as “Corporate” if registering as a corporate to be a service provider
Joint Holders - Individual Partnership	Select entity type as an “Individual Partnership” if all the partners or joint holders are individual entities in the partnership
Joint Holders - Corporate Partnership	Select entity type as “Corporate Partnership” if any one of the partners or joint holders is a corporate entity in the partnership

2.2 How to Register

1. From your web browser, go to the Point to Point Transport Commissioner’s website at pointtopoint.nsw.gov.au.

The screenshot shows the website header with the NSW Government logo and 'Point to Point Transport Commissioner' text. A purple button labeled 'Industry Portal' is in the top right. The navigation menu includes 'About', 'Safety & Compliance', 'Service Providers', 'Drivers', 'Taxi Licensing', 'Learning Centre', and 'News and Events'. The main banner features a car image with the text 'Taxi Fare Hotline stickers mandatory from 1 September' and a 'Learn more' button. A circular graphic on the right contains 'TAXI FARE HOTLINE 1800 500 410' and a QR code. The footer has three sections: 'Taxi Fare Hotline' (How to report a taxi fare related issue), 'Point to Point Transport Commissioner's Strategic directions', and 'Industry statistics' (For more detailed information, go to our industry).

2. Click on the “Industry Portal” link, just above the magnifying glass.



3. Click the “Continue with Point to Point” button which has been labelled below with the letter “A”.

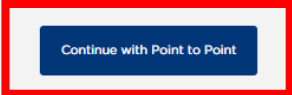
Welcome to the Industry Portal

The Industry Portal assists Service Providers and Taxi Licensees to manage their safety obligations under the new regulatory framework.

If you hold an Authorisation and/or Taxi licence, you can login through either the Authorised Service Provider or Taxi Licence portals below.

Authorised Service Provider Portal

Authorised Service Provider Portal
Manage or apply for Service Provider Authorisations


A 

Further options


Taxi Licence Portal

Taxi Licence Portal
Manage or apply for taxi licences

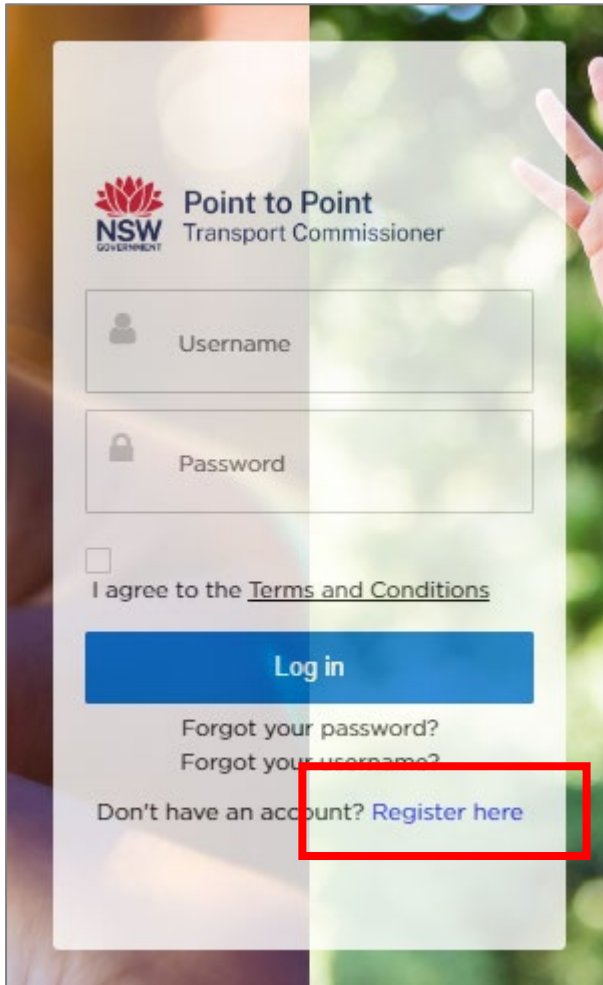
Log in or register using your MyServiceNSW Account
For fewer passwords and a simpler application process, you can use your MyServiceNSW Account.



By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.
Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.
OR
Log in or register using your Point to Point Account



4. The “Log in” screen is displayed. Click on the blue text “Register here”.



5. The “Applicant Registration” page is displayed.

Registration Guidelines

If you are already an Authorised Service Provider or Taxi Licence holder and have a login to the portal you don't need to Register
If you did not receive a login contact the industry contact centre on 131 727

- **Registration Guidelines**
- **Individual :**
Select entity type as individual if registering as an Individual service provider/ taxi licence holder.
- **Corporate :**
Select entity type as corporate if registering as a corporate service provider/taxi licence holder.
- **Individual Partnership/Joint Holders :**
Select entity type as an Individual partnership if all the partners/joint holders are individual entity in the partnership.
- **Corporate Partnership/Joint Holders :**
Select entity type as corporate partnership if any one of the partner/joint holder is an corporate entity in the partnership.
- Registrations and access to the Industry Portal will be **removed after 90 days** if no application for a Taxi licence is received.

Applicant Registration

First Given Name *

Family Name *

*Daytime Phone Number (mobile or landline)

Email Address *

Register for *

Taxi Licence

You can register for a taxi licence via Service NSW. Click [here](#) to continue with Service NSW.

Entity Type *

--Please Select--

I'm not a robot

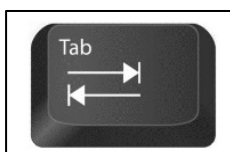
reCAPTCHA
Privacy - Terms

Cancel Register

Any field with a small red asterisk * is mandatory and you must fill it in.

To enter information, click on the field with the mouse pointer and the field box will light up blue. This means the field is active and you can type in it.

To move to the next field, either click in the field, or press the “Tab” key on the computer keyboard.



6. Type in your “First Given Name”.



First Given Name *

7. Type in your “Family Name”.



Family Name *

8. Type in your “Daytime Phone Number” which can be either a mobile or landline. Include the area code for a landline.



Daytime Phone Number (mobile or landline) *

9. Type in your “Email Address”.



Email Address *

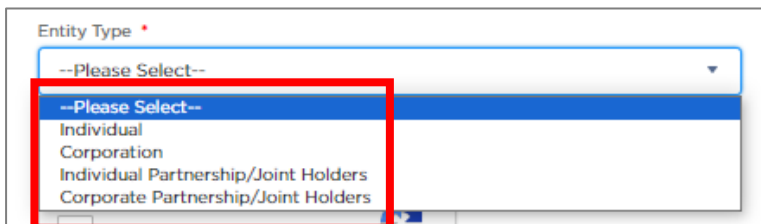
10. The next field is locked and the text “Service Provider” has been prefilled for you. Move to step 11.



Register for *

Service Provider ▼

11. Select the “Entity Type” from the drop-down list. You can choose “Individual”, “Corporation”, “Individual Partnership/Joint Holders” or “Corporate Partnership/Joint Holders”.

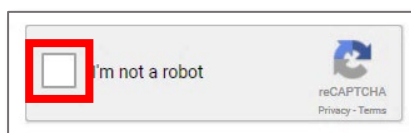


Entity Type *

--Please Select-- ▼

- Please Select--
- Individual
- Corporation
- Individual Partnership/Joint Holders
- Corporate Partnership/Joint Holders

12. Click the “I’m not a robot” check box. This is a security measure.



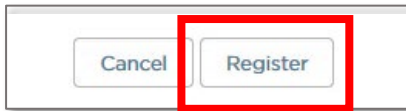
I'm not a robot

reCAPTCHA
Privacy - Terms

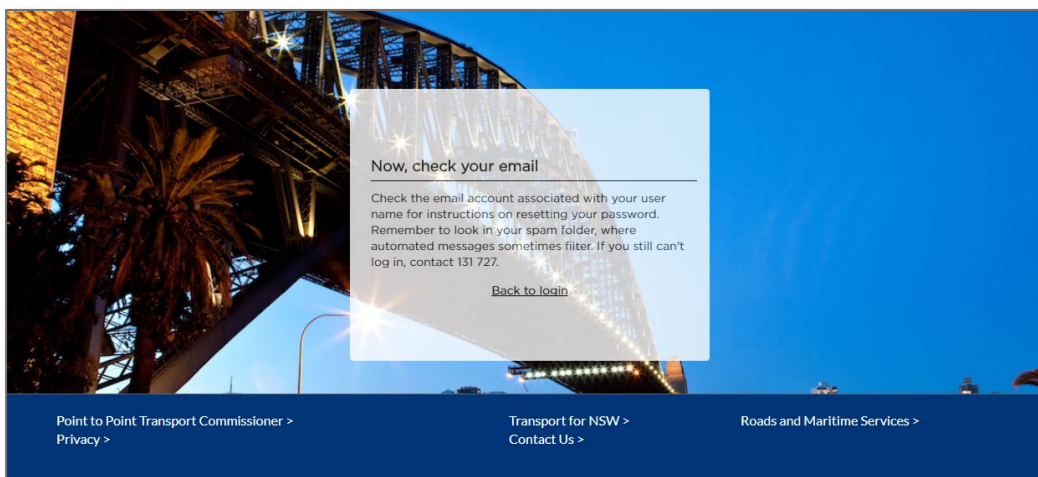
13. The check box will turn into a 'tick'.



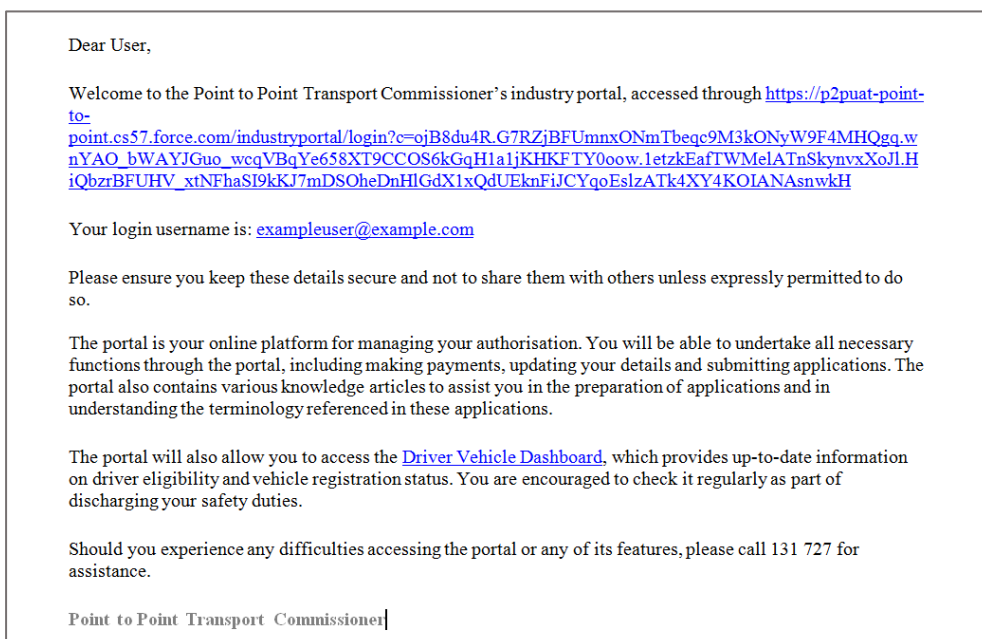
14. Click "Register".



The screen will display the following message: "Now, check your email. Check the email account associated with your username for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't login, contact 131 727."



15. Check your email. There will be an email like the following:

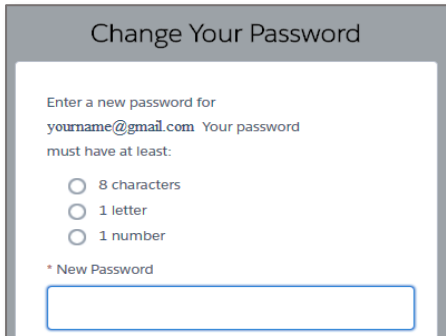


16. You now need to create your password for the Industry Portal. Click on the link in blue text:

Welcome to the Point to Point Transport Commissioner's industry portal, accessed through https://p2puat-point-to-point.cs57.force.com/industryportal/login?c=ojB8du4R.G7RZjBFUmnxONmTbeqc9M3kONyW9F4MHQgg.wnYAO_bWAYJGuo_wcqVBqYe658XT9CCOS6kGqH1ajKHKFTY0oow.1etzkEafTWMelATnSkynvxXoJl.HiQbzrBFUHV_xtnFhaSI9kKJ7mDSOheDnHIGdX1xQdUEknFiJCYqoEslzATk4XY4KOIANAsnwKH

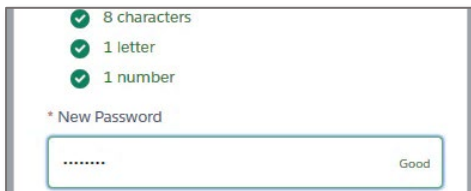
Your login username is: exampleuser@example.com

The “Change Your Password” screen is displayed.

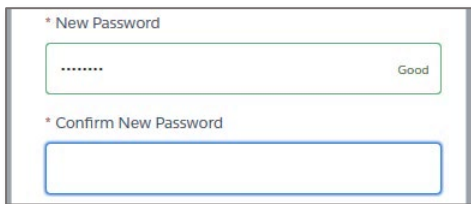


17. Type your password into the “New Password” field.

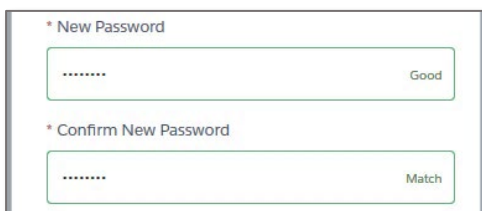
Note: The password you choose must be at least 8 characters long and must include one number and one letter, e.g., nicecab1 or 2937354t. The field will display “Good” if the password is sufficient and white ticks on green circles will display.



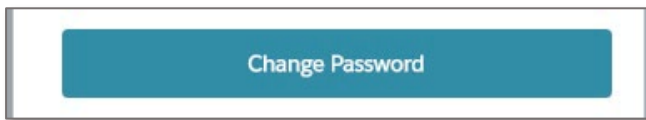
18. Now type the same password into the “Confirm New Password” field.



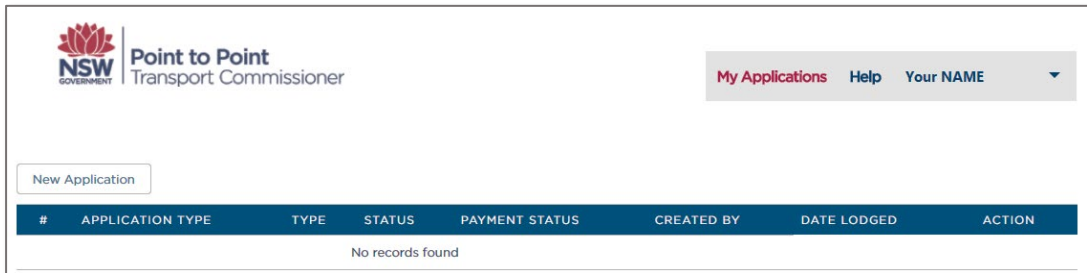
The field will display “Match” if the passwords match.



19. Click the “Change Password” button which is now active.



20. The Industry Portal is now displayed for you to complete an application to become an Authorised Service Provider.

A screenshot of the NSW Government Point to Point Transport Commissioner Industry Portal. The header includes the NSW Government logo and the text "Point to Point Transport Commissioner". On the right, there are navigation links for "My Applications", "Help", and "Your NAME" with a dropdown arrow. Below the header is a "New Application" button. A table with a dark teal header and white text is displayed, showing columns for "#", "APPLICATION TYPE", "TYPE", "STATUS", "PAYMENT STATUS", "CREATED BY", "DATE LODGED", and "ACTION". The table is currently empty, with the text "No records found" centered below it.

#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
No records found							

3 Apply to become an Authorised Service Provider

After registering for access to the Industry Portal, use this procedure to create a new application to become an Authorised Service Provider.

Remember that there are four types of entity:

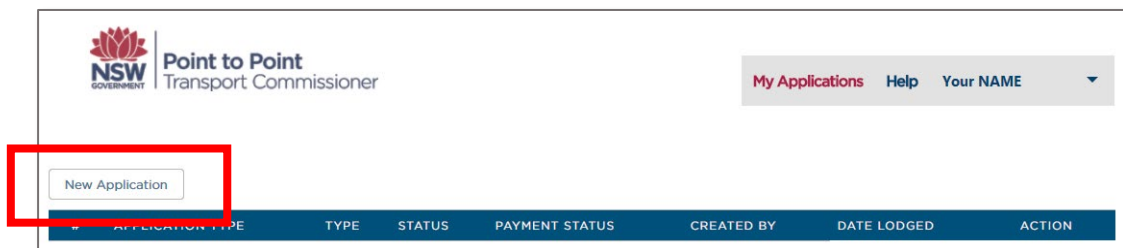
- Individual
- Corporation
- Individual Partnership/Joint Holders, and
- Corporate Partnership/Joint Holders

3.1 Individual Partnership

In this example, we will be creating an Individual Partnership/Joint Holders application for a Booking Service.

For your application, the entity type will be the same as the one you registered with.

1. Log into the Industry Portal with your new login Username and Password.
2. Click “New Application”.

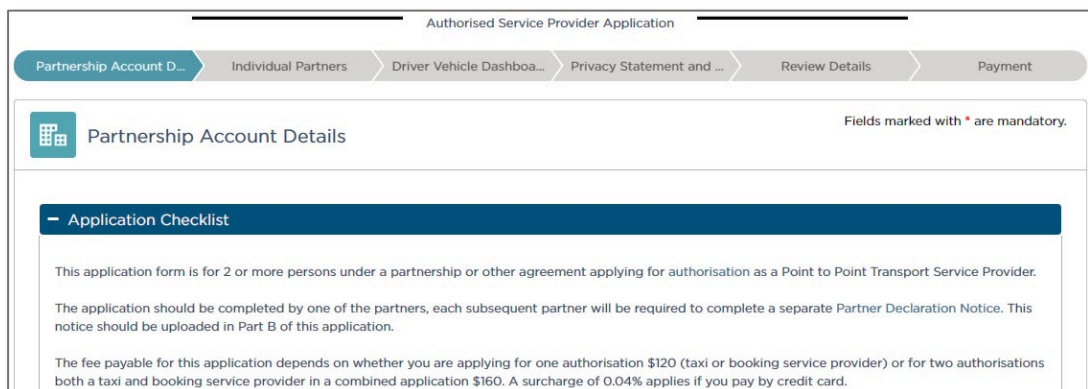


The “Authorised Service Provider Application” screen is displayed on the “Partnership Account Details” page.

3.1.1 Partnership Account Details

1. Read the “Application Checklist”.

Scroll down the screen to see the entire page.



2. Select the “Type” of service: “Booking Service”.

Type *

Taxi Service Booking Service Combined (Taxi and Booking Service)

3. The “Entity Type” will be set to what you selected during registration, e.g., “Partnership”.

Entity Type

Company Individual Partnership

4. The “Partnership Name” will have the name you entered during registration.

Partnership Name

Booking Partners

5. Does the partnership hold an Australian Business Number (ABN)? Select “Yes” or “No” from the drop-down list.

Does the partnership hold an ABN

Yes

If yes, go to Step 6.

If no, go to Step 7.

6. Type in the “Australian Business Number (ABN)”.

Australian Business Number (ABN)

The ABN will be checked on the ASIC Business Register and the “Registered Business Name” is auto populated for you.

Registered Business Name

7. Select whether your “Business Address” is Australian or International.

Business Address * ⓘ

The premises where the business is operated.

Australian Address International Address [Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

8. Start to type in your “Business Address” (you need to type in at least 4 characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses listed.

Business Address * ⓘ The premises where the business is operated.
 Australian Address International Address [Can't find address](#)

123 Railway Parade

Enter your street address starting with the street number and name, suburb and state.

- 123 RAILWAY PDE, SEAFORD VIC 3198
- 123 RAILWAY PDE, POMONA QLD 4568
- 123 RAILWAY PDE, DARRA QLD 4076
- 123 RAILWAY PDE, PEAK HILL NSW 2869
- 123 RAILWAY PDE, LEURA NSW 2780
- 123 RAILWAY PDE, UPPER SWAN WA 6069
- 123 RAILWAY PDE, ALLANSON WA 6225
- 123 RAILWAY PDE, GLASS HOUSE MOUNTAINS QLD 4518
- 123-127 RAILWAY PDE, LOGAN VILLAGE QLD 4207

Tip: If your address is not in the list, click “Can’t find address”. You should do this for international addresses.

Business Address * ⓘ The premises where the business is operated.
 Australian Address International Address [Can't find address](#)

Enter your street address starting with the street number and name, suburb

Address fields are displayed so you can type in the address.

Business Address * ⓘ The premises where the business is operated.
 Australian Address International Address [Find my address](#)

Street

City/Suburb

State/Territory

Please Select ▼

Postcode

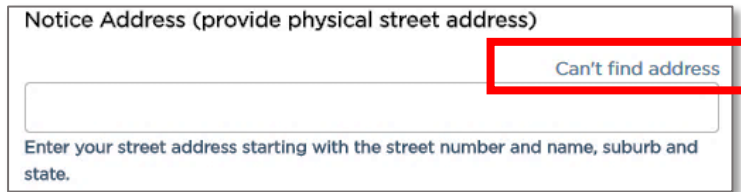
9. Start to type in the address (you need to type in at least 4 characters) where records can be accessed from or made available, beginning with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.

Tip: If the record keeping address is the same as the business address, select the “Same as Business Address” check box. The address will be automatically filled in for you.

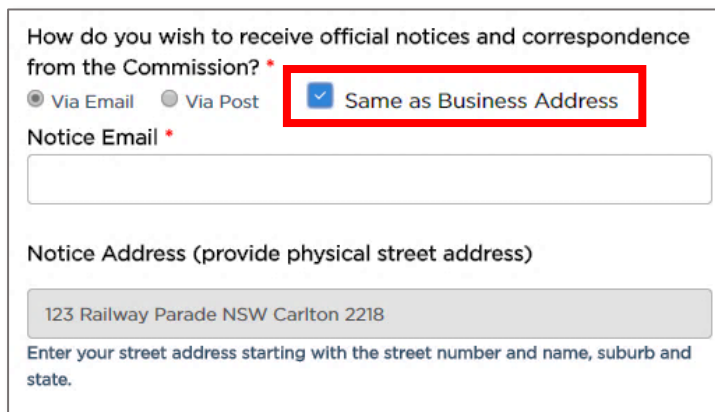
10. Select whether you want official notices and correspondence emailed or posted to you. You must provide an email address, and or/also a physical postal address.

11. Type in the “Notice Email” address if you want official notices and correspondence via email.

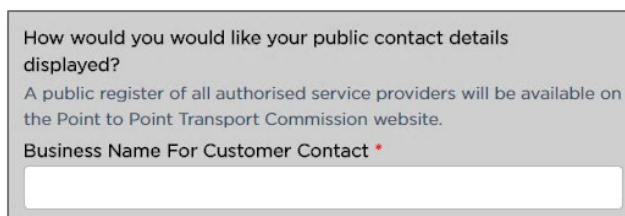
12. If you want official notices and correspondence via post, type in the physical street address (you need to type in at least 4 characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.



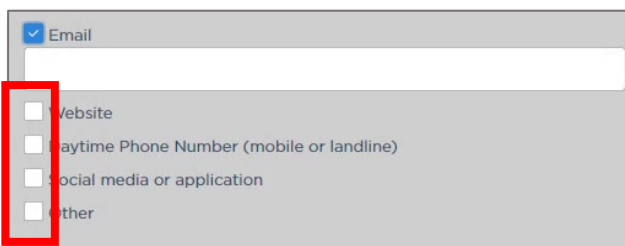
Tip: If the post address is the same as the business address, select the “Same as Business Address” check box. The address is automatically filled in for you.



13. Type in the “Business Name for Customer Contact”. This is how you want your business to be listed on the Point to Point Transport Commissioner’s website.



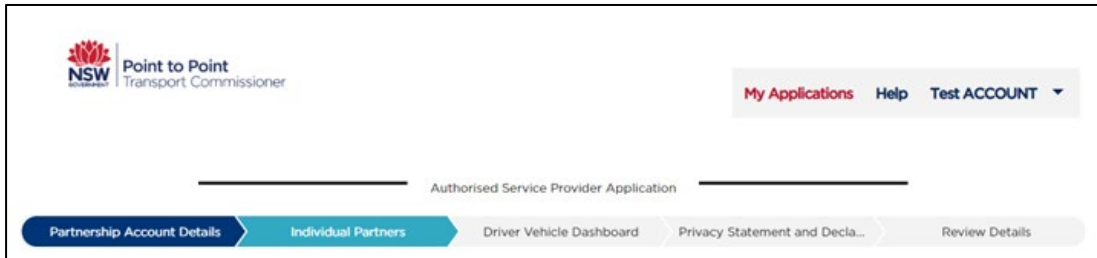
14. Select the public method of contact you prefer and type in the matching address or number, e.g., “Email”.



15. Click “Continue”.



The “Individual Partners” page is displayed.

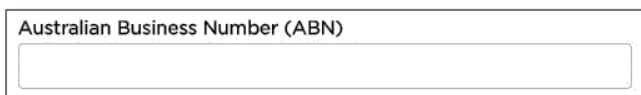


3.1.2 Individual Partners

3.1.2.1 Individual Partner 1 Details

On these pages you will start adding details for Partner 1. Remember, there must be two or more partners for a partnership.

1. Type in the “Australian Business Number (ABN)”.

A screenshot of a text input field with the label 'Australian Business Number (ABN)' above it. The field is empty.

The ABN will be checked on the ASIC Business Register and the “Registered Business Name” will be auto populated for you.

A screenshot of a text input field with the label 'Registered Business Name' above it. The field contains a greyed-out name, indicating it has been auto-populated.

2. Select Partner 1’s “Title” from the drop-down list.

A screenshot of a drop-down menu with the label 'Title' above it. The selected option is 'Please Select'.

3. Type in the “First Given Name” of Partner 1.

A screenshot of a text input field with the label 'First Given Name *' above it. The field is empty.

4. Type in the “Family Name” of Partner 1.

A screenshot of a text input field with the label 'Family Name *' above it. The field is empty.

5. Type in “Other Given Names, If Applicable” of Partner 1.

Other Given Names, If Applicable

6. Is Partner 1 now, or has Partner 1 ever been, known by another name? Select “Yes, provide details” or “No”.

If yes, provide details in the text box.

Are you now or have you ever been known by another name? * No Yes, provide details

7. Type in the “Australian Driver Licence Number” of Partner 1.

Australian Driver Licence Number

8. Select the “State of Issue” from the drop-down list.

State of Issue

Please Select ▼

9. Type in the “Daytime Phone Number” of Partner 1.

*Daytime Phone Number

10. Type in the “Email” address of Partner 1.

Email *

11. Type in the “Date of Birth (dd/mm/yyyy)” of Partner 1 or click on the calendar tool to select a date.

Date of Birth (dd/mm/yyyy) *

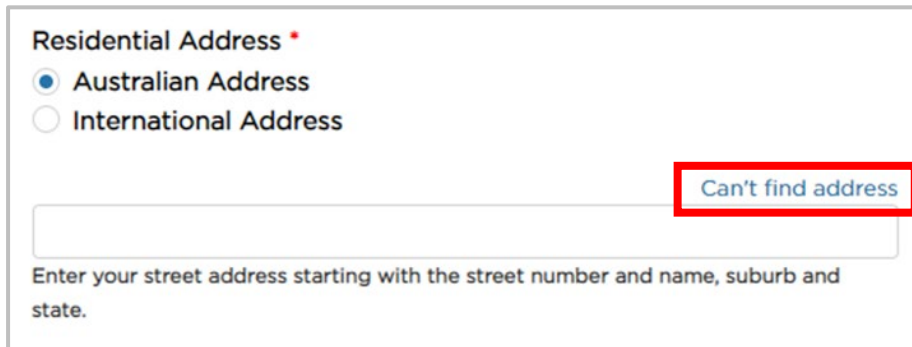
12. Select whether the “Residential Address” of Partner 1 is Australian or International.

Residential Address *

Australian Address

International Address

13. Start to type in the residential address of Partner 1, beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If the address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.



Residential Address *

Australian Address

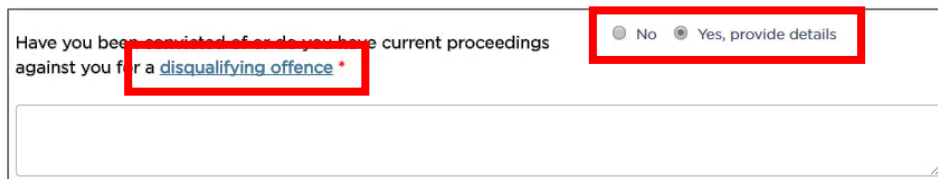
International Address

Can't find address

Enter your street address starting with the street number and name, suburb and state.

14. Has Partner 1 ever been convicted of, or do they have current proceedings against them for a [disqualifying offence](#)? Select “Yes, provide details” or “No”.
If no, skip to Step 20.

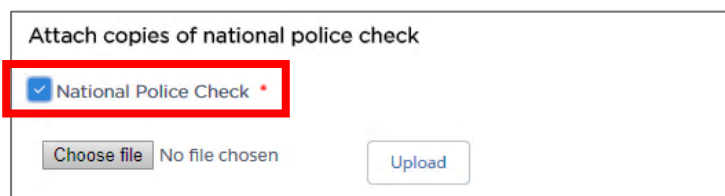
If yes, provide details in the text box. Click on the “disqualifying offence” link in blue text for more details.



Have you been convicted of or do you have current proceedings against you for a [disqualifying offence](#)?

No Yes, provide details

15. Select the “National Police Check” box.



Attach copies of national police check

National Police Check *

Choose file No file chosen Upload

16. Click the “Choose file” button.

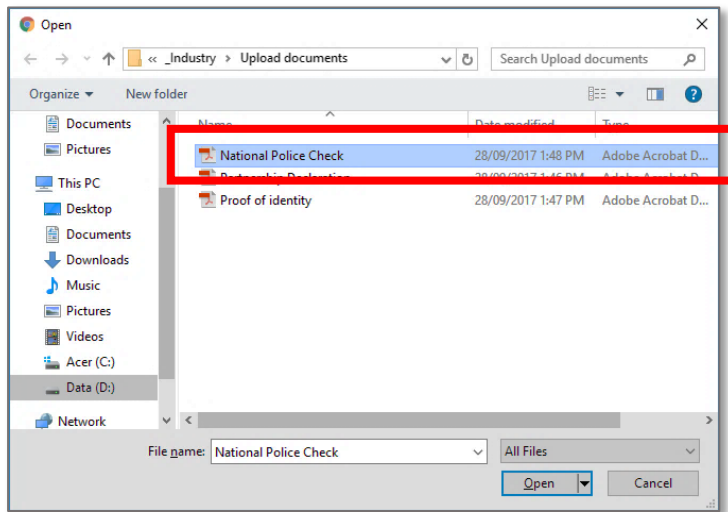


Attach copies of national police check

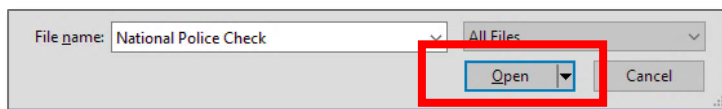
National Police Check *

Choose file No file chosen Upload

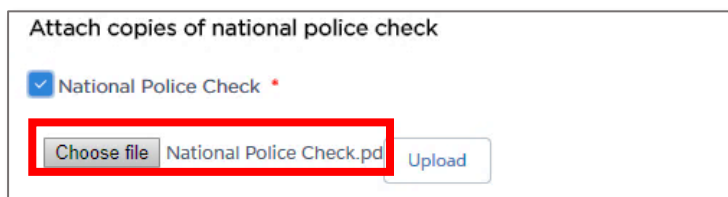
17. Find the folder on your computer where the National Police Check document for Partner 1 is located and click to select the file.



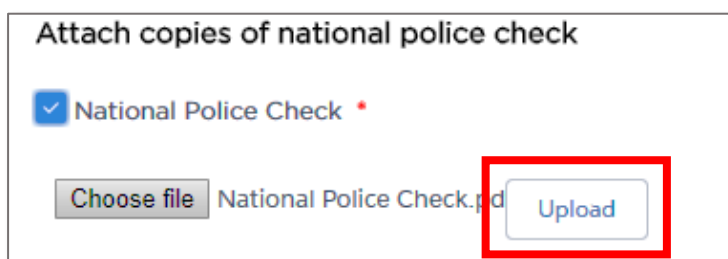
18. Click the “Open” button.



The name of the document is now displayed next to the “Choose file” button.



19. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.



20. Has Partner 1 resided in Australia for the past 5 years? Select “Yes” or “No”.

If yes, skip to Step 27.

Have you resided in Australia for the past 5 years *

No Yes

If no, continue to Step 21, answer the additional questions and provide further evidence.

Have you resided in Australia for the past 5 years *

No Yes

Which country have you spent most of your time in during the last 5 years? *

Attach copies of police certificate from country nominated

Police Certificate from the country nominated in above question *

No file chosen

21. Type in the name of the country in which Partner 1 has spent most of their time over the last 5 years.

Which country have you spent most of your time in during the last 5 years? *

22. Select the “Police Certificate from the country nominated in above question” check box.

Note: Partner 1 must have completed an overseas police check from the country nominated above.

Attach copies of police certificate from country nominated

Police Certificate from the country nominated in above question *

No file chosen

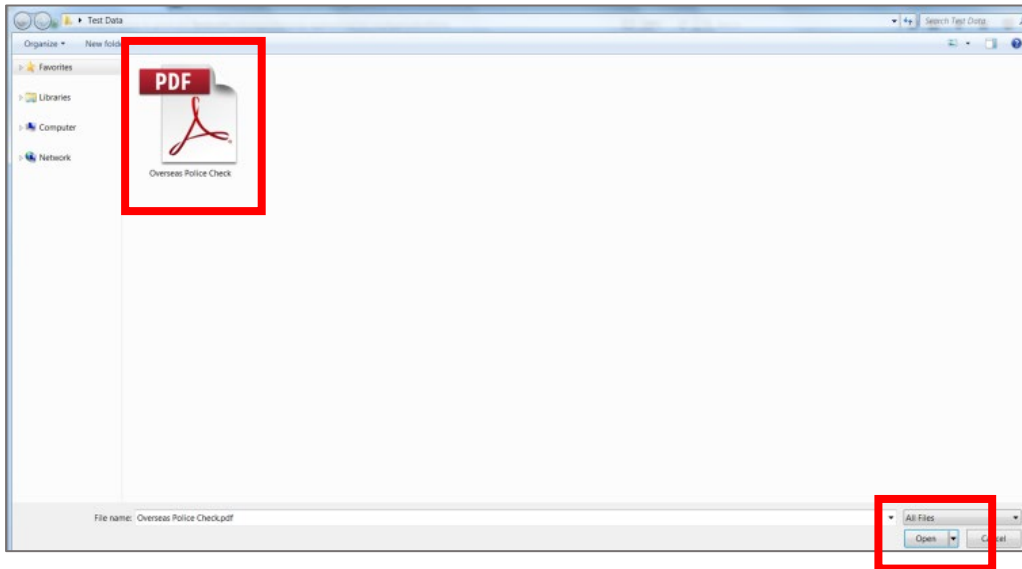
23. Click the “Choose file” button.

Attach copies of police certificate from country nominated

Police Certificate from the country nominated in above question *

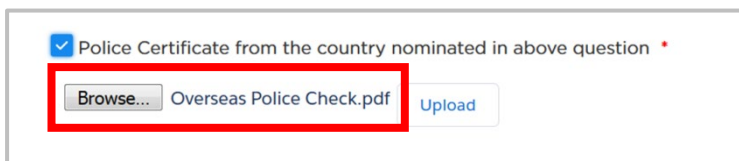
No file chosen

24. Find the folder on your computer where the Overseas Police Certificate document is located and click to select the file.

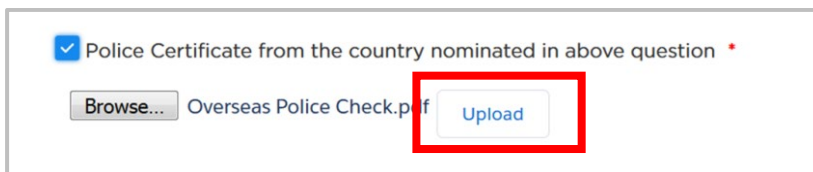


25. Click the “Open” button.

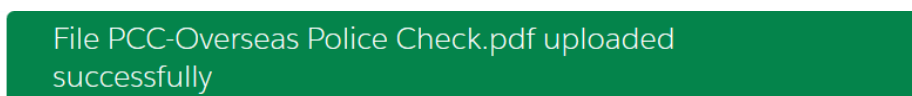
The name of the document is now displayed next to the “Browse” button.



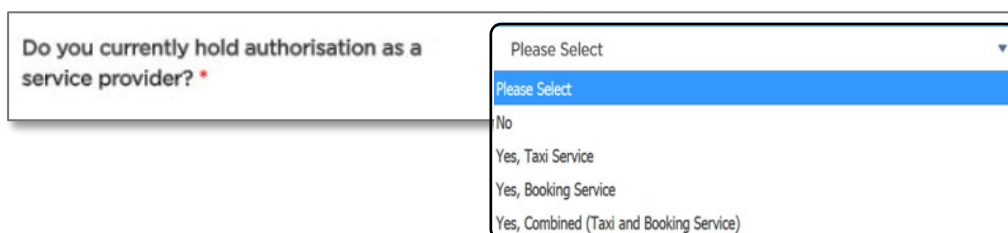
26. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.



27. Does Partner 1 currently hold authorisation as a service provider? Select the relevant response from the drop down list.



28. Has Partner 1 had an application for authorisation or accreditation under the Passenger Transport Act 1990 or the Passenger Transport Act 2014 refused, or has Partner 1 had an authorisation or accreditation cancelled within the last 12 months? Select “Yes, provide details” or “No”.

If yes, provide details in the text box.

Have you had an application for [authorisation or accreditation](#) under the *Passenger Transport Act 1990* or the *Passenger Transport Act 2014* refused or have you had an authorisation or accreditation cancelled within the last 12 months? *

No Yes, provide details

29. Do you have a [close associate](#):

- who has been convicted of or have current proceedings against them for a [disqualifying offence](#), or
- who was a holder of an authorisation under the *Point to Point transport (Taxis and Hire Vehicles) Act 2016* that was cancelled or whose most recent application for any such authorisation was refused, or
- who was the holder of an accreditation, or an authorisation to operate a taxi-cab network, under the Passenger Transport Act 1990 that was cancelled, or whose most recent application for any such accreditation or authorisation was refused, or
- who was the holder of an accreditation to operate a public passenger service under the Passenger Transport Act 2014 that was cancelled, or whose most recent application for any such accreditation was refused.

Select “Yes” or “No”.

Do you have a [close associate](#): *

- who has been convicted of or has current proceedings against them for a disqualifying offence, or
- who was a holder of an authorisation under the Point to Point Transport (Taxis and Hire Vehicles) Act 2016 that was cancelled or whose most recent application for any such authorisation was refused, or
- who was the holder of an accreditation, or an authorisation to operate a taxi-cab network, under the Passenger Transport Act 1990 that was cancelled, or whose most recent application for any such accreditation or authorisation was refused, or
- who was the holder of an accreditation to operate a public passenger service under the Passenger Transport Act 2014 that was cancelled, or whose most recent application for any such accreditation was refused

No Yes

30. The “Upload Documents” page is now displayed.

Upload Documents

Following documents are required for each partner

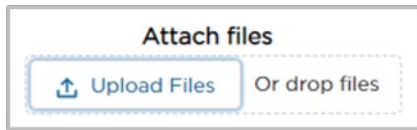
- [Proof of identity documents](#)
- National police check
- Partnership declaration

Attach files

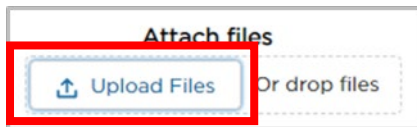
Or drop files

FILETYPE	TITLE	ACTION
		<input type="button" value="🗑️"/>

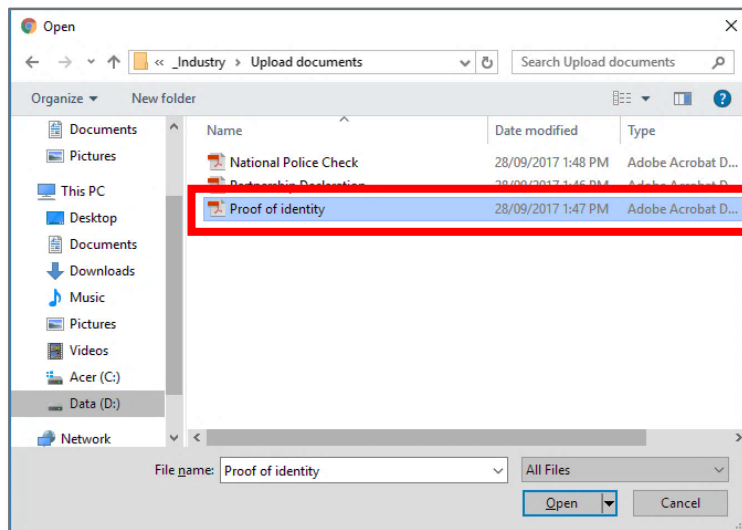
31. To upload the “Proof of identity documents” of Partner 1, you can either upload the file/s or ‘drag and drop’ the file/s from your computer’s file management system.



32. To upload the files, click on the “Upload Files” button.



33. Find the folder on your computer where Partner 1’s Proof of Identity (POI) document is located and click to select the file.



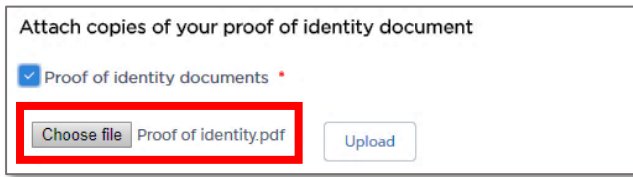
Note: There are known limitations related to attachments including:

- The inability to delete attachments that are uploaded. If you accidentally upload an attachment, contact the Industry Contact Centre on 131 727 for assistance.
- The ability to display only one attachment on screen at the time of upload. All attachments that are uploaded can be reviewed on the final review page of the application.
- When uploading files there is a limitation of 80 characters for file names, including the filename extension.

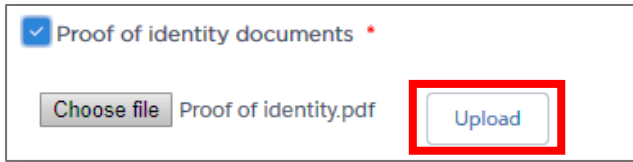
34. Click the “Open” button.



The name of the document is now displayed next to the “Choose file” button.



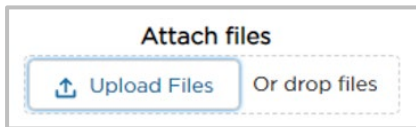
35. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.



36. To ‘drag and drop’ the files from your computer’s file management system, simply drag the file from your computer’s file management system and drop it onto the “Attach files” square.



37. If you have more than one file which needs to be uploaded, repeat steps 31 to 35 or step 36 for each document to be uploaded.

If you answered “Yes” in Step 14 or “No” in Step 20, the ‘police check’ file you uploaded will already be visible on the “Upload Documents” page.

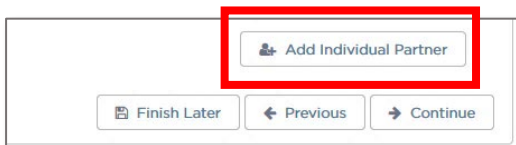
38. Once you have finished uploading the necessary files for Partner 1, click the “Continue” button.



39. This completes Partner 1 details. Now you have to add another one or more partners. Refer to ‘**3.1.2.2 Individual Partner 2 Details**’ of this User Guide.

3.1.2.2 Individual Partner 2 Details

1. Click “Add Individual Partner”.



2. A new section, “Individual Partner 2 Details”, is displayed underneath Individual Partner 1 Details.

3. Complete all the fields for Partner 2 as you did for Partner 1.
4. If you have a third partner to add, click “Add Individual Partner” and another section is added. The same applies for any more partners.

If you want to remove a partner, click “Remove Individual Partner”.

5. When you have finished adding partners, click “Continue”.

6. The “Driver Vehicle Dashboard” access page is displayed.

Indicate your response to the question “Do you require access to the Driver Vehicle Dashboard?” by selecting the option “Yes” or “No”, and then click the “Continue” button.

If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click “Previous”.



If you want to complete your application later, click “Finish Later”.

Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.



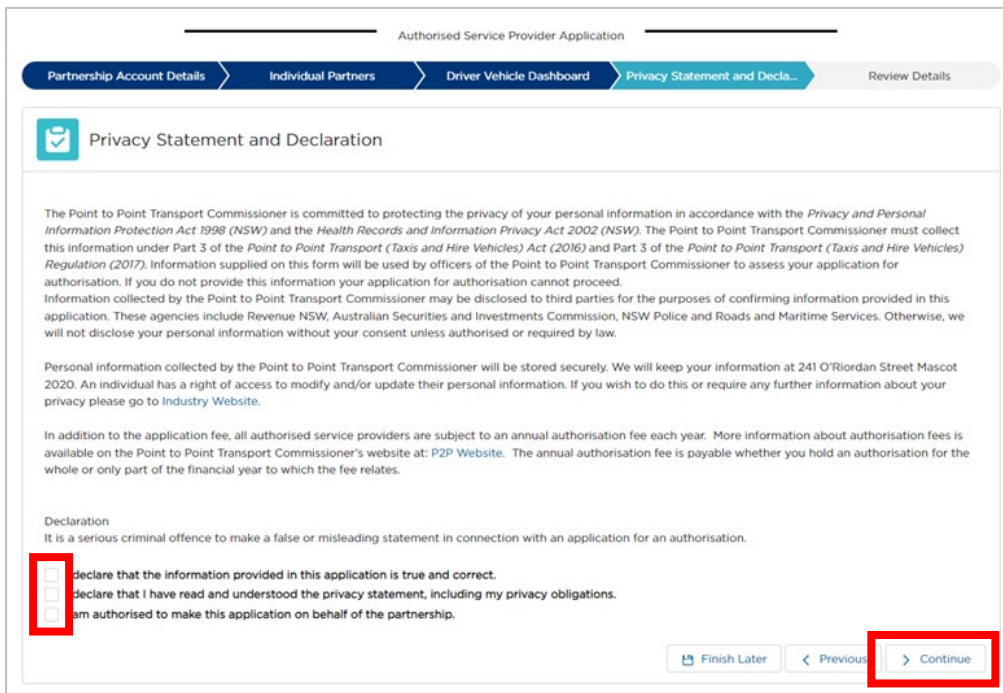
7. The “Privacy Statement and Declaration” page is displayed which requires that you read the privacy statement and make three declarations if you agree to them.

Important: It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.

If you agree, select the:

- “I declare that the information provided in this application is true and correct” check box
- “I declare that I have read and understood the privacy statement, including my privacy obligations” check box
- “I am authorised to make this application on behalf of the partnership” check box.

Then click on the “Continue” button.



Authorised Service Provider Application

Partnership Account Details > Individual Partners > Driver Vehicle Dashboard > Privacy Statement and Decla... > Review Details

Privacy Statement and Declaration

The Point to Point Transport Commissioner is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*. The Point to Point Transport Commissioner must collect this information under Part 3 of the *Point to Point Transport (Taxis and Hire Vehicles) Act (2016)* and Part 3 of the *Point to Point Transport (Taxis and Hire Vehicles) Regulation (2017)*. Information supplied on this form will be used by officers of the Point to Point Transport Commissioner to assess your application for authorisation. If you do not provide this information your application for authorisation cannot proceed. Information collected by the Point to Point Transport Commissioner may be disclosed to third parties for the purposes of confirming information provided in this application. These agencies include Revenue NSW, Australian Securities and Investments Commission, NSW Police and Roads and Maritime Services. Otherwise, we will not disclose your personal information without your consent unless authorised or required by law.

Personal information collected by the Point to Point Transport Commissioner will be stored securely. We will keep your information at 241 O'Riordan Street Mascot 2020. An individual has a right of access to modify and/or update their personal information. If you wish to do this or require any further information about your privacy please go to [Industry Website](#).

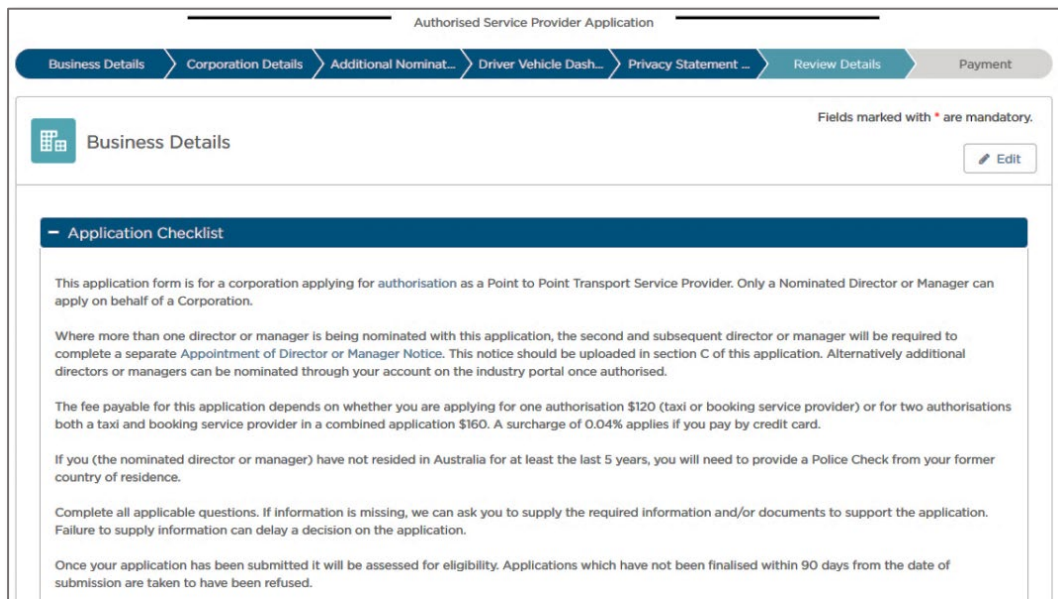
In addition to the application fee, all authorised service providers are subject to an annual authorisation fee each year. More information about authorisation fees is available on the Point to Point Transport Commissioner's website at: [P2P Website](#). The annual authorisation fee is payable whether you hold an authorisation for the whole or only part of the financial year to which the fee relates.

Declaration
It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.

- declare that the information provided in this application is true and correct.
- declare that I have read and understood the privacy statement, including my privacy obligations.
- am authorised to make this application on behalf of the partnership.

Finish Later < Previous > Continue

8. The “Review Details” page is now displayed. It shows all of the information you have entered. It is a chance to double check your details before lodging your application. You will need to scroll the page to see all of the information.



Review all the information you supplied.

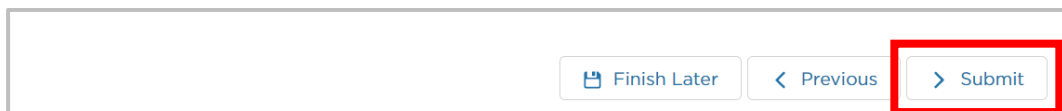
If you need to edit anything, click “Edit” for the page you want to edit. For example, to edit Business Details, click “Edit” as shown below



Make your changes and then click “Save”.



Once you have checked that all your details are correct and you made any necessary changes, scroll to the bottom of the page, and click “Submit”.



If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.

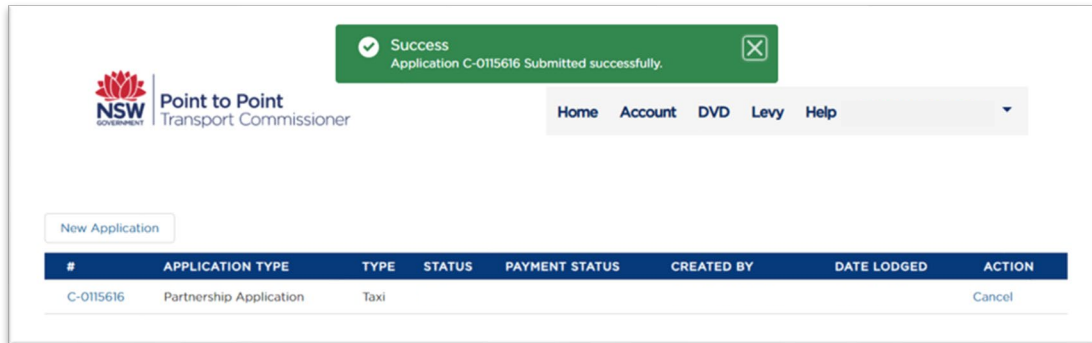


If you want to complete your application later, click “Finish Later”.



Your partially complete application has been saved and will be displayed on the Activities screen under the “Applications” tab.

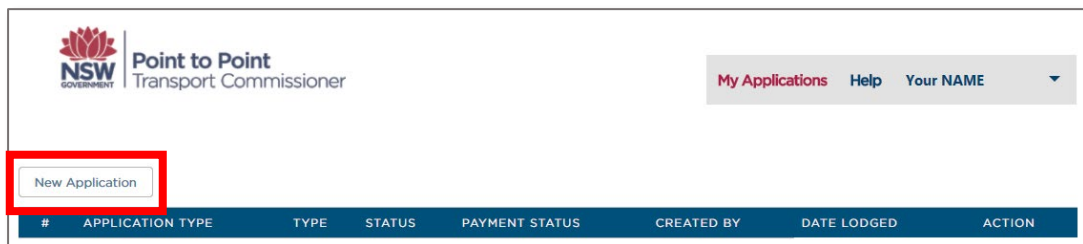
9. If you selected “Submit”, the Applications summary page is displayed. A green “Success” message is also displayed, confirming that your application has been submitted successfully.



3.2 Combined Taxi & Booking Service

In this example we will be creating an Individual application for a Combined Taxi and Booking Service.

1. Log into the Industry Portal with your new login Username and Password.
2. Click “New Application”.



The “Authorised Service Provider Application” screen is displayed on the “Business Details” page.

3.2.1 Business Details

1. Read the “Application Checklist”.

Tip: Scroll down the screen to see the entire page.

2. Select the “Type” of service: “Combined (Taxi and Booking Service)”.

3. The “Entity Type” will be set to what you selected during registration, e.g., “Individual”.

4. Select whether your “Business Address” is an Australian or International address.

5. Start to type in your “Business Address” starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses listed.

Business Address * ⓘ
The premises where the business is operated.
 Australian Address International Address [Can't find address](#)

123 Railway Parade

Enter your street address starting with the street number and name, suburb and state.

- 123 RAILWAY PDE, SEAFORD VIC 3198
- 123 RAILWAY PDE, POMONA QLD 4568
- 123 RAILWAY PDE, DARRA QLD 4076
- 123 RAILWAY PDE, PEAK HILL NSW 2869
- 123 RAILWAY PDE, LEURA NSW 2780
- 123 RAILWAY PDE, UPPER SWAN WA 6069
- 123 RAILWAY PDE, ALLANSON WA 6225
- 123 RAILWAY PDE, GLASS HOUSE MOUNTAINS QLD 4518
- 123-127 RAILWAY PDE, LOGAN VILLAGE QLD 4207

Tip: If your address is not in the list, click “Can’t find address”. This includes international addresses.

Business Address * ⓘ
The premises where the business is operated.
 Australian Address International Address [Can't find address](#)

Address fields are displayed so you can type the address in.

Business Address * ⓘ The premises where the business is operated.
 Australian Address International Address [Find my address](#)

Street

City/Suburb

State/Territory

Please Select

Postcode

6. Start to type in the “Address where records can be accessed from or made available”, beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes international addresses.

Address where records can be accessed from or made available * ⓘ Same as Business Address
Availability of documents

[Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

Tip: If the record keeping address is the same as the business address, select the “Same as Business Address” check box. The address is filled in for you.

Address where records can be accessed from or made available * ⓘ Same as Business Address
Availability of documents

123 Railway Parade NSW Carlton 2218

Enter your street address starting with the street number and name, suburb and state.

7. Select whether you want official notices and correspondence emailed or posted to you. You must provide either an email address or a physical postal address.

How do you wish to receive official notices and correspondence from the Commission? *

Via Email Via Post Same as Business Address

8. Type in the “Notice Email” address, if you have chosen “Via Email”.

Notice Email

Enter your email address

9. If you want official notices and correspondence via post, type in the physical street address starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.

Notice Address (provide physical street address)

[Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

Tip: If the postal address is the same as the business address, select the “Same as Business Address” check box. The address is automatically filled in for you.

How do you wish to receive official notices and correspondence from the Commission? *

Via Email Via Post Same as Business Address

Notice Email *

Notice Address (provide physical street address)

123 Railway Parade NSW Carlton 2218

Enter your street address starting with the street number and name, suburb and state.

10. Type in the “Business Name for Customer Contact”. This determines how your business will be listed on the Point to Point Transport Commission website.

How would you would like your public contact details displayed?

A public register of all authorised service providers will be available on the Point to Point Transport Commission website.

Business Name For Customer Contact *

11. Select the public method of contact you prefer and type in the matching address or number, e.g., “Email”.

Email

Website

Daytime Phone Number (mobile or landline)

Social media or application

Other

12. Click “Continue”.

Cancel Continue

The “Applicant Details” page is displayed.

Authorised Service Provider Application

Business Details Applicant Details Additional Informat... Driver Vehicle Dash... Privacy Statement ... Review Details Payment

Applicant Details Fields marked with * are mandatory.

Australian Business Number (ABN) *

Registered Business Name

Title Family Name * First Given Name *

Other Given Names, If Applicable

Date of Birth (dd/mm/yyyy) *

3.2.2 Applicant Details

1. Type in the “Australian Business Number (ABN)”.

Australian Business Number (ABN) *

The ABN will be checked on the ASIC Business Register and the “Registered Business Name” is automatically filled in for you.

Registered Business Name

2. Select a “Title” from the drop-down list for the contact person.

Title

3. Type in the “First Given Name”.

First Given Name *

4. Type in the “Family Name”.


Family Name *

5. Type in “Other Given Names”, if applicable.

Other Given Names, If Applicable

6. Type in the “Date of Birth (dd/mm/yyyy)” or click on the calendar tool to select a date.

Date of Birth (dd/mm/yyyy) *



7. Are you now, or have you ever been, known by another name? Select “Yes, provide details” or “No”.

If no, go to Step 8.

If yes, provide details in the text box.

Are you now or have you ever been known by another name? *

No Yes, provide details

8. Type in the “Australian Driver Licence Number”.

Australian Driver Licence Number *

9. Select the “State of Issue” from the drop down list.

State of Issue *

Please Select 

10. Select whether the “Residential Address” is an Australian or International address.

Residential Address *

Australian Address International Address

11. Start to type in the residential address starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click “Can’t find address”. This includes international addresses.

Residential Address *

Australian Address International Address

[Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

12. Type in the “Daytime Phone Number” which can be either a mobile or landline. Include the area code for a landline.

Daytime Phone Number (mobile or landline) *

13. Select the “Proof of Identity documents” check box.

Attach copies of your proof of identity document

Proof of identity documents *

No file chosen

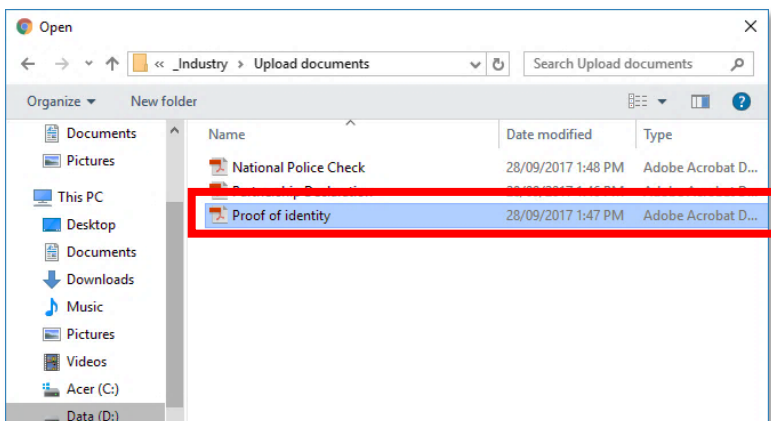
14. Click the “Choose file button”.

Attach copies of your proof of identity document

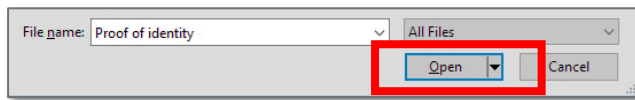
Proof of identity documents *

No file chosen

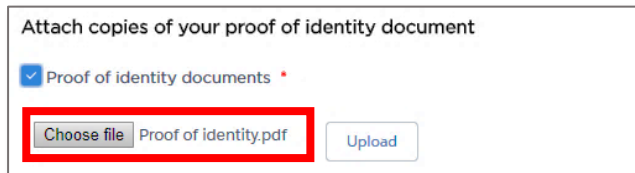
15. Find the folder on your computer where the Proof of Identity document is located and click to select the file.



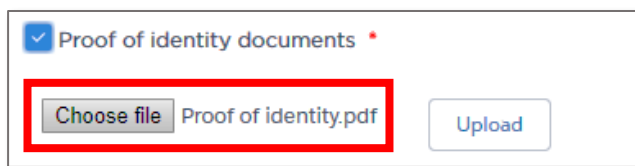
16. Click the “Open” button.



The name of the document is now displayed next to the “Choose file” button.



17. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.

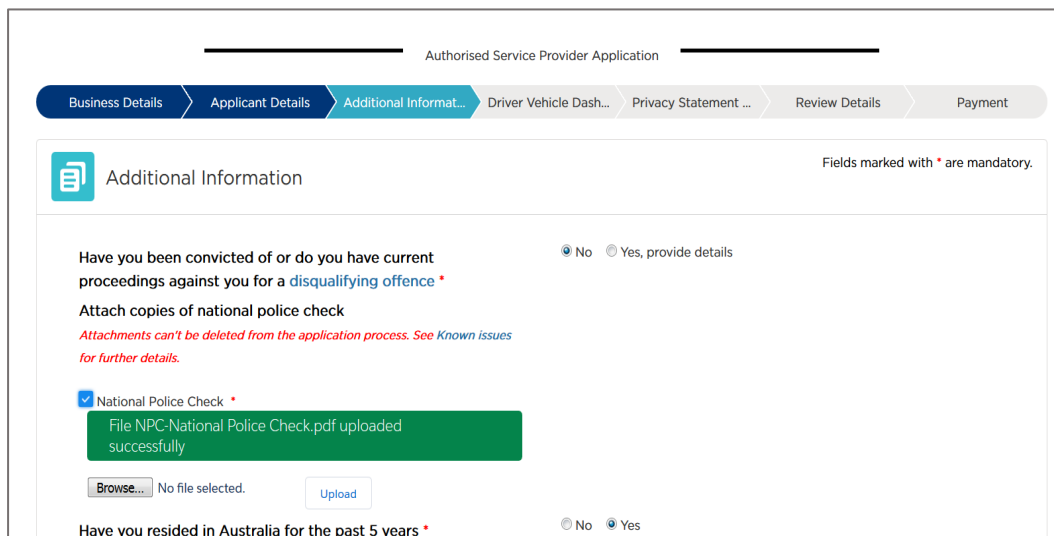


If you have more than one proof of identity document, repeat Steps 14 to 17 for each document.

18. Click “Continue”.



The “Additional Information” page is displayed.



If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.



If you want to complete your application at a later time, click “Finish Later”.



Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.2.3 Additional Information

1. Have you ever been convicted of, or do you have current proceedings against you for a [disqualifying offence](#)? Select “Yes, provide details” or “No”.

If no, go to Step 7.

If yes, provide details in the text box. Click on the “disqualifying offence” link for more details.

A screenshot of a form with the question: "Have you been convicted of or do you have current proceedings against you for a [disqualifying offence](#) *". Below the question is a text input field. To the right of the question are two radio buttons: "No" and "Yes, provide details". The "Yes, provide details" radio button is selected and highlighted with a red rectangular box.

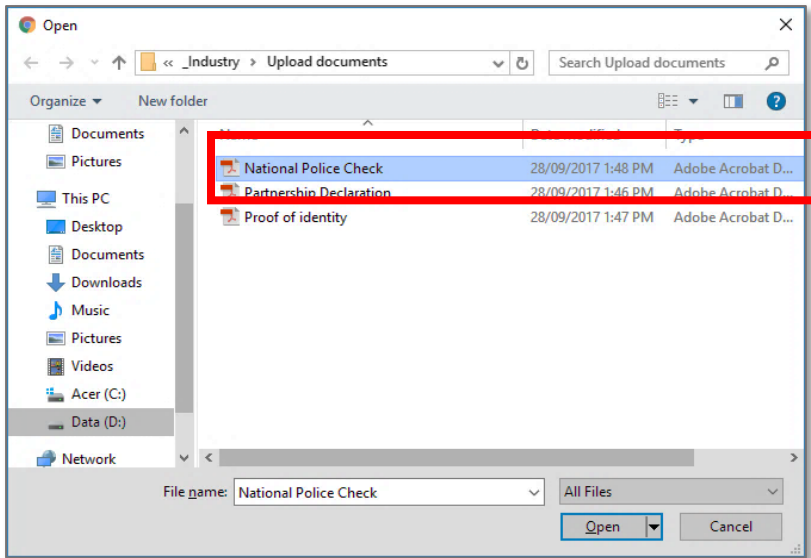
2. You must provide a national police check. Select the “National Police Check” check box.

A screenshot of a form titled "Attach copies of national police check". It contains a checkbox labeled "National Police Check" which is checked. Below the checkbox are two buttons: "Choose file" (with the text "No file chosen" next to it) and "Upload". The "National Police Check" checkbox is highlighted with a red rectangular box.

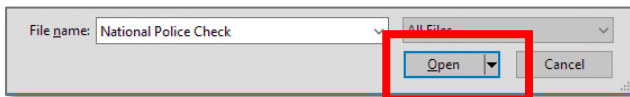
3. Click the “Choose file” button.

A screenshot of the same form as above, titled "Attach copies of national police check". The "National Police Check" checkbox is checked. The "Choose file" button (with the text "No file chosen" next to it) is highlighted with a red rectangular box.

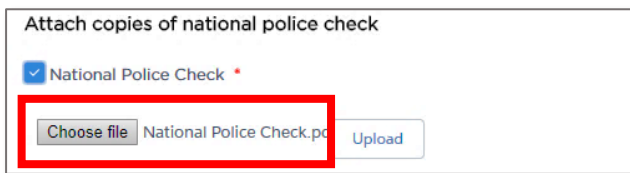
4. Find the folder on your computer where the National Police Check document is located and click to select the file.



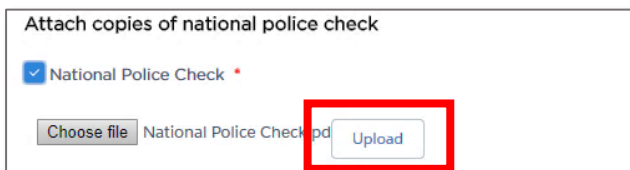
5. Click the “Open” button.



The name of the document is now displayed next to the “Choose file” button.



6. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.



7. Have you resided in Australia for the past 5 years? Select “Yes” or “No”.
If yes, skip to Step 14.



If no, continue to Step 8 to answer the additional questions and provide further evidence.

Have you resided in Australia for the past 5 years? No Yes

Which country have you spent most of your time in during the last 5 years? *

Attach copies of police certificate from country nominated

Police Certificate from the country nominated in above question *

No file chosen

8. Type in the name of the country in which you have spent most of your time over the last 5 years.

Which country have you spent most of your time in during the last 5 years? *

9. Select the “Police Certificate from the country nominated in above question” check box.

Attach copies of police certificate from country nominated

Police Certificate from the country nominated in above question *

No file chosen

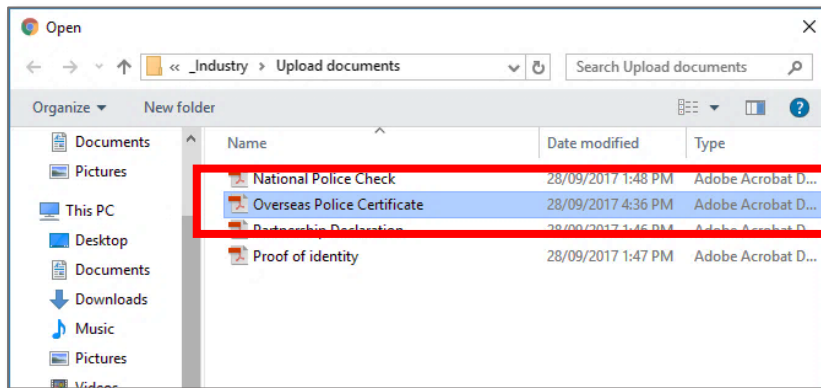
10. Click the “Choose file” button.

Attach copies of police certificate from country nominated

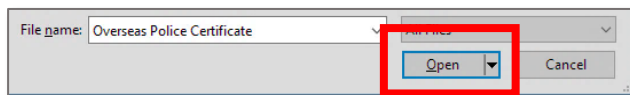
Police Certificate from the country nominated in above question *

No file chosen

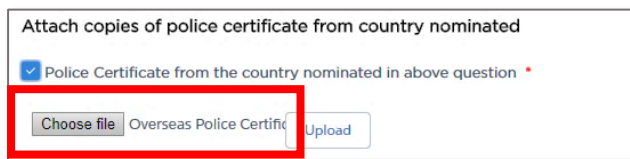
11. Find the folder on your computer where the Overseas Police Certificate document is located and click to select the file.



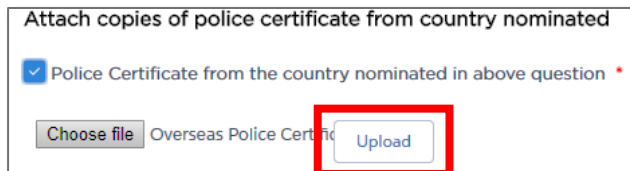
12. Click the “Open” button.



The name of the file is now displayed next to the “Choose file” button.



13. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.

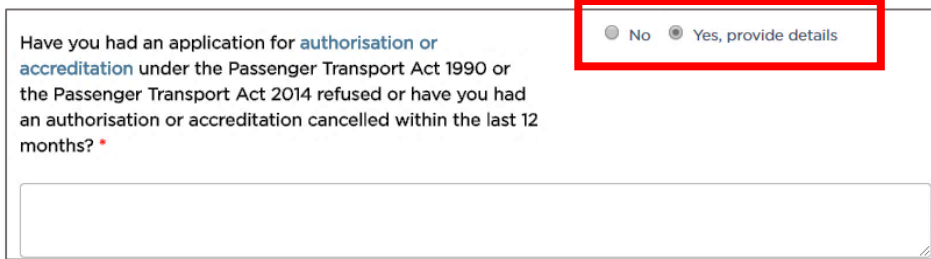


14. Do you currently hold authorisation as a service provider? Select the correct response from the drop down list.



15. Have you had an application for authorisation or accreditation under the Passenger Transport Act 1990 or the Passenger Transport Act 2014 refused or have you had an authorisation or accreditation cancelled within the last 12 months? Select “Yes, provide details” or “No”.

If yes, provide details in the text box.



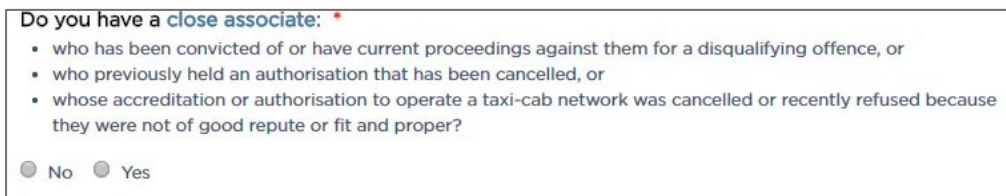
Have you had an application for [authorisation](#) or [accreditation](#) under the Passenger Transport Act 1990 or the Passenger Transport Act 2014 refused or have you had an authorisation or accreditation cancelled within the last 12 months? *

No Yes, provide details

16. Do you have a [close associate](#):

- who has been convicted of or have current proceedings against them for a [disqualifying offence](#), or
- who previously held an authorisation that has been cancelled, or
- whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

Select “Yes” or “No”.



Do you have a [close associate](#): *

- who has been convicted of or have current proceedings against them for a disqualifying offence, or
- who previously held an authorisation that has been cancelled, or
- whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

No Yes

17. Click “Continue”.



The “Driver Vehicle Dashboard” page is displayed.

If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.



If you want to complete your application later, click “Finish Later”.



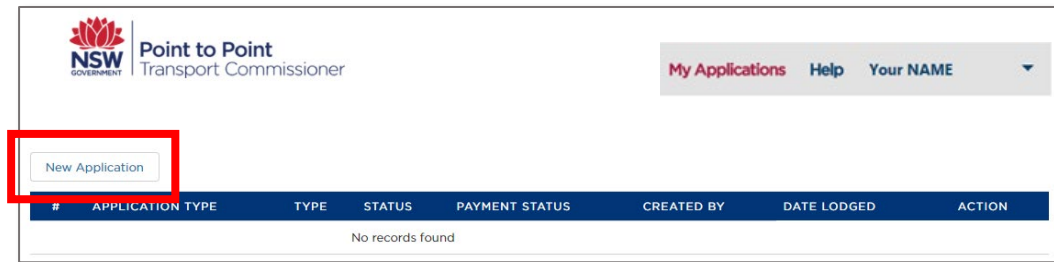
Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.3 Booking Service

In this example we will be creating a Corporation application for a Booking Service.

Think of the application as a paper based form with pages for different types of information. Each page of the application is shown under the matching subheading.

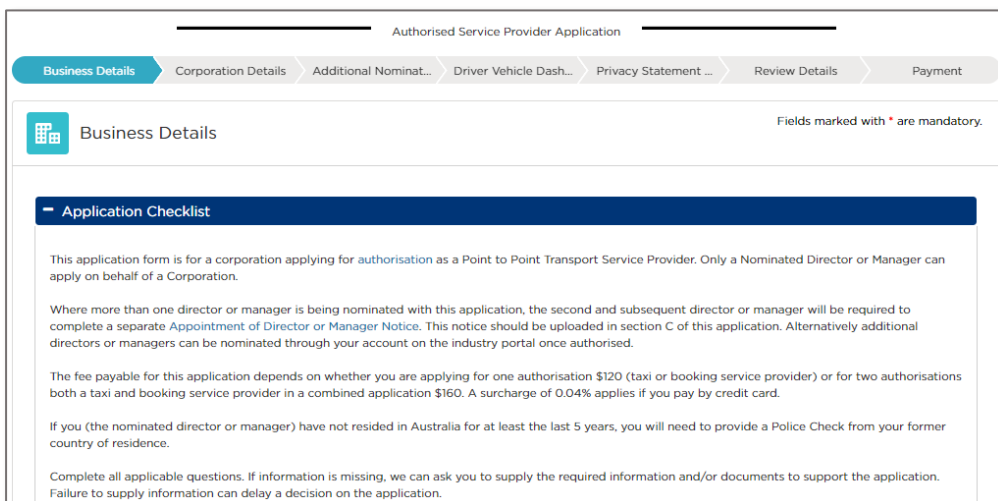
1. Log into the Industry Portal with your new login Username and Password.
2. Click “New Application”.



The “Authorised Service Provider Application” screen is displayed on the “Business Details” page.

3.3.1 Business Details

1. Read the “Application Checklist”.



Tip: Scroll the screen to see the entire page.

2. Select the “Type” of service: “Booking Service”.

Type *

Taxi Service Booking Service Combined (Taxi and Booking Service)

3. The “Entity Type” will be set to what you selected during registration, e.g., “Company”.

Entity Type

Company Individual Partnership

4. Select whether your “Business Address” is an Australian or International address.

Business Address * ⓘ

The premises where the business is operated.

Australian Address International Address [Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

5. Start to type in your “Business Address” starting with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses listed.

Business Address * ⓘ

The premises where the business is operated.

Australian Address International Address [Can't find address](#)

123 Railway Parade

Enter your street address starting with the street number and name, suburb and state.

- 123 RAILWAY PDE, SEAFORD VIC 3198
- 123 RAILWAY PDE, POMONA QLD 4568
- 123 RAILWAY PDE, DARRA QLD 4076
- 123 RAILWAY PDE, PEAK HILL NSW 2869
- 123 RAILWAY PDE, LEURA NSW 2780
- 123 RAILWAY PDE, UPPER SWAN WA 6069

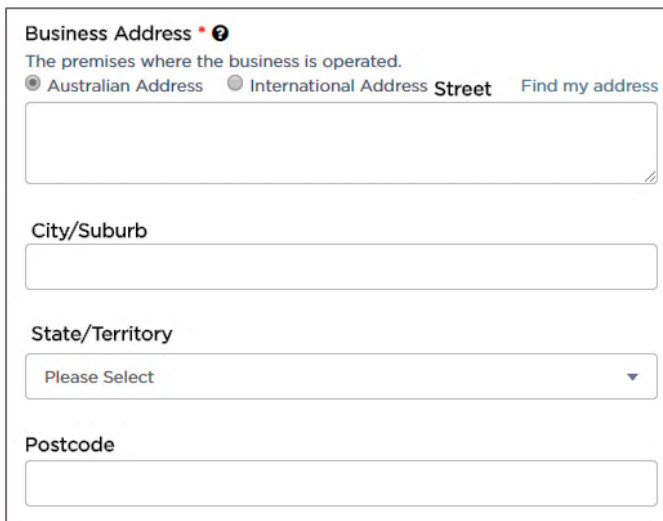
Tip: If your address is not in the list, click “Can’t find address”. This includes international addresses.

Business Address * ⓘ

The premises where the business is operated.

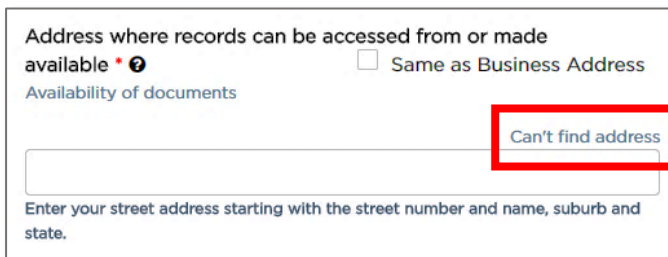
Australian Address International Address [Can't find address](#)

Address fields are displayed so you can type the address in.



The form is titled "Business Address" with a red asterisk and an information icon. Below the title is the text "The premises where the business is operated." There are two radio buttons: "Australian Address" (selected) and "International Address". To the right of these is the word "Street" and a link "Find my address". Below this is a large text input field. Underneath are three more input fields: "City/Suburb", "State/Territory" (a dropdown menu with "Please Select" and a downward arrow), and "Postcode".

6. Start to type in the "Address where records can be accessed from or made available", beginning with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If your address is not in the list, click "Can't find address" and type the address into the displayed fields.



The form is titled "Address where records can be accessed from or made available" with a red asterisk and an information icon. There is a checkbox labeled "Same as Business Address" which is currently unchecked. Below the title is the text "Availability of documents". To the right of this text is a button labeled "Can't find address" which is highlighted with a red box. Below the button is a text input field. At the bottom of the form is the text "Enter your street address starting with the street number and name, suburb and state."

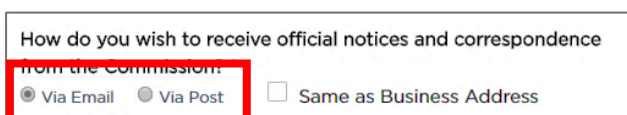
Tip: If the record keeping address is the same as the business address, select the "Same as Business Address" check box. The address is filled in for you.



This form is identical to the previous one, but the "Same as Business Address" checkbox is now checked and highlighted with a red box. Below the checkbox, the text "123 Railway Parade NSW Carlton 2218" is displayed in a grey box. The "Can't find address" button is no longer visible.

7. Select whether you want official notices and correspondence emailed or posted to you.

Note: You must provide either an email address or a physical posting address.



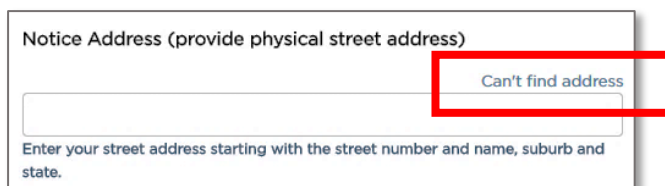
The form is titled "How do you wish to receive official notices and correspondence from the Commission:". There are three radio buttons: "Via Email" (selected), "Via Post", and "Same as Business Address". The "Via Email" and "Via Post" options are highlighted with a red box.

8. Type in the “Notice Email” address if you want official notices and correspondence via email.



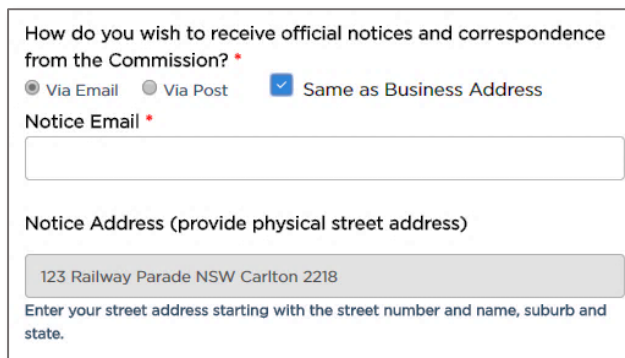
A screenshot of a form field labeled "Notice Email". The field is empty and has a light gray border.

9. If you want official notices and correspondence via post, type in the physical street address starting with the street number, then street name, suburb etc, e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.



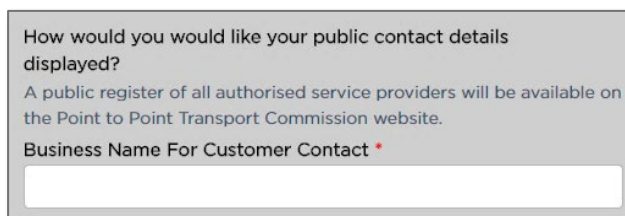
A screenshot of a form field labeled "Notice Address (provide physical street address)". Below the label is an empty text input field. To the right of the input field is a button labeled "Can't find address", which is highlighted with a red rectangular box. Below the input field is a small text prompt: "Enter your street address starting with the street number and name, suburb and state."

Tip: If you want the postal address for notices to be the same as your business address, select the “Same as Business Address” check box. The address is automatically filled in for you.



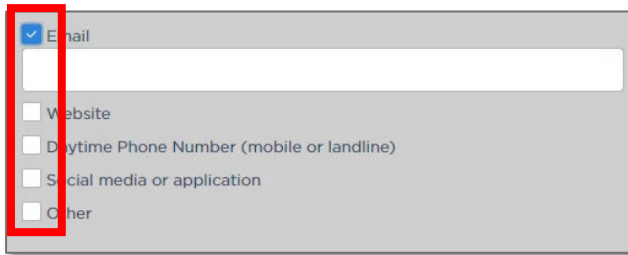
A screenshot of a form titled "How do you wish to receive official notices and correspondence from the Commission? *". There are three radio button options: "Via Email", "Via Post", and "Same as Business Address". The "Same as Business Address" option is selected with a blue checkmark. Below the options is a "Notice Email *" field with an empty input box. Below that is a "Notice Address (provide physical street address)" field with a gray background and the text "123 Railway Parade NSW Carlton 2218". Below the address field is a small text prompt: "Enter your street address starting with the street number and name, suburb and state."

10. Type in the “Business Name For Customer Contact”. This is how you want your business to be listed on the Point to Point Transport Commission website.



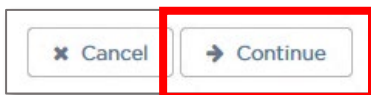
A screenshot of a form titled "How would you would like your public contact details displayed?". Below the title is a text prompt: "A public register of all authorised service providers will be available on the Point to Point Transport Commission website." Below the prompt is a "Business Name For Customer Contact *" field with an empty input box.

11. Select the public method of contact you prefer and type in the matching address or number, e.g., “Email”.

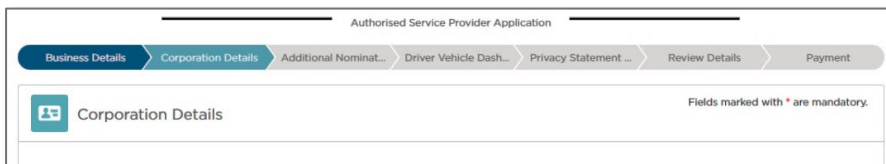


Email
 Website
 Daytime Phone Number (mobile or landline)
 Social media or application
 Other

12. Click “Continue”.



The “Corporation Details” page is displayed.



Authorised Service Provider Application

Business Details > Corporation Details > Additional Nominat... > Driver Vehicle Dash... > Privacy Statement... > Review Details > Payment

Corporation Details Fields marked with * are mandatory.

3.3.2 Corporation Details


For a Corporate entity:

1. The “Corporation Name” will be filled in from the registration details.



Corporation Name *

2. The ACN or ARBN “Type” will be selected from the registration details.



Type *

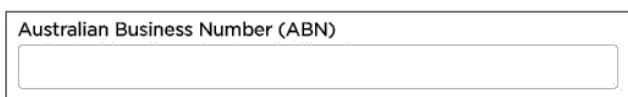
ACN

3. The “ACN or ARBN” number will be filled in from the registration details.



ACN Or ARBN *

4. Type in the “Australian Business Number (ABN)”.



Australian Business Number (ABN)

The ABN will be checked on the ASIC Business Register and the “Registered Business Name” is filled in for you.

Registered Business Name

5. Type in the “Business Email” address.

Business Email

6. Type in the “Business Website” address.

Business Website

7. Has the corporation had an application for authorisation or accreditation under the Passenger Transport Act 1990 and the Passenger Transport Act 2014 refused or has the corporation had an authorisation or accreditation cancelled within the last 12 months? Select “Yes, provide details” or “No”.

If yes, provide details in the text box.

Has the corporation had an application for authorisation or accreditation under the *Passenger Transport Act 1990* and the *Passenger Transport Act 2014* refused or has the corporation had an authorisation or accreditation cancelled within the last 12 months? *

No Yes, provide details

8. Do you have a [close associate](#):

- who has been convicted of or have current proceedings against them for a [disqualifying offence](#), or
- who previously held an authorisation that has been cancelled, or
- whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

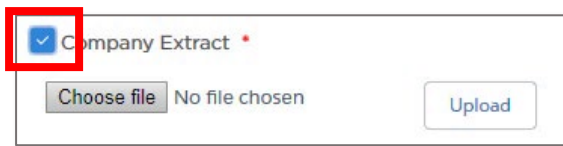
Select “Yes” or “No”.

Do you have a [close associate](#): *

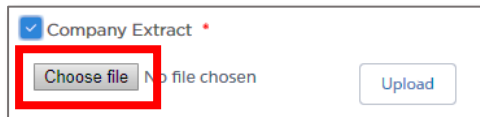
- who has been convicted of or have current proceedings against them for a disqualifying offence, or
- who previously held an authorisation that has been cancelled, or
- whose accreditation or authorisation to operate a taxi-cab network was cancelled or recently refused because they were not of good repute or fit and proper?

No Yes

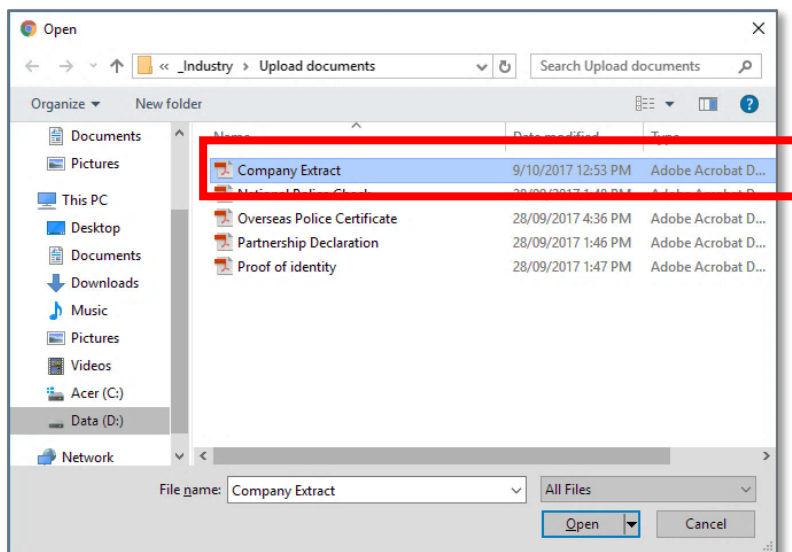
9. Provide your Company Extract; select the “Company Extract” check box.



10. Click the “Choose file” button.



11. Find the folder on your computer where the company extract document is located and click to select the file.



12. Click the “Open” button.



13. The name of the document is now displayed next to the “Choose file” button.



14. Click “Upload”.



A message is displayed to let you know the file was uploaded successfully.

File POI-Company Extract.pdf uploaded successfully

3.3.3 Nominated Director or Manager Details

A corporation is required to specify one or more directors or managers who are directly involved in the day-to-day management of the business. At least one of the nominated directors or managers must reside in NSW.

Nominated director or manager details

Fields marked with * are mandatory.

Title: Please Select

Date of Birth (dd/mm/yyyy):

First Given Name: Barney

Family Name: RUBBLE

Other Given Names, If Applicable:

Residential Address: Can't find address

Are you now or have you ever been known by another name?
 No Yes, provide details

Tip: You will need to scroll the page to see all of the fields.

1. Select a director or manager's "Title" from the dropdown list.

Title

Please Select

2. Type in the "Date of Birth (dd/mm/yyyy)" or click on the calendar tool to select a date.

Date of Birth (dd/mm/yyyy)

3. The "First Given Name" will be filled in from the registration details.

First Given Name

Jane

4. The "Family Name" will be filled in from the registration details.

Family Name

Smith

5. Type in “Other Given Names, If Applicable”.

Other Given Names, If Applicable

6. Are you now, or have you ever been, known by another name? Select “Yes, provide details” or “No”.

If yes, provide details in the text box.

Are you now or have you ever been known by another name?

No Yes, provide details

7. Select whether the “Residential Address” is an Australian or International address.

Residential Address

Australian Address International Address

8. Start to type in the residential address (at least four characters) starting with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all of the addresses. If your address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.

Residential Address *

Australian Address International Address

[Can't find address](#)

Enter your street address starting with the street number and name, suburb and state.

9. The “Email” address will be filled in from the registration details.

Email *

10. Type in the “Daytime Phone Number (mobile or landline)”.

Daytime Phone Number (mobile or landline) *

11. Type in the “Australian Driver Licence Number”.

Australian Driver Licence Number *

12. Select the “State/Territory of Issue” from the dropdown list.

State/Territory of Issue *

Please Select ▼

13. Select a “Role” from the dropdown list.

Role *

Please Select

- Company Secretary
- Director
- Manager

14. Have you resided in Australia for the past 5 years? Select “Yes” or “No”.

If no, type in the name of the country in which you have spent most of your time over the last 5 years.

Have you resided in Australia for the past 5 years? *

No Yes

Which country have you spent most of your time in during the last 5 years? *

15. Have you been, at any time, a nominated director or manager for a corporation who held an authorisation and who was, while holding the authorisation, convicted of a [disqualifying offence](#)? Select “Yes, provide details” or “No”.

If yes, type in details.

Have you been, at any time, a nominated director or manager for a corporation who held an authorisation and who was, while holding the authorisation, convicted of a disqualifying offence? *

No Yes, provide details

16. Have you been convicted of, or do you have current proceedings against you for a [disqualifying offence](#)? Select “Yes, provide details” or “No”.

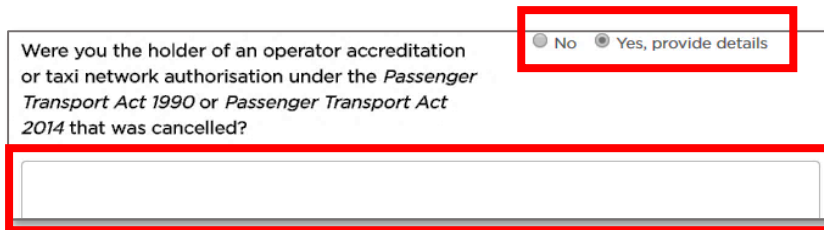
If yes, type in details.

Have you been convicted of or do you have current proceedings against you for a disqualifying offence? *

No Yes, provide details

17. Were you the holder of an operator accreditation or taxi network authorisation under the Passenger Transport Act 1990 or Passenger Transport Act 2014 that was cancelled? Select “Yes, provide details” or “No”.

If yes, type in details.



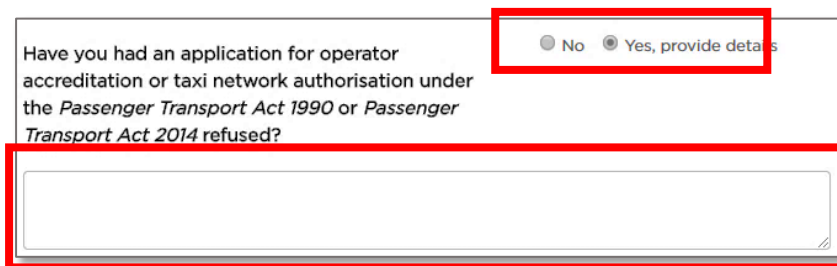
Were you the holder of an operator accreditation or taxi network authorisation under the *Passenger Transport Act 1990* or *Passenger Transport Act 2014* that was cancelled?

No Yes, provide details

[Empty text input field]

18. Have you had an application for operator accreditation or taxi network authorisation under the Passenger Transport Act 1990 or Passenger Transport Act 2014 refused? Select “Yes, provide details” or “No”.

If yes, type in details.

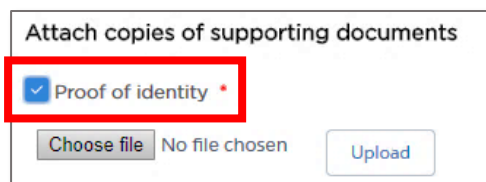


Have you had an application for operator accreditation or taxi network authorisation under the *Passenger Transport Act 1990* or *Passenger Transport Act 2014* refused?

No Yes, provide details

[Empty text input field]

19. Select the “Proof of Identity documents” check box.

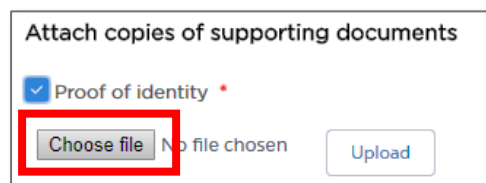


Attach copies of supporting documents

Proof of identity *

No file chosen

20. Click the “Choose file” button.

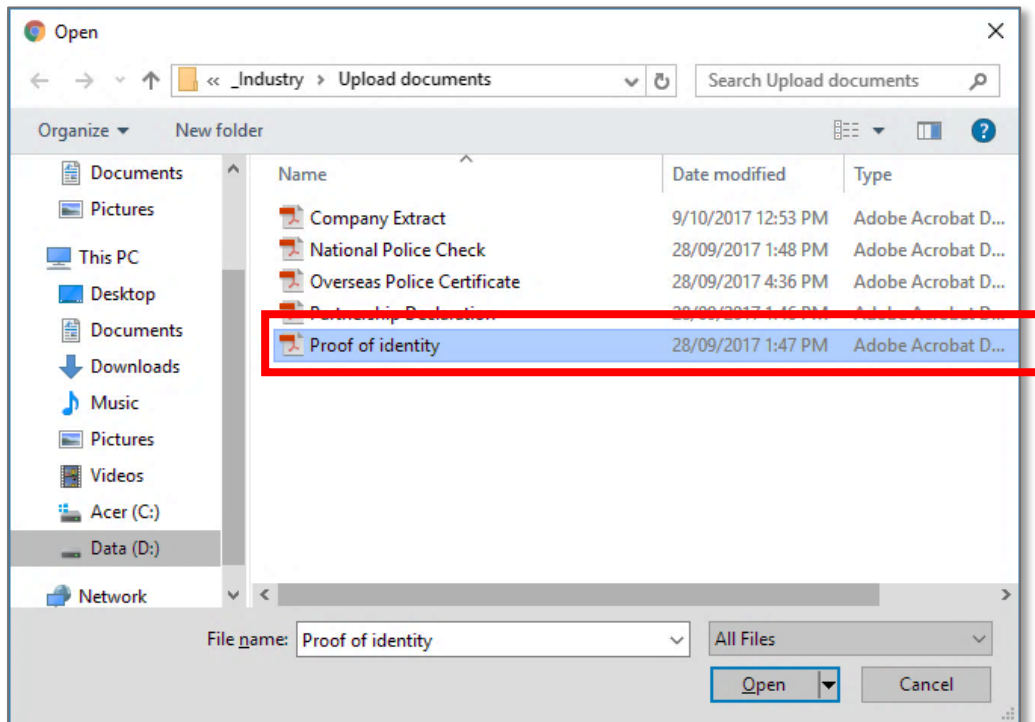


Attach copies of supporting documents

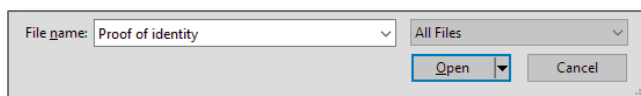
Proof of identity *

No file chosen

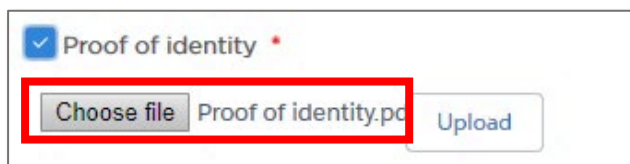
21. Find the folder on your computer where the Proof of Identity document is located and click to select the file.



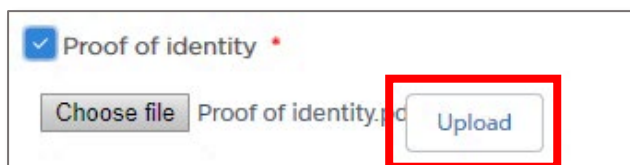
22. Click the “Open” button.



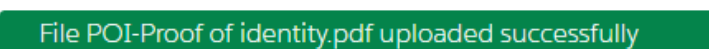
The name of the document is now displayed next to the “Choose file” button.



23. Click “Upload”.

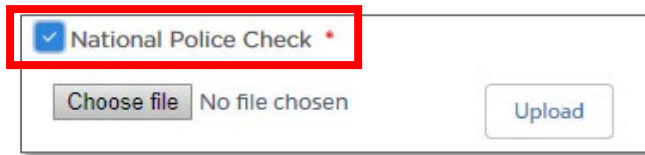


A message is displayed to let you know the file was uploaded successfully.

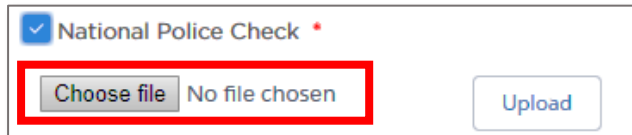


If you need to upload more than one document, repeat Steps 20 to 23 for each document.

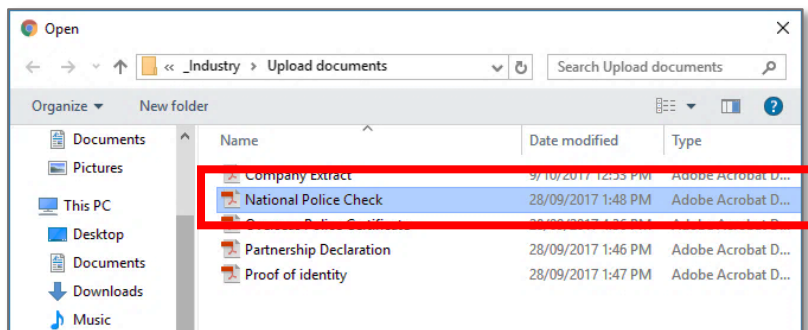
24. Select the “National Police Check” check box.



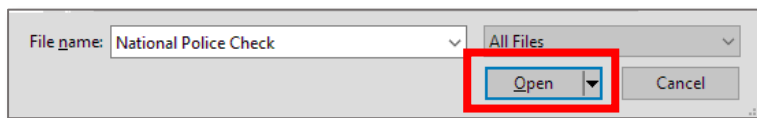
25. Click the “Choose file” button.



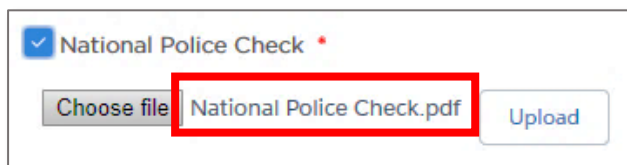
26. Find the folder on your computer where the National Police Check document is located and click to select the file.



27. Click the “Open” button.

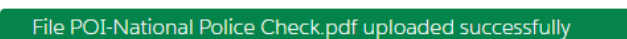


The name of the document is now displayed next to the “Choose file” button.

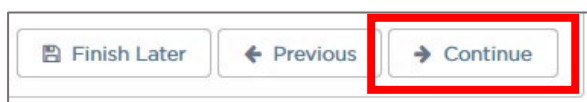


28. Click “Upload”.

A message is displayed to let you know the file was uploaded successfully.



29. Click “Continue”.



The “Additional Nominated Director or Manager Details” page is displayed.

The screenshot shows a web application interface for an 'Authorised Service Provider Application'. At the top, there is a navigation bar with several tabs: 'Business Details', 'Corporation Details', 'Additional Nominat...', 'Driver Vehicle Dash...', 'Privacy Statement ...', 'Review Details', and 'Payment'. The 'Additional Nominat...' tab is currently selected. Below the navigation bar, the page title is 'Additional Nominated Director or Manager Details'. A note states: 'A corporation is required to specify 1 or more directors or managers who are directly involved in the day-to-day management of the business. At least one of the nominated directors or managers must reside in NSW.' Below this note, there is a question: 'Do you want to nominate another director or manager? *'. To the right of the question are two radio button options: 'No' and 'Yes, provide details'. At the bottom right of the form area, there are three buttons: 'Finish Later', 'Previous', and 'Continue'.

30. If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.

A close-up view of the navigation buttons at the bottom of the form. The buttons are 'Finish Later', 'Previous', and 'Continue'. The 'Previous' button is highlighted with a red rectangular box.

31. If you want to complete your application at a later time, click “Finish Later”.

A close-up view of the navigation buttons at the bottom of the form. The buttons are 'Finish Later', 'Previous', and 'Continue'. The 'Finish Later' button is highlighted with a red rectangular box.

Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.3.4 Additional Nominated Director or Manager Details

1. Do you want to nominate another director or manager? Select “Yes, provide details” or “No”.

A close-up view of the radio button options for the question 'Do you want to nominate another director or manager? *'. The options are 'No' and 'Yes, provide details'. The 'Yes, provide details' option is highlighted with a red rectangular box.

If no, click “Continue”.

A close-up view of the navigation buttons at the bottom of the form. The buttons are 'Finish Later', 'Previous', and 'Continue'.

If yes, a new section is displayed which mirrors the Nominated Director or Manager details. You will need to scroll the page to see all of the fields.

Title Please Select	Date of Birth (dd/mm/yyyy) *
First Given Name *	Family Name *
Other Given Names, If Applicable	Are you now or have you ever been known by another name? * <input type="radio"/> No <input type="radio"/> Yes, provide details
Australian Driver Licence Number *	State/Territory of Issue * Please Select

2. Complete all of the fields for the Additional Nominated Director or Manager as you did for the Nominated Director or Manager.

When there is no more Additional Nominated Director or Managers to add, click “Continue”. The “Driver Vehicle Dashboard” page is displayed.

Finish Later	Previous	Continue
--------------	----------	----------

3. If you have another director or manager to add, click “Add Director/Manager” and another section is added. Once again, complete all of the fields for the Additional Nominated Director or Manager as you did for the Nominated Director or Manager on the previous page. You will need to scroll the page to see all of the fields.

Add Director/Manager

4. If you want to remove an Additional Nominated Director or Manager, click “Remove Director/Manager”.

Remove Director/Manager

If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.

Finish Later	Previous	Continue
--------------	----------	----------

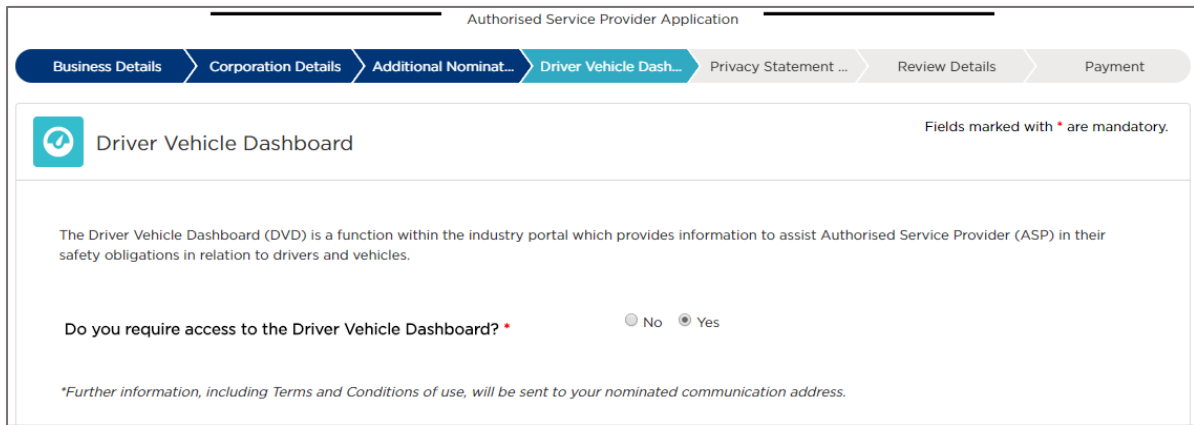
If you want to complete your application at a later time, click “Finish Later”.



Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.4 Driver Vehicle Dashboard

The Driver Vehicle Dashboard (DVD) is a user friendly tool which is in a convenient place within the Industry Portal and it will assist you in managing your safety obligations as an Authorised Service Provider (ASP). You don’t have to use it, but it can assist you with your safety management obligations.



1. Do you require access to the Driver Vehicle Dashboard? Select “Yes” or “No”.



If yes, further information including ‘Terms and Conditions of Use’ will be sent to your nominated communication address. These can be located on the [Industry website](#).

2. Click “Continue”.



The “Privacy Statement and Declaration” page is displayed.

3. If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.



4. If you want to complete your application at a later time, click “Finish Later”.

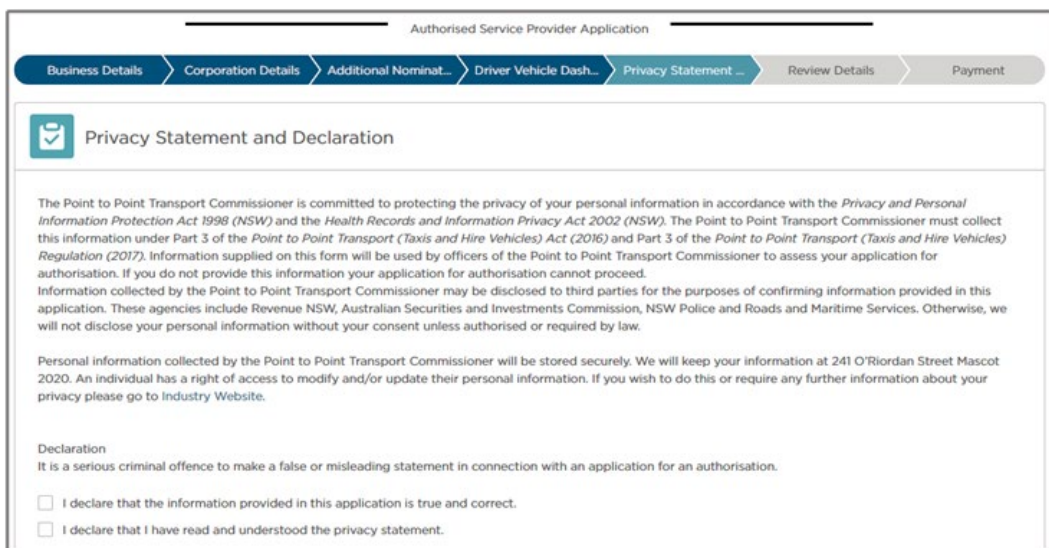


Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.5 Privacy Statement and Declaration

1. Read the “Privacy Statement and Declaration”.

Important: It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.



Authorised Service Provider Application

Business Details > Corporation Details > Additional Nominat... > Driver Vehicle Dash... > Privacy Statement ... > Review Details > Payment

Privacy Statement and Declaration

The Point to Point Transport Commissioner is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*. The Point to Point Transport Commissioner must collect this information under Part 3 of the *Point to Point Transport (Taxis and Hire Vehicles) Act (2016)* and Part 3 of the *Point to Point Transport (Taxis and Hire Vehicles) Regulation (2017)*. Information supplied on this form will be used by officers of the Point to Point Transport Commissioner to assess your application for authorisation. If you do not provide this information your application for authorisation cannot proceed.

Information collected by the Point to Point Transport Commissioner may be disclosed to third parties for the purposes of confirming information provided in this application. These agencies include Revenue NSW, Australian Securities and Investments Commission, NSW Police and Roads and Maritime Services. Otherwise, we will not disclose your personal information without your consent unless authorised or required by law.

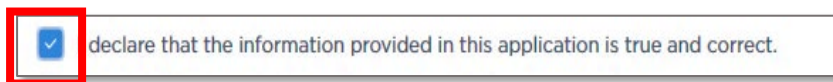
Personal information collected by the Point to Point Transport Commissioner will be stored securely. We will keep your information at 241 O'Riordan Street Mascot 2020. An individual has a right of access to modify and/or update their personal information. If you wish to do this or require any further information about your privacy please go to Industry Website.

Declaration
It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.

I declare that the information provided in this application is true and correct.

I declare that I have read and understood the privacy statement.

2. If you agree, select the “I declare that the information provided in this application is true and correct” check box.



3. If you agree, select the “I declare that I have read and understood the privacy statement” check box.



4. Click “Continue”.



The “Review Details” page is displayed.

If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.

If you want to complete your application at a later time, click “Finish Later”.

Your partially complete application has been saved and will be displayed on the “Activities” screen under the “Applications” tab.

3.6 Review Details

The “Review Details” page displays all of the information you entered. It is a chance to double check your details before lodging and paying for your application. You will need to scroll the page to see all of the information.

1. Review all of the information you supplied.
2. If you need to edit anything, click “Edit” for the page you want to edit. For example, to edit Business Details, click “Edit” as shown below

3. Make your changes and then click “Save”.

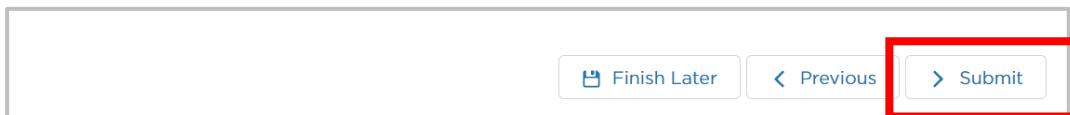


Business Details

Fields marked with * are mandatory.

* Cancel Save

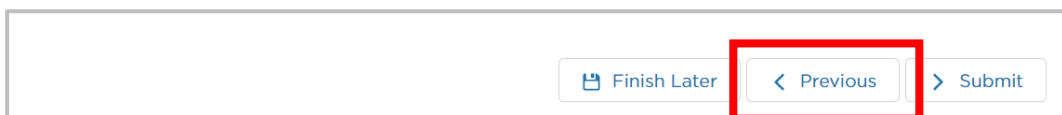
4. Once you have checked that all your details are correct and you made any necessary changes, scroll to the bottom of the page, and click “Submit”.



Finish Later < Previous > Submit

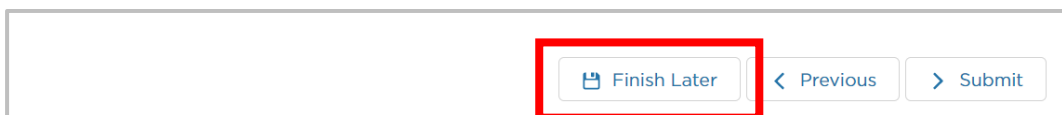
If you want to go back to the last page, click “Previous”.

Warning: You will lose the information you added on this page if you click on “Previous”.



Finish Later < Previous > Submit

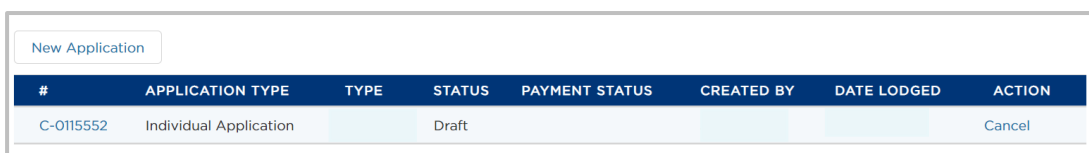
If you want to complete your application at a later time, click “Finish Later”.



Finish Later < Previous > Submit

Your partially complete application has been saved and will be displayed on the Activities screen under the “Applications” tab.

5. If you selected “Submit”, the Applications summary page is displayed.



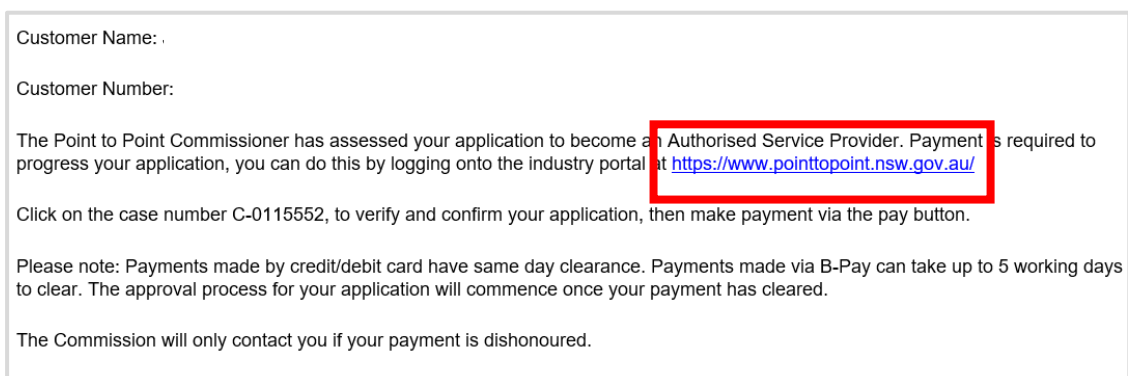
New Application

#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0115552	Individual Application		Draft				Cancel

6. Check your email.

There will be an email similar to the one below.

Click on the blue link in the email and log back into the Industry Portal with your Username and Password.



Customer Name: .

Customer Number:

The Point to Point Commissioner has assessed your application to become an Authorised Service Provider. Payment is required to progress your application, you can do this by logging onto the industry portal at <https://www.pointtopoint.nsw.gov.au/>

Click on the case number C-0115552, to verify and confirm your application, then make payment via the pay button.

Please note: Payments made by credit/debit card have same day clearance. Payments made via B-Pay can take up to 5 working days to clear. The approval process for your application will commence once your payment has cleared.

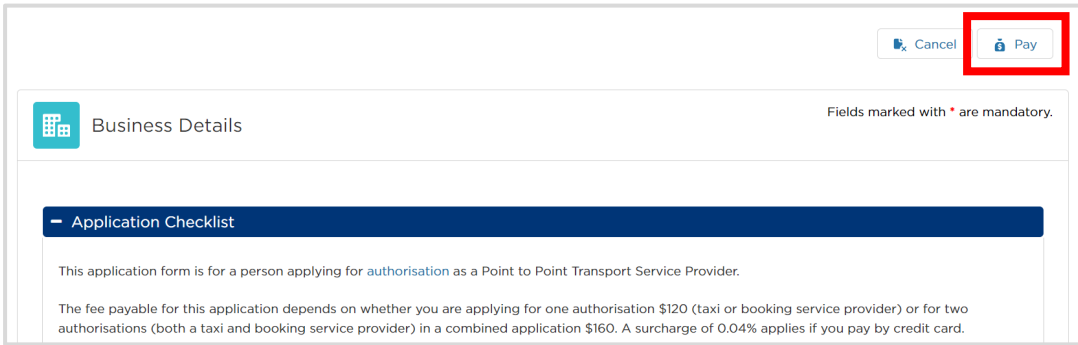
The Commission will only contact you if your payment is dishonoured.

7. Then click on the Case Number (in the “#” column) that corresponds with the case number in the email you just received.



#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0115552	Individual Application		Draft				Cancel

8. You will then receive the option to make a payment. Click on the “Pay” button.



Business Details Fields marked with * are mandatory.

Application Checklist

This application form is for a person applying for authorisation as a Point to Point Transport Service Provider.

The fee payable for this application depends on whether you are applying for one authorisation \$120 (taxi or booking service provider) or for two authorisations (both a taxi and booking service provider) in a combined application \$160. A surcharge of 0.04% applies if you pay by credit card.

3.7 Payment

1. The ‘Payment Details’ screen will be displayed, showing the applicable fee and the various payment options.

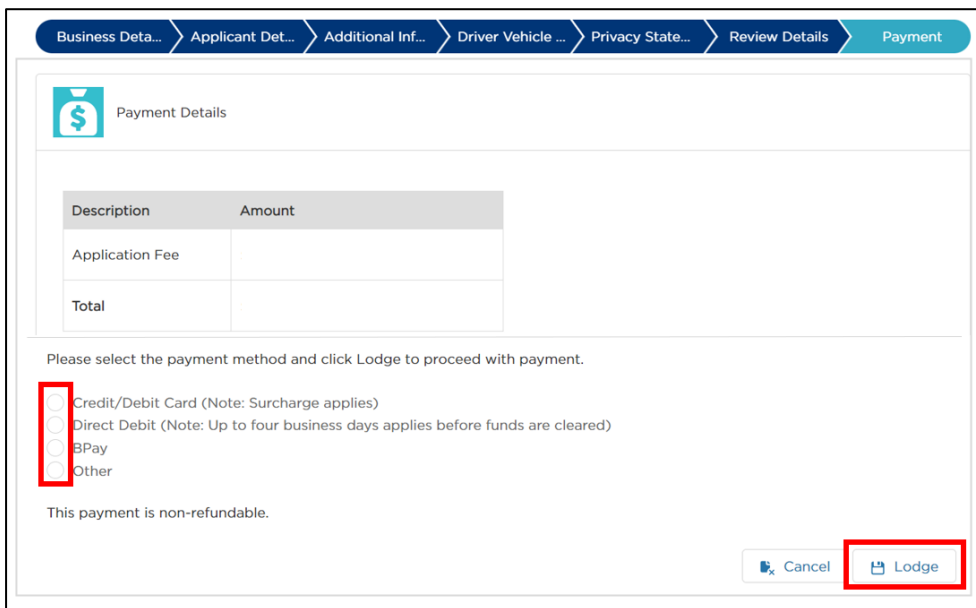
Please ensure you have the details for your preferred payment method ready for the next steps.

If you prefer to pay by **Credit/Debit Card**, refer to steps 2 to 6.

If you prefer to pay by **Direct Debit**, refer to steps 7 to 11.

If you prefer to pay by **BPAY**, refer to steps 12 to 14.

Important: This payment is non-refundable.



Business Deta... > Applicant Det... > Additional Inf... > Driver Vehicle ... > Privacy State... > Review Details > Payment

Payment Details


Description	Amount
Application Fee	
Total	

Please select the payment method and click Lodge to proceed with payment.

Credit/Debit Card (Note: Surcharge applies)
 Direct Debit (Note: Up to four business days applies before funds are cleared)
 BPay
 Other

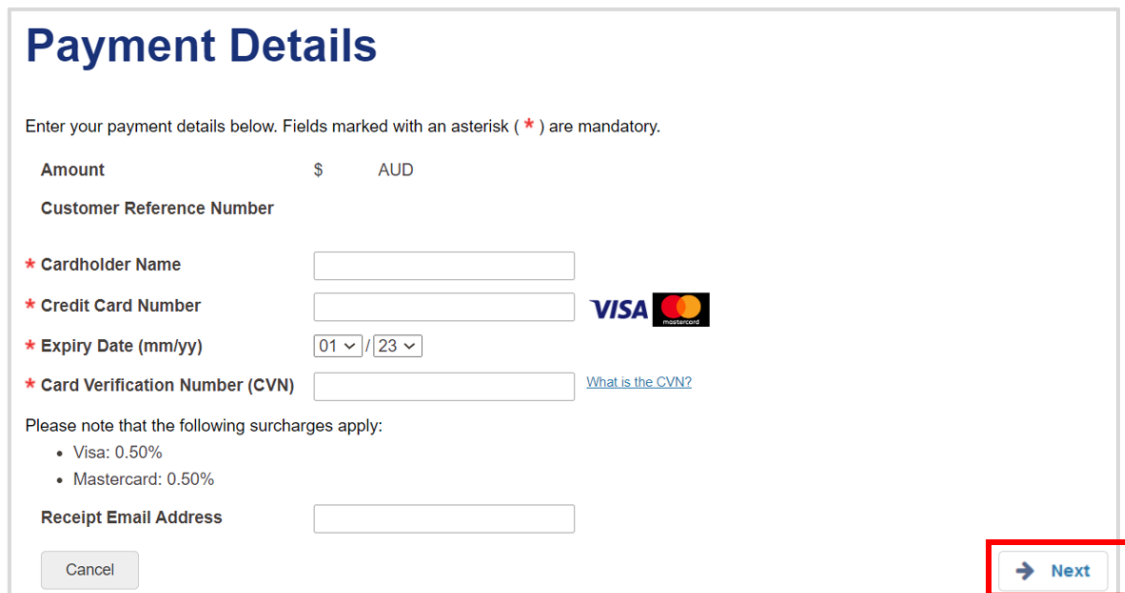
This payment is non-refundable.

- If you choose to pay by credit card or debit card, select the option button “Credit/Debit Card” and click on the “Lodge” button.



- The “Payment Details” screen will appear. Enter your card’s details and an email address for your receipt to be sent to.

Click “Next” to process the payment.




Payment Details

Enter your payment details below. Fields marked with an asterisk (*) are mandatory.

Amount \$ AUD

Customer Reference Number

* Cardholder Name

* Credit Card Number 

* Expiry Date (mm/yy) 01 / 23

* Card Verification Number (CVN) [What is the CVN?](#)

Please note that the following surcharges apply:

- Visa: 0.50%
- Mastercard: 0.50%

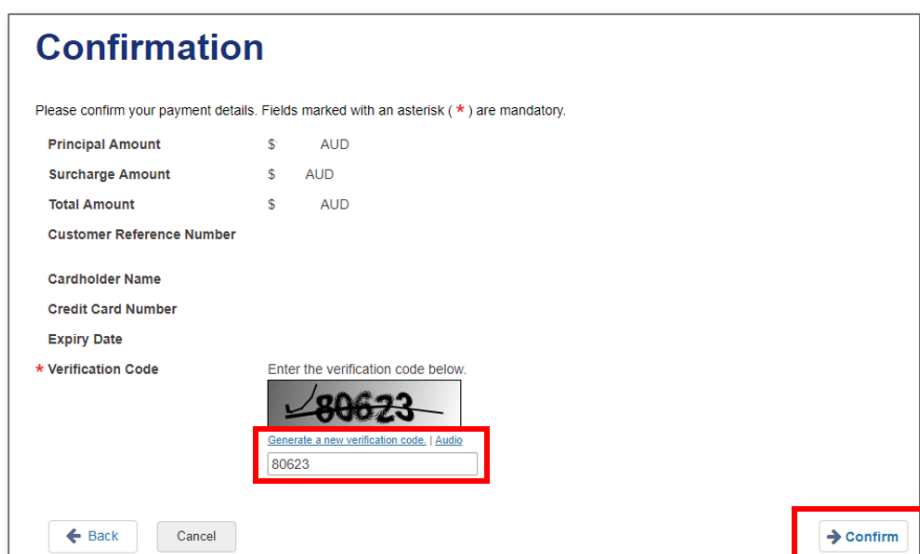
Receipt Email Address

- The “Confirmation” page is displayed.

Type in the “Verification Code” displayed in the box. e.g., 80623. Note: Your code will be different.

If the code isn’t clear, click “Generate a new verification code”. If you would prefer to hear the verification code, click “Audio”.

Click “Confirm”.



Confirmation

Please confirm your payment details. Fields marked with an asterisk (*) are mandatory.

Principal Amount \$ AUD

Surcharge Amount \$ AUD

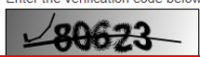
Total Amount \$ AUD

Customer Reference Number

Cardholder Name

Credit Card Number

Expiry Date

* Verification Code Enter the verification code below.

[Generate a new verification code.](#) | [Audio](#)

- You are returned to the screen where you clicked “New Application”.
Your application status is “Lodged” and your payment status is “Paid in Full”.

#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0001738	Corporation Application	Booking	Lodged	Paid in Full	Barney RUBBLE	11/10/2017	Withdraw
C-0001737	Corporation Application	Booking	Draft		Barney RUBBLE		Cancel

- Check your nominated email for a confirmation advice and your receipt.
- If you choose to pay by direct debit, select the option button “Direct Debit” and click on the “Lodge” button.

Direct Debit (Note: Up to four business days applies before funds are cleared)

- On the next screen that is displayed (see below), read the “Direct Debit Request Service Agreement” (scroll down the screen to see the entire agreement) and, if you agree, tick the check box “I accept the Direct Debit Request”

Then enter your bank account details and an email address for your receipt to be sent to.

Click “Next” to progress your application.

Payment Details

Enter your payment details below. Fields marked with an asterisk (*) are mandatory.

Amount \$120.00 AUD
Customer Reference Number 10000294429

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Transport for NSW, User ID 518566, ABN 18 804 239 602.

It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

*** I accept the Direct Debit Request**

*** Account Name**
 *** BSB**
 *** Account Number**
 Receipt Email Address

9. The “Confirmation” screen for Direct Debit payment details will be displayed.
Check that the details displayed are correct

If the details are not correct, click the “Back” button and re-enter your Direct Debit payment details

If they details are correct, enter the verification code displayed e.g., 08538.
Note: Your code will be different.

If the code isn’t clear, click “Generate a new verification code”. If you would prefer to hear the verification code, click “Audio”.

Click “Confirm”.



Confirmation

Please confirm your payment details. Fields marked with an asterisk (*) are mandatory.

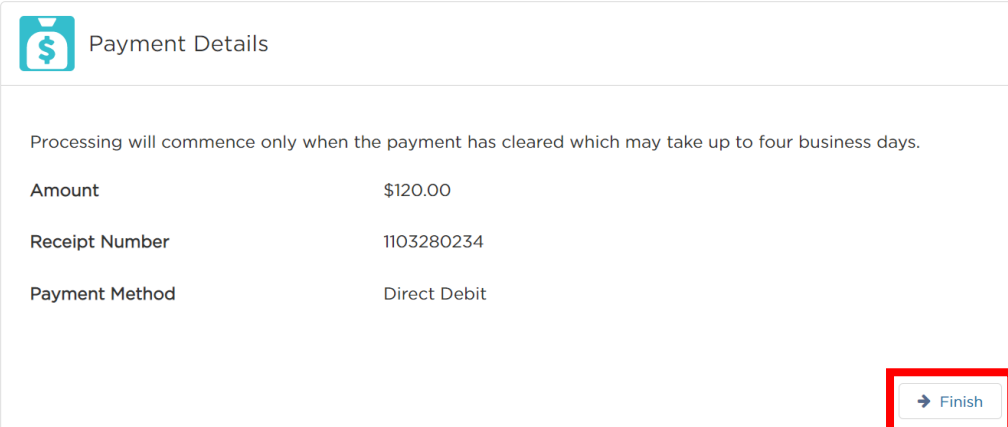
Total Amount	\$120.00 AUD
Customer Reference Number	10000294429
Account Name	JJH
BSB	xxx-062
Account Number	xxxxxx456
* Verification Code	Enter the verification code below.

08538

[Generate a new verification code.](#) | [Audio](#)

[← Back](#) [Cancel](#) [→ Confirm](#)

10. The “Payment Details” screen for your Direct Debit payment will be displayed.
Click “Finish” to progress your application.



Payment Details

Processing will commence only when the payment has cleared which may take up to four business days.

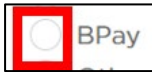
Amount	\$120.00
Receipt Number	1103280234
Payment Method	Direct Debit

[→ Finish](#)

11. You are returned to the screen where you clicked “New Application”.
Your application status is “Lodged” and your payment status is “Pending”.

New Application							
#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0001738	Corporation Application	Booking	Lodged	Pending	Barney RUBBLE	11/10/2017	Withdraw
C-0001737	Corporation Application	Booking	Draft		Barney RUBBLE		Cancel


12. If you choose to pay by BPAY, select the option button “BPAY” and click on the “Lodge” button.



13. The “Payment Details” screen will be displayed and you will be provided with the details needed to make your BPAY payment.

Note: You will also receive an email with these same BPAY payment details as well as instructions on how to pay.


Click “Finish” to progress your application.



Payment Details

Processing will commence only when the payment has cleared which may take up to four business days.

Amount	\$120.00
Payment Method	BPay



Biller Code:	273870
Ref:	66100002944299

Telephone & Internet Banking - BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au Any payment must be for the exact amount of this invoice and be made by the due date. Otherwise, any amount paid will not be accepted and will be returned.

→ Finish

14. You are returned to the screen where you clicked “New Application”.
Your application status is “Lodged” and your payment status is “Pending”.

New Application							
#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0001738	Corporation Application	Booking	Lodged	Pending	Barney RUBBLE	11/10/2017	Withdraw
C-0001737	Corporation Application	Booking	Draft		Barney RUBBLE		Cancel

3.8 Notice of Grant of Authorisation

Should your application for authorisation be granted, you will receive an email with details relating to your authorisation as well as your Authorisation Certificate, similar to the following:

30 September 2017

Customer Name: Booking Partners
Customer Number:

Your NAME,

Notice of grant of Authorisation

I am pleased to inform you that your application for authorisation of Booking Partners submitted on has been granted.

Your Authorisation Service Provider Certificate is enclosed.

As an Authorised Service Provider, you are required to comply with:

- *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*
- *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*
- The conditions of your Authorisation.

Further information on your obligations as an authorised service provider can be found on the [commission's website](#).

Passenger Service Levy

It is a condition of authorisation that if you are liable to pay the passenger service levy then you must do so within 7 days of being liable to pay. If you have not done so already, this includes registering as a taxpayer. Further information can be found in the on the [commission's website](#).

Changes to your circumstances

It is important that you tell us about any changes to your circumstances including change of name, contact details, address or nominated director or manager details, including if the nominated director or manager ceases to reside in NSW. You must do this in writing within 7 days of the change occurring. You can use the online portal to update your information ([link to update details FAQ](#)).

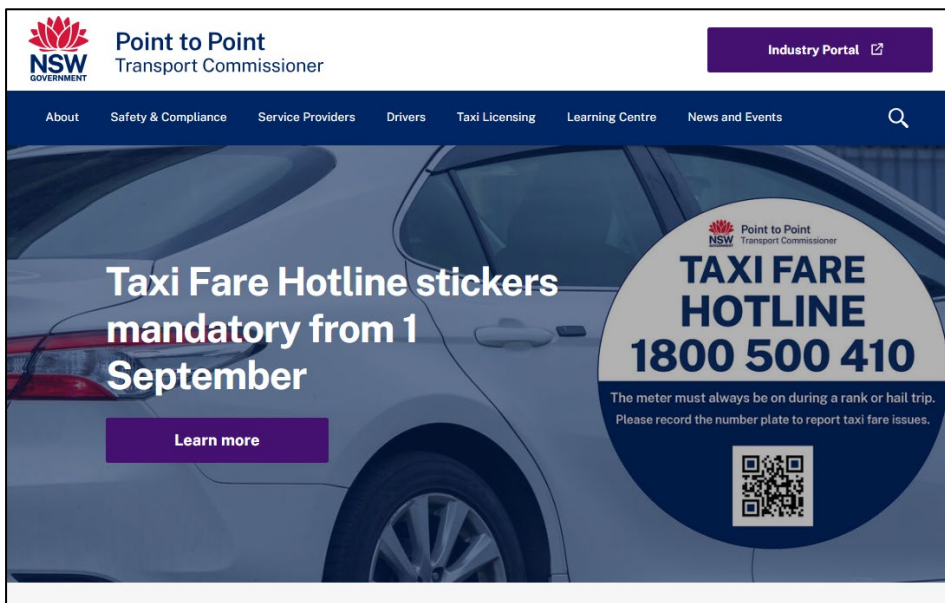
Point to Point Transport Commission

4 Industry Portal – Authorised Service Provider access

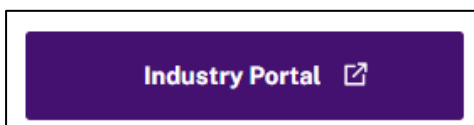
Once you have registered, applied for authorisation and authorisation has been granted you will get access to the Authorised Service Provider Portal. Use this procedure to log in to the Industry Portal. You must be registered before you can log in to the Industry Portal.

4.1 Log in

1. Log in to the Industry Portal or go to pointtopoint.nsw.gov.au



2. Click on the “Industry Portal” link, just above the magnifying glass.



3. Click the “Continue with Point to Point” button which has been labelled below with the letter “A”.

Welcome to the Industry Portal

The Industry Portal assists Service Providers and Taxi Licensees to manage their safety obligations under the new regulatory framework.

If you hold an Authorisation and/or Taxi licence, you can login through either the Authorised Service Provider or Taxi Licence portals below.

Authorised Service Provider Portal

Authorised Service Provider Portal
Manage or apply for Service Provider Authorisations

A Continue with Point to Point

Further options

Taxi Licence Portal

Taxi Licence Portal
Manage or apply for taxi licences

Log in or register using your MyServiceNSW Account
For fewer passwords and a simpler application process, you can use your MyServiceNSW Account.

Continue with Service NSW

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Point to Point.
Existing users must use their driver licence as one form of identity in their MyServiceNSW Account.

OR

Log in or register using your Point to Point Account

Continue with Point to Point

4. The “Log in” screen is displayed.

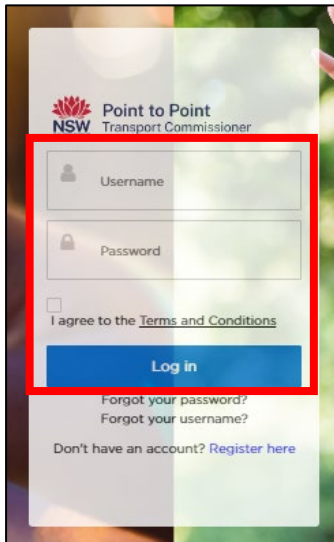
Type in your “Username”. This is the email address you used to register.

Type in your “Password”.

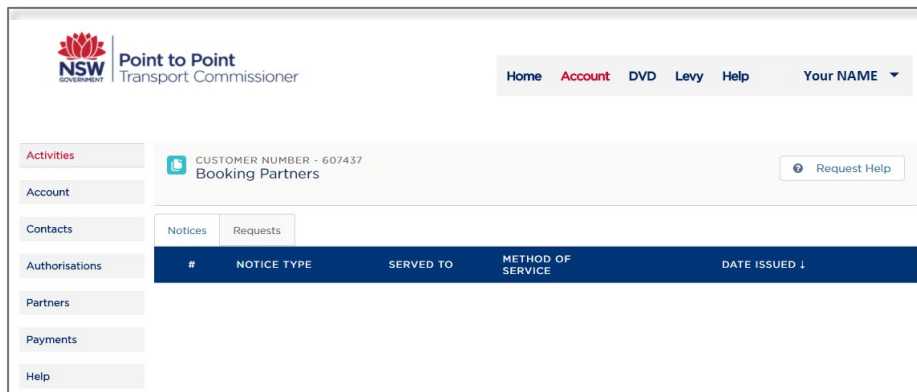
You must click the “[Terms and Conditions](#)” link to read the Terms and Conditions.

If you agree, select the “I agree to the [Terms and Conditions](#)” check box.

Click “Log in”.

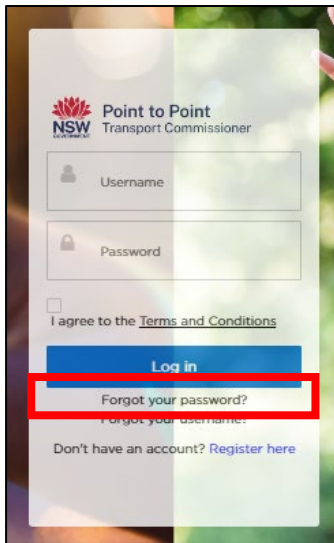


5. The “Home” page is displayed.



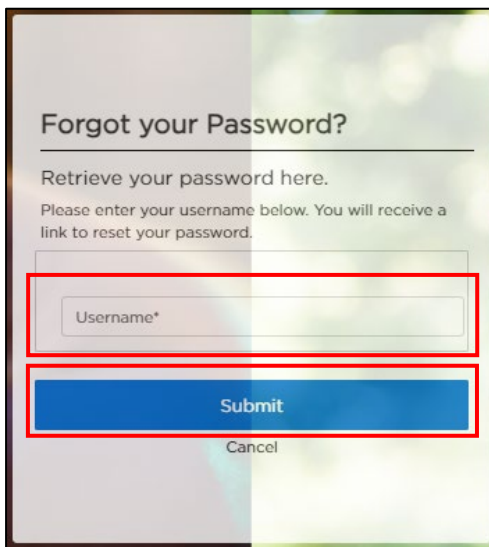
4.1.1 Forgot your password?

1. Click the “Forgot your password?” link under the “Log in” button.



The “Forgot your Password” screen is displayed.

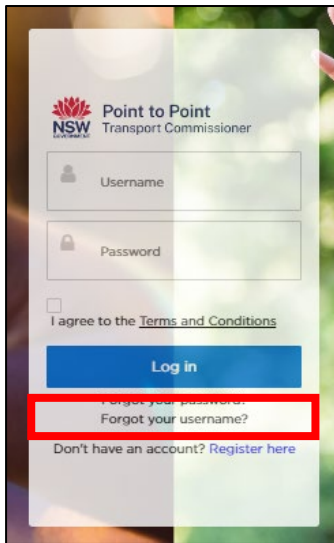
2. Type in your “Username” and then click “Submit”.



3. Check your email account for a link to reset your password.

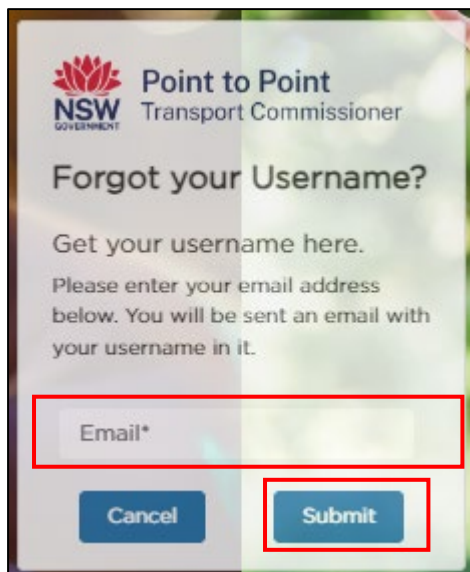
4.1.2 Forgot your username?

1. Click the “Forgot your username?” link under the “Log in” button.



The “Forgot your Username” screen is displayed.

2. Type in the email address that you have registered with the Point to Point Transport Commission and then click “Submit”.



3. Check your email account for an email with details regarding your username.

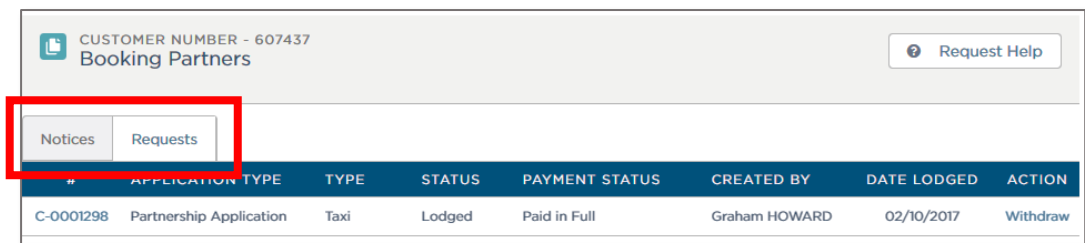
4.2 Activities

Use the “Activities” screen to check your notices and requests.

1. Click the “Activities” tab on the left hand menu.



The “Activities” screen is displayed. In the following image, the “Requests” tab is displayed showing that a Partnership Application has been lodged and paid in full.



A screenshot of the 'Activities' screen. At the top, it shows 'CUSTOMER NUMBER - 607437' and 'Booking Partners'. There is a 'Request Help' button. Below this, there are two tabs: 'Notices' and 'Requests'. The 'Requests' tab is selected and highlighted with a red box. Below the tabs is a table with the following data:

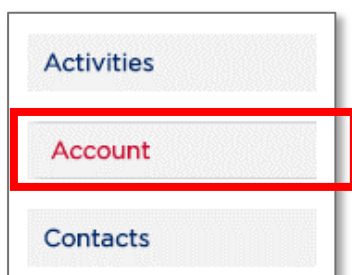
#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0001298	Partnership Application	Taxi	Lodged	Paid in Full	Graham HOWARD	02/10/2017	Withdraw

2. Click either the “Notices” or “Requests” tab to switch views.

4.3 Account

Use the “Account” screen to check and edit contact information.

1. Click the “Account” tab on the left hand menu.



The “Account” screen is displayed.

Activities

Account

Contacts

Authorisations

Partners

Payments

Help

CUSTOMER NUMBER - 607437
Booking Partners

New Application

Customer Number: 607437

Entity Type: Individual Partnership

Email: *

Daytime Phone Number: *

Business Address Details: *
Can't find address
123 Railway Parade CARLTON NSW 2218
Enter your street address starting with the street number and name, suburb and state.

Record Keeping Address Details: *
Can't find address
123 Railway Parade CARLTON NSW 2218
Enter your street address starting with the street number and name, suburb and state.

Document Delivery Preference: *
Email

Notice Email: *

Notice Address (provide physical street address) *

How would you would like your public contact details displayed?
A public register of all authorised service providers will be available on the Point to Point Transport Commission website.

Business Name For Customer Contact *

Note: Only the white fields are active and can be edited. Grey fields cannot be edited.

2. Click “Save” if you have changed any details.



4.3.1 New Application

You can submit an application for another service associated with your authorisation. For example, you may hold an authorisation for a Booking Service and want to apply for authorisation as a Taxi Service.

From the “Account” screen:

1. Click “New Application”

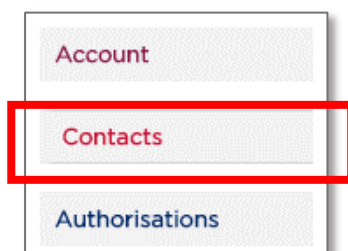
The screenshot shows the 'New Application' form in the Booking Partners interface. The 'New Application' button is highlighted with a red box. The form includes fields for Customer Number (607437), Entity Type (Individual Partnership), Email, Daytime Phone Number, Business Address Details, Record Keeping Address Details, Document Delivery Preference (Email), Notice Email, and Notice Address (provide physical street address). There are also instructions for entering street addresses and a section for public contact details.

2. Follow the new application process in [“3. Apply to become an Authorised Service Provider”](#).

4.3.2 Contacts

Use the “Contacts” screen to check and edit contact information.

1. Click the “Contacts” tab on the left hand menu.



The “Contacts” screen is displayed.

The screenshot shows the 'Contacts' screen with a table of contact information. The table has columns for IS PRIMARY CONTACT, TYPE, FAMILY NAME, FIRST GIVEN NAME, STATE, LEVEL OF ACCESS, and EDIT. The first row is checked as the primary contact and is a Nominated Director/Manager named Howard Graham, Full Access User. The other two rows are Individual Partners named Howard Graham and James Howard, both in NSW.

IS PRIMARY CONTACT	TYPE	FAMILY NAME	FIRST GIVEN NAME	STATE	LEVEL OF ACCESS	EDIT
<input checked="" type="checkbox"/>	Nominated Director/Manager	HOWARD	Graham		Full Access User	
<input type="checkbox"/>	Individual Partner	Howard	Graham	NSW		
<input type="checkbox"/>	Individual Partner	Howard	James	NSW		

4.3.3 Edit a contact

Use this function to:

- Edit the details of a contact
- Modify access levels to the DVD
- Upload or update the contact's POI or criminal history check information

Use the "Contacts" screen:

1. Click the "Edit" icon for the contact you want to edit.

The "Edit Contact" window is displayed.

IS PRIMARY CONTACT	TYPE	FAMILY NAME	FIRST GIVEN NAME	STATE	LEVEL OF ACCESS	EDIT
<input checked="" type="checkbox"/>	Nominated Director/Manager	HOWARD	Graham		Full Access User	
<input type="checkbox"/>	Individual Partner	Howard	Graham	NSW		

2. Make your changes.

Note: Only the white fields are active and can be edited. Grey fields cannot be edited without advising the Point to Point Transport Commission in writing and with supporting evidence.

Grey non-editable

White editable

Change Access Levels

Upload or update supporting documentation

Edit Contact

Fields marked with * are mandatory.

Contact Type *
General Contact

Role
Manager
 Primary Contact ?

First Given Name *
Test

Family Name *
User

Residential Address *
20 RAILWAY ST, LIVERPOOL NSW 2170
Enter your street address starting with the street number and name, suburb and state.

Daytime Phone Number *
041111112

Email *
test@testuser.com

Australian Driver Licence Number

State of Issue
NSW

Date Of Birth
07/10/1985

Are you now or have you ever been known by another name?
 No Yes

Access Level
Select one more access requirements
 Authorisation Account Administrator
 Driver Vehicle Dashboard Administrator

Supporting Documentation
All supporting documentation needs to be certified as a true copy of the original by a Justice of the peace, Solicitor or person on the approved list of occupations.
If you are nominating a second or subsequent nominated director or manager you will be required to complete a separate declaration. Download the Authorised Service Provider Nominated Manager or Director Declaration form from the industry website and attach it to your request.

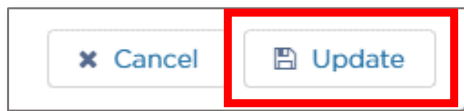
Certified Supporting Documentation
File CPOI-POI-How to attach - Proof of Identity .pdf uploaded successfully

Nominated Manager or Director Declaration
File CPOI-POI-Authorised Service Provider Nominated Manager or Director Declaration_0 (3).pdf uploaded successfully

No file selected.

No file selected.

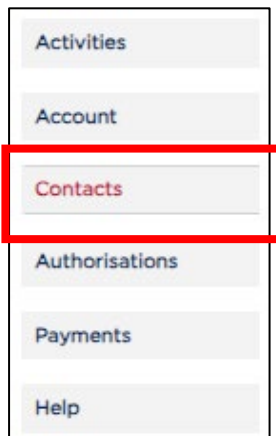
3. Click “Update”.



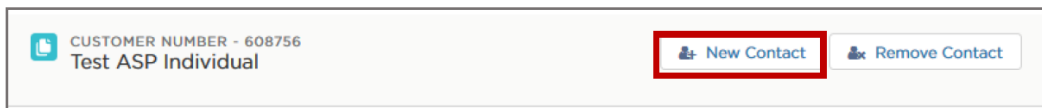
4.3.4 Add a contact

The process of registering a ‘new contact’ must be begun by one of the Authorised Service Provider’s ‘current contacts’. The ‘current contact’ must complete steps 1 to 9.

1. Click on the “Contacts” tab on the left hand menu.

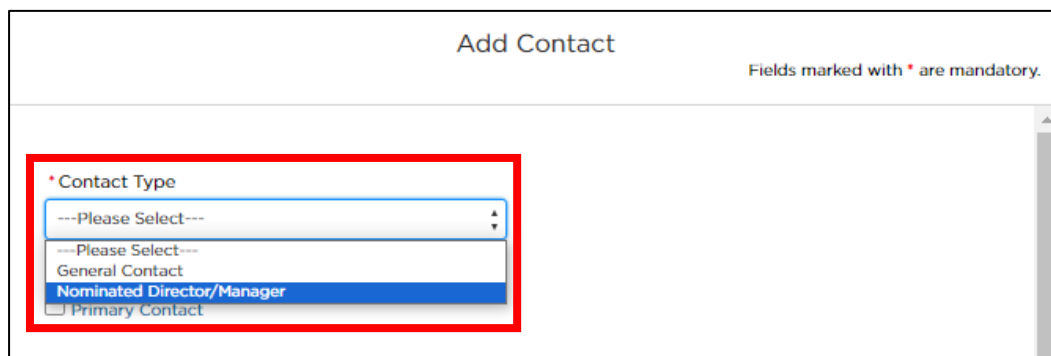


2. Click on the “New Contact” button.



The “Add Contact” window is now displayed.

3. Click on the “Contact Type” drop-down list to display the options and select “Nominated Director/Manager”.



4. This will then prompt the display of another drop-down list with the title “Role”. Select the relevant role.

The screenshot shows the 'Add Contact' form. The 'Contact Type' dropdown is set to 'Nominated Director/Manager'. The 'Role' dropdown is open, showing options: '---Please Select---', 'Company Secretary', 'Director', and 'Manager'. The 'Primary Contact' checkbox is unchecked. A red box highlights the 'Role' dropdown menu.

5. The ‘current contact’ needs to enter the details for the ‘new contact’ into the “Add Contact” form:

- If the ‘new contact’ will be the “Primary Contact”, check the box
- Type the “First Given Name”
- Type the “Family Name”
- Type the “Email” address
- Type the “Daytime Phone Number”
- If the ‘new contact’ will have “Authorisation Account Administrator” access, check the box
- If the ‘new contact’ will have “Driver Vehicle Dashboard Administrator” access, check the box
- If the ‘new contact’ will have “Taxi Portal” access, check the box.

The screenshot shows the 'Add Contact' form with the following details: 'Contact Type' is 'Nominated Director/Manager' and 'Role' is 'Director'. The 'Primary Contact' checkbox is unchecked. The 'First Given Name' field contains 'John', 'Family Name' contains 'Citizen', 'Email' contains 'jcitizen@testemail.com', and 'Daytime Phone Number' contains '041599888'. The 'Access Level' section has 'Authorisation Account Administrator' checked, 'Driver Vehicle Dashboard Administrator' unchecked, and 'Taxi Portal' unchecked. A red box highlights the 'Primary Contact' checkbox, the name and email fields, and the 'Access Level' section.

6. Scroll down the page and read the “Privacy Statement and Declaration”.
If you agree with it, check the two declaration boxes.

Privacy Statement and Declaration

The Point to Point Transport Commissioner is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*. Information collected on this form will be used by officers of the Point to Point Transport Commissioner to record the details of the person nominated as the contact person for the authorised service provider or to record the details of the person nominated as the manager or director. Provision of the details of a person named as the contact person is voluntary. However a failure to nominate a contact person may impact on the ability of the officers of the Point to Point Transport Commission to communicate with you.

Information on the nominated manager or director, must be collected under Part 3 of the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* and Part 3 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017. It is a general standard of the authorisation to provide a taxi service or a booking service that persons are nominated as managers and/or directors.

Information collected by the Point to Point Transport Commissioner may be disclosed to third parties for the purpose of confirming information provided in this application. These agencies include the Australian Securities and Investments Commission, NSW Police and Transport for NSW. Otherwise we will not disclose your personal information without consent unless authorised or required by law. Personal information collected by the Point to Point Transport Commissioner will be stored securely. The Point to Point Transport Commissioner's office is located at 241 O'Riordan Street Mascot 2020. An individual has a right of access to modify and/or update their personal information. If you wish to do this or require further information about your privacy please go to the Industry Website.

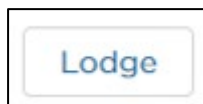
Declaration
It is a serious criminal offence to make a false or misleading statement.

I declare that the information provided in this application is true and correct.

I declare that I have read and understood the privacy statement, including my privacy obligations.

[Cancel](#) [Lodge](#)

7. Click on the “Lodge” button.



8. A new window will appear advising you of the next steps and requesting confirmation of the new contact's email address.

If correct, click on “Confirm”.

If incorrect, click on “Cancel” and correct the email address. Once the email address has been corrected, return to Step 5.

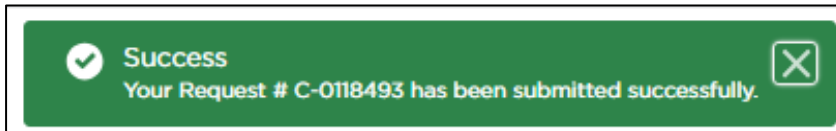
Confirmation

The new contact will receive an email with portal login details where they will be required to upload identification documents and other documents if applicable.

Please confirm the email address for the new contact :

[Cancel](#) [Confirm](#)

9. A message will display confirming that your request has been successfully submitted.

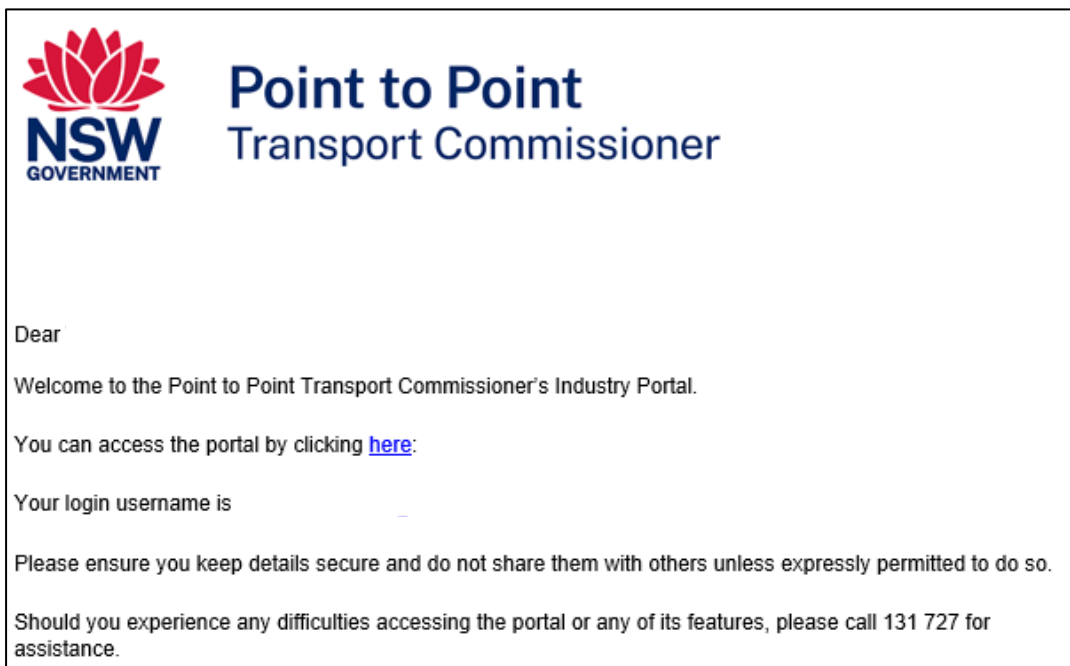


Nothing else is required of the 'current contact'. The 'new contact' is now required to complete steps 10 to 22.

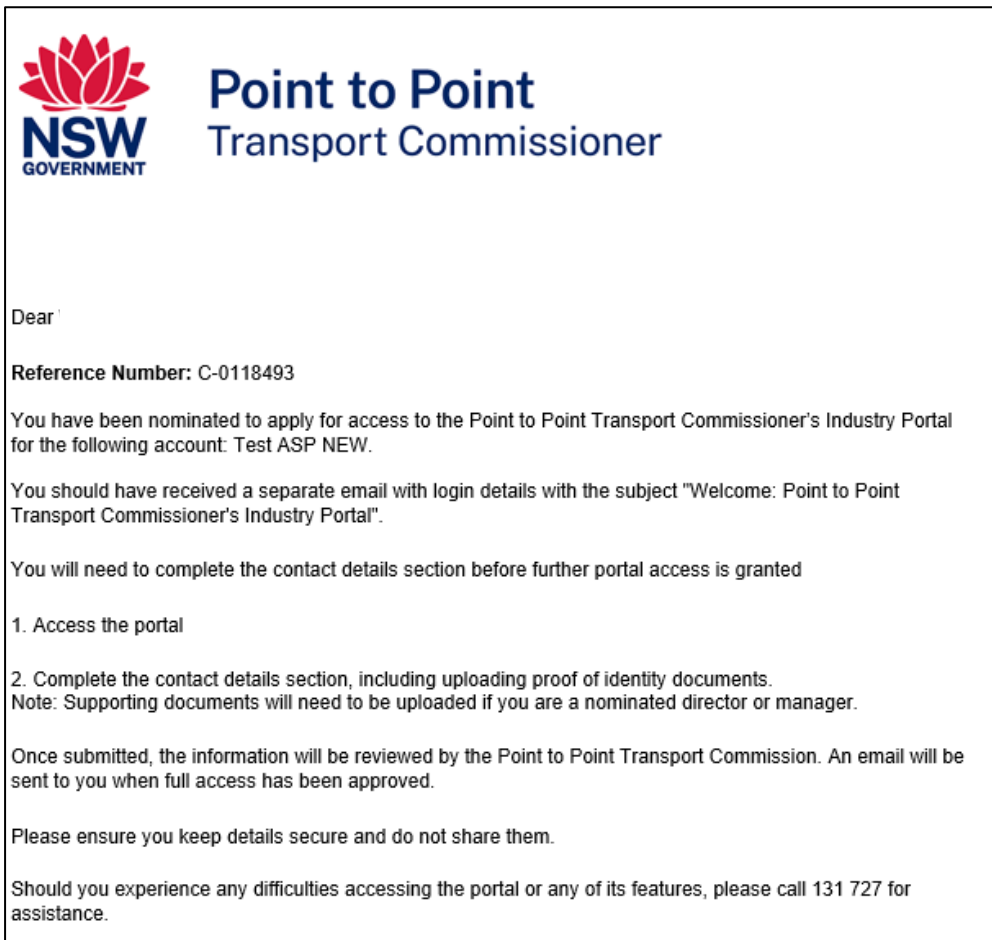
Steps 1 to 9 will have triggered the sending of two emails to the email address provided for the 'new contact' in step 5.

Note: the user details in the below example emails are not real, they are for demonstration purposes only.

- Email 1



- Email 2



The 'new contact' must now complete steps 10 to 14.

10. Open 'Email 1' and click on the word "here" from the sentence "You can access the portal by clicking here".

You can access the portal by clicking [here](#):

11. Your internet browser will open to a webpage which asks you to change, or set, your password for the Industry Portal. Follow the instructions and then click on "Change Password".

Change Your Password

Enter a new password for _____ . Make sure to

Include at least:

- ✓ 8 characters

Also Include at least 3 of the following:

- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password

 Good

* Confirm New Password

 Match

Change Password

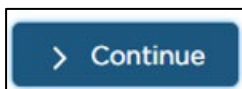
Password was last changed on 7/11/2023 3:10 PM.

12. The next screen will be pre-filled with some of your details. Enter your details for the fields that are not yet complete:

- Type in your “Australian Driver Licence Number”.
- Use the drop-down list to select the “State/Territory of Issue”.
- Type in your “Date Of Birth” or click on the calendar tool to select a date.
- Respond to the question “Are you now or have you ever been known by another name?” by clicking on either “No” or “Yes”.
- If you answer “Yes” to this question, an additional field with the title “Other Name” will be displayed. Enter the other names by which you were known by or are currently known by.
- Start to type in your “Residential Address”, beginning with the street number, then street name, suburb etc., e.g., 123 Railway Parade. Matching Australian addresses are displayed in a list. Click on the correct address if it is displayed. You may have to scroll to see all the addresses. If the address is not in the list, click “Can’t find address” and type the address into the displayed fields. This includes for international addresses.

The screenshot shows a web form titled "New Contact Registration" with a progress bar at the top indicating "Contact Details" is the current step. The form contains several fields, some of which are highlighted with red boxes. The highlighted fields are: "Australian Driver Licence Number" (a text input field), "State/Territory of Issue" (a dropdown menu with "--Please Select--" selected), "Date Of Birth" (a text input field with a calendar icon), and "Residential Address" (a text input field with a "Can't find address" link). Other visible fields include "Contact Type" (Nominated Director/Manager), "Role" (Director), "First Given Name", "Family Name", "Email", and "Daytime Phone Number". A question "Are you now or have you ever been known by another name?" is also present with radio buttons for "No" (selected) and "Yes". At the bottom right, there are "Save as draft" and "Continue" buttons.

13. Check the details you have entered and, once you have checked and confirmed they are correct, click “Continue”.



14. You now need to upload your identity documents. Each identity document has a 'points' value. You must upload one 'primary document' and one or more 'secondary documents'. The documents you upload must add up to a minimum of 100 points. The most commonly used identity documents are listed on this webpage.

Supporting Documentation Checklist

You are required to provide 100 points of identification.

- You must provide one primary document; and
- You must provide one or more secondary documents

PRIMARY DOCUMENTS - YOU MUST SUPPLY ONE PRIMARY DOCUMENT

PRIMARY DOCUMENTS	POINTS
<input type="checkbox"/> Australian birth certificate (not an extract) or NSW birth card	70
<input type="checkbox"/> Australian citizenship certificate	70
<input type="checkbox"/> Australian Passport (current or expired within the last 2 years)	70
<input type="checkbox"/> Other document of identity having the same characteristics as a passport	70

SECONDARY DOCUMENTS - DOCUMENTS MUST CONTAIN NAME AND PHOTOGRAPH OF APPLICANT

SECONDARY DOCUMENTS	POINTS
<input type="checkbox"/> Australian driver licence or learners permit	40
<input type="checkbox"/> Roads and Maritime Services Photo Card	40
<input type="checkbox"/> Licence or permit issued under a law of the Commonwealth, a State or Territory Government - (e.g., a boat licence)	40
<input type="checkbox"/> State or federal government employee identity	40
<input type="checkbox"/> Identification card issued by the Commonwealth, a State or Territory Government as evidence of the person's entitlement to a financial benefit	40
<input type="checkbox"/> An identification card issued to a student at a tertiary education institution	40

[Click here to view the full list of Acceptable Proof of Identity documents](#)

15. Click on the link "Acceptable Proof of Identity documents" to see a full list of valid documents. Make sure that the documents you intend on using are suitable.

[Click here to view the full list of **Acceptable Proof of Identity documents**](#)

Decide which documents you will use to prove your identity and then create a computer file which has a clear colour image of each document. This can be done in a variety of ways, for example, by using a Smartphone to take a photo of the document or by using a scanner to create an image file.

Note: The checkboxes next to each type of primary and secondary document are there only to help you as you work through this step. For example, you might check a box once you have uploaded the relevant document. You do not have to check any of these boxes to submit your uploaded proof of identity documents.

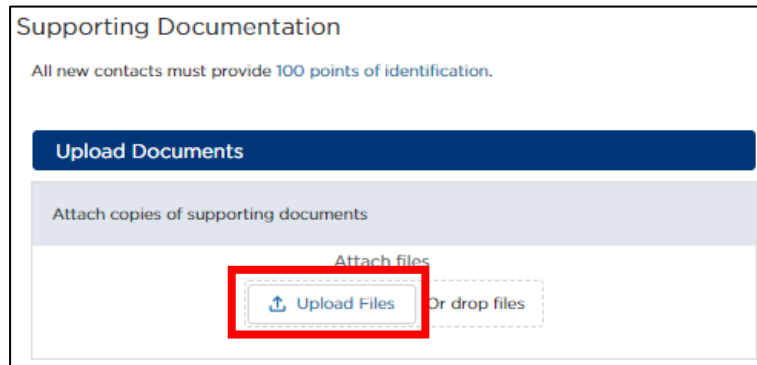
PRIMARY DOCUMENTS - YOU MUST SUPPLY ONE PRIMARY DOCUMENT

PRIMARY DOCUMENTS	POINTS
<input type="checkbox"/> Australian birth certificate (not an extract) or NSW birth card	70
<input type="checkbox"/> Australian citizenship certificate	70
<input type="checkbox"/> Australian Passport (current or expired within the last 2 years)	70
<input type="checkbox"/> Other document of identity having the same characteristics as a passport	70

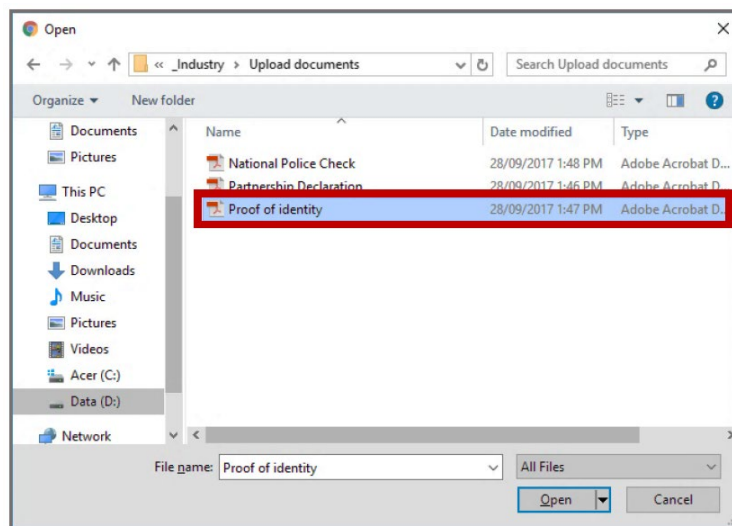
16. There are two ways you can upload a document to this form:

Option 1: Upload files

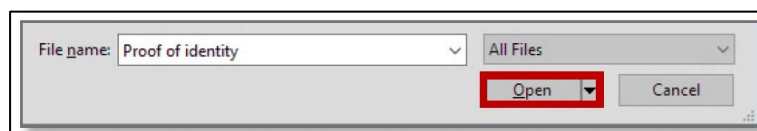
- Click on the “Upload Files” button.



- Find the folder on your computer where your first proof of identity document is located and click on the file to select the file.

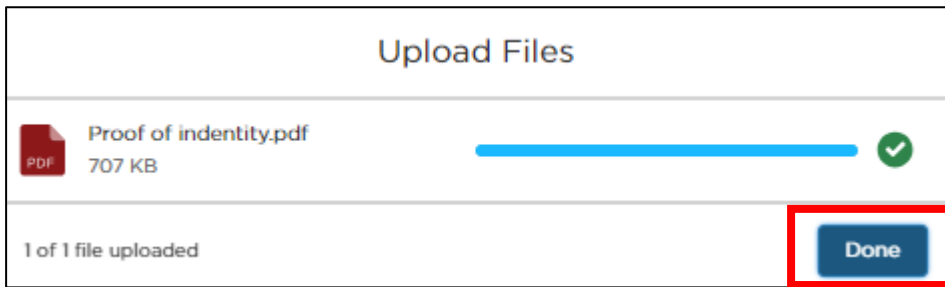


- Click the “Open” button.



A message is displayed to let you know the file was uploaded successfully.

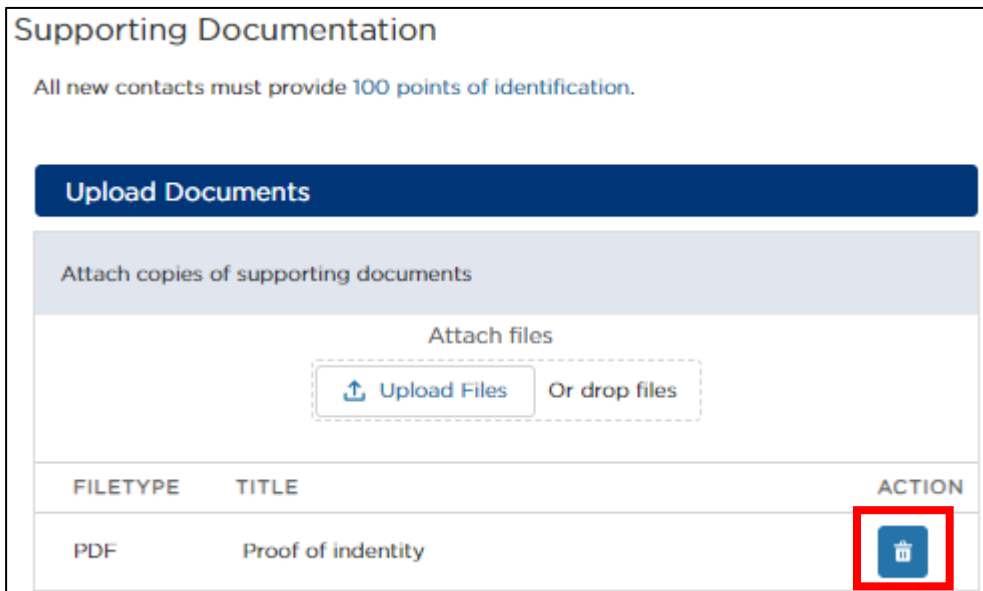
- Click the button “Done” to close the message.



Another confirmation message will display.

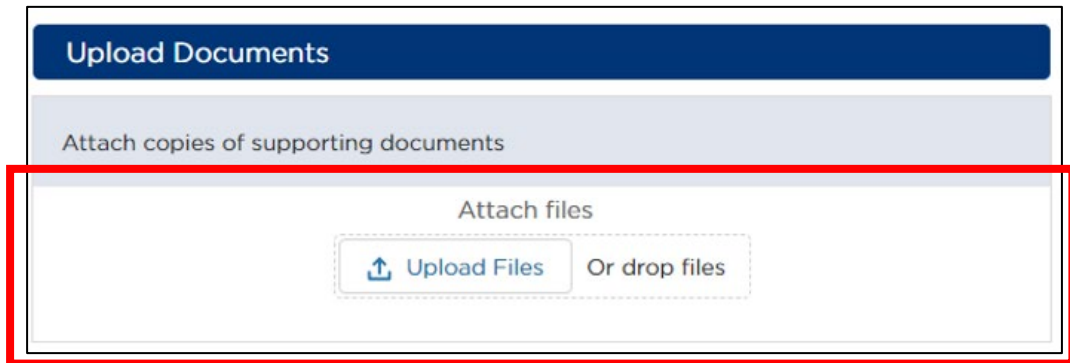


- Repeat these steps to upload additional documents in the same way.
- If you upload the wrong file, it can be deleted by clicking on the ‘recycle bin’ icon.

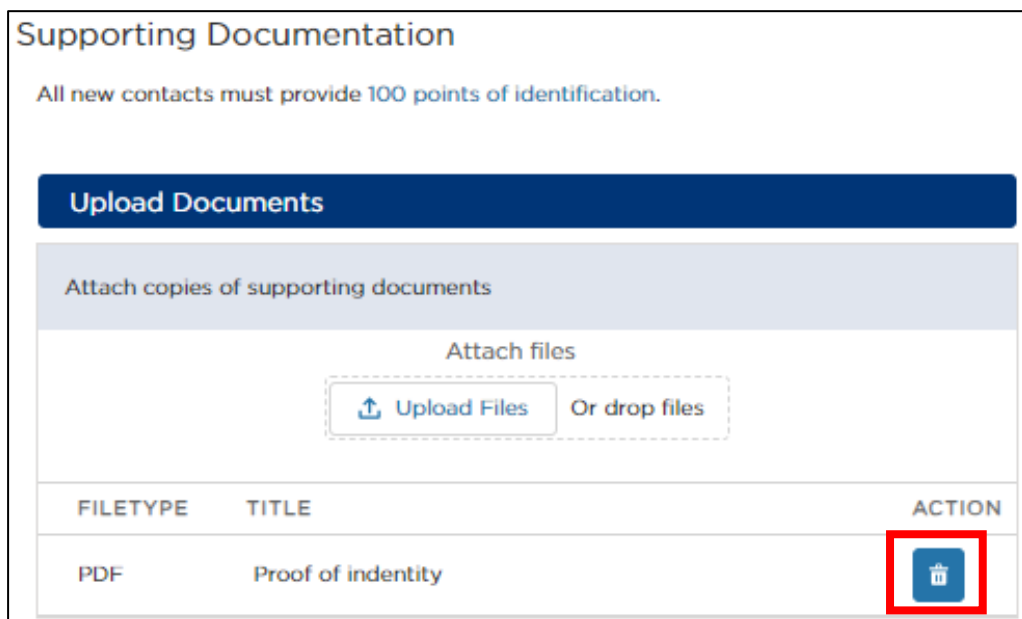


Option 2: Drop files

- To drag and drop the files from your computer's file management system:
 - open your computer's file management system
 - hover your mouse pointer over the proof of identity file
 - press and hold down the left button of the mouse
 - drag the file from your computer's file management system and drop it onto the "Attach files" rectangle.



- Repeat these steps to upload another document in the same way.
- If you upload the wrong file, it can be deleted by clicking on the 'recycle bin' icon.



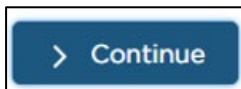
17. If you have been designated as a ‘Nominated Manager or Director’ by the Authorised Service Provider, then an additional section will be displayed, as follows:

NOMINATED MANAGER OR DIRECTOR DOCUMENTS	
<input type="checkbox"/>	Nominated Manager or Director Declaration (download and complete)
<input type="checkbox"/>	Copy of company extract from Australian Securities & Investments Commission (ASIC)
<input type="checkbox"/>	A letter on corporation letterhead signed by a director or the Company Secretary confirming the nomination and authority to act on behalf of the corporation
<input type="checkbox"/>	A national police check
<input type="checkbox"/>	If you have not been resident in Australia for at least the last 5 years, a police check from your former country of residence.

You will need to upload additional documents if this is the case:

<p>1. “Nominated Manager or Director Declaration” form</p>	<ul style="list-style-type: none"> Download this form to your computer by clicking on the name of the form “Nominated Manager or Director Declaration” which is in blue text Nominated Manager or Director Declaration Open the form and complete it Save the changes you made to the form Use either ‘Option 1: Upload files’ or ‘Option 2: Drop files’ from step 16 to upload the file
<p>2. Copy of the full company extract from Australian Securities & Investment Commission (ASIC)</p>	<ul style="list-style-type: none"> Use either ‘Option 1: Upload files’ or ‘Option 2: Drop files’ from step 16 to upload the file which contains an image of the Authorised Service Provider’s company extract
<p>3. A letter, on company letterhead, signed by a director or the Company Secretary confirming the nomination and authority to act on behalf of the corporation</p> <p>Alternatively, a copy of Board Meeting minutes that confirm approval for you to be on the Industry Portal can be used</p>	<ul style="list-style-type: none"> Use either ‘Option 1: Upload files’ or ‘Option 2: Drop files’ from step 16 to upload the file which contains an image of the confirmation
<p>4. A national police check</p>	<ul style="list-style-type: none"> If you have been a resident of Australia for at least the last five years, it should be an Australian national police check which has been done in the last three months. If you have not been a resident of Australia for at least the last five years, it should be a police check from your former country of residence. If the police check is not in English, a translation will also need to be provided. Use either ‘Option 1: Upload files’ or ‘Option 2: Drop files’ to upload the file which contains an image of the police check.

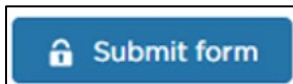
18. When all the necessary documents have been uploaded, click “Continue”.



19. Read the “Privacy Statement and Declaration”. If you agree with it, check the two declaration boxes.

A screenshot of a web form titled "New Contact Registration". The form has three tabs: "Contact Details", "Supporting Documents", and "Privacy Statement and Declaration". The "Privacy Statement and Declaration" tab is active. The form contains a privacy statement and two declaration checkboxes. The checkboxes are:
* I declare that the information provided in this application is true and correct.
* I declare that I have read and understood the privacy statement, including my privacy obligations.
At the bottom right, there are three buttons: "Save as draft", "Previous", and "Submit form". The "Submit form" button is highlighted with a red box.

20. Click “Submit form”.



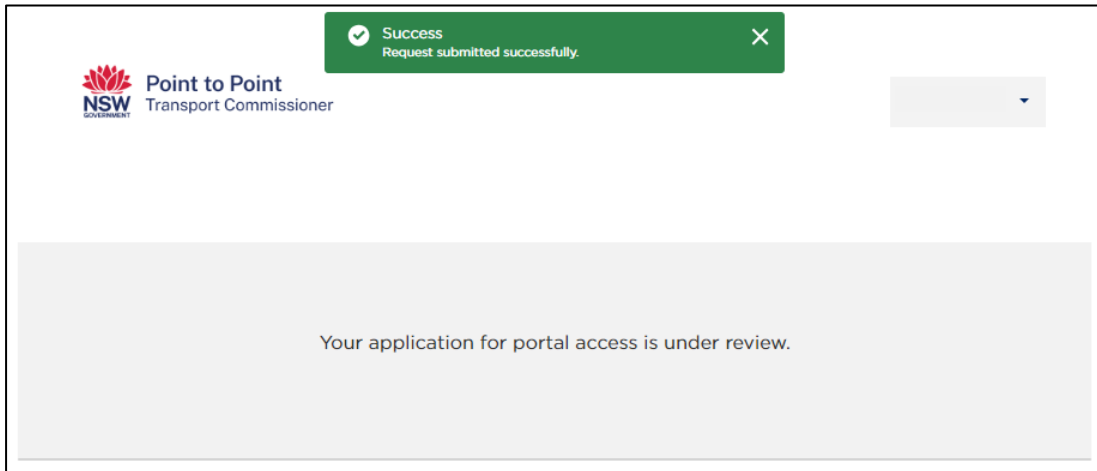
21. A “Confirmation” window will be displayed.

If you would like to proceed, click ‘Submit’.

If you would like to return to the application and amend it, click on the ‘Return to Application’ button.

A screenshot of a "Confirmation" window. The text reads: "The request to be a contact for this account will be submitted for review and approval by the Point to Point Transport Commission. Do you wish to continue?". At the bottom right, there are two buttons: "Return to Application" and "Submit". The "Submit" button is highlighted with a red box.

22. A message advising that the application was submitted successfully will be displayed.



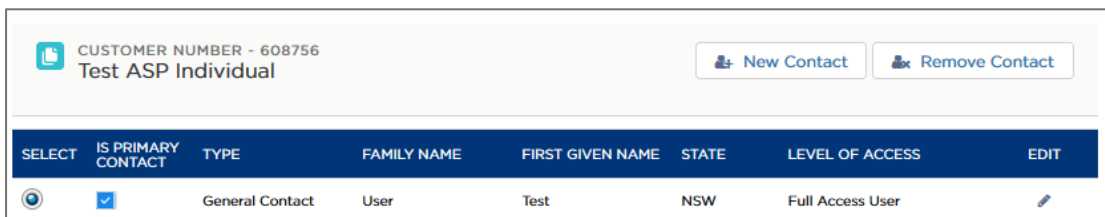
The 'new contact' will receive an email when their request has been reviewed and approved by the Point to Point Transport Commission.

Industry Portal access will be in line with the access initially requested in step 5.

If there are issues with the submission, the Point to Point Transport Commissioner will reach out to the 'new contact' and try to resolve those issues.

4.3.5 Deactivate a contact

1. If you wish to remove one of your existing contacts from the Industry Portal, select the contact you wish to remove by clicking the circular button in the SELECT column next to the contact.

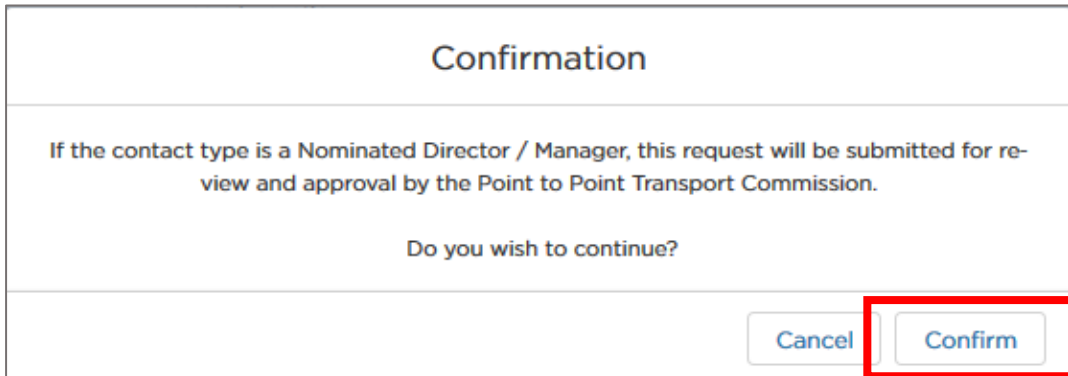


Note: You cannot select a contact if you have already requested that they be removed.

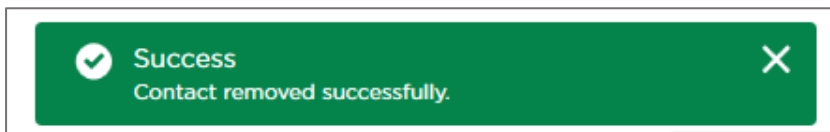
2. Click on the "Remove Contact" button



- You will receive confirmation, click “Confirm” to proceed, otherwise you can click “Cancel” to cancel your request.



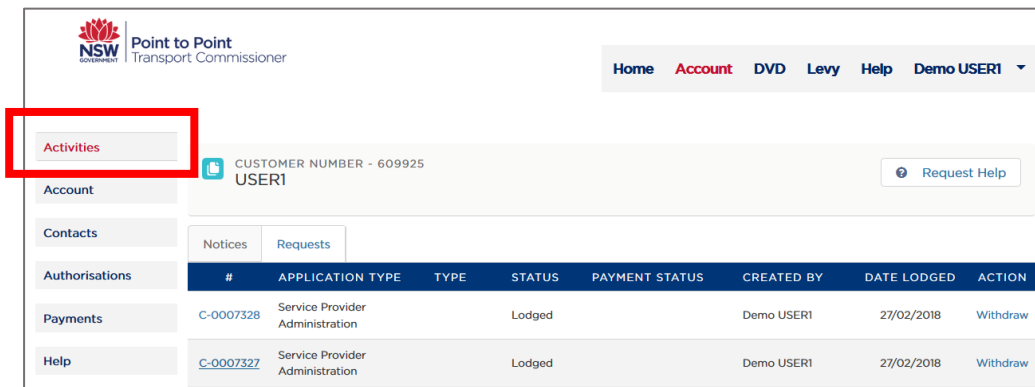
Upon successful removal you will receive the below notification on your screen.



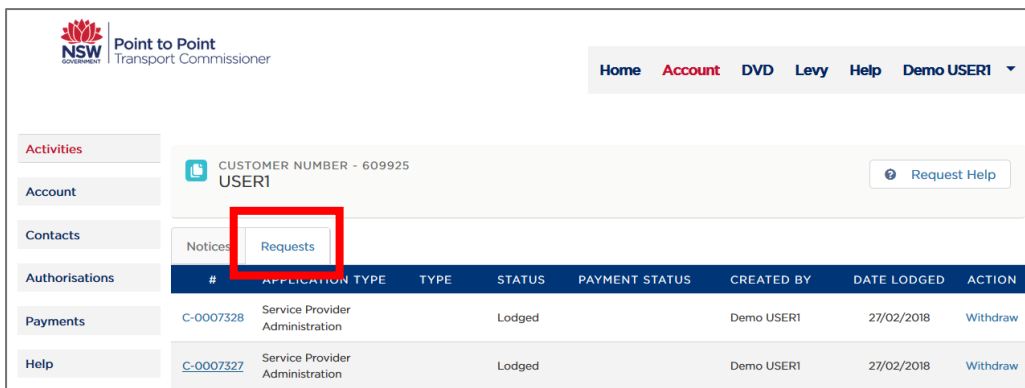
4.3.6 Cancel (Withdraw) a Request

If you no longer wish to proceed with one or more of your requests, you can cancel a request.

- Click on the “Activities” link on the left hand side menu.



- Click on the “Requests” tab under your “Customer Number”.



3. Choose the request you wish to cancel. Check that it is the one you wish to cancel by clicking on the request number in the “#” column.

The screenshot shows the 'Point to Point Transport Commissioner' web interface. At the top, there is a navigation menu with 'Home', 'Account', 'DVD', 'Levy', 'Help', and 'Demo USER1'. Below the navigation, there is a sidebar with 'Activities', 'Account', 'Contacts', 'Authorisations', 'Payments', and 'Help'. The main content area displays 'CUSTOMER NUMBER - 609925 USER1' and a 'Request Help' button. Below this, there is a table with columns: '#', 'APPLICATION TYPE', 'TYPE', 'STATUS', 'PAYMENT STATUS', 'CREATED BY', 'DATE LODGED', and 'ACTION'. The table contains two rows of data. The first row has the request number 'C-0007328' highlighted with a red box. The second row has the request number 'C-0007327'.

#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0007328	Service Provider Administration		Lodged		Demo USER1	27/02/2018	Withdraw
C-0007327	Service Provider Administration		Lodged		Demo USER1	27/02/2018	Withdraw

4. Click on the “Withdraw” link in the “Action” column on the right hand side of the screen.

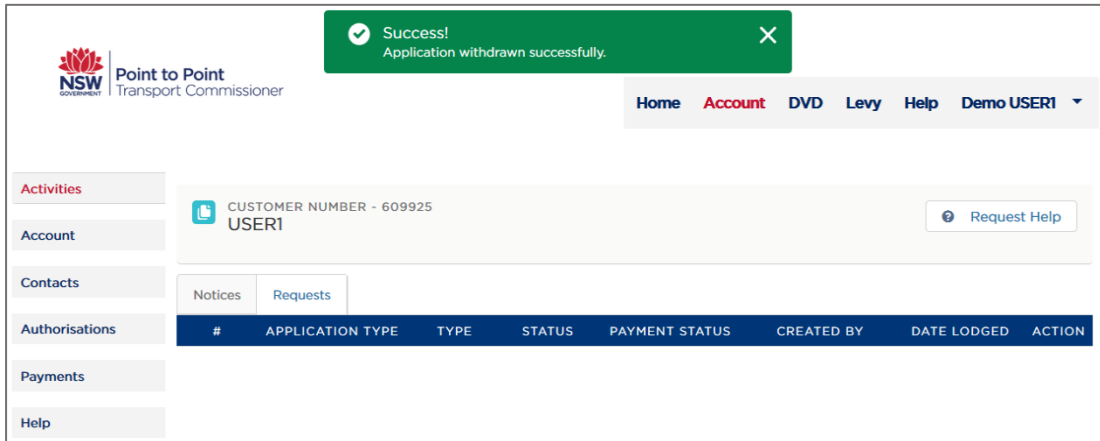
The screenshot shows the same web interface as above, but the 'Withdraw' link in the 'ACTION' column of the first row is highlighted with a red box.

#	APPLICATION TYPE	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0007328	Service Provider Administration		Lodged		Demo USER1	27/02/2018	Withdraw
C-0007327	Service Provider Administration		Lodged		Demo USER1	27/02/2018	Withdraw

5. You will be asked to confirm. Click “Confirm” if you wish to proceed or “Cancel” if not.

The screenshot shows a confirmation dialog box titled 'Withdrawal of Application'. The text inside the dialog reads: 'Your application will be withdrawn. Should you wish to proceed with an application for authorisation in the future, you will need to commence a new application. Click Confirm to continue.' At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Confirm', both highlighted with a red box.

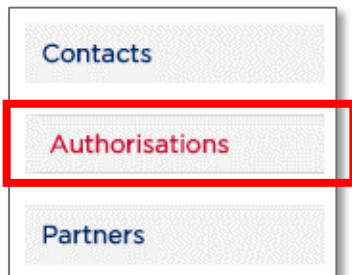
Upon successful cancellation, you will receive the below notification on your screen.



4.4 Authorisations

Use the “Authorisations” screen to check the status and dates for your authorisations and to voluntarily surrender an authorisation if necessary.

1. Click the “Authorisations” tab on the left hand menu.



The “Authorisations” screen is displayed.



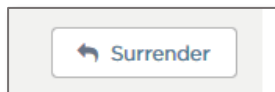
4.4.1 Voluntary Surrender Authorisation

Use this function to voluntarily surrender an authorisation.

1. On the “Authorisations” screen, select the authorisation you want to surrender.



2. Click “Surrender”.



3. The Voluntary Surrender message is displayed. Read it carefully.

Enter the date you would like to surrender your authorisation, tick the declaration box and click on the “Submit” button.

Surrender of Authorisation
Note: Complete this form to notify the Point to Point Transport Commissioner that the Authorisation is being voluntarily surrendered.

Authorisation Details #: TSP-414611

When do you want to surrender? *

By submitting this notice you are advising the point to point Transport Commissioner that you are surrendering your Authorisation. Once surrendered, your Authorisation will be cancelled and you must cease to provide taxi or booking service or risk penalties of up to \$110,000

I declare that I am voluntarily surrendering the Authorisation listed above.

To enter the date, click on the calendar icon and select the date you would like to surrender your authorisation.

When do you want to surrender? *

31/10/2019

By submitting this notice you are advising the point to point Transport Commissioner that you are surrendering your Authorisation. Once surrendered, your Authorisation will be cancelled and you must cease to provide taxi or booking service or risk penalties of up to \$110,000

I declare that I am voluntarily surrendering the Authorisation listed above.

4. If you agree, click “Confirm” to continue.



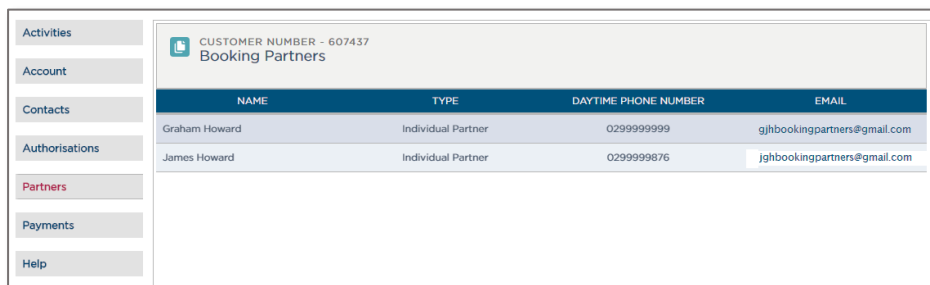
4.5 Partners

Use the “Partners” screen to view partner information.

1. Click the “Partners” tab on the left hand menu.



The “Partners” screen is displayed.



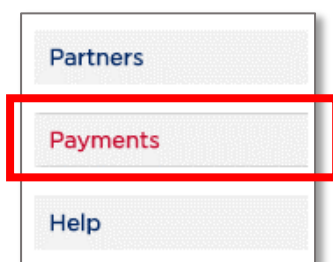
The screenshot shows the 'Partners' screen for a customer with number 607437. The left-hand menu is visible with 'Partners' selected. The main content area displays a table of partners.

NAME	TYPE	DAYTIME PHONE NUMBER	EMAIL
Graham Howard	Individual Partner	0299999999	gjhbookingpartners@gmail.com
James Howard	Individual Partner	0299999876	jghbookingpartners@gmail.com

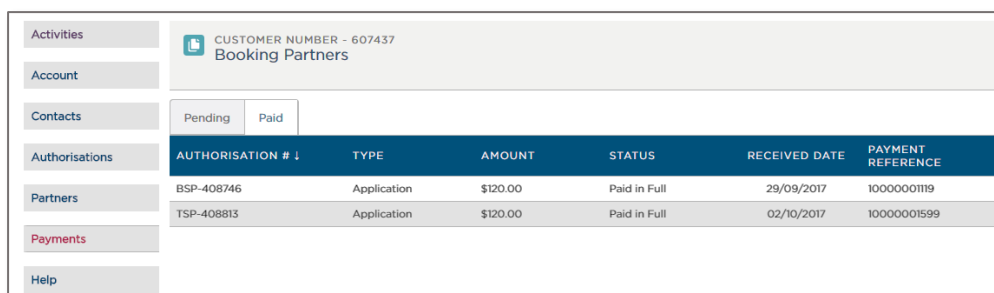
4.6 Payments

Use the “Payments” screen to check payments that are pending, and payments you have made.

1. Click the “Payments” tab on the left hand menu.



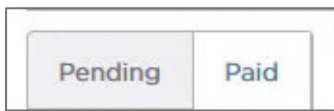
The “Payments” screen is displayed.



The screenshot shows the 'Payments' screen for a customer with number 607437. The left-hand menu is visible with 'Payments' selected. The main content area displays a table of payments with filters for 'Pending' and 'Paid'.

AUTHORISATION # ↓	TYPE	AMOUNT	STATUS	RECEIVED DATE	PAYMENT REFERENCE
BSP-408746	Application	\$120.00	Paid in Full	29/09/2017	10000001119
TSP-408813	Application	\$120.00	Paid in Full	02/10/2017	10000001599

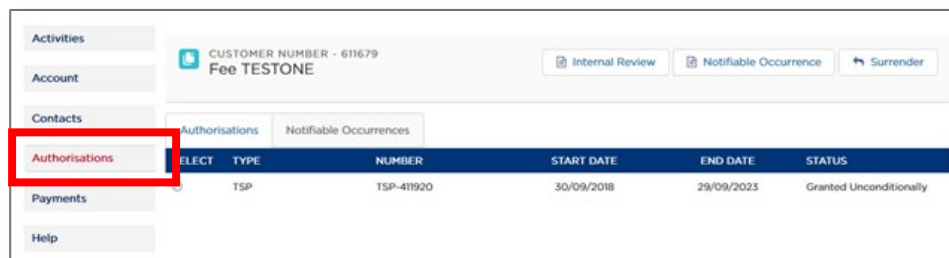
2. Click either the “Pending” or “Paid” tab to switch views.



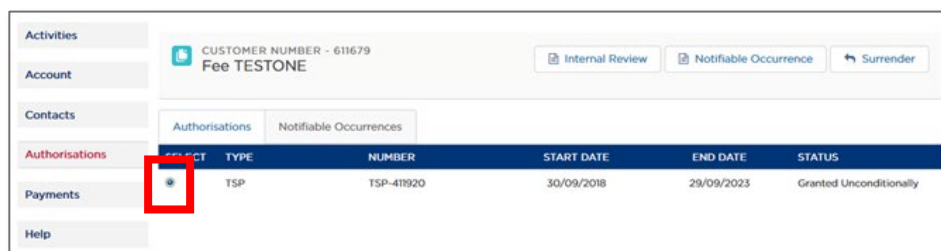
4.7 Apply for an Internal Review

You can apply for an Internal Review of a decision through the Industry Portal.

1. After logging in to the Authorised Service Provider Gateway, click on the “Authorisations” tab.



2. Click the radio button next to the authorisation your internal review request relates to, then click the “Internal Review” button.



The Internal Review application form is shown.

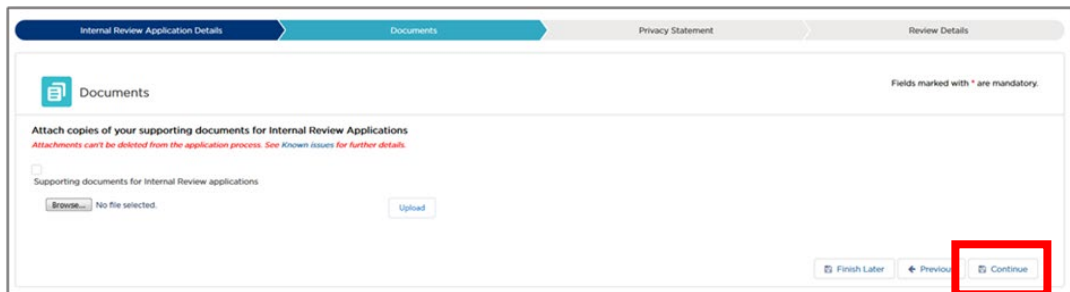
3. Complete the application form and tick the check box if you have a copy of the original decision.

A screenshot of the 'Internal Review Application Details' form. The form is divided into sections: Applicant Details and Review Details. The 'Do you have a copy of the decision?' checkbox is checked and highlighted with a red box. The form contains the following information:
Applicant Details:
- Authorisation Number: TSP-41920
- Name of person/entity seeking review: Fee TESTONE
- Contact Number: 021245678
- Representative Name (if the Account is a corporation entity):
- Contact Email: abhita.vishni@transport.nsw.gov.au
- Address: 5 PITT ST, GEORGETOWN, SA, AUSTRALIA
Review Details:
- Date of Decision: 30/09/2018
- Grounds for review: Testing

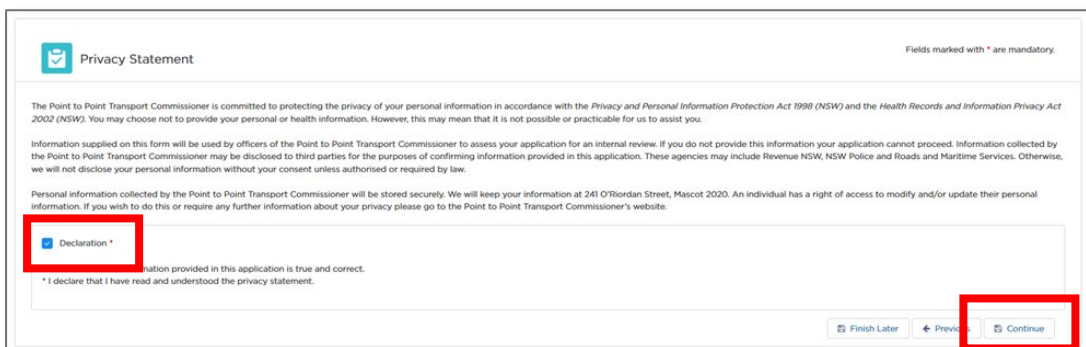
4. Click “Continue”.



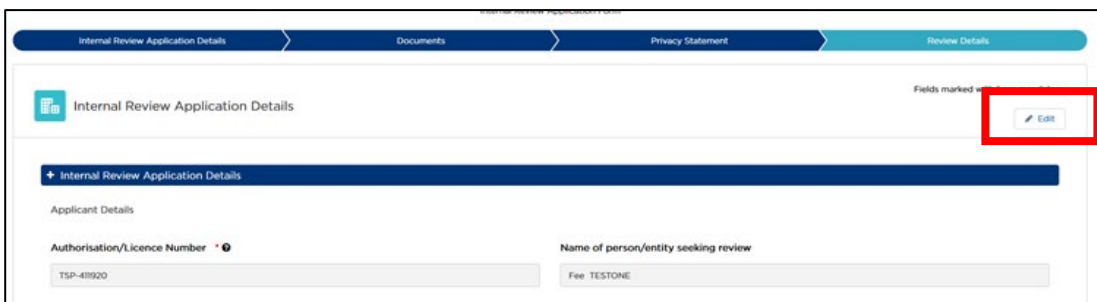
5. Upload any supporting documents and click “Continue”.



6. Read the Privacy Statement and Declaration. Agree to it by checking the box, then click “Continue”.



7. Review that all of the details you have provided in your application are correct.
If they are correct, click “Lodge”.
If they are not, click “Edit” and change them.



8. You can view your application and its status under “Requests” on the “Activities” tab.

Click on the case number (in the “#” column) to view the details of the application.

The screenshot shows a user interface for a customer account. At the top, it displays 'CUSTOMER NUMBER - 611679' and 'Fee TESTONE'. Below this, there are navigation tabs for 'Notices' and 'Requests'. A table lists the requests, with columns for '#', 'REQUEST', 'TYPE', 'STATUS', 'PAYMENT STATUS', 'CREATED BY', 'DATE LODGED', and 'ACTION'. The first row in the table has the case number 'C-0018847' in the '#' column, which is highlighted with a red box. The rest of the row contains: 'Internal review', 'Lodged', 'N/A', 'Fee TESTONE', '03/09/2018', and 'Withdraw'.

#	REQUEST	TYPE	STATUS	PAYMENT STATUS	CREATED BY	DATE LODGED	ACTION
C-0018847	Internal review		Lodged	N/A	Fee TESTONE	03/09/2018	Withdraw

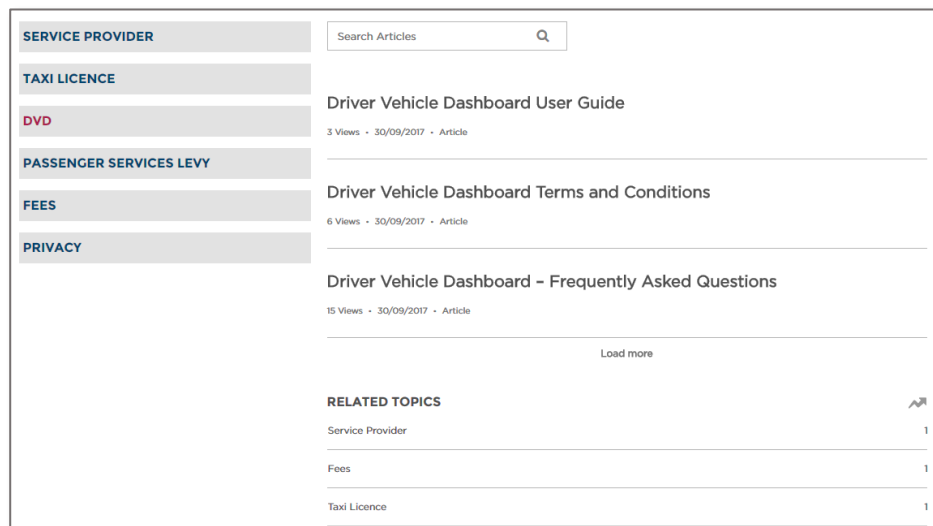
5 Help

Use the “Help” screen to search for and view help articles.

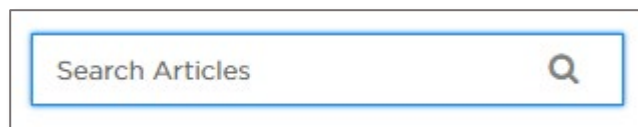
1. Click the “Help” tab on the left hand menu.



The “Help” screen is displayed.



2. Type what you are looking for into the “Search Articles” field and click the magnifying glass icon to search.



Articles matching your search criteria are displayed.