

Order to Cash (O2C)			
Category	Course	Module	Topics
Domain	Order to Cash (O2C)	Introduction to Order to Cash (O2C)	Accounting Cycle Working capital cycle Introduction to O2C O2C Sub processes Key Objectives and Benefits of O2C
		Order Management	Order Management Introduction Order Management sub process Understand the importance of Sales & Marketing, different sales technique, function, Quotation etc. Introduction to Contract Management Introduction to Order processing and function Order Fulfillment
		Master Data Management	Understand Different data types MDM and its Function, Importance Customer Setup, Maintainance - Process Flow
		Credit Management	Understand Objective, Importance and Scope for Credit Management Credit management - Risk assessment Credit Policy, Credit review process and Monitoring
		Billing / Invoicing	Understand Invoice Billing process, Methods Revenue Recognition Billing Discrepancies and Issue Resolution
		Cash Application	Cash application process flow Cash application terminology - (Allocated, Unapplied, Deduction, Credit Note etc.) Payment Modes (Check /Lock box, EFT etc.) Cash Application and Reconciliation
		Collection & Dispute Management	Collection Introduction B2B vs B2C collection Understand Statement , Aging , Dunning procedure etc.
		Key Performance Indicators (KPIs) in O2C	Standard SLA and Metrics Best practices - Billing , Cash Application