



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide

➔ Sign Up for New Taxpayer Individual

**Version: 1
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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.

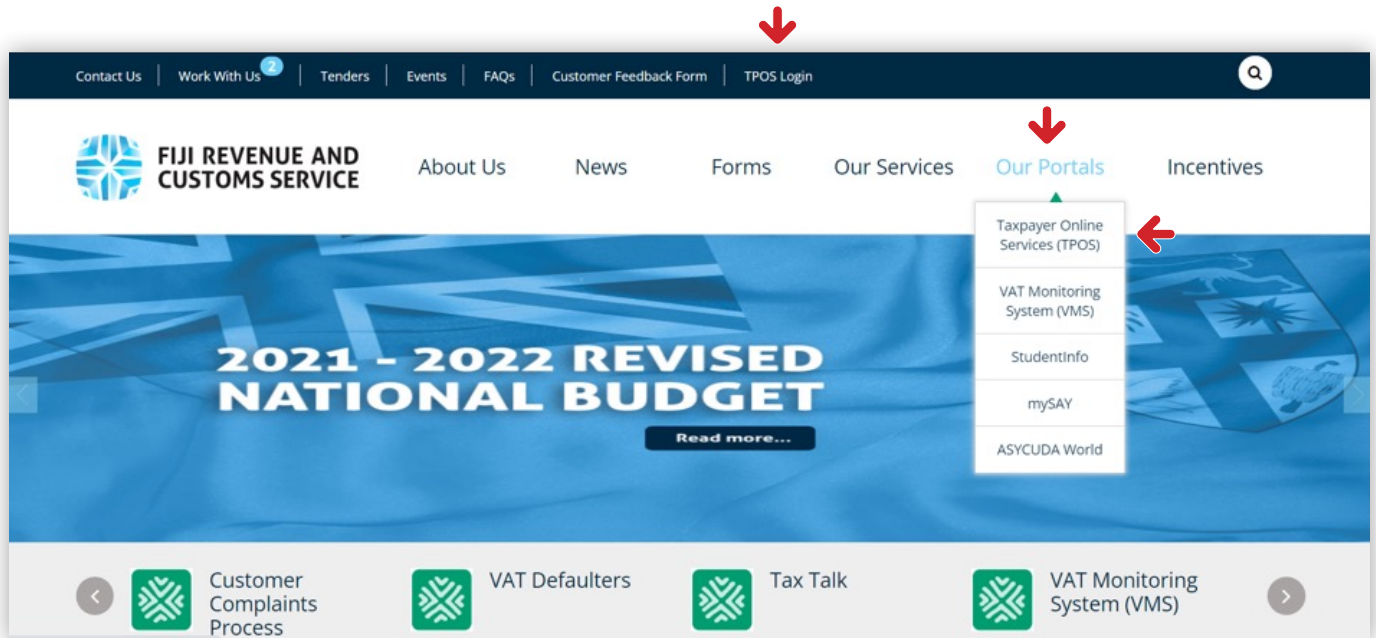
The FRCS TPOS is a strategic initiative by FRCS aimed at enhancing the functionality and userfriendliness of our online services. Your feedback in this regard is highly appreciated.

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.



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>



New Taxpayer Sign Up - Individuals

New Taxpayer – Individuals

"New Taxpayer" is the term we use to refer to a person who does not have a **Taxpayer Identification Number (TIN)** issued by the **Fiji Revenue & Customs Service (FRCS)**.

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
CUSTOMS SERVICE

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 **"New Taxpayer"** then select **"Individual"**

FIJI REVENUE AND
CUSTOMS SERVICE

SIGN UP

NEW TAXPAYER

Individual

Non-Individual

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

For an individual taxpayer, the following screen will be displayed and mandatory to be filled upon agreeing to the Terms and Conditions:

FIJI REVENUE AND
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SIGN UP

Application Type: **New Taxpayer** / Taxpayer Type: **Individual**

First Name *

First Name

Last Name

Last Name

User ID *

User ID

Email Address *

@ Email Address

Country *

Fiji

Mobile Number *

+679 Mobile N...

Please tick the box to identify you as a Person *

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

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SUBMIT



Field Name	Description
First Name	This field is mandatory. Please enter the first name given on your birth certificate or passport. If you have only one name, please enter it in this field.
Last Name	Please enter your last name given on your birth certificate or passport. If you do not have a last name, please leave this field blank.
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.

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

 **FIJI REVENUE AND
CUSTOMS SERVICE**

 **SIGN UP**

Application Type: **New Taxpayer** / Taxpayer Type: **Individual**

First Name *

 BURGER 

Last Name

 KUMAR 

User ID *

 BURGER22A 

Email Address *

 KKUMAR005@F... 

Country *

 Fiji 

Mobile Number *

 +679 95161... 

Please tick the box to identify you as a Person *



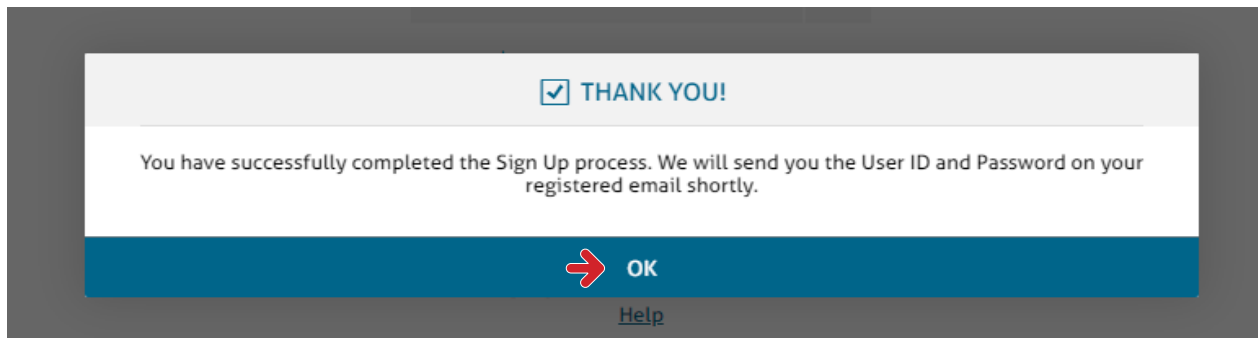
☒ I'm not a robot 
reCAPTCHA
Privacy * Terms

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SUBMIT 



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



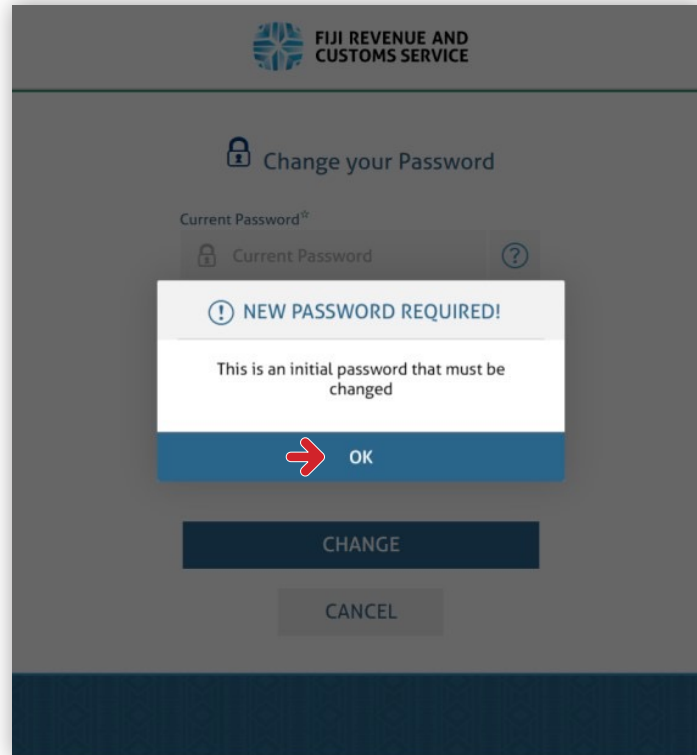
Shortly after, two separate emails with your login credentials will be sent to the email address you provided – one with the **User ID** created during the **sign up** and another with a **temporary password**, which would be used for your first time login to TPOS.

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.**

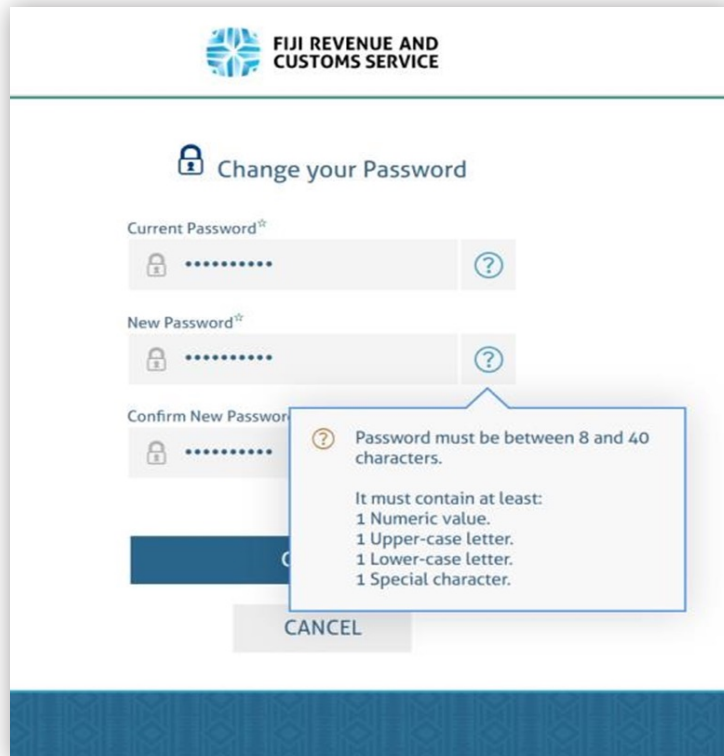
A screenshot of the login page for the Fiji Revenue and Customs Service. At the top, there is a logo and the text 'FIJI REVENUE AND CUSTOMS SERVICE'. Below that is a 'Log In' button. The main section contains two input fields: 'User ID' with the value 'BURGER22A' and 'Password' with a masked password. Below these fields is a 'LOG IN' button. At the bottom, there is a link for 'Forgot your Password? Click here' and a 'Help' link. At the very bottom, there is a 'New User?' link and a 'SIGN UP' button.

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' interface. At the top is the Fiji Revenue and Customs Service logo. Below it is a lock icon and the title 'Change your Password'. There is a 'Current Password*' field with a lock icon and a help icon. A modal message box is displayed in the center, stating: 'NEW PASSWORD REQUIRED! This is an initial password that must be changed'. The modal has an 'OK' button with a red arrow icon. Below the modal are 'CHANGE' and 'CANCEL' buttons.

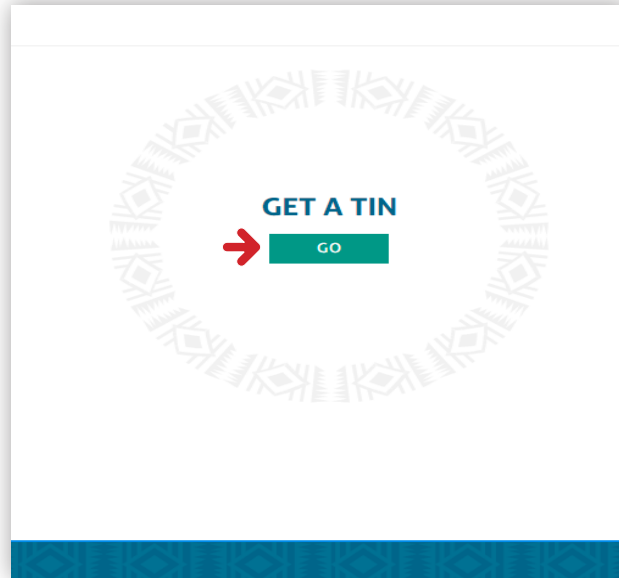
Your new password must contain a numeric value, an upper-case letter, a lower-case letter, and a special character, and it must be between **8 to 40 characters** including **numeric value , Upper Case, Lower Case and Special Character**.



The screenshot shows the 'Change your Password' interface with three password fields: 'Current Password*', 'New Password*', and 'Confirm New Password*'. Each field has a lock icon and a help icon. A tooltip is visible 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 are 'CHANGE' and 'CANCEL' buttons.



Once the password has been changed, you will have to apply for an Individual TIN by clicking on **"GO"** in order to be able to access any other service available on the **portal**.



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**.