

Office Systems & Technology  
Chapter 9-A

1. L - Accounts Payable
2. H - Accounts Receivable
3. G - Application Service Provider
4. M - Application Specific Software
5. K - CAD and CAM
6. B - Custom-designed Software
7. E - Enterprise Integration Software
8. F - General Accounting
9. I - General Purpose Application Software
10. C - Marketing Applications
11. A - Middleware
12. J - Off-the-shelf Software
13. D - Spreadsheet

- A. Creates an interface (bridge) between systems running on different platforms.
- B. Developed by an in-house programmer or contracted from a software vendor.
- C. Development of products, pricing and promotion are primary functions.
- D. Electronic worksheet
- E. Focuses on supporting clusters of business processes involved in the daily operations.
- F. Keeping track of assets, liabilities, capital, income and expenses.
- G. Leases software to organizations through the Internet or private network.
- H. Monitors sales accounts for which the customer has a period of time to pay the balance.
- I. Performs common business tasks for the user.
- J. Purchased from software vendors with supporting manuals and help services.
- K. Software programs that have automated the product design and manufacturing functions of many manufacturing firms.
- L. System for paying obligations of the company.
- M. Used for daily operations within the organization.

True or False

14. T - Business data can be electronically stored with database management software.
15. F - Computerized inventories do not record every addition or deletion from inventory stock.
16. T - Distribution tracking provides valuable information for customer service.
17. F - Human resource applications help with managing equitable compensation packages and career counseling for employees, but not long-rang hiring requirements.
18. F - Organizations can only purchase, they cannot lease enterprise systems.
19. T - Quality control is embedded into all operations applications.
20. T - Today most production lines are enhanced with automated features.

