

**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

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

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.

15

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