

No. of Printed Pages : 5

BPOI-004/104

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

December, 2025

**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.

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Section—I

1. Fill in the blanks : 1×5=5

- (i) The cash application team needs and documents to apply cash against the specific invoices.
- (ii) The two parameters that specify the credit terms are and
- (iii) is the most important / preferred collection tool.
- (iv) The third party which provides credit related information on a prospective customer is called
- (v) is not the responsibility of the order management team.

2. State whether the following statements are true or false : 1×5=5

- (i) After the order is fulfilled the invoice can be generated.
- (ii) Credit check is not an activity that needs to be done again and again.

- (iii) In case the penalties in the agreement are breached by either the customer or the service provider, they are specified in the legal notice.
- (iv) Automatic call distributor helps save time for the query resolution team.
- (v) Collection calls are recorded because the law requires it.

Section—II

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

- 3. Explain the responsibilities of the credit department.
- 4. Differentiate Remittance Advice and Dunning Letters.
- 5. What are the controls required in the customer account set-up ?
- 6. Why is order management critical to O2C cycle ?

7. Write the different kinds of queries that are received from the customers.
8. Describe the cash application process.
9. Explain the use of Automatic Call Distributor and Document Management System in the context of O2C cycle.
10. Write in brief about the consequences of poor quality control.

Section—III

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

4×15=60

11. Explain in detail the quality checks for various stages in the O2C cycle.
12. Explain the day to day issues involved in O2C processes with respect to customer set up; invoicing, collections, cash application etc.
13. What are the stages involved in O2C cycle ? Explain them in detail with process flow.

14. In a step by step manner, explain the O2C process starting from the receipt of purchase order from the customer and discussing the responsibilities of different players in the O2C process.
15. Explain the flow of activities involved in Cash Application process along with the performance measurement of Cash Application Team.
16. When the Order Management Team receives a customer order, what does it do ? List all the activities up to invoicing the customer and with proper explanation of each.

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