



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide



REQUESTS: Joint ID

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 Services (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

Whenever a taxpayer wishes to request a Joint ID card, this must be requested from FRCS by following the 'Requests' process. The taxpayer can access the portal and submit a request through this process.

In this user manual, we will explain the process for taxpayers aged 18 years and above to request a Joint ID card. This process requires the taxpayer to log in to their portal and submit a Joint ID request.

Once the taxpayer accesses their portal, their information will be displayed. If the taxpayer identifies any information that needs to be updated, such as an FNPF number or an incorrect date of birth, the taxpayer should return to the home page and select Change of Circumstances to update their details and upload the necessary supporting documents for the changes made.

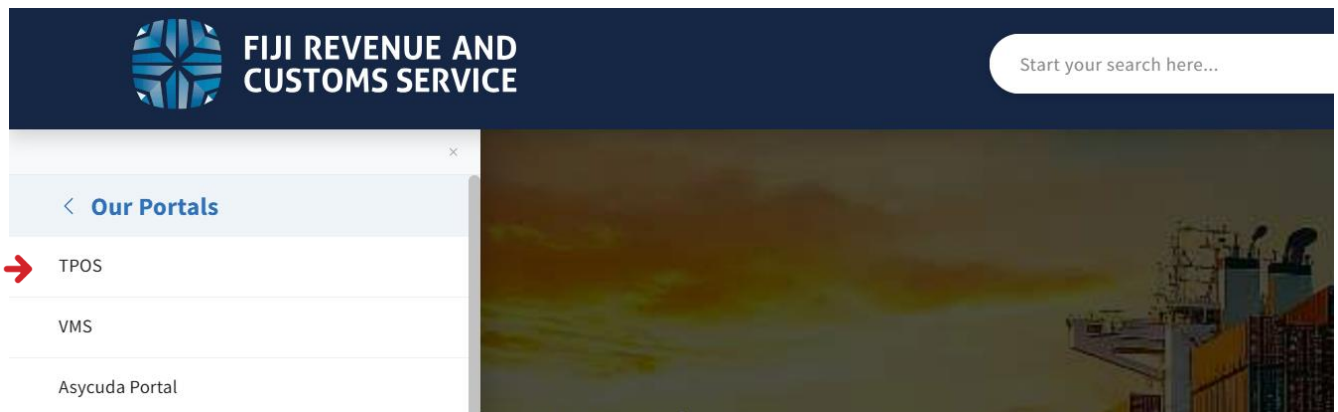
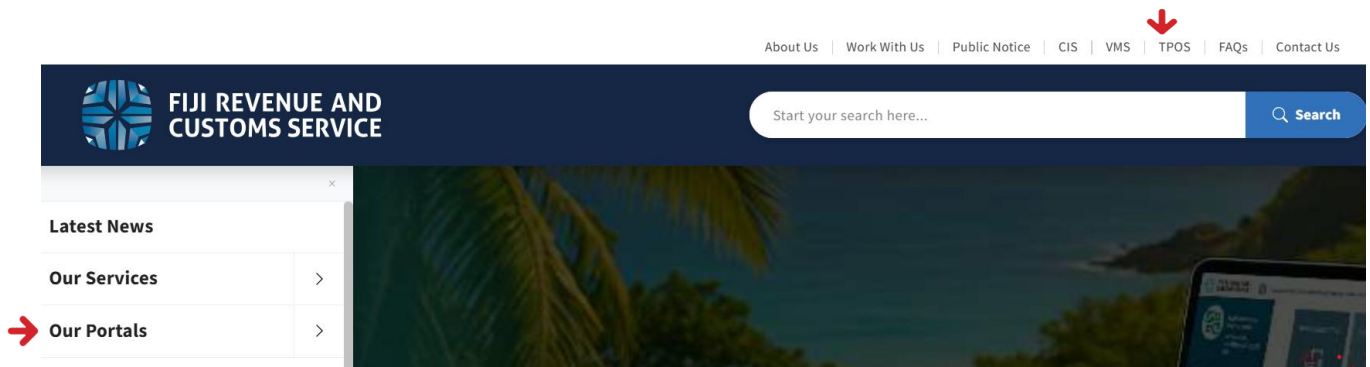
This process requires approval from FRCS. Once the taxpayer submits the application, a work item will be generated for an FRCS tax officer to review. After the tax officer approves the application, the taxpayer will be notified via email and TPOS correspondence. Once the Change of Circumstances (COC) application has been processed, the taxpayer may then proceed to apply for a Joint ID card.

There is no fee for the first issue of a Joint ID card or for replacement cards that have expired. However, a replacement fee of \$20 applies for replacements requested for other reasons.

This document outlines the detailed steps taxpayers must follow to successfully request a Joint ID card.

Logging into TPOS

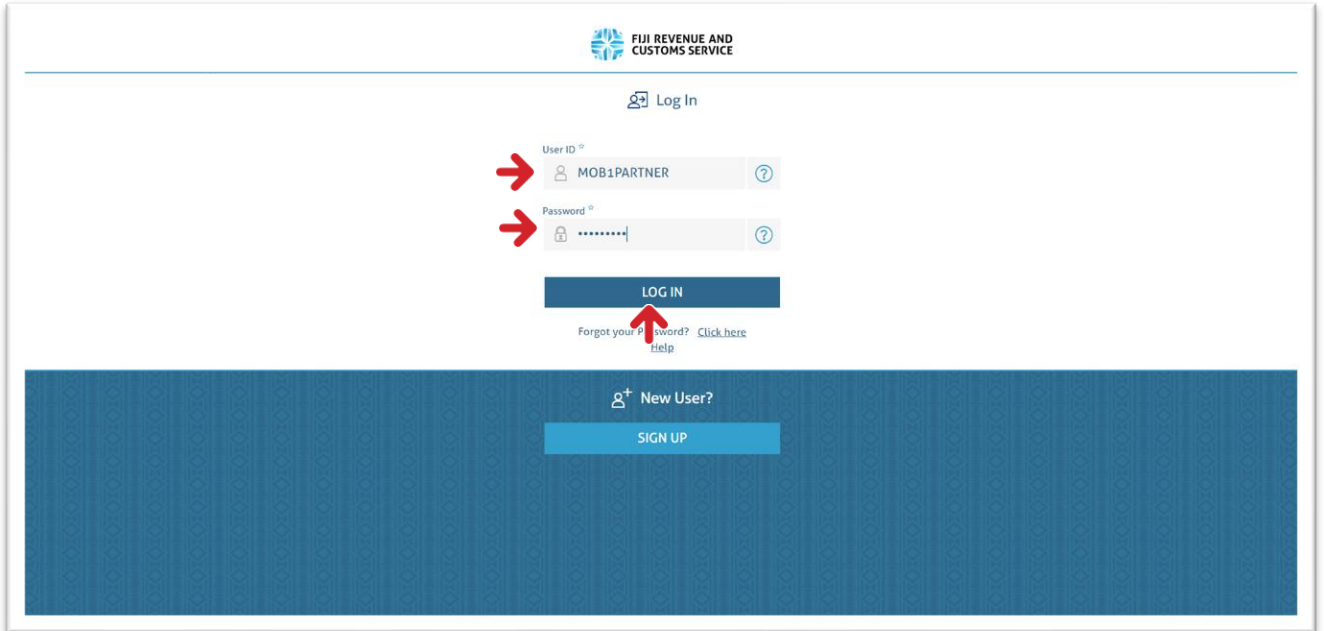
When you go to the FRCS website on the link www.frsc.org.fj, you will see a link to the TPOS. Click on the link and you will be directed to the portal. You can also click on 'Our Portals' from the menu and select 'Taxpayer Online Services (TPOS)' from the drop-down menu.



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

Joint ID Card - 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' link. The main section contains two input fields: 'User ID' with the value 'MOB1PARTNER' and 'Password' with masked characters. Red arrows point to these fields. Below the fields is a 'LOG IN' button. A red arrow points to the 'LOG IN' button. Below the button are links for 'Forgot your Password?' and 'Click here Help'. At the bottom, there is a 'New User?' link and a 'SIGN UP' button.

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



The dashboard displays a sidebar on the left with the following information: Mob Partners, +6799658741, MOBPARTNER@EMAIL.COM, TIN: 2900016987, Issue Date: 20/08/2019, Entity Details, ID Details, Relationships, Mailing Address, Bank Details, and Branch: Suva. The main area contains ten tiles: FILING OBLIGATIONS (62), FORMS IN PROGRESS (1), FORMS SUBMITTED, PAYMENT OBLIGATIONS (51), CORRESPONDENCE (99), REQUESTS (indicated by a red arrow), CHANGE OF CIRCUMSTANCES, EMPLOYEE ADMINISTRATION, ENGAGEMENT OF TAX AGENT, and DEREGISTER.

After clicking on the **'Requests'** tile, you will be displayed with tiles of various Request applications. Select the **'Joint ID'** option.



Ms. Demo Bee
+6799357848
MRAM@FRCS.ORG.FJ

REQUESTS

- JOINT ID
- TIN LETTER
- STATEMENTS
- CERTIFICATES
- WAIVERS
- EXTENSIONS
- TIME TO PAY ARRANGEMENTS
- SRT RING-FENCING
- REQUEST TO FILE PERSONAL INCOME TAX RETURN
- INCOME TAX
- PROMOTERS REGISTRATION
- CONCESSIONS
- INFORMATION
- VAT REFUNDS
- OBJECTIONS

Note: The 'Request' for Joint ID only applies to Individual Taxpayer and not for Non-individual.

Instructions

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


**FIJI REVENUE AND
CUSTOMS SERVICE**
FRCS/FNPF Joint ID Card

Bula DEMO

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INSTRUCTIONS
JOINT ID CARD DETAILS
UPLOAD DOCUMENTS
CONFIRMATION

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING:

- You must have a Taxpayer Identification Number("TIN") before completing the form.
- Ensure to provide accurate information on your application
- Upload the relevant supporting documents
- Check that all your registration details are correct and up to date before submitting the request
- An email notification with a Reference number will be sent to you as acknowledgement.
- Once your request is processed, we will send you an email notification to collect your card from any FRCS office in Fiji
- The information you provide will be kept strictly confidential
- It is an offence, if any person, for any purpose connect with the FNPf Act and Tax Administration Act knowingly make any false statements, produce, furnish or cause to provide any document which he or she knows to be false.

→ ☒ I declare that I have read and understood the instructions above

→ CONTINUE TO NEXT STEP : "JOINT ID CARD DETAILS"

ADD NOTES
SAVE

Additional Instructions

- The taxpayer must be 18 years of age or older to apply for a Joint ID card.
- The taxpayer must upload all relevant supporting documents in PDF format when submitting the application.
- If all requirements are met and the required documents are provided, FRCS will communicate its decision to the taxpayer within 1–3 working days.

On clicking '**Continue to Next Step**', you will be navigated to '**Joint ID Card Details**' section.

Joint ID Card Details

Please select the appropriate reason from the dropdown menu when requesting a replacement card.

Before applying for a Joint ID card, you should first review and update your personal details through the 'Change of Circumstances' tile in your portal (e.g. FNPF number, date of birth, name). Once your Change of Circumstances application has been processed, you may then proceed to apply for a Joint ID card.


**FIJI REVENUE AND
CUSTOMS SERVICE**

FRCS/FNPF Joint ID Card

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 INSTRUCTIONS

 JOINT ID CARD DETAILS

 UPLOAD DOCUMENTS

 CONFIRMATION

25%

You are Eligible for:

☐ First Issue

☒ Replacement

Please select the reason for requesting a replacement card*

Card Expired

Card Damaged

Card Lost

Card Stolen

Change of Name

PLEASE REVIEW THE INFORMATION BELOW

TIN: 2901428059

FNPF Number:

Birth Registration Number: 2325214

Applicant Name: DEMO BEE

Date Of Birth: 16/04/1987

Gender: Female

Marital Status: Single

Usual Occupation: Managers And Managing Supervisors In Construction

Home Address: Ratu Sukuna Road , Suva (CBD) , Suva , Rewa , Central , Fiji

Postal Address: Ratu Sukuna Road , Suva (CBD) , Suva , Rewa , Central , Fiji

Phone and Other contact Details: +6799357848



CONTINUE TO NEXT STEP : "UPLOAD DOCUMENTS"

 PREVIOUS STEP

 ADD NOTES

 SAVE

"There is no fee for the first issue or for replacement Joint ID cards due to expiry. However, a \$20 replacement fee applies for other reasons listed in the dropdown menu."


**FIJI REVENUE AND
CUSTOMS SERVICE**

FRCS/FNPF Joint ID Card

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25%

INSTRUCTIONS

JOINT ID CARD DETAILS

UPLOAD DOCUMENTS

CONFIRMATION

You are Eligible for:

☐ First Issue
 ☒ Replacement

Please select the reason for requesting a replacement card²

Card Lost

PLEASE REVIEW THE INFORMATION BELOW

TIN: 2901428059

FNPF Number:

Birth Registration Number: 2325214

Applicant Name: DEMO BEE

Date Of Birth: 16/04/1987

Gender: Female

Marital Status: Single

Usual Occupation: Managers And Managing Supervisors In Construction

Home Address: Ratu Sukuna Road, Suva (CBD), Suva, Rewa, Central, Fiji

Postal Address: Ratu Sukuna Road, Suva (CBD), Suva, Rewa, Central, Fiji

Phone and Other contact Details: +6799357848

CONTINUE TO NEXT STEP: "UPLOAD DOCUMENTS"

PREVIOUS STEP

1

ADD NOTES

SAVE

Click on '**Continue to Next Step**', you will be navigated to '**Upload Documents**' section.

Upload Documents

The system will navigate to '**Upload Document**' section where taxpayer can upload supporting documents.

You need to click on the '**Save**' button to save the application form in the draft before proceeding.

A unique form bundle number will be generated.



INSTRUCTIONS



JOINT ID CARD DETAILS

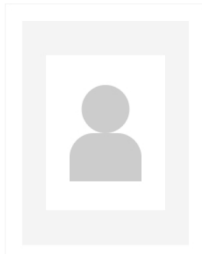


UPLOAD DOCUMENTS



CONFIRMATION

Please attach a passport sized photo
(35mm by 45mm) OR (132 pixel by
170 pixel)*



TIPS FOR PHOTO UPLOAD

- Your passport size photo must be taken with a **WHITE BACKGROUND**.
- Head coverings, caps, glasses, hair, head-dress or facial ornaments should not obscure the face.
- There must be no other people or object in the photo.



UPLOAD PHOTO



Photo ID card*

ATTACHMENTS



Certified Copy of Birth Certificate*

ATTACHMENTS



CONTINUE TO NEXT STEP: "CONFIRMATION"



PREVIOUS STEP



ADD NOTES



SAVE

Note: If your attachment is in an incorrect format, a pop-up message will appear. The valid formats include PDF, JPEG, JPG, and PNG.

Click on **'Continue to Next Step'**, you will be navigated to **'Declaration'** section.



Declaration

A declaration screen will appear where you will declare the information provided in the application. By declaring the information, you will click on the '**declaration checkbox**' and by this '**Submit**' button will be enabled.

FIJI REVENUE AND
CUSTOMS SERVICE

FRCS/FNPF Joint ID Card - Form Number 220000747179

Bula DEMO

INSTRUCTIONS

JOINT ID CARD DETAILS

UPLOAD DOCUMENTS

CONFIRMATION

A fee of FJD 20.00 will be charged if you are applying for the replacement card.

Full Name: DEMO BEE
Lodgement date: 26/09/2025

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

IT IS AN OFFENCE IF ANY PERSON, FOR ANY PURPOSE CONNECTED WITH THE FNPF ACT AND THE TAX ADMINISTRATION ACT,
KNOWINGLY MAKES ANY FALSE STATEMENTS OR PRODUCES, FURNISHES OR CAUSES TO PROVIDE ANY DOCUMENT WHICH HE OR SHE KNOWS TO BE FALSE.

PREVIOUS STEP

SUBMIT

ADD NOTES SAVE

Note: In situation of an individual taxpayer, there will not be any TIN and designation field. Select the declaration checkbox and the submit button will be enabled.

On clicking the '**Submit**' button an '**Acknowledgement**' screen will appear with Reference Number. Download acknowledgment button and apply another change.



You may **download the confirmation letter** using this icon  or **apply for another change** using this icon 



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**.