

Question	Answer
1 When will we be granted access to the production version of the portal?	The production version of the Umoja Portal will be open to industry for the submission of the Q2 returns from Friday, 15 July 2022. Access to the portal will be granted to the key users nominated by the institution only during that period.
2 When is the due date for the Q2 returns submissions?	The due date for the submission of Q2 returns is Sunday, 31 July 2022.
3 If I'm receiving access to the portal only on Friday, 15 July 2022, does that mean I can only start collecting the return data from then?	No, you can start collecting the relevant return data based on the shared master return template that is aligned to what is on the Umoja portal. Meaning, when you receive your login details, you will just need to capture the existing collected and reviewed data.
4 Who can have access to this portal?	Anyone that the institution nominates as a key user(s) that will be ultimately responsible for capturing the institutions return data on the system on behalf of the institution. For this reporting period, we will only cater for two users per institution and an additional two users for institutions with subsidiaries. For example, Absa will have two users per institution and two users at the Head Office/Group.
5 Our organisation has foreign subsidiaries. Previous returns were prepared by the subsidiaries, signed-off by the head of compliance/financial crime of the subsidiary and then reviewed and submitted by the Group. Does the new system cater for this?	No, the system does not cater for workflows of approvals by institutions within them. Each subsidiary will have to submit their own return on the system. The relevant internal reviews/approvals can still take place outside the system. The Group/Head Office portal key users will have access on the portal that enables them to have a view of their institutions return data.
6 Am I able to capture the collected data on the system and download it for circulation to the relevant heads to approve before I submit?	Yes, you can capture all your return information on the system and download what you have captured as a PDF file or Excel. Then you can circulate it for final review/approval before submitting it to the PA on the portal.
7 Where do I find the declaration form that needs to be signed and uploaded on the portal?	The declaration form is the same as the one that's currently being used in excel stating that the accountable head is happy with the information being submitted to the PA. Nonetheless, a standard declaration form will be shared again in due course.
8 I attended the training, but I still need refresher about how to complete certain steps on the portal, what do I do?	You can refer to the training manual that was shared during training. This manual will show you how to follow the steps in the portal. Additionally, we will share the recorded training sessions by Friday, 17 June 2022. Moreover, there are additional training sessions that are planned beginning July 2022, lookout for the invites.