

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING-FINANCE AND  
ACCOUNTING (D. B. P. O. F. A.)**

**Term-End Examination**

**December, 2020**

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

*Time : 3 Hours*

*Maximum Marks : 100*

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**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 from Question No. 12 to 16.*

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**Section—I**

1. Fill in the blanks : 1 each
- (a) ..... is responsible for converting the purchase order received from the customer to sales order.

- (b) The ..... team calls the customer to make sure that the customers pay on time.
  - (c) ..... team recognizes the customer payments against appropriate invoices.
  - (d) ..... after the travel is over to claim the re-imbusement.
  - (e) Sales order is sent to the customer along with the ..... .
2. State whether the following statements are true *or* false : 1 each
- (a) Dunning letters are sent before the legal notice.
  - (b) Credit check is not an activity that needs to be done again and again.
  - (c) The credit review of a new customer is done by the credit manager.
  - (d) After the order is fulfilled, the invoice can be generated.
  - (e) The US federal law governing the collection activity is called the FDCRA.

### Section—II

**Note :** *Answer any **six** questions. Each question carries 5 marks.*

3. Explain the consequences of poorly managed order to cash process.

4. What are the metrics that are tracked and reported to measure the performance of the credit review team ?
5. Why is order management critical to O2C cycle ? Briefly explain.
6. What are the metrics that are collected and reported for query resolution ? Explain.
7. Explain the role of a collection agent in collecting the dues for the seller.
8. Briefly explain the risks associated with an O2C cycle. How are these risks mitigated ?
9. List the various steps where quality checks are implemented in O2C cycle.
10. Describe the month end activities carried out by the O2C team.

### Section—III

**Note :** *Question No. 11 is compulsory. Attempt any three questions from Q. Nos. 12 to 16.*

11. Discuss the responsibilities of different players in the O2C process.

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12. Explain the various source documents involved in order to cash process. 15
13. What is the importance of a proper credit review process ? State the controls required in customer account setup. 15
14. Compare the advantages and disadvantages of the e-mail and telephone calls as collection tools. 15
15. Describe the cash application process. What are the source documents that are needed to apply cash ? 15
16. Discuss the technology and tools used for O2C outsourcing. 15