

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING – FINANCE AND  
ACCOUNTING (DBPOFA)**

**Term-End Examination**

**June, 2021**

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

*Time : 3 hours*

*Maximum Marks : 100*

**Note :**

*Section I – Questions no. 1 to 10 are **compulsory**.*

*Section II – Has 8 questions, answer any **six**.*

*Section III – Has 6 questions, answer any **four** of which  
question no. 19 is **compulsory**.*

**SECTION I**

*Fill in the blanks.*

*5×1=5*

1. The \_\_\_\_\_ helps the employees with travel and hotel reservations. 1
2. The payment made to the employee is made by the \_\_\_\_\_ department. 1
3. The \_\_\_\_\_ verifies the travel claim and clears it for payment. 1

4. Employees submit \_\_\_\_\_ after the travel is over to claim the reimbursement. 1
5. \_\_\_\_\_ are more serious than the non-fatal errors. 1

*State whether the following statements are **True** or **False** :* 5×1=5

6. Number of requests completed in one hour is a metric for productivity. 1
7. Number of transactions requiring rework is a metric for accuracy. 1
8. GRNI is an asset account. 1
9. Cash-in-transit is an asset account. 1
10. While indexing, speed and accuracy both are important. 1

## SECTION II

Answer any **six** questions. Each question carries five marks.

6×5=30

11. State the controls that are used in verification of a T&E claim. 5
12. Why does the management need to have a good control over the T&E process ? 5
13. List the reasons why the metrics are measured and reported. 5
14. Differentiate between Business metrics and Process metrics. 5
15. What steps does the P2P team need to take to prepare the month-end report ? 5
16. What are the various risks associated with P2P cycle ? Briefly explain. 5
17. How does putting quality controls in place help the team to achieve SLAs ? 5
18. How are requests classified for further resolution ? Explain. 5

### SECTION III

*Question no. 19 is **compulsory**. Answer any **three** from the remaining questions. 4×15=60*

- 19.** What are the roles and responsibilities of the employee, manager and the T&E desk in the T&E process ? Discuss. 15
- 20.** What are the various measures to enhance the quality services ? Discuss the responsibilities of a Quality Control specialist. 15
- 21.** What are the different channels to receive the vendor queries ? List the kinds of queries that are usually received by the vendor helpdesk team. 15
- 22.** Differentiate between the following : 5+5+5=15
- (a) Critical vendors and Normal vendors
  - (b) EFT and Wire transfer
  - (c) Payment run date, Payment date and Pay through date
- 23.** What are the metrics that are used to measure the effectiveness of invoice query process ? Discuss how the reasons for putting a non-PO invoice on hold differ from those for a PO invoice. 15
- 24.** How is a credit note identified ? What are the implications of processing a credit note erroneously as an invoice ? 15