

Process Id#: 3301
Process Name: Invoice Cancellation
Date Last Updated: 22/03/2022

Description: Describes business process to cancel an invoice

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	PSB requests invoice to be cancelled via manual transaction form on jitbit	Accounts Receivable Manager - PSB	Jitbit	N/a – PSB activity	
Usage	2	FSS searches for the invoice to be cancelled, they can do this by searching for the invoice number.	Accounts Receivable User - FSS	Oracle	Customer	Customer details - Name, invoice number
Usage	3	FSS run the Incomplete Invoice Report to periodically check for and re-use any incomplete invoices.	Accounts Receivable User - FSS	Oracle	Customer	Customer details - Names, invoice numbers
Usage/ Capture	4	FSS can change/amend details on an invoice (prior to the run accounting programme)	Order to Cash Supervisor - FSS	Oracle	Customer	Customer details - Name, address, phone, purchase details
Usage	5	FSS raises a manual credit note for the same amount as the invoice to cancel out the invoice amount. (post the run of the accounting programme)	Accounts Receivable User - FSS	Oracle		
Usage/ Capture	6	FSS offsets the credit note against the invoice through customer account management.	Accounts Receivable User - FSS	Oracle	Customer	Customer details - Name, address, phone, purchase details