TUTOR MARKED ASSIGNMENT
Order to Cash (O2C)

Maximum Marks: 100   **Course Code: BPOI – 004**
Weight age: 30%

Note: This assignment covers all of Course 4. Marks assigned to the questions have been shown in the bracket

Section A
Attempt any **05** questions. Each question carries 08 marks

1) Describe different stages in O2C cycle.   (8)
2) Explain partial credit note and full credit note.   (8)
3) Discuss metrics for the performance measurement of cash application process?   (8)
4) What are the effective means of communication in O2C process?   (8)
5) Explain the consequences of ineffective Order to cash processes.   (8)
6) List all the activities of order management process in O2C cycle.   (8)
7) What are Dunning letters? Give a format of the same.   (8)
8) Explain the different departments involved in O2C cycle.   (8)

Section B
Attempt all questions. Each question carries 10 marks

1) Discuss the cash application process & tools & technology used in O2C process.   (10)
2) Explain the term Credit Limit & Credit Period in O2C cycle?   (10)
3) Explain the different type of query & Query Resolution process in O2C cycle.   (10)
4) Discuss the process of invoicing in O2C cycle.   (10)
5) Explain the Credit Review Process in & role of credit team in that process.   (10)
6) Explain the following ratios in collection pyramid -   (10)
    a. Promise Rate
    b. Kept Rate

Last Date for Submission of Assignment:

For June Exam   **31st March**

For December Exam   **30th September**