

TUTOR MARKED ASSIGNMENT (2024)
Order to Cash (O2C)

Maximum Marks: 100
Weight age: 30%

Course Code: BPOI-004/104
January 2024/ July 2024

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

Q1. Fill in the blanks: (1x5=5)

- i. The credit function is also cynically called as -----
- ii. ----- Is also called as 'acid test ratio'.
- iii. The effectiveness of the collection process is measured through a tool called -----.
- iv. A business gets its fund by----- assets.
- v. -----Is the most important quality measure for the customer setup process.

Q2. True or False: (1x5=5)

- i. Cash Application is a part of the pre-invoicing stage
- ii. Credit limit is the monetary limit of the credit extended to a customer.
- iii. Credit risk is mitigated by doing credit appraisal on continuous basis for the existing customers.
- iv. Poor quality control can result in customer dissatisfaction.
- v. Sending PO to seller does not constitute a legal offer to buy products or services.

Q3. Write short notes on: (In about 200 -250 words) (10x3=30)

- i. Penetration Rate
- ii. Query Resolution Process in O2C cycle
- iii. Two tools used for O2C outsourcing

Q4. Explain the following terms in detail: (20)

- a. Invoice
- b. Credit Note
- c. Purchase Order
- d. Contact Rate
- e. Promise Rate
- f. Kept Rate

Q5. Explain in detail the Stages in Order to Cash Cycle? (20)

Q6. Explain the day to day issues encountered in O2C processes. (20)

Last Date for Submission of Assignment (or as and when notified by the University)

For June TEE Exam
For December TEE Exam

31st March
30th September