TUTOR MARKED ASSIGNMENT

Order to Cash (O2C)

Maximum Marks: 100
Weightage : 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 carry 5 marks each)

1. Explain the different stages in O2C cycle.
2. Why is it the difference between Dunning Letters & Remittance advice?
3. Discuss metrics for the performance measurement of cash application process.
4. What are the effective means of communication in O2C process
5. Explain the consequences of ineffective Order to cash processes.
6. List all the activities of order management process in O2C cycle.
7. Explain the term Credit Limit & Credit Period in O2C cycle?
8. Describe the Collection Pyramid in the O2C process.

Section B (Answer any 06. All 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 process of collection call in detail.
4. Explain the different type of query & Query Resolution process in O2C cycle.
5. Discuss the process of invoicing in O2C cycle.
6. Explain the Credit Review Process in & role of credit team in that process.
7. Explain the following terms in collection pyramid
    a. Penetration Rate
    b. Contact Rate
    c. Promise Rate
    d. Kept Rate
8. Explain the process of customer setup in O2C cycle.

Important Note: Last Date for Submission of Assignments

For June TEE: 31st March
For December TEE: 30th September