

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

**Term-End Examination**

**June, 2021**

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

*Time : 3 hours*

*Maximum Marks : 100*

**Note :**

*Section I – All questions are **compulsory**.*

*Section II – Answer any **six** questions out of eight.*

*Section III – Question no. **11** is **compulsory**. Answer any **three** questions from questions no. **12 to 16**.*

**SECTION I**

1. Fill in the blanks. *5×1=5*
- (a) If invoicing is not accurate, processes like \_\_\_\_\_ will suffer. *1*
- (b) \_\_\_\_\_ is mitigated by making sure that the dues are collected from customers in time. *1*
- (c) \_\_\_\_\_ in accounting indicates uses of funds. *1*

- (d) \_\_\_\_\_ balance is an indicator of the cash application performance. 1
- (e) Whenever cash goes out of the business, cash account is \_\_\_\_\_. 1

**2.** State whether the following statements are *True* or *False* : 5×1=5

- (a) The client monitors the SLAs maintained by the outsourced operations regularly. 1
- (b) Quality results in higher costs but it needs to be maintained. 1
- (c) Accuracy of the transactions is usually more important than the turnaround time. 1
- (d) Collection calls are recorded because the law requires it. 1
- (e) Workflow can be used to track and manage a large number of transactions. 1

## SECTION II

*Answer any **six** questions. Each question carries five marks.*

*6×5=30*

- 3.** Describe the cash application process. 5
- 4.** Discuss the month end activities carried out by the O2C team. 5
- 5.** Write a short note on automatic call distributor. 5
- 6.** What is the use of CRM in context of O2C cycle ? 5
- 7.** List the various steps where the quality checks are implemented in O2C cycle. 5
- 8.** What are the various items that are checked for the accuracy of data entry ? 5
- 9.** Why should we record the case history of all the collection related communication made with the customer ? 5
- 10.** What are the different kinds of queries that are received from the customers ? 5

### SECTION III

*Question no. 11 is compulsory. Answer any three questions from questions no. 12 to 16. 4×15=60*

- 11.** Explain the process of legal recourse initiated by the seller when he does not receive the payments for his dues from the buyers. 15
- 12.** What are the different types of invoices ? Explain the metrics that are tracked in the invoicing process. 15
- 13.** Why should the customer account set-up team be kept separate from the order management team ? Discuss. 15
- 14.** Explain the use of the following source documents in the O2C cycle : 5+5+5=15
- (a) Credit Note
  - (b) Remittance Advice
  - (c) Service Contract
- 15.** What is the importance of credit review process in O2C ? Explain why it is segregated from the sales function. 15
- 16.** What are the various stages in Order to Cash (O2C) process ? Explain in detail. 15