



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide



Student Loan

Temporary Release to Travel Abroad

Version: 1

Date: 30-05-2022



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Basic Information

When a student is awarded a loan or scholarship, the student is placed on the Immigration Department's restricted travel list (i.e., Controversial List) to prevent them from leaving Fiji without FRCS's express permission. The student will not be able to leave Fiji until FRCS informs Immigration Department to allow the student to travel abroad.

If the student wishes to travel abroad, they must request FRCS via the online portal for the Temporary Release to Travel Abroad. The request for the temporary release can be submitted from TPOS either by the student or Tax Agent.

In case there is any change to the approved travel plan, the student must inform FRCS. The student will be able to Amend or Cancel the temporary release request according to the changes in the travel plan. It will also be mandatory for the student to notify FRCS once the student returns back to Fiji.

On approval, the Immigration department will be notified via email and both the Guarantors list and Controversial list will be updated. Once the guarantors will be added to the Controversial list, they must also file travel request form for temporary release to travel abroad.

This document describes the detailed steps required to file a request for Temporary Release to Travel Abroad.



Request Submission via TPOS

Log-In

- You need to access the FRCS Portal via public link
<https://tpos.frcs.org.fj/taxpayerportal#/Logon>.

FIJI REVENUE AND
CUSTOMS SERVICE

Log In

User ID [®]
MPATHAK85

Password ^{*}
.....

LOG IN

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

New User?
SIGN UP

- After entering this URL, Taxpayer Portal will be displayed where you need to click on login button after entering valid user credentials.

Initial Filing

- After successful login to the dashboard, the following tiles will be available from which you are required to select the 'Requests' tile.

FIJI REVENUE AND
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If you need any information about taxation, please visit the FRCS website clicking here

Bula MANAS

Manas Pathak
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TIN: 0000000000
Issue Date: 11/11/2020

Personal Details
ID Details
Occupation Details
Relationships
Mailing Address
Bank Details

FILING OBLIGATIONS 5

FORMS IN PROGRESS 2

FORMS SUBMITTED

PAYMENT OBLIGATIONS 20

CORRESPONDENCE 13

REQUESTS

CHANGE OF CIRCUMSTANCES

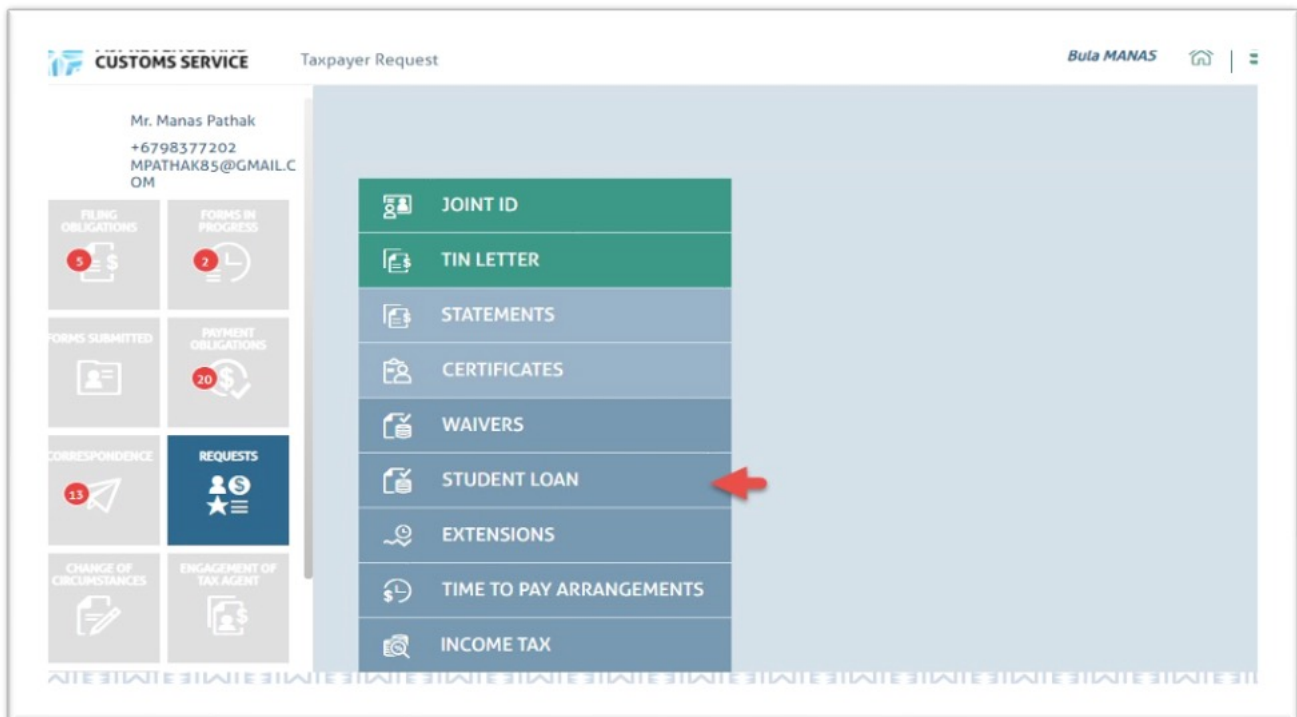
ENGAGEMENT OF TAX AGENT

DEREGISTER

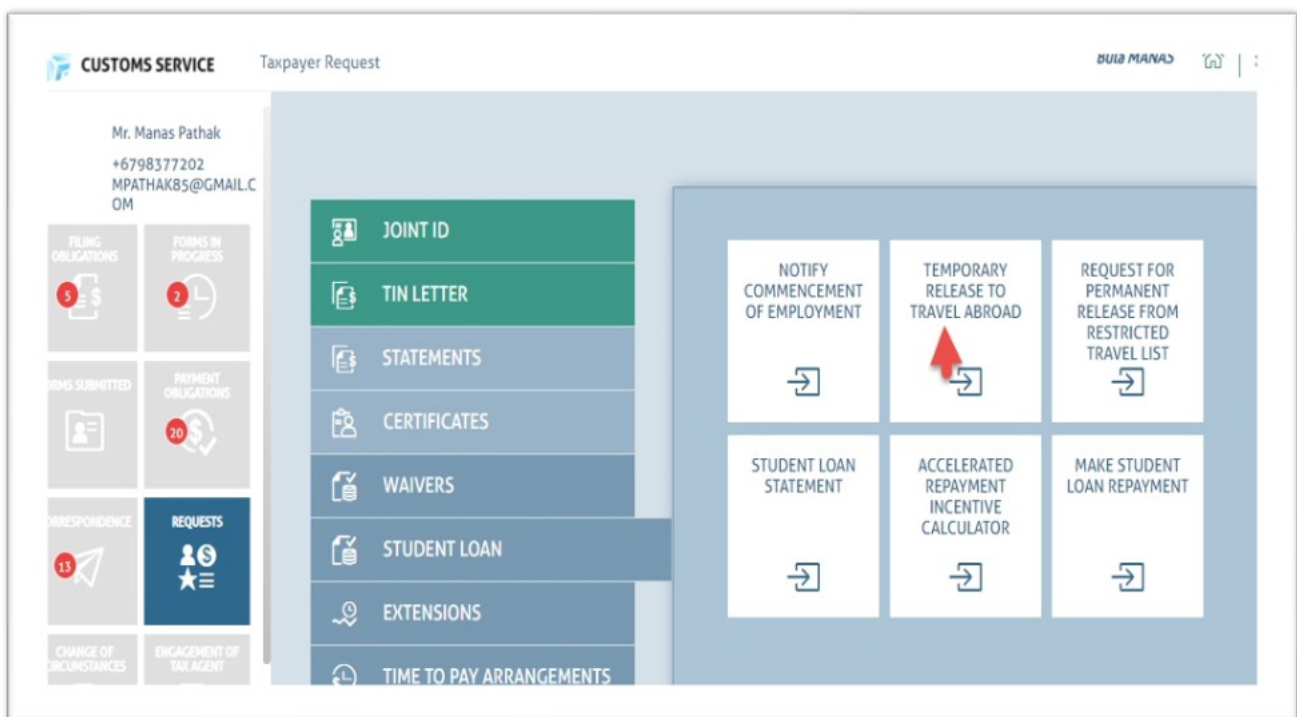
Activate



- After clicking on **"Requests"** tile, you will be displayed list of various Taxpayer Requests applications available.
- You need to click on the **'Student Loan'** tab which will display further tiles to select.
- Only individual taxpayers and their Tax Agents are able to see the **"Temporary Release to Travel Abroad"** tile.



- After clicking on **'Student Loan'**, you need to click on **'Temporary Release to Travel Abroad'** tile.



- It will navigate to the screen where you will be displayed with the history of Temporary Release Requests and you will also be able to make a New Request.



FIJI REVENUE AND CUSTOMS SERVICE

If you need any information about taxation, please visit the FRC's website clicking here

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Your Temporary Release Request History

Select from the list below to amend, cancel or notify on return.

NEW REQUEST

Select status: [v] Sort by: [v]

Approval Number	Planned Departure Date	Planned Return Date	Actual Return Date	Destination	Status
No data					

- The buttons will be visible to the student as follows:
 - **Filter button:** Here you will be able to easily filter the requests using the **'Status'** dropdowns. All the requests made is either in **'Draft'**, **'Submitted'** and **'Approved'**.
 - **New Request:** You as a student/active guarantor will be able to file a new request.

FIJI REVENUE AND CUSTOMS SERVICE

If you need any information about taxation, please visit the FRC's website clicking here

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Your Temporary Release Request History

Select from the list below to amend, cancel or notify on return.

NEW REQUEST

Select status: [v] Sort by: [v]

- All
- Draft
- Submitted
- Under Review
- Missing Information
- Approved

Approval Number	Planned Departure Date	Planned Return Date	Actual Return Date	Destination	Status
-----------------	------------------------	---------------------	--------------------	-------------	--------



Instructions

- Once the **'Instructions'** checkbox is checked, you can proceed to the next section by clicking on **"Continue to Next Step: 'Basic Information'"**.

The screenshot shows the 'Instructions' section of the 'Temporary Release to Travel Abroad' application form. The header includes the 'FIJI REVENUE AND CUSTOMS SERVICE' logo, the title 'Temporary Release to Travel Abroad', and the user 'Bula MANAS'. A progress bar at the top shows five steps: INSTRUCTIONS (active), BASIC INFORMATION, TRAVEL DETAILS, GUARANTORS, and DECLARATION. Below the progress bar, a heading reads 'PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING:'. A list of six instructions follows, detailing the application process, exemptions, document requirements, and notification obligations. A checkbox labeled 'I declare that I have read and understood the above instructions.' is checked. At the bottom, a green button labeled 'CONTINUE TO NEXT STEP: "BASIC INFORMATION"' is highlighted with a red arrow.

Basic Information

- In the **'Basic Information'** section, you will enter the valid passport details and will upload the mandatory documents. Also, it will be mandatory for you to confirm the question "Are you requesting for a blanket exemption?".

The screenshot shows the 'Basic Information' section of the 'Temporary Release to Travel Abroad' application form. The header includes the 'CUSTOMS SERVICE' logo, the title 'Temporary Release to Travel Abroad', and the user 'Bula MANAS'. A progress bar at the top shows five steps: INSTRUCTIONS, BASIC INFORMATION (active), TRAVEL DETAILS, GUARANTORS, and DECLARATION. The form contains three input fields: 'Passport Number*' (with a placeholder 'Passport Number'), 'Passport Expiry Date*' (with a placeholder 'DD/MM/YYYY' and a calendar icon), and 'Country of Issue*' (a dropdown menu showing 'Fiji'). Below these fields is a section for 'Passport Biodata Page*' with an 'UPLOAD DOCUMENT' button and a help icon. A question 'Are you requesting for a blanket exemption?*' is followed by two radio button options: 'YES' and 'NO'. At the bottom, a green button labeled 'CONTINUE TO NEXT STEP: "TRAVEL DETAILS"' is visible. A footer bar includes a 'PREVIOUS STEP' button, an 'ADD NOTES' button, and a 'SA' button.



- After providing the Passport details, you will proceed to upload the mandatory document **"Passport Biodata Page"**. You can only upload the passport biodata page once you have saved the form. A pop up message will appear if you have not saved the form.

The screenshot displays the 'Temporary Release to Travel Abroad' form in the 'Bula MANAS' system. The progress bar shows 20% completion. The 'BASIC INFORMATION' tab is active, showing fields for 'Passport Number' (TV89UVX), 'Passport Expiry Date' (31/12/2021), and 'Country of Issue' (Fiji). Below these fields is the 'Passport Biodata Page' section with an 'UPLOAD DOCUMENT' button. A modal error message is centered on the screen, stating 'Error' and 'Have you saved the form?', with a 'CLOSE' button at the bottom. The background form is dimmed, and a 'CONTINUE TO NEXT STEP: "TRAVEL DETAILS"' button is visible at the bottom.

- After saving the form in draft mode, you will be able to upload the documents with valid format and size.

This screenshot shows the same 'Temporary Release to Travel Abroad' form, but now with the 'Passport Biodata Page' upload modal open. The modal title is 'Passport Biodata Page'. It features an 'Attachments (1)' section with a plus sign icon. Below this, a file named 'dummy PDF.pdf' is listed with a document icon and a red 'X' in a circle to its right. A 'CLOSE' button is at the bottom of the modal. The background form is dimmed, showing the 'BASIC INFORMATION' tab and the 'PASSPORT BIODATA PAGE' section.



- You are required to answer the question **"Are you requesting for a blanket exemption?"**
If the question is answered as **'Yes'**, you will provide the employer details and on proceeding further it will navigate student to the Declaration section.

The Blanket Exemption will populate based on the contract end date and the exemption period selected. In case if contract end date is before the date for exemption period from current date, then blanket exemption expiry date will be contract end date.

- If the question is answered as **'No'**, then you can proceed to the next section **"Travel Details"**.



Travel Details

- In the **`Travel Details`** section, you will enter all the required mandatory information along with the overseas contact details.

CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 *Bula MANAS*

40%

INSTRUCTIONS **BASIC INFORMATION** **TRAVEL DETAILS** **GUARANTORS** **DECLARATION**

Travel Destination^o Samoa, America

Departure Date^o 10/06/2021

Return Date^o 30/06/2021

Duration (Days) 20

Reason for Travel^o Holiday

E-ticket/Itinerary^o

Other Supporting Documents

OVERSEAS CONTACT DETAILS

Street Address^o Street 2

City^o XYZ CITY

State/ Territory^o State 1

Mobile Number 622903456

- It will be mandatory for you to upload the E-Ticket/Itinerary in the travel details section.
- After providing the required travel details, you can proceed further to the **`Guarantors`** section.

CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 *Bula MANAS*

40%

INSTRUCTIONS **BASIC INFORMATION** **TRAVEL DETAILS** **GUARANTORS** **DECLARATION**

Samoa, America

Departure Date^o 10/06/2021

Return Date^o 30/06/2021

Reason for Travel^o Holiday

Other Supporting Documents

E-Ticket/Itinerary

Attachments (1)

+



Guarantors

- In this section, you will confirm the question **"Do you wish to provide personal security or nominate guarantors who will repay your student loan if you do not return to Fiji?"**
- This section will be defaulted to **"Personal Security"** if the travel request is filed by guarantor itself.

FIJI REVENUE AND CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 Bula MANAS

60%

BASIC INFORMATION TRAVEL DETAILS GUARANTORS DECLARATION

Do you wish to provide personal security or nominate guarantors who will repay your student loan if you do not return to Fiji?*

☒ Personal Security

☐ Guarantors

CONTINUE TO NEXT STEP : "DECLARATION"

- You are required to answer the question **"Do you wish to provide personal security or nominate guarantors who will repay your student loan if you do not return to Fiji?"**
 - If **'Personal Security'** option is selected by you, then you are required to upload the mandatory documents like Evidence of Personal Security and Surety Document.

FIJI REVENUE AND CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 Bula MANAS

60%

INSTRUCTIONS BASIC INFORMATION TRAVEL DETAILS GUARANTORS DECLARATION

Do you wish to provide personal security or nominate guarantors who will repay your student loan if you do not return to Fiji?*

☒ Personal Security

☐ Guarantors

Evidence of Personal Security* Surety Document*

UPLOAD DOCUMENT ? UPLOAD DOCUMENT ?

CONTINUE TO NEXT STEP : "DECLARATION"



- And, if the **"Guarantors"** option is selected, then you need to enter the guarantor details by clicking on **"Add New"** button. You must enter at least 2 guarantor details.

- After providing the Guarantors details, you must upload the mandatory documents **"Duly Signed Overseas Travel Bond Form and Pay slips/Bank Statements"**.
- You can proceed further to the **'Declaration'** section by clicking on next step icon.



Declaration and Submission

- In the '**Declaration**' section, your full name and lodgment date (defaulted to the current system date) will be auto populated.

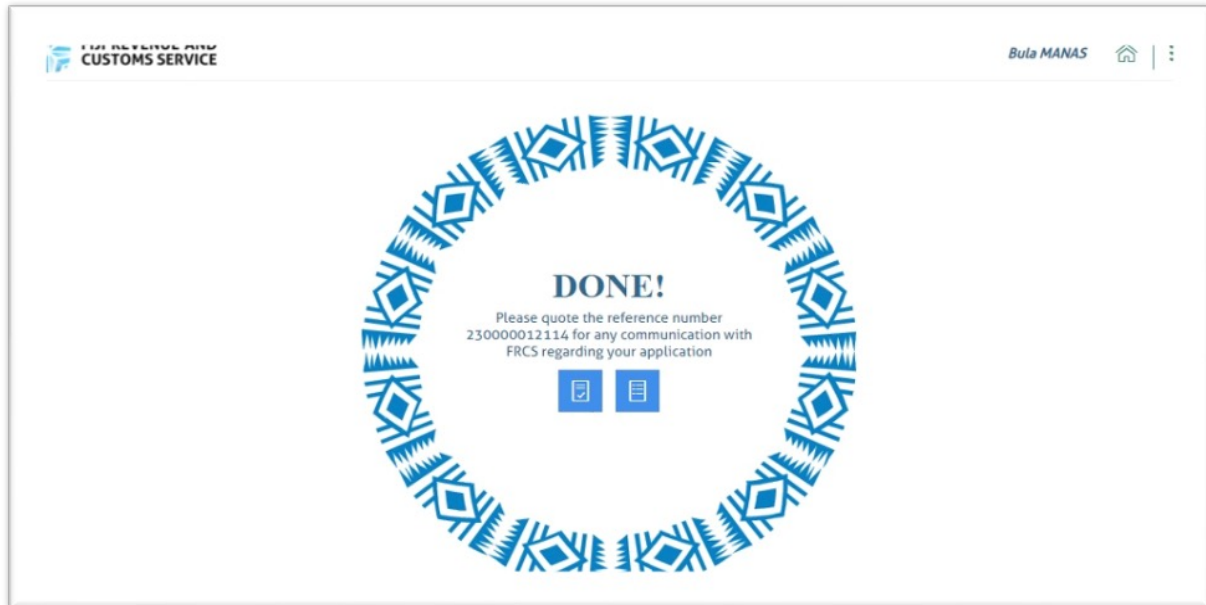
The screenshot shows the 'DECLARATION' step of a form titled 'Temporary Release to Travel Abroad - Form Number 230000012114'. The user 'Bula MANAS' is logged in. A progress bar at the top indicates 80% completion. The navigation menu includes INSTRUCTIONS, BASIC INFORMATION, TRAVEL DETAILS, GUARANTORS, and DECLARATION. The form displays the user's details: Full Name: MANAS PATHAK, Lodgement Date: 03/06/2021. There is a checkbox labeled 'I declare that:' which is currently unchecked. Below the checkbox, there are three lines of text: 'The information provided in this application is true and correct to best of my knowledge.', 'I will notify FRCS of any changes to the information provided in this application without any delay. I understand that any changes to information must be informed prior to my departure from Fiji.', and 'I understand that the guarantors will be personally responsible for the repayment of my student loan if I do not return to Fiji.'. At the bottom, a warning states: 'IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.'

- After confirming the '**Declaration**' checkbox, you will click on '**Submit**' button to submit the application.

This screenshot is identical to the previous one, but the checkbox 'I declare that:' is now checked. Additionally, the 'SUBMIT' button in the bottom navigation bar is highlighted with a red arrow, indicating the next step in the process. The other elements, including the form title, user name, progress bar, and text content, remain the same.



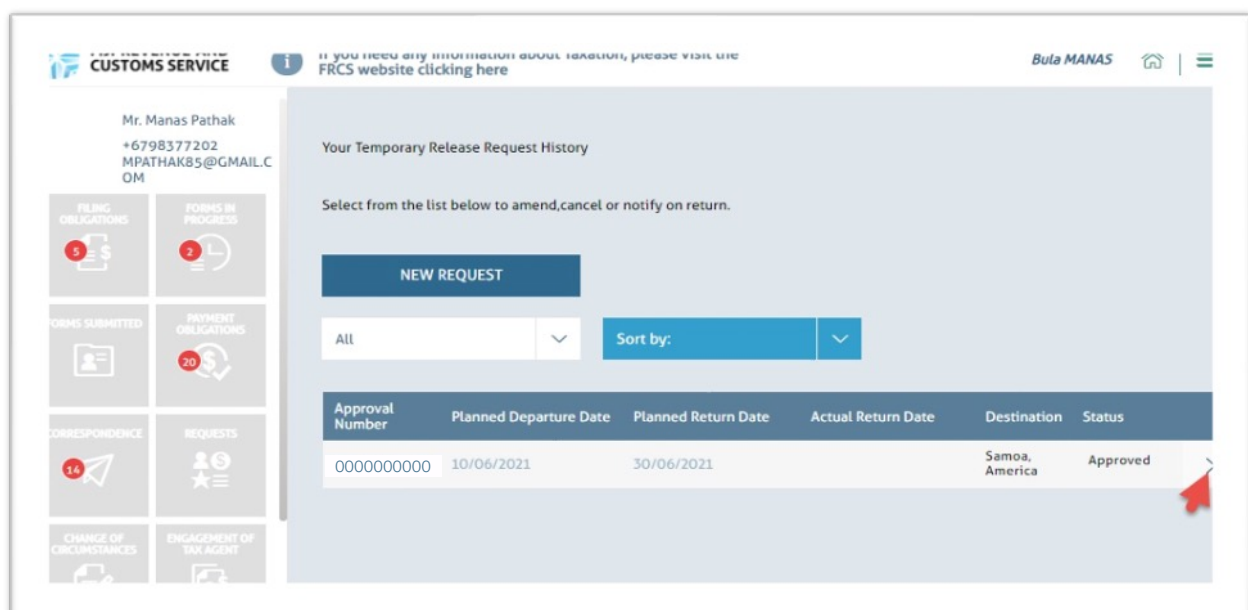
- The request for '**Temporary Release to Travel Abroad**' application is successfully submitted, and an acknowledgement screen is displayed from where you can either download the acknowledgement letter or simply navigate back to the '**Requests**' page to file another request.



- Once the application is submitted, it will go through an internal approval process.

Amendment

- To amend the request, you need to select the request from the '**Temporary Release Request History**' table where the requests will be filtered based on the actual status of the form.
- Only the requests which are in '**Approved**' status can be selected for amendment.
- You will select the request form by clicking on arrow icon to proceed further.





On clicking `Amend` button, a pop-up will appear to select the Amendment Reason from the dropdown.

- An approved application will be displayed where the `Amend`, `Cancel`, `Notify` and `Add Notes` buttons will be enabled in the footer of the for

CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 Bula MANAS

100

INSTRUCTIONS BASIC INFORMATION TRAVEL DETAILS GUARANTORS DECLARATION

- You may apply for a blanket exemption of 6 months or 1 year if you travel frequently as part of your work.
- Pursuant to Section 16(4) of the Tertiary Scholarship and Loans Act 2014, you must provide suitable local guarantors with an annual minimum income of FJD 10,000.
- You are required to upload the relevant documents applicable to your application and they must not be illegible.
- Upon submission, an acknowledgement receipt shall be generated, and you may download a copy for your reference. The acknowledgement receipt cannot be considered as request being granted. You will be communicated on the approval or rejection, within 14 days.
- If your request is approved, you must notify FRC5 about any changes to your plans immediately. You must also notify FRC5 about your return to Fiji within 5 days of return.

☒ I declare that I have read and understood the above instructions.

BASIC INFORMATION

Amendment Reason

Amendment Reason*

Select

Right details changed

FRC5 or DOR did not allow the recipient to travel at the 1:00 hour

Other

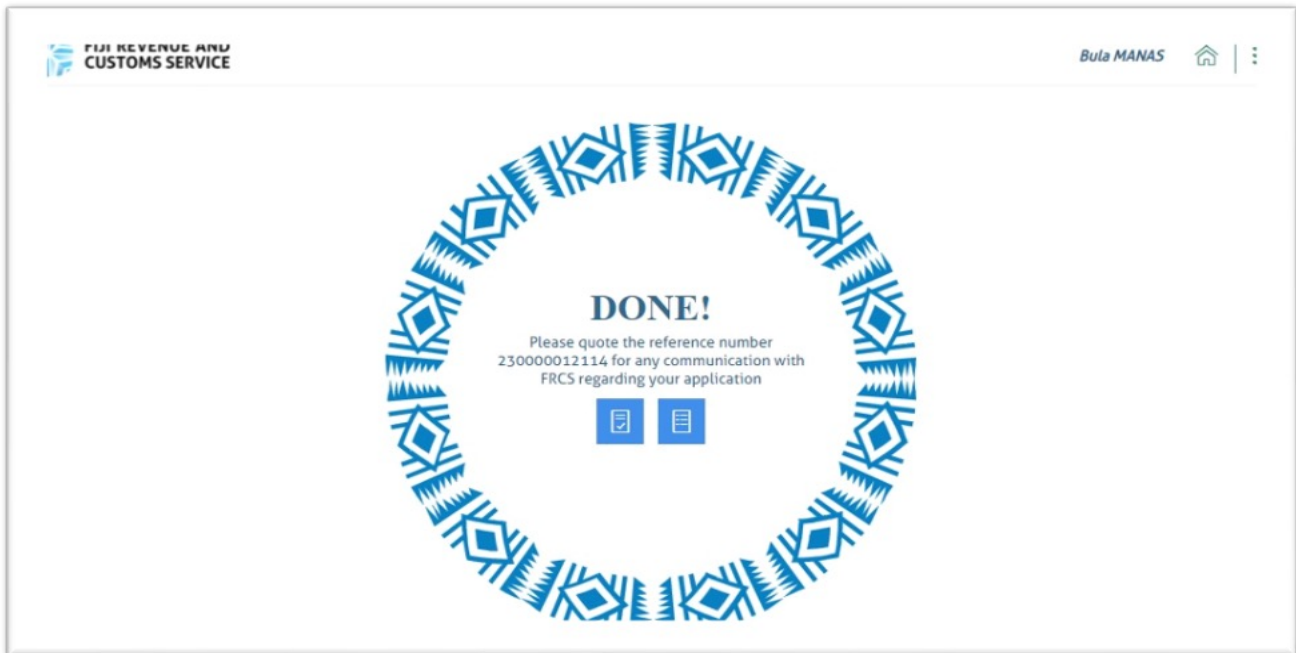


- If you select the `Amendment Reason` as `Other Reason` then it will be mandatory to specify the `Other Reason` and click on `Confirm` button.

- After selecting the amendment reason, all the fields on the form can be edited.
- You will amend the required values and submit the application after confirming the `Declaration` checkbox.



- Once the application is submitted, it will go through an internal approval process.

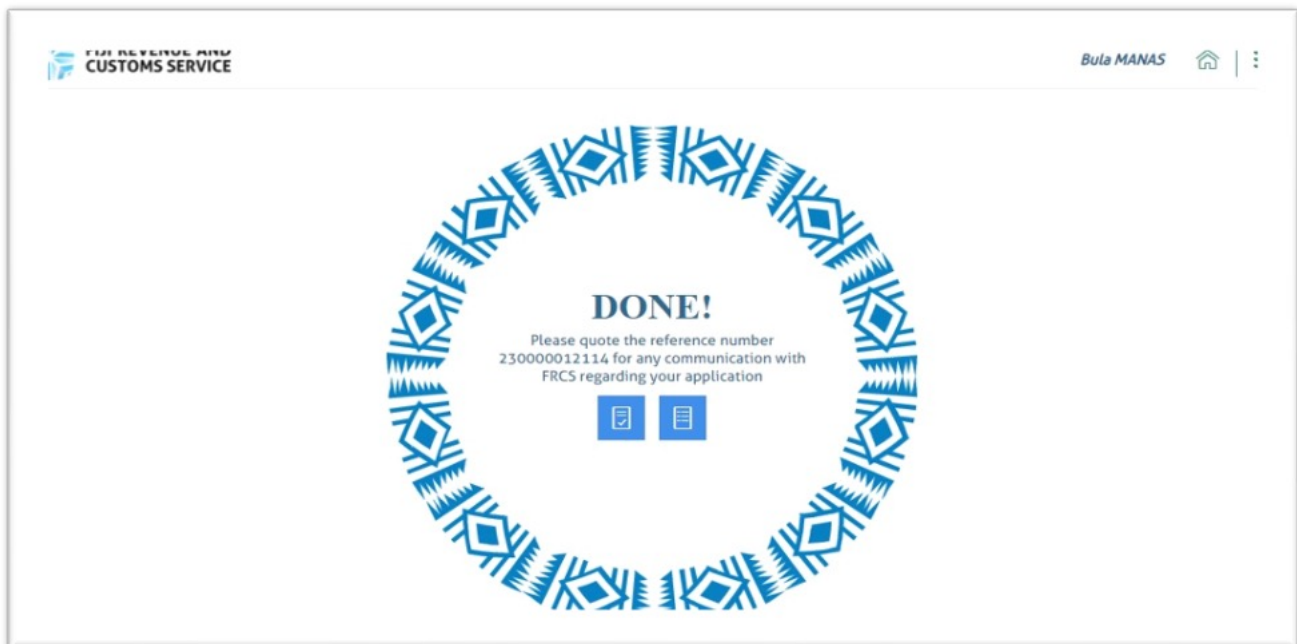


Cancellation

- On selecting **`Cancel`** button, a pop up screen will appear from which you need to select the cancellation reason and click on **`Confirm`** button.



- After confirming the Cancellation Reason, the form will be submitted without any option to amend the form and you will be displayed with an Acknowledgement screen.



- The application will go through an internal approval process.
- An acknowledgement letter for cancellation will be triggered.

Note: Once your cancellation request is approved, you will not be able to Amend or Notify Arrival for the same request again.

- Upon clicking the Notify button, a pop-up will appear displaying **"Notify arrival is not allowed"**.



- Upon clicking the Amend button a pop-up will appear displaying **"Amendment is not allowed"**.

Notify Arrival

- To Notify Arrival, you will click on **`Notify`** button enabled on the request form.



The screenshot shows the 'INSTRUCTIONS' screen of the 'Temporary Release to Travel Abroad' form. The header includes the Fiji Revenue and Customs Service logo, the form title, and the user 'Bula MANAS'. A progress bar at the top shows five steps: INSTRUCTIONS, BASIC INFORMATION, TRAVEL DETAILS, GUARANTORS, and DECLARATION. The main content area lists five instructions regarding blanket exemptions, guarantors, document uploads, acknowledgment receipts, and notification requirements. A checkbox at the bottom is checked, indicating the user has read and understood the instructions. A blue bar at the bottom contains the 'BASIC INFORMATION' label and navigation icons for 'MENU', 'CANCEL', 'NOTIFY', and 'ADD NOTES'.

FIJI REVENUE AND CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 Bula MANAS 100

INSTRUCTIONS

- You may apply for a blanket exemption of 6 months or 1 year if you travel frequently as part of your work.
- Pursuant to Section 16(4) of the Tertiary Scholarship and Loans Act 2014, you must provide suitable local guarantors with an annual minimum income of FJD 10,000.
- You are required to upload the relevant documents applicable to your application and they must not be illegible.
- Upon submission, an acknowledgement receipt shall be generated, and you may download a copy for your reference. The acknowledgement receipt cannot be considered as request being granted. You will be communicated on the approval or rejection, within 14 days.
- If your request is approved, you must notify FRCS about any changes to your plans immediately. You must also notify FRCS about your return to Fiji within 5 days of return.

☒ I declare that I have read and understood the above instructions.

BASIC INFORMATION

MENU CANCEL NOTIFY ADD NOTES

- You will be navigated to the screen to enter the Arrival Date along with the mandatory attachment **"Passport Page with Return Stamp"**.
- After providing the required details, you will be able to click on **'Submit'** button.

The screenshot shows the 'NOTIFY' screen of the 'Temporary Release to Travel Abroad' form. The header is identical to the previous screen. A progress bar shows the 'NOTIFY' step is active. The main content area has two input fields: 'Arrival Date' with the value '04/06/2021' and a calendar icon, and 'Passport Page with Return Stamp' with an 'UPLOAD DOCUMENT' button and a help icon. A large green 'SUBMIT' button is at the bottom, preceded by a red arrow icon. An 'ADD NOTES' button is also present.

FIJI REVENUE AND CUSTOMS SERVICE Temporary Release to Travel Abroad - Form Number 230000012114 Bula MANAS 100

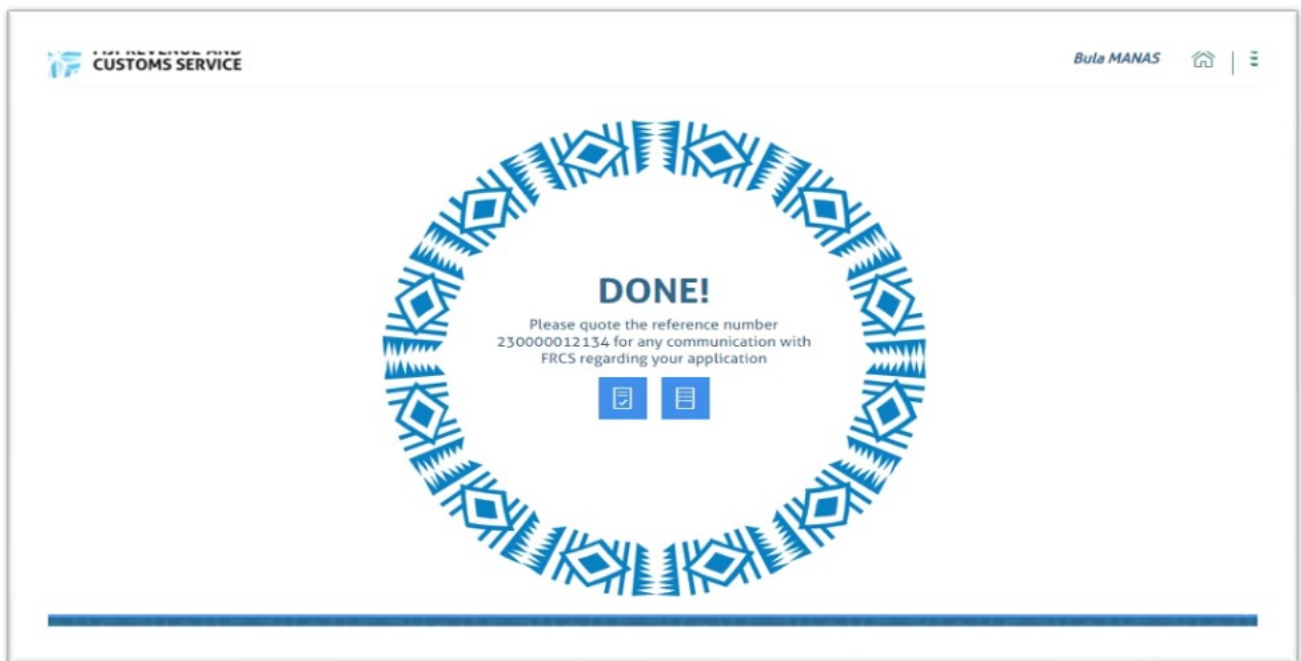
NOTIFY

Arrival Date^{*} 04/06/2021

Passport Page with Return Stamp^{*} UPLOAD DOCUMENT ?

SUBMIT ADD NOTES

- On submitting the application, you will be navigated to an Acknowledgement screen.



- The application will go through an internal approval process.
- An acknowledgement letter for cancellation that will be triggered.

Note: Once your Notify Arrival request is approved, you will not be able to Amend or Cancel the same request again.

- After approval, the Arrival date will set as the Actual Return Date and the status will be updated as **'Return Confirmed'** in the Temporary Release Request history table against the selected request form.

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NEW REQUEST

Select status Sort by:

Approval Number	Planned Departure Date	Planned Return Date	Actual Return Date	Destination	Status
230000012125					>
230000012126					Return Confirmed >
230000012133	10/06/2021	30/06/2021		Afghanistan	Return Confirmed >
230000012114	10/06/2021	30/06/2021		Samoa, America	Submitted >
230000012134	03/06/2021	30/06/2021	04/06/2021	Albania	Return Confirmed >



- If you click on Amend button for the same request, a pop-up will appear displaying **"Amendment is not allowed"**.

The screenshot shows the 'CUSTOMS SERVICE' application interface for 'Temporary Release to Travel Abroad - Form Number 230000012134'. The user is logged in as 'Bula MANAS'. The navigation bar includes 'INSTRUCTIONS', 'BASIC INFORMATION', 'TRAVEL DETAILS', 'GUARANTORS', and 'DECLARATION'. The 'TRAVEL DETAILS' tab is active. Below the navigation bar, there is a section titled 'PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING:' followed by a list of instructions. A pop-up window with a red exclamation mark icon and the title 'Error' is displayed in the center. The message inside the pop-up reads 'Amendment is not allowed.' with an 'OK' button at the bottom.

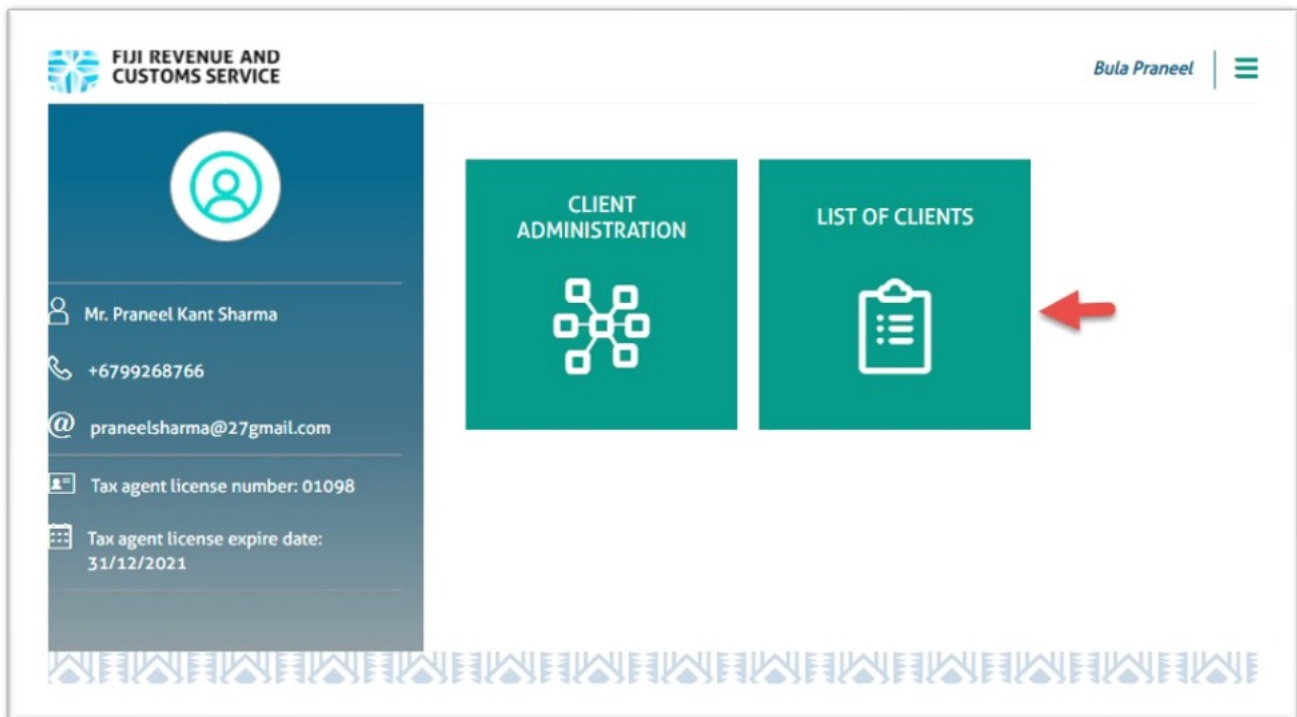
- If you click on Cancel button, a pop-up will appear displaying **"Cancellation is not allowed"**.

This screenshot is identical to the one above, showing the same application form and navigation bar. However, the pop-up window displays the message 'Cancellation is not allowed.' instead of 'Amendment is not allowed.' The 'OK' button remains at the bottom of the pop-up.

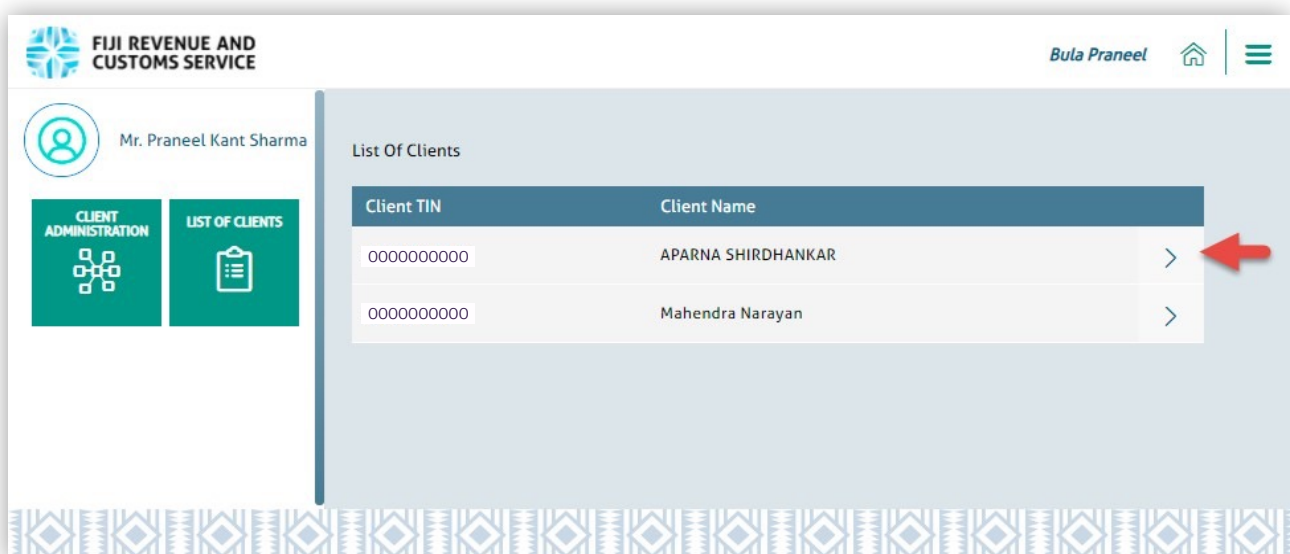


Request Submission via Tax Agent

- Temporary Release to Travel Abroad request can also be submitted by you if you have the authorisation to submit '**Taxpayer Requests**'.
- After successfully log in, you will click on the '**List of Clients**' tile from the dashboard.



- On clicking the tile, you will be navigated to the clients list whom you are engaged with.
- You need to select the client for whom the request is being submitted.



- Once you navigate from the '**List of Clients**', the remaining steps are the same as performed by the taxpayer.
- The only difference is that in the declaration page the declaration will be automatically defaulted to you as a '**Tax Agent Partner/Tax Agent Employee**' name.