Process Id#:   **3307**
Process Name: **Send Customer Facing Documents**
Date Last Updated: **22/03/2022**

Description: Describes business process to sending a customer facing documents 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	FSS submits document creation program which runs periodically and automatically generates and distributes customer documents such as invoices, credit memo, statements and dunning letters.	Accounts Receivable User - FSS	Oracle	Customer	Customer name, customer email address, customer invoice/credit note number, statement
Usage	2	FSS looks to see if notification of system errors due to program not running successfully	System Support - FSS	Oracle		
Usage	3	FSS review and resolve error shown on system when the program does not run successfully	System Support - FSS	Oracle		
Usage/Transfer	4	FSS check if the customer email is stored. If 'Yes', the program will automatically send the documents to the stored primary email. If 'No', the program will	Accounts Receivable User - FSS	Oracle	Customer	customer email address,

		automatically send the documents to a central PSBs email address.				
Usage/Transfer	5	PSB print and distribute the document to the customer based on the PSB organisational process if no customer email is stored. This can be a daily, weekly or monthly activity.	Accounts Receivable User - PSB	Oracle	N/a – PSB activity	
Usage	6	FSS checks to see if the program ran successfully. If 'Yes', the Customer has received the documents. If 'No', any errors generated will be manually assessed and resolved by the FSS. Any bounced emails will be assessed by the FSS and provided to the relevant PSB to manage manually.	Accounts Receivable User - FSS	Oracle		
Usage	7	FSS reviews e-mail bounce back overview report and resolve manually if there is a bounce back by sending document to PSB to send to customer or any other errors	Accounts Receivable User - FSS	Oracle		
Release	8	Customer receives document	Customer - External	Oracle	N/a – Customer activity	
Capture	9	PSB run Account Receivable transactions detail report to validate the number of invoices printed and sent to customers by the FSS.	Accounts Receivable User - PSB	Oracle	N/a – PSB activity	
Usage	10	The PSB Manager will run, review and report on sent customer facing documents periodically. The AR Transaction Detail report can be used for this review.	Accounts Receivable Manager - PSB	Oracle	N/a – PSB activity	