

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE & ACCOUNTING
(DBPOFA)**

Term-End Examination

December, 2012

**BPOI-003 : PROCURE TO PAY (P2P)
ACCOUNTS PAYABLE**

Time : 3 hours

Maximum Marks : 100

Note : Section-I Question 1 to 10 are compulsory and they carry 1 mark each.

Section-II Has 8 questions and you have to answer any six questions.

Section-III Has 6 questions and you have to answer four questions of which question 19 is compulsory.

SECTION - I

All questions are compulsory in this section.

1. Define Indexing. 1
2. Define critical vendors. 1
3. Define a clearing house. 1
4. Define Direct Debits. 1
5. Define IVRS (Interactive Voice Response System). 1

State whether the following statement are ('True' or 'False') :

6. The T and E team verifies the claim and the expenses report against the accompanying receipts and the policies of the company and pays the employee. **1**

7. No of requests completed in one hour is a metric for productivity. **1**

8. Client is usually more concerned with process metrics than business metrics. **1**

9. The quality controls are put in place to make sure that the team can achieve the targets set according to service level agreement. **1**

10. Most of the errors committed during the process are reversible and the damage can be controlled. **1**

SECTION - II

Answer **any six** questions in this section.

11. Explain what are service level agreements and give some examples ? 5
12. If a person 'A' has access to vendor creation and purchase order approval, what kind of risk can it pose to the business ? 5
13. Pass a Journal Entries :
 - (a) The vendors takes a direct debit payment from the bank for Rs. 5000. 2½
 - (b) Goods worth Rs. 4000 of material was found to be of inferior quality and was rejected and returned to the vendor ABC ? 2½
14. Describe the process metres used for invoice processing to measure its accuracy and productivity. 2½+2½
15. Describe the travel and expense process briefly. 5
16. Describe the 'three way match' ? 5
17. Describe the process of receiving the goods at the buyers end. 5
18. What is the date that a purchase order usually contains ? 5

SECTION - III

Question No. 19 is **compulsory**. Answer **any three** from the rest.

19. Describe the typical issues in a P2P process and what are the proposed solutions ? 15
 20. What are the quality check that are put in place while processing invoices ? 15
 21. What are the different stages in procure to pay process ? (Describe). 15
 22. How does a work flow time facilitate collaboration across the teams ? 15
 23. While selecting a vendor what are the factors that a procurement manager should consider ? 15
 24. Under what circumstances does an invoice processing team put an invoice on hold ? What are the follow - up action required from invoice processing team ? 15
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