



Request for Clarification and How to Update Your Information on TPOS

From 3rd November 2020, you will be able to request for clarification regarding tax processes, on which you would like further guidance from the Fiji Revenue and Customs Service (FRCS), on the Taxpayer Online Services (TPOS).

Taxpayers having questions regarding tax-related processes in unfamiliar situations have the option to ask FRCS for clarifications. FRCS has a reliable mechanism in place through which tax-related queries can be sent to FRCS and a response (including formal responses) sent to the taxpayer in a timely manner. From 3rd November 2020, all clarification queries can be made on the TPOS and FRCS will review the query and post a reply.

FRCS is also working on data cleansing and ensuring that all information on respective taxpayers on the online portal are current and recent. In doing so, we have been requesting all taxpayers to review their information on the TPOS and update it if required. Regular updating of information will allow FRCS to better serve the taxpayers.

In this week's Tax Talk we will look at the processes involved in requesting for clarification on tax processes online and how taxpayers can update their information on the TPOS.

Request for Clarification

Request for Clarification will be available on the TPOS from November 3rd 2020 and is a guideline on the process involved in making these requests online :

1. Log on to the FRCS TPOS <http://mytpos.fracs.org.fj> using username and password.
2. Navigate to the "Requests" tile and click on "Information" and then "Request for Clarification". Following this, the applicant will be navigated to the instructions page.
3. **Instructions:**
 - On this page, the instructions for lodging request for clarification are listed. The taxpayer must confirm that he/she has read and understood the instructions by clicking on the checkbox.
 - Clicking on the checkbox will enable the **NEXT** button and by clicking this the Taxpayer can proceed to the application form.

4. Request for Clarification Form

On the request form, the following information must be entered:

- **Process or Tax Type**- the main process or tax type on which the clarification is required
- **Sub process**- the sub process on which the clarification is required
- **Query** – the description of the issue on which the clarification is necessary

Attaching supporting documents required here is optional and allows the applicant to upload attachments relevant to the application if necessary. Please note that only a maximum of 5 attachments will be allowed.

5. Declaration and Confirmation Pages

On the declaration page, a taxpayer needs to confirm that the information in the application is true and correct.

- If the taxpayer is an individual, the Taxpayer Identification Number (TIN) will be prepopulated.
- If the taxpayer is a non-individual, then the TIN must be entered, and their designation must be selected from a drop-down.
- Click on the 'Submit' button.

- On the confirmation page, the taxpayer can download a copy of the confirmation for request for clarification. Confirmation of submission will also be emailed to the taxpayer's registered email address.

Updating Information on the TPOS

The importance of updating taxpayer information on the TPOS cannot be over-emphasized as it ensures the effectiveness and timeliness of FRCS's service delivery.

With the TPOS, taxpayers can easily update their information on regular basis without much hassle. All changes to taxpayer records online can be easily done through the Change of Circumstance (COC) tab.

Change of Circumstances (COC)

Change of Circumstances (COC) is a tab on the TPOS that allows all taxpayers to change or update relevant registration changes where applicable to their information that is currently in the FRCS tax system.

This information can be related to a change in taxpayer position, situation or status e.g. change in address, bank details, contact or personal details etc.

All taxpayers currently using the TPOS can access the "Change of Circumstances" tab on the tax payer online portal through <http://mytpos.frcs.org.fj> and make all changes in real time. This saves taxpayers the hassle of visiting FRCS Office to complete a form and update information manually.

Importance of Updating Information

Regularly updating information on the TPOS allows FRCS to better serve the taxpayers by understanding the business needs e.g. if we have the correct bank details, refunds will be deposited in a timely manner. All information provided to FRCS must be accurate and correctly recorded on the online portal to avoid business disruptions, untimely filing, overdue payments etc. It is important to note that outdated tax information undermines FRCS's ability to provide a more reliable service.

How to Update your information through Change of Circumstances (COC)

Taxpayers can update their information through COC (by logging on to the TPOS <http://mytpos.frcs.org.fj> using their username and password then selecting the "COC" tab. Upon updating tax information through the COC tab, the taxpayer must ensure that the current details are entered in the respective fields before saving or submitting the online form. Information that can be updated under COC includes:

- Change in Personal Details
- Change in Business Details
- Change in Address
- Change in Postal/Mailing Address/Contact
- Change in Bank Details

Consultations

FRCS has been holding a series of consultations with all stakeholders to enhance education and awareness on the online processes of the various tax types to support taxpayers through the new transition.

A webinar on request for clarification will be held on the 27th of October 2020. Those interested can register through <https://tppa.eventbrite.com.au>. Webinar and tutorial videos on other tax types can be accessed on FRCS website <https://www.frcs.org.fj/our-services/taxpayer-online-service-tpos/webinar-sessions/> and our You Tube channel https://www.youtube.com/channel/UCNTGMfofPp8-P_KkxOfGKaw/.

FRCS encourages taxpayers to register for the TPOS and use it. Also check that your information on the online portal is updated. You can access TPOS on <http://mytpos.frcs.org.fj>.

For more information and feedback please email us on info@frcs.org.fj.