

Description -

With a startup spirit and 90,000+ curious and courageous minds, we have the expertise to go deep with the world's biggest brands—and we have fun doing it. We dream in digital, dare in reality, and reinvent the ways companies work to make an impact far bigger than just our bottom line. We're harnessing the power of technology and humanity to create meaningful transformation that moves us forward in our pursuit of a world that works better for people. Now, we're calling upon the thinkers and doers, those with a natural curiosity and a hunger to keep learning, keep growing., People who thrive on fearlessly experimenting, seizing opportunities, and pushing boundaries to turn our vision into reality. And as you help us create a better world, we will help you build your own intellectual firepower. Welcome to the relentless pursuit of better.

Inviting applications for the role of PD, Order to Cash

We are looking for someone with deep understanding and ability to perform day-to-day operations while maintaining SLA. Solving queries related to cash application and coordinating with customer Responsibilities

In this role, you'll be responsible for all the activities related to O2C domain

- Posts/applies cash payments to customer accounts for different payment modes- Wire/EFT/Check Lockboxes
- Reviews exception logs, investigates, and follows-up as appropriate
- Weekly communication with client on process exceptions/challenges
- Reconciles customer payments - reviews discrepancies from automatic reconciliation and makes manual adjustments as appropriate
- Able to identify auto cash failure reason and perform analysis to improve the same
- Independently handle all queries received in mailbox related to Cash Apps process
- Research on unapplied Cash and follow up with Collection team for the remittances
- Identify process improvement opportunities and drive implementation (Lean and Six Sigma projects)

Qualifications we seek in you!

Minimum qualifications

- Graduate in Commerce (B.Com)
- Relevant work experience in Cash application (Order to cash)

Preferred qualifications

- Very Good Written and Verbal Interpersonal skills
- Proficient in MS Office applications, especially in MS excel
- SAP knowledge and experience in generating reports from SAP would be an added advantage

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit www.genpact.com. Follow us on Twitter, Facebook, LinkedIn, and YouTube.