



**FIJI REVENUE AND
CUSTOMS SERVICE**

Tax Agent:
TPOS Client Engagement

USER MANUAL

v1.0



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Basic Information

Tax Agents are licensed natural persons providing taxation services such as filing returns, amendments and objections on behalf of their clients. They act as an intermediary between the Fiji Revenue and Customs Service (FRCS) and the taxpayer(s). The Tax Agents' Board (Board) was established to register and regulate the work of tax agents.

The portal will be used by tax agents, when trying to file tax returns or submit taxpayer requests. This is based on the authorisations obtained through the Tax Agent Engagement process. Authorizations are specified by the taxpayer during the engagement process and can be approved or rejected by the tax agent.

Authorizations include:

- Filing specific tax returns
- Amending specific tax returns
- Objections
- Facilitating taxpayer requests

Once an engagement request is approved, a relationship is created between the tax agent and taxpayer (client). For existing engagements, they must be recreated in the portal so FRCS is aware of the engagement details. However, there is no intervention by FRCS in the process.

After an engagement, a taxpayer or tax agent may want to disengage fully or for certain services. This process does not require approval from either party. As soon as a disengagement request has been submitted on the system, the authorizations provided to the tax agent will be revoked.

Engaging a Tax Agent

Taxpayers can engage a taxpayer by selecting the 'Engagement of Tax Agent' tile which is available on their dashboard. The list of approved tax agents is also available for their viewing.

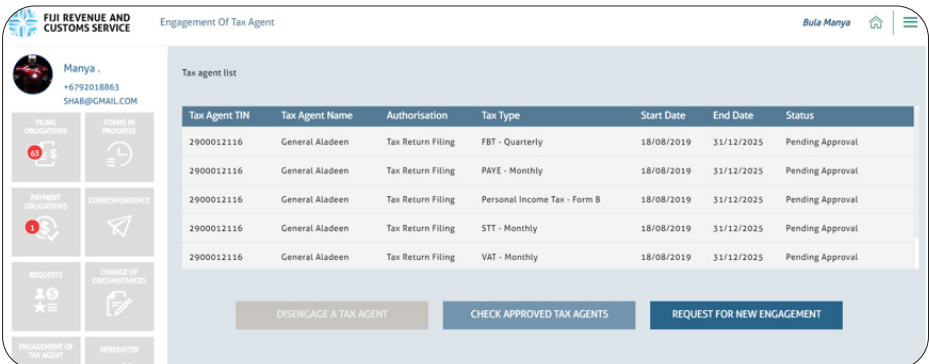
Taxpayers have three options under this tile:

1. Disengage a tax agent
2. Check the approved tax agents list
3. Request for a new engagement

When engaging a tax agent, taxpayers choose the level of authorizations and the proposed start date. The engagement date can be permanent or within a specific time period. Certain rules are in place for the engagement dates:

1. The start date cannot be a past date
2. The acceptable start date range is 3 months into the future
3. The engagement end date has to be at least 30 days.

Once the taxpayer completes the engagement process, it will generate an Engagement Request email to the tax agent. The Request will remain as 'Pending Approval' until such time the tax agent approves the request.



FIJI REVENUE AND CUSTOMS SERVICE Engagement Of Tax Agent Bula Manya

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Tax agent list

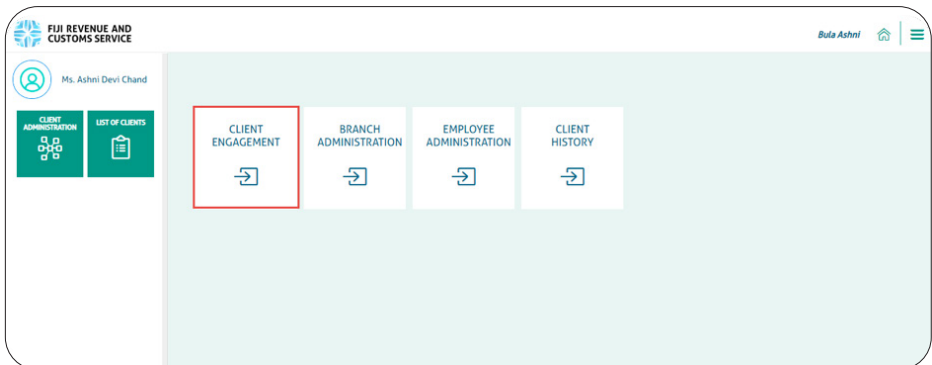
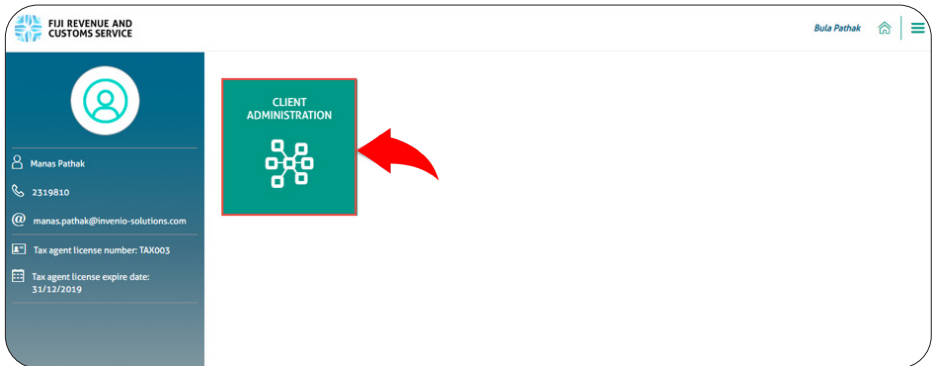
Tax Agent TIN	Tax Agent Name	Authorisation	Tax Type	Start Date	End Date	Status
2900012116	General Aladeen	Tax Return Filing	FBT - Quarterly	18/08/2019	31/12/2025	Pending Approval
2900012116	General Aladeen	Tax Return Filing	PAYE - Monthly	18/08/2019	31/12/2025	Pending Approval
2900012116	General Aladeen	Tax Return Filing	Personal Income Tax - Form B	18/08/2019	31/12/2025	Pending Approval
2900012116	General Aladeen	Tax Return Filing	STT - Monthly	18/08/2019	31/12/2025	Pending Approval
2900012116	General Aladeen	Tax Return Filing	VAT - Monthly	18/08/2019	31/12/2025	Pending Approval

DISENGAGE A TAX AGENT
CHECK APPROVED TAX AGENTS
REQUEST FOR NEW ENGAGEMENT

Approving the Engagement

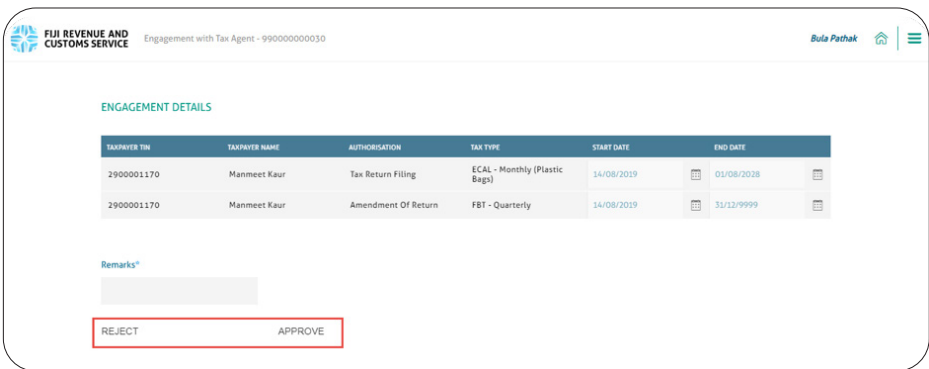
Once a request for engagement is received, the tax agent can log into his/her portal to process the engagement.

Select the 'Client Administration' tile and subsequent 'Client Engagement' tile.



A dropdown status field is available to choose the type of view you would like to use. In this example, we select the 'Pending Approval' dropdown view. This will display only the list of clients with this status.

Select an engagement request to display the engagement details including authorizations. Before selecting approve or reject, you will need to add some comments in the 'Remarks' field.



Engagement with Tax Agent - 990000000030

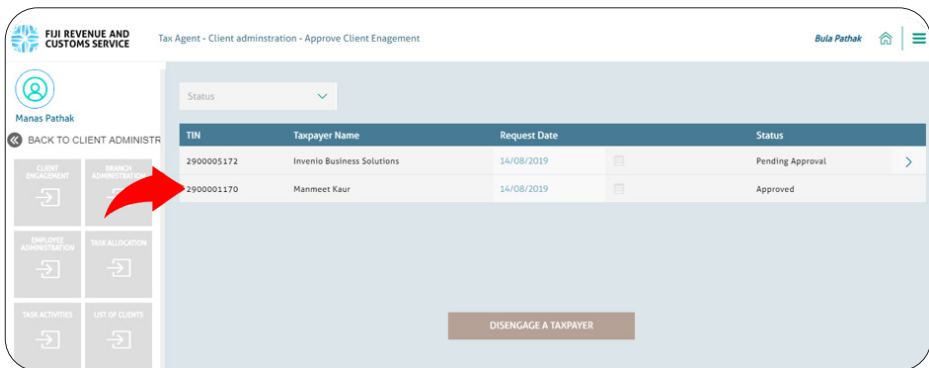
ENGAGEMENT DETAILS

TAXPAYER TIN	TAXPAYER NAME	AUTHORISATION	TAX TYPE	START DATE	END DATE
2900001170	Manmeet Kaur	Tax Return Filing	ECAL - Monthly (Plastic Bags)	14/08/2019	01/08/2028
2900001170	Manmeet Kaur	Amendment Of Return	FBT - Quarterly	14/08/2019	31/12/9999

Remarks*

REJECT **APPROVE**

If the request is approved, the status will change to 'Approved'.



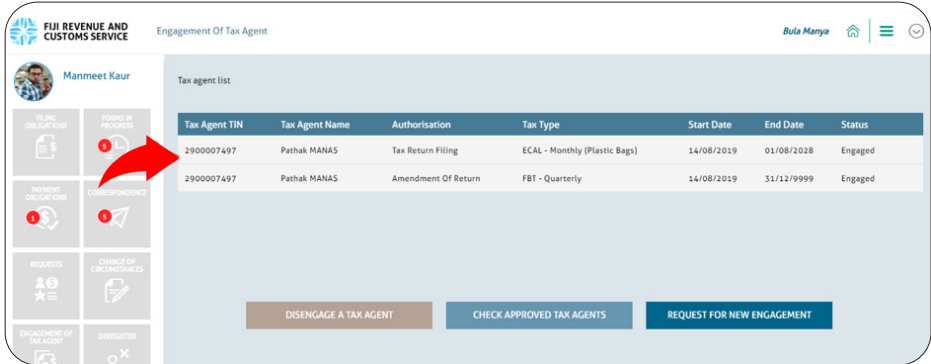
Tax Agent - Client administration - Approve Client Engagement

Status: Pending Approval

TIN	Taxpayer Name	Request Date	Status
2900005172	Invenio Business Solutions	14/08/2019	Pending Approval
2900001170	Manmeet Kaur	14/08/2019	Approved

DISENGAGE A TAXPAYER

In the taxpayer's portal, the status of the Request will change from 'Pending Approval' to 'Engaged'.



Engagement Of Tax Agent

Manmeet Kaur

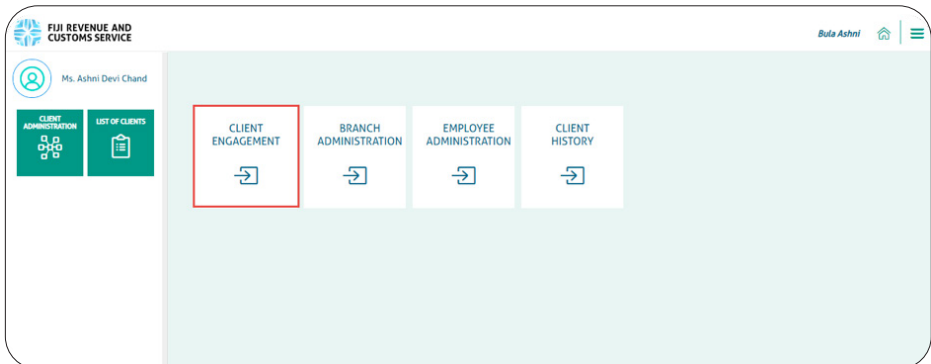
Tax agent list

Tax Agent TIN	Tax Agent Name	Authorisation	Tax Type	Start Date	End Date	Status
2900007497	Pathak MANAS	Tax Return Filing	ECAL - Monthly (Plastic Bags)	14/08/2019	01/08/2028	Engaged
2900007497	Pathak MANAS	Amendment Of Return	FBI - Quarterly	14/08/2019	31/12/9999	Engaged

Buttons: **DISENGAGE A TAX AGENT**, **CHECK APPROVED TAX AGENTS**, **REQUEST FOR NEW ENGAGEMENT**

Disengaging a Client/Tax Agent

Disengagement can be initiated by a taxpayer or tax agent. For the agent, the disengagement process is managed from the 'Client Engagement' tile.

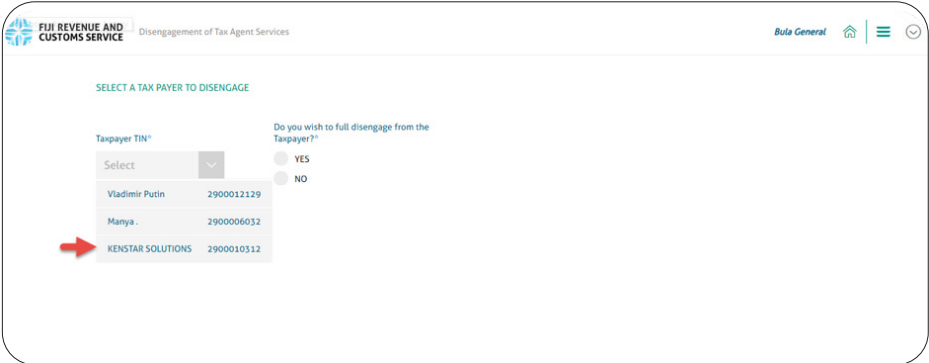


Ms. Ashni Devi Chand

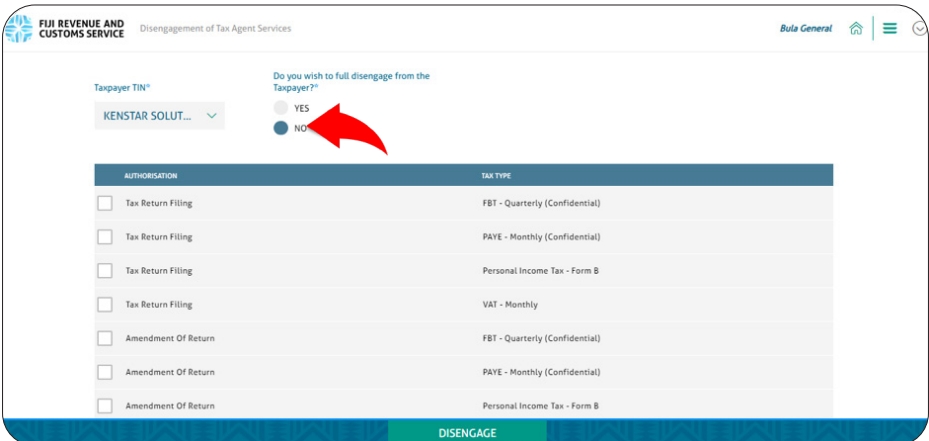
CLIENT ADMINISTRATION | LIST OF CLIENTS

CLIENT ENGAGEMENT | BRANCH ADMINISTRATION | EMPLOYEE ADMINISTRATION | CLIENT HISTORY

After selecting this tile, the list of taxpayers/clients will be displayed. Click on 'Disengage a Taxpayer'. A pop-up will appear. Select the taxpayer from the dropdown list.

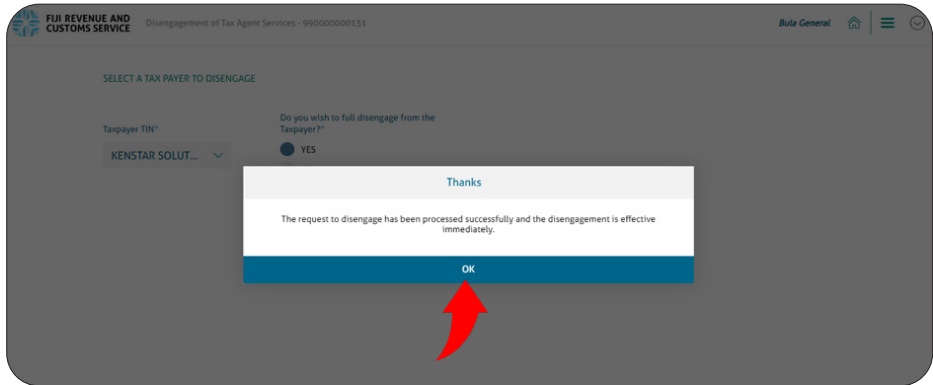


You will have the option to simply fully disengage from the taxpayer or disengage from a specific authorisation or tax type. For this example, we select the partial disengagement option. On selecting 'No', the list of authorisations will be displayed.



AUTHORISATION	TAX TYPE
<input type="checkbox"/> Tax Return Filing	FBT - Quarterly (Confidential)
<input type="checkbox"/> Tax Return Filing	PAYE - Monthly (Confidential)
<input type="checkbox"/> Tax Return Filing	Personal Income Tax - Form B
<input type="checkbox"/> Tax Return Filing	VAT - Monthly
<input type="checkbox"/> Amendment Of Return	FBT - Quarterly (Confidential)
<input type="checkbox"/> Amendment Of Return	PAYE - Monthly (Confidential)
<input type="checkbox"/> Amendment Of Return	Personal Income Tax - Form B

Select the authorisations to disengage before clicking the 'Disengage' button. This will complete the disengagement process. A pop-up message will appear advising that the disengagement is effective immediately.



The taxpayer will also receive a notification email outlining which authorisations have been disengaged.

If the taxpayer initiates the disengagement process, this will be facilitated from the 'Engagement of Tax Agent' tile. The same options are available to the taxpayer i.e. full or partial disengagement.

After the disengagement process is completed, the tax agent will receive a notification email outlining which authorisations have been disengaged.