

**Process Id#:** 3009  
**Process Name:** Manage Supplier Account Holds  
**Date Last Updated:** 22/03/2022

**Description:** Describes the business process for placing a supplier account on hold

**Article 30 Process as carried out by the NSSO as a processor on the instruction of the PSB:**

As required under Article 30 (2) of the GDPR:

Data Stage	Process		Owner	Storage Location	Personal / Sensitive Data	Data Items
Transfer	1	PSB informs the FSS to put supplier on payment hold due to an issue regarding their account	Retained Finance Function - PSB	Oracle	N/a – PSB Activity	
Usage	2	FSS set the supplier to hold all payments on the system until the issue can be resolved. The FSS will attach the ticket details from the PSB to the supplier record to capture details of the reason the hold was applied for audit purposes.	Accounts Payable Master Data User - FSS	Oracle		
Usage	3	FSS revokes the purchasing access, untick supplier for purchasing check box (if required) This prevents the PSB from requisitioning from this supplier until the dispute is resolved.	Accounts Payable Master Data User - FSS	Oracle	Personal	Supplier name, supplier email, supplier address
Usage	4	FSS ensures the system automatically checks if the unpaid invoices exist with the supplier on checking the “Hold All Payments” check box on Oracle	Accounts Payable Master Data User - FSS	Scheduled /Automated	Personal	Supplier name, supplier email, supplier address, invoice numbers
Usage	5	FSS ensures the system automatically applies “Supplier Dispute” holds to unpaid invoices for the affected supplier.	Accounts Payable Master Data User - FSS	Automated		

Usage	6	FSS notifies the PSB that the supplier is on hold if there are no unpaid invoices via the case management system	Accounts Payable Master Data User - FSS	CMS		
Usage	7	FSS notify the supplier of the hold being placed on their account via email	Accounts Payable Master Data User - FSS	Oracle	Personal	Supplier name, supplier email
Transfer	8	PSB notify the FSS to remove the hold once the issue has been resolved	Retained Finance Function - PSB	CMS	N/a – PSB Activity	
Usage	9	FSS untick the “Hold All Payments” and tick the purchasing check box on Oracle (if purchase order exists)	Accounts Payable Master Data User - FSS	Oracle		
Usage	10	FSS ensures the deselection of “Hold All Payments” automatically triggers a call to the custom invoice validation extension on Oracle which releases all invoice holds related to the supplier dispute automatically, returning the supplier account to normal	Accounts Payable Master Data User - FSS	Oracle		
Usage	11	FSS inform the PSB holds have been released	Accounts Payable Master Data User - FSS	CMS	Personal	PSB name, PSB email
Transfer	12	PSB receives notification from the FSS that the holds are released	Retained Finance Function - PSB	CMS	N/a – PSB Activity	
Usage	13	FSS sends the supplier notification that the holds have been released and the account is now unlocked. The process is now complete.	Supplier	CMS	Personal	Supplier name, supplier email