

# TUTOR MARKED ASSIGNMENT

## Order to Cash (O2C)

Maximum Marks : 100  
Weightage : 30%

Course Code : BPOI - 004  
Last Date of Submission : March 30 , 2017

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

### Section A

1. Why is it the difference between Dunning Letters & Remittance advice? (5)
2. Explain the different departments involved in O2C cycle. (5)
3. Explain the term Credit Limit & Credit Period in O2C cycle? (5)
4. What are the effective means of communication in O2C process (5)
5. Explain the process metrics that are tracked and reported from customer set up in O2C process? (5)
6. Describe the Collection Pyramid in the O2C process. (5)
7. Explain the different stages in O2C cycle. (5)
8. Explain the consequences of ineffective Order to cash processes. (5)

### Section B

1. Explain the Credit Review Process in & role of credit team in that process. (10)
2. Explain the process of collection call in detail. (10)
3. Explain the different type of query & Query Resolution process in O2C cycle. (10)
4. Discuss the cash application process & tools & technology used in O2C process .[10]
5. Explain the Credit Review Process in & role of credit team in that process. (10)
6. Explain the process of customer setup in O2C cycle. (10)

**Important Note: Last Date for Submission of Assignments**

**For June TEE: 31<sup>st</sup> March**

**For December TEE: 30<sup>th</sup> September**