Process Id#:   3302
Process Name: Query the Source of Funds
Date Last Updated: 22/03/2022

Description: Describes business process to query the source of funds through the relevant channel

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 retrieves the Cash Management reconciliation exceptions report to investigate un-identified income	Accounts Receivable User - FSS	Oracle	Customer	Customer name/customer bank transfer reference
Usage	2	FSS carry out initial investigation to ascertain the source of the funds. This may require contacting the customer and / or the bank for further information.	Accounts Receivable User - FSS	Off System		
Transfer	3	FSS requests further information from the bank	Accounts Receivable User - FSS	Off System		
Usage	4	Bank provides further information on source of funds	Bank - External	Off System	N/a – Bank activity	
Usage	5	FSS contact the PSB AR user for assistance in identifying the source of funds	Accounts Receivable User - FSS	Off System		
Usage	6	FSS and PSB review the un-identified income lines in the reconciliation exceptions report and determines if payment is for a customer	Accounts Receivable User - FSS & PSB	Off System		
Capture	7	Funds are receipted once the source of the funds is identified.	Accounts Receivable User - FSS	Oracle		

Usage	8	If the purpose of the receipt cannot be identified, then the FSS and PSB determines if this money should be returned to the customer.	Accounts Receivable User - FSS & PSB	Off System		
Capture	9	FSS create a standard receipt once the source of the funds has been identified	Accounts Receivable User - FSS	Oracle		
Retention	10	PSB and FSS review receipt register report periodically as a control on incoming payments	Accounts Receivable Manager - FSS & AR User - PSB	Oracle	Customer	Customer name/customer bank transfer reference