

User Guides and Assistance

1. Are there any user materials available for taxpayer guidance on Sign Up?

Taxpayers can access the following for assistance:

- **User Guides on the link:** <https://www.frcs.org.fj/our-services/taxpayer-online-service-tpos/users-guide/>; or
- **Tutorial Videos on the link:** <https://www.frcs.org.fj/our-services/taxpayer-online-service-tpos/tpos-tutorial-videos/>.

2. Can we still visit FRCS for assistance?

Taxpayers can visit their nearest office for assistance if they wish to.

FRCS Assistance

Tax Education

The tax office provides taxpayer education programs on a free of charge basis. Taxpayers who require training and awareness on any tax related matter may contact our Education team on email education@frcs.org.fj for assistance.



**FIJI REVENUE AND
CUSTOMS SERVICE**

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Disclaimer:

The information in this brochure is general in nature and does not constitute specific tax advice to any person. To the extent that any such information constitutes financial advice, it does not take into account any person's particular financial situation or goals. We recommend you obtain independent tax advice for your own circumstances. FRCS does not accept any liability for the use of, or reliance on, this information.

Sign Up on TPOS

To access Taxpayer Online service, a taxpayer must first sign-up to the online portal

Follow us on:



What is Sign Up?

It is a process whereby an individual enters specific information to create an online account on TPOS using a username and password.

Who is required to Sign Up?

Any person who has a TIN or needs a TIN can sign up.

Sign Up as an Individual

1. What are the two categories that individuals can sign up as?

An individual may sign up on TPOS as:

- New Taxpayer; or
- Existing Taxpayer

2. How will I determine the user category when signing up?

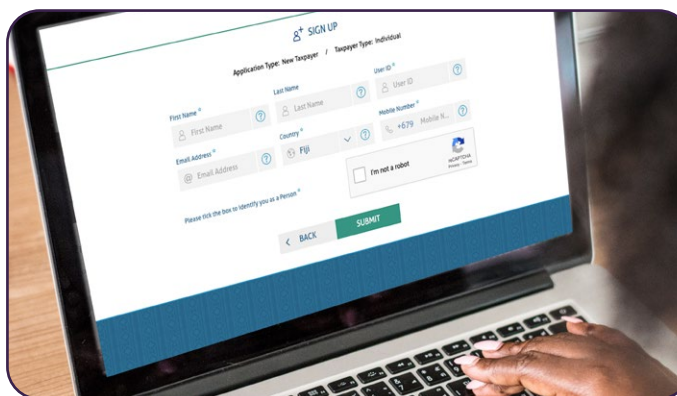
A new taxpayer is a person who does not have a TIN whilst an existing taxpayer already has a TIN prior to Sign Up.

3. What do I need to provide?

The following tables provide the different information required for the two separate sign ups.

New Taxpayer	
Requirements for New Taxpayers	Description
First Name	Refers to the first name that appears on your: • Birth certificate (for Fiji born individuals); or • Passport (for non-Fiji born individuals)
Last Name	Refers to the last name that appears on your: • Birth certificate (for Fiji born individuals); or • Passport (for non-Fiji born individuals)
User ID	Refers to the newly created username (i.e. alpha-numeric values) by the user. The User ID field must contain 8 to 40 characters and cannot be changed once created

Email Address	Refers to the valid email address that is currently used by the user
Country	Refers to the Country at which the user is a resident of
Mobile Number	Refers to the phone (i.e. telephone or mobile) contact of the user at the country of resident



Existing Taxpayer	
Requirements for Existing Taxpayers	Description
One Time Login Code (OTLC)	Refers to the login code that must be requested to FRCS by the user prior to signing up.
User ID	Refers to the newly created username (i.e. alpha-numeric values) by the user. The User ID field must contain 8 to 40 characters and cannot be changed once created.
Email Address	Refers to the valid email address that is currently used by the user
Country	Refers to the Country at which the user is a resident of
Mobile Number	Refers to the phone (i.e. telephone or mobile) contact of the user at the country of resident

The OTLC may be requested by an existing taxpayer via email on info@frcs.org.fj . The email request must be accompanied by a copy of the existing taxpayer's valid ID.

* No documents are required during sign up.

Sign Up Process for Individuals

New Taxpayer	
Steps	Description
TPOS Link	Enter the link: https://tpos.frccs.org.fj/taxpayerportal#/Logon on your internet browser.
Sign Up Icon	Select the "Sign Up" tab
Sign Up Type	Select "Individual" from the New Taxpayer drop down list
Terms and Conditions	Select "I Agree" after reading the terms and conditions
Completing Sign Up Fields	Enter your details on applicable fields and submit
Confirmation of Successful Sign Up	Receive email confirmation of your User ID and Temporary Password
Log In to TPOS	Enter your User ID and Temporary Password to Log In TPOS
Changing Password	Change the Temporary Password to a Password of your choice

Existing Taxpayer	
Steps	Description
TPOS Link	Enter the link: https://tpos.frccs.org.fj/taxpayerportal#/Logon on your internet browser.
Sign Up Icon	Select the "Sign Up" tab
Sign Up Type	Select "Taxpayer" from the Existing Taxpayer drop down list
TIN and One Time Login Code	Enter your "TIN" and "One Time Login Code" you obtained from FRCS
Completing Sign Up Fields	Enter your details on applicable fields and submit
Confirmation of Successful Sign Up	Receive email confirmation of your User ID and Temporary Password
Log In to TPOS	Enter your User ID and Temporary Password to Log In TPOS
Changing Password	Change the Temporary Password to a Password of your choice