



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide



Manage Clerk

Employer & Employee Administration

Version: 1

Date: 03-06-2022



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Many thanks for your interest in this User Guide!

The information in this guide is based on the functionality that has been made available on the FRCS Taxpayer Online Service (TPOS) portal at the time of its publication. It is designed to provide documentation to the Fijian taxpayer community who will consume these online services on a regular basis. This manual includes a description of the portal functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

The FRCS TPOS is a strategic initiative by FRCS aimed at enhancing the functionality and user-friendliness of our online services. Your feedback in this regard is highly appreciated.

Please note that functionalities can be enhanced and changed from this process documentation without any written notification. The changes are updated regularly and will be published accordingly.

Basic Information

Employers will have different employee(s) who handle specific tax affairs. In order to fulfil this requirement, they will be provided with an additional functionality known as 'Employee Administration' on TPOS Portal. This functionality is completely optional to use and there is no intervention by FRCS. During the employee administration, user ID and temporary password will be created for the employee. Once, an active employee is created, then the employer can give authorization to each employee(s). Employees will use the portal to perform tax return filing, amendment, objections and other taxpayer requests.

Logging in to TPOS

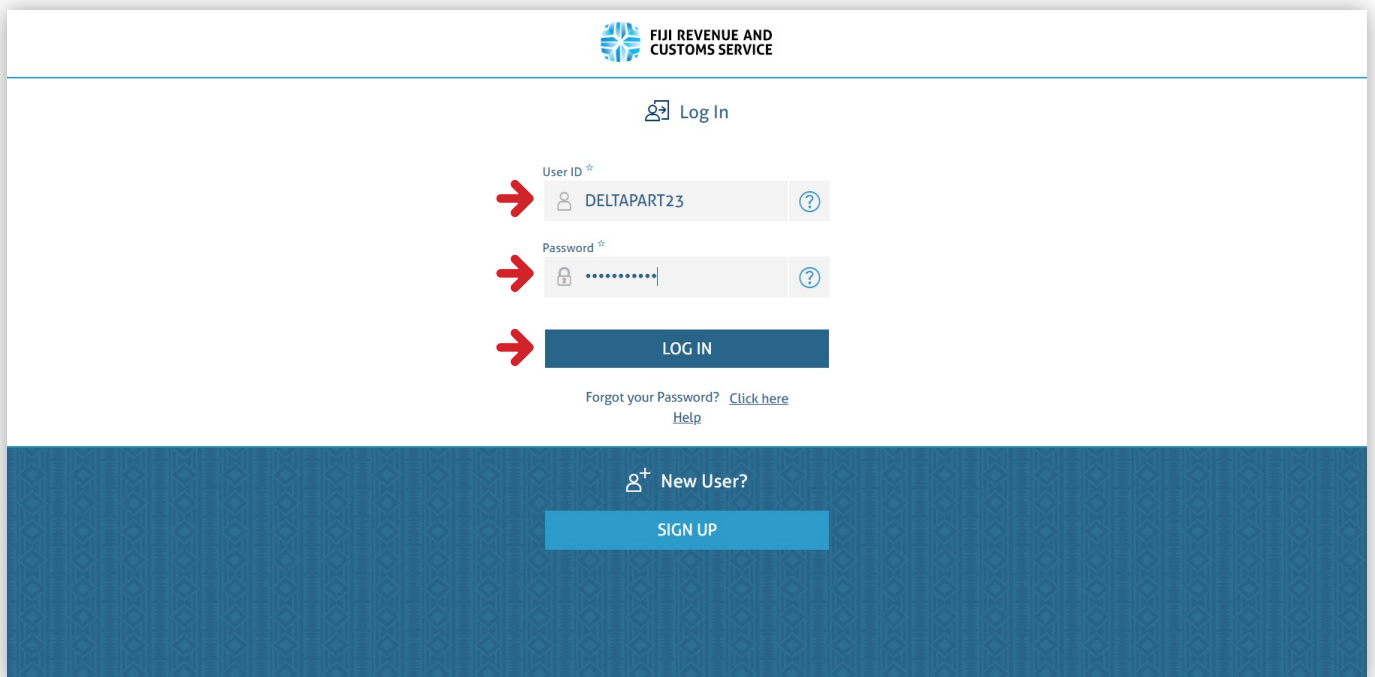
When you go to our website www.frcs.org.fj, you will see a link to the TPOS portal. When you click on the link, you will be directed to the portal.



Alternatively, you can go to the portal directly by typing the following URL in your browser:
<https://tpos.frcs.org.fj/taxpayerportal>

Employee Administration by the Employer (Add & Delete)

You will need to login using the credentials obtained during the sign - up process.

A screenshot of the TPOS login page. At the top, it says 'FIJI REVENUE AND CUSTOMS SERVICE'. Below that is a 'Log In' section with a user icon. There are two input fields: 'User ID *' with the value 'DELTAPART23' and 'Password *' with masked characters. Red arrows point to each input field. Below the password field is a 'LOG IN' button, also indicated by a red arrow. Under the button are links for 'Forgot your Password?' (with a 'Click here' link) and 'Help'. At the bottom, there is a 'New User?' section with a 'SIGN UP' button.



After successful login to the dashboard, the following tiles will be available, you are required to click on **'Employee Administration'** tile.

FIJI REVENUE AND CUSTOMS SERVICE

If you need any information about Taxation, please visit the FRCS website clicking here

Bula DELTA PARTNERSHIP

Delta Partnership
+6797105239
LLEWATU@FRCS.ORG.FJ
TIN: 0000000000
Issue Date: 20/06/2021
Branch: Suva

- > Entity Details
- > ID Details
- > Relationships
- > Mailing Address
- > Bank Details

Functional Tiles:

- FILING OBLIGATIONS (22)
- FORMS IN PROGRESS (1)
- FORMS SUBMITTED
- PAYMENT OBLIGATIONS (1)
- CORRESPONDENCE (99+)
- REQUESTS
- CHANGE OF CIRCUMSTANCES
- EMPLOYEE ADMINISTRATION** (indicated by a red arrow)
- ENGAGEMENT OF TAX AGENT
- Deregister

You will be navigated to a screen showing four TABS. You are required to **"Add"** your employee(s) by clicking on **"ADD EMPLOYEE"** button.

FIJI REVENUE AND CUSTOMS SERVICE

Employee Administration

Bula DELTA PARTNERSHIP

Delta Partnership
+67 COLDFL
974 EX@GM
856 AILCO
16 M

Navigation Sidebar:

- FILING OBLIGATIONS (37)
- FORMS IN PROGRESS
- FORMS SUBMITTED
- PAYMENT OBLIGATIONS (12)
- CORRESPONDENCE (2)
- REQUESTS
- CHANGE OF CIRCUMSTANCES
- ENGAGEMENT OF TAX AGENT

Employee Administration Section:

Status: [Dropdown]

Employee Tin	Employee Name	Status
No data		

Action Buttons:

- ADD EMPLOYEE** (indicated by a red arrow)
- ASSIGN TASK
- REMOVE TASK
- TASK HISTORY



Once you click on **"ADD EMPLOYEE"** button , you will be directed to the next screen. You are required to enter your **employees TIN and Date of Birth**. The sytem will autopopulate his/her name . You are also required to add your employee's email and mobile number. You are then required to click on **" CONFIRM"**.

EMPLOYEE INFORMATION

Employee TIN* 0000000000 Date of Birth* 03/08/1998

Employee Name Alferon Adastra

Email ID* SARA@GMAIL.COM Mobile Number +679 5121821

CONFIRM

Your employee's information will then be appended in the summary table .

Employee Administration

Employee Tin	Employee Name	Status
0000000000	Alferon	Active

ADD EMPLOYEE **ASSIGN TASK** **REMOVE TASK** **TASK HISTORY**



You can also edit email ID and mobile number by clicking on **“pen”** icon.

The screenshot shows the 'Employee Administration' page. On the left is a sidebar with various icons for filing obligations, forms in progress, forms submitted, payment obligations, correspondence, requests, change of circumstances, and engagement of tax agent. The main area has a 'Status' dropdown menu. Below it is a table with columns: Employee Tin, Employee Name, Status, and an edit icon (pen). The first row shows Employee Tin '0000000000', Employee Name 'Alferon', and Status 'Active'. A red arrow points to the pen icon. Below the table are four buttons: 'ADD EMPLOYEE', 'ASSIGN TASK', 'REMOVE TASK', and 'TASK HISTORY'.

Employee Tin	Employee Name	Status	
0000000000	Alferon	Active	

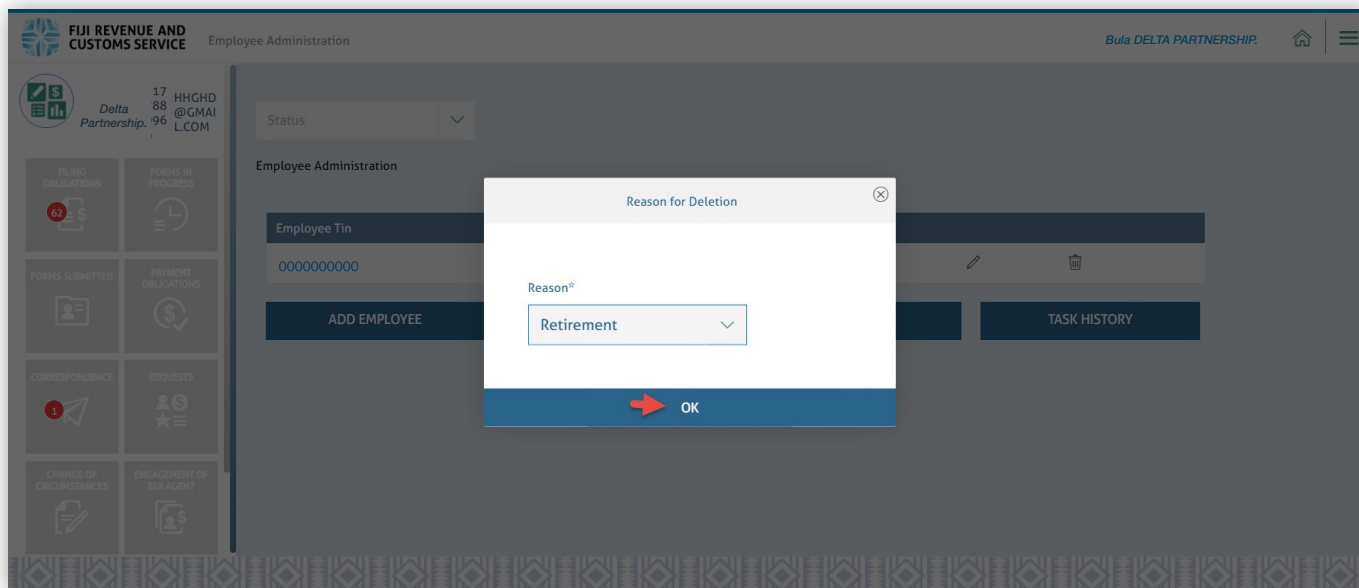
You can also delete your employer by clicking on “delete” icon. Once you click on “delete” icon, you will be required to select a reason for deletion.

This screenshot shows the same 'Employee Administration' page, but with a 'Reason for Deletion' dialog box open. The dialog has a title bar with a close button. Inside, there is a 'Reason*' label and a dropdown menu. A red arrow points to the dropdown menu. The dropdown list contains the following options: 'Resignation', 'Retirement', 'Deceased', 'Non-renewal of contract', and 'Reassignment of tasks'. The background interface is dimmed.

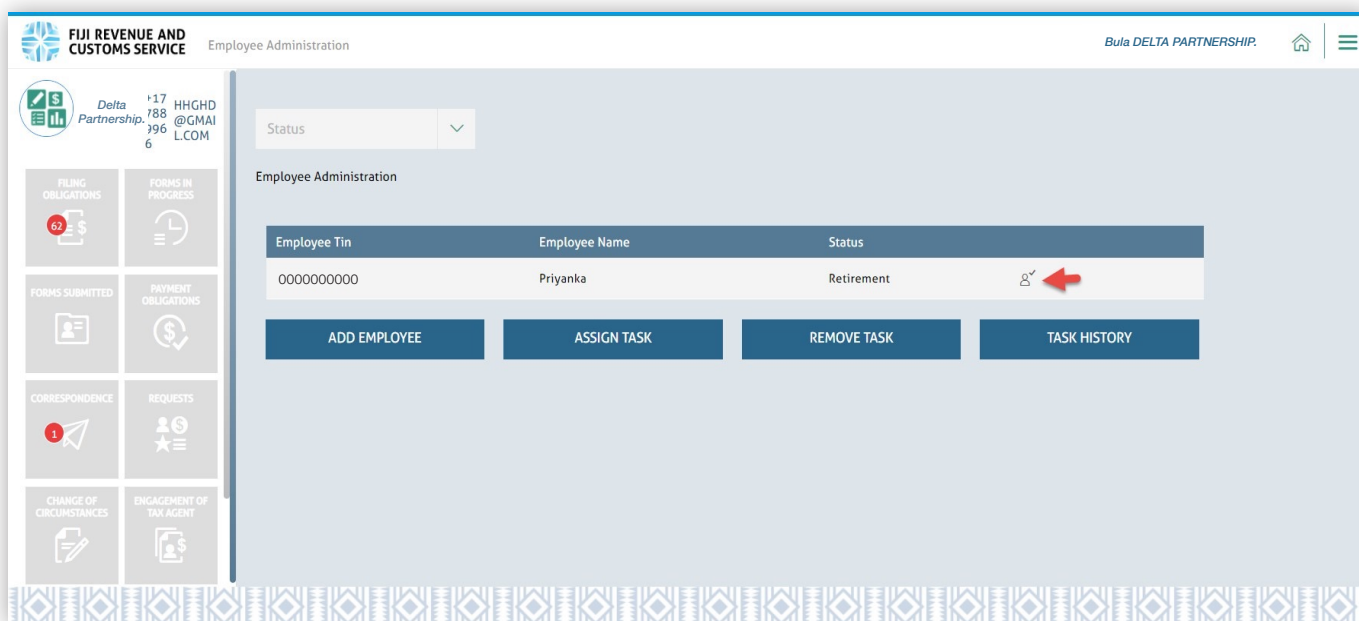
Reason*

- Resignation
- Retirement
- Deceased
- Non-renewal of contract
- Reassignment of tasks

You are then required to click on **"OK"**.



You can at any point, reactivate any deleted employee(s) by clicking on the icon highlighted in the image below and select the reactivation reason from drop down.





Once your employee(s) is/are reactivated, the employee status will be displayed as below in the table. Reset password link will be sent to employee email ID.

Employee Administration

Employee Tin	Employee Name	Status
0000000000	Priyanka	Re-Appointment

Buttons: ADD EMPLOYEE, ASSIGN TASK, REMOVE TASK, TASK HISTORY

Shortly after, two separate emails will be sent to your employee's email address you provided during ADD EMPLOYEE process – one with the User ID and another with a temporary password, which would be used by your employee for their first time login to TPOS. It is important to note that they must complete their initial sign in within 7 days or their account will expire, and you will be required to register them again.

FRCS e-Services Portal User Created

Dear Jingsheng Wang,

Welcome to FRCS Taxpayer Online Service(TPOS).

As requested, we have created the following User ID: *****

The initial password will be e-mailed to you shortly.

FRCS e-Services Portal Password

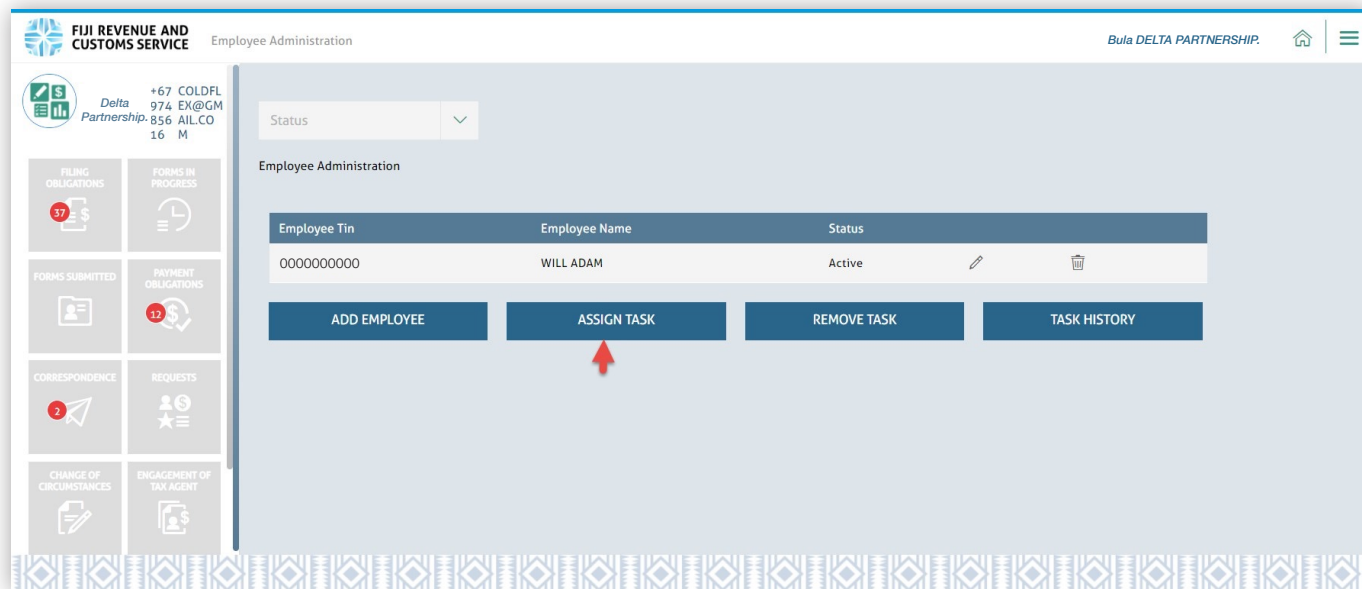
Dear Jingsheng Wang,

Thank you for using FRCS Taxpayer Online Service(TPOS).

The following temporary Password has been created: *****

Task Assignment by Employer

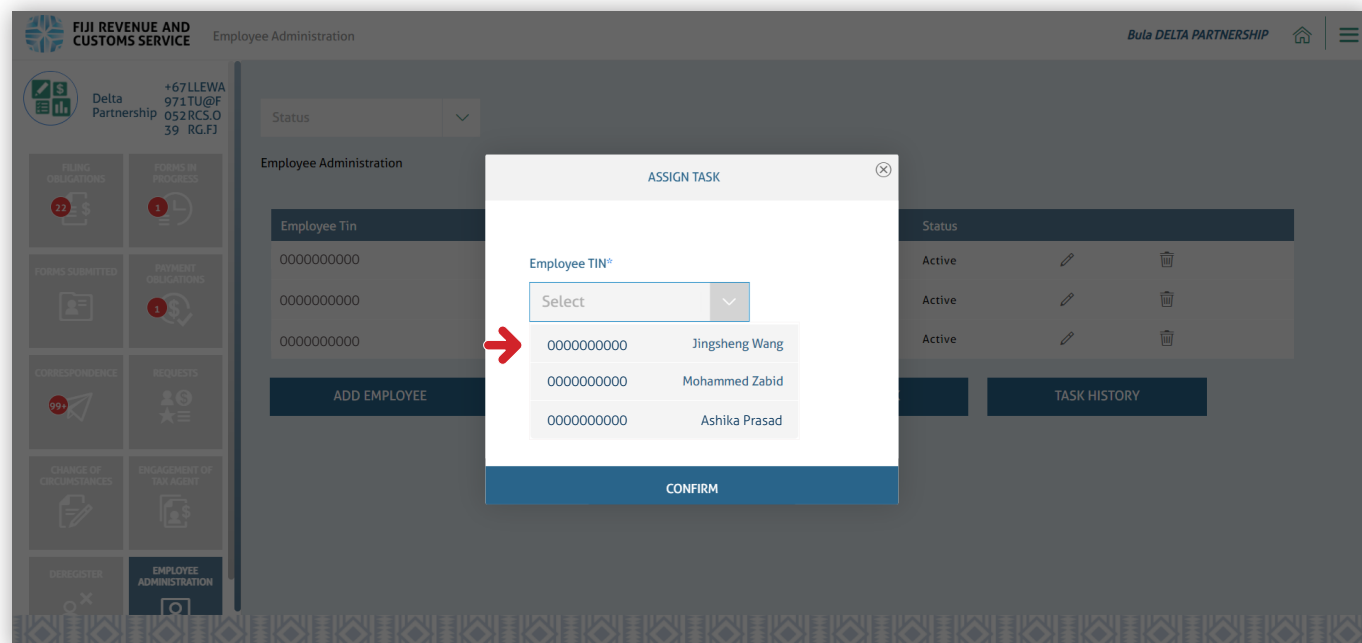
Once you have added your employees, you can then assign task to your active/re-appointed employee(s). You are required to click on **'Assign Task'** button.



The screenshot shows the 'Employee Administration' page. On the left is a sidebar with various icons and counts. The main area displays a table with employee information. Below the table are four buttons: 'ADD EMPLOYEE', 'ASSIGN TASK', 'REMOVE TASK', and 'TASK HISTORY'. A red arrow points to the 'ASSIGN TASK' button.

Employee Tin	Employee Name	Status
0000000000	WILL ADAM	Active

Upon clicking on **'Assign Task'**, a pop-up will open which will consist of all your added employee TINS. You are required to **select employee TIN**.



The screenshot shows the 'Employee Administration' page with the 'ASSIGN TASK' pop-up window open. The pop-up window has a title bar 'ASSIGN TASK' and a close button. It contains a label 'Employee TIN*' and a dropdown menu with 'Select' as the current selection. Below the dropdown is a list of three employee TINs with their names: '0000000000 Jingsheng Wang', '0000000000 Mohammed Zabid', and '0000000000 Ashika Prasad'. A red arrow points to the first TIN in the list. At the bottom of the pop-up is a 'CONFIRM' button.



You are required to assign a task from the drop down by selecting the checkbox of task(s). You are then required to click on **"CONFIRM"** button.

The screenshot shows the 'Employee Administration' page. A dropdown menu is open, displaying a list of tasks with checkboxes. Red arrows indicate the selection process: one arrow points to the 'Status' dropdown, and four arrows point to the checkboxes for 'Tax Return Filing - Fringe Benefit Tax - Consolidated', 'Amendment - Value Added Tax', 'Objections', and 'Taxpayer Request'. A 'CONFIRM' button is highlighted at the bottom of the dropdown menu.

Task	Checkbox
Tax Return Filing - Fringe Benefit Tax - Consolidated	☒
Amendment - Fringe Benefit Tax - Consolidated	☐
Tax Return Filing - Pay As You Earn (PAYE) - Consolidated	☐
Amendment - Pay As You Earn (PAYE) - Consolidated	☐
Tax Return Filing - Value Added Tax	☐
Amendment - Value Added Tax	☒
Objections	☒
Taxpayer Request	☒

Task Removal by Employer

You can remove the assign task from your employee by clicking on **"REMOVE TASK"** button.

The screenshot shows the 'Employee Administration' page with a table of employees. The 'REMOVE TASK' button is highlighted with a red arrow. The table lists three employees: Jingsheng Wang, Mohammed Zabid, and Ashika Prasad, all with 'Active' status.

Employee Tin	Employee Name	Status		
0000000000	Jingsheng Wang	Active		
0000000000	Mohammed Zabid	Active		
0000000000	Ashika Prasad	Active		



You are required to select your employee TIN from the drop down.

REMOVE TASK

Employee TIN*

Select

0000000000	Jingsheng Wang
0000000000	Mohammed Zabid
0000000000	Ashika Prasad

CONFIRM

You will then be required to answer the question **"Do you wish to remove all tasks from the employee?"** If your answer is **"YES"** then you are required to select YES. The system will automatically select all task assigned to your employee. Click on **"CONFIRM"**.

REMOVE TASK

Employee TIN*

0000000000

Do you wish to remove all tasks from the employee?

☒ YES

☐ NO

AUTHORISATION	
☒	Amendment - Pay As You Earn (PAYE) - Consolidated
☒	Tax Return Filing - Pay As You Earn (PAYE) - Consolidated
☒	Objections
☒	Taxpayer Request

CONFIRM



If your answer to the question is **"NO"** then you are required to select on the task(s) and click on **"CONFIRM"**

REMOVE TASK

Employee TIN*
0000000000

Do you wish to remove all tasks from the employee

☐ YES
☒ NO

AUTHORISATION

☐ Amendment - Pay As You Earn (PAYE) - Consolidated
☐ Tax Return Filing - Pay As You Earn (PAYE) - Consolidated
☐ Objections
☐ Taxpayer Request

CONFIRM

Task History View

You can view your employee task history by clicking on "TASK HISTORY" button. You will be navigated to this screen whereby you can select and view as Active or Inactive or All and based on task selection.

TASK HISTORY

Status

All
Active
Inactive

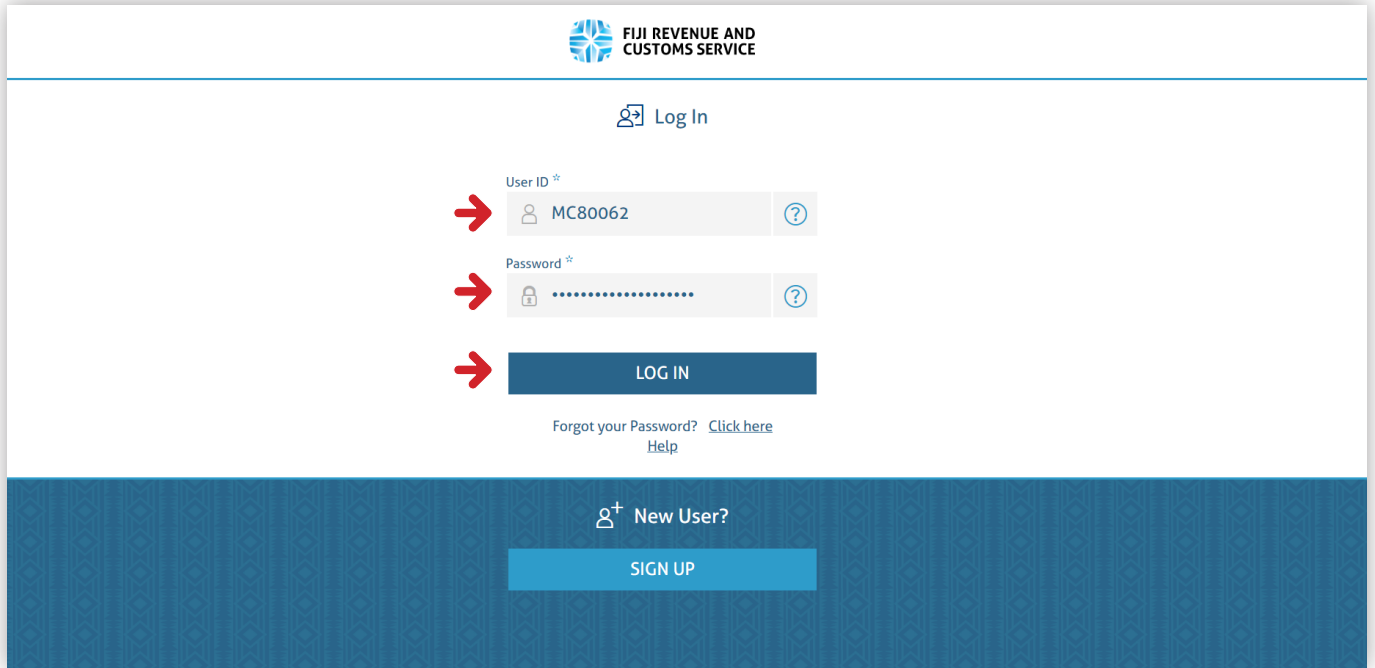
EMPLOYEE NAME AUTHORISATION DATE FROM DATE TO

0000000000	Priyanka	Amendment - Corporate Income Tax	22/05/2022	31/12/9999
0000000000	Priyanka	Amendment - ECAL	22/05/2022	31/12/9999
0000000000	Priyanka	Amendment - Resident Interest Withholding	22/05/2022	31/12/9999
0000000000	Priyanka	Amendment - Service Turnover Tax	22/05/2022	31/12/9999
0000000000	Priyanka	Tax Return Filing - Corporate Income Tax	22/05/2022	31/12/9999
0000000000	Priyanka	Tax Return Filing - ECAL	22/05/2022	31/12/9999
0000000000	Priyanka	Tax Return Filing - Resident Interest Withholding	22/05/2022	31/12/9999
0000000000	Priyanka	Tax Return Filing - Service Turnover Tax	22/05/2022	31/12/9999

CONFIRM

Employee's Role

Enter the provided User ID and temporary password emailed to you during the Employee Administration Process (**ADD EMPLOYEE**), and **click on login**.



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Log In

User ID *

MC80062

Password *

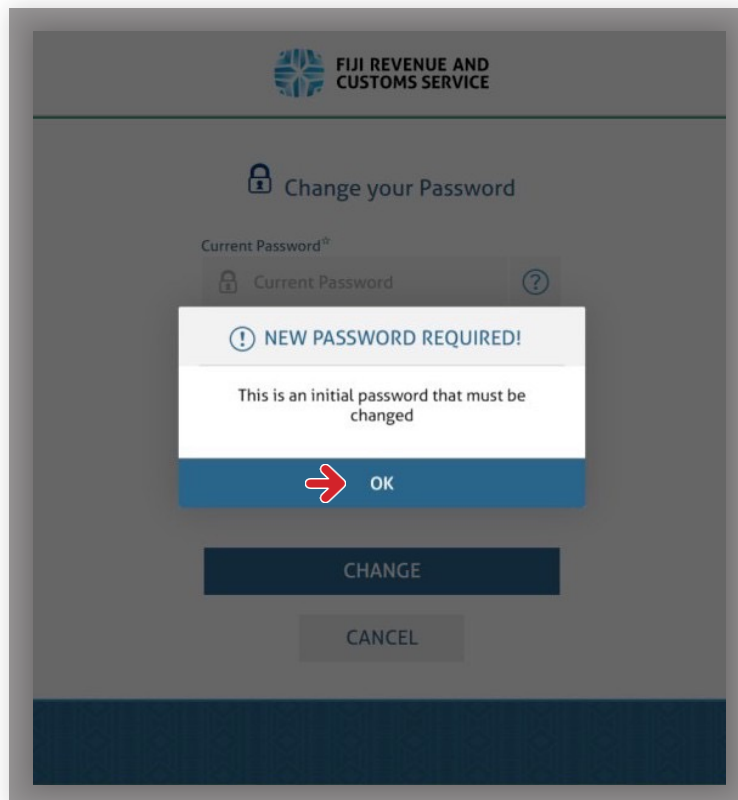
LOG IN

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

New User?

SIGN UP

You will be asked to change your password, and will not be able to proceed until you do.



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Change your Password

Current Password*

Current Password

NEW PASSWORD REQUIRED!

This is an initial password that must be changed

OK

CHANGE

CANCEL



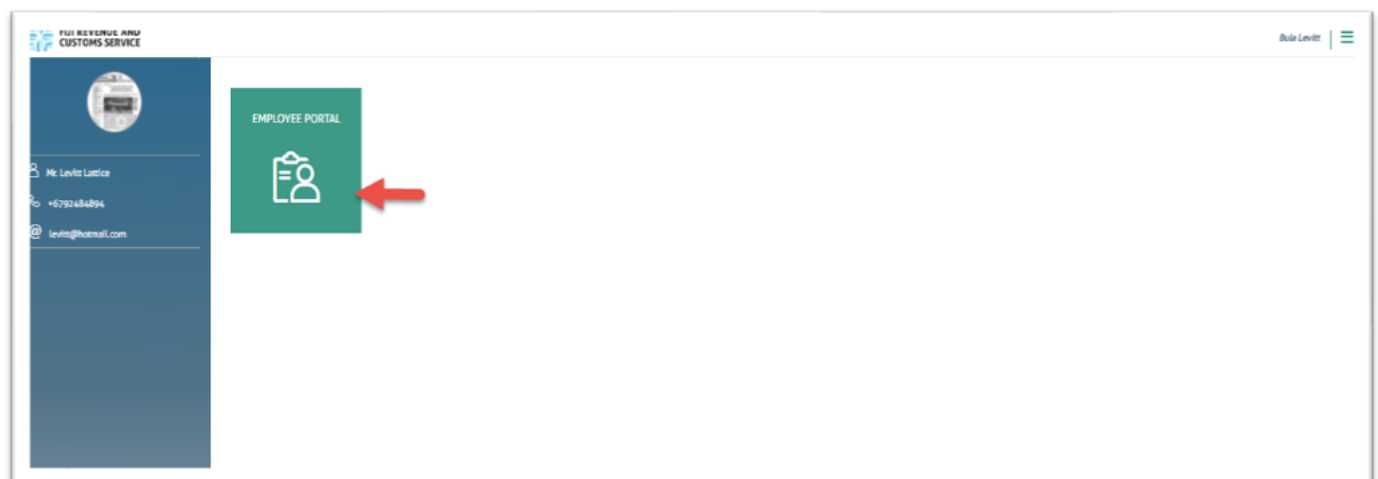
Your new password must contain a numeric value, an upper-case letter, a lower-case letter, and a special character, and it must be between **8 to 40 characters including numeric value, Upper Case, Lower Case and Special Character.**

The screenshot shows a web form titled "Change your Password" under the "FIJI REVENUE AND CUSTOMS SERVICE" header. The form contains three input fields: "Current Password*", "New Password*", and "Confirm New Password". Each field has a lock icon on the left and a question mark icon on the right. A tooltip is displayed over the "New Password" field, containing the following text:

- ⓘ Password must be between 8 and 40 characters.
- It must contain at least:
 - 1 Numeric value.
 - 1 Upper-case letter.
 - 1 Lower-case letter.
 - 1 Special character.

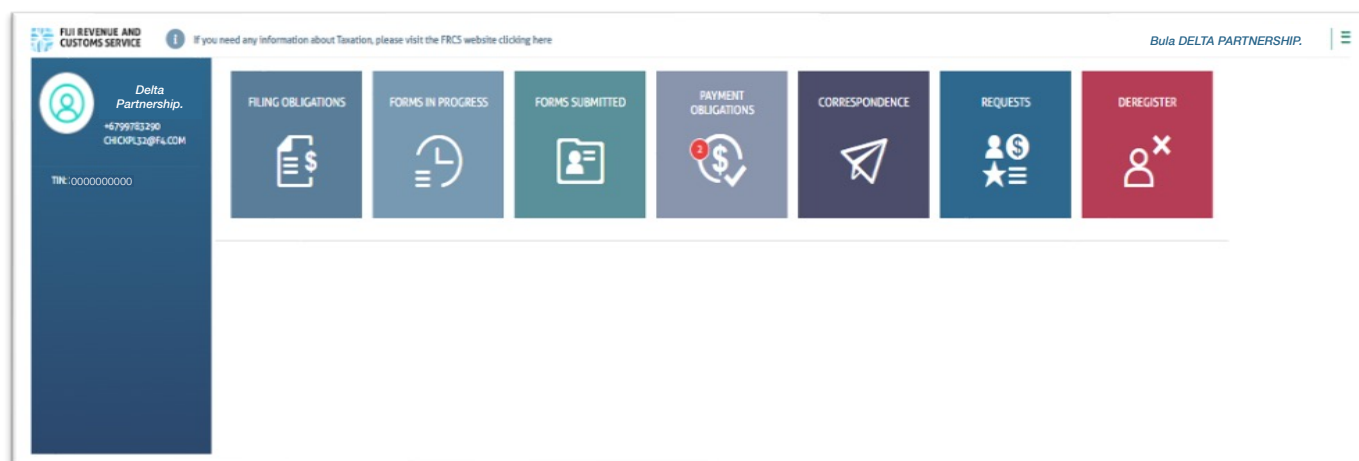
Below the input fields, there is a blue button labeled "CHANGE" and a grey button labeled "CANCEL".

Upon successful login, you will be navigated to your **"Employee Portal"** dashboard.





You are required to click on **"EMPLOYEE PORTAL"** tile. You will then be navigated to all available authorization your employer has assigned. The return filing or taxpayer request filing process will remain same as how it is done through main portal, the only change is that in the declaration page, your name will be prepopulated.



In case you are facing any problems with the described processing steps or you have specific queries related to your particular circumstances that might deviate from the descriptions herein, please do not hesitate to call:

📞 **1326** or send an email to ✉️ **info@frcs.org.fj** and/or ✉️ **tpos@frcs.org.fj**.
FRCS will be happy to assist you.

Browser Compatibility

TPOS works best on **Google Chrome**. It will also work on other popular web browsers. You must also have JavaScript enabled in your browser. For the best user experience, we advise you to **keep your browser updated to the latest available version**.