Co-payment data submission user guide

Taxi User Subsidy Scheme

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Introduction

Background

The Department of Transport (DoT) administers co-payments for TUSS journeys where a passenger uses a wheelchair. To support co-payment validation, relevant ODBSs must submit a copy of their booking records to DoT via their DoTDirect account.

Co-payments are an incentive payment to wheelchair accessible vehicle (WAV) taxi drivers who are affiliated with:

- DoT's dedicated WAV on-demand booking service (ODBS) in the Perth metropolitan area (Black & White Cabs); or
- other relevant regional ODBS.

Co-payments aim to compensate drivers for the additional time, effort and training required to safely assist passengers with wheelchairs into the taxi using a wheelchair lift.

What data needs to be submitted?

The data required to validate co-payments is a subset of the records all ODBSs are required to keep.

ODBSs will receive an email notification when their data is due.

For each journey undertaken during the time period specified in the email, ODBSs will need to provide the following records:

- a unique journey identification number;
- the date and time at which the booking was taken or facilitated;
- the date and times the journey began and ended;
- the locations where the journey began and ended;
- the driver's relevant passenger transport driver authorisation number;
- the vehicle licence number or interstate vehicle licence number of the vehicle; and
- the number of passengers carried while seated in a wheelchair.

> **Note:** The screenshots provided in this document are examples only and may not reflect the current system. If you have any questions about these processes, please email On-demand Transport at ondemandtransport@transport.wa.gov.au.

How to submit co-payment data

DoTDirect online account

1. From your web browser, navigate to DoTDirect:
   www.transport.wa.gov.au/DoTDirect

   You can also find this via the Department of Transport WA website:
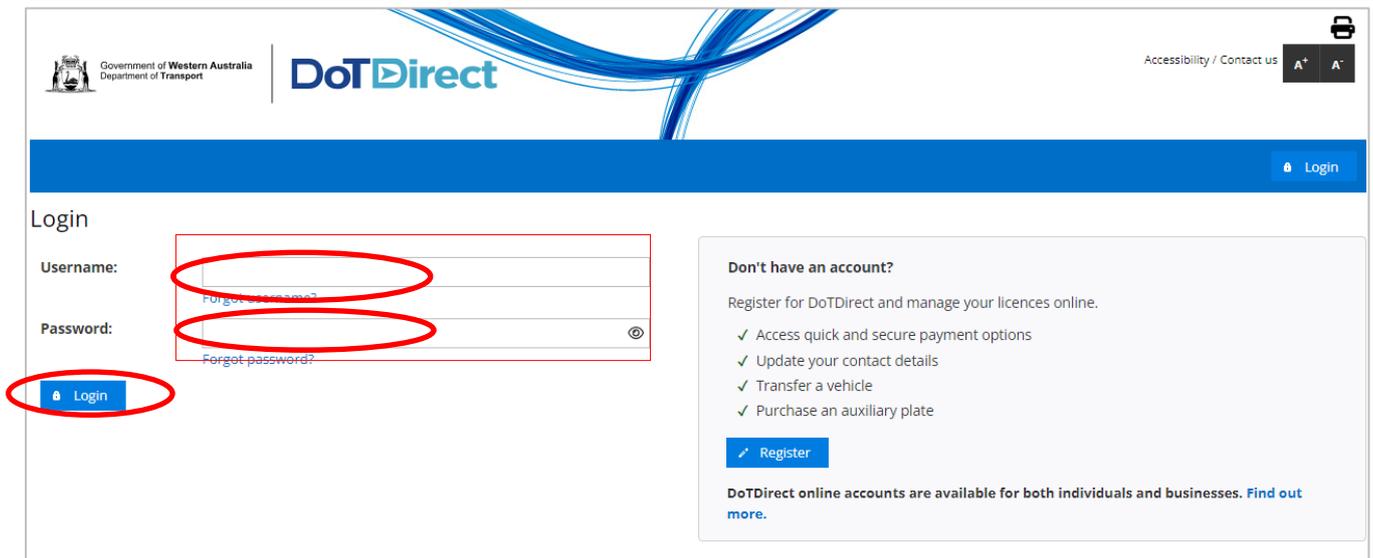   https://www.transport.wa.gov.au/

2. Click the "Login" button.

3. Enter your username and password.

4. Click "Login".

5. The overview of your DoTDirect account profile will display.

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.

Co-payment data submissions

1. Once the account profile has opened, select the "On-demand Transport" menu and click "Journey Data Submissions" from the drop-down menu.
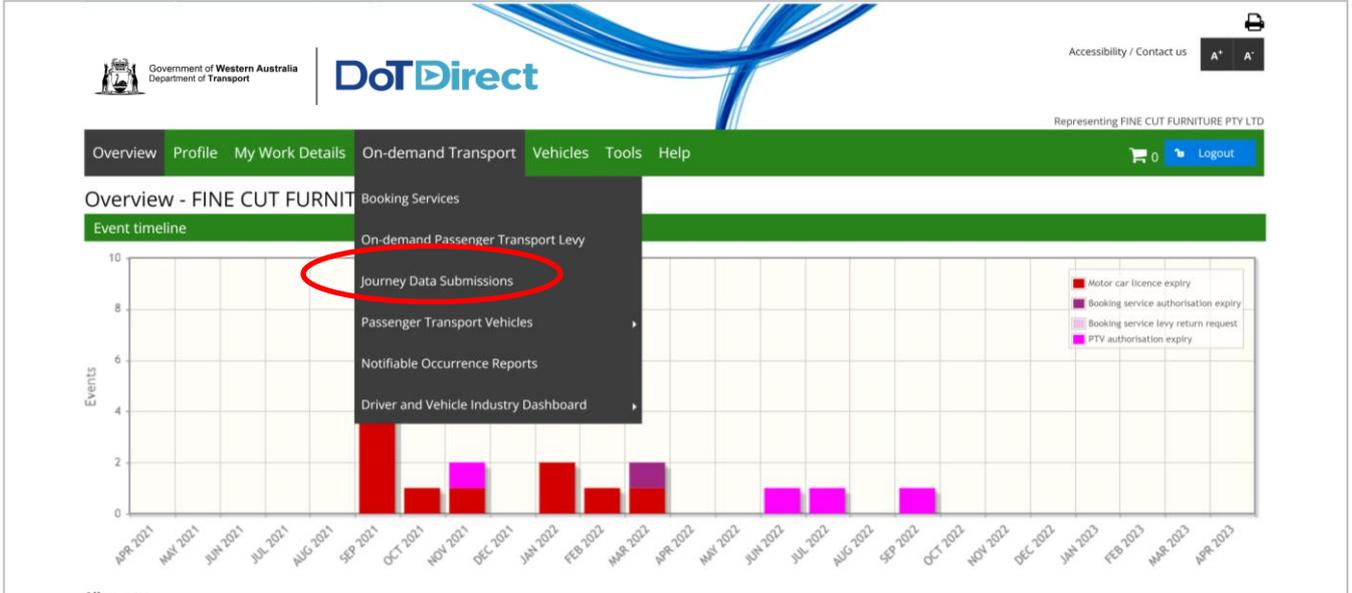
2. The Journey data submissions page opens, which will show any recent or outstanding data submission requests and journey data submission history.

   Click on the upload button for the period you want to provide data for in the 'Action' column to upload your journey data.
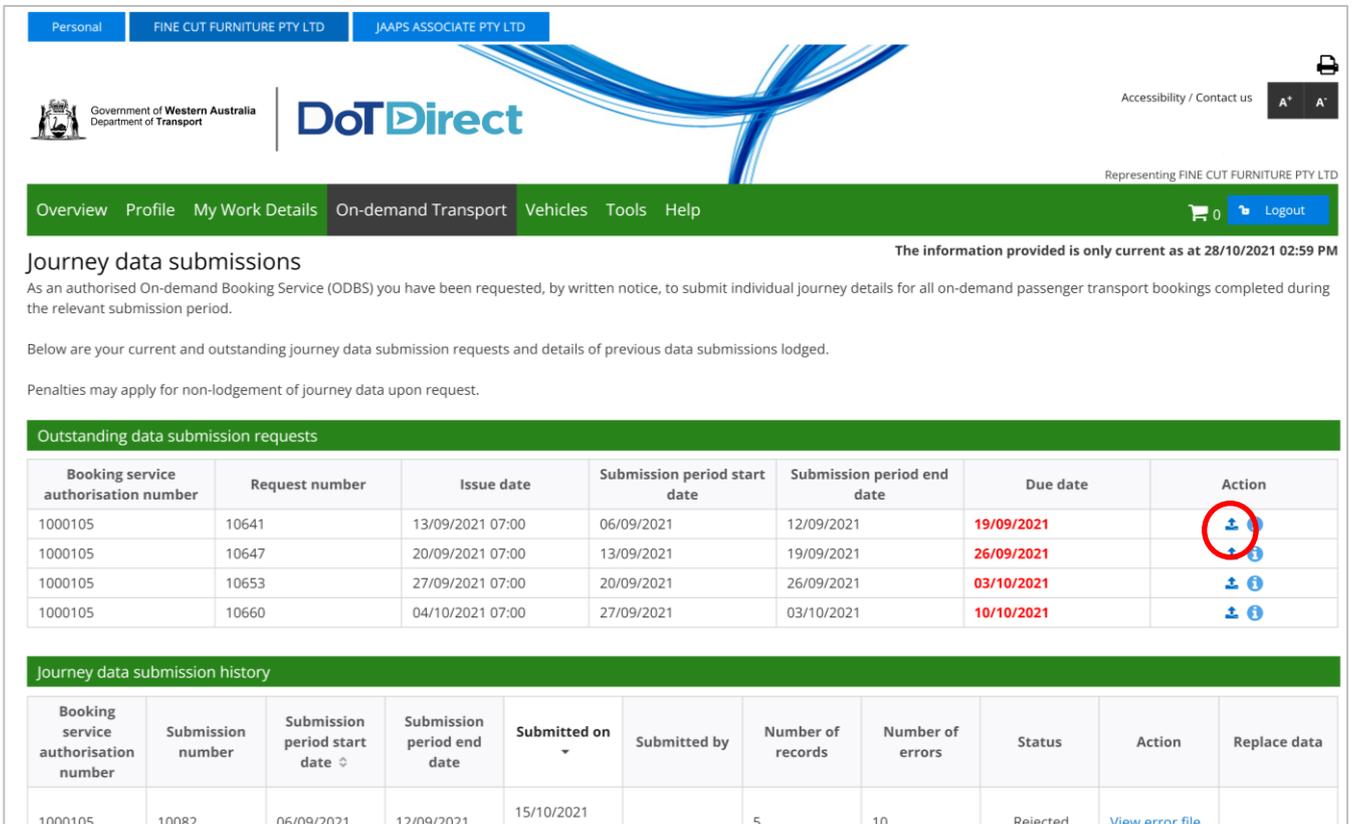
3. On the Upload journey data screen, you have the option to:

   a. Select a file to upload; or

   b. Select that no journeys were conducted during the period nominated.

4. Select browse to upload the file. The file name cannot be longer than 50 characters. Confirm that your file is correct and click '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.

5. A confirmation box will appear. To proceed click 'Continue'. Otherwise, press 'Cancel'.
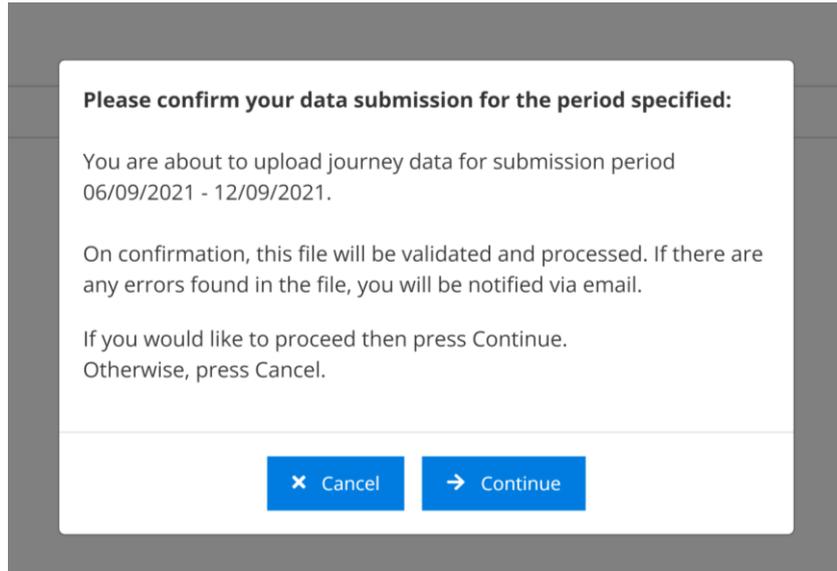
6. Depending on the size of the file, it may take some time for the system to upload.

    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.

7. Once complete, the status will show as either **Rejected** or **Completed**.

8. 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 co-payment data files

1. If your TUSS co-payment 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 the issue/s.
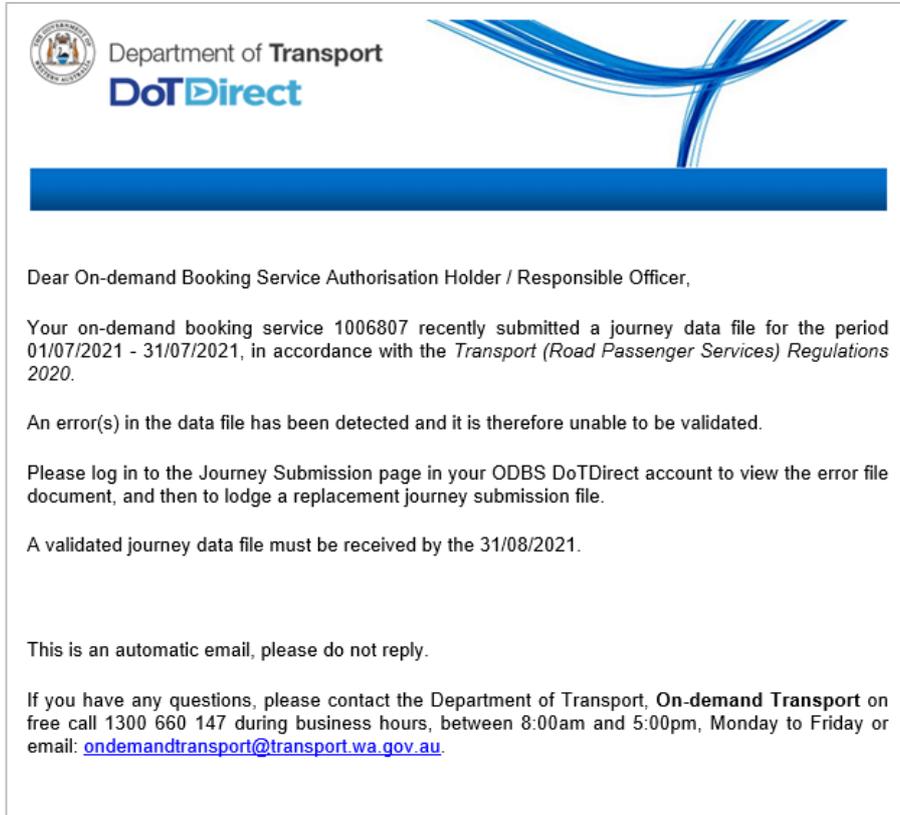
2. Find the submission that was rejected and locate the error file in the 'Action' column.

3. Click on 'View error file' to download the error file.

4. Your computer will download the file. Locate the file on your computer and open it. 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:
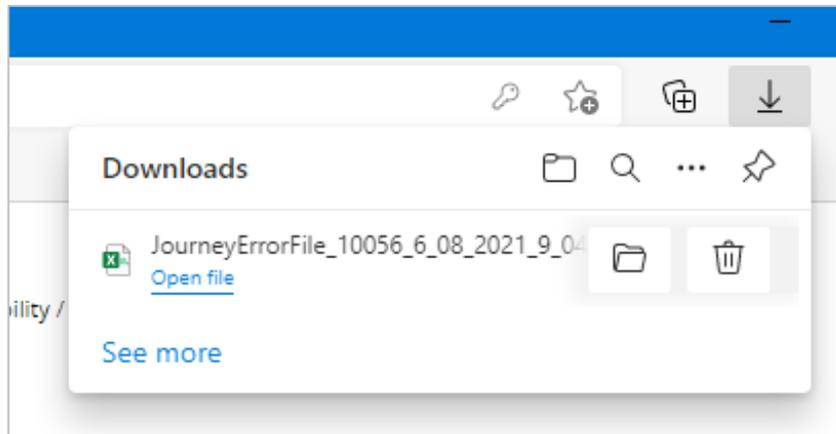
5. The error file will list a maximum of 99 errors, including:

   c. the row the error is in in the file you submitted;

   d. the column the error is in in the file you submitted; and

   e. a description of the error.

   A full glossary of the error messages can be found at the end of this document.

   In this example below, the Journey ID field is empty in the first row of data (highlighted yellow).

6. 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.

7. Once you have identified and corrected the errors, return to the Journey data submission page of your DoTDirect account. Select the upload icon in the 'Action' column and reload the journey data as per the Journey data submission process outlined above. **All data must be resubmitted,** not just the rows which contained errors.

8. If all errors are successfully corrected, you will receive confirmation that the data submission is complete.

9. If the data file still has errors, you will receive another email confirming the file has been rejected. Repeat steps 1-9 until the data file is accepted without errors.

Replace co-payment data

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

When co-payment data is resubmitted, the previous data submission will be replaced. For this reason, **all data must be resubmitted**, not only missed or inaccurate records.

1. To resubmit co-payment data, find the data submission made previously and select 'Replace data'.

2. The process is then the same as the initial data submission process.

Glossary – error messages

Column name	Error message	Error type	Tips for fixing the error
The error file will tell you which row and column the error is located in.	*The error file will show you one or more of the below messages if there are any errors in your file.*	*Describes what sort of error this represents in the system.*	*Here is some guidance on how to fix the errors based on the type of problem.*
ALL	Size of the uploaded file cannot exceed 1GB.	Invalid File	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. 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. If your file is more than 1GB in size but is otherwise correctly formatted, contact ondemandtransport@transport.wa.gov.au for assistance.
	Uploaded file contains unexpected column headers.	Invalid File	Your file must contain the correct column headers. The headers are the names of each column at the top. 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. An example template is provided on the DoT website. 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. You may also have columns that are empty. You may need to open the file in Notepad to check for additional comma's indicating a blank column that needs to be deleted.
	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 file from .xls to .csv be careful that datetime and GPS data are not affected by the conversion.

Column name	Error message	Error type	Tips for fixing the error
	No data is contained in the uploaded file.	Invalid File	Ensure your file contains at least one full journey record. Contact ondemandtransport@transport.wa.gov.au 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 and resubmit the file.
	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 the same or after the booking date and time. Correct any errors and resubmit the file.

Column name	Error message	Error type	Tips for fixing the error
	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.
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.
	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.

Column name	Error message	Error type	Tips for fixing the error
	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.
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 or 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 post code 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 or 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.

Column name	Error message	Error type	Tips for fixing the error
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.
	Pick Up latitude coordinates must have at least 3 decimal places.	Location Error	Check the specified row and column number. If Pick Up 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.
	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	Check the specified row and column number. If Pick Up 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.

Column name	Error message	Error type	Tips for fixing the error
	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.
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 street, suburb and postcode information is provided instead.
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 valued must be 155.000. Values less than 108.000 or more than 155.000 are not in Australia.

Column name	Error message	Error type	Tips for fixing the error
	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.