



Passenger Transport Subsidy Scheme user guide for on-demand booking services

Contents

INTRODUCTION	2
About the Passenger Transport Subsidy Scheme (PTSS)	2
Registering for PTSS	2
PTSS payments for ODBSs	2
More information	3
LOG INTO YOUR DOTDIRECT ACCOUNT	4
VIEW PTSS MENU IN DOTDIRECT	6
REGISTER YOUR ODBS FOR PTSS	8
MANAGE YOUR PTSS REGISTRATION	11
Change bank account details for PTSS registration	11
VIEW PTSS PAYMENTS	14
View remittance advice	16
Export driver summary	17
Export all journeys	18
MANUAL PTSS JOURNEY SUBMISSION	19
How to manually submit PTSS journeys	19
View manual PTSS journey submissions	21

Introduction

About the Passenger Transport Subsidy Scheme (PTSS)

The Passenger Transport Subsidy Scheme (PTSS) replaces the Taxi User Subsidy Scheme (TUSS) from 1 March 2025.

There are two ways to use the digital PTSS system:

- drivers install and use the Department of Transport (DoT) PTSS mobile app on their mobile device; or
- ODBSs integrate their own digital systems (like dispatch software) with the PTSS application programming interface (API).

Both ways of accessing the digital PTSS system will collect journey details and send this information to DoT.

Registering for PTSS

All authorised ODBSs who provide on-demand rank or hail (taxi) services are required to register for the digital PTSS system via DoTDirect.

Registering your ODBS for PTSS enables DoT to make payments to your ODBS on behalf of your drivers. It also means that you will be included in the list of registered ODBSs in the PTSS mobile app.

Note: after registering, it may take up to 24 hours for your ODBS to show in the PTSS mobile app.

The PTSS mobile app will display your ODBS provider name. This may be different to your business name. You can find your ODBS provider name:

- on your ODBS authorisation document;
- in your DoTDirect account profile; or
- by searching your ODBS authorisation number or business name in the list of authorised on-demand booking service providers.

If your drivers are using the PTSS mobile app, please ensure that they know your ODBS provider name.

PTSS payments for ODBSs

PTSS journey details will be submitted to DoT via:

- the PTSS mobile app; or
- dispatch equipment that your ODBS has integrated with DoT systems, to automatically capture journey details.

If the PTSS mobile app and/or API are experiencing major technological issues, ODBSs may submit PTSS journey details manually via DoTDirect.

DoT will validate all PTSS journeys and pay the subsidy and any co-payment amounts to the ODBS associated with the journey.

PTSS payments on behalf of drivers will be deposited in the bank account nominated by your ODBS. Your ODBS will be able to view reports in DoTDirect that outline:

- the PTSS journeys included in the payment;
- the value of the subsidy for each PTSS journey; and
- the driver that completed that journey.

ODBSs are responsible for paying the correct amounts to their drivers. ODBSs and drivers will need to consider any financial arrangements regarding passing on subsidy payments – these are private commercial arrangements that DoT is unable to be involved with.

More information

For more information about PTSS, visit the DoT website: 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.

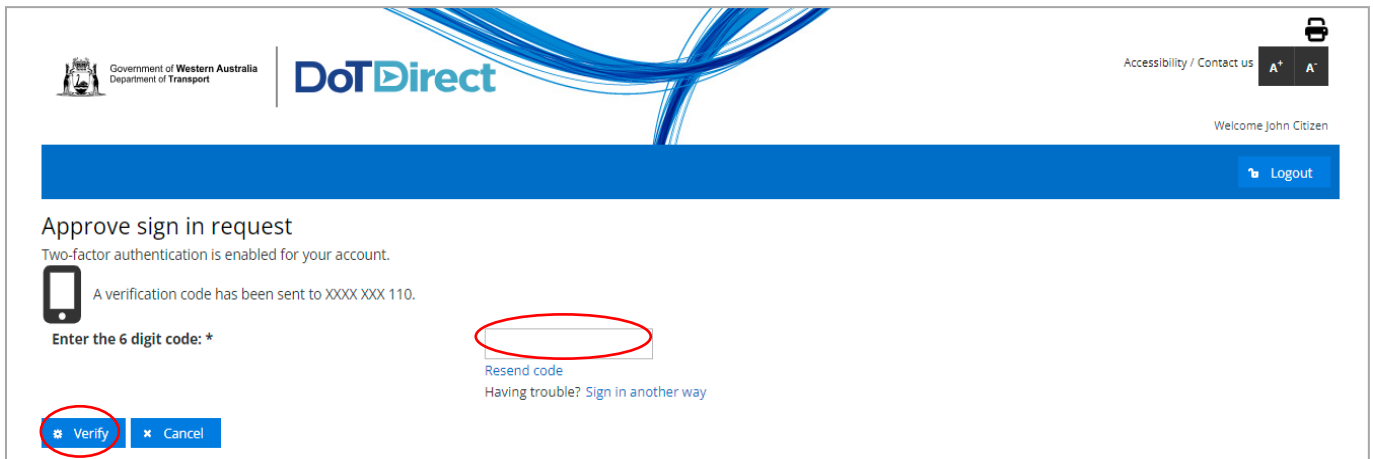
1. In your web browser, navigate to DoTDirect: www.transport.wa.gov.au/dotdirect.
2. Select “Login” button.

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 '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 is a link for 'Register now' and a section for 'Login using your Digital Identity such as myGovID'. On the right side, there is a 'Save time and go online.' section 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 note: 'DoTDirect online accounts are available for both individuals and businesses. Find out more.'

- 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 click "Verify" to proceed.



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



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.

View PTSS menu in DoTDirect

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.

The screenshot shows the 'Overview - Personal' page. The top navigation bar includes 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Infringements', 'Marine', 'NDIS', 'Tools', and 'Help'. Below the navigation bar, the 'Event timeline' section displays a calendar with three upcoming events: 'Booking service authorisation expiry' (Nov 2024), '1EWZ163 PTV authorisation expiry' (Jan 2025), and '1GDY889 licence expiry' (Sep 2025). The 'To-do list' section is currently empty, showing 'No records found.' Below this, the 'Driver's licence' and 'Vehicles' sections are visible. The 'Driver's licence' section shows details for licence number 6980251, issued in Western Australia on 18/11/2013, with a status of 'Active' and a class of 'Heavy Rigid (HR-B)'. The 'Vehicles' section shows 2 total vehicles, 0 expired, and 1 expiring soon.

3. From there, select "On-demand Transport" from the top menu bar, then select "Passenger Transport Subsidy Scheme" from the dropdown menu.

If you hold an ODBS authorisation, selecting "Passenger Transport Subsidy Scheme" will display one option in the dropdown: "On-demand booking service."

When you select this, you'll see three options:

- Registration;
- Payments; and
- Manual PTSS Journey Submissions.

Note: If you are a Sole Trader ODBS, you will see two options under "Passenger Transport Subsidy Scheme": "On-demand booking service" and "Driver Activity Reports."

The screenshot shows the DoT Direct user interface. The top navigation bar includes 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Infringements', 'Marine', 'NDIS', 'Tools', and 'Help'. The 'On-demand Transport' menu is open, showing sub-items: 'On-demand booking services', 'On-demand Passenger Transport Levy', 'Journey data submissions', 'Passenger transport vehicles', 'Passenger transport drivers', 'Notifiable occurrence reports', 'Driver and vehicle industry dashboard', 'Passenger Transport Subsidy Scheme', 'On-demand booking services', 'Registration', 'Payments', and 'Manual PTSS journey submissions'. The 'Passenger Transport Subsidy Scheme', 'On-demand booking services', and 'Driver activity reports' items are circled in red. The 'Registration' sub-item is also circled in red. The main content area shows an event timeline and a to-do list. The 'Driver's licence' section displays details for licence number 6980251, issued in Western Australia on 18/11/2013, with a status of Active and class of Heavy Rigid (HR-B). The 'Vehicles' section shows 2 total vehicles, 0 expired, and 1 expiring soon.

Registration

All ODBSs providing on-demand rank or hail (taxi) services must register for PTSS, to enable PTSS payments to be deposited in your ODBS's bank account on behalf of drivers.

Payments

Once registered for PTSS, ODBSs can view payment reports in DoT Direct that outline:

- the PTSS journeys included in the payment;
- the value of the subsidy for each PTSS journey; and
- the driver that completed that journey.

Manual PTSS journey submission

ODBs may manually submit details of PTSS journeys via DoT Direct. This option is only available in the event of technological issues impacting the DoT PTSS mobile app or API. All manual PTSS journey submissions will be reviewed by DoT.

Driver activity reports

Passenger transport drivers who have completed PTSS journeys can view driver activity reports, including PTSS payment details.

Register your ODBS for PTSS

1. Log into DoTDirect and select the profile for your ODBS.
2. Once the account profile has been opened, select the “On-demand Transport” menu and select “Passenger Transport Subsidy Scheme” from the drop-down menu, then “On-demand booking services”, then “Registration”.

The screenshot shows the DoTDirect user interface. The top navigation bar includes 'Overview', 'Profile', 'My work details', 'On-demand Transport', 'Vehicles', 'Infringements', 'Marine', 'Tools', and 'Help'. A dropdown menu is open under 'On-demand Transport', listing options such as 'On-demand booking services', 'On-demand Passenger Transport Levy', 'Journey data submissions', 'Passenger transport vehicles', 'Notifiable occurrence reports', 'Driver and vehicle industry dashboard', 'Passenger Transport Subsidy Scheme', 'On-demand booking services', 'Registration', 'Payments', and 'Manual PTSS journey submissions'. The 'Passenger Transport Subsidy Scheme', 'On-demand booking services', and 'Registration' options are circled in red. In the background, an 'Event timeline' chart shows a purple bar for 'Booking service authorisation expiry' in May 2025.

3. Read the information provided, then select “Register for the Passenger Transport Subsidy Scheme”.

The screenshot displays the 'On-demand booking service Passenger Transport Subsidy Scheme registration' page. The page header includes the Government of Western Australia Department of Transport logo, the DoTDirect logo, and user information: 'Accessibility / Contact us', 'Welcome John Citizen', and 'Representing CITIZEN PARTNERS'. The navigation bar shows 'Overview', 'Profile', 'My work details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The main content area contains the following text:

On-demand booking service Passenger Transport Subsidy Scheme registration The information provided is only current as at 27/08/2024 1:33 PM

The Passenger Transport Subsidy Scheme (PTSS) provides subsidised taxi travel to eligible people with disability. All authorised passenger transport drivers providing taxi services are required by the *Transport (Road Passenger Services) Regulations 2020* to provide subsidised travel to eligible passengers.

All authorised on-demand booking services (ODBs) providing rank or hail (taxi) services are required to register for the PTSS. This is to enable the ODBs to receive subsidy payments on behalf of its authorised passenger transport drivers for eligible completed PTSS journeys.

Each ODBS must make arrangements to ensure accurate and timely payments to its drivers.

Authorised passenger transport drivers will be able to access completed PTSS journey activity reports for their records through their individual DoTDirect account.

This page enables an authorised ODBS to:

- register for the PTSS;
- view details of payments made to the nominated bank account; and
- change bank account details for direct credit payments.

Passenger Transport Subsidy Scheme registration

Your ODBS does not currently have an active registration for the PTSS. If you provide rank or hail services, you must register for the PTSS to comply with the requirements of the *Transport (Road Passenger Services) Regulations 2020*.

[→ Register for the Passenger Transport Subsidy Scheme](#)

4. Once you have selected “Register for the Passenger Transport Subsidy Scheme” it will take you to the landing page, where you must nominate the bank account details for direct credit payments. Enter the bank account details, read and agree to “Authority to credit”, then select “Register”.

Overview Profile My work details On-demand Transport Vehicles Tools Help 0 Logout

Register for the Passenger Transport Subsidy Scheme

To register for the Passenger Transport Subsidy Scheme you must nominate bank account details for direct credit payments.

The bank account details provided by you are strictly confidential. We will use the information provided to process direct credit payments to the nominated financial institution below. If the bank account details change, please update your details via DoTDirect.

Please provide your Australian bank account details below:

Account name: * John Citizen

BSB number: * 066-173

Account number: * 12345678

Financial institution: * Commonwealth Bank of Australia

Authority to credit

I have read and agree to the [Passenger Transport Subsidy Scheme Guidelines for Industry](#).

I accept the following:

1. The Department of Transport (DoT) may directly deposit any monies due to the on-demand booking service (ODBS) to be paid into the account details specified above. The authority will remain in effect until the ODBS has changed the bank account details.
2. The bank details entered above are correct and not associated to a credit card, loan or mortgage accounts or restrictions on EFT deposits. I have taken care to provide the correct bank information and I assume full responsibility for the accuracy of this information.
3. I irrevocably release and indemnify the DoT fully against any liability, loss or damage suffered or incurred by me however arising and by whomsoever caused whether arising directly or indirectly from incorrect information or incorrect banking details provided by me on this form.

5. A confirmation message will be displayed. Select “Yes” if you wish to continue.

Overview Profile My work details On-demand Transport Vehicles Tools Help 0 Logout

Register for the Passenger Transport Subsidy Scheme

To register for the Passenger Transport Subsidy Scheme you must nominate bank account details for direct credit payments.

The bank account details provided by you are strictly confidential. We will use the information provided to process direct credit payments to the nominated financial institution below. If the bank account details change, please update your details via DoTDirect.

Please provide your Australian bank account details below:

Account name: * John Citizen

BSB number: * 066-173

Account number: *

Financial institution: *

Authority to credit

I have read and agree to the [Passenger Transport Subsidy Scheme Guidelines for Industry](#).

I accept the following:

1. The Department of Transport (DoT) may directly deposit any monies due to the on-demand booking service (ODBS) to be paid into the account details specified above. The authority will remain in effect until the ODBS has changed the bank account details.
2. The bank details entered above are correct and not associated to a credit card, loan or mortgage accounts or restrictions on EFT deposits. I have taken care to provide the correct bank information and I assume full responsibility for the accuracy of this information.
3. I irrevocably release and indemnify the DoT fully against any liability, loss or damage suffered or incurred by me however arising and by whomsoever caused whether arising directly or indirectly from incorrect information or incorrect banking details provided by me on this form.

You are about to register for the Passenger Transport Subsidy Scheme. Direct credit payments will be paid to the nominated bank account.

Do you wish to continue?

- Once you have selected "Yes", a confirmation message will appear in the top right-hand corner of the page, confirming your registration with the Passenger Transport Subsidy Scheme. Additionally, a confirmation email will be sent to the Authorisation holder, the log-in user and all responsible officers.

Government of Western Australia
Department of Transport

DoT Direct

Accessibility / Contact us A+ Welcome John G. Representing CITIZEN PARTNERS

You are now registered with the Passenger Transport Subsidy Scheme and a confirmation email has been sent.

Overview Profile My work details **On-demand Transport** Vehicles Tools Help

On-demand booking service Passenger Transport Subsidy Scheme registration The information provided is only current as at 27/08/2024 1:36 PM

The Passenger Transport Subsidy Scheme (PTSS) provides subsidised taxi travel to eligible people with disability. All authorised passenger transport drivers providing taxi services are required by the *Transport (Road Passenger Services) Regulations 2020* to provide subsidised travel to eligible passengers.

All authorised on-demand booking services (ODBSs) providing rank or hall (taxi) services are required to register for the PTSS. This is to enable the ODBS to receive subsidy payments on behalf of its authorised passenger transport drivers for eligible completed PTSS journeys.

Each ODBS must make arrangements to ensure accurate and timely payments to its drivers.

Authorised passenger transport drivers will be able to access completed PTSS journey activity reports for their records through their individual DoT Direct account.

This page enables an authorised ODBS to:

- register for the PTSS;
- view details of payments made to the nominated bank account; and
- change bank account details for direct credit payments.

Passenger Transport Subsidy Scheme registration

Your ODBS currently holds an active registration for the PTSS.

You can manage the details of your registration here, including viewing payments made to the nominated bank account and changing bank account details for direct credit payments.

Registration start date: 27/08/2024

Subsidy payments for the scheme will be paid into the following direct credit bank account:

Account name: John Citizen
BSB number: 066-173
Account number: 12345678
Financial institution: Commonwealth Bank of Australia

[Change bank account details](#)

You are now registered for PTSS.

Manage your PTSS registration

Change bank account details for PTSS registration

- To change your current bank account details for PTSS direct credit payments, select the “On-demand Transport” menu in the overview of your DoTDirect account profile page. From the drop-down menu select “Passenger Transport Subsidy Scheme”, select “On-demand booking services”, then select “Registration”.

The screenshot shows the DoTDirect account profile page for CITIZENS PTY LTD. The navigation menu is open, and the 'Passenger Transport Subsidy Scheme' option is selected. The 'On-demand booking services' and 'Registration' options are also highlighted with red circles.

- After selecting "Registration", you'll be directed to the "On-demand booking service Passenger Transport Subsidy Scheme registration" landing page. Once there, scroll to the bottom left corner and select “Change bank account details”.

The screenshot shows the 'On-demand booking service Passenger Transport Subsidy Scheme registration' landing page. The 'Change bank account details' button is highlighted with a red circle.

On-demand booking service Passenger Transport Subsidy Scheme registration The information provided is only current as at 02/09/2024 2:03 PM

The Passenger Transport Subsidy Scheme (PTSS) provides subsidised taxi travel to eligible people with disability. All authorised passenger transport drivers providing taxi services are required by the *Transport (Road Passenger Services) Regulations 2020* to provide subsidised travel to eligible passengers.

All authorised on-demand booking services (ODBSS) providing rank or hail (taxi) services are required to register for the PTSS. This is to enable the ODBS to receive subsidy payments on behalf of its authorised passenger transport drivers for eligible completed PTSS journeys.

Each ODBS must make arrangements to ensure accurate and timely payments to its drivers.

Authorised passenger transport drivers will be able to access completed PTSS journey activity reports for their records through their individual DoTDirect account.

This page enables an authorised ODBS to:

- register for the PTSS;
- view details of payments made to the nominated bank account; and
- change bank account details for direct credit payments.

Passenger Transport Subsidy Scheme registration

Your ODBS currently holds an active registration for the PTSS.

You can manage the details of your registration here, including viewing payments made to the nominated bank account and changing bank account details for direct credit payments.

Registration start date: 27/08/2024

Subsidy payments for the scheme will be paid into the following direct credit bank account:

Account name: John Citizen
BSB number: 066-173
Account number: 12345678
Financial institution: Commonwealth Bank of Australia

[Change bank account details](#)

- Once you select "Change bank account details," you will be directed to the "Change direct credit bank account details" page. Here, you will see the current bank account details, along with an option to update them.

Overview Profile My work details On-demand Transport Vehicles Tools Help 0 Logout

The information provided is only current as at 02/09/2024 2:11 PM

Change direct credit bank account details

Subsidy payments for the Passenger Transport Subsidy Scheme will be paid into the following bank account:

Account name: John Citizen
BSB number: 066-173
Account number: 12345678
Financial institution: Commonwealth Bank of Australia

To change these details, enter the new Australian bank account details below:

Account name: *

Account name is required.

BSB number: *

Account number: *

Financial institution: *

Authority to credit

I have read and agree to the [Passenger Transport Subsidy Scheme Guidelines for Industry](#).

I accept the following:

- The Department of Transport (DoT) may directly deposit any monies due to the on-demand booking service (ODBS) to be paid into the account details specified above. The authority will remain in effect until the ODBS has changed the bank account details.
- The bank details entered above are correct and not associated to a credit card, loan or mortgage accounts or restrictions on EFT deposits. I have taken care to provide the correct bank information and I assume full responsibility for the accuracy of this information.
- I irrevocably release and indemnify the DoT fully against any liability, loss or damage suffered or incurred by me however arising and by whomsoever caused whether arising directly or indirectly from incorrect information or incorrect banking details provided by me on this form.

- Enter the new bank account details, read and agree to "Authority to credit", then select "Change details".

Overview Profile My work details On-demand Transport Vehicles Tools Help 0 Logout

The information provided is only current as at 02/09/2024 2:11 PM

Change direct credit bank account details

Subsidy payments for the Passenger Transport Subsidy Scheme will be paid into the following bank account:

Account name: John Citizen
BSB number: 066-173
Account number: 12345678
Financial institution: Commonwealth Bank of Australia

To change these details, enter the new Australian bank account details below:

Account name: *

BSB number: *

Account number: *

Financial institution: *

Authority to credit

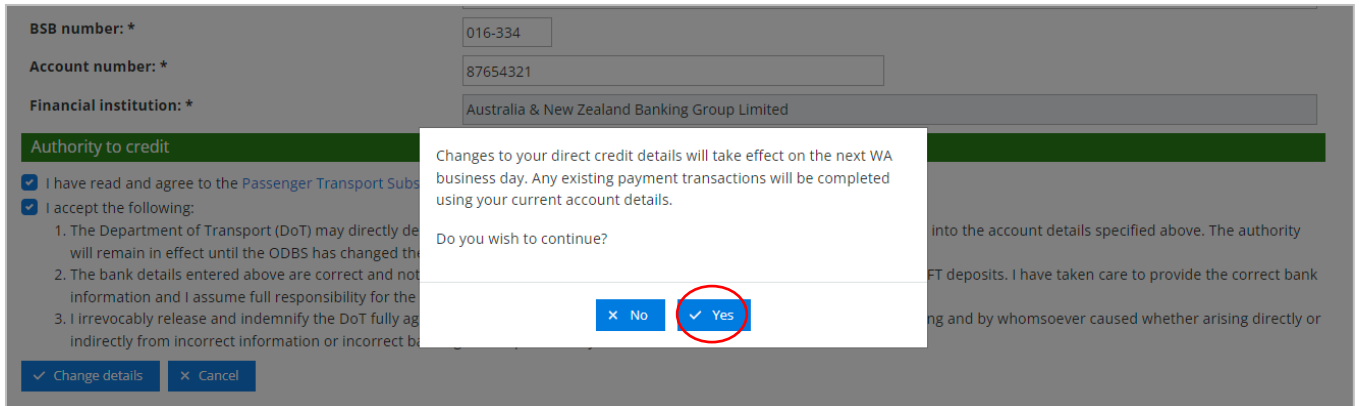
I have read and agree to the [Passenger Transport Subsidy Scheme Guidelines for Industry](#).

I accept the following:

- The Department of Transport (DoT) may directly deposit any monies due to the on-demand booking service (ODBS) to be paid into the account details specified above. The authority will remain in effect until the ODBS has changed the bank account details.
- The bank details entered above are correct and not associated to a credit card, loan or mortgage accounts or restrictions on EFT deposits. I have taken care to provide the correct bank information and I assume full responsibility for the accuracy of this information.
- I irrevocably release and indemnify the DoT fully against any liability, loss or damage suffered or incurred by me however arising and by whomsoever caused whether arising directly or indirectly from incorrect information or incorrect banking details provided by me on this form.

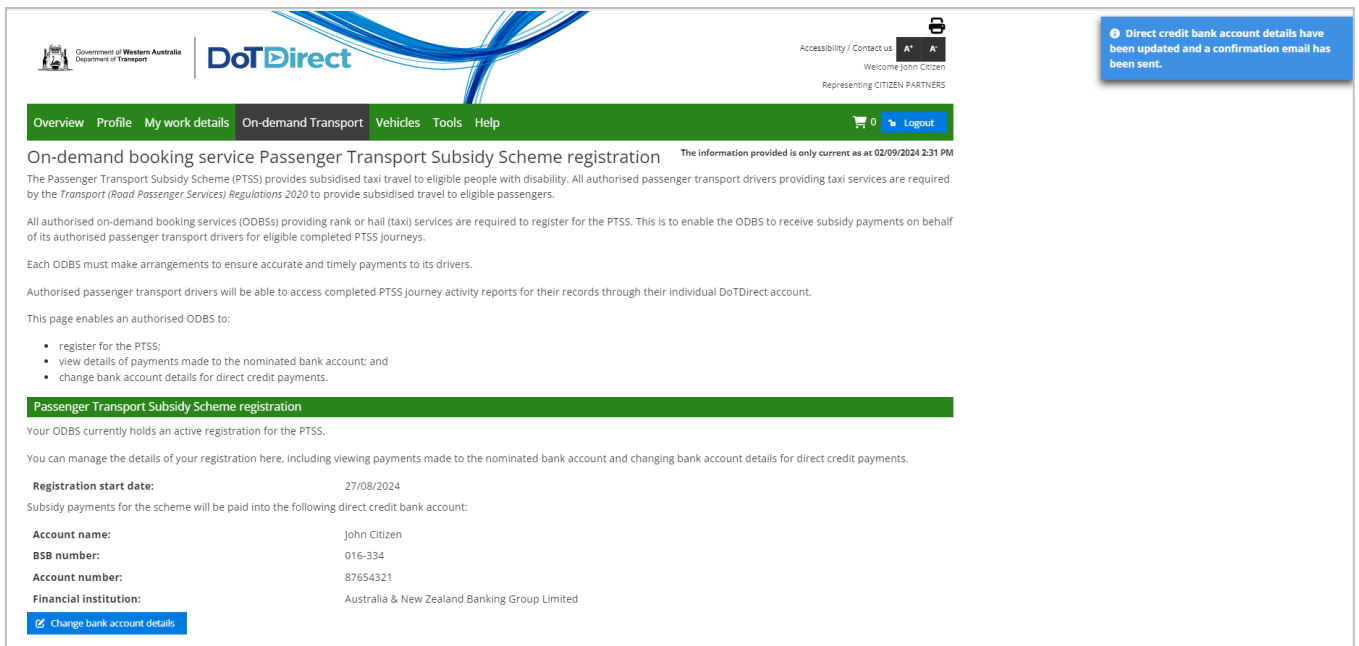
5. A confirmation message will be displayed. Select "Yes" if you wish to continue.

Note: Changes to your direct credit details will take effect on the next WA business day. Any existing payment transactions will be completed using your current account details.



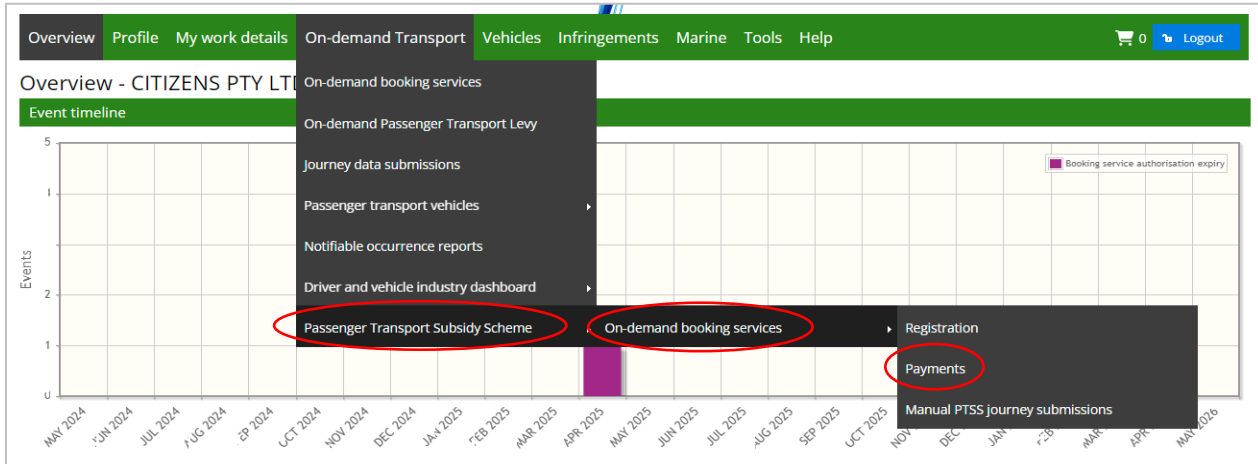
6. Once you have selected "Yes", a confirmation message will appear in the top right-hand corner of the page, confirming your direct credit bank account details have been successfully updated. Additionally, a confirmation email will be sent to the Authorisation holder, the log-in user and all responsible officers.

Note: this does not change any other bank account details associated with your ODBS authorisation.



View PTSS payments

1. Select "On-demand Transport" from the top menu bar, then "Passenger Transport Subsidy Scheme" from the dropdown menu, then "Payments".



2. The On-demand booking service Passenger Transport Subsidy Scheme payments page will open. On this page, you can view details of approved PTSS payments made to your ODBS, for distribution to your drivers. By default, payments from the last 12 months will appear. You can filter details based on payment date.

The screenshot displays the 'On-demand booking service Passenger Transport Subsidy Scheme payments' page. The page includes a filter section with 'From payment date: *' set to 19/09/2023 and 'To payment date: *' set to 19/09/2024. A 'Filter' button is also visible. Below the filter is a table with the following data:

Bank reference	DoT payment number	Remittance date	Number of records	Subsidy	Co-payment	Adjustments	Total
06 000 000 000 094	181	28/8/2024	2	\$60.00	\$55.00	-\$75.00	\$40.00
06 000 000 000 097	195	23/8/2024	2	\$50.00	\$45.00	\$0.00	\$95.00
06 000 000 000 096	187	16/8/2024	2	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 095	183	15/8/2024	2	\$55.00	\$55.00	-\$80.00	\$30.00
06 000 000 000 093	179	15/8/2024	3	\$165.00	\$165.00	\$0.00	\$330.00
	173	13/8/2024	0	\$0.00	\$0.00	\$0.00	\$0.00
06 000 000 000 092	169	12/8/2024	3	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 091	175	12/8/2024	3	\$145.00	\$145.00	\$0.00	\$290.00
06 000 000 000 090	171	8/8/2024	3	\$125.00	\$155.00	\$0.00	\$280.00

The page also includes a 'Filter' section with 'From payment date: *' and 'To payment date: *' fields, both set to 19/09/2023 and 19/09/2024 respectively. A 'Filter' button is located to the right of the 'To payment date' field. Below the table, there is a pagination control showing '(1 - 9 of 9)' and a '10 items per page' dropdown menu.

- To find more details about a specific payment run, select the applicable row to display a list of all drivers included in the payment run, and details about the PTSS journeys they undertook.

You can filter the payment run based on a driver's:

- passenger transport driver (PTD) authorisation number; or
- the driver's surname.

You can also:

- view the remittance advice document related to the payment run;
- export a summary of the drivers involved in the payment run; and
- export a report of all journeys included in the payment run.

Filter

From payment date: * To payment date: *

Select a row to display payment details

Bank reference ⓘ	DoT payment number ⓘ	Remittance date ⓘ	Number of records ⓘ	Subsidy ⓘ	Co-payment ⓘ	Adjustments ⓘ	Total ⓘ
06 000 000 000 094	181	28/8/2024	2	\$60.00	\$55.00	-\$75.00	\$40.00
06 000 000 000 097	195	23/8/2024	2	\$50.00	\$45.00	\$0.00	\$95.00
06 000 000 000 096	187	16/8/2024	2	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 095	183	15/8/2024	2	\$55.00	\$55.00	-\$80.00	\$30.00
06 000 000 000 093	179	15/8/2024	3	\$165.00	\$165.00	\$0.00	\$330.00
	173	13/8/2024	0	\$0.00	\$0.00	\$0.00	\$0.00
06 000 000 000 092	169	12/8/2024	3	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 091	175	12/8/2024	3	\$145.00	\$145.00	\$0.00	\$290.00
06 000 000 000 090	171	8/8/2024	3	\$125.00	\$155.00	\$0.00	\$280.00

(1 - 9 of 9) 10 items per page ▾

On-demand booking service payment details for DoT payment number 181

Filter

PTD number: Driver surname:

PTD number ⚙	Driver surname ⚙	Activity report number ⚙ ⓘ	Number of records ⓘ	Subsidy ⓘ	Co-payment ⓘ	Adjustments ⓘ	Total ⓘ	Actions ⓘ
123831	CITIZEN	182	2	\$60.00	\$55.00	-\$75.00	\$40.00	View driver report Export journeys

View remittance advice
Export driver summary
Export all journeys

View remittance advice

1. To view remittance advice, select “View remittance advice” at the bottom of the page.

Filter

From payment date: * To payment date: * Filter

Select a row to display payment details

Bank reference	DoT payment number	Remittance date	Number of records	Subsidy	Co-payment	Adjustments	Total
06 000 000 000 094	181	28/8/2024	2	\$60.00	\$55.00	-\$75.00	\$40.00
06 000 000 000 097	195	23/8/2024	2	\$50.00	\$45.00	\$0.00	\$95.00
06 000 000 000 096	187	16/8/2024	2	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 095	183	15/8/2024	2	\$55.00	\$55.00	-\$80.00	\$30.00
06 000 000 000 093	179	15/8/2024	3	\$165.00	\$165.00	\$0.00	\$330.00
	173	13/8/2024	0	\$0.00	\$0.00	\$0.00	\$0.00
06 000 000 000 092	169	12/8/2024	3	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 091	175	12/8/2024	3	\$145.00	\$145.00	\$0.00	\$290.00
06 000 000 000 090	171	8/8/2024	3	\$125.00	\$155.00	\$0.00	\$280.00

(1 - 9 of 9) 10 items per page

On-demand booking service payment details for DoT payment number 181

Filter

PTD number: Driver surname: Filter

PTD number	Driver surname	Activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
123831	CITIZEN	182	2	\$60.00	\$55.00	-\$75.00	\$40.00	View driver report Export journeys

[View remittance advice](#)
[Export driver summary](#)
[Export all journeys](#)

2. You will be provided with a PDF report that details:

- a. PTD number;
- b. driver name;
- c. report number;
- d. number of records; and
- e. subsidy, co-payment, adjustments and total of remittances received.

Government of Western Australia
Department of Transport

ABN: 27 285 643 255

Passenger Transport Subsidy Scheme - Remittance advice

Payer: Department of Transport GPO Box C102 Perth WA 6839	Payee: My Taxi Service Pty Ltd	Bank name: Commonwealth Bank of Australia BSB: 066-123 Bank account: xxxxx045 Payment currency: AUD DoT payment number: 3625416 Payment date: 20 Jul-2023 Bank reference: 06 000 000 012 578
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Remittance details							
PTD number	Driver name	Driver activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total
120458	BROWN	2657894	10	\$210.50	\$80.00	-\$15.00	\$275.50
97322	JONES	2656543	8	\$184.50	\$20.00		\$204.50
40005	SMITH	2651186	5	\$110.00			\$110.00
On-demand booking service adjustments:						-\$90.00	-\$90.00
Totals:			23	\$505.00	\$100.00	-\$15.00	\$500.00

Export driver summary

1. To view driver summary, select “Export driver summary” at the bottom of the page.

Filter

From payment date: * To payment date: *

Select a row to display payment details

Bank reference	DoT payment number	Remittance date	Number of records	Subsidy	Co-payment	Adjustments	Total
06 000 000 000 094	181	28/8/2024	2	\$60.00	\$55.00	-\$75.00	\$40.00
06 000 000 000 097	195	23/8/2024	2	\$50.00	\$45.00	\$0.00	\$95.00
06 000 000 000 096	187	16/8/2024	2	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 095	183	15/8/2024	2	\$55.00	\$55.00	-\$80.00	\$30.00
06 000 000 000 093	179	15/8/2024	3	\$165.00	\$165.00	\$0.00	\$330.00
	173	13/8/2024	0	\$0.00	\$0.00	\$0.00	\$0.00
06 000 000 000 092	169	12/8/2024	3	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 091	175	12/8/2024	3	\$145.00	\$145.00	\$0.00	\$290.00
06 000 000 000 090	171	8/8/2024	3	\$125.00	\$155.00	\$0.00	\$280.00

(1 - 9 of 9) 10 items per page

On-demand booking service payment details for DoT payment number 181

Filter

PTD number: Driver surname:

PTD number	Driver surname	Activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
123831	CITIZEN	182	2	\$60.00	\$55.00	-\$75.00	\$40.00	View driver report Export journeys

2. You will be provided with a PDF report of driver activity that details:

- a. journey ID;
- b. date and time of journey;
- c. journey status; and
- d. subsidy, co-payment, adjustments and total of remittances received.

Government of Western Australia
Department of Transport

ABN: 27 285 643 255

Passenger Transport Subsidy Scheme - Driver activity report

Booking service: ROADSHOW DJ'S & EVENTS PTY LTD **Report date:** 24/02/2025

Passenger Transport Subsidy Scheme activity report has been processed today for WHAU WHAU, DOROTHY MAY (PTD number: 43193) for the journeys from 19/02/2025 to 19/02/2025 (inclusive).

Journey details						
Journey ID	Date/Time of Journey	Status	Subsidy	Co-payment	Adjustments	Total
1711111	19/02/2025 14:59 PM	Approved	\$25.00	\$0.00	\$0	\$25.00
16111	19/02/2025 10:11 AM	Approved	\$10.65	\$0.00	\$0	\$10.65
16111	19/02/2025 10:11 AM	Approved	\$25.00	\$0.00	\$0	\$25.00
Total approved journeys:			\$60.65	\$0.00	\$0.00	\$60.65

Export all journeys

1. To view journey details, select “Export all journeys” at the bottom of the page.

Filter

From payment date: * To payment date: * Filter

Select a row to display payment details

Bank reference	DoT payment number	Remittance date	Number of records	Subsidy	Co-payment	Adjustments	Total
06 000 000 000 094	181	28/8/2024	2	\$60.00	\$55.00	-\$75.00	\$40.00
06 000 000 000 097	195	23/8/2024	2	\$50.00	\$45.00	\$0.00	\$95.00
06 000 000 000 096	187	16/8/2024	2	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 095	183	15/8/2024	2	\$55.00	\$55.00	-\$80.00	\$30.00
06 000 000 000 093	179	15/8/2024	3	\$165.00	\$165.00	\$0.00	\$330.00
	173	13/8/2024	0	\$0.00	\$0.00	\$0.00	\$0.00
06 000 000 000 092	169	12/8/2024	3	\$85.00	\$85.00	\$0.00	\$170.00
06 000 000 000 091	175	12/8/2024	3	\$145.00	\$145.00	\$0.00	\$290.00
06 000 000 000 090	171	8/8/2024	3	\$125.00	\$155.00	\$0.00	\$280.00

(1 - 9 of 9) 10 items per page

On-demand booking service payment details for DoT payment number 181

Filter

PTD number: Driver surname: Filter

PTD number	Driver surname	Activity report number	Number of records	Subsidy	Co-payment	Adjustments	Total	Actions
123831	CITIZEN	182	2	\$60.00	\$55.00	-\$75.00	\$40.00	View driver report Export journeys

[View remittance advice](#)
[Export driver summary](#)
[Export all journeys](#)

2. You will be provided with a .csv file of driver activity that details:

- a. journey ID;
- b. driver number;
- c. vehicle number;
- d. journey start time;
- e. journey status; and
- f. subsidy, co-payment, adjustments and total of remittances received.

Journey ID	Driver	Vehicle	Journey st	Status	Subsidy	Co-payme	Adjustmer	Total
16111	43193	TAXI004	#####	Approved	25	0	0	25
16111	43193	TAXI004	#####		0	0	0	10.65
1711111	43193	TAXI004	#####	Approved	25	0	0	25

Manual PTSS journey submission

This page allows ODBSs to manually upload a file containing PTSS journey details. This option may only be used if there are issues impacting the DoT PTSS mobile app or the ODBS API. It must not be used as the primary method for submitting PTSS journey details.

Please note: PTSS journeys can only be entered manually for travel that has occurred within the last three months.

How to manually submit PTSS journeys

1. Select the “On-demand Transport” menu in the overview of your DoTDirect account profile page. From the drop-down menu select “Passenger Transport Subsidy Scheme”, then select “On-demand booking services”, then select “Manual PTSS journey submissions”.

The screenshot shows the DoTDirect account profile page. The navigation menu is open, and the following path is highlighted with red circles: **On-demand Transport** > **Passenger Transport Subsidy Scheme** > **On-demand booking services** > **Manual PTSS journey submissions**. The page title is "Manual Passenger Transport Subsidy Scheme journey submissions". The page content includes a description of the PTSS mobile app and API, and a list of files submitted. A table at the bottom shows columns for Submission number, Submitted on, Reason, Submitted by, and Number of records.

2. The Manual Passenger Transport Subsidy Scheme journey submissions page will open. This page allows you to manually upload PTSS journey details, and view information about previous submissions you have made from the last 12 months including the reason and comments for each submission, check any errors if the journey was rejected.

Select “Submit PTSS journey data” to start uploading your journey details.

The screenshot shows the "Manual Passenger Transport Subsidy Scheme journey submissions" page. The page title is "Manual Passenger Transport Subsidy Scheme journey submissions". The page content includes a description of the PTSS mobile app and API, and a list of files submitted. A filter section is visible with "From date:" set to 21/03/2024 and "To date:" set to 21/03/2025. A button labeled "Submit PTSS journey data" is highlighted with a red circle. Below the filter section, a table shows columns for Submission number, Submitted on, Reason, Submitted by, Number of records, Number of errors, Status, and Actions. The table currently displays "No submissions found."

3. You will be directed to the Submit PTSS journey data page, where you can upload your file. Make sure your file is in the correct format, as DoT will not be able to process and validate your journey data if it is not formatted correctly. A template and full specifications is available on the [DoT website](#).
 - a. Select “Browse” to upload your file. You are only able to upload one file at a time.
 - b. Select the source of the issue – ODBS API or DoT PTSS mobile app.
 - c. For "Reason for use," provide a brief description explaining why you are manually submitting your data, such as an error message appearing during the process.
 - d. Read and tick both boxes in the declaration of acknowledgement section, confirming that the information you have provided in your submission is accurate and correct. By doing so, you also acknowledge that any misrepresentation or falsification of information in this submission, if proven to be false, is considered an offence under the *Transport (Road Passenger Services) Regulations 2020*.
 - e. Click “Submit” to finalise your submission.

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

Submit PTSS journey data

To submit your PTSS journey data, please upload a '.csv' file of your journey records. The file should match the fields and format as shown in the sample document provided on the [Department of Transport website](#).

If you do not upload in the correct format, we may not be able to successfully process and validate your journey data.

When uploading your file, you must provide specific details about your reason for use.

PTSS journey data file to upload: *

Source of issue: * On-demand booking service API Mobile phone app

Reason for use: *

1000 characters remaining.

Declaration of acknowledgement

I certify that the PTSS journey data provided in this submission is accurate, and correct to the best of my knowledge.

I acknowledge that any misrepresentation or falsification made in this submission which I know to be false is an offence under the *Transport (Road Passenger Services) Regulations 2020*.

4. A confirmation message will be displayed. Select “Yes” if you wish to continue?

You are about to submit the PTSS journey data file.

On confirmation, this file will be validated and processed. Confirmation of the completion of processing will be made available on the Manual Passenger Transport Subsidy Scheme journey submissions page. If there are any errors found in the file, an error file will be created and made available.

Do you wish to continue?

View manual PTSS journey submissions

On the Manual Passenger Transport Subsidy Scheme journey submissions page, you can find details of your submitted files, including:

- submission number;
- submission date;
- reason for manually submitting data;
- who the data was submitted by;
- number of records in your file;
- number of errors identified when DoT validated the data;
- status of your submission; and
- available actions (e.g. download your data file).

You can filter your submissions by date of submission.

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

Manual Passenger Transport Subsidy Scheme journey submissions The information provided is only current as at 21/03/2025 11:24 AM

Passenger Transport Subsidy Scheme (PTSS) journey data will automatically be submitted to the Department of Transport (DoT) via the PTSS mobile phone app and API, to help on-demand booking services (ODBSS) provide timely and accurate payments to drivers.

If the PTSS mobile phone app and API are unavailable, ODBSS can use this section to manually submit PTSS journey data. You will be required to provide your reason for manually submitting PTSS journey data. Once submitted, your file will be validated by the Department of Transport.

This page includes a list of files you have submitted. Additional details about a specific file upload are available, including:

- an option to view your submitted file; and
- an option to view errors associated with your file (if rejected).

For more information, visit the [Department of Transport website](#).

Filter

From date: * To date: * Filter

Submit PTSS journey data

Submission number	Submitted on	Reason	Submitted by	Number of records	Number of errors	Status	Actions
No submissions found.							