

00118

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

**Term-End Examination**

**June, 2018**

**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 from question No. 12 to 16.*

**SECTION - I**

**(All questions are compulsory.)**

**1. Fill in the blanks :**

- (a) \_\_\_\_\_ team ensures that invoices do not have any error. 1
- (b) \_\_\_\_\_ involves assessing the ability of the customer to pay the dues on time. 1
- (c) Customer account set up should be \_\_\_\_\_ by a proper authority from the sales group. 1
- (d) The US federal law governing the collection activity is called the \_\_\_\_\_. 1
- (e) \_\_\_\_\_ account balance is an indicator of the cash application performance. 1

2. **True or False :**
- (a) Automatic call distributor helps save time for the query resolution teams. 1
  - (b) Collections calls are recorded because the law requires it. 1
  - (c) Quality results in higher costs but it needs to be maintained. 1
  - (d) One of the responsibility of the order management team is to facilitate revenue recognition. 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.)

- 3. Explain Scanning process briefly. 5
- 4. List the steps involved in cash application process. 5
- 5. What is month end reporting in O2C process ? 5
- 6. Briefly explain the role of a collection agent in collecting the dues for the seller. 5
- 7. Write short note on Orderentry and Booking. 5
- 8. State the importance of a proper credit review process. 5
- 9. What do you mean by Service Contract ? 5
- 10. What are the responsibilities of the order management function ? 5

### SECTION - III

(Q. No. 11 is compulsory. Attempt any three questions from 12 to 16)

11. Describe the responsibilities of different departments involved in O2C process. 15
  12. What are the main source documents required in case of O2C process ? Discuss. 15
  13. How would you measure the performance of the credit approval and customer set up process ? Explain. 15
  14. What do you mean by order management process ? What is its significance ? Explain the tasks involved in order fulfillment and shipment. 15
  15. Discuss the steps involved in collection process. Also discuss various tools that are used for collection. 15
  16. Give the accounting treatment of various transactions involved in O2C process. 15
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