Process Id#: 3011

Process Name: Manage Supplier Update Process – either from PSB or from Supplier

Date Last Updated: 22/03/2022

Description: Describes the business process for updating a supplier record.

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	Supplier sends a request to the PSB via email or post to update the details on their record via email/ post	Supplier	Off System	N/a - Supplier activity	
Usage	2	PSB receives a request from the supplier via email/ post to update their details.	PSB	Off System	N/a - PSB activity	
Usage	3	PSB determines that a supplier record requires an update. Retained Finance can initiate this process or they may have approved a submission from a Requestor in the PSB (off system). They will route this request to the FSS via the case management system.	PSB	Jitbit	N/a - PSB activity	
Usage	4	FSS receive the request via the case management system from the PSB to update the supplier record.	Accounts Payable Master Data User - FSS	Jitbit		
Usage	5	FSS searches for the supplier that requires update and determines the type of change required.	Accounts Payable Master Data User - FSS	Oracle	Personal	Supplier name
Usage	6	If the FSS deems that insufficient information is provided in the update request, they will reject the request. The notification sent to the PSB via the case management system will contain the reason for the rejection. If there is sufficient detail, they will continue with the update process. As part of the assessment of the details by the FSS, there will be a call-back to the PSB to verify the bank details submitted on the form.	Accounts Payable Master Data User - FSS	Jitbit	Personal	Supplier name, supplier address, supplier email, supplier bank details
Usage	7	PSB will receive notification the case management system of the issue with the supplier record updates.	PSB	Jitbit	N/a - PSB activity	
Usage/Data Storage	8	FSS determines if the change needed relates to an existing site for the supplier or if a new site is required. Additional sites may be required to support multiple addresses, different bank accounts or different currencies for example	Accounts Payable Master Data User - FSS	Off System	Personal	Supplier name, supplier address, supplier email, supplier bank details

Usage	9	If the supplier site does not yet exist, FSS creates a new site by the inclusion of an additional address. If any update is required to the tax reference number, the Modulus 23 check will validate the format. If no Tax reference number or Taxpayer ID is entered, the user must capture one or the other	Accounts Payable Master Data User - FSS	Oracle	Personal	Supplier name, supplier address, supplier email, supplier bank details, supplier tax I.D.
Usage	10	If the change needs to be made to an existing site, FSS selects the site, reviews the existing values, and makes any necessary changes.	Accounts Payable Master Data User - FSS	Oracle	Personal	Supplier name, supplier address, supplier email, supplier bank details, supplier tax I.D.
Usage	11	FSS accounts payable master data manager reviews the updated supplier details and closes the ticket.	Accounts Payable Master Data Manager - FSS	Oracle	Personal	Supplier name, supplier address, supplier email, supplier bank details, supplier tax I.D.
Usage	13	PSB receives confirmation that an existing supplier has been enabled for their use via the Case Management System from the FSS. At this point the PSB can review the supplier record to ensure satisfaction with the processed changes	PSB	Jitbit	N/a - PSB activity	
Update submitted by a registered iSupplier						
Transfer	14	If the supplier has access to iSupplier on Oracle the supplier has the capability to update their own details via the self-service portal. Responsibilites are assigned to contacts. The supplier logs into the iSupplier Portal and makes the necessary change to their supplier profile (e.g. change of payment method, bank account details, etc.) and once complete, submits the details to the FSS. The update request is routed to the FSS via Oracle workflow.	Supplier	Oracle	N/a – Supplier activity	
Usage	15	FSS accounts payable master data manager receive the workflow notification and reviews the details provided to determine if the supplier update request can proceed e.g. is the data of sufficient quality, have I received all necessary details or can I reuse existing information instead of creating additional overhead. . This can include updates to change of address, contact details, business classification and products and services. Changes to supplier payment preferences, such as payment method, payment currency, invoice	Accounts Payable Master Data User/ Accounts Payable Master Data Manager - FSS	Oracle	Personal	Supplier name, supplier address, supplier email, supplier bank details, supplier tax I.D.

		currency and notification method will not be processed via this workflow and must be updated internally by the Accounts Payable Master Data User. If the update request is approved the process flows into the automatic update of supplier record. If the update request is rejected, the Supplier will receive notification in their worklist in iSupplier.				
Usage	16	When the FSS accounts payable master data manager approves the request, the system will automatically update the supplier with the details in the iSupplier request. Any requested updates to the supplier record via the iSupplier portal that are not processed automatically by the system will need to be made manually. These changes will be listed in the Supplier Update Form attached to the iSupplier Update request If the change originated from the supplier in iSupplier a notification of the changes is automatically triggered on approval in the FSS and is available for review by the supplier in the iSupplier portal.	Accounts Payable Master Data User/ Accounts Payable Master Data Manager - FSS	Oracle	Personal	Supplier name, supplier email
Transfer	17	If the Supplier update request is rejected by the FSS, the Supplier will receive notification in their worklist in the iSupplier portal of the rejection with a description of the reasoning. If the Supplier update request is approved by the FSS, the supplier is notified that their Supplier Update changes have been processed. The Supplier can then review the changes on the portal to ensure that they are accurate.	Supplier	Oracle	N/a – Supplier activity	