

Process Id#: 3215
Process Name: Manage Rejected Payments
Date Last Updated: 22/03/2022

Description: Describes business process on how to manage payments that have been rejected

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	FSS identify the rejected transactions from the bank	Payments Manager - FSS	Off System	Personal	Supplier details – bank information, contact details, tax I.D
Usage	2	FSS retrieve the EFT rejection file which outlines details of rejected payments	Payments Manager - FSS	Off System		
Usage	3	FSS check if the payment has reconciled. FSS un-reconcile the payments if needed and then void the payment in the system once un-reconciled	Payments Manager - FSS	Oracle		
Usage	6	FSS check if there was automatic cancellation of interest and withholding tax invoices on the system	Payments Manager - FSS	Automated		
Capture	7	FSS ensure invoice is actioned with either being cancelled, being placed on hold or picked up in the next payment batch	Payments Supervisor - FSS	Oracle		
Usage	8	FSS ensure RCT tax is adjusted on ROS (Revenue) as payment was not received	Payments Supervisor - FSS	Off System		
Transfer	9	FSS notify the PSB of action taken via a CMS ticket	Payments Supervisor - FSS	Jitbit		

						Supplier details – bank information, contact details, tax I.D
Capture	10	PSB receive notification of the action	RFF User - PSB	Jitbit	N/a – PSB activity	