



KONGU ARTS AND SCIENCE COLLEGE

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)

ERODE – 638 107

DEPARTMENT OF TRAINING AND PLACEMENT CELL

VALUE ADDED COURSE – SYLLABUS

17VPCFA –ASSOCIATE TRANSACTIONAL F&A IN BUSINESS PROCESS
MANAGEMENT (INFOSYS)

Course Objective:

- This program is aimed at training candidates for the job of a “Associate-Transactional F & A” in the “IT-ITeS” Sector/Industry and aims at building the key competencies amongst the learner.

UNIT I	INTRODUCTION TO QP ASSOCAITE TRANSACTIONAL F&A	7 Hours
<p>Introduction to Transactional F&A, Career growth in F&A, Qualification pack-Q/2301 Transactional F&A.</p> <p>PROCESSING INVOICES, CREDIT NOTES & CLAIMS: BPM Industry Overview, F& A Function Overview, F & A Career Guide, Procure to pay overview, PO Creation & Contract Management, Vendor Management & Master set up, Invoice Processing, Invoice verification & dispute resolution, Criteria for assessment of Trainees.</p> <p>PAY INVOICES AND CLAIMS: Vendor Payments, Incorrect payments & Stop Payments, Criteria for assessment of trainees.</p>		
UNIT II	DEAL WITH QURIES AT THE ACCOUNTS PAYABLE HELPDESK	9 Hours
<p>Customer Service Helpdesk, Audits & Controls, Criteria for assessment of trainees.</p> <p>MAINTAIN CUSTOMER ACCOUNTS: Order to Cash Overview, Credit & Risk Management, Customer Master Data Management, Criteria for Assessment of Trainees.</p> <p>GENERATE INVOICES & CREDIT NOTES: Invoicing & Credit Notes in Order to Cash Cycle, Accounting Aspects of Revenue Recognition, Criteria for Assessment of Trainees.</p>		
UNIT III	RECEIVE PAYMENTS & APPLY CASH	10 Hours
<p>Cash Applications, Collections Strategies, Deductions Management. Criteria for Assessment of Trainees.</p> <p>DEAL WITH QURIES AT THE ACCOUNTS RECEIVABLE HELPDESK: Query Handling in Helpdesk – Call & Emails, Criteria for Assessment of Trainees.</p>		



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UNIT IV	MANAGE YOUR WORK TO MEET REQUIREMENTS	12 Hours
<p>Time Management, Work Management and Prioritization, Quality and Standard Adherence, Criteria for Assessment of Trainees. WORK EFFECTIVELY WITH COLLEAGUES: Team Work, Professionalism at Work, Effective Team Communications, Criteria for Assessment of Trainees.</p> <p>MAINTAIN A HEALTHY, SAFE AND SECURE WORKING ENVIRONMENT: Workplace Safety, Report Accidents and Emergencies, Protect Health and Safety at Work, Criteria for Assessment of Trainees</p>		
UNIT V	PROVIDE DATA / INFORMATION IN STANDARD FORMATS	10 Hours
<p>Knowledge Management, Standardized Reporting and Compliance, Decision Models, Criteria for Assessment of Trainees. DEVELOP YOUR KNOWLEDGE, SKILLS AND COMPETENCE: Knowledge, Skills & Competence, Training and development, Learning and Development policies and record keeping, Criteria for Assessment of Trainees.</p>		
Total Hours		48 Hours

Student Hand Book (IT – ITes SSC NASSCOM)

1. Associate Transactional F&A, SSC/Q2301, Student Hand book powered by Accenture Services Pvt Ltd, EXL Services Pvt Ltd, HP, WNS Global Services Pvt Ltd, Wipro Ltd, Infosys BPO Ltd, GENPACT, KARVY Global and First American Published by Mindmap Consulting, Copyright © 2015. IT-ITes Sector Skill Council NASSCOM, NewDelhi.

- Sector: IT-ITes
- Sub-Sector: Business Process Management
- Occupation: Associate Transactional F&A
- Reference ID: SSC/Q2301, NSQF Level:7

Course Outcome: On Completion of this course the students will be able to

- Process invoices, credit notes and claims, Pay invoices and claims, Deal with queries at the accounts payable, helpdesk, Maintain customer accounts
- Generate invoices and credit notes, Receive payments and apply cash
- Deal with queries at the accounts receivable, Manage your work to meet requirements
- Provide data/information in standard formats, Develop knowledge, skills and competence




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