

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
  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.
  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.
  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.
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.
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.

**Answer: c**

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**