

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

**Term-End Examination**

00404

**December, 2014**

**BPOI-001 : INTRODUCTION TO FINANCE AND  
ACCOUNTING**

*Time : 3 hours*

*Maximum Marks : 100*

---

**Note :**

*Section I – All questions are **compulsory**.*

*Section II – Attempt any **six** out of eight questions.*

*Section III – Question no. 11 is **compulsory**. Attempt any **three** questions from questions no. 12 to 16.*

---

---

**SECTION I**

1. (a) Employees in Process Associates/Call Centres agent roles report to employees at \_\_\_\_\_ level. 1
- (b) To handle \_\_\_\_\_, one should know how to submit an invoice professionally. 1
- (c) Procure to Pay is more \_\_\_\_\_ in nature than \_\_\_\_\_. 1

- (d) In F & A BPO, an employee gains expertise in Accounting and \_\_\_\_\_ . 1
- (e) Information security is defined as the means of \_\_\_\_\_ . 1

**2. State whether the following are *True* or *False*.**

- (a) Accounting software is used to store accounting related records. 1
- (b) The only thing that is constant in life is change. 1
- (c) In third party outsourcing, customer has huge risk of government permits and tax compliance. 1
- (d) Base cost reporting is not a part of closing and reporting function. 1
- (e) Invoice is issued before the purchase order in AR cycle. 1

## SECTION II

3. How does implementation of IT application help an organisation ? 5
4. If you are a part of Accounts Receivables Process, in your view, what skill sets are required ? Why ? 5
5. Why do we need to send invoice ? Are there times when we do not send invoices ? Explain. 5
6. "India is a leading insurance destination." Comment. 5
7. How has globalisation of corporation helped BPO industry ? 5
8. What are the benefits of F & A outsourcing to the customer ? 5
9. What are the various types of services offered by the BPO industry ? 5
10. What are the benefits of Accounts Receivables ? 5

### SECTION III

11. "India has advantage over other countries in the outsourcing business." Comment. 15
  12. Which is a better option – captive or third party arrangement ? 15
  13. Draw and define the various functions of Procure to Pay. 15
  14. What are the key reasons for implementing the ERP systems ? 15
  15. List and describe the new areas of outsourcing. 15
  16. Transition/implementation is the most difficult phase of the F & A outsourcing process. Elaborate. 15
-