

TUTOR MARKED ASSIGNMENT

Order to Cash (O2C)

Maximum Marks: 100
Weight age: 30%

Course Code: BPOI – 004

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) What is Order to Cash? (8)
- 2) List out the source documents used in O2C cycle. Explain any three source documents? (8)
- 3) What do you understand by Selling on credit? (8)
- 4) Explain the responsibilities of the order management team? (8)
- 5) Compare the advantages & disadvantages of email & telephone call as collection tools. (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) Describe the consequences of poor quality control? (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 Commercial and Accounting transaction related to O2C cycle? Explain any Four accounting treatment transactions with examples. (10)
- 6) Explain the use of the following tools in context of O2C cycle: (10)
 - a. Workflow
 - b. CRM

Last Date for Submission of Assignment:

For June Exam

31st March

For December Exam

30th September