



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide



REQUESTS: TIN LETTER

Version: 1

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Introduction

The information in this guide is based on the functionality that has been made available on 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, capabilities and step-by-step procedures for system access and use.

TPOS is a digital strategic initiative by FRCS aimed at enhancing the functionality and user-friendliness of our online services.

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

Taxpayers who wish to obtain or retrieve a copy of their Taxpayer Identification Number (TIN) letter can do so directly through the portal. To access the TIN letter, users may either:

- Navigate to the **'Requests'** tile, select **'TIN Letter'** to download or print a copy, or
- Select the **'Correspondence'** tile to download and print the letter.

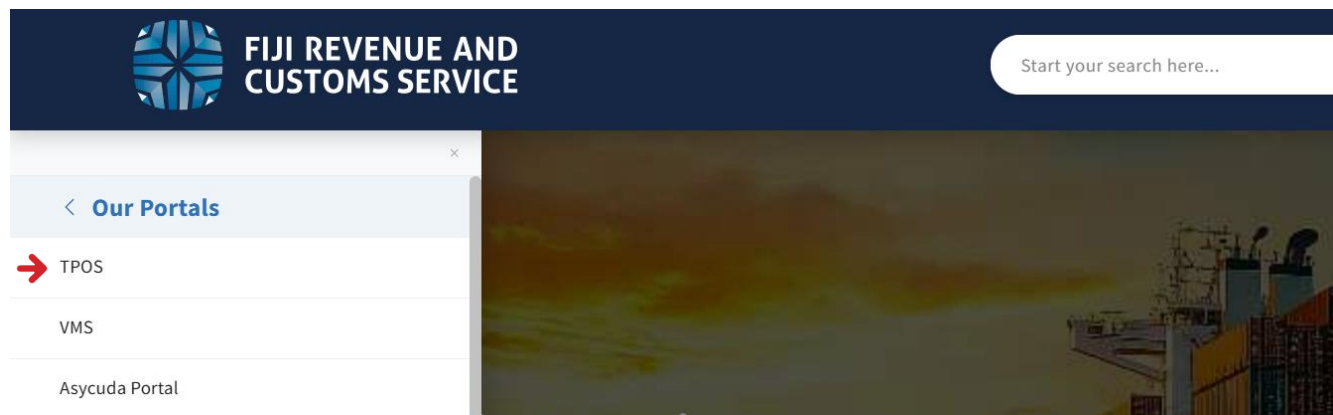
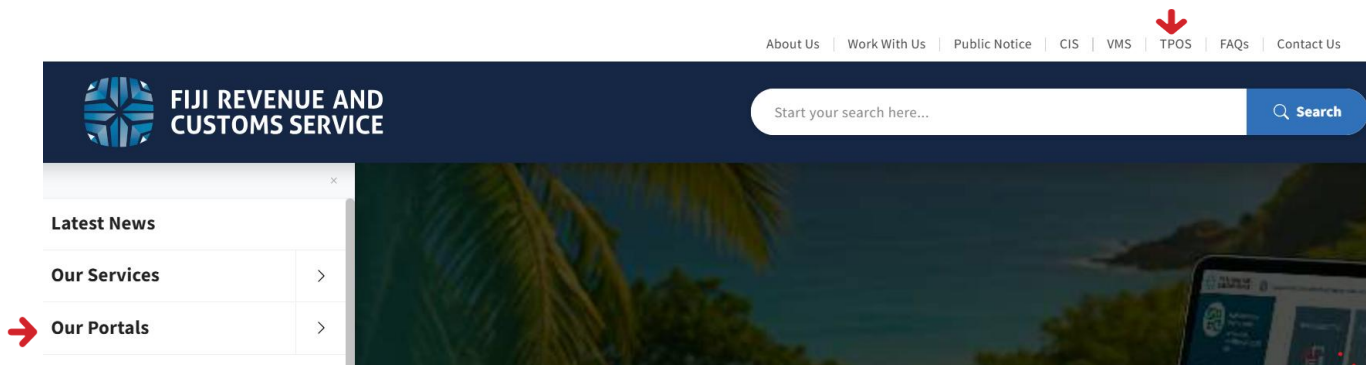
This user manual outlines the step-by-step process for accessing the TIN letter. No approval from FRCS is required, meaning taxpayers can download the letter at their convenience without any additional authorization.

The following sections provide detailed instructions to guide taxpayers through the process successfully.



Logging into TPOS

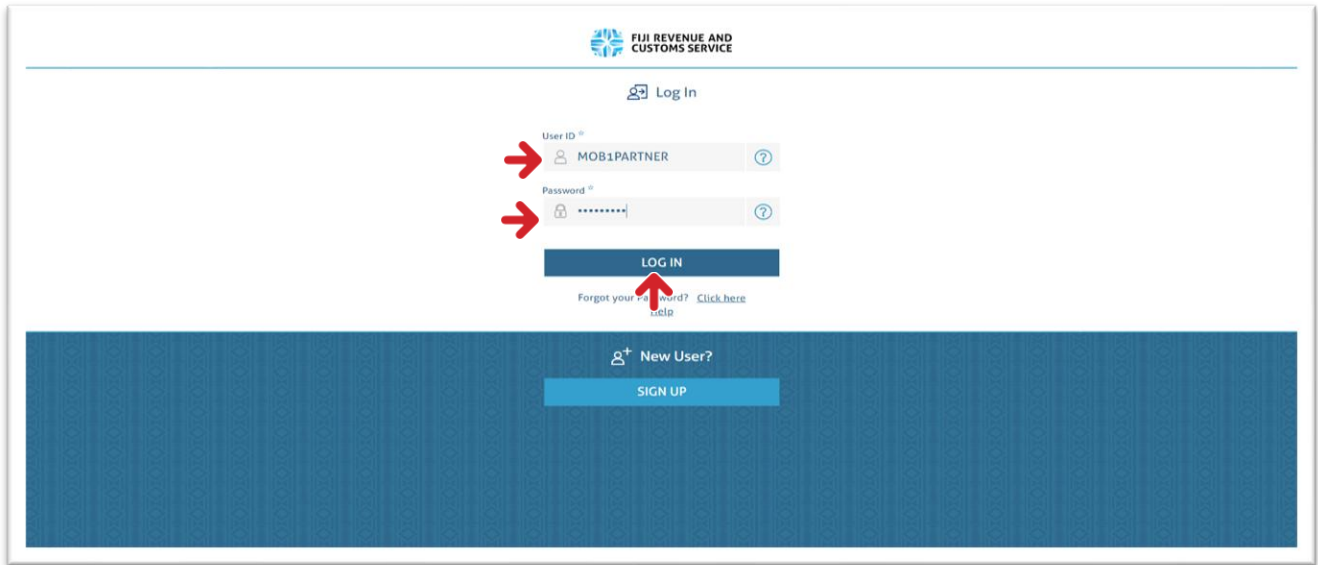
When you go to the FRCS website on the link www.frccs.org.fj, you will see a link to the TPOS Login. Click on the link and you will be directed to the portal. You can also click on 'Our Portals' and select 'Taxpayer Online Services (TPOS)' from the drop-down menu.



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

Request for TIN Letter - Login

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



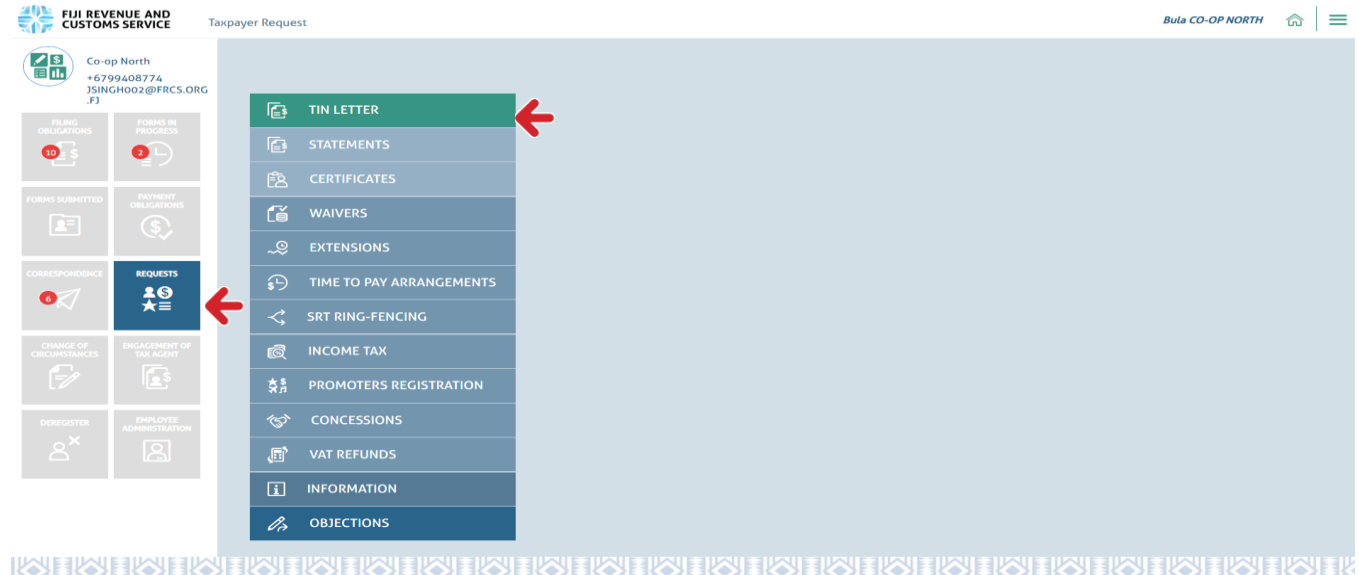
The login page features the Fiji Revenue and Customs Service logo at the top. Below it is a 'Log In' section with two input fields: 'User ID' containing 'MOB1PARTNER' and 'Password' with masked characters. Red arrows point to each field. Below the fields is a blue 'LOG IN' button, with a red arrow pointing to it. Under the button is a link: 'Forgot your password? Click here help'. At the bottom of the login section is a 'New User?' link and a blue 'SIGN UP' button. The background is a solid blue color.

After successful login to the dashboard, the following **two** tiles will be available, you are required to click on either '**Requests**' tile or '**Correspondence**' tile to retrieve a copy of TIN letter.

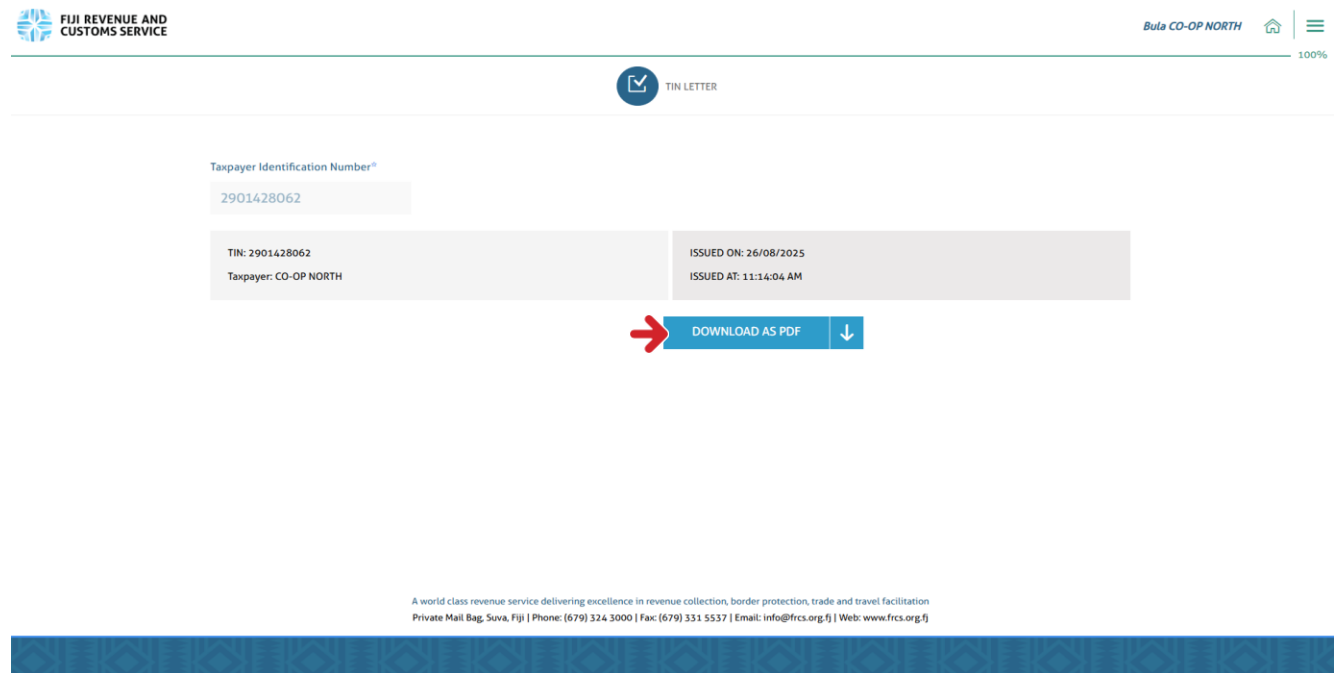


The dashboard header includes the Fiji Revenue and Customs Service logo, a notification icon, and a link to the FRCS website. The user's name 'Bula MOB PARTNERS' is displayed on the right. A left sidebar contains user details: 'Mob Partners', contact information, TIN: 2900016987, and a list of menu items (Entity Details, ID Details, Relationships, Mailing Address, Bank Details). The main area contains ten tiles: 'FILING OBLIGATIONS', 'FORMS IN PROGRESS', 'FORMS SUBMITTED', 'PAYMENT OBLIGATIONS', 'CORRESPONDENCE', 'REQUESTS', 'CHANGE OF CIRCUMSTANCES', 'EMPLOYEE ADMINISTRATION', 'ENGAGEMENT OF TAX AGENT', and 'DEREGISTER'. Red arrows point to the 'REQUESTS' and 'CORRESPONDENCE' tiles.

After clicking on the **'Requests'** tile, you will be displayed with tiles of various Requests applications. Select **'TIN Letter'**.



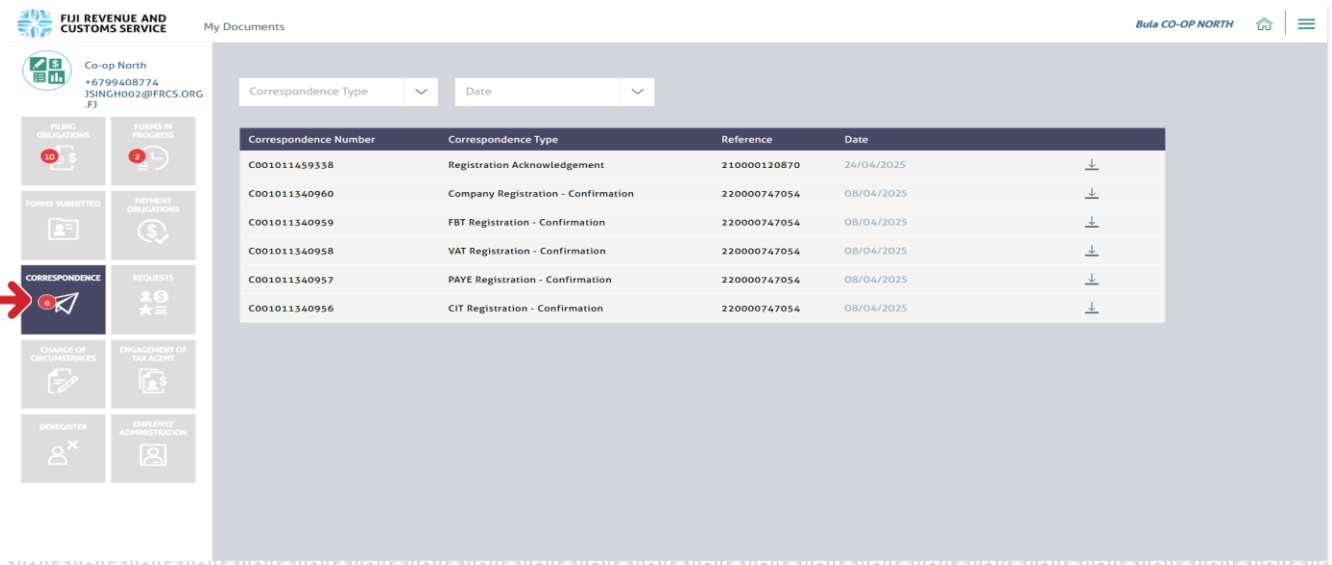
You will be navigated to this screen. To proceed, you must click "Download as PDF".



On clicking **'Download as PDF'**, you will be able to save and print the copy of TIN letter.

Correspondence for TIN Letter

After clicking on the '**Correspondence**' tile, you will be displayed with various Correspondence Type. On the 'Correspondence Type' dropdown menu, select '**CIT Registration - Confirmation**', for Company TIN letter, '**PIT Registration - Confirmation**' for Business TIN or **TIN Application - Confirmation Letter** for Individual TIN and then Click download or print.

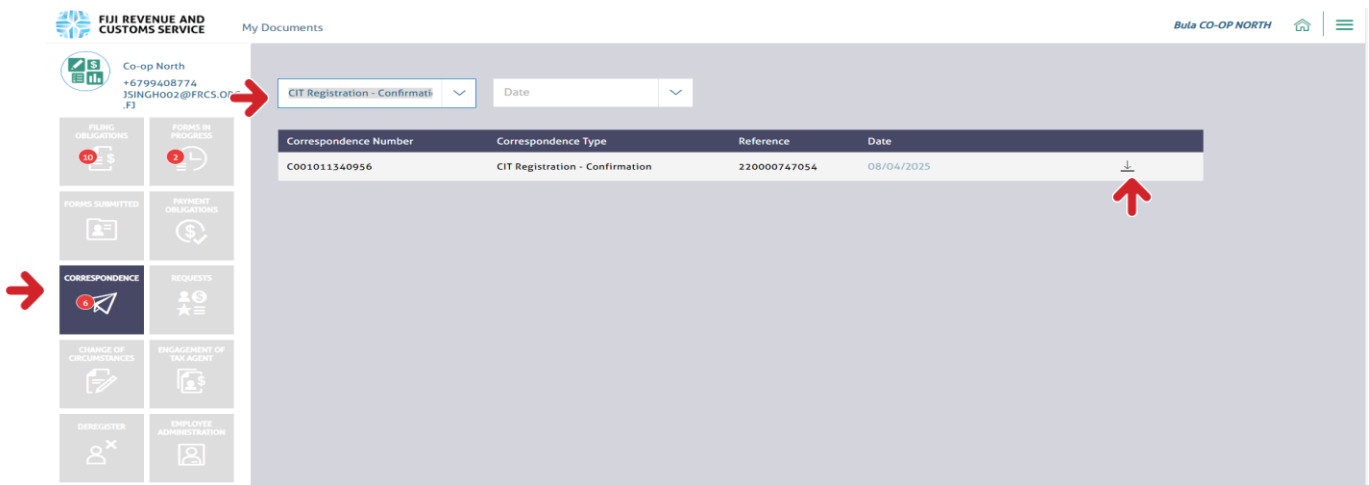


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FILING OBLIGATIONS 10
FORMS IN PROGRESS 2
FORMS SUBMITTED
PAYMENT OBLIGATIONS
CORRESPONDENCE 6
REQUESTS
CHANGE OF CIRCUMSTANCES
ENGAGEMENT OF TAX AGENT
DEREGISTER
EMPLOYEE ADMINISTRATION

Correspondence Type	Date
Correspondence Number	Correspondence Type
C001011459338	Registration Acknowledgement
C001011340960	Company Registration - Confirmation
C001011340959	FBT Registration - Confirmation
C001011340958	VAT Registration - Confirmation
C001011340957	PAYE Registration - Confirmation
C001011340956	CIT Registration - Confirmation



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ENGAGEMENT OF TAX AGENT
DEREGISTER
EMPLOYEE ADMINISTRATION

CIT Registration - Confirmation

Correspondence Number	Correspondence Type	Reference	Date
C001011340956	CIT Registration - Confirmation	220000747054	08/04/2025



If you encounter any issues with the outlined procedures or have unique questions regarding your situation, feel free to contact us on:



Toll Free - 1326 or email



info@frcs.org.fj and/or



education@frcs.org.fj

Browser Compatibility

TPOS works best on **Google Chrome** and is compatible with other major web browsers, excluding Internet Explorer. Ensure to have **JavaScript enabled** in your browser and for the best user experience, we advise keeping your **browser updated to the latest available version**.