

00492

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

**Term-End Examination**

**June, 2016**

**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**

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

**1. Fill in the blanks :**

- (a) \_\_\_\_\_ are sent before the Legal notice to remind the customer to make the payment. **1**
- (b) \_\_\_\_\_ is the process that enables business to create, validate, track the fulfillment and shipment of order status for resulting revenues. **1**

- (c) Maximum Monetary Limit/value upto which goods can be provided on credit to customer \_\_\_\_\_ 1
- (d) The two parameters that specify the credit terms are \_\_\_\_\_ and \_\_\_\_\_. 1
- (e) \_\_\_\_\_ is the most preferred collection tool. 1
2. State whether the following statements are True/ False :
- (a) Workflow can be used to track and manage a large number of transactions. 1
- (b) Accuracy of the transaction is usually more important than the turn around time. 1
- (c) Credit entry in accounting indicates use of funds. 1
- (d) After the order is fulfilled the invoice can be generated. 1
- (e) Credit assessment for an individual is done in a similar manner as that for an organisation. 1

## SECTION - II

Attempt any six questions out of eight.

3. Explain the following tools used in O2C Cycle. 5
- (a) Automatic call distributor 2.5
- (b) Document Management System 2.5
4. Explain the use of the following source documents in the O2C Cycle. 5
- (a) Sales Order
- (b) Invoice
- (c) Credit note
- (d) Service Contract
- (e) Remittance advice

5. What are the metrics that are tracked in the invoicing process ? Explain in detail. 5
6. What is Credit Memo and make a Sample of Credit Memo ? 5
7. What are productivity metrics that are measured in customer setup ? 5
8. Explain the responsibilities of the Order Management Team. 5
9. Explain the importance of Collection Pyramid. 5
10. Write Journal entries for the following O2C transactions.
  - (a) A purchase order for 55 tons of Steel costing ₹ 55,000/- received from customer ABC along with cash advance of ₹ 5,000/-. 2.5
  - (b) 55 tons of goods costing ₹ 55,000/- shipped to ABC customer. 2.5

### SECTION - III

(Question No. 11 is compulsory. Answer any three questions from Question No. 12 to 16)

11. Explain the Accounts Receivable process and how it works in O2C process ? 15
12. Write a note on the technology and tools used for O2C outsourcing. 15
13. Explain the Query Resolution process in O2C cycle with flow diagram. 15

14. Explain the Invoicing process. What Performance Metrics are used of the Invoicing Team ? Explain in detail ? 15
  
  15. What is the importance of proper credit review process ? What are the Metrics used to measure their performance ? 15
  
  16. Write a note on day to day issues encountered by a team supporting O2C process in an outsourcing environment. 15
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