End-to-End Order-to-Cash (O2C) Simulation Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced digital economy, mastering the Order-to-Cash (O2C) process is essential for driving financial excellence, customer satisfaction, and operational efficiency. End-to-End Order-to-Cash (O2C) Simulation Training Course provides a complete end-to-end understanding of the O2C cycle from order management and credit control to billing, collections, and cash application. Participants will gain in-depth exposure to real-world scenarios, ERP simulations (SAP, Oracle, NetSuite), and data-driven process optimization techniques.

The course integrates process automation, AI-driven analytics, and workflow digitization to strengthen participants’ expertise in Accounts Receivable (AR), Revenue Recognition, and Customer Relationship Management (CRM). Designed for finance and operations professionals, this immersive experience ensures a strong foundation in O2C best practices, process governance, and continuous improvement methodologies, making participants industry-ready for the digital finance transformation era.

Programme Curriculum

End-to-End Order-to-Cash (O2C) Simulation Training Course

Introduction

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Course Duration

10 days

Course Objectives

1. Master end-to-end Order-to-Cash cycle through live ERP simulation.
2. Understand credit risk management and customer onboarding workflows.
3. Optimize sales order processing for real-time visibility and accuracy.
4. Automate invoice generation and e-invoicing compliance.
5. Apply AI and RPA to enhance cash collection efficiency.
6. Strengthen revenue assurance and financial reconciliation skills.
7. Analyze payment trends using data analytics dashboards.
8. Implement dispute resolution frameworks to improve DSO.
9. Integrate customer experience (CX) principles into the O2C journey.
10. Learn KPI-driven performance management for AR teams.
11. Drive process excellence using Lean Six Sigma techniques.
12. Explore cloud-based ERP ecosystems for scalability.
13. Build a digital transformation roadmap for O2C operations.

Target Audience

1. Finance and Accounting Professionals
2. Accounts Receivable Specialists
3. Order Management Executives
4. ERP System Users
5. Business Process Analysts
6. Shared Services & GBS Employees
7. Process Improvement Consultants
8. Graduate Students in Finance and Operations

Course Modules

Module 1: Overview of Order-to-Cash Cycle

- End-to-end O2C workflow mapping
- Core stakeholders and touchpoints
- O2C in financial transformation
- Case Study: Coca-Cola's O2C global model
- Key performance indicators (KPIs)

Module 2: Sales Order Management

- Order creation and validation
- Customer master data setup
- Automated order entry

- Case Study: Amazon’s digital order process
- Integration with CRM systems

Module 3: Credit Management

- Credit limit setup and scoring
- Credit approval workflows
- Risk mitigation strategies
- Case Study: Siemens’ credit automation framework
- Credit policy governance

Module 4: Order Fulfillment

- Inventory allocation and shipment
- Delivery tracking and customer communication
- Warehouse integration
- Case Study: Dell’s fulfillment automation
- Best practices for fulfillment efficiency

Module 5: Billing & Invoicing

- Manual vs. automated invoicing
- E-invoicing standards
- Revenue recognition policies
- Case Study: Microsoft’s billing transformation
- Common invoicing challenges

Module 6: Accounts Receivable Processing

- AR aging and reconciliation
- Invoice-to-payment mapping
- Customer payment portals
- Case Study: GE’s AR centralization
- Cash flow optimization

Module 7: Cash Application

- Payment matching automation
- AI-driven reconciliation tools
- Remittance advice management
- Case Study: IBM’s AI cash application tool
- Accuracy improvement techniques

Module 8: Collections Management

- Collection strategies and segmentation
- Dunning and escalation policies
- Customer communication best practices
- Case Study: PepsiCo’s collection analytics
- Predictive collection forecasting

Module 9: Dispute Management

- Root cause analysis
- Workflow automation for dispute resolution
- Collaboration across departments
- Case Study: Nestlé’s dispute resolution framework
- KPI tracking for dispute aging

Module 10: Reporting and Analytics

- AR dashboards and visualization tools
- DSO and collection efficiency tracking
- Exception reporting
- Case Study: SAP Analytics Cloud dashboard
- Continuous improvement reporting

Module 11: Process Automation (RPA & AI)

- RPA bots for O2C tasks
- Machine learning for payment predictions
- Intelligent document processing (IDP)
- Case Study: Accenture’s RPA deployment
- ROI measurement and performance metrics

Module 12: Compliance and Audit

- SOX compliance essentials
- Internal controls and segregation of duties
- Audit trail management
- Case Study: Unilever’s O2C audit framework
- Risk control matrices

Module 13: Customer Experience in O2C

- Customer-centric O2C design
- Feedback loops and satisfaction surveys
- Service level agreements (SLAs)
- Case Study: Apple’s customer-first billing process
- Enhancing loyalty through transparency

Module 14: Continuous Improvement

- Lean Six Sigma for O2C
- Process benchmarking and re-engineering
- KPI-based improvement tracking
- Case Study: Toyota’s Kaizen in O2C
- Implementing quick wins

Module 15: End-to-End O2C Simulation & Capstone

- Full-cycle O2C ERP simulation
- Role-based practical assignments
- Scenario-based assessments
- Case Study: End-to-End global enterprise simulation

- Certification and project presentation

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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