

## Frequently Asked Questions

- **How are Study Materials made available to students?**

The study materials are available by placing order on the Publication Portal <http://cds.icaai.org/> . Students can place an order on the Publication Portal, make a payment or use a coupon. The study materials are also webhosted at the BOS Knowledge Portal, they can access, read, or download study materials online by navigating to the respective subject on the BOS Knowledge Portal (<https://www.icaai.org/post/study-material-nset> ).

- **How can I place an order on the Publication portal for free supply of Study Material against my registration?**

After online registration to the course, your registration data will be transferred automatically from SSP to the Publication Portal.

kindly log in to the Publication portal using your **SSP credentials**, as per the details below:

**User ID:** MRN/SRN followed by **@icaai.org**

**Password:** Same as the **SSP password**

- If you are still unable to log in, you may use the “Forgot Password” option at SSP portal or contact the SSP Helpdesk for further assistance at [students@icaai.in](mailto:students@icaai.in) , [ssp.helpdesk@icaai.in](mailto:ssp.helpdesk@icaai.in)

Please note that the option “**If new user, sign up to continue**” may appear during your first login on the new Publication Portal. This is required to authorize the portal to access your SSP login credentials.

If you are logging in for the first time, kindly:

- Select the “**Sign Up**” option
- Complete the process and authorize by selecting the checkbox (tick mark) provided

Once this is done, you will be able to log in normally using your SSP credentials.

- **How a non-registered student or any other stakeholder can place an order on Publication portal?**

Visit [www.cds.icai.org](http://www.cds.icai.org). Click on Sign up, register yourself with desired detail and create your login ID and password for placing order.

- **If I do not receive confirmation for approval of registration, what should I do?**

For inquiries about your registration approval status, please contact the SSP Helpdesk at [students@icai.in](mailto:students@icai.in), [ssp.helpdesk@icai.in](mailto:ssp.helpdesk@icai.in)

- **What to do to get Courier Tracking No.?**

After your study material is dispatched, a tracking number will be sent to your registered mobile number and tracking details are also available in your Login under track order section. For further details, please refer to the "Contact Us" section on the website.

- **How many coupons are allowed to a student against his registration?**

A student on successful registration to the course will be allotted coupon/s against registration (Foundation Course student will be allotted 1 coupon, Intermediate course and Final course students will be allotted 2 coupons (1 coupon for both Groups/single Group and another for any book left out for later use, if required). Student needs to select the required study material either English or Hindi Medium and redeem the allotted coupon on this portal to receive the study material from the Publication Directorate.

Coupons will automatically apply to Foundation, Intermediate, and Final Course books on the upgraded Publication Portal. However, **Students must log in using their registration number for the coupon** to be applied, as it will not work with a mobile number login. In cases where an order is placed and canceled on the same day, the coupon will be regenerated within 24 hours by our IT team.

If you still see a payment amount after applying the coupon, please check your cart and unselect any unnecessary items that aren't covered by your registration coupons.

- **What is the validity period for coupon?**

For the Foundation course, the coupon is valid for 1 year from the date of registration. For the Intermediate course, the coupon is valid for 2 years, and for the Final course, it

is valid for 3 years, both starting from the date of registration or conversion from the old course to the new course.

- **How to know eligible/ Valid study material for my exam?**

To find out which study materials are eligible or valid for your exam, please refer to the applicability list provided on the official website under the "Board of Studies Announcements" section in the Students Section( <https://www.icai.org/category/announcements> ).

- **How to update my communication details on Publication Portal? / How do I change my shipping address? / I placed my order earlier at a different shipping address. Now I want to change my shipping address. How do I do this?**

Before placing an order on the Publication Portal, you have the option to edit your delivery address. However, please note that once an order is placed, any changes to the shipping address are not permitted under any circumstances. Be sure to double-check your address before finalizing your order.

- **I have placed an order before the approval of my registration No. / without receiving a SMS from Publication Portal against payment, how can I receive refund/ adjustment with registration amount? / I have placed the wrong order. How can I cancel it and obtain refund?**

The order once placed can be cancelled on the same day in the Publication Portal. No request for cancellation shall be entertained later under any circumstances. The amount of order cancelled on the same day will be refunded within 7 working days to the account of customer. No refund claim is allowed thereafter for successful orders under any circumstance. Therefore, check your order carefully before making payment.

- **If my account is debited and I do not receive SMS confirmation for placing order, what should I do?**

Please wait 48-72 hours for the confirmation of your order. If you do not receive your order ID after this time, for assistance, Please raise a Support Ticket from Your login at Publication portal.

- **How much time does it take for ordered books to reach the student?**

For study materials ordered using coupons or payment, delivery is conducted via surface transport, which typically takes 12 working days, depending on the student 's

location. Students are advised to plan their studies early and order materials in a timely manner.

- **How much time does it take for ordered books to reach the member?**

All member-related publications are sent by air courier, with delivery costs covered by the member, and usually take up to 7 working days for delivery, depending on the member's location. Please note that the delivery schedule is based on the date of dispatch and may vary depending on stock availability.

- **Why sometimes some books are taken off the portal?**

On rare occasions, study materials may go out of stock due to an unexpected surge in orders or other factors beyond ICAI's control. In such cases, the materials will be temporarily displayed out of stock from the portal until stock is replenished to avoid keeping students waiting.

Additionally, study materials that are no longer applicable for upcoming examinations or have been replaced by revised editions will also be removed from the portal to prevent students from mistakenly ordering outdated materials.

- **What happens if, after ordering the whole kit, some subjects are revised by ICAI?**

In such cases, the revised edition or the supplementary study material is made available on the portal for sale. The same is also hosted in the Knowledge Portal of Board of Studies, ICAI. The students can either buy those study materials against payment. Alternatively, they can download the same from the Knowledge Portal of BOS free of cost (<https://www.icai.org/post/study-material-nset>).

- **Can I order books for the examination to be held after the forthcoming examination?**

Yes. However, there is a risk of some of the material getting revised partially or fully, for which the student will not be able to use the coupon but will have to buy them in loose manner by paying the cost of books and courier charges.

It is further advised that a student should always check applicability of Editions (hosted by Board of Studies at ICAI website in student category under BOS Announcements) for a particular examination before ordering any book.

- **When are the Revisionary Test Papers/Suggested Answer made available in Publication portal?**

These materials are prepared by the Board of Studies, ICAI and are typically available approximately two months before the examinations.

- **I placed my order successfully, but it was not delivered to me within the scheduled time mentioned at the portal or I have received less/ extra study material, than what I had ordered.**

Please refer to the "Contact Us" section. Contact the concerned courier team / raise a Support Ticket from Your login at Publication portal.

- **I have received old course study material, instead of revised course study material or vice versa.**

To avoid such instances, a caution has been shown before proceeding to pay as under - "Are you sure, you want to place the order? Please note that the order once placed will not be cancelled - Please re-check and ensure your order before payment".

- **Who do I contact in case of difficulty?**

Please refer to the details provided in the "Contact Us" section and reach out accordingly. Customer support is available from 10:00 AM to 5:30 PM, excluding Saturdays, Sundays, and Gazetted Holidays.

For All other issues Raise a **Support Ticket** from Your login at Publication portal.