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

Term-End Examination

June, 2026

BPOI-004/BPOI–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 no.* ***12*** *to* ***16****.*

Section—I

1. Fill in the blanks : 5×1=5

   (a) Poor quality results in loss of money and reputation for .... and ....

   (b) The ratio of the number of payment commitments received to total no. of calls made to right parties is called ....

   (c) The ratio of number of payments actually received to the no. of payments committed is called ....

   (d) When the invoices become overdue, ... are sent to the customers to asking them to pay immediately.

   (e) 'Average time to set up a new customer' is called metric for .... in customer setup.

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

   (a) Sales order is sent to the customer along with the invoice.

(b) If the collections are not made in time then the business needs to make provisions for bad debts.

(c) Remittance advice is sent by the vendor to its customers confirming the receipt of payment from the customer.

(d) One of the responsibilities of the order management team is to facilitate revenue recognition.

(e) Credit entry in the accounting indicates use of fund.

Section—II

Note : *Answer any* ***six*** *questions. Each question carries 5 marks.* 6×5=30

3. Explain different types of invoices used in invoicing process. 5

4. What are the metrics of the invoicing team with regards to performance management. 5

5. Explain the different types of queries received from customers in O2C cycle. 5

6. How the performance measurement of cash application team is done ? Discuss. 5

7. Write a note on the tools used in an O2C process. 5

8. Explain the various types of Risks involved in O2C process. 5

9. How the Customer Account Set up is done in O2C process ? 5

10. What are the sequence of activities involved in order-to-cash process ? 5

Section—III

Note : *Question No.* ***11*** *is compulsory. Attempt any* ***three*** *questions from Q. nos.* ***12*** *to* ***16****.* 4×15=60

11. Discuss the Importance of order-to-cash process to business. What are the responsibilities of different players in the O2C processes ? Discuss. 15

12. Write a note on the source documents involved in O2C processes. Explain them briefly. 15

13. Explain the process involved in the credit review and approval done by Credit department of the seller organization. Give example to illustrate your answer. 15

14. Write a detailed note on the order management process involved in O2C. What are the stage involved ? Explain them. 15

15. Explain with flow diagram the activities involved in the collection process of the O2C. Discuss the collection pyramid and its relevance. 15

16. Explain the activities involved in Cash Application process of O2C cycle. Give a flow diagram exploring the cash application process and its importance to businesses. 15

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