Most Frequent FAQs

on NSE MF Invest

Disclaimer:

*"This document/FAQ summarizes the queries relating to the above topic(s) in a concise manner for the Member's ease of understanding. The information and/ or content (collectively '**Information**') provided herein is general information only and NSE has issued detailed circulars to such effect from time to time. While reasonable care has been exercised to ensure that the Information is adequate and reliable, no representation is made by NSE as to its accuracy, correctness or completeness and NSE, its affiliates and subsidiaries accepts no liability of whatsoever nature for any direct/indirect or consequential loss, including without limitation any loss of profits, arising from reliance on this Information. In the event of any difference/ inconsistencies between the Information as provided herein and in the circulars, the Information in the circulars shall be construed as final and binding. NSE does not in any way control, warrant or provide guarantee on the suitability of the Information for the readers usage. The readers are expected to undertake their own diligence and are advised not to solely rely on this document. Any such reliance shall be at the reader's own risk. Nothing stated herein shall bind NSE, in any manner whatsoever."*

Table of Content:

1. General Queries

1.1 What are the checks before placing order?
Prior to placing orders, MFD must ensure the below checks:
- UCC in which order is being placed is active
- Bank status of the UCC is active
- Nominee details are updated
- FATCA details are updated
- Ensure proper UIN & broker code is reflecting
- Ensure Client follows below steps for order authorization and payment:
    - Step 1 - Authorize the order
    - Step 2 - Select payment mode
    - Step 3 - Proceed for payment

1.2 After modification why UCC has become inactive?
When there is a modification in PAN and name in UCC, KYC is rechecked and gets auto verified and becomes active after some time.

1.3 Why UCC is not updated after modification?
UCC need to be re-authorized after modification. The link goes to the client for authorization.

1.4 A migrated UCC is not reflecting in the Client Authorisation Report.
Client Authorize Report is not for migrated UCC. For migrated UCC you can check Reports → UCC Onboarding details. For new UCC (non-migrated) or any modifications done for migrated UCCs you may refer Reports → Client Authorization Report

1.5 For migrated UCC which are modified in NSE invest, where can I view the UCC activation, authorization status?
UCC Activation status: Reports → UCC Onboarding details or Member Master→ Client Master report
UCC Authorization status: Reports → Client Authorize Report

1.6 How do we rectify a wrongly entered email ID of the UCC?
Raise it to support team by calling on 1800 2100940 or write to support@nseinvest.com

1.7 Nominee details were updated and authorised, but we still see an error, while placing order?
For Joint holders or anyone or survivor, if authorisation is pending for any holder, updates will not reflect. For any other issue you may check Q1.1

1.8 Bank verification failed due to name mismatch. What next?
Upload a **cancelled cheque** to re-verify: **Path:** Utilities → Client Cancel Cheque upload. Then re-check under Masters → Client registration → Edit/View.

1.9 We (MFD) are not receiving transaction confirmation emails from the new platform.
Based on the feedback received, MFDs will now be marked in cc for all email communications sent to the client.

1.10 Clients aren't receiving OTPs (mobile/email) to authorise transactions.
Please call helpdesk on 1800 2100940 or write to support@nseinvest.com

1.11 My mandate (physical/e-mandate) is not visible after migration to the new portal. What should I do?

Only **active** mandates have been migrated. Refer XSIP → Mandate → Mandate detail report. Further, if still not available, kindly share the accepted mandate details to our support team to investigate further.

1.12 Net-banking option is unavailable or failing for a non-individual. What to check?

Check if the bank is part of the net banking list available on the portal. Also, check if net banking is activated on your bank.

1.13 We need to cancel an order after client authorisation.

Once an order is **authorised**, it **cannot be cancelled**. It will **expire automatically** after the defined window (cases refer to **T+5 working days**).

1.14 The client authorised the order, but status remains "Payment Pending" or later shows "Order Expired". Why?

After authorising the link, the client must select the payment mode (Net-Banking/UPI/NEFT-RTGS) and proceed for payment. If the mode is not selected, the order stays pending and expires automatically after the stipulated window (cases refer to T+5 working days to lapse). Path to verify: Reports → Order Lifecycle Report (look for "Mode of payment: blank").

1.15 What UTR should be entered for NEFT/RTGS and what if I don't have it?

Enter a 22-digit UTR in the UTR field. If the client doesn't have the 22-digit UTR yet, leave the field blank and proceed. Wrong/short UTR (e.g., 16-digit) leads to rejection.

1.16 Funds credited but not mapped—how do I track status or refunds?

If funds are received but order not matched due to certain reasons and are due for refund, members are advised to check with client for refund receipt once initiated. Path: Reports → Order Status Report / Order Lifecycle Report.

1.17 Investor has paid/authorised, but the order still shows Under process with RTA.

Wait for the **settlement cycle**; track status in Reports → Order Status Report/Order Lifecycle Report until units are allotted (status changes to *Allotment done* once processed).

1.18 Orders show "Invalid". What should I do?

Check Reports→Order Status Report. Order remarks column will reflect the rejection reason. Take appropriate action accordingly.

1.19 We see "Your payment didn't go through … declined by bank" or "maximum transaction limit reached".

These are **bank-side** rejections/limits. Try a different payment method or contact the bank.

1.20 What details should be mentioned in internal reference number while doing Top-up in systematic orders?

Internal reference number is for MFD's to update as per their choice. MFD can input any numeric value.

2. Important Links and Reports

2.1 Client Onboarding: A process of registering a new client by a member/MFD. It involves several steps to ensure regulatory compliance and eventually set up their account for transactions. It is recommended that Members should validate the KYC of the client before creating the UCC.

Task	Path	Notes
UCC Creation	Menu → Masters → Client Registration	Unique Client Code (max 10 alphanumeric). Validate KYC before creating
Bulk UCC Upload	Utilities → Bulk Upload → Client Master Common	File: .csv or .txt (pipe (|) separated)
UCC Authorisation link	Email/SMS will be triggered to all holders registered email/mobile number for authentication	UCC authentication link is valid for 10 working days
UCC onboarding details	Reports → UCC Onboarding detailed reports	Status of the UCC
Complete list of UCC, Mandates and systematic details	Downloads → Complete list Report	Details of UCC, mandates & systematic
Add or Delete Bank details	Utilities → Bulk Upload → Client Bank Upload	File: .csv or .txt (pipe (|) separated)
Bank validation fails	Utilities → Client Cancel Cheque upload	Upload cancelled cheque or any bank proof image in .png, .jpg, .jpeg with max. size of 2MB through their login
FATCA Registration	Menu → Masters → FATCA Registration	Bulk: Utilities → Bulk Upload → FATCA Individual/FATCA Common
FATCA Image	Utilities>> FATCA Image Upload	FATCA UBO/NPO image file size not to exceed 3MB
eKYC Registration	Menu → Masters → Client EKYC Registration	Investor redirected to CAMS for document upload
AOF Upload	Utilities → AOF Image Upload	File: .tiff, .jpeg, .pdf (max 2.4 MB)
Client Authorization (eLog)	Reports → Client Authorization Report	Resend link if not received. Trigger only after FATCA upload

2.2 Transaction: The different types of transactions along with their respective reports are available on the Platform.

Type	Path	Bulk Upload
Purchase	Menu → Quick Order	Utilities → Bulk Upload → Order Entry
Redemption	Menu → Quick Order	Utilities → Bulk Upload → Order Entry
Switch	Menu → Switch Order	Utilities → Bulk Upload → Switch Order Entry
SIP/XSIP	Menu → XSIP → XSIP Registration	Utilities → XSIP → XSIP Bulk Upload → XSIP Registration
SWP	Menu → SWP → SWP Registration	Utilities → SWP → Bulk Upload → SWP Registration
STP	Menu → STP → STP Registration	Utilities → STP → Bulk Upload → STP Registration
XSIP Top-up	XSIP → XSIP Top-up Registration report	Bulk: Utilities → Bulk Upload → SIP Modification
Pause/Resume XSIP	XSIP → Pause/Resume XSIP	OTP authentication required.

2.3 **Mandates:** A mandate is a standing instruction provided by the customer to the issuing bank and other institutions, which allows these financial institutions to automatically debit the amount mentioned in the mandate from the customer's bank account.

Type	Path	Notes
Mandate Registration	Menu → XSIP → Mandate → Mandate Registration	Types: NACH / eNACH
Bulk Mandate Upload	XSIP → Mandate → Mandate Bulk Upload	File: .txt or .csv (pipe (|) separated)
Upload Scan Mandate	XSIP → Mandate → Upload Scan Mandate	Post signed mandate upload, UMRN generated.
Mandate Status	XSIP → Mandate → Mandate detail report	Details of mandates registered

2.4 **Reports:** Various reports are available on the platform

Report	Purpose
Client Authorization Report	View/resend UCC auth link
Client KYC Status Report	PAN/KYC verification
FATCA Report	FATCA upload & RTA status
Order Status Report	Approved/rejected by AMC
Allotment & Redemption Reports	Unit allotment & redemption status
Refund Report	Invalid purchase refunds
Order Lifecycle Report	Complete order journey
Settlement Calendar	Download from Reports section

2.5 **Admin Function**
- **User Master** – Create/edit users.
- **Rights Management** – Assign module access.
- **AMC Mapping** – Map/unmap empanelled AMCs.

2.6 **Important formats**
- **File Formats:** .csv or .txt (pipe \| separated), no headers
- **Image Upload:** .tiff, .jpeg, .pdf (size limits apply)
- **OTP Authentication:** Mandatory for client consent and XSIP actions

2.7 **User Manual**
- NSE MF Invest login page (**https://www.nseinvest.com/**)→FAQ→USER MANUAL

3. Important Timelines and TATs

3.1 Login and authentication
- OTP validity: 10 minutes

3.2 Mandate registration
- Physical mandate processing: 20 working days
- E-Mandate processing: 5 working days
- Mandate link validity: T+2 day
- Mandate duration: up to 40 years (as per NPCI)

3.3 Order & Payment
- Cut-off times for transactions:
  - Liquid Funds Purchase: 1:00 PM
  - Liquid Funds Redemption: 3:00 PM
  - Overnight Funds Redemption: 7:00 PM
  - Other Schemes Purchase: 2:30 PM
  - Redemption (all): 3:00 PM
- Payment link validity: T+2 day
- Order validity if payment not made: 5 working days
- Authorization pending: 48 hours
- Funds validity if order not placed: 2 working days

3.4 Bank & Document processing
- Manual bank activation: 1 hour during market hours
- FATCA image upload size: max 3 MB
- AOF image upload size: max 2.4 MB

3.5 Refund timelines
- If funds received but no order: Refund on T+3
- If order rejected by Exchange: Refund on T+3
- If rejected by RTA/AMC: Refund on T+5

4. Important Documents

4.1 Client Onboarding
- Account Opening Form (AOF) – Mandatory for physical onboarding
- FATCA File – Required for all clients
- FATCA Image – Mandatory for non-individual clients
- List of documents required by RTAs for non-individual clients
- For Minor Accounts:
    - AOF image
    - Birth Certificate of the minor
    - Guardian PAN details (if minor's PAN not available)

4.2 FATCA & UBO Compliance
- **FATCA/UBO Declaration Image** – For non-individual clients
- **UBO/NPO documents** – As applicable.

4.3 Nominee Registration
- Nominee details (can be uploaded in bulk)
- Nominee address proof (as per revised client master format)
- Nominee registration displayed in SOA status should be Y/N, if it is Y, then the name of all the nominees to be displayed and if it is "N", then only the registration status should be displayed.

4.4 Bank Verification
- **Cancelled Cheque** (mandatory if bank validation fails)
- **Bank Passbook** (as alternative proof)
- **Bank details on bank's letterhead** (if required)

4.5 Mandate Registration
- **Blank ACH Mandate form** (on the portal under the Forms tab)
- **Signed ACH Mandate Form** (for physical mandates)
- **Prefilled Mandate Form** (downloadable from platform)

4.6 Payment & Cheque Transactions
- **Cheque Deposit Slip** (generated from platform for cheque payments).
- **Transaction Slip download** (generated for the transactions placed. The slips can be downloaded for Purchase, Redemption, Switch, SIP, STP and SWP).

4.7 Special scenarios
- **Board Resolution + Physical Letter** (for updating registered email ID if compliance officer unavailable)
- **Statement of Transaction (SOT)** – Required during redemption if units not reflected in RTA records
- **UTR Details** – For bulk payment reconciliation

5. Important Status & Meanings

5.1 UCC Status (Client Onboarding)
- **Pending –** File uploaded, awaiting Exchange validation
- **Exported –** Sent to Depository, awaiting validation
- **Active –** Successfully validated by Depository
- **Failed –** Mismatch in DP ID, Client ID, or PAN
- **Bank Status:**
  - **Active –** Bank validated
  - **Pending –** Validation not initiated
  - **Failed –** Bank validation failed

5.2 Mandate Status
- **Approved –** Mandate approved, UMRN generated
- **Pending –** Mandate journey incomplete
- **Rejected –** Rejected by service provider or bank
- **Initial Rejection –** Mismatch in details; fresh mandate required
- **Under Processing –** Awaiting MIS update from service provider
- **Verification Failed –** Scanned image not proper
- **Verified by Exchange –** Image verified successfully
- **Physical not Received –** Scanned image not uploaded.

5.3 Transaction Order Status
- **Auth pending –** Client yet to authorize
- **Payment pending –** Client yet to initiate payment
- **Payment confirmation pending –** awaiting payment confirmation
- **Pending for RTA –** sent for RTA validation
- **Validated by RTA –** successfully validated
- **Rejected / rejected by RTA –** failed at exchange or RTA
- **Allotment done – U**nits allotted
- **Units transferred to client/member –** Units successfully transferred to client / member
- **Auto rejected –** system auto-rejected due to timeout

5.4 Payment Status
- **Payment Pending –** Client yet to initiate payment
- **Payment Confirmation Pending –** Awaiting confirmation from bank
- **Reconciled –** Funds received and matched with order
- **Refund Initiated –** Refund process started
- **Refund Completed –** Refund amount credited to client's account