

Process Id#: 3300
Process Name: Raise Manual Invoice
Date Last Updated: 22/03/2022

Description: Describes business process to raise a manual invoice through Oracle

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 receives an order from a customer	Accounts Receivable User - PSB	Off System	N/a - PSB activity	
Usage	2	PSB checks to see that the order can be fulfilled and inform customer on the order completion.	Accounts Receivable User - PSB	Off System	N/a - PSB activity	
Usage	3	PSB and FSS check to see the customer account / site exists on the system	Accounts Receivable User - PSB & FSS	Oracle	N/a - PSB activity	
Transfer	4	PSB submits request for new customer account if the customer does not exist on the system	Accounts Receivable User - PSB	Off System	N/a - PSB activity	
Usage	5	FSS identifies that a standard invoice is to be raised and assesses whether there is an impact on inventory.	Accounts Receivable User - FSS	Off System		
Usage	6	FSS can use an existing invoice to creates a new invoice to save time.	Accounts Receivable User - FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number
Usage	7	FSS enters or amend transaction lines and saves	Accounts Receivable User - FSS	Oracle		

		the transaction on the system,				
Usage	8	FSS checks to see if invoice exceeds customer's credit limit	Accounts Receivable User - FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number, customer credit limit
Usage	9	FSS checks to see if the invoice should be on credit hold	Accounts Receivable User - FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number, customer credit limit
Usage	10	FSS checks to see if they can release holds with collections manager. If 'Yes', the credit hold is released. If 'No', the invoice remains on hold and reviewed periodically.	Accounts Receivable Supervisor - FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number, customer credit limit
Usage	11	FSS runs and reviews the standard incomplete invoice report to identify incomplete invoices	Accounts Receivable Supervisor - FSS	Oracle		
Usage	12	FSS reviews the incomplete invoice report and determines whether to approve and progress the invoice. If 'Yes', completes the transaction. If 'No, leaves the transaction as incomplete. Any incomplete accounts receivable transactions will	Accounts Receivable Supervisor - FSS	Off System		

		be identified in the Period End Process.				
Usage	13	FSS completes the invoice by changing the invoice status to 'Complete' and saves the transaction.	Accounts Receivable Supervisor - FSS	Oracle		
Usage	14	FSS reviews the invoice print preview report for all transactions, including any invoices from an inbound interface which is a program that transfers invoices from legacy systems to Oracle applications	Accounts Receivable Supervisor - FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number
Usage	15	FSS submits invoice print program if satisfied with all the transactions that were reviewed. If not satisfied, the transactions need to be corrected before resubmitting the program.	Accounts Receivable Supervisor - FSS	Oracle		
Transfer	16	FSS submits invoice print program to issue invoices by billing date	Accounts Receivable Supervisor - FSS	Oracle		
Capture	17	PSB and customer automatically receive the invoice with their own bank details and logo	Customer - External	Automated	N/a – Customer activity	
Retention	18	PSB and FSS reviews the invoice detail report, custom report Accounts Receivable transaction detail report and outstanding Accounts Receivable transactions report periodically	Accounts Receivable Manager - PSB & FSS	Oracle	Personal	Customer name, customer email, customer address, invoice number

