Process Id#: 3303
Process Name: **Refunds Process**
Date Last Updated: **22/03/2022**

Description: Describes business process to refund a customer

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 identifies the a requirement to make a refund	Accounts Receivable User - PSB	Off System	N/a – PSB activity	
Usage	2	PSB calculates the refund	Accounts Receivable User - PSB	Off System		
Usage	3	PSB manager approves or rejects the refund based on information provided by PSB user	Accounts Receivable Manager - PSB	Off System		
Transfer	4	PSB submits the refund request form via case management system	PSB Nominated Approver - PSB	CMS		
Usage	7	FSS AR user applies the customer receipt or credit memo to the refund activity shown on the system	Accounts Receivable User - FSS	Oracle	Customer	Customer details – Customer name, address, phone, bank information
Usage	8	FSS AR user enters the refund details and saves the receipt on Oracle. On saving the receipt, receivables send a refund request to payables to be processed.	Accounts Receivable User - FSS	Oracle		

| Retention | 9 | PSB and FSS AR User can now view the refund status in the receipt applications window by selecting refund status. The status should appear as cleared in the receipt application. | Accounts Receivable User - FSS | Oracle | | |