**Order to Cash Cycle**

**Inquiry > Quotation > Sales Order > Delivery > Invoicing**

* **Inquiry:** when a customer request for the information then an inquiry document is created in the system with all the details of product inquired. It is not very formal means not legally bound
* **Quotation:** it is similar to the inquiry but in a more formal way with terms and conditions and promise. It has a validity dates.
* **Sales Order:** a sales order is a document containing similar information to inquiry and quotation. It is created when the sales of product is confirmed with or without reference to preceding documents.
* **Delivery:** after the sales order creation delivery document is being created which comprises of picking, packing and post goods issue. Everything after the sales It is a logistics part. We create the delivery from the confirmed date of the goods
  + **Picking:** it is the mandatory step or process of picking the goods from the respective location in the warehouse to the staging area for further processing.
  + **Packing:** it is an optional step to pack the goods as per the customer requirement.
  + **Post Goods Issue:** it can be called as post issue of goods. Means posting the values to accounts and adjusting the inventory accordingly.
* **Invoicing or Billing:** the process of invoicing the customer is called billing or invoicing it is the step in the order to cash cycle.
* **Can billing be done without delivery? – True (For service items)**

**Presales Activity: Inquiry + Quotation**

**Sales Activity: Sales Order**

**Aftersales Activity: Delivery + Invoicing + Credit/Debit Memo + Returns**