

ASSIGNMENTS

Diploma in Business Process Outsourcing- Finance and Accounting Program (DBPOFA)

January - June Session 2026

And

July - December Session 2026

(Semester 1)

School of Vocational Education and Training
(SOVET)



Indira Gandhi National Open University
Maidan Garhi, New Delhi -110068

Dear Student,

This booklet contains the assignments for all the Courses of DBPOFA. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, **your assignment may be summarily rejected and/or your marks may be made null and void.** Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the assignment answer sheets received after the due date will be summarily rejected and no communication will be entertained in this regard.

You have to submit/send your assignment answer sheets to the Coordinator/Programme In charge of your Study Centre/ Programme Centre, as the case may be so as to reach there on or before the due date. In case there is no Study Centre, assignments to be submitted to the Programme Coordinator at SOVET,Block-15 E, New Academic Building, Vivekananda Bhawan, IGNOU, Maidan Garhi, New Delhi- 110 068.

Instructions for Formatting Your Assignments

- On the top of the first page of your Tutor Marked Assignment(TMA) answer sheet,please write the details exactly in the following format:

Enrolment No. _____	Date: _____	
Course Code: _____	Course _____	Title: _____
_____	Name: _____	

Signature: _____

- Please follow the above format strictly to facilitate evaluation and avoid delay.
- Use only full scale size writing paper (but not of very thin variety) for writing your answers.
- Leave 3cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be submitted only to the respective Course Coordinators

Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/ Programme In-charge of your Study Centre/ Programme Study Centre to avoid any unforeseen situation.

Wishing you all good luck!

TUTOR MARKED ASSIGNMENT

Order to Cash (O2C)

Maximum Marks: 100
Weight age: 30%

Course Code: BPOI –104/004
Pass Marks: 40%
January 2026 session & July 2026 session

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

- 1) Explain Penetration Rate. (10)
- 2) List out the source documents used in O2C cycle. Explain any 2 source documents? (10)
- 3) What do you understand by Selling on credit? (10)
- 4) Explain the responsibilities of the order management team? (10)
- 5) Compare the advantages & disadvantages of email & telephone call as collection tools. (10)
- 6) List all the activities of order management process in O2C cycle. (10)
- 7) What are Dunning letters? Give a format of the same. (10)
- 8) Describe the consequences of poor quality control? (10)

Section B

Attempt all questions

- 1) What is the importance of a proper credit review process? (10)
- 2) Explain in detail the metrics that are tracked in the 15 invoicing process? (20)
- 3) Explain the following: (10+10 =20)
 - i. Partial credit note and Full credit note
 - ii. Credit risk and Internal Control risks

Last Date for Submission of Assignment

For June Exam

31st March

For December Exam

30th September