

Tax Compliance Certificate

User Manual



**FIJI REVENUE AND
CUSTOMS SERVICE**



TABLE OF CONTENTS

INTRODUCTION	3
REQUEST FOR TAX COMPLIANCE CERTIFICATE BY TAXPAYER.....	4
FRCS RESPONSIBILITIES	12
REVOCATION OF TAX COMPLIANCE CERTIFICATE	12
VERIFICATION OF AUTHENTICITY OF TAX COMPLIANCE CERTIFICATE	13



Introduction

The Tax Compliance Certificate is a certificate of compliance issued by the Chief Executive Officer of the Fiji Revenue & Customs Service to a person as proof that the person is compliant with the lodgment of tax returns and payment of taxes in accordance with the relevant tax laws.

A Tax Compliance Certificate is required by law when a person applies for any registration, permit or license from any Government ministry or entity, unless exempted by the Minister of Economy in writing.

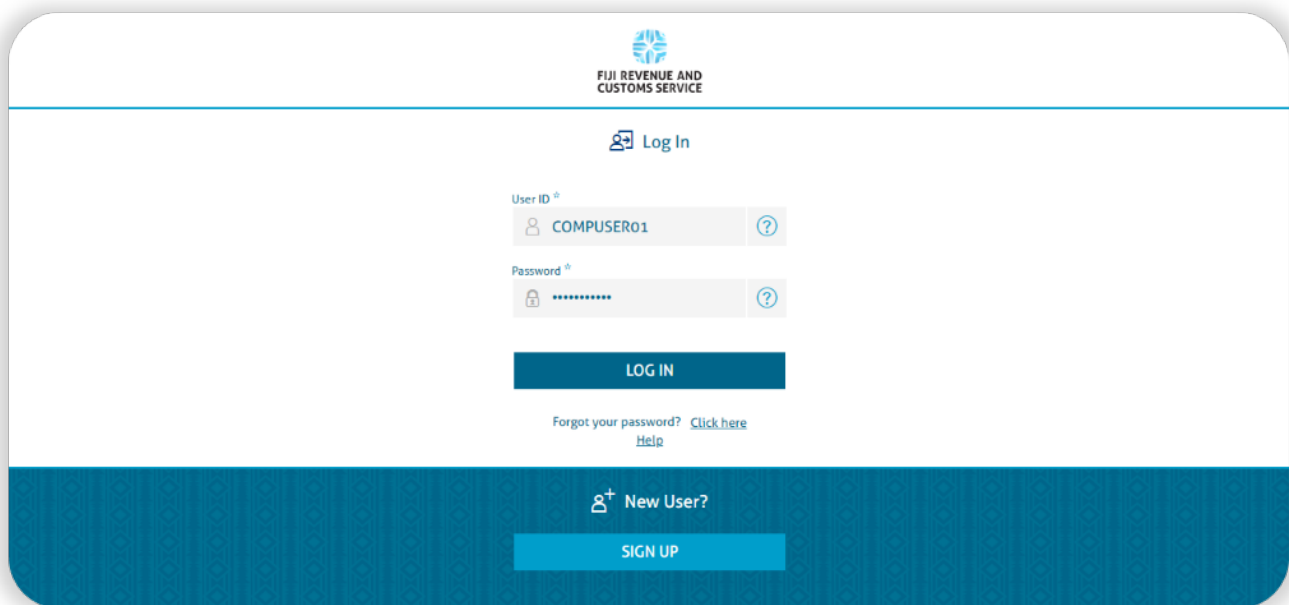
This user manual explains the process for issuing Tax Compliance Certificates, determining the validity and the process for revoking Tax Compliance Certificates where necessary.

[Back to Index](#)



Request for Tax Compliance Certificate by Taxpayer

- The user needs to access the FRCS Portal using the public link <https://tpos.frcs.org.fj/taxpayerportal#/Logon>
- On accessing the portal URL, the user will be navigated to the login page, where the user must enter their login credentials.



The screenshot displays the login interface of the Fiji Revenue and Customs Service (FRCS) Taxpayer Online Services (TPOS) portal. At the top, the service's logo and name are visible. Below this, a 'Log In' button is present. The main section contains two input fields: 'User ID' with the value 'COMPUER01' and 'Password' with masked characters. A 'LOG IN' button is positioned below these fields. A link for 'Forgot your password?' is also visible. At the bottom, there is a 'New User?' link and a 'SIGN UP' button.

FIJI REVENUE AND CUSTOMS SERVICE

Log In

User ID *
COMPUER01

Password *

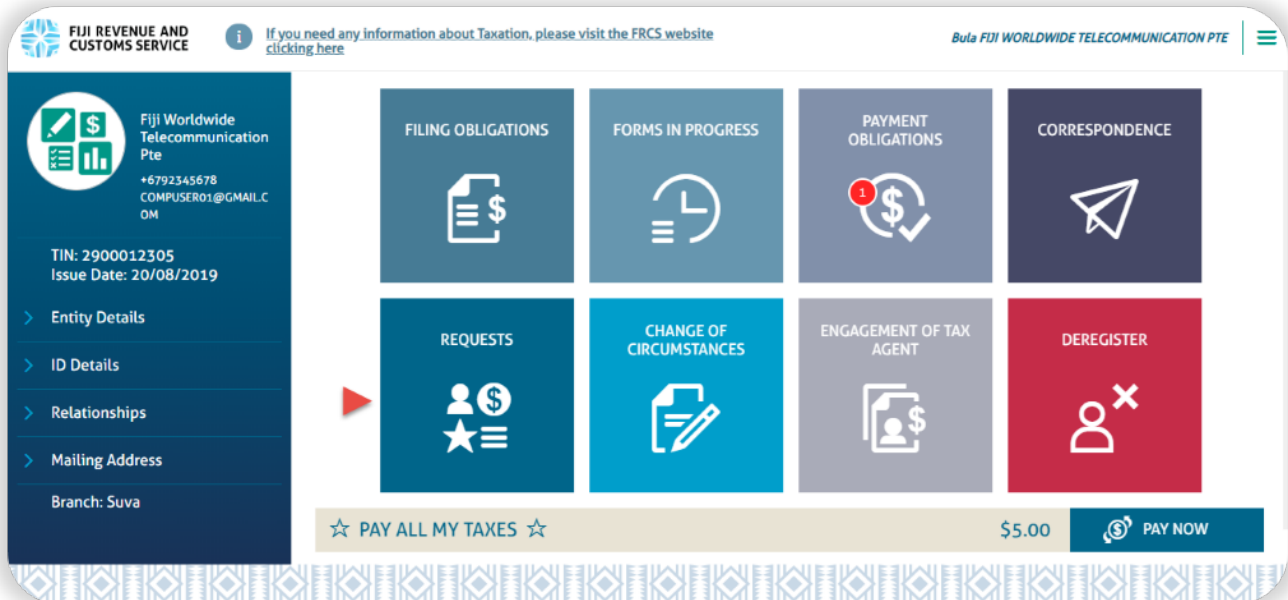
LOG IN

Forgot your password? [Click here](#)
[Help](#)

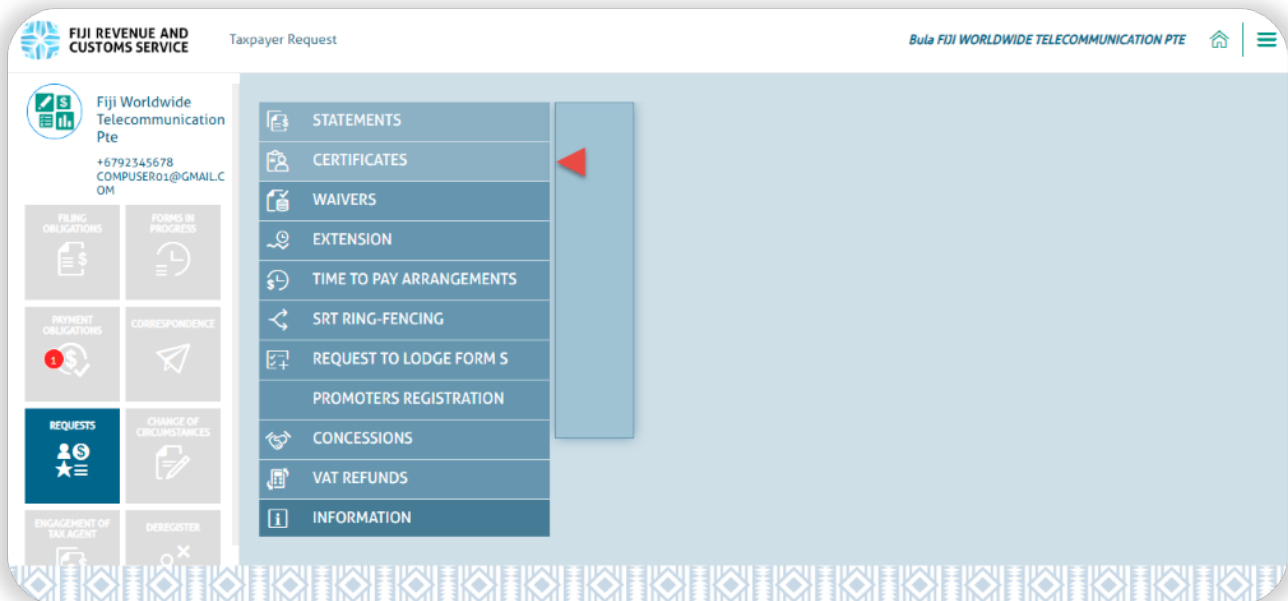
New User?
SIGN UP



- To apply for a Tax Compliance Certificate, the user must navigate to the 'Requests' tile.



- Next, the user must click 'Certificates'.





- Then, the user must click the 'Request for Tax Compliance Certificate' tile.



- When the user clicks on the 'Request for Tax Compliance Certificate' tile, he will be navigated to the first page of the application. In this step, the user must tick the instruction checkbox in order to proceed to the next step of the application.

- In the 2nd step of the application, the user will see two input fields. The first field requires the user to select the reason for requesting for a Tax



Compliance Certificate, from a drop-down menu. The second field the user to input the name of the Government department or entity for which the certificate is being requested.

- Based on the reason selected by the user, additional fields may be displayed. For example, if the user selected the reason as 'To apply for a permit/license' or 'To renew a permit/license', the user will be required to input the name of the permit/license.



- Similarly, if the user selected 'Other' as the reason, the user must specify the reason.

- After entering all mandatory information, the user must click 'Continue to Next Step' to proceed.



- The user will be navigated to the 'Declaration' screen.

- To complete the application, the user must fill the required details on the 'Declaration' screen. On this screen:
 - If the taxpayer is an individual, the TIN will be prepopulated.
 - If the taxpayer is a non-individual, the TIN of the user must be entered, and their designation must be selected from a drop-down.
 - The user must tick the checkbox to declare that the information provided is correct.



- Once the declaration checkbox is ticked, the system will check the Taxpayer as well as his related parties, if all are compliant or non-complaint.
- If any one of them (taxpayer or the related parties) is non-complaint, warning messages will pop-up on the top of the form to notify the taxpayer that their application may get rejected. the warning messages will be displayed as below.

The screenshot shows a 'View Messages' pop-up window with three warning messages:

- ⚠ Your related party 2900032671 has overdue filing obligations. Your application may be rejected.
- ⚠ Your related party 2900017195 has overdue payment obligations. Your application may be rejected.
- ⚠ Your related party 2900017195 has overdue filing obligations. Your application may be rejected.

The background shows the 'Request for Tax Compliance Certificate' form with the following details:

- TIN*: 2900034505
- Designation: Manager
- Full Name: Alex Steele
- Lodgement Date: 18/12/2019
- ☒ I declare that the information in this application is true and correct in every detail.
- IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

- If the taxpayer including their related parties is compliant then, no warning messages will be displayed.
- The 'Submit' button will be enabled and displayed to the user only when the 'Declaration' screen has been completed.

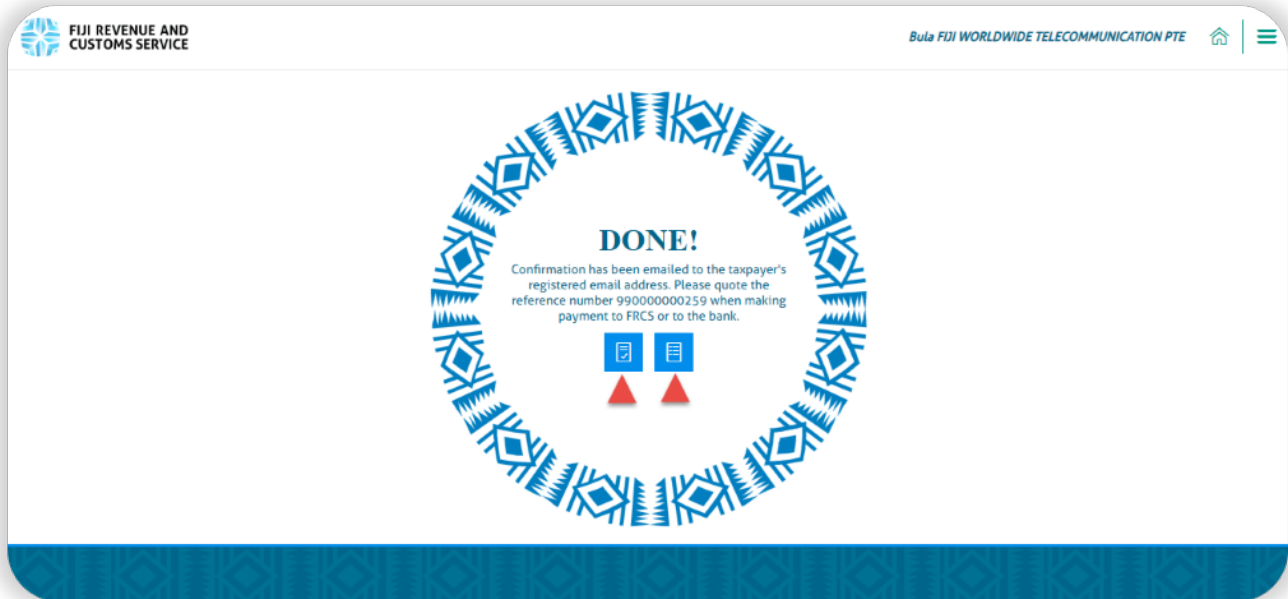
The screenshot shows the 'Declaration' screen of the 'Request for Tax Compliance Certificate' form. The progress bar indicates 67% completion. The form fields are:

- TIN*: 2900004081
- Designation*: Director
- Full Name: Priya Sharma
- Lodgement Date: 22/08/2019
- ☒ I declare that the information in this application is true and correct in every detail.
- IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

The 'SUBMIT' button is enabled and highlighted in green. The 'PREVIOUS STEP' and 'SAVE' buttons are also visible.



- Clicking the 'Submit' button will submit the application. The application is now complete, and a confirmation will be sent to the taxpayer through an email notification and a letter. The user will be able to download the confirmation by clicking the 'Download Confirmation' button on this screen.





FRCS Responsibilities

- Once the taxpayer has submitted the Tax Compliance Certificate application, a two-level workflow will be triggered.
- If the approval officer approves the application, the taxpayer will be issued with a Tax Compliance Certificate. The taxpayer will be informed about this via email. The Tax Compliance Certificate will be available for download on the 'Correspondence' section of the taxpayer portal as well.
- If the approval officer rejects the application, the taxpayer will be issued with a rejection letter. The taxpayer will be informed about this via email, and the rejection letter will be available for download on the taxpayer portal.

Revocation of Tax Compliance Certificate

- Where FRCS learns that a taxpayer had knowingly furnished wrong or incomplete information when he applied for a Tax Compliance Certificate, the process for revocation of the Tax Compliance Certificate comes into action. FRCS may also initiate the revocation process for any other reason, for example, if the taxpayer dishonoured a payment arrangement with FRCS.



Verification of Authenticity of Tax Compliance Certificate

- This is a facility through which anyone can verify the authenticity of a Tax Compliance Certificate issued by FRCS. The Tax Compliance Certificate can be validated on the Taxpayer Online Services (TPOS) through [:https://www.frcs.org.fj/our-services/taxpayer-online-service-tpos/tpos-certificate-validator/](https://www.frcs.org.fj/our-services/taxpayer-online-service-tpos/tpos-certificate-validator/)
- On accessing the webpage/tile, the user will be required to enter the 'TCC Reference Number' and the 'Date of Issue' in order to validate the certificate.



FIJI REVENUE AND CUSTOMS SERVICE

Verification of the Authenticity of a TCC

Please enter the following information as per the Tax Compliance Certificate and click "Verify"

TCC Reference Number *



Date of Issue *



- When the required input is provided, it will enable the 'Verify' button. The certificate's authenticity will be verified when this button is clicked.
- If the entered information matches with the information in TPOS and the certificate is valid, the screen below will be displayed.



- If the entered information does not match with the information in TPOS, then the below screen will be displayed.



FRCS [Fiji Revenue and Customs] x | Logon x | FRCS-Verification of the Authent: x | +

tpos.frscs.org.fj/certificatevalidator/index.html

FIJI REVENUE AND CUSTOMS SERVICE

Certificate Authenticator

Please enter the following information as per the Tax Compliance Certificate and click "Verify"

Certificate Type *

Tax Compliance Certifi ▾

TCC Reference Number *

23456789021|

Invalid TCC Reference Number

Date of Issue ▾

03/11/2020

VERIFY

[Back to Index](#)