

00223

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING - FINANCE AND  
ACCOUNTING (DBPOFA)**

**Term-End Examination**

**December, 2017**

**BPOI-004 : ORDER TO CASH ACCOUNTS  
RECEIVABLE**

*Time : 3 hours*

*Maximum Marks : 100*

- Note :**
- (i) *Section - I All questions are compulsory.*
  - (ii) *Section - II Answer any six questions out of eight.*
  - (iii) *Section - III Question No. 11 is compulsory. Answer any three questions out Q. No. 12 to Q. No. 16.*

**SECTION - I**

**All questions in this section are compulsory.**

**1. Fill in the blanks :**

- (a) The \_\_\_\_\_ team calls the customer to make sure that the customers pay on time. 1
- (b) \_\_\_\_\_ team is responsible for its fulfillment. 1
- (c) The credit review of a new customer is done by the \_\_\_\_\_ manager. 1
- (d) \_\_\_\_\_ is the most preferred collection tool. 1
- (e) Whenever cash goes out of the business \_\_\_\_\_ account is credited. 1

2. True or False :
  - (a) Credit entry in accounting indicates use of funds. 1
  - (b) Order management team is responsible for the fulfillment and shipment of the order. 1
  - (c) Credit check is not an activity that needs to be done time and again. 1
  - (d) Sales order is sent to the customer along with the invoice. 1
  - (e) Dunning letters are sent before the legal notice. 1

## SECTION-II

(Attempt any six questions)

3. What are the consequences of a poorly managed O2C process ? 5
4. What is the importance of a proper credit review process ? 5
5. Discuss the use of service contract in O2C cycle. 5
6. Why is order management critical to O2C cycle ? 5
7. Describe the advantages of telephone calls as collection tool. 5
8. How risks are mitigated in O2C process ? 5
9. What are the consequences of poor quality control ? 5
10. Identify frequent issues encountered in an O2C process. 5

### SECTION-III

(Q. No. 11 is compulsory. Attempt any three from the remaining questions)

11. How quality controls are implemented in various stages of O2C cycle ? Discuss. 15
  12. Describe the technology and tools used for O2C outsourcing. 15
  13. Explain the commercial and accounting transactions related to O2C cycle. 15
  14. What are the metrics that are tracked in the invoicing process ? Explain in detail. 15
  15. Explain the major stakeholders in the credit approval process and their responsibilities. 15
  16. Discuss the various source documents used in O2C cycle. 15
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