

Frequently Asked Questions

Q1. How are Study Materials made available to students?

Ans. The study materials are available by placing order on the CDS Portal <http://cds.icai.org/> . Students can place an order on the CDS 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.icai.org/post/study-material-nset>).

Q2. How can I place an order on the CDS portal for free supply of Study Material against my registration?

Ans. After online registration to the course, your registration data will be transferred automatically to the CDS Portal. Once your data is transferred to CDS portal, you will receive SMS/ email advising you to place your order on <http://cds.icai.org/> portal by Sign in. In view of this procedure, you are requested to wait till you receive SMS/ email alerts as under to place your requisition for supply of Study Material free of cost against your registration by redeeming coupon.

Specimen SMS is given below. On receipt of SMS place your order on:

<https://cds.icai.org/> :

Dear XXXXXXXXXX,

You have successfully registered on the Centralized Distribution System (CDS) portal of ICAI. In case you are a student, you can order your required Study Material/s by redeeming coupon/s. Log in to www.cds.icai.org/ with your credentials.

You may log in and place your order on <https://cds.icai.org/> for a supply of study material. Your registration number/phone number is your user id and your date of birth ddmmyyyy is your password. If any difficulty refer to "HELP / FAQ" on the said portal.

Q3. How a member/ non-registered student or any other stakeholder can place an order on CDS portal?

Ans. Visit www.cds.icai.org. Click on Sign up, register yourself with desired detail and create your login ID and password for placing order.

Q4. How many coupons are allowed to a student against his registration?

Ans. 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 Centralized Distribution System.

Coupons will automatically apply to Foundation, Intermediate, and Final Course books on the upgraded CDS 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.

Q5. What is the validity period for coupon?

Ans. 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.

Q6. How to know eligible/ Valid study material for my exam?

Ans. 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>).

Q7. How to update my communication details on CDS? / 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?

Ans. Before placing an order on the CDS 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.

Q8. I have placed an order before the approval of my registration No. / without receiving a SMS from CDS 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?

Ans. The order once placed can be cancelled on the same day in the CDS 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 15 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.

Q9. If I do not receive confirmation for approval of registration, what should I do?

Ans. For inquiries about your registration approval status, please contact the SSP Helpdesk at students@icai.in .

Q10. If my account is debited and I do not receive SMS confirmation for placing order, what should I do?

Ans. 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 email your query to cdsonline@icai.in.

Q11. What to do to get Courier Tracking No.?

Ans. After your study material is dispatched, a tracking number will be sent to your registered mobile number. For further details, please refer to the "Contact Us" section on the website.

Q12. How much time does it take for ordered books to reach the student?

Ans. 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.

Q13. How much time does it take for ordered books to reach the member?

Ans. 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.

Q14. Why sometimes some books are taken off the portal?

Ans. 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.

Q15. What happens if, after ordering the whole kit, some subjects are revised by ICAI?

Ans. 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>).

Q16. Can I order books for the examination to be held after the forthcoming examination?

Ans. 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.

Q17. When are the Revisionary Test Papers/Suggested Answer made available in CDS portal?

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

Q18. 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.

Ans. Please refer to the "Contact Us" section.

Q19. I have received old course study material, instead of revised course study material or vice versa.

Ans. 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".

Q20. Who do I contact in case of difficulty?

Ans. 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.