



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide

 **Sign Up for Existing Tax Agent**

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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 userfriendliness 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

Tax Agents are licensed authorized natural persons providing 'taxation' services such as filing returns, amendments, objections and taxpay requests. Indirectly, they act as an intermediary between Fiji Revenue & Customs Service (FRCS) and the taxpayers to facilitate tax dealings and affairs. Tax Agents' Board (TAB) was established to register and regulate the work of tax agents.

The below framework has been adopted to fulfil the requirement of FRCS for the Tax Agent process;

- 1. Tax Agent portal will be separate from the taxpayer's personal portal**
- 2. The Tax Agent will be issued a unique Business Partner (BP) number for this purpose. The Business Partner (BP) number is NOT a TIN.**
- 3. System will create a unique User ID for the Tax Agent.**

There will be a relationship created between the TIN and the BP created.

The Tax Agent license is issued until the end of the year, and the Tax Agent is expected to pay the renewal fee within 21 consecutive days of the date of expiry to renew the license. This process will be further explained in Tax Agent License renewal user manual.

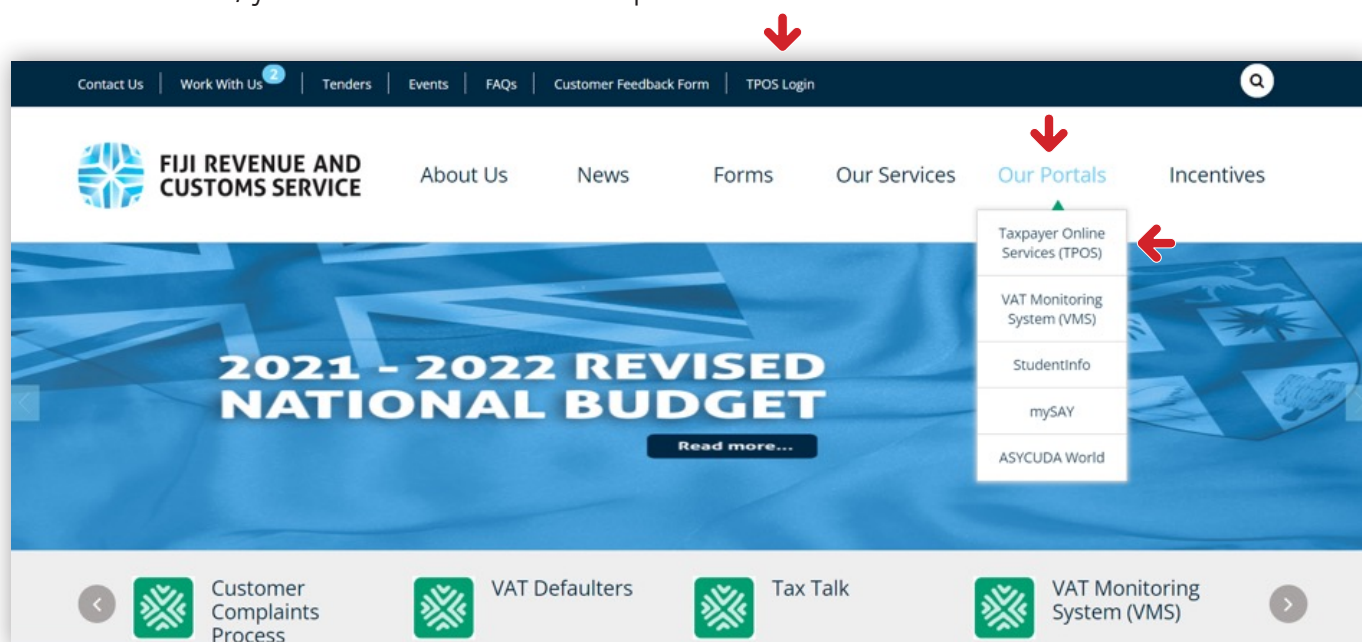
One-time Login Code

A One-time Login Code is issued to existing taxpayers to enable them to sign up on TPOS. The code provides an additional layer of security. To sign up, an existing taxpayer is required to enter their TIN and One-time Login Code.

If you already have a TIN but have not received your One-time Login Code, please visit your nearest FRCS branch for assistance or email us on info@frcs.org.fj and/or tpos@frcs.org.fj. You will be required to fill the "One time Log in Code" form tailored to your status as a taxpayer, whether it is as an Individual or Non-individual, such as a company, estate, non-profit organisation, or other similar entity .

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>



Sign Up-Existing Tax Agent

An existing tax agent is any person who has a valid tax agent license with FRCS, therefore, for existing tax agents only sign-up into the new portal is required. Upon Clicking the link to the portal, you will be directed to the portal. You will need to click on **"SIGN UP"**.

FIJI REVENUE AND
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Log In

User ID ^{*}

User ID ?

Password ^{*}

Password ?

LOG IN

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

New User?

SIGN UP

You are then required to click on **"Existing Taxpayer"** then select **"Tax Agent "**

FIJI REVENUE AND
CUSTOMS SERVICE

SIGN UP

NEW TAXPAYER ?

EXISTING TAXPAYER ?

Taxpayer

Tax Agent



You are required to **Read and Agree to the Terms and Conditions.**

**FIJI REVENUE AND
CUSTOMS SERVICE**

FRCS TAXPAYER ONLINE SERVICES [TPOS] TERMS AND CONDITIONS

1. INTRODUCTION

1.1. These terms and conditions apply to your use of the FRCS's Taxpayer Online Services [TPOS] (the "Terms and Conditions"). It is important that you read these Terms and Conditions before you use TPOS. If you do not understand, or are unsure about any aspect of these Terms and Conditions, do not hesitate to ask FRCS to clarify the matter for you.

2. ABBREVIATIONS AND DEFINITIONS

Electronic Equipment – any electronic device used to gain access into TPOS
E-User – A person intending to utilise or is utilising TPOS
FRCS – Fiji Revenue and Customs Service
TPOS – provision of electronic services that include registration, filing obligations, account management, general queries and any other component that the FRCS may make available online to a person

3. REGISTRATION FOR TPOS

3.1. A person who intends to avail TPOS shall fill, duly sign if on paper and deliver in person or by online service provided by the FRCS an application form with all requested supporting documents, if any.

3.2. The e-user shall be issued an initial temporary Password for all electronic services the e-user would like to avail of. The e-user shall be prompted to change the initial temporary

I AGREE **I DISAGREE**

You are required to click on **"I AGREE"** and you will be directed to the next screen. You are required to enter your **TIN and One-time Login Code** and click on **"SUBMIT"**.

**FIJI REVENUE AND
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SIGN UP

NEW TAXPAYER **TAXPAYER**

TIN* **One-time Login Code***

BACK **SUBMIT**



It is mandatory for you to provide the following information;

1. **TIN**
2. **Tax Agent License Number** - this is the license number issued by FRCS for all the registered tax agents.
3. **One-time Login Code** - FRCS will be issuing One-time Login Codes for the all the existing taxpayers. The code will be same as the code the Tax Agent has used in signing up to Tax Agent's personal portal. You click on "NEXT"



**FIJI REVENUE AND
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 **Sign Up**

Application Type: **Existing Taxpayer** / User Type: **Tax Agent**

TIN *

90052109

Tax Agent License Number *

923



One-time Login Code *

THY7WT



< BACK

NEXT >





Once the details entered are validated, you will be displayed with the personal details. The below image depicts the information which will be displayed to a tax agent of category '**Individual Tax Agent**'.



**FIJI REVENUE AND
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 **Sign Up**

Application Type: **Existing Taxpayer** / User Type: **Tax Agent**

PERSONAL DETAILS:	ADDRESS DETAILS:	CONTACT DETAILS:
TIN: 0090052109	Street Address: Lot 39 Niu Street	Mobile: +6792767868
Name: MR. ISHAK MOHAMMED	Region: Central	Email: imodmd@gmail.com
License Number 923	Province:	
	Island/City/Town: Nasinu	
	Village/Suburb:	
	Country: Fiji	

☐ I confirm that the above information is up to date

 If the information above is not up to date, please update your information via Change of Circumstances, prior to complete Tax Agent Registration

 **BACK**

CANCEL

SUBMIT



If the existing tax agent belongs to **'Partner /Representative'** tax agent category, then the employer details will also be populated (If available).

 Sign Up

Application Type: **Existing Taxpayer** / User Type: **Tax Agent**

PERSONAL DETAILS:

TIN: **0090052109**

Name: **MR. ISHAK MOHAMMED**

License Number **923**

ADDRESS DETAILS:

Street Address: **Lot 39 Niu Street**

Region: **Central**

Province:

Island/City/Town: **Nasinu**

Village/Suburb:

Country: **Fiji**

CONTACT DETAILS:

Mobile: **+6792767868**

Email: **imodmd@gmail.com**

EMPLOYER DETAILS

TIN **0500000031**

Name: **ABC COMPANY LTD**

☐

I confirm that the above information is up to date

If the information above is not up to date, please update your information
via Change of Circumstances, prior to complete Tax Agent Registration

< BACK

CANCEL

SUBMIT





You have to **confirm** if the information displayed is up to date. Once the **checkbox is checked**, the **'Submit'** button will be enabled.

 Sign Up

Application Type: Existing Taxpayer / User Type: Tax Agent

PERSONAL DETAILS:
TIN: 0090052109
Name: MR. ISHAK MOHAMMED
License Number 923

ADDRESS DETAILS:
Street Address: Lot 39 Niu Street
Region: Central
Province:
Island/City/Town: Nasinu
Village/Suburb:
Country: Fiji

CONTACT DETAILS:
Mobile: +6792767868
Email: imodmd@gmail.com

EMPLOYER DETAILS
TIN 0500000031
Name: ABC COMPANY LTD

☒ I confirm that the above information is up to date

 BACK

CANCEL

SUBMIT 

After clicking **'Submit'** button the form will be submitted successfully and a **Thank you pop-up** will appear with a confirmation message to deliver the credentials required to access the portal on the registered email address.

 THANK YOU

You have successfully completed the signup process. We will send you the UserID and Password on your registered email shortly

OK

☒ I confirm that the above information is up to date



1. User ID creation notification

FRCS e-Services Portal User Created



frcsnotifications@frcs.org.fj

To Monika Shah

Reply

Reply All

Forward



Wed 14-08-2019 12:52

Dear Monika Shah,

We have created the following User ID: TAP50128

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

Please [click here](#) to access the portal.

If you are not able to access the link, please copy and paste the following link or URL in the address bar of your browser:
https://frcsdev.frcs.org.fj:50700/sap/bc/ui5_ui5/sap/z_mcf_private/index.html?sap-client=200&sap-language=EN#/Logon

Thank You
Tax Agent's Board

2. Temporary password notification

FRCS e-Services Portal Password



frcsnotifications@frcs.org.fj

To Monika Shah

Reply

Reply All

Forward



Wed 14-08-2019 12:52

Dear Monika Shah,

The following temporary password has been created: V#2fbcdfgf

Your Tax Agent User ID has been sent to you in a separate e-mail. Please note that you will be prompted to change your password upon your first attempt to login to the portal.

Your password can only be changed using the link or URL below.

Please [click here](#) to access the portal. If you are not able to access the link, please copy and paste the following URL in the address bar of your browser: https://frcsdev.frcs.org.fj:50700/sap/bc/ui5_ui5/sap/z_mcf_private/index.html?sap-client=200&sap-language=EN#/Logon

Your account is subject to our Terms and Conditions and the use of FRCS e-Services portal confirms agreement to these Terms and Conditions.

Thank you
Customer Service Centre



Shortly after, two separate emails with your login credentials will be sent to the email address you provided – one with the **User ID** created during the **sign up** and another with a **temporary password**, which would be used for your first time login to TPOS.

It is important to note that you must complete your initial sign in within **7 days** or your **account will expire, and you will be required to register again.**

Click on the link provided in the **email**, enter the provided **User ID** and **temporary password**, and **click on login.**

FIJI REVENUE AND
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Log In

User ID *

→ TAP50128

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.

Current Password

NEW PASSWORD REQUIRED!

This is an initial password that must be changed

OK



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" from the Fiji Revenue and Customs Service. It 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, stating: "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 fields is a blue "GO" button and a grey "CANCEL" button.

Upon successful login, you will be directed to your **dashboard** displaying all available services.

The screenshot shows a user dashboard for the Fiji Revenue and Customs Service. The top header includes the service logo and name on the left, and the user's name "Bula Nijeshni" with a home icon and a menu icon on the right. The dashboard is divided into two main sections. On the left is a dark blue sidebar containing a user profile card for "Ms. Nijeshni Wati" with her contact details and license information. On the right is a white area with two green tiles: "CLIENT ADMINISTRATION" with a network icon and "LIST OF CLIENTS" with a clipboard icon. The bottom of the page features a decorative patterned border.



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 except for Internet Explorer. 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**.