

Process Id#: 3023
Process Name: Update Customer Account & Site
Date Last Updated: 22/03/2022

Description: Describes business process for updating Customer accounts and Customer sites

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
	1	PSB identifies a reason to update the customer as per new information received from customer	Order-To-Cash Accounts Receivable User - PSB	Off System	N/a – PSB Activity	
Transfer	2	Customer provides Information to the PSB to update their account	Customer	Off System	Personal	Customer name, customer email, customer postal address, customer tax I.D, customer account number, customer bank information
Capture	3	PSB prepares the customer creation maintenance form	Order-To-Cash Accounts Receivable User - PSB	Off System / Jitbit	N/a – PSB Activity	
Usage	4	FSS then searches for the customer in Oracle	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name
Usage	5	FSS checks if the customer has a new address	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer postal address
Usage	6	FSS checks if the customer has new contact info	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer postal address, customer phone number
Usage	7	FSS checks if the customer has updated financial information	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer tax I.D, customer account

						number, customer bank information
Capture	8	FSS creates new address if needed	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer postal address
Capture	9	FSS creates new contact if needed	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer email, customer postal address, customer phone number
Capture	10	FSS updates financial information if required	Order-To-Cash Master Data User - FSS	Oracle	Personal	Customer name, customer tax I.D, customer account number, customer bank information
Capture	11	FSS updates the requested information at customer site	Order-To-Cash Master Data User - FSS	Oracle		
Usage / Transfer	12	FSS issues confirmation of changes to the PSB manager on financial information updates	Order-To-Cash Master Data User - FSS	Automated / Jitbit		
	13	PSB manager confirms the requested financial information changes	Order-To-Cash Accounts Receivable Manager - PSB	Automated / Jitbit	N/a – PSB Activity	
Usage	14	FSS checks that the changes were approved	Order-To-Cash Master Data Supervisor - FSS	Oracle		
Usage / Transfer	15	FSS issues confirmation of changes to PSB	Order-To-Cash Master Data Supervisor - FSS	Off System / Jitbit		
Usage / Transfer	16	PSB receives confirmation of the changes	Order-To-Cash Accounts Receivable User - PSB	Off System / Jitbit	N/a – PSB Activity	