**Time : 1½ Hours**           **LOGISTICS MANAGEMENT**

**Subject Code**

| H | 0 | 8 | 6 |

**Total No. of Questions : 3**    **(Printed Pages : 5)**      **Maximum Marks : 30**

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*INSTRUCTIONS* : (*i*)    Answer each question on a fresh page.

         (*ii*)    Write the question number and sub-question number clearly.

         (*iii*)   *All* questions are compulsory.

         (*iv*)   Figures to the right indicate full marks.

1.    (A)    Fill in the blanks with appropriate alternative given below :   6×½=3

     (*i*)    The person responsible for the petty cash is known as the petty cash ............................. .

         (*a*)    Respondent

         (*b*)    Writer

         (*c*)    Speaker

         (*d*)    Custodian

     (*ii*)    ............................. is a collection of systems, hardware, procedures and people that all work together to process, store and produce information that is useful to the organization.

         (*a*)    M.I.S.

         (*b*)    Transport

         (*c*)    Purchase

         (*d*)    Drawing

(*iii*) ............................. is issued by a bank on behalf of an importer, that guarantees an exporter payment for goods or services.

(*a*)    Letter of Credit

(*b*)    Letter of Authority

(*c*)    Letter of Thanks

(*d*)    Letter of Sale

(*iv*) ............................. have been developed by International Chamber of Commerce.

(*a*)    INCOCONTAINER

(*b*)    INCOTRAIN

(*c*)    INCOTERMS

(*d*)    INCODEFINITIONS

(*v*) ............................. is the one who buys the product and service.

(*a*)    Customer

(*b*)    Binner

(*c*)    Custodian

(*d*)    Assistant

(*vi*) ............................. has been developed and is being used to influence the decision making process of the customers by appealing to their senses.

(*a*)    International marketing

(*b*)    Direct marketing

(*c*)    Wholesale marketing

(*d*)    Sensory marketing

(B)    Answer the below questions in *one* or *two* sentences each :    3×1=3

   (1)    What is a mail ?

   (2)    What is a record ?

   (3)    Why are "Export Incentives" given to industries and firms ?

(C)    Answer the following in *two* to *four* sentences each :         2×2=4

   (1)    Suggest any *four* factors to be considered while selecting office machines ?

   (2)    Name any *four* components of office environment.

2.    (A)    Select the *correct* answer from the given choices :         6×½=3

   (1)    ............................. e-commerce pertains to transactions conducted between two businesses.

       (*a*)    B2C

       (*b*)    B2G

       (*c*)    B2B

       (*d*)    B2M

   (2)    ............................. is the buying and selling of goods and services, over an electronic network, primarily the internet.

       (*a*)    E-commerce

       (*b*)    E-transfer

       (*c*)    ERP

       (*d*)    SAP

(3) ............................ protects the system from external threats.

(*a*) Firewall

(*b*) EDI

(*c*) ERP

(*d*) Script Kiddies

(4) ............................ is the primary problem for e-commerce in developed and devloping countries.

(*a*) Logistics

(*b*) Security

(*c*) Stability

(*d*) Taxation

(5) Insurance works on the basic principle of ............................ .

(*a*) Risk sharing

(*b*) Profit sharing

(*c*) Government funding

(*d*) Trade funding

(6) ............................ sector banks are nationalized by the government of our country.

(*a*) Private

(*b*) International

(*c*) Public

(*d*) Trade

(B) Answer the below questions in *one* or *two* sentences each : 3×1=3

    (1) What is an export licence ?

    (2) Why do customers need to be informed about products and services ?

    (3) Who is the company's most vital asset ?

(C) Answer the following in *two* to *four* sentences each : 2×2=4

    (1) State the objectives of "Customs Control".

    (2) Why is customer service important in business ?

3.    (A) Answer the below questions in *one* or *two* sentences each : 3×1=3

    (1) Suggest any *two* methods of collecting customer feedback.

    (2) What is the full form of EDI ?

    (3) What is the advantage of demand draft ?

    (B) Answer the following in *two* to *four* sentences each : 2×2=4

    (1) How can you attract new customers for the company ?

    (2) Write any *two* advantages of e-commerce.

    (C) Mention the documents required to open a Savings Account. 1×3=3