

Traffic Escort Services Scheduling Solution (TESSS)

TESSS FAQ's

Q1: What is my head agreement number?

A: Your head agreement number is a unique identification number associated with your operator number. It is prefixed with "HA" followed by seven digits, with the last digits corresponding to your operator number (e.g. HA0004242).

Q2: How do I create an account for the TESSS Portal?

A: To request initial and ongoing access, you first need to create a Main Roads [MyAccount](#).

Q3: How do I access TESSS?

A: To access TESSS, log in to your MyAccount and request access by selecting the TESSS application, which can be found under either the "My Tools" or "Suggested Tools" sections.

Q4: How do I request a traffic escort booking?

A: To request a traffic escorting booking, access the portal and click on "New Booking" from your main dashboard.

Q5: How do I amend or cancel my booking?

A: To amend or cancel a booking, access the portal and click on "Manage Bookings" from your main dashboard. Alternatively, you can select the amend or cancel options against your work order (booking) by clicking on the three dots.

Q6: How do I use my prepayment ID for standby agreements?

A: The previously issued prepayment IDs will be replaced with an "Entitlement Number". Once your standby agreement is established, you will be advised of the entitlement number to provide to operators making bookings on your behalf.

Q7: What is my TES booking number?

A: With the release of the Traffic Escort Services Scheduling Solution (TESSS), your previous issued TES booking numbers have been replaced by a "Work Order Number" (e.g. WO00234565).

Q8: What does the different booking statuses under “Bookings” mean?

A: The different statuses under the bookings section of the portal include:

- **Confirmed** - the booking has been scheduled and paid for
- **Provisional** - the booking has been approved and scheduled but is awaiting payment (unpaid or due)
- **Cancelled** - the booking has been cancelled either by Main Roads for non-payment or by the operator.

Q9: How do I view my bookings in TESSS?

A: To view your booking, click on the three dots located at the end of your booking entry and select "View".

Q10: What is client evidence?

A: Client evidence refers to written documentation in the form of a letter or email from the Client's customer confirming you have been engaged by the Client's customer to transport a load requiring Traffic Escort Services. For detailed information regarding the required client evidence, please refer to the Policy and Process for the Provision of Traffic Escort Services available on our [website](#).

Q11: Do I have to submit my client evidence of a booking via email?

A: No, you can upload your client evidence via the portal in the "Documents upload" section.

Q12: If I upload the incorrect client evidence, can I replace it?

A: Yes, whilst in your application, you can remove uploaded documents by clicking on the bin icon next to the file name then upload the correct documentation.

Q13: Can I see available booking dates in the portal?

A: Upon requesting a new booking, the system will show suggested availability for your dates. These dates are not confirmed until reviewed by the HVS to ensure suitability, including considering empty travel requirements. You must click on the "Show Availability" button and select the booking date to correctly submit your booking application.

Q14: What do the different statuses under my “Applications” mean?

A: The different statuses under the application section of the portal include:

- **Submitted** - the application has been submitted to HVS for review before it can be accepted.
- **Draft** - the application has been initiated by the operator but not yet submitted. It is saved for completion at a later date.
- **Declined** - means your application has been declined by HVS.
- **Accepted** - the application has been reviewed and approved by HVS schedulers and converted to a WO.
- **Cancelled** - the application has been cancelled either by Main Roads or the operator.

Q15: If my preferred booking date is not available, can I be added to a waitlist?

A: Yes, if operators cannot secure their first preference, they will be added to a waitlist. Should their original requested date become available, HVS will contact them giving them the opportunity to amend their booking.

Q16: Am I obligated to accept a proposed booking date if my preferred date is unavailable?

A: No, you can choose to accept/confirm the booking or request a change of date.

Q17: Can I cancel my amendment request?

A: You can cancel your amendment request through the portal, whereby you will be asked to confirm the cancellation.

Q18: Do I still need to use MOVES to pay for my bookings via credit card?

A: No, TESSS has its own built in payment gateway where you can enter your credit cards details to pay.

Q19: Can I still make EFT payments for my bookings?

A: TESSS only allows direct credit card payments. You can still pay via EFT but will have to advise HVS of your intention to pay via EFT through an email.

Q20: Can I pay for my amendment fees as they occur?

A: There is no change to the current process. Your initial booking payment is required upfront. Any additional fees or refunds after the initial booking payment will be arranged through the same post movement process.

Q21: Has there been changes to the movement types?

A: In the TESSS Portal, the movement types have been updated to align with the fee schedule's charging mechanism. The available movement types are as follows:

- Standard Day Move
- Standard Night Move
- Standard Day Move – Metro Only
- Short Move – Day Time Only
- 3+ in convoy.

When selecting "Short Move – Day Time Only" in the Portal, please ensure that the number of days required is set to one. The system will only charge for the necessary four hours. Note a Short Move is only available within the Metropolitan Area boundary.

Q22: What if I require a warden for the return journey?

A: If you require a warden from the return leg of your journey you will need to add the additional number of days to your booking request under the field heading of "How many days are required for the escort, including additional days for return journey requiring a Traffic Escort Warden (TEW)?"

Q23: What should I enter in the "Departing From" or "Travelling To" fields?

A: Enter the name of the business, mine site, or yard where the booking commences or finishes.

Q24: What should I select for “Region of Movement” fields?

A: Select the Main Roads Region (i.e. Metropolitan, Goldfields-Esperance, Great Southern, Kimberley, Mid West-Gascoyne, Pilbara, South West or Wheatbelt) where the movement will either commence or conclude, according to the regions specified on the [Main Roads RAV Mapping Tool](#).

Q25: Why does the TESSS application not appear under my MyAccount suggested tools section?

A: If you used a public domain email address such as Gmail, Yahoo, iiNet, Bigpond, etc., to register for MyAccount, TESSS will not appear under the suggested tools due to a Main Roads whitelist process. To gain access email TESSS.enquiries@mainroads.wa.gov.au to request your access to TESSS. Once processed, it will appear under your “MyTools” once access to TESSS has been granted.

Q26: Do all my staff require access to TESSS?

A: Yes, any staff member from your organisation who needs to make bookings, amend or cancel bookings, or make payment will require their own individual access to TESSS. Therefore, they will need to establish individual MyAccounts.

Q27: Can I manage who has access to my TESSS account?

A: Yes, the individual assigned the admin user role for your organisation has the option to invite new users to access TESSS. The system will recognise the invited users, granting access upon their application request. Additionally, the admin user has the ability to remove individual users.

Q28: Can I view my receipts from the portal after making payment?

A: Yes, once you have paid for your booking, you can view your invoice receipt by clicking on the three dots against the booking record.

Q29: What will happen to existing bookings during the transition?

A: Existing bookings will be migrated to the new system. There may be a brief period of overlap where both systems are in use to ensure a smooth transition.

Q30: Will my previous completed bookings be available in the new system?

A: No, from June 2025 all historical scheduling data of completed bookings will remain in the old system. Only current bookings will be migrated to the new system.

Q31: What should I do if I encounter any issues using the system?

A: If you encounter any bugs or errors, please report to the team at TESSS.enquiries@mainroads.wa.gov.au with a detailed description of the issue.

Q32: What if I forget my password?

A: If you forget your password, you can use the "Forgot Password" feature on the MyAccount login page to reset it. If you encounter any issues, please contact the team at TESSS.enquiries@mainroads.wa.gov.au

Q33: How do I apply for a booking an application utilising a standby agreement entitlement number?

A: When applying for a new booking through the TESSS Portal, select the option "Is this for a standby agreement?" and enter the entitlement number in the designated field. Proceed to enter your preferred departure date and time. However, do not click on "Show Availability," as the warden allocation was determined when the standby agreement was initially established.