



# Passenger Transport Subsidy Scheme journey data submission user guide

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# Introduction

## Background

The Department of Transport (DoT) administers the Passenger Transport Subsidy Scheme (PTSS) providing subsidised travel for eligible people with disability.

All authorised on-demand booking services (ODBSs) registered for PTSS will need to provide DoT with the records of all journeys for which a PTSS-subsidised fare was provided.

The data must be provided in the format and methods outlined on the [DoT website](#).

DoT will use these records to validate subsidy and co-payment claims to ensure compliance with the [Transport \(Road Passenger Services\) Regulations 2020](#) (the Regulations) and [Passenger Transport Subsidy Scheme Guidelines for Industry](#).

All ODBSs registered for PTSS must keep booking records of PTSS journeys. Each month, these ODBSs are required to submit records of PTSS bookings that took place in a calendar month, within 7 days of that calendar month ending.

## What is PTSS journey data used for?

PTSS journey data is compared against the journey details captured by the PTSS mobile app, [ODBS application programming interface \(API\)](#) or manually uploaded by the ODBS.

DoT then makes checks to ensure that the data matches between the journey details and data submission by the ODBS. Note: this is in addition to other journey validation checks that occur within the PTSS mobile app, ODBS API or manual upload by the ODBS.

Where the journey data provided by the ODBS for a PTSS journey does not match the details of the journey recorded by the driver at the time of the journey, DoT will review the discrepancy and may adjust the balance of the total subsidy in subsequent payments made to the ODBS.

## What data needs to be submitted?

ODBSs must provide DoT with the aggregated journey data of all PTSS journeys at the end of each month, as defined in regulation 130J of the Regulations. This includes:

- the date and time at which the booking for the journey was taken or facilitated;
- the date of the journey and the times it began and ended;
- the locations where the journey began and ended;
- the driver's passenger transport driver (PTD) authorisation number;
- the vehicle licence number of the vehicle used in the journey;
- the booking reference number allocated to the journey by the provider that enables the journey to be identified;
- the number of passengers carried who were seated in a wheelchair (if any);
- the total amount of the fare for the journey; and
- the amount of the subsidy for the fare for the journey.

## More information

For more information about PTSS, visit the DoT website: [www.transport.wa.gov.au/ptss](http://www.transport.wa.gov.au/ptss)

# Log into your DoTDirect account

**Note:** The screenshots provided in this document are accurate at the time of publishing. Ongoing system development may cause minor changes to these screens.

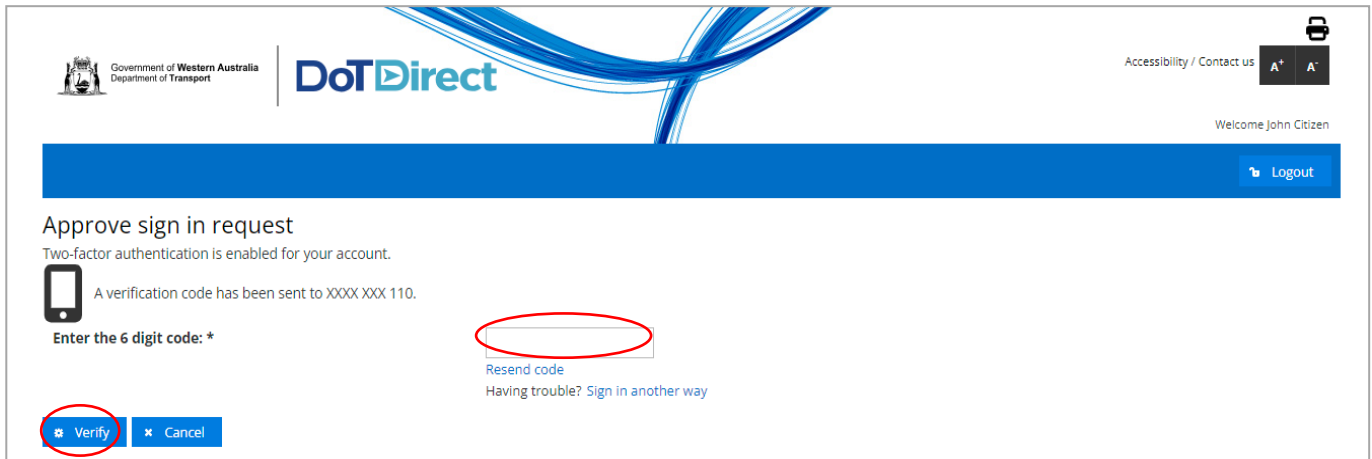
1. In your web browser, navigate to DoTDirect: [www.transport.wa.gov.au/dotdirect](http://www.transport.wa.gov.au/dotdirect).
2. Select the "Login" button.

The screenshot shows the DoTDirect homepage. At the top, there is a navigation bar with the Government of Western Australia Department of Transport logo, accessibility and contact links, and a 'Login' button. Below the navigation bar, there is a banner with the DoTDirect logo and a grid of service icons: Pay online, Account lookup, Check vehicle rego, Check driver's licence, Book a driving test (PDA), and Change address. A central section titled 'Get an online account with DoTDirect' explains the benefits and includes a 'Login' button circled in red and a 'Register' button. Below this, there is a 'How to register' section with a list of requirements: a unique email address and WA driver's licence, and a vehicle licence or registration code.

3. Enter your username and password and select "Login".

The screenshot shows the DoTDirect login page. At the top, there is a navigation bar with the Government of Western Australia Department of Transport logo, the DoTDirect logo, and accessibility/contact links. Below the navigation bar, there is a blue bar with a 'Login' button. The main content area is titled 'Login' and features a message: 'You have been automatically logged out due to inactivity.' There are two input fields: 'Username:' and 'Password:', both circled in red. Below the 'Password:' field is a 'Login' button, also circled in red. There are links for 'Forgot username?' and 'Forgot password?'. A 'Register now' link is also present. On the right side, there is a section titled 'Save time and go online.' with a list of benefits: Manage your licences online, Access quick and secure payment options, Transfer a vehicle, Change contact details, Go paperless, Protect your identity with a licence block, and Purchase an auxiliary plate. At the bottom, there is a section for 'Login using your Digital Identity such as myGovID'.

- A verification code will be sent to the mobile number you have registered with DoTDirect. Once received, the "Approve sign-in request" page will appear. Enter the 6-digit code and select "Verify" to proceed.



Government of Western Australia  
Department of Transport

DoTDirect

Accessibility / Contact us

Welcome John Citizen

Logout

### Approve sign in request

Two-factor authentication is enabled for your account.

A verification code has been sent to XXXX XXX 110.

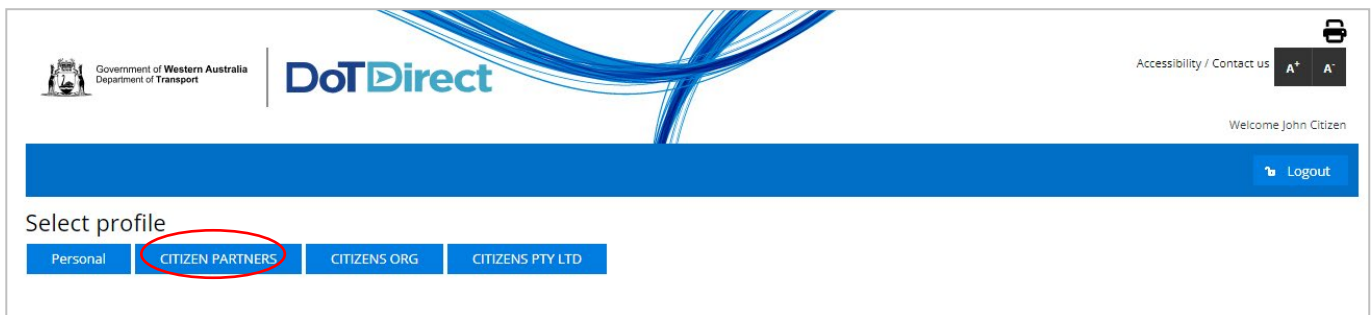
Enter the 6 digit code: \*

Resend code

Having trouble? Sign in another way

Verify Cancel

- The overview of your DoTDirect account profile will display. Select the DoTDirect profile for the ODBS that you want to register for PTSS.



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Department of Transport

DoTDirect

Accessibility / Contact us

Welcome John Citizen

Logout

### Select profile

Personal CITIZEN PARTNERS CITIZENS ORG CITIZENS PTY LTD

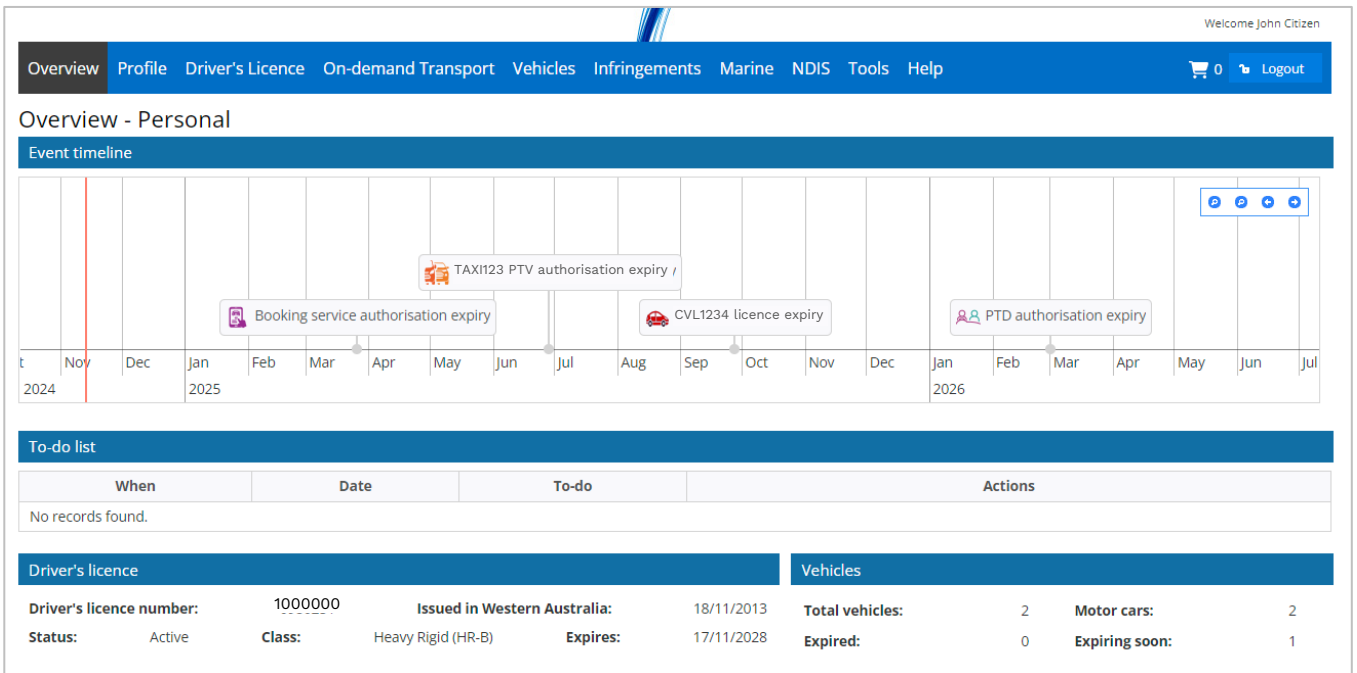
**Note:** If the ODBS account profile is not available in your DoTDirect account, the primary delegate of the DoTDirect account must first add you to the ODBS account.

# PTSS journey data submission process

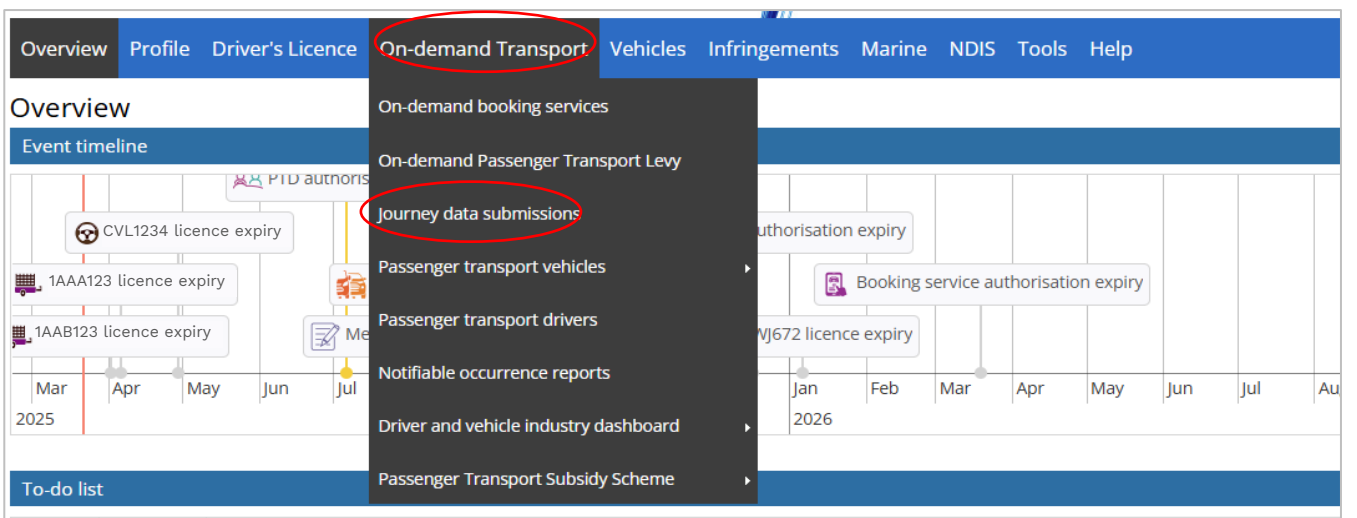
1. Log into your ODBS's DoTDirect account and select the correct DoTDirect profile.



2. Once your account profile is selected, you will be automatically redirected to the "Overview" page.



3. From there, select "On-demand Transport" from the top menu bar, then select "Journey data submissions" from the dropdown menu.



4. The “Journey data submissions” page will open, which shows any “Outstanding data submission requests” and “Journey data submission history”.

Select the “Submit” button for the period you want to provide data for in the “Actions” column to upload your journey data.

**Outstanding data submission requests**

Booking service authorisation number	Request number	Issue date	Submission period start date	Submission period end date	Due date	Actions
1000202	12648	14/02/2025 11:21	01/02/2025	12/02/2025	27/02/2025	Submit
1000202	12649	14/02/2025 11:24	15/01/2025	31/01/2025	26/02/2025	Submit
1000202	12650	17/02/2025 07:00	10/02/2025	16/02/2025	23/02/2025	Submit
1000202	12652	18/02/2025 10:49	05/01/2025	11/01/2025	28/02/2025	Submit
1000202	12653	19/02/2025 13:44	12/01/2025	18/01/2025	28/02/2025	Submit
1000202	12655	24/02/2025 07:00	17/02/2025	23/02/2025	02/03/2025	Submit
1000202	12694	03/03/2025 07:00	24/02/2025	02/03/2025	09/03/2025	Submit
1000202	12696	10/03/2025 07:00	03/03/2025	09/03/2025	16/03/2025	Submit
1000202	12698	17/03/2025 07:00	10/03/2025	16/03/2025	23/03/2025	Submit

**Journey data submission history**

Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	16512	01/07/2024	02/08/2024	28/02/2025 11:17	John Citizen	14		Completed		Replace data
1000202	16511	10/02/2025	16/02/2025	20/02/2025 16:22	John Citizen	19	1	Rejected	View error file	

5. On the “Submit journey data” screen, you have the option to:

- a. Select a file to upload; or
- b. Select that no journeys were conducted during the period nominated.

Select “Browse” to upload the file. The file name cannot be longer than 50 characters. Confirm that your file is correct and select “Save” to continue.

**Note:** The uploaded .csv file must meet specific file format requirements. Details of the file format and an example .csv file are provided on the [DoT website](#).

**Submit journey data**

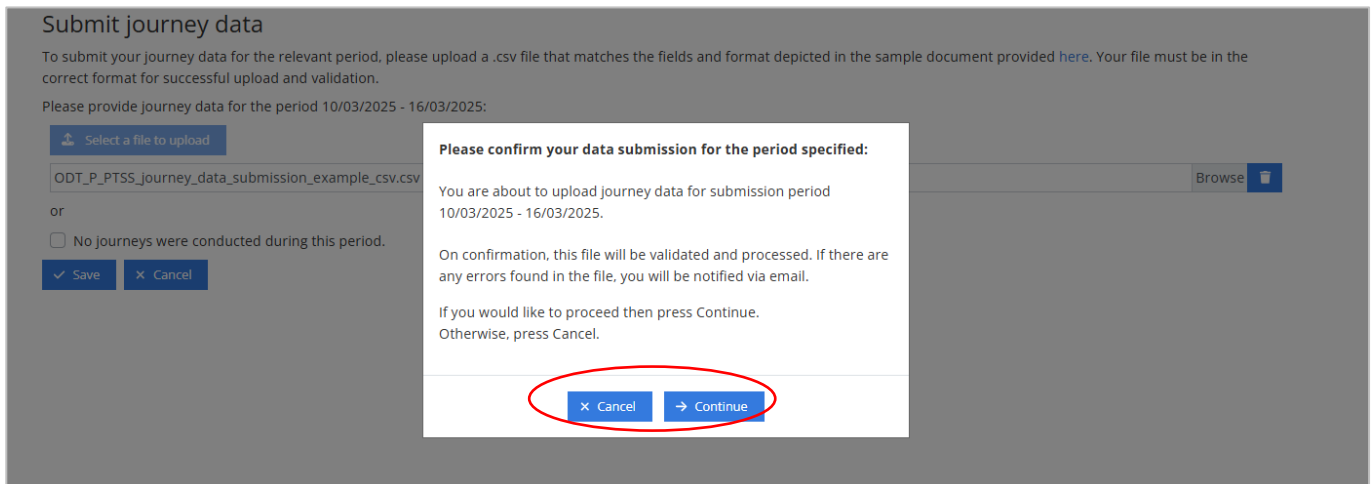
To submit your journey data for the relevant period, please upload a .csv file that matches the fields and format depicted in the sample document provided [here](#). Your file must be in the correct format for successful upload and validation.

Please provide journey data for the period 17/03/2025 - 23/03/2025:

or

No journeys were conducted during this period.

- Once uploaded, a window will pop up. To proceed, press “Continue”. Otherwise, press “Cancel”. Depending on the size of the file, it may take some time for the system to upload.



- DoTDirect will return to the “Journey data submission” page, with the file appearing in the “Journey data submission history”. Depending on the size of the file, the status column may show the status of the file as ‘Validating’ until processing has completed.

Overview Profile Driver's Licence On-demand Transport Vehicles Infringements Marine NDIS Tools Help 0 Logout

**Journey data submissions** The information provided is only current as at 21/03/2025 08:54 AM

As an authorised On-demand Booking Service (ODBS) you have been requested, by written notice, to submit individual journey details for all on-demand passenger transport bookings completed during the relevant submission period.

Below are your current and outstanding journey data submission requests and details of previous data submissions lodged.

Penalties may apply for non-lodgement of journey data upon request.

**Outstanding data submission requests**

Booking service authorisation number	Request number	Issue date	Submission period start date	Submission period end date	Due date	Actions
1000202	12648	14/02/2025 11:21	01/02/2025	12/02/2025	27/02/2025	Submit ⓘ
1000202	12649	14/02/2025 11:24	15/01/2025	31/01/2025	26/02/2025	Submit ⓘ
1000202	12650	17/02/2025 07:00	10/02/2025	16/02/2025	23/02/2025	Submit ⓘ
1000202	12652	18/02/2025 10:49	05/01/2025	11/01/2025	28/02/2025	Submit ⓘ
1000202	12653	19/02/2025 13:44	12/01/2025	18/01/2025	28/02/2025	Submit ⓘ
1000202	12655	24/02/2025 07:00	17/02/2025	23/02/2025	02/03/2025	Submit ⓘ
1000202	12694	03/03/2025 07:00	24/02/2025	02/03/2025	09/03/2025	Submit ⓘ
1000202	12696	10/03/2025 07:00	03/03/2025	09/03/2025	16/03/2025	Submit ⓘ
1000202	12698	17/03/2025 07:00	10/03/2025	16/03/2025	23/03/2025	Submit ⓘ

**Journey data submission history**

Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	16512	01/07/2024	02/08/2024	28/02/2025 11:17	John Citizen	14		Completed		Replace data
1000202	16511	10/02/2025	16/02/2025	20/02/2025 16:22	John Citizen	19	1	Rejected	View error file	

- Once complete, the “Status” will show as either “Rejected” or “Completed”.
- The ODBS will also be sent an email if the journey data submission was rejected. You do not need to wait for the file to be validated.

# Problem solving a rejected submission

## Rejected status of journey data upload files

1. If your PTSS journey data upload is rejected, you will be sent an email advising this. You will then need to go back into your DoTDirect account and resolve any issues.
2. Find the submission that was rejected and locate the error file in the “Actions” column. Select “View error file” to download the error file.

Journey data submission history										
Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	16513	10/03/2025	16/03/2025	21/03/2025 10:24	John Citizen	3	1	Rejected	View error file	
1000202	16512	01/07/2024	02/08/2024	28/02/2025 11:17	John Citizen	14		Completed		Replace data

3. Your computer will download the file. Locate the file on your computer and open it.

**Note:** Where and how the downloaded file can be accessed may differ depending on which internet browser you use. This is one example, using Microsoft Edge:

The screenshot shows a web browser window with a 'Downloads' pop-up. The pop-up displays a file named 'JourneyErrorFile\_16513\_21\_03\_2025\_10\_24.csv' with an 'Open file' button. Below the pop-up is a table titled 'Journey data submission history' with the following data:

Booking service authorisation number	Submission number	Submission period start date	Submission period end date	Submitted on	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	12655	24/02/2025 07:00	17/02/2025	23/02/2025	02/03/2025			Rejected	Submit	
1000202	12694	03/03/2025 07:00	24/02/2025	02/03/2025	09/03/2025			Rejected	Submit	
1000202	12696	10/03/2025 07:00	03/03/2025	09/03/2025	16/03/2025			Rejected	Submit	
1000202	12698	17/03/2025 07:00	10/03/2025	16/03/2025	23/03/2025			Rejected	Submit	

4. The error file will list a maximum of 99 errors within your submitted file, including:
  - a. the row the error is in;
  - b. the column the error is in; and
  - c. a description of the error.









A full [glossary](#) of the error messages can be found at the end of this document.

5. Read the error location and description to figure out which parts of your original data require updating. You will need to refer back to your journey records to do this.



- Once you have identified and corrected the errors, return to the “Journey data submission” page. Select the “Submit” icon in the “Action” column and reload the journey data as per the [Journey data submission](#) process outlined above.

**Note:** All data must be resubmitted, not just the rows which contained errors.

1000202	12650	17/02/2025 07:00	10/02/2025	16/02/2025	23/02/2025	Submit 
1000202	12652	18/02/2025 10:49	05/01/2025	11/01/2025	28/02/2025	Submit 
1000202	12653	19/02/2025 13:44	12/01/2025	18/01/2025	28/02/2025	Submit 
1000202	12655	24/02/2025 07:00	17/02/2025	23/02/2025	02/03/2025	Submit 
1000202	12694	03/03/2025 07:00	24/02/2025	02/03/2025	09/03/2025	Submit 
1000202	12696	10/03/2025 07:00	03/03/2025	09/03/2025	16/03/2025	Submit 
1000202	12698	17/03/2025 07:00	10/03/2025	16/03/2025	23/03/2025	Submit 
1000202	12700	24/03/2025 07:00	17/03/2025	23/03/2025	30/03/2025	Submit 

Journey data submission history										
Booking service authorisation number	Submission number	Submission period start date ↕	Submission period end date	Submitted on ▾	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	16513	10/03/2025	16/03/2025	21/03/2025 10:24	John Citizen	3	1	Rejected	<a href="#">View error file</a>	
1000202	16512	01/07/2024	02/08/2024	28/02/2025 11:17	John Citizen	14		Completed		<a href="#">Replace data</a>

- If all errors are successfully corrected, you will receive confirmation that the data submission is complete.
- If the data file still has errors, you will receive another email confirming the file has been rejected.
- Repeat the above steps until the data file is accepted without errors.



## Replace PTSS journey data

To accommodate instances where data provided may be complete or inaccurate, DoT allows ODBSs to resubmit PTSS journey data for a request that has already been completed.

When journey data is resubmitted, the previous data submission will be replaced.

**Note:** All data must be resubmitted, not only missed or inaccurate records.

- To resubmit journey data, find the data submission made previously and select “Replace data”.

1000202	12696	10/03/2025 07:00	03/03/2025	09/03/2025	16/03/2025	Submit 
1000202	12698	17/03/2025 07:00	10/03/2025	16/03/2025	23/03/2025	Submit 

Journey data submission history										
Booking service authorisation number	Submission number	Submission period start date ↕	Submission period end date	Submitted on ▾	Submitted by	Number of records	Number of errors	Status	Actions	Replace data
1000202	16513	10/03/2025	16/03/2025	21/03/2025 10:24	John Citizen	3	1	Rejected	<a href="#">View error file</a>	
1000202	16512	01/07/2024	02/08/2024	28/02/2025 11:17	John Citizen	14		Completed		<a href="#">Replace data</a>
1000202	16511	10/02/2025	16/02/2025	20/02/2025 16:22	John Citizen	19	1	Rejected	<a href="#">View error file</a>	
1000202	16510	01/02/2025	12/02/2025	20/02/2025 16:21	John Citizen	19	1	Rejected	<a href="#">View error file</a>	
1000202	16509	05/01/2025	11/01/2025	20/02/2025 16:18	John Citizen	19	4	Rejected	<a href="#">View error file</a>	
1000202	16508	15/01/2025	31/01/2025	20/02/2025 16:07	John Citizen	19	5	Rejected	<a href="#">View error file</a>	

- The process is then the same as the initial [journey data submission process](#).

## Glossary – error messages

Column name	Error message	Error type	Tips for fixing the error
<i>The error file will tell you which row and column the error is located in.</i>	<i>The error file will show you one or more of the below messages if there are any errors in your file.</i>	<i>Describes what sort of error this represents in the system.</i>	<i>Here is some guidance on how to fix the errors based on the type of problem.</i>
ALL	Size of the uploaded file cannot exceed 1GB.	Invalid File	<p>Check the size of the file you are submitting and ensure it is below 1GB in size. Files larger than 1GB will not be accepted.</p> <p>You can check the size of your file by right clicking on the file using a mouse and selecting “properties”. The properties information will include the size of the file.</p> <p>If your file is more than 1GB in size but is otherwise correctly formatted, contact <a href="mailto:ondemandtransport@transport.wa.gov.au">ondemandtransport@transport.wa.gov.au</a> for assistance.</p>
	Uploaded file contains unexpected column headers.	Invalid File	<p>Your file must contain the correct column headers. The headers are the names of each column at the top.</p> <p>The columns can be in any order, but all columns must be included, and the column headers or names must be spelt exactly including spaces and capitalisation.</p> <p>An example template is provided on the <a href="#">DoT website</a>. Compare your file with the template on the DoT website. Remove any additional columns, add any that are missing, and ensure the formatting is exactly the same.</p> <p>You may also have columns that are empty. You may need to open the file in Notepad to check for additional commas indicating a blank column that needs to be deleted.</p>

Column name	Error message	Error type	Tips for fixing the error
	Uploaded file must be in a CSV format.	Invalid File	Ensure the file you are submitting is saved as a comma separated values (.csv) file type. If you are using Microsoft Excel to prepare your file you can search using an internet search engine for 'how to save an excel file as .csv'. There are many online resources to help you use Excel.  There are several types of .csv file format. MS-DOS, Macintosh and UTF-8 .csv formats will not be accepted. If you are converting a .xls file to a .csv file, be careful that Datetime and GPS data are not affected by the conversion.
	No data is contained in the uploaded file.	Invalid File	Ensure your file contains at least one full journey record. Contact <a href="mailto:ondemandtransport@transport.wa.gov.au">ondemandtransport@transport.wa.gov.au</a> if you did not provide any transport services for the period. Empty files will be rejected.
JOURNEY ID	Data for Journey ID <Journey ID value> has already been provided in a previous submission <submission number> for the period between <Journey Data Submission Request. Request start date> and <Journey Data Submission Request. Request end date>.	Journey ID Error	The system has detected the same Journey ID in a previously submitted journey data file from your ODBS. Check the specified row and column number. The Journey ID used must be unique. Correct the duplicate.
	Journey ID must not be longer than 50 characters.	Journey ID Error	Check the specified row and column number. The Journey ID used must not be longer than 50 characters in length. Make a correction to shorten the Journey ID, then resubmit the file.
	Journey ID <Journey ID value> exists more than once in the file.	Journey ID Error	Check the specified row and column number. The Journey ID used is not unique. The system has detected the same Journey ID somewhere else within the file. Correct the duplicate.
	Journey ID is missing.	MISSING Detail	Check the specified row and column number and ensure the Journey ID number is included.
BOOKING DATETIME	Booking Datetime cannot be in the future.	Date or Time Error	Check the specified row and column number and ensure the Booking Datetime is correct and not in the future. Correct any errors, then resubmit the file.

Column name	Error message	Error type	Tips for fixing the error
	Booking Datetime has an invalid Datetime.	Date or Time Error	Check the specified row and column number. The Booking Datetime is invalid. Please enter a valid date that exists. See below for more details.
	Booking Datetime must be in DD/MM/YYYY HH:MM format using a 24-hour clock.	Date or Time Error	Check the specified row and column number. The Booking Datetime format is incorrect. The correct date and 24-hour clock format is DD/MM/YYYY HH:MM. For example, 4 December 2021 at ten past one in the afternoon will be shown as "04/12/2021 13:10". You can also include seconds, but this is not mandatory.
	Booking Datetime must not be after Pick Up Datetime.	Date or Time Error	Check the specified row and column number. The Pick Up date and time must be the same or after the booking date and time. Correct any errors and resubmit the file.
	Booking Datetime is missing.	MISSING Detail	Check the specified row and column number and ensure the Booking Datetime is included. A booking date and time must be included for all trips. If the trip is a rank or hail trip, the booking date and time should be the same as the Pick Up date and time.
REQUESTED DATETIME	Requested date time cannot be in the future	Date or Time Error	Check the specified row and column number. The requested datetime cannot be in the future.
BOOKING DATETIME	Booking datetime must not be after the Requested datetime.	Date or Time Error	Check the specified row and column number. The booking datetime must be on or before requested datetime
PTD AUTH NUMBER	Driver PTD authorisation number must contain digits only.	PTD Error	Check the specified row and column number. The PTD number must contain digits (numbers) only.
	Driver PTD authorisation number must be a valid authorisation number.	PTD Error	Check the specified row and column number. The driver PTD authorisation number must have no more than 19 digits.
	Driver PTD authorisation number is missing.	MISSING Detail	Check the specified row and column number. The PTD authorisation number must be included.
PTV PLATE	PTV plate must not be longer than 12 characters.	PTV Error	Check the specified row and column number. The PTV plate provided must not be longer than 12 characters in length and must not contain any spaces or be abbreviated.

Column name	Error message	Error type	Tips for fixing the error
	PTV plate is missing.	MISSING Detail	Check the specified row and column number. The PTV plate number must be included.
PICK UP DATETIME	Pick Up Datetime cannot be in the future.	Date or Time Error	Check the specified row and column number. Ensure the Pick Up Datetime is not in the future.
	Booking Datetime must not be after Pick Up Datetime.	Date or Time Error	Check the specified row and column number. The Pick Up date must be on or after Booking Datetime.
	Pick Up Datetime is missing.	MISSING Detail	Check the specified row and column number. The Pick Up Datetime must be included and cannot be blank. The file should not include any bookings where the trip did not occur.
	Pick Up Datetime must be before Drop Off Datetime.	Date or Time Error	Check the specified row and column number. The Drop Off Datetime must be after Pick Up Datetime. Adding seconds to these times may help to remove some of these errors.
	Pick Up Datetime must be in DD/MM/YYYY HH:MM format using a 24-hour clock.	Date or Time Error	Check the specified row and column number. The Booking Datetime format is incorrect. The correct date and 24-hour clock format is DD/MM/YYYY HH:MM. For example, 4 December 2021 at ten past one in the afternoon will be shown as "04/12/2021 13:10". You can also include seconds, but this is not mandatory.
	Pick Up start Datetime has an invalid Datetime.	Date or Time Error	Check the specified row and column number. The Booking Datetime format is incorrect. The correct date and 24-hour clock format is DD/MM/YYYY HH:MM. For example, 4 December 2021 at ten past one in the afternoon will be shown as "04/12/2021 13:10". You can also include seconds, but this is not mandatory.
	Journey commenced outside of the requested time period for this submission.	Date or Time Error	Check the specified row and column number. The pick up datetime must be between the journey data submission request start date and journey data submission request end date.

Column name	Error message	Error type	Tips for fixing the error
PICK UP STREET	Pick Up address street must not be longer than 200 characters.	Location Error	Check the specified row and column number. The Pick Up address provided must not be longer than 200 characters in length.
	Pick Up address details or Pick Up GPS coordinates must be provided.	MISSING Detail	The file must include locations for the Pick Up and Drop Off. The location details can be provided as GPS coordinates, a street address or both. Check the specified row and column number. If no Pick Up GPS Latitude and Longitude has been provided for the journey, then the Pick Up Street AND Pick Up Suburb AND Pick Up Postcode must be provided.
PICK UP SUBURB	Pick Up address details or Pick Up GPS coordinates must be provided.	MISSING Detail	The file must include locations for the Pick Up and Drop Off. The location details can be provided as GPS coordinates, a street address or both. Check the specified row and column number. If no street address detail has been provided for the journey, then the Pick Up GPS Latitude and Longitude must be provided.
	Pick Up address suburb must not be longer than 100 characters.	Location Error	Check the specified row and column number. The Pick Up Suburb provided must not be longer than 100 characters in length.
	Pick Up Suburb is mandatory when supplying Pick Up address details.	MISSING Detail	Check the specified row and column number. The Pick Up Suburb must be included when there is a value in either of the Pick Up Street or Pick Up Postcode.
PICK UP POSTCODE	Pick Up Postcode must contain a 4-digit number.	Location Error	Check the specified row and column number. The Pick Up Postcode must contain 4-digits only.
	Pick Up Postcode is mandatory when supplying Pick Up address details.	MISSING Detail	Check the specified row and column number. The Pick Up Postcode must be provided if providing the Pick Up location using a street address.
PICK UP LATITUDE	Pick Up Latitude coordinates are invalid.	Location Error	Check the specified row and column number. If Pick Up Latitude is provided, values must be numeric and minimum range value must be -40.000 and maximum range value must be -12.000. Latitudes of -40.000 or less, or -12.000 or more are not in Western Australia.

Column name	Error message	Error type	Tips for fixing the error
	Pick Up Latitude coordinates must have at least 3 decimal places.	Location Error	<p>Check the specified row and column number. If Pick Up Latitude is provided, the coordinates supplied must have at least 3 decimal places.</p> <p>Some systems such as excel will truncate numbers that end in '0' to remove the '0's'. Adding a '5' digit to the end of a GPS coordinate is one method to fix this issue. This should only be done where the coordinate is at least 5 decimal points long to ensure that record keeping requirements are met.</p>
	Pick Up Latitude cannot be blank as data has been provided in Pick Up Longitude.	MISSING Detail	Check the specified row and column number. Ensure that if the Pick Up Longitude is entered then the Pick Up Latitude is also included. Both Pick Up Latitude and Longitude must either be completed, or both must be blank, and the address details included.
PICK UP LONGITUDE	Pick Up Longitude coordinates are invalid.	Location Error	Check the specified row and column number. If Pick Up Longitude is provided, values must be numeric and minimum range value must be 108.000 and maximum range valued must be 155.000. Values less than 108.000 or more than 155.000 are not in Australia.
	Pick Up Longitude coordinates must have at least 3 decimal places.	Location Error	<p>Check the specified row and column number. If Pick Up Longitude is provided, the coordinates supplied must have at least 3 decimal places.</p> <p>Some systems such as excel will truncate numbers that end in '0' to remove the '0's'. Adding a '5' digit to the end of a GPS coordinate is one method to fix this issue. This should only be done where the coordinate is at least 5 decimal points long to ensure that record keeping requirements are met.</p>
	Pick Up Longitude cannot be blank as data has been provided in Pick Up Latitude.	MISSING Detail	Check the specified row and column number. Ensure that if the Pick Up Latitude is entered then the Pick Up Longitude is also included. Both Pick Up Latitude and longitude must either be completed, or both must be blank, and the address details included.

Column name	Error message	Error type	Tips for fixing the error
DROP OFF DATETIME	Drop Off Datetime cannot be in the future.	Date or Time Error	Check the specified row and column number. Ensure the Drop Off Datetime is not in the future.
	Journey end Datetime has an invalid Datetime.	Date or Time Error	Check the specified row and column number. The Drop Off Datetime is invalid. Please enter a valid date that exists.
	Pick Up Datetime must be before DROP OFF Datetime.	Date or Time Error	Check the specified row and column number. The Drop Off Datetime must be after Pick Up Datetime. Adding seconds to these times may help to remove some of these errors.
	Drop Off Datetime must be in DD/MM/YYYY HH:MM format using a 24-hour clock.	Date or Time Error	Check the specified row and column number. The Booking Datetime format is incorrect. The correct date and 24-hour clock format is DD/MM/YYYY HH:MM. For example, 4 December 2021 at ten past one in the afternoon will be shown as "04/12/2021 13:10". You can also include seconds, but this is not mandatory.
	DROP OFF Datetime is missing.	MISSING Detail	Check the specified row and column number. The Drop Off Datetime must be included.
DROP OFF STREET	Drop Off address street must not be longer than 200 characters.	Location Error	Check the specified row and column number. The Drop Off Street details provided must not be longer than 200 characters.
	Drop Off address details or Drop Off GPS coordinates must be provided.	MISSING Detail	Check the specified row and column number. If no Drop Off Latitude and Longitude are provided for the journey then a Drop Off Street, Drop Off Suburb and Drop Off Postcode must be provided.
DROP OFF SUBURB	Drop Off Suburb must not be longer than 100 characters.	Location Error	Check the specified row and column number. The Drop Off Suburb provided must not be longer than 100 characters.
	Drop Off address details or Drop Off GPS coordinates must be provided.	MISSING Detail	Check the specified row and column number. If no Drop Off Latitude and Longitude are provided for the journey then a Drop Off Street, Drop Off Suburb and Drop Off Postcode must be provided.



Column name	Error message	Error type	Tips for fixing the error
	Drop Off Suburb is mandatory when supplying Drop Off address details.	MISSING Detail	Check the specified row and column number. The Drop Off Suburb is mandatory when there is a value in either of the Drop Off Street or Drop Off Postcode columns.
DROP OFF POSTCODE	Drop Off address postcode must contain a 4-digit number.	Location Error	Check the specified row and column number. The Drop Off address postcode must only contain 4-digits.
	Drop Off address details or Drop Off GPS coordinates must be provided.	MISSING Detail	Check the specified row and column number. If no Drop Off Latitude and Longitude are provided for the journey then a Drop Off Street, Drop Off Suburb and Drop Off Postcode must be provided.
	Drop Off Postcode is mandatory when supplying Drop Off address details.	MISSING Detail	Check the specified row and column number. The Drop Off Postcode is mandatory when there is a value in either of the Drop Off Street or Drop Off Suburb columns.
DROP OFF LATITUDE	Drop Off Latitude coordinates are invalid.	Location Error	Check the specified row and column number. If Drop Off Latitude is provided, values must be numeric and minimum range value must be -40.000 and maximum range value must be -12.000. Latitudes of -40.000 or less, or -12.000 or more are not in Western Australia.
	Pick Up Latitude coordinates must have at least 3 decimal places.	Location Error	Check the specified row and column number. If Drop Off Latitude is provided, the coordinates supplied must have at least 3 decimal places.  Some systems such as excel will truncate numbers that end in '0' to remove the '0's'. Adding a '5' digit to the end of a GPS coordinate is one method to fix this issue. This should only be done where the coordinate is at least 5 decimal points long to ensure that record keeping requirements are met.
	Drop Off Latitude cannot be blank as data has been provided in Drop Off Longitude.	MISSING Detail	Check the specified row and column number. Ensure that if the Drop Off Longitude is entered then the Drop Off Latitude is also included. Both Drop Off Latitude and Longitude can be blank if the Drop Off Street, Suburb and Postcode information is provided instead.

Column name	Error message	Error type	Tips for fixing the error
DROP OFF LONGITUDE	Drop Off Longitude coordinates are invalid.	Location Error	Check the specified row and column number. If the Drop Off Longitude is provided, values must be numeric and minimum range value must be 108.000 and maximum range value must be 155.000. Values less than 108.000 or more than 155.000 are not in Australia.
	Drop Off Longitude coordinates must have at least 3 decimal places.	Location Error	Check the specified row and column number. If Drop Off Longitude is provided, the coordinates supplied must have at least 3 decimal places.  Some systems such as excel will truncate numbers that end in '0' to remove the '0's'. Adding a '5' digit to the end of a GPS coordinate is one method to fix this issue. This should only be done where the coordinate is at least 5 decimal points long to ensure that record keeping requirements are met.
	Drop Off Longitude cannot be blank as data has been provided in Drop Off Latitude.	MISSING Detail	Check the specified row and column number. Ensure that if the Drop Off Latitude is entered then the Drop Off Longitude is also included. Both Drop Off Latitude and longitude must either be completed, or both must be blank, and the address details included.
NUMBER OF PASSENGERS IN WHEELCHAIR	Number of passengers transported in wheelchair must contain digits only and must not be more than 2 digits.	Location Error	Check the specified row and column number and ensure the number of passengers transported while seated in a wheelchair (if any) is included. Value must contain digits only and must not contain more than 2 digits. This column must be included but you can leave this field blank or populate it with a '0' if there were no passengers transported in a wheelchair.
TOTAL FARE	Total fare is mandatory when participating in the Passenger Transport Subsidy Scheme at any time during this submission period	MISSING Detail	Check the specified row and column number. The Total Fare must not be blank.

Column name	Error message	Error type	Tips for fixing the error
TOTAL FARE	Total fare must be numeric and contain no more than 6 digits and must not be more than 2 decimal places.	MISSING Detail	Check the specified row and column number. The Total Fare must be: <ul style="list-style-type: none"><li>• numeric</li><li>• greater than 0 but less than 10K</li><li>• maximum 6 digits</li></ul> less than 2 decimal places