

Of course. Here is the final, comprehensive quiz on Order Management, structured as requested with clear topics, sub-topics, and difficulty levels.

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## Final Quiz: Order Management System

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### Level 1: Easy (Beginner)

#### Topic: Introduction to Order Management

1. Which of the following best describes a Systematic Investment Plan (SIP)?
  - a) A one-time withdrawal of all funds from a mutual fund.
  - b) A systematic way of investing a fixed amount in a mutual fund scheme at regular intervals.
  - c) A systematic transfer of funds from one mutual fund scheme to another.
  - d) The process of returning an investor's holding value based on units sold.**Answer: b**
2. What does "Redemption" refer to in the context of Mutual Funds?
  - a) The process of investors signing up and committing to invest.
  - b) **The process of returning an investor's holding value based on the number of units sold.**
  - c) Transferring investments from one fund scheme to another.
  - d) A regular withdrawal of money from a mutual fund scheme.**Answer: b**
3. A Systematic Transfer Plan (STP) involves which of the following actions?
  - a) Investing a fixed amount in a mutual fund at regular intervals.
  - b) Withdrawing a fixed amount from a mutual fund at regular intervals.
  - c) **A systematic transfer of funds from one Mutual Fund scheme to another at regular intervals.**
  - d) The initial purchase of units in a new folio.**Answer: c**
4. According to the documents, a "Purchase" transaction is divided into which two parts?
  - a) Pre-market and Post-market Purchase.
  - b) Equity Purchase and Debt Purchase.
  - c) **Fresh Purchase and Additional Purchase.**
  - d) Lumpsum Purchase and SIP Purchase.**Answer: c**
5. What is a Systematic Withdrawal Plan (SWP)?
  - a) A way to systematically invest in multiple funds at once.
  - b) **A systematic withdrawal of money or redemption from a Mutual Fund scheme at regular intervals.**

- c) A plan for transferring funds systematically between different asset classes.
- d) A plan to automatically reinvest dividends.

**Answer: b**

6. True or False: A "folio" is created for a customer and is used to track investments within a specific mutual fund.

**Answer: True**

1. Which two primary platforms are mentioned for users to place orders?

- a) Trading Terminal and Back Office.
- b) **RM Portal and Client Portal.**
- c) Operations Office and SEBI Portal.
- d) RTA Portal and Bank Portal.

**Answer: b**

2. What is the role of the Registrar and Transfer Agent (RTA) like CAMS and KARVY in the order process?

- a) They provide the risk profile for the funds.
- b) They execute the trades on the stock exchange.
- c) **They handle the backend processing of transactions, record-keeping, and settlement.**
- d) They offer investment advice to the clients.

**Answer: c**

3. When a transaction is processed, the system generates and sends a common feed file to which entity?

- a) The Relationship Manager (RM).
- b) **The Registrar and Transfer Agent (RTA).**
- c) The Securities and Exchange Board of India (SEBI).
- d) The customer's registered bank.

**Answer: b**

4. True or False: The download option for transaction slips in the order book is available to all sales users.

**Answer: False** (It is available to the Operations user group only).

### **Topic: SEBI Regulatory Changes & Compliance**

1. According to the SEBI circular dated January 10, 2025, what is mandatory for all new mutual fund folios?

- a) Linking a credit card.
- b) Setting a minimum investment amount of ₹10,000.
- c) **Providing nomination details OR explicitly opting out of nomination.**
- d) Submitting a physical photograph.

**Answer: c**

2. If a user chooses "No" for nomination when creating a new folio, what must they upload?

- a) A video recording of their decision.
- b) A scanned copy of their PAN card.
- c) **A scan of the "No nomination declaration form" duly signed.**

d) An email confirming their choice.

**Answer: c**

3. In Phase 1 of the nominee changes, what is the maximum number of nominees that can be added?

a) 1  
b) **3**  
c) 5  
d) 10

**Answer: b**

4. What is the maximum number of nominees that can be added in Phase 2?

a) 3  
b) 5  
c) **10**  
d) Unlimited

**Answer: c**

5. If an investor uses a thumb impression instead of a signature, what additional step is required?

a) The form must be notarized.  
b) **The thumb impression must be witnessed by two persons whose details are captured.**  
c) A bank manager must co-sign the form.  
d) No additional step is needed.

**Answer: b**

6. True or False: An investor can change their nominee details any number of times without restriction.

**Answer: True**

7. The changes for adding/modifying nominee details for a folio created before August 01, 2022, must be done through which mode?

a) During a regular purchase transaction.  
b) By calling customer service.  
c) **Through a Non-Financial Transaction mode.**  
d) It is no longer possible to change nominee details for such folios.

**Answer: c**

8. The two phases for delivering the SEBI nominee regulations are scheduled for which dates?

a) 01 Jan 2025 and 01 July 2025.  
b) 01 Mar 2025 and 01 June 2025.  
c) **01 June 2025 and 01 Sep 2025.**  
d) 01 Apr 2025 and 01 Oct 2025.

**Answer: c**

1. If a nominee is a minor, which two fields become mandatory?

a) Guardian Name and Guardian ID number.  
b) **Nominee Date of Birth (DOB) and Guardian Name.**  
c) Guardian's Bank Account and Guardian's Address.

d) Nominee's School Name and Guardian's Phone Number.

**Answer: b**

2. For an NRI/OCI/POA nominee, which additional ID type becomes available in the dropdown menu?

a) Voter ID

b) **Passport**

c) National ID

d) Social Security Number

**Answer: b**

3. If "Nominee name to be displayed in SOA" is set to "No", what is displayed in the reports?

a) "Nomination Hidden"

b) The nominee's initials only.

c) **The text "Nominee Registered" followed by Yes/No.**

d) The field is left blank.

**Answer: c**

4. True or False: The Nominee's City and Address are not captured in the system.

**Answer: False** (The proposed flow includes capturing these details).

5. When entering an Aadhaar number as a Nominee ID, which part of the number should be visible?

a) The first 4 digits.

b) **The last 4 digits.**

c) The middle 4 digits.

d) The full Aadhaar number is displayed.

**Answer: b**

6. Which of the following is NOT listed as a mandatory field when adding a nominee?

a) Nominee Name

b) **Nominee's Occupation**

c) Nominee's Relationship

d) Percentage allocation

**Answer: b**

7. True or False: The Guardian PAN is a mandatory field for all minor nominees.

**Answer: True**

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## Level 2: Medium (Intermediate)

### Topic: The Detailed Order Journey

1. If the mode of transaction for an order is "Physical", what is the mandatory file format for uploading the transaction slip?

a) .jpeg

b) .pdf

c) **.tif**

d) .png

**Answer: c**

2. A user attempts to upload a transaction slip that is 1.5 MB in size. What is the expected system response?

a) The file will be compressed automatically.

b) **An error will be displayed: "File size should not be more than 1 MB".**

c) The file will be accepted without any issues.

d) The user will be asked to split the file into two parts.

**Answer: b**

3. Under which circumstance is document upload NOT mandatory in the RM Portal?

a) When the transaction mode is "Physical" for an outflow order.

b) When the transaction mode is "Physical" for an inflow order.

c) **When the transaction mode is "Telephone" for any transaction type.**

d) When a client is placing the order from the Client Portal.

**Answer: c**

4. What is the correct file naming convention for zipped folders of nomination forms sent to CAMS?

a) DATE\_RTA\_NOM.zip

b) **AMCcodeTRXNNNN.zip**

c) NOM\_FORMS\_BATCH\_1.zip

d) CustomerID\_Nomination.zip

**Answer: b**

5. When opting out of nomination online, what action must the user perform in addition to clicking the declaration checkbox?

a) Answer a security question.

b) **Authenticate the decision through an OTP.**

c) Upload a signed digital declaration.

d) There is no other action required.

**Answer: b**

1. The EUIN (Employee Unique Identification Number) must be captured for which users placing an order?

a) The client.

b) **The Relationship Manager (RM).**

c) The Supervisor.

d) The Operations team member.

**Answer: b**

2. If a customer opts out of nomination, the RTA sends a unique Nomination Acknowledgement Number. How long does the investor have to complete the confirmation process (including OTP and video) after receiving the second communication?

a) 1 hour

b) 12 hours

c) **24 hours**

d) 48 hours

**Answer: c**

3. In the outbound feed file, what does the field NOM\_COUNT represent?
- a) The total number of folios with nominations.
  - b) The total number of nominees for the customer across all accounts.
  - c) **The number of nominees for that specific folio being sent to the RTA (maximum of 3 in Phase 1).**
  - d) A unique count ID for the nomination transaction.

**Answer: c**

4. Which of the following is NOT a valid "Nomination Status LOV" in the system?
- a) Nomination Available
  - b) Opted out of Nomination
  - c) Nomination Pending
  - d) **Nomination Verified**

**Answer: d**

5. For a new folio creation, if the transaction mode is "Physical", what must be uploaded along with the transaction slip?
- a) The customer's latest bank statement.
  - b) A copy of the customer's PAN card.
  - c) **The image of the signed nomination form or opt-out form.**
  - d) A self-attested photograph of the customer.

**Answer: c**

1. When a user selects "Full Switch" in the product selection screen, what happens to the 'Transaction Units' field?
- a) The user must manually input the total units.
  - b) **All available units are auto-populated, and the field becomes non-editable.**
  - c) The field is hidden, and the switch proceeds based on market value.
  - d) The user must enter "ALL" in the field.

**Answer: b**

2. In a "Full Redemption" scenario, the outbound feed file to the RTA will have the unit and amount fields left blank. Which flag is sent to indicate it is a full redemption?
- a) A "RedeemAll" flag is sent as "1".
  - b) **The "Close AC Flag" is sent as "Y".**
  - c) A "Full\_Redemption\_Indicator" is set to TRUE.
  - d) The transaction type is changed to "REDEEM\_FULL".

**Answer: b**

3. What validation is bypassed by the system for the switch-out fund when a "Full Switch" is selected?
- a) The fund's NAV must be positive.
  - b) The fund must be open for transactions.
  - c) **The SCM\_MIN\_REDEEM\_AMT and SCM\_MIN\_REDEEM\_UNITS validations.**
  - d) The customer's risk profile must match the fund's risk profile.

**Answer: c**

4. True or False: When a "Full Redemption" is executed, the final reconciliation is done based on the amount punched at the order level.

**Answer: False** (Recon is done on the basis of Units received for such a transaction as at the order level, units are punched).

5. For a "Full Switch", which validation is bypassed for the switch-in fund?

- a) **SCM\_MIN\_PURCHASE\_AMT**
- b) The fund's lock-in period.
- c) The fund must be in the same fund house.
- d) The fund must have a "Switch IN Allowed" flag.

**Answer: a**

### **Topic: Systematic Investment Plans (SIP/SWP/STP)**

1. Which of the following is NOT a valid frequency for a Systematic Investment Plan (SIP) mentioned in the documents?

- a) Daily
- b) Fortnightly
- c) **Bi-weekly**
- d) Semi-Annually

**Answer: c**

2. A user is setting up an STP. The Day/Date field will display only those dates that are valid for:

- a) The Switch-Out Fund's STP section only.
- b) The Switch-In Fund's SIP section only.
- c) **Both the Switch-Out Fund's STP section AND the Switch-In Fund's SIP section.**
- d) Any day of the month, regardless of fund rules.

**Answer: c**

3. The "Soft Stop" validation for an SIP checks if the SIP Amount is less than or equal to what?

- a) The customer's monthly income.
- b) **The Available Balance in the Settlement Account.**
- c) The "SIP Max. Transaction Amount" for the security.
- d) 10% of the customer's total portfolio value.

**Answer: b**

4. From which section of the product selection screen can an STP Instruction NOT be initiated?

- a) **Other Funds**
- b) Existing Holdings
- c) Focussed Funds
- d) All of the above allow STP initiation.

**Answer: a** (and b, c. STP is a form of switch, and can only be done from existing holdings)

5. What is the "Hard Stop" validation for the 'No. of Instalments' field when setting up a SWP?

- a) The number must be an even number.

- b) The number must be greater than 6.
- c) **The number must be greater than or equal to the "SWP Min. No of Instalments" defined for the security.**
- d) The number cannot exceed 120.

**Answer: c**

1. What is the correct naming convention for a SIP installment order number?
  - a) A new, randomly generated 12-digit number.
  - b) The customer's Folio Number followed by the date.
  - c) **The original SIP Instruction Order Number\_SIP\_System Generated SIP Order Number.**
  - d) The customer's ID followed by the installment sequence.

**Answer: c**

2. If a user modifies the SIP End Date of an active plan, what is the system's response?
  - a) It rejects the modification.
  - b) **The system accepts the change, and the plan will terminate on the new date.**
  - c) A new SIP instruction is created.
  - d) It requires supervisor approval.

**Answer: b**

3. If an auto-scheduled SIP order fails on its first attempt due to a network error and is then successfully processed on the second attempt on the same day, how will this be reflected in the SIP Schedule view?
  - a) Only one entry with the status "Completed".
  - b) **Two entries: one "Failed" and a second "Completed" for the same due date.**
  - c) One entry with the status "Completed with retry".
  - d) The failed attempt is not shown.

**Answer: b**

4. True or False: A SIP instruction with a "Cancelled" or "Closed" status can be modified by the user.

**Answer: False**

5. If a SIP order fails three times in a single day due to insufficient funds, what is the final status of that installment?
  - a) It remains "In Progress" until the next day.
  - b) It is automatically rescheduled for the next week.
  - c) **It is marked as "Failed" and will not be processed again.**
  - d) It is cancelled, and the entire SIP plan is terminated.

**Answer: c**

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## Level 3: Hard (Advanced)

### Topic: API Integration & Logic

1. In the finalorderforsubmission API, which two fields are now mandatory for successful Purchase orders to ensure seamless reconciliation?



- a) orderAmount and orderDate
- b) cifId and portfolioId
- c) **orderPaymentReference and pgPaymentReferenceNo**
- d) EUIN and transactionType

**Answer: c**

2. If the finalorderforsubmission API call for an RTA order returns with a code other than "00", what does this signify?
  - a) The order was successfully placed.
  - b) The order is pending approval.
  - c) **The order placement failed at the RTA.**
  - d) The order was partially successful.

**Answer: c**

3. The leadtoProspect API was enhanced to return the ProspectId in the response. What was the primary business benefit of this change?
  - a) To improve API security.
  - b) **To streamline client integrations and reduce parsing complexity by eliminating an extra API call.**
  - c) To meet a new regulatory requirement for prospect tracking.
  - d) To reduce the payload size of the API response.

**Answer: b**

4. When calling the save2 API, what is the purpose of including the "ModelorderId"?
  - a) It is the final RTA reference number.
  - b) **It is an ID generated by the client app (WMC) to link all underlying orders of a model portfolio together, which is then stored in WQ.**
  - c) It is the unique ID for the customer's goal.
  - d) It determines the transaction type for all underlying orders.

**Answer: b**

5. In the enhanced finalorderforsubmission API response, what is the purpose of the ERR\_DESC field?
  - a) To provide the success message.
  - b) To give the unique order reference number.
  - c) **To provide a detailed text description of the error if the code is not "00".**
  - d) To indicate the date of the error.

**Answer: c**

6. If a save2 API call is made with the FullSwitchRedemptionflag set to "Y", but the orderBasedType is sent as "Amount", what should the system do?
  - a) Process the order as an Amount-based full switch.
  - b) Reject the API call with a validation error.
  - c) **The orderBasedType should be "Units" and the QTY field becomes mandatory; sending "Amount" would be an invalid combination.**
  - d) Ignore the orderBasedType and proceed with a unit-based switch.

**Answer: c**

1. To link a new prospect to a newly created CIF and save their details, what is the most efficient API call sequence according to the updated process?

- a) Call registerAPI, then getProspectDetails, then linkProspectToCIF.
- b) Call savecustomerdetailsCRM, then registerAPI, then linkProspectToCIF.
- c) **Call registerAPI to get the CIF, then call the single linkProspectToCIFAndSave API.**
- d) Call leadtoProspect, then registerAPI, then savecustomerdetailsCRM.

**Answer: c**

2. What is the key difference in how ModelorderId is handled between the save2 and finalorderforsubmission APIs in a payment failure/retry scenario?
  - a) The save2 API uses the initial ModelorderId, while finalorderforsubmission does not use it.
  - b) Both APIs must use the exact same ModelorderId from the very first attempt.
  - c) The save2 API is called once per ModelorderId, while finalorderforsubmission can be called multiple times.
  - d) **The client app sends a new, latest ModelorderId (e.g., ID-B) in the finalorderforsubmission call if the payment was successful after a retry, and WQ overrides the original ID (ID-A).**

**Answer: d**

3. What is the primary reason for removing the mandatory NAV and Qty fields from the save2 API?
  - a) To allow for fractional unit transactions.
  - b) To reduce the payload size and improve API performance.
  - c) **To remove unnecessary dependencies and latency, as these values can be computed by the WQ system.**
  - d) To make the API compatible with international standards.

**Answer: c**

4. True or False: In the JBR implementation, the save2 API will be used to place orders, and there will be no order cart.

**Answer: True**

### **Topic: Exception Handling, Reporting, & System Rules**

1. A customer with a "Very Conservative" risk profile attempts to purchase a product with an "Aggressive" risk profile through the RM office. What is the expected system behavior?
  - a) The order is placed and sent for standard supervisor approval.
  - b) A warning is displayed, and upon RM confirmation, the order proceeds.
  - c) **The system displays a hard stop and does not allow the transaction to be placed.**
  - d) The order is routed directly to the Zonal head for a special review.
2. An RM places a switch order where the switch-in fund has a risk profile that is 2 levels higher than the customer's risk profile (PRR=CRR+2). What is the complete approval workflow?
  - a) The order is auto-approved.
  - b) The order goes to the Supervisor for approval.

c) **The order first goes to the Circle/Zonal head, and after their approval, it goes to the Supervisor for final authorization.**

d) The system rejects the order automatically.

**Answer: c**

3. If an order is placed *after* the fund cut-off time but is approved *before* the fund cut-off time on the next business day, what is the order date?

a) The date the order was placed.

b) **The date the order was approved (the next business day).**

c) The date after the approval date.

d) The system will treat it as an expired order.

**Answer: b**

4. If a supervisor rejects an order, what must they provide?

a) An override code.

b) **A reject reason.**

c) A confirmation OTP.

d) A digital signature.

**Answer: b**

5. True or False: If a customer does not have a risk profile, they can still proceed with a Purchase transaction after acknowledging a warning.

**Answer: False** (They can only proceed with Redemption/Transfer transactions).

1. What is the purpose of the orderPaymentReference field in the context of RTA integration?

a) It is the RTA's internal transaction ID.

b) It is used to track the performance of the payment gateway.

c) **It is the number sent to the RTA in the order API in the DEP\_RFNo field.**

d) It is the customer's unique payment ID.

**Answer: c**

2. A user wants to find all failed SIPs for a specific RM for the past month. Which report should they use?

a) Systematic Plan Status Report

b) **Systematic Plans Failed Report**

c) Order Book Report

d) Transaction History Report

**Answer: b**

3. In the Systematic Plans Failed Report, which of the following is NOT a column?

a) Customer Name

b) Scheme Name

c) **Supervisor Name who approved the plan**

d) Last Installment No

**Answer: c**

4. If a transaction feed is received from the RTA with a "Settlement Reversal" status, what does it imply?

a) The order was successfully settled.

b) The order is still pending settlement.

c) **The order was sent back by the RTA as a reversal.**

d) The order was executed but not yet settled.

**Answer: c**

5. What is the file naming convention for a .tif file inside a zipped folder sent to KARVY?

a) AMCcodeTRXNNNN.tif

b) **AMCcodeARNCODEUsrtrxn No.tif**

c) KARVY\_NOM\_YYYYMMDD\_BATCH.tif

d) FolioNumber\_Nominee.tif

**Answer: b**