DIPLOMA IN BUSINESS PROCESS OUTSOURCING (DBPOFA)

Term-End Examination

June, 2024

BPOI-003/103 : PROCURE TO PAY

Time : 3 Hours　　　　　*Maximum Marks : 100*

Note :　**Section-I :** All Question are Compulsory.

Section II : Answer any six question out of eight.

Section III : Question No. 11 is compulsory. Answer any three Question from Q. No. 12 to 16.

SECTION–I

1.　Fill in the blanks :　　　　1 × 5 = 5

(a)　The .... verifies the travel claim and clears it to Payment.

P.T.O.

(b)　Employee submits a(*n*) .... after the travel is over to claim the re-imbursement.

(c)　Credit indicates ....

(d)　The name of the Risk when a vendor erroneously submits an invoice twice to a company and gets paid twice for it............ .

(e)　For vendor setup........... is the most important criteria for success.

2.　State whether the following statements are True or False.　　　　1 × 5 = 5

(a)　Whole Indexing, speed and Accuracy both are important.

(b)　The three channels, through which vendor queries may be received are phone, email and fax.

(c)　Clinent is usually more concerned with process metrics than business metrics.

(d)　The quality controls are put in place to make sure that the teams are able to achieve targets set according to Service Level Agreements.

(e)   After the buyer returns the goods back to the vendor, the vendor may issue a Credit note to the buyer.

SECTION–II

Note : Answer any six questions. Each question carries 5 marks.

3.   What is the application of Document Management System in the Account Payable process ?   5

4.   Explain the use of the following source documents in the P2P processes :   5 (2.5 + 2.5)

(a)   Purchase Requition

(b)   Goods Received Note.

5.   Describe the process of receiving the goods at the buyer's end.   5

6.   Describe a "three way match".   5

7.   Explain the challenges faced in dealing with Invoices on hold.   5

8.   List some of the frequent errors that happen during the payment run's.   5

P.T.O.

9.   Explain the method of sampling for controlling quality of P2P process.   5

10.   What should be done in case a credit note is processed as an Invoice.   5

SECTION–III

Note : Question No. 11 is compulsory. Attempt any three question from Q. No. 12 to 16. Each question Carries 15 marks.

11.   Explain the steps involved in Traval & Expense process, both in cases when T and E expenses are "pre-approved" and "post-approved". Give suitable examples to explain the difference.   15

12.   Write a detailed on the P2P process metrics when the process is Outsourced. Illustrate you answers with suitable examples.   15

13.   Explain the typical issues that may come in P2P process relating to Vendor set up/maintenance; Invoice processing; and Travel and Expense.   15

14. Explain the process of Vendor Helpdesk and the need for the same. 15

15. Explain various payment Instruments that are used in P2P process. Discuss the EFT process cycle with Flow diagram and the advantages of the same. 15

16. Explain the AP (Accounts Payable) cycle with Flow diagram. What is hold and reasons for putting invoices on Hold ? Discuss. 15

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