

Process Id#: 3022
Process Name: Create Customer Account & Site
Date Last Updated: 12/01/2022

Description: Describes the business process which enables the PSB to create new customers through the FSS

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
Usage	1	PSB identifies the need to create customer account or customer site for a new customer	PSB	Off System	N/a – PSB Activity	
Transfer	2	PSB prepares the standardised customer creation / maintenance form for the customer account/ site creation process and attaches it to a request in the case management system for the FSS	PSB	CMS	N/a – PSB Activity	
Usage	3	FSS checks that there is sufficient information to create the customer account/ site within the request and the form attached	FSS	Off System	Personal	Customer name, customer email, customer address, customer bank details
Usage	4	FSS checks if the customer is already registered as a supplier	FSS	Off System	Personal	Customer name, Supplier name
Usage	5	If customer is also the supplier, FSS checks if the supplier exists in Oracle	FSS	Off System	Personal	Supplier name, supplier email, supplier address, supplier bank details
Usage	6	FSS then checks and makes sure no customer account already exists for the customer	Order-To-Cash Master Data User (FSS)	Oracle	Personal	Customer name, customer email, customer address
Usage	7	If customer account exists then the FSS updates the existing account , if the customer account does not exist then the FSS proceed to	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer address, customer bank details

		create new customer party and an account for the new party				
Usage	8	FSS creates a new customer party	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer address, customer bank details
Usage	9	FSS creates the customer account for the new customer party by entering the customer data from the customer creation / maintenance form such as address, profile information etc.	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer address, customer bank details
Usage	10	FSS validates the address provided in the customer creation / Maintenance form to see if it exists on Oracle. If 'No', the process continues to create an account site by creating a new address and a new site. If 'Yes' the FSS assesses whether to create a new account site using the existing address.	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer address, customer bank details
Usage	11	FSS order-to-cash master data supervisor approves the changes made	Order-To-Cash Master Data Supervisor - FSS	Oracle	Personal	Customer name, customer email, customer address, customer bank details
Usage	12	FSS informs the PSB of the new customer creation	Order-To-Cash Master Data User - FSS	Off System / CMS	Personal	PSB name, PSB email
Retention	13	FSS reviews the report periodically for maintenance purposes	Order-To-Cash Master Data Manager - FSS	Oracle		