

Process Id#: 3304
Process Name: Dispute Resolution
Date Last Updated: 22/03/2022

Description: Describes business process to resolve a dispute with 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	The PSB contacts the FSS collector to raise the dispute through phone, email or post	PSB AR User/Manager	Jitbit		
Usage	2	FSS collector searches for the customer and invoice being disputed on Oracle	Accounts Receivable Collections User - FSS	Oracle	Customer	Customer name, customer email address, Customer address, customer invoice number, customer PPS
Usage	3	FSS collector enters the dispute and reasons into collections	Accounts Receivable Collections User - FSS	Oracle		
Usage	4	FSS check if any attachments are needed such as documents, photographs or screenshots	Accounts Receivable Collections User - FSS	Off System		
Usage	5	FSS collector attaches notes or other items to the dispute if needed	Accounts Receivable Collections User - FSS	Oracle		
Transfer	6	FSS ensures dispute enters workflow system for PSB approval	Accounts Receivable Collections User - FSS	Oracle		
Usage	7	PSB collections manager investigates the dispute	Accounts Receivable Collections Manager - PSB	Off System		
Usage	8	PSB collections manager assesses to either grant approval or reject the dispute on Oracle. If 'Yes', triggers the	Accounts Receivable Collections Manager - PSB	Off System		

		automatic generation of a credit memo. If 'No', the PSB Collections Manager rejects the dispute and manually notifies the customer. A system notification is also generated on iReceivables.			N/a – PSB Activity	
Usage	9	PSB system generates credit memo via invoice print preview report program once dispute approved for the dispute amount	Accounts Receivable Collections User - PSB	Oracle/Automated		
Usage	10	Customer receives credit memo	Customer - External	Oracle	N/a – Customer Activity	
Usage	11	PSB cancels the dispute on Oracle if dispute rejected	Accounts Receivable Collections User - PSB	Oracle	N/a – PSB Activity	
Transfer	12	PSB inform customer of dispute rejection	Accounts Receivable Collections User - PSB	Off System		
Retention	13	PSB and FSS reviews the standard dispute invoice report periodically as an internal control	Accounts Receivable Collections User - PSB & AR Manager - FSS	Oracle		