

Process Id#: 3310
Process Name: Dishonoured Customer Payments
Date Last Updated: 22/03/2022

Description: Describes business process to informing PSBs and Customers of any dishonoured payments

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 reconciliation exception report to identify any returned customer payments.	Accounts Receivable User - FSS	Oracle		
Usage	2	FSS identifies payment returned from the report	Accounts Receivable User - FSS	Off System		
Usage	3	FSS identifies the corresponding receipt in Oracle and reverses the receipt.	Accounts Receivable User - FSS	Oracle	Customer	Customer name, customer email address, Customer address, customer receipt number
Transfer	4	FSS AR manually informs the PSB AR user regarding the returned payment and the reversed receipt through an email notification.	Accounts Receivable User – FSS & PSB	Off System		
Usage	5	PSB informs the customer of return payment and request that the remittance be resubmitted	Accounts Receivable User - PSB	Off System	Customer	Customer name, customer email address, Customer address, customer receipt number
Retention	6	FSS and PSB will run the standard report titled 'Reversed Notes Receivable Report' on Oracle periodically to ensure that any	Accounts Receivable Manager - FSS & PSB	Oracle		

		dishonoured payments have been resubmitted and cleared.				
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