



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide

Taxpayer Request for Clarification

Version: 2

Date: 27-05-2022



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Many thanks for your interest in this User Guide!

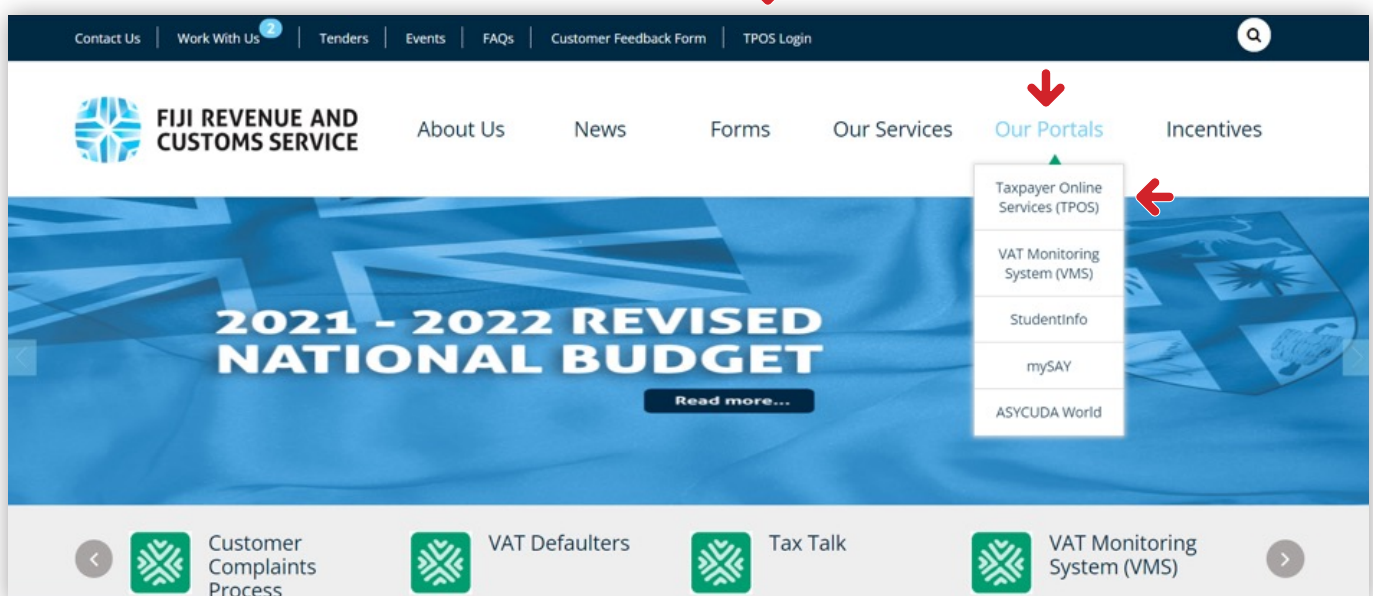
The information in this guide is based on the functionality that has been made available on the FRCS Taxpayer Online Service (TPOS) portal at the time of its publication. It is designed to provide documentation to the Fijian taxpayer community who will consume these online services on a regular basis. 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 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

Customers having queries regarding tax-related process in any situation can seek clarifications from FRCS through TPOS. We have a reliable mechanism in place through which your tax-related queries will be reviewed and a response will be sent to you in a timely manner through TPOS.

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>



Request for Clarification by the Taxpayer

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

FIJI REVENUE AND
CUSTOMS SERVICE

Log In

User ID *
DRUGHOUSE22A

Password *
.....

LOG IN

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

New User?
SIGN UP

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

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

Bula Drug House (Fiji) Ltd

Drug House (fiji) Ltd
+4989393092
KKUMAR005@FRCS.OR
G.FJ

TIN: 500093005
Issue Date: 01/01/1999

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

Branch: Suva

FILING OBLIGATIONS

FORMS IN PROGRESS

FORMS SUBMITTED

PAYMENT OBLIGATIONS

CORRESPONDENCE

REQUESTS

CHANGE OF CIRCUMSTANCES

EMPLOYEE ADMINISTRATION

ENGAGEMENT OF TAX AGENT

DEREGISTER



You are required to select "**Information**" and then **click** on "**Request for Clarification**"

The screenshot shows the 'Taxpayer Request' portal for 'Drug House (fiji) Ltd'. On the left is a sidebar menu with various options. The 'INFORMATION' option at the bottom of this menu is highlighted with a red arrow. In the main content area, there is a vertical list of request types, and a 'REQUEST FOR CLARIFICATION' button is visible, also indicated by a red arrow.

You will be navigated to a screen showing a set of instructions. In order to proceed, **you must tick the checkbox** to indicate that you have **read and understood the instructions**.

The screenshot displays the 'Request for Clarification' instructions page. It includes a progress bar at the top showing '0%' completion. Below the progress bar are three tabs: 'INSTRUCTIONS' (active), 'QUERY', and 'DECLARATION'. The main content area contains a list of instructions. At the bottom, there is a checkbox labeled 'I declare that I have read and understood the instructions above.' which is checked, and a 'CONTINUE TO NEXT STEP: "QUERY"' button, both indicated by red arrows.

On clicking "**Continue to Next Step**", you will be navigated to the request form, where you must enter the following information:

- 1 Process or Tax Type → the main category on which the clarification is required
- 2 Sub process → the sub category on which the clarification reply would be sent
- 3 Query → the description of the issue on which the clarification is necessary



Before uploading the supporting documents please click on the **"Save"** button on the bottom right hand corner. The **"Supporting Documents"** field is optional and allows you to upload attachments relevant to the application if necessary.

FIJI REVENUE AND CUSTOMS SERVICE Request for Clarification 33% Bula Drug House (Fiji) Ltd

INSTRUCTIONS QUERY DECLARATION

QUERY

Process or Tax Type* Refunds Sub process* VAT Supporting Documents UPLOAD DOCUMENT

Query* When will I receive my September 2021 Vat refund?

CONTINUE TO NEXT STEP: "DECLARATION"

PREVIOUS STEP ADD NOTES SAVE

You will then be navigated to the **"Declaration"** section for the final submission. On the **"Declaration"** page, you must agree to the declaration by ticking the checkbox and in order to be able to submit the request. If you are an individual, no additional information will be required.

FIJI REVENUE AND CUSTOMS SERVICE Request for Clarification 99% Bula Elena

INSTRUCTIONS QUERY DECLARATION

Query* I am migrating for higher studies for at least 4 years. Please advise if de-registration is an option for my case.

Full Name: Elena Kensingtons
Lodgement Date: 18/09/2019

☒ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP SUBMIT SAVE



However, for a Non-Individual, the individual submitting the application will be required to input their **TIN** and **Designation** and "tick" on the check box. **"Submit"** button will be enabled and you are required to **click** on it in order to submit your application

FIJI REVENUE AND CUSTOMS SERVICE Request for Clarification Bula Drug House (Fiji) Ltd 67%

INSTRUCTIONS QUERY DECLARATION

TIN* Designation*

2900081572 Director

Full Name: MALCOLM TUILAKEPA
Lodgement Date: 03/05/2022

☒ I declare that the information in this application is true and correct in every detail.

IT IS A SERIOUS OFFENCE TO PROVIDE FALSE INFORMATION TO THE CHIEF EXECUTIVE OFFICER.

PREVIOUS STEP SUBMIT ADD NOTES SAVE

On clicking **"Submit"**, you will be navigated to the **"Acknowledgement"** page, where you can download confirmation of your submission. Confirmation of submission will be emailed to your registered email address.

FIJI REVENUE AND CUSTOMS SERVICE Bula KARISHMA

DONE!

Please quote the reference number
220000255109 for any communication with
FRCS regarding your application

Form: 220000255109 submitted successfully



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**.