

No. of Printed Pages : 4

BPOI-004/104

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

Term-End Examination

June, 2023

**BPOI-004/104 : ORDER TO CASH (O2C)
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 Nos. 12 to 16.*

Section—I

1. Fill in the blanks : 1 each
- (a) Credit terms include and

P. T. O.

- (b) Ship to address means where the will be sent.
 - (c) is the most preferred collection tool.
 - (d) The ratio of total number of promises kept and total promises secured is called
 - (e) are used by clients to make sure that services are provided.
2. State whether the following statements are true *or* false : 1 each
- (a) Accuracy of the transaction is usually more important than the turnaround time.
 - (b) Suspense account balance is an indicator of the cash application performance.
 - (c) Order management team is responsible for the fulfillment and shipment of the order.
 - (d) Remittance advice is sent by the vendor to its customer confirming the receipt of payment from the customer.
 - (e) Credit check is not an activity that needs to be done again and again.

Section—II

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

3. What are the objectives of credit function ?
Discuss.
4. What are the advantages of a properly managed O2C process ? Explain.
5. What are the components of the service contract ? Discuss.
6. Explain performance metrics of the customer setup team.
7. Discuss performance metrics of the invoicing team.
8. What are the objectives of the work and reporting process ? Explain its advantages.
9. What are the objectives of quality checks in OTC process ? Discuss.
10. What are the kinds of Queries that are received from the customer in OTC process ? Discuss.

Section—III

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

11. Explain the steps involved in customer setup process in case of OTC. Draw flow diagram to illustrate the answer. 15
12. Discuss in detail the responsibilities of order management function in OTC. 15
13. What is the importance of credit review process in O2C ? Also explain why it should be segregated from sales function. 15
14. Explain the Query Resolution process in O2C cycle. Give flow diagram to exemplify the answer. 15
15. Discuss cash application process in O2C cycle. Give a flow diagram of cash application process. 15
16. Explain in detail with examples the technology and tools used for O2C outsourcing. Why outsourcing in O2C is recommended ? Discuss. 15