TUTOR MARKED ASSIGNMENT

Order to Cash (O2C)

Maximum Marks:100
Weight age: 30%

Course Code: BPOI – 004

Note : This Assignment covers Course 4. All questions are compulsory. Marks assigned to the questions have been shown in the bracket

Section A (All questions are compulsory & carry 05 marks each)

1. Why is it the difference between Dunning Letters & Remittance advice?
2. Explain the different departments involved in O2C cycle.
3. Explain the different source documents used in O2c process.
4. Explain the metrics for the performance measurement of cash application process.
5. What are the effective means of communication in O2C process
6. Explain the term Credit Limit & Credit Period in O2C cycle?
7. Explain the process metrics that are tracked and reported from customer set up in O2C process?
8. Describe the Collection Pyramid in the O2C process.

Section B (Answer all questions & they carry 10 marks each)

1. Explain the Credit Review Process in & role of credit team in that process.
2. Explain the following term in detail:
   a. Invoice
   b. Credit Note
   c. Purchase Order
   d. Sales Order
3. Explain the following terms in collection pyramid
   a. Penetration Rate
   b. Contact Rate
   c. Promise Rate
   d. Kept Rate
4. Explain the different type of query & Query Resolution process in O2C cycle.
5. Briefly explain the technology and tools used for O2C outsourcing?
6. Discuss the cash application process & tools & technology used in O2C process .