



## TAX TALK

### Fiji Tax Services – Go Online

The Fiji Revenue and Customer Service has demonstrated its commitment to future proof its business processes and services with the soft launch of its taxpayer online Portal Services over this last week, after 24 months of development and testing work by the Tax office.

As a result of this service, Individuals or Business who have a Tax Identification Number (TIN) will be able to access their tax information online which includes registering, filing and payments, that will see the following benefits that should enhance the customer experience immediately

1. Ability to register and file returns online
2. Fully integrated tax portal with multiple self-service features
3. 24x7 access to services reducing visits to tax offices
4. Optimized user interface for ease of navigation and accessibility

For those who do not have a Tax Identification Number (TIN), the good news is you no longer have to visit an FRCS office you can register online on the portal website <https://tpos.frsc.org.fj/taxpayerportal>

From a Tax Administration Assessment perspective in terms of global best practice, the introduction of the online portal will also assist with

1. Maintaining the integrity of the Registered taxpayer database,
2. Effective risk Management,
3. Support voluntary compliance,
4. Aid in the timely filing of tax declaration and timely payment of taxes,
5. Ensure accurate reporting of declarations,
6. Manage effective tax dispute resolutions,
7. Ensure efficient revenue management; and
8. Enhance accountability and transparency of the Tax office.

Ultimately the online portal will enhance the customer experience. The first phase of the online portal will allow the following registration, filing and payment for the following services:

1. Environment & climate Adaptation Levy (ECAL) plastic bag levy
2. Environment & climate Adaptation Levy (ECAL) Prescribed services
3. Fringe Benefit Tax (FBT)
4. Service Turnover Tax
5. Telecommunications Levy
6. Value Added Tax (VAT)
7. Joint Electronic Identification card /TIN card application
8. New Tax Identification Number (TIN) registration

With the full roll out of the online portal taking a phased approach, each phase will expand capabilities, optimize services and enhance the customer experience.

## **Collaborative approach**

With the collaborative approach of our specialist SAP partner Invenio Solutions we have been able to rollout Phase 1 of the \$48million transformation project.

The Tax types under Phase 1 are Value Added Tax (VAT), Environment and Climate Adaptation Levy (ECAL) plastic Bag, Environment and Climate Adaptation Levy (ECAL) prescribed services, Telecommunications Levy, Fringe Benefit Tax (FBT) and Service Turnover Tax (STT).

The remaining Tax types will still be under the current Fiji Integrated Tax System (FITS) until the all the phases are rolled out. Work is already underway on the phase 2 and 3 of the project.

## **One-time Log-in Code**

Every user will need to Sign Up in order to use the Fiji Revenue & Customs Service(FRCS) Taxpayer Online Services (TPOS) portal. This means that in order to access online tax services, taxpayers must Sign Up as a user and obtain a One-time Login Code.

The One-time Login Code is a unique code issued by FRCS to an existing taxpayer to be used along with TIN when doing Sign Up. The code is made up of alpha numeric characters and is only issued after FRCS has verified the identification of the existing taxpayer.

The code provides an additional layer of security ensuring that the combination of TIN and One-time Login Code matches when doing Sign Up. The tax office urges all existing taxpayers to ensure that their One-time Login Code is kept confidential and should not be shared with any other person(s) before the actual sign up. All existing taxpayers are required to visit any of our FRCS offices Fiji wide to obtain a One-time Login Code before Sign Up.

## **Advantages of using TPOS**

### **1. Processing Time**

Processing time is faster as you don't need to wait in a queue. In most cases, the online application form is very easy to follow. If certain parts of the application don't apply to you, it will not be displayed. So getting through the online form is much faster.

### **2. Data Validations**

We set up some rules and guidelines that prompt you on the type of information to submit. For example, a birth certificate number may be a mandatory requirement for an individual TIN. The system will not allow you to submit a TIN application unless your birth certificate details have been updated.

### **3. Information Accessibility**

Taxpayers can access their own tax information at any time and from anywhere in the world without having to visit any FRCS offices. There is a Correspondence tile on your portal dashboard that stores all correspondences that were processed after using the portal. You can also view your transactional tax history, filing obligations, etc.

### **4. Update your Information**

For business taxpayers, it is mandatory to keep your information updated. You can check your

information online and submit a Change of Circumstances request if information is out of date! Changes can be made at any time. We accept all change requests online.

### **TIN Registration through TPOS**

On average, FRCS processes more than 50 TIN applications daily. Depending on the application type, it can take a few days to process if incomplete information is submitted with the application.

With the system going live, customers can apply for a TIN online. Individuals who are residents of Fiji will have the added benefit of applying for a joint ID card through the portal. The system will also prompt you on the type of supporting documents to provide. This will reduce the risk of submitting incomplete information. Parents can also apply online for a TIN for their children.

Normally, before the start of the school year, our customer service centers are full of parents and children applying for a joint ID card as this is a mandatory identification required by many schools. Depending on the crowd size, it can take up to 3hours or longer to clear the crowd. Completing this process online will significantly reduce the waiting time. You only need to pick up your card!

The Taxpayer Online Services (TPOS) portal changes the way customers interact with FRCS. It simplifies the process and making it easy for customers to comply!

TPOS can be accessed by clicking on <https://tpos.frcs.org.fj/taxpayerportal>. For more information please email us on [info@frcs.org.fj](mailto:info@frcs.org.fj)

# Taxpayer Online Services

We're accelerating our commitment to simplify tax compliance for taxpayers!

The Taxpayer Online Services (TPOS) is a self-service system that operates on an online platform and offers significant benefits for FRCS employees and taxpayers.

## Key Benefits



### Internally

-  Enhanced revenue collection capabilities and expanded capacity
-  Improved analytics and reporting abilities
-  Workflow driven process and greater visibility around tasks for tax officers
-  Modernisation to promote paperless operations and drive online enablement, such as e-filing and e-returns

### Taxpayers

-  Ability to register and file returns online
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**FIJI REVENUE AND  
CUSTOMS SERVICE**