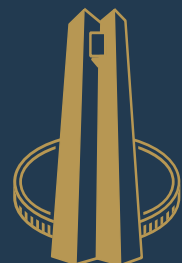




# Umoja Portal Return Submission

## End User Guide



SOUTH AFRICAN RESERVE BANK

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# 1. GETTING STARTED ON THE UMOJA PORTAL

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## 1.1. Purpose of this guide

This user guide is a comprehensive resource for navigating and utilizing the features of the Umoja Portal. This guide is designed to assist users in effectively managing their regulatory submissions and interactions with the Prudential Authority.

### 1.1.1. Why Umoja?

The Umoja Portal serves as a centralized platform that streamlines the submission process, enhances communication, and ensures compliance with regulatory requirements. Whether you're submitting financial returns, managing user accounts, or resolving data validation errors, this guide will provide step-by-step instructions to help you achieve your goals efficiently and accurately.

### 1.1.2. Who Should Use This Guide?

This user guide is intended for individuals responsible for preparing, validating, and submitting returns or managing organizational compliance requirements through the Umoja Portal. It is also valuable for IT and support staff who assist with data uploads or portal configuration.

### 1.1.3. Key Features Covered in this Guide:

- **Getting Started:** Accessing the portal, General system navigating
- **Notifications and Alerts:** Tracking submission deadlines and updates.
- **Data Capturing/Upload and Return Submission:** Detailed instructions for manual data entry, Excel uploads, and XML configurations.
- **Error and Warning Management:** Steps to identify, review, and resolve issues during data validation.
- **Query Management:** using the Comments feature as a 2-way communication tool from the PA to the Institutions and vice versa.
- **Resubmission Requests:** Sending request for resubmission to the PA and vice versa
- **Requests for return submission due date extension:** Be able to request for Due Date Extensions on returns.

## 1.2. Accessing and Logging into Umoja Portal

The PA Umoja Portal is an online, web-based system which means you can access it using any browser of choice.

To access the Umoja portal, go to: <https://paportal.resbank.co.za/Umojaportal/> You will land on the PA Umoja Login page, enter your login details then click on login.

South African Reserve Bank  
Prudential Authority

## Welcome to PA Online

Username

Password

Log In

[Forgot Password](#)

Populate your email address as your username and elected password in the password field.

Click on the *"Forgot Password"* link to reset your password.

You will be prompted to populate an One Time Code (OTC) – this will be sent via email.

South African Reserve Bank  
Prudential Authority

### One Time Code Entry

A One Time Code has been sent to the email address associated with your account. When you receive it, please enter it in the box below and click Enter.

Enter your One Time Code (OTC):

OTC message sent at 18/06/2025 14:09:08

Enter

Please note the following section is only applicable to users who have access to multiple institution profiles. You will be able to select the entity profile applicable on the dropdown menu; then click "Login".

South African Reserve Bank  
Prudential Authority

You have access to more than one institution, please select the institution name from the list below.

Institution name:

Please select an institution

Login

Once logged in, you will land on the Home Page.



## NOTE

Please note you need to be a registered user under a licensed and registered institution to access the Umoja Portal. Contact your internal PA Online Administrator for access, alternatively contact your PA Frontline Analyst.

### 1.3. Home Page:

You can access the **Home page** at any time by clicking “**SARB Prudential Authority**” logo. Access the main menu.

Welcome to PA Online

You have successfully logged in. You can now use PA Online to complete and submit all required returns/submissions online.

You should regularly check that your institution profile is up to date by clicking on "Institution Profile" from the menu. If any details on your profile are out of date, you should contact the Prudential Authority.

Draft returns/submissions that are ready for completion can be found by clicking on "Draft returns/submissions" from the menu.

When your returns/submissions have been completed, you must use the "Submission" functionality to finally submit them.

With PA Online, you are also able to:

- Print submitted returns/submissions where signed hard-copies are required.
- View and print previous submissions.
- Partially complete returns/submissions and return to them at a later date.
- Request a resubmission of returns/submissions where you become aware of mistakes.

Notifications

Dismiss	Received	Subject
<input type="checkbox"/>	18/06/2025 05:01:26	<a href="#">Return/Submission Deadline Approaching: Walkthrough2_Commercial Bank 211836 - BA325_PR1_Prep2 (BA32549813) for 12/06/2025</a>
<input type="checkbox"/>	18/06/2025 05:01:25	<a href="#">Submission for PR1 BA325_Daily (05 June 2025 Data) Return/Submission is overdue</a>

### 1.4. Returns/Submissions:

Under returns/submission you will be able to access the following options:

- View Notifications
- Complete (Upload returns) and submit
- View Submissions History
- Request Resubmission
- Request for a due date extension
- Draft Returns/Submissions
- Delete Return/Submission

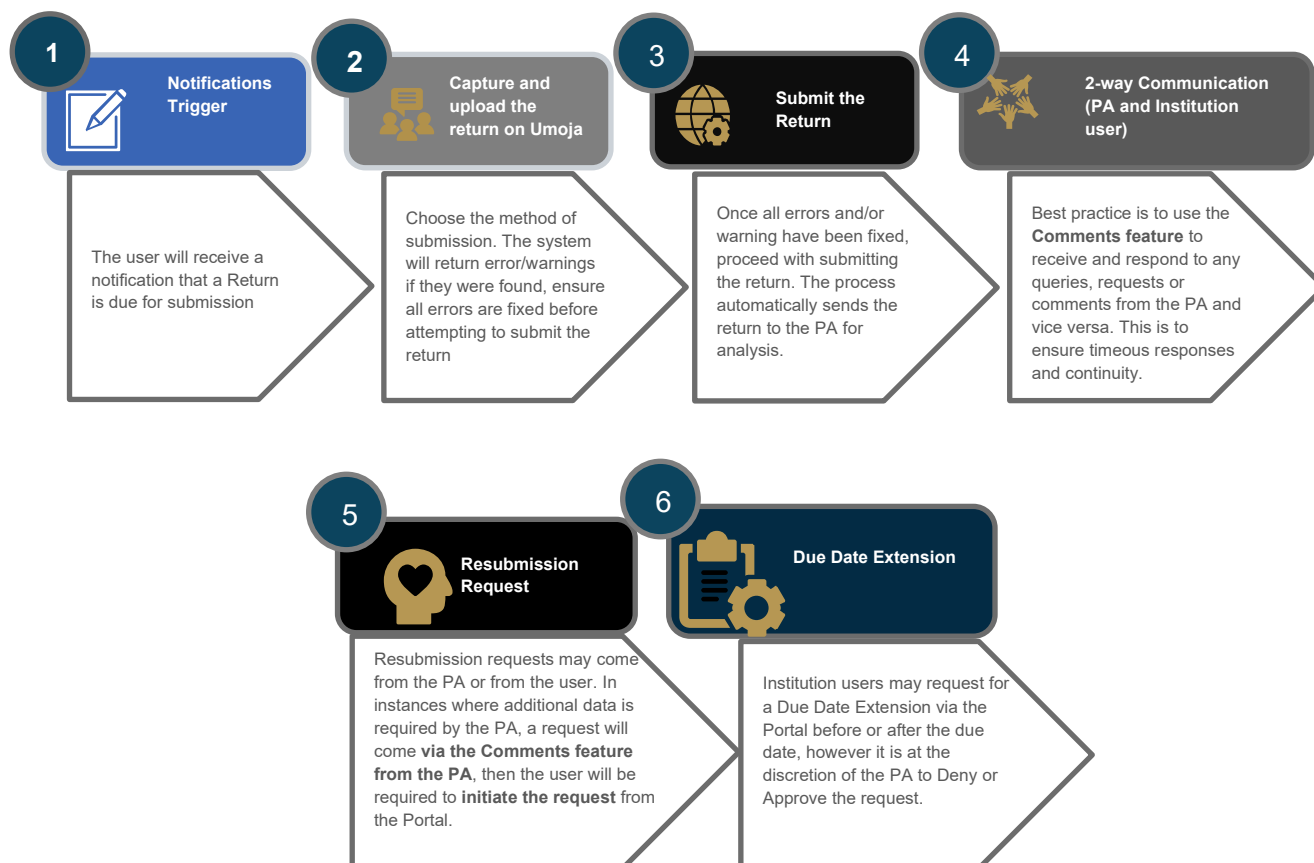
### 1.5. Documents

The Documents functionality allows institution users to view any public documents relating to regulatory policy, legislation, directives etc. which the Authority has published about their industry.

### 1.6. Understanding the Return/Submission Process

Submitting a return within Umoja is simple, prepare your data, depending on your chosen input method you will be able to easily capture or upload your data.

The below shows the entire returns submission process from the institution:



## 2. CAPTURING & SUBMITTING RETURNS

There are **three methods** for capturing/uploading your return data and submitting your return/submission on Umoja:

1. Manual Data entry
2. Excel Upload (Enabled by template File)
3. Automated Machine-to-Machine Upload

The below section focuses on explaining each submission method and the process to follow for a successful submission.

### 2.1. Manual Data Entry

This method enables you to input data directly into each section of your submission. Access the Manage Returns/Submissions page | Click on the return/submission to input data for | then for each data (section) click on the “Edit” hyperlink to manually capture data for that page.

#### Return/Submission Details

Name: ABC CFI Returns 01

Reference Number: CFI32306

Effective date: 14/10/2024

Due date: 14/11/2024

Status: No Data ⓘ

Categories:

#### Actions



Upload Data



Upload History



Errors & Warnings

Please select a form to view

ABC CFI Returns 01		Status: No Data
📁 ★ Co-Operative Financial Institutions ⓘ		📄 🗑️
📄 ★ CFI001: Balance Sheet	Edit   View   🗑️   🗑️	
📄 ★ CFI002: Year To Date Income Statement	Edit   View   🗑️   🗑️	
📄 ★ CFI003: Membership	Edit   View   🗑️   🗑️	
📄 ★ CFI004: Delinquency Loan Report	Edit   View   🗑️   🗑️	
📄 ★ CFI005: Report On Board And Staff Related Loans	Edit   View   🗑️   🗑️	
📄 ★ Comments	Edit   View   🗑️   🗑️	
📄 Supporting Documents	Edit   View   🗑️   🗑️	
📄 ★ Declaration	Edit   View   🗑️   🗑️	

[Back](#)

The form view page of the return will appear, populate your data in the “**brown**” fields

Form View

**BA100 - BALANCE SHEET**  
(Confidential and not available for inspection by the public)  
(All amounts to be rounded off to the nearest R1000)

BA100

[dark beige] = information to be selected  
[light beige] = information to be typed in  
[light blue] = information calculated on this sheet  
[dark blue] = information from another sheet  
[white] = no input required

ASSETS	Line no.	Actual balances at month-end							
		Operations in the Republic1			Total bank2	Memo item Bank intra-group balances	Consolidated bank*	Consolidated bank controlling company*	
		Banking C0010	Trading C0020	Total1 C0030					
Cash and balances with central bank	R0010	0	0	0	0	0	0	0	
Cash in hand	R0020	0	0	0	0	0	0	0	
Gold coin and bullion	R0030	0	0	0	0	0	0	0	
Local and foreign currency	R0040	0	0	0	0	0	0	0	
Mandatory reserve deposits with central bank	R0050	0	0	0	0	0	0	0	
Other balances with central bank	R0060	0	0	0	0	0	0	0	
Short term negotiable securities	R0070	0	0	0	0	0	0	0	
Negotiable certificates of deposit	R0080	0	0	0	0	0	0	0	
Treasury bills	R0090	0	0	0	0	0	0	0	
Other	R0100	0	0	0	0	0	0	0	
Less: credit impairments	R0110	0	0	0	0	0	0	0	
Loans and advances to customers	R0120	0	0	0	0	0	0	0	
Home loans	R0130	0	0	0	0	0	0	0	
Commercial mortgages	R0140	0	0	0	0	0	0	0	
Credit cards advances	R0150	0	0	0	0	0	0	0	
Lease and instalment debtors	R0160	0	0	0	0	0	0	0	
Overdrafts	R0170	0	0	0	0	0	0	0	
Redeemable preference shares and other equivalent instruments issued to provide credit	R0180	0	0	0	0	0	0	0	
Traffic, other bills and bankers' acceptances	R0190	0	0	0	0	0	0	0	
Term loans	R0200	0	0	0	0	0	0	0	
Factoring accounts	R0210	0	0	0	0	0	0	0	
Loans granted/ deposits placed under resale agreements	R0220	0	0	0	0	0	0	0	
Other loans to customers/ clients	R0230	0	0	0	0	0	0	0	
Gross loans and advances	Screenshot	0	0	0	0	0	0	0	

## 2.2. Excel Data Upload Method

This option allows you to populate submission data using a template. The template can be downloaded from the Umoja Portal. Be sure to download the correct template before attempting the upload. To successfully **submit a return** using the **Excel Upload Method**, follow the steps below:

### Steps for uploading Return Data via the Excel Method

#### Step 1: Notification trigger

You will receive a notification via email when returns are ready for completion.



NoReply-QUA-PA-Vizor@resbank.co.za <NoReply-QUA-PA-Vizor@resbank.co.za>

Today at 05:00

To: Busisiwe Mutlaka

Retention: SARB Group Expires: 2026/01/21.

Dear Busisiwe Mutlaka,

A return/submission for [redacted] of Declaration test on lic (LIC44219) for 01/09/2024 has not been received.

Please take the appropriate action.

Please do not respond to this message as it has been sent from an automated account.

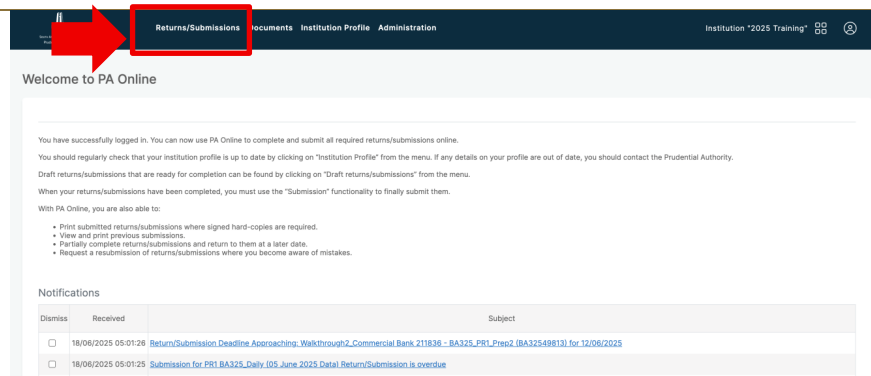
Regards  
PA Administrator

Additionally, the home page under the "**Notifications**" section will display a note listing all returns or submissions awaiting completion.

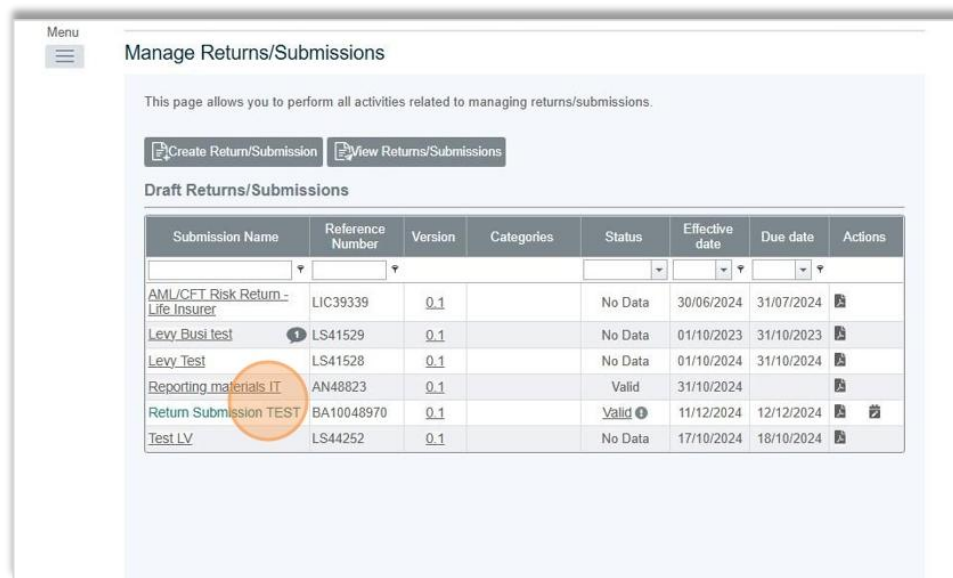
#### Step 2: Search for Return

To complete the return, click on the hamburger menu icon, then select **Returns/Submissions** from the dropdown menu.





The **Manage returns** Page will appear. Click on the Return you would like to upload data for:



Once the return is open, you will be given options for populating data for your submission.

### Step 3: Download template file

Click on the **excel** button



to download the Excel Template for the Return/Submission.

Menu

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(Change)

### Return/Submission Details

Name: TRAINING\_2024 Dec      Reference Number: BA10048974  
 Effective date: 10/12/2024      Due date: 31/12/2024  
 Status: No Data      Categories:

**Actions**

Upload Data      Due Date Extension

Please select a form to view

TRAINING_2024 Dec	Status: No Data
Return - BA100	Edit   View
BA100: Balance Sheet	Edit   View
Comments	Edit   View

[Back](#)

#### Step 4: Populate template file with Return Data.

Below is an example of a Template downloaded from the system for populating and uploading data. Follow the instructions, populate only the fields that are light and dark brown. Once the data is uploaded, the fields in Blue will automatically populate.

- **Dark Brown Fields:** Information is selected
- **Brown Fields:** Information is captured
- **Light blue fields:** Information is calculated on this sheet (do not captured)
- **Dark Blue fields:** information pulls from another sheet.
- **White fields:** No input required.

Return - BA100 (1) - Excel

BA100 - BALANCE SHEET


(Confidential and not available for inspection by the public)  
(All amounts to be rounded off to the nearest R000)

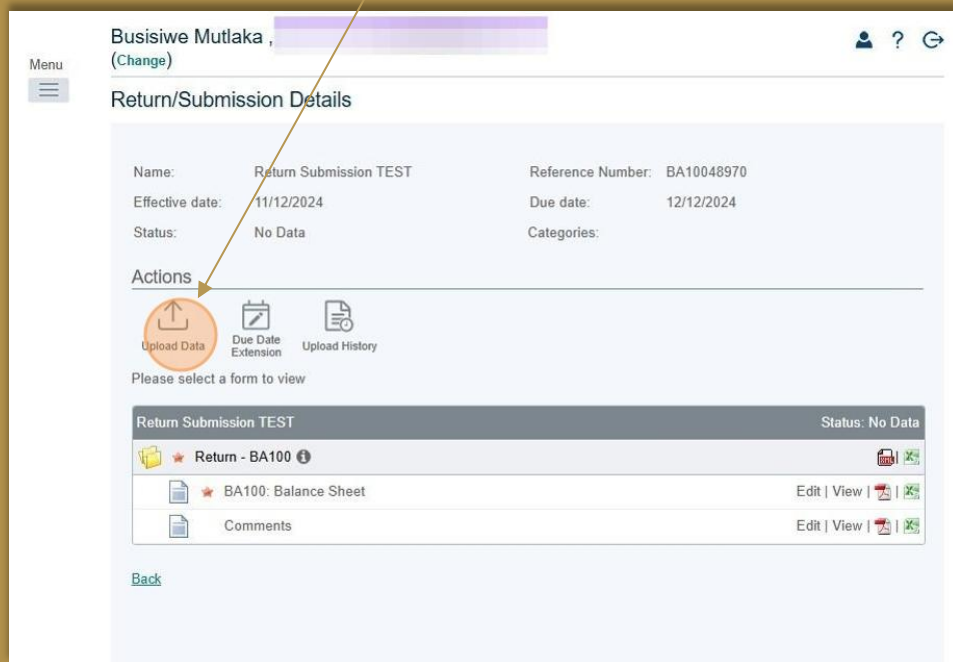
ASSETS	Line no.	Operations in the Republic1			Actual balances at month-end			
		Banking C0010	Trading C0020	Total1 C0030	Total bank2 C0040	Memo item Bank intra-group balances C0050	Consolidated bank* C0060	Consolidated bank controlling company* C0070
Cash and balances with central bank	R0010	0	0	0	0	0	0	0
Cash in hand	R0020	0	0	0	0	0	0	0
Gold coin and bullion	R0030							
Local and foreign currency	R0040							
Mandatory reserve deposits with central bank	R0050							
Other balances with central bank	R0060							
Short term negotiable securities	R0070	0	0	0	0	0	0	0
Negotiable certificates of deposit	R0080							
Treasury bills	R0090							
Other	R0100							
Less: credit impairments	R0110							
Loans and advances to customers	R0120	0	0	0	0	0	0	0
Home loans	R0130							
Commercial mortgages	R0140							

Legend:

- [dark beige] = information to be selected
- [light beige] = information to be typed in
- [light blue] = information calculated on this sheet
- [dark blue] = information from another sheet
- [white] = no input required

## Step 5: Upload Return Data

Once you've populated your template with your data and ready to upload, go back to the portal then click on the  button:






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Menu











### Return/Submission Details

Name: Return Submission TEST      Reference Number: BA10048970  
Effective date: 11/12/2024      Due date: 12/12/2024  
Status: No Data      Categories:

**Actions**

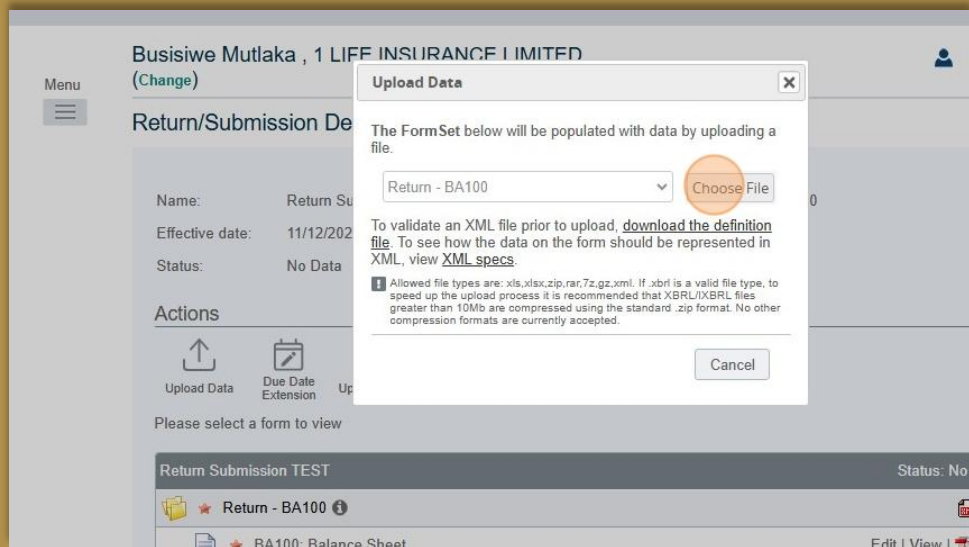
 Upload Data    Due Date Extension    Upload History

Please select a form to view

Return Submission TEST		Status: No Data
	Return - BA100 	 
	BA100: Balance Sheet	Edit   View    
	Comments	Edit   View    

[Back](#)

Click on “Choose File” to browse for your prepared template on your local machine:





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[\(Change\)](#)

Menu

### Return/Submission De

Name: Return Su  
Effective date: 11/12/202  
Status: No Data


**Actions**

 Upload Data    Due Date Extension   Up


Please select a form to view

**Upload Data**






The FormSet below will be populated with data by uploading a file.

Return - BA100 

To validate an XML file prior to upload, [download the definition file](#). To see how the data on the form should be represented in XML, view [XML specs](#).

 Allowed file types are: xls,xlsx,zip,rar,7z,gz,xmli. If .xmli is a valid file type, to speed up the upload process it is recommended that XBRL/IXBRL files greater than 10Mb are compressed using the standard .zip format. No other compression formats are currently accepted.

[Cancel](#)

Return Submission TEST		Status: No I
	Return - BA100 	
	BA100: Balance Sheet	Edit   View   

After selecting the file, if it is Valid the following screen will appear, click on “**Done**” to complete the **Upload**.

Return - BA100.xlsx 19.5 KB

✓



The file has been accepted for processing. If any validation errors are found, the user will receive an email and the errors will be available to view in the portal. These errors are placed within 'Errors & Warnings' in the Actions in the View Return/Submission page.



!

Allowed file types are: xls,xlsx,zip,rar,7z,gz,xml. If .xbri is a valid file type, to speed up the upload process it is recommended that XBRL/IXBRL files greater than 10Mb are compressed using the standard .zip format. No other compression formats are currently accepted.

Done

Status: No Data

Edit | View |  

Edit | View |  

The following screen will appear with additional action buttons:

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(Change)

Menu

Return/Submission Details

Name:

Return Submission TEST

Reference Number:

BA10048970


Effective date:

11/12/2024

Due date:


12/12/2024


Status:


Valid 


Categories:


Actions

1  Validate & Submit

2  Upload Data

3  Due Date Extension




4  Upload History



5  Errors & Warnings



Please select a form to view



Return Submission TEST


Status: Valid



  Return - BA100 

Clear |  

  BA100: Balance Sheet


Clear | Edit | View |  

 Comments

Edit | View |  

Back


1






Validate & Submit: Once you've successfully uploaded your data the next step is to Validate and submit (this is only if there are no validation errors found during your upload)

Validation Issues

This return/submission was submitted with errors and/or warnings which are displayed below.

Export 

Rule name	Type	Problem	Additional information
BA100_R_002	Error	Memorandum items: Analysis of Line no. R0230 (other loans to customers/ clients): Banking [BA100,R0920,C0010] (R700) must equal Loans and advances to customers: Other loans to customers/ clients: Banking [BA100,R0230,C0010] (R100)	Memorandum items: Analysis of Line no. R0230 (other loans to customers/ clients): Banking [BA01082158] Must equal Loans and advances to customers: Other loans to customers/ clients: Banking [BA01000127 Please verify if the information is correct.

	2	 <b>Upload Data:</b> Use this button should you wish to re-upload your data
	3	 <b>Due Date Extension:</b> Click here to request a due date extension.
	4	 <b>Errors &amp; Warnings:</b> The red number indicates the presence of errors or warnings identified during the upload process. Please note that if errors are found, the submission will not be successful. You must resolve all errors before proceeding with validation and submission. Warnings, on the other hand, highlight non-material issues in your file upload that may not prevent submission but should still be reviewed.
<b>Step 6: Validate and submit</b>	<p>Before proceeding with validation and submission, review the Errors and Warnings identified during the upload process. To do this:</p> <ol style="list-style-type: none"> <li>1. Click on the <b>Errors &amp; Warnings</b> button.</li> <li>2. A page displaying a list of all errors and/or warnings will appear.</li> <li>3. Refer to the <b>Problem</b> and <b>Additional Information</b> columns to understand the issues causing the errors and/or warnings/ alternatively click on the <b>Export button</b> to download the file with all errors and/or warning found to work through them outside the system.</li> </ol> <p>Please note that should there be any Errors, you will not be able to proceed with validating and submitting the request, ensure to fix all errors before continuing.</p> <p>Once all errors &amp; warnings have been cleared, you can proceed to Validate and Submit the return.</p> <p>Click on the <b>Validate &amp; Submit</b> button to proceed with your submission.</p>	

Menu

Busisiwe Mutlaka ,

(Change)

Return/Submission Details

Name:

Return Submission TEST

Reference Number:

BA10048970

Effective date:

11/12/2024

Due date:

12/12/2024

Status:

No Data

Categories:

Actions

Due Date Extension

Upload History

Refresh status

Please select a form to view

Return Submission TEST	Status: No Data
<div>Return - BA100</div> <div>BA100: Balance Sheet</div> <div>Comments</div>	<div>Processing</div> <div>View      </div> <div>View      </div>

Back

### 2.3. Automated Upload (Machine to Machine API Connection)

The third submission method is the Automated Machine-to-Machine upload process, enabled through API integration. Institutions have the option to build and enable machine-to-machine capabilities to submit their regulatory returns to the Prudential Authority (PA) via the PA's regulatory submission system, Umoja. This submission method serves as an alternative to the Manual and Excel upload options. It is not mandatory and is provided as an optional feature.

### 3. MANAGING RETURNS

Under the manage returns page you can Request resubmissions, request due date extensions, view a history of your returns/submissions and communicate directly with the PA through the “comments” functionality.

#### 3.1. Comments/Query Management

The Comments feature enables direct communication between your institution and the Prudential Authority (PA) regarding any queries related to your returns or submissions. It also allows the PA to communicate directly with you. This feature ensures timely responses that are specifically targeted to address issues encountered on Umoja or with your returns/submissions.

#### Comments initiated by the institution to the PA

Access the Return/submission you would like to send comments on, then click on the Edit button next to “Comments”:

Actions

Upload Data Due Date Extension

Please select a form to view

BA100ReturnDemo Status: In Draft

Return - BA100 Clear | [PDF] | [Excel]

BA100: Balance Sheet Clear | Edit | View | [PDF] | [Excel]

Comments Edit | View | [PDF] | [Excel]

[Back](#)

The following screen will appear for you to add your Comment(s):

Form View

**COMMENTS** BA200CMT

[dark beige] = information to be selected  
[light beige] = information to be typed in  
[light blue] = information calculated on this sheet  
[dark blue] = information from another sheet  
[white] = no input required

Line no.	Table	Row	Column	Comment
1				

Add

Save As Draft Validate & Save



Capture details of your comment in the fields highlighted. Click on “Add” to insert additional rows for more comments. Please note you do not need to select which row, table or column the comment is directed to should this not be the case. You can add just the commentary.

Once done, click on “Validate & Save” to save and submit, alternatively click on “Save as draft” if just saving.

## Accessing Comments sent by the PA

Access Returns/Submissions that have comments click on your main menu icon, then select Returns/Submissions. A list of all your draft returns/submissions will appear.

Busisiwe Mutlaka , ABC Margin/CB Bank

Menu

Manage Returns/Submissions

This page allows you to perform all activities related to managing returns/submissions.

[View Returns/Submissions](#)

**Draft Returns/Submissions**

Submission Name	Reference Number	Version	Category
ABC CFI Returns 01	CFI32306	0.1	
CB Extension	CB29276	0.1	
CB Train Extension	CB29258	0.1	
CB Train Happy Scenario	CB29253	0.1	

A Return with comments will have a 'speech bubble' <sup>1</sup>, Click on this icon to view the sent comments from the PA.

To reply to the PA, click on the ‘**Reply**’ button, populate in the field that appears, you are also able to upload supporting document where necessary. Once you’re done click on “Add”.

Busisiwe Mutlaka , ABC Margin/CB Bank

Menu

View Return/Submission Comments

Actions

PA Supervision Centre User 13/06/2024 14:53

Good day,  
Please note your  
Extension approved  
Kind Regards

(Return/Submission Revision: 0.1)

Reply

Supporting Documents

Choose File No file chosen

Add Cancel

Back

Click on the Action to 'Notify' the PA of your reply.



### 3.2. Submission History

Submission History allows you to review and print returns/submissions that have previously been submitted to the Authority. The 'Return/Submission History' can also be viewed from this area which displays the versions of the return/submission.

Click the View Returns/Submissions icon link associated with the Return/Submission you wish to extend in the same row as the return/submission name.

Lindiwe Manana , ABC Margin/CB Bank

Submission History

This page allows you to view the **submission history**. Also, you can **request resubmission**.

Submission History allows you to review and print any return/submission that has previously been submitted to your Prudential Authority.

If you want to request resubmission, please click Request Resubmission icon on the return/submission that you would like to request a resubmission for.

Resubmission requests may be granted automatically or may require review by your Prudential Authority, based on the reasons you provide on the next page. If your resubmission request is granted, you will be notified by the "Two-way Comment feature" and the return/submission will appear in the 'Manage Returns/Submissions' area where you will be able to edit it before resubmission.

Showing returns/submissions from: 2025

There are currently no submitted Returns/Submissions to view.

Submission Name	Reference Number	Version	Submissions Date	Categories	Status	Effective date	Due date	Actions
No data to display								

## 4. REQUESTING A RETURN RESUBMISSION

### The Request resubmission (PA & Institution)

The "Request for Resubmission" feature allows institutions to notify the Prudential Authority (PA) of any errors that require rectification within a return or submission. Upon receiving the request, the PA will review it and decide whether to approve or deny the resubmission. Additionally, the PA may initiate a request for resubmission if there are any queries or data requirements. When such a request originates from the PA, it will be communicated through the Comments feature within Umoja. The trigger to "Request Resubmission" will always originate from the institution.

To **request a resubmission** from Submission History page, follow the steps below:

#### Step 1: Access your submissions page

Navigate to Returns/Submissions page and click "View Returns/Submissions" button on the Manage Returns page.

Submission Name	Reference Number	Version	Categories	Status	Effective date	Due date	Actions
ABC CFI Returns 01	CFI32306	0.1		No Data	14/10/2024	14/11/2024	
CB_Extension	CB29276	0.1		No Data	11/06/2024	02/07/2024	
CB_Train_Extension	CB29258	0.1		No Data	03/06/2024	02/07/2024	

#### Step 2: Request Resubmission

Click on the "Request Resubmission" icon

Return/Submission Details	
Name:	Margin Practice Resolve Queries
Effective date:	05/06/2024
Status:	Approved
Reference Number:	MR29248
Due date:	28/06/2024
Categories:	
<b>Actions</b>	
Please select a form to view	
<b>Margin Practice Resolve Queries</b> Status: Submitted	

### Step 3: Populate details of the request

The following page will appear, populate the fields as required, stating 'Reasons for request'. Please note all fields are mandatory and therefore cannot be left blank.

The screenshot shows a web application interface for 'Busisiwe Mutlaka, ABC Margin/CB Bank'. The page title is 'Request Resubmission'. It contains the following fields and controls:

- Return/Submission name:** FC Training 4
- Revision of return/submission:** 1.0
- Reasons for resubmission:** A dropdown menu with 'Please select' and a red asterisk indicating it is mandatory.
- Please specify changes since previous revision:** A large text area with a cursor, also marked with a red asterisk.
- If necessary, please attach an accompanying file detailing the changes:** A 'Choose File' button.
- Buttons:** 'Send Request' (dark grey) and 'Cancel' (light grey).

If you wish to proceed with the request, click on the **“Send Request”** button.

### Step 4: Confirmation

An acknowledgement of your request will be displayed on the screen. Click on **“Confirm”** to complete the request.

The screenshot shows a confirmation dialog titled 'Request Resubmission'. It contains the following text and controls:

- Text:** 'Are you sure you would like to request resubmission of "Margin Return Test1"?'
- Buttons:** 'Confirm' (dark grey) and 'Cancel' (light grey).

## 5. REQUESTING A DUE DATE EXTENSION

Submit a request to the Authority to request a due date extension for the deadline set for submitting a Return/Submission. It is up to the Authority to then either “**Grant or Deny**” the request to extend the due date.

### Requesting a Due Date Extension



Navigate to Returns/Submissions in the Umoja Portal main menu. You will be taken to the Manage Returns page, listing all available Returns/Submissions for completion, including Returns/Submissions where a due date extension request is available.

Click the Request Return/Submission Due Date Extension icon link associated with the Return you wish to extend in the same row as the return/submission name.













**Return/Submission Details**

Name: TRAINING\_2024 Dec      Reference Number: BA10048974  
Effective date: 10/12/2024      Due date: 31/12/2024  
Status: No Data      Categories:

**Actions**

   
Please select a form to view

**TRAINING\_2024 Dec**      Status: No Data

  <b>Return - BA100</b> 	 
  <b>BA100: Balance Sheet</b>	Edit   View    
 <b>Comments</b>	Edit   View    

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Details of the Request Due Date Extension are displayed with a request to fill in the 'Request new due date' and 'Reasons for request', once you're done click on 'Send Request'.

### Request Due Date Extension

Please enter a new due date and the reasons you would like to extend the due date of this return/submission.


Institution name: 1 LIFE INSURANCE LIMITED

Return/Submission name: TRAINING\_2024 Dec

Reference: BA10048974

Return/Submission Effective date: 10/12/2024

Return/Submission due date: 31/12/2024

Request new due date (dd/mm/yyyy):  

Reasons for due date extension: 

Please select

If necessary, please attach an accompanying file:

You are required to confirm your request. If you wish to proceed with the request, select Confirm. An acknowledgement of your request will be displayed on the screen.