



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide

**➔ Sign Up for Existing Taxpayer
Individual**

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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.



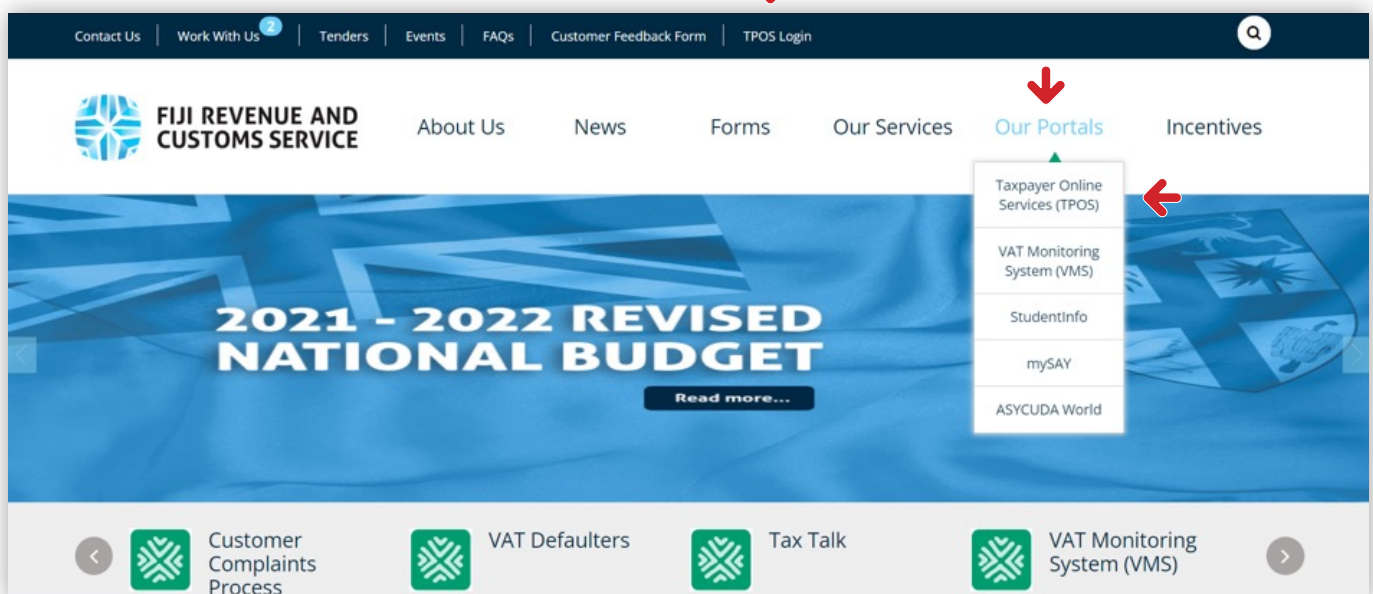
One-time Login Code

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>



Existing Taxpayer Sign Up - Individual

"Existing Taxpayer" is the term we use to refer to a person who already has a **TIN**. Upon Clicking the link to the portal, you will be directed to the portal. You will need to click on **"SIGN UP"**.

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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 **"Taxpayer"**

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SIGN UP

NEW TAXPAYER ?

EXISTING TAXPAYER ?

Taxpayer

Tax Agent



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

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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"**.

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SIGN UP

NEW TAXPAYER **TAXPAYER** **TIN*** **One-time Login Code***

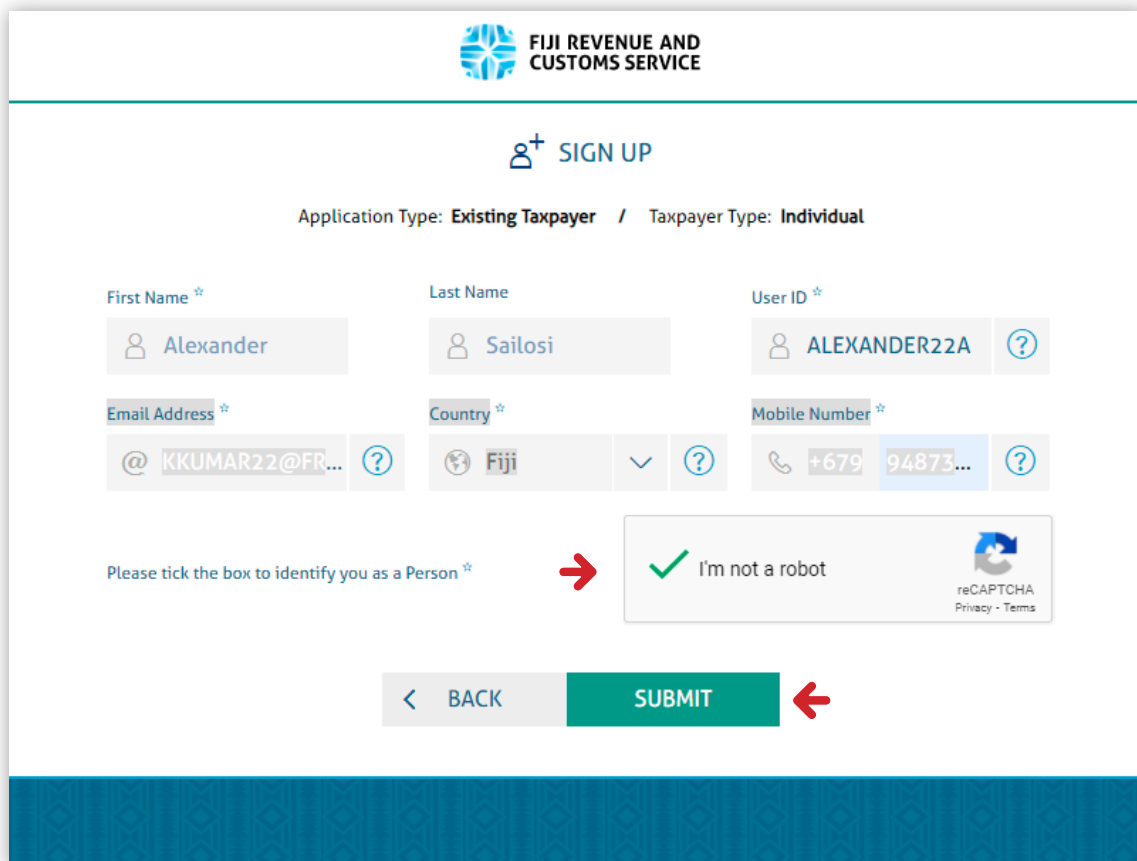
BACK **SUBMIT**

The system will pre-populate the information from our database .

For Individuals, **"First Name"** and **"Last Name"** will be prepopulated. You are required to create a **"User ID"**, reconfirm on **"email address", "Country" and "mobile number"**.

Field Name	Description
First Name	This will be prepopulated from the database.
Last Name	This will be prepopulated from the database.
User ID	This is a mandatory field for the name you wish to use as your TPOS User ID. You are required to create a unique alphanumeric (containing letters and numbers) User ID between 8 and 40 characters (e.g. VITI1990).
Email Address	This is a mandatory field for your email address. Your User ID and password will be sent to this email address. Please make sure that it is in the correct format (e.g. viti@abc.com or viti@abc.com.fj).
Country	This is a mandatory field and is linked to your mobile number. Please select the country of your mobile number from the dropdown.
Mobile Number	This is a mandatory field to enable FRCS to contact you if required. Please input a mobile number.

Individuals are to **fill out all the required details**, tick the box that says **"I am not a robot"**, and click **"SUBMIT"**.



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SIGN UP

Application Type: **Existing Taxpayer** / Taxpayer Type: **Individual**

First Name * Last Name User ID * ?

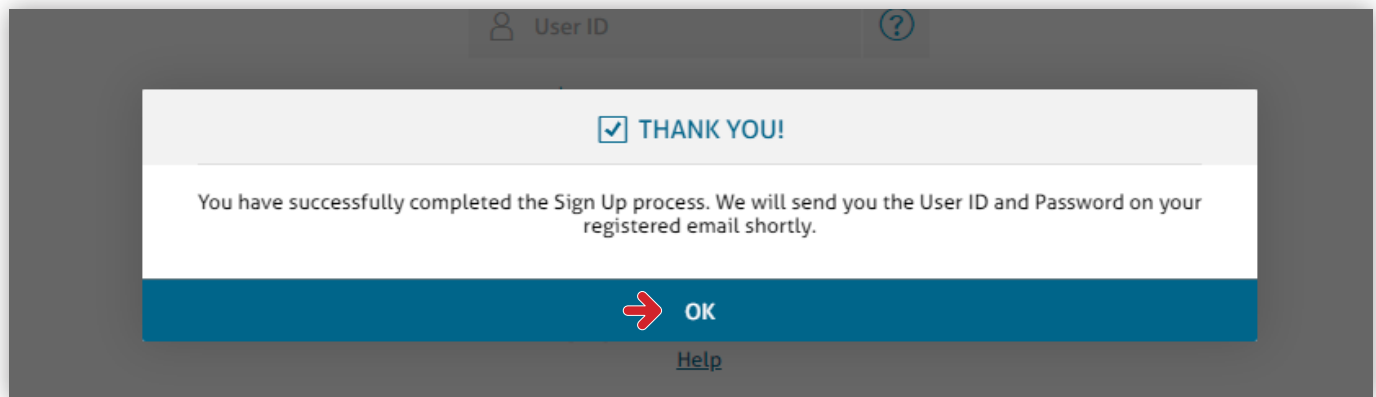
Email Address * ? Country * ? Mobile Number * ?

Please tick the box to identify you as a Person * ☒ I'm not a robot  reCAPTCHA Privacy - Terms

[< BACK](#) [SUBMIT >](#)



You will see a message pop up informing you that your sign up was completed successfully



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.**



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

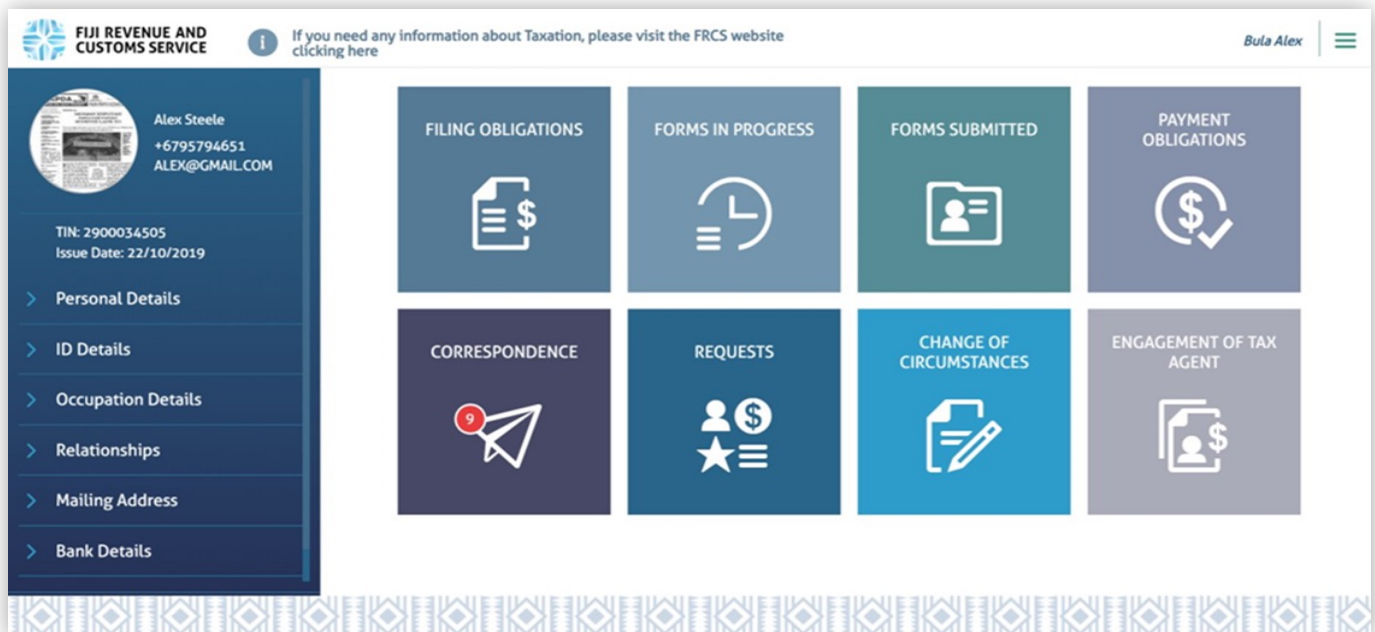
The screenshot shows the 'Change your Password' form. At the top, there is a header with the Fiji Revenue and Customs Service logo and name. Below the header, the title 'Change your Password' is displayed with a lock icon. Underneath, there is a label 'Current Password*' followed by a text input field containing 'Current Password' and a help icon. A white modal box with a blue border is centered on the screen, displaying a message: 'NEW PASSWORD REQUIRED!' with an exclamation mark icon, followed by the text 'This is an initial password that must be changed'. At the bottom of the modal is a blue button with a red arrow icon and the text 'OK'. Below the modal, there are two buttons: 'CHANGE' and '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 the 'Change your Password' form. At the top, there is a header with the Fiji Revenue and Customs Service logo and name. Below the header, the title 'Change your Password' is displayed with a lock icon. Underneath, there are three labels: 'Current Password*', 'New Password*', and 'Confirm New Password', each followed by a text input field containing dots and a help icon. A tooltip box is open, pointing to the 'New Password' field. The tooltip contains the following text: 'Password must be between 8 and 40 characters.' followed by 'It must contain at least:' and a list: '1 Numeric value.', '1 Upper-case letter.', '1 Lower-case letter.', and '1 Special character.' At the bottom of the form, there is a blue button with a white arrow icon and the text 'CHANGE', and a 'CANCEL' button.



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



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**.