



# Central Equipment Identity Register System

**CEIR Admin User Manual v 1.0**



## Document Change History

Version	Change Type	Description	Date
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# 1 Overview

## 1.1 Scope

The objective of this manual is to help CEIR admin to use the CEIR (Central Equipment Identity Register) application.

## 1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia

## 1.3 Conventions

Information	Convention
UI elements (such as names of windows, buttons, and fields)	<b>Bold</b>
References (such as names of files, sections, paths, and parameters)	<i>Italics</i>
*	Indicates a mandatory field or column



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## 2 CEIR Admin Operations

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### 2.1 Application Overview

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The CEIR (Central Equipment Identity Register) CEIR Admin Portal is used in various workflow in the CEIR application. The key objective is approving the various kinds of requests.

CEIR Admin perform the following tasks:

- Registration Request
- Register Device
- Block/unblock Device
- Consignment
- Stock Management
- Grievance Management
- Stolen /Recovery
- Manage Type Approval
- Pending TAC List
- Update Visa
- Search

### 2.2 Logging into the Application

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Before login, the CEIR Admin must register in the application.

To register:

As part of configuration, the System Admin would provide the login details to the CEIR admin. It is advised to change the password once System Admin creates the account.

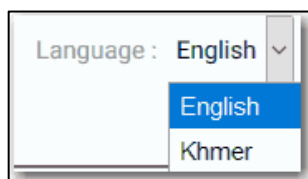
To login:

1. Open the browser and enter the CEIR CEIR Admin Portal URL in the address bar.  
The login screen appears.



Figure 1: Login

On the top right corner of the login screen is the **Language** option. The application supports two languages: **English** and **Khmer**. On selecting a given language, all the field and column labels in the application appear in the selected language. All user inputs are, however, in English.



2. Next, enter the assigned login username and password.

Username is the registration ID that is sent on mail to the CEIR Admin after successful registration in the system.

3. Enter the captcha.

4. Click **LOGIN**.

If the login and password are incorrect or the captcha is not correct, an error message appears, and you are prompted to re-enter the login details.

On entering correct information, the application Home page appears.



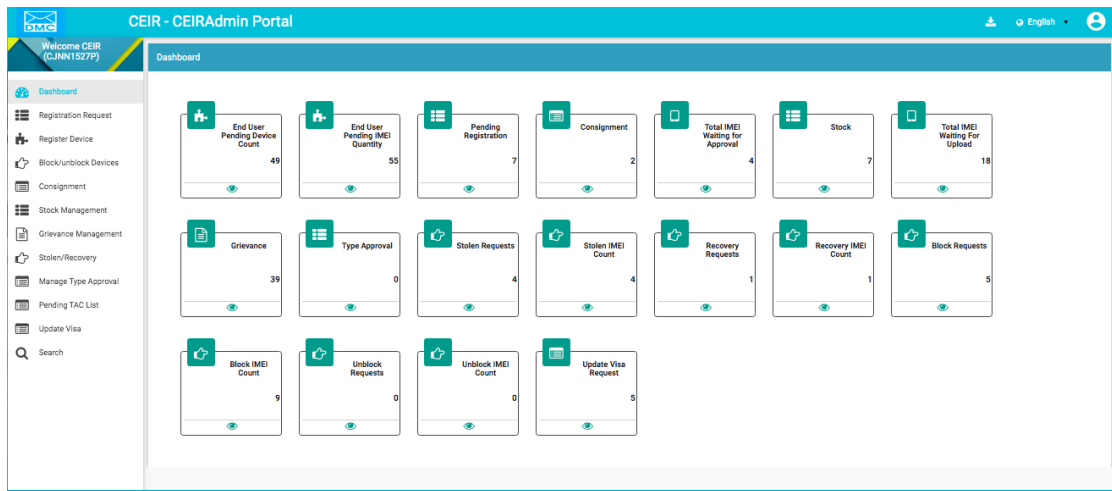


Figure 2: Home Page

If the CEIR Admin forgets the assigned password, then the same need to request from the System admin. The **Forgot Password** link work for external user who register themselves from the DMC portal

## 2.3 Application User Interface

On logging into the application successfully, the CEIR Admin Portal Home page appears.

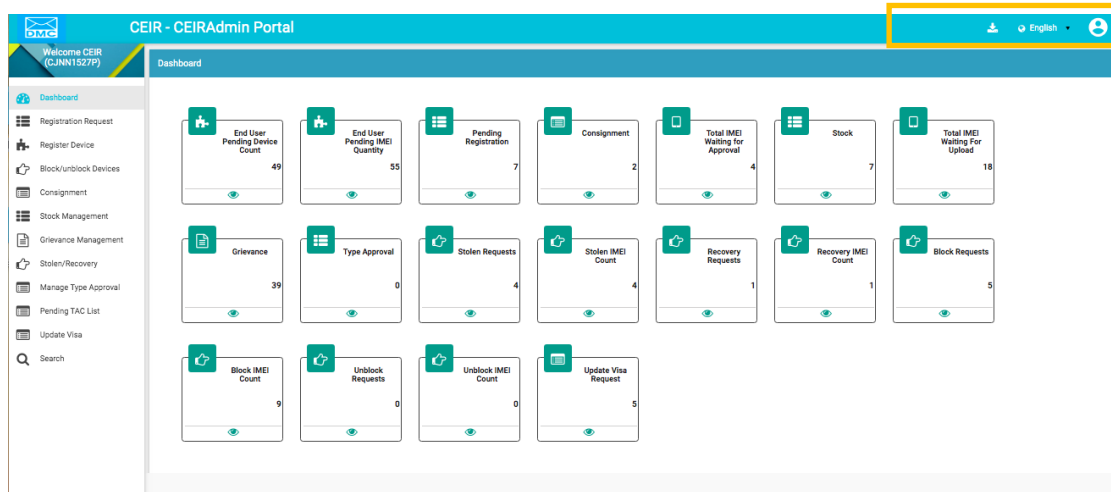


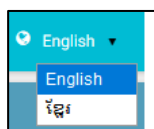
Figure 3: Home Page

The Home page has all the feature menus on the left panel.

The top right corner of the screen displays the following menu options:



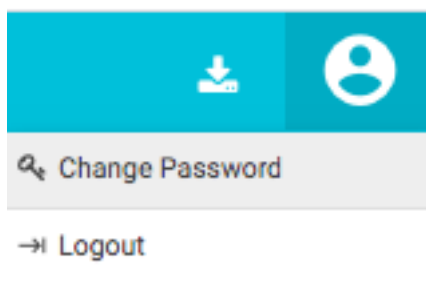
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



- **Home:** Click on it to go to the **DMC Home Portal** page.



- **(User profile):** Click on it to see the following menu:



- **(Change Password):** Click on to change the login password.

Change Password

Old Password

New Password

Confirm Password

SUBMIT CANCEL

Figure 4: Change Password

1. **Old Password:** Enter the existing password. Click to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
2. **New Password:** Enter a new password.
3. **Confirm Password:** Re-enter the new password to confirm the password.

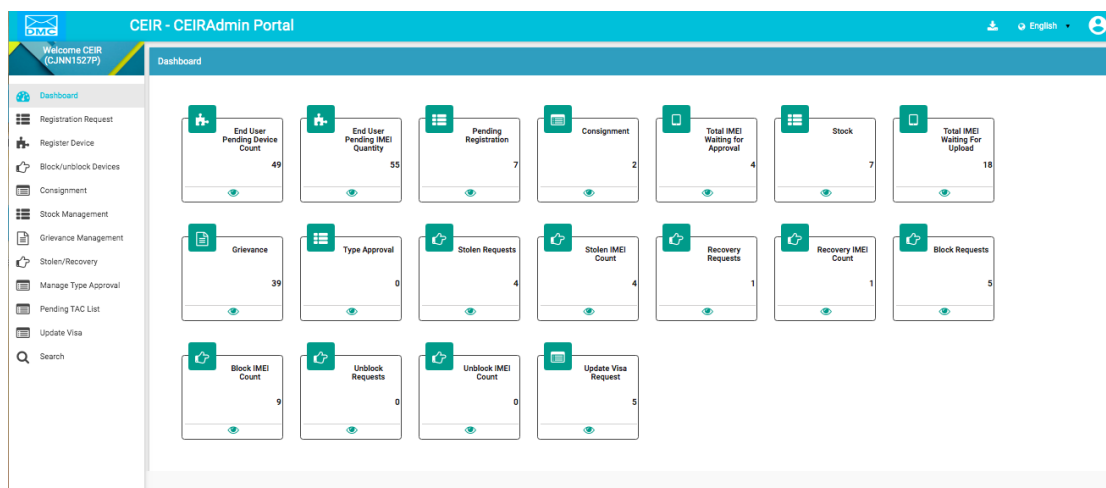


4. Click **SUBMIT**.

## 2.3.1 Dashboard

The Dashboard provides a quick display and access to the following information:

- End User Pending Device Count / Quantity
- Pending Registration
- Consignment / Total IMEI waiting for approval
- Stock / Total IMEI waiting for approval
- Type Approval
- Grievances
- Stolen Requests / Stolen IMEI Count
- Recovery Request / Recovery IMEI Count
- Block Requests / Block IMEI Count
- Unblock Requests / Unblock IMEI Count
- Update Visa Request



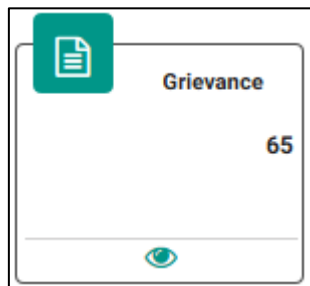
**Figure 6: Home Page**

**As an example, the each box signify as follows**



## Grievances

The box displays the total number of grievances that are waiting response from CEIR Admin.



Click  (**View**) to access the **Grievance Management** dashboard. Refer to *Grievance Management* for more information.

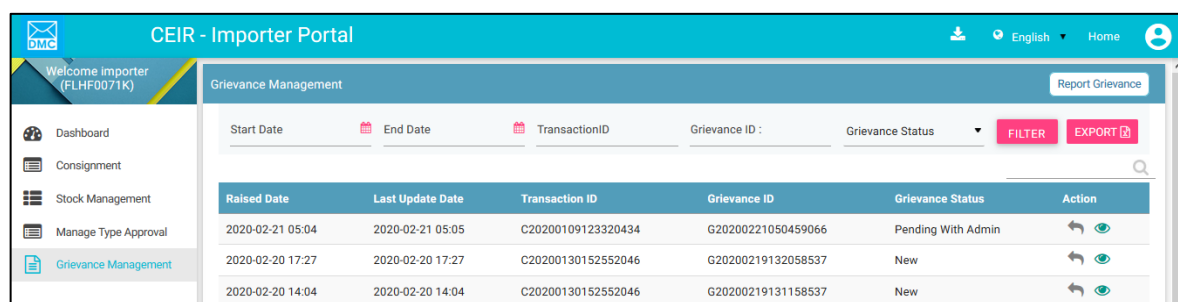


Figure 7: Grievance Management

Box	Description
Type Approved	The box displays the total number of type approval requests that are pending for approval
End User Pending Device Count	The box displays the total number of user device requests that are pending for approval raised by end user
End User Pending IMEI Quantity	The box displays the total number of user IMEI requests that are pending for approval raised by end user
Pending Registration	The box displays the total number of registration requests that are pending for approval raised by user
Consignment	The box displays the total number of consignment request that are pending for approval raised by importer
Total IMEI waiting	The box displays the total number of IMEI requests that are pending for



for approval	approval raised by importer
Stock	The box displays the total number of stock request that are pending for approval raised by stakeholder like importer, distributor etc
Total IMEI waiting for upload	The box displays the total number of stock IMEI request that are pending for approval raised by stakeholder like importer, distributor etc
Grievance	The box displays the total number of grievance request that are pending for approval raised by stakeholder like importer, distributor etc
Type Approval	The box displays the total number of stock request that are pending for approval raised by stakeholder like importer, TRC etc
Stolen Request	The box displays the total number of stolen request that are pending for approval raised by lawful agency
Stolen IMEI Count	The box displays the total number of stolen IMEI request that are pending for approval raised by lawful agency
Recovery Request	The box displays the total number of recovery request that are pending for approval raised by lawful agency
Recovery IMEI Count	The box displays the total number of recovery IMEI request that are pending for approval raised by lawful agency
Block Request	The box displays the total number of block request that are pending for approval raised by mobile operators or operation users
Block IMEI Count	The box displays the total number of block IMEI request that are pending for approval raised by mobile operators or operation users
Un-Block Request	The box displays the total number of un-block request that are pending for approval raised by mobile operators or operation users
Un-Block IMEI Count	The box displays the total number of un-block IMEI request that are pending for approval raised by mobile operators or operation users
Update Visa Request	The box displays the total number of update visa request that are pending for approval raised by end users



## Notification Information

This section displays the ten most recent notifications.

The screenshot shows the CEIR Admin Portal interface. On the left is a sidebar with navigation links: Dashboard, Registration Request, Register Device, Block/unblock Devices, Consignment, Stock Management, Grievance Management, Stolen/Recovery, Manage Type Approval, Pending TAC List, Update Visa, and Search. The main content area is titled 'NOTIFICATION INFO' and contains a table with the following data:

Date	Transaction ID	Feature	Message	Action
2020-09-28 12:52	G20200928125249445	Grievance	Dear CEIR, This is to inform you that a new grievance with grievance number G20200928125249445 has been registered.	
2020-09-25 23:20	B20200925231701042	Unblock	Dear CEIR, This is to inform you that your Unblock request with transaction number B20200925231701042 has been approved by CEIR Admin.	
2020-09-25 23:18	B20200925231701042	Unblock	Dear CEIR, unblock request with transaction number B20200925231701042 has been processed successfully.	
2020-09-25 23:15	B20200925231357013	Block	Dear CEIR, This is to inform you that the your block request with transaction number B20200925231357013 has been approved by CEIR Admin.	
2020-09-25 23:14	B20200925231357013	Block	Dear CEIR, This is to inform you that a Block request with transaction number B20200925231357013 has been processed successfully.	
2020-09-25 20:25	L20200925202427927	Recovery	Dear CEIR, This is to inform you that your recovery request with transaction number L20200925202427927 has been approved by CEIR Admin.	
2020-09-25 20:25	L20200925202427927	Recovery	Dear CEIR, This is to inform you that a Recovery request with transaction number L20200925202427927 has been processed successfully.	
2020-09-25 20:23	L20200925202202014	Stolen	Dear CEIR, This is to inform you that the your Stolen request with transaction number L20200925202202014 has been approved by CEIR Admin.	
2020-09-25 20:23	L20200925202202014	Stolen	Dear CEIR, This is to inform you that a Stolen request with transaction number L20200925202202014 has been processed successfully.	
2020-09-25 20:12	L20200925200630558	Recovery	Dear CEIR, This is to inform you that your recovery request with transaction number L20200925200630558 has been approved by CEIR Admin.	

Figure 8: Home Page

Notifications are of two types.

1. Notifications that provide only information. For example, a notification informing the CEIR admin about the account status is an information only notification because it requires no action. The **View** icon () is disabled in such notifications.

Date	Transaction ID	Feature	Message	Action
2020-09-28 18:08	CJNN1527P	User Management	Dear CEIR Your password has been changed successfully.	

2. Notifications that require some action by the CEIR Admin. For example, a notification about the type approval request approval or rejection by the CEIR administrator requires the CEIR admin to take some action such as approve the type approval request. The **View** icon () is enabled in such notifications. Click **View** to access the relevant page of the notification.

2020-09-28 12:52	G20200928125249445	Grievance	Dear CEIR, This is to inform you that a new grievance with grievance number G20200928125249445 has been registered.	
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The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the request for which the notification is sent. If the notification is related to the CEIR admin account, the login username is shown instead of any transaction ID.



- **Feature:** This is the name of the feature for which the notification is sent. For example, if the notification is for a type approval request, the feature name **Type Approval** is shown. The feature name is the one shown in the left panel of the Home page.
- **Message:** This is the message of the notification. An example is shown below.

Dear CEIR, This is to inform you that the your block request with transaction number B20200925231357013 has been approved by CEIR Admin.

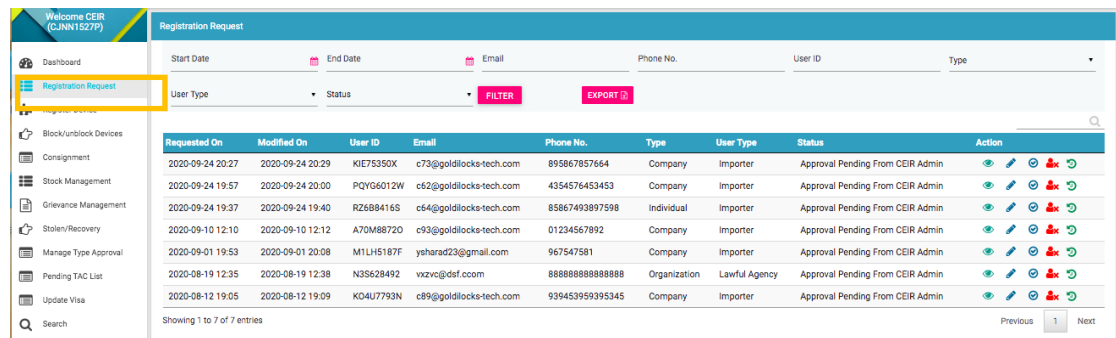
- **Action:** This shows the **View** icon. It is activated  if the CEIR admin can click on it else it is disabled .

## 2.4 Registration Request

Using this feature, CEIR admin can approve / reject the registration request.

To approve/reject request:

1. Select **Registration Request** in the left panel.

































Requested On	Modified On	User ID	Email	Phone No.	Type	User Type	Status	Action
2020-09-24 20:27	2020-09-24 20:29	KIE75350X	c73@goldilocks-tech.com	895867857664	Company	Importer	Approval Pending From CEIR Admin	   
2020-09-24 19:57	2020-09-24 20:00	PQYG6012W	c62@goldilocks-tech.com	4354576453453	Company	Importer	Approval Pending From CEIR Admin	   
2020-09-24 19:37	2020-09-24 19:40	R2688416S	c64@goldilocks-tech.com	85867493997598	Individual	Importer	Approval Pending From CEIR Admin	   
2020-09-10 12:10	2020-09-10 12:12	A70M88720	c93@goldilocks-tech.com	01234567892	Company	Importer	Approval Pending From CEIR Admin	   
2020-09-01 19:53	2020-09-01 20:08	M1LH5187F	yshard23@gmail.com	967547581	Company	Importer	Approval Pending From CEIR Admin	   
2020-08-19 12:35	2020-08-19 12:38	N3S628492	vxzvc@idsf.com	888888888888888	Organization	Lawful Agency	Approval Pending From CEIR Admin	   
2020-08-12 19:05	2020-08-12 19:09	KD4U7793N	c89@goldilocks-tech.com	939453959395345	Company	Importer	Approval Pending From CEIR Admin	   

Figure 9: Registration Request – View All

The following columns are seen in the Registration Request Page




Column	Description
Requested On	This is the date of when request is raised by user.
Modified On	Date when request is last modified.
User ID	ID of the user
Email	Email ID of the user



Column	Description
Phone no.	Phone number of the user
Type	Type of the user like Company, Individual
User Type	User Type of user like Importer, Distributor
Status	<p>This column shows the various status of the request as follow:</p> <ul style="list-style-type: none"><li>• New: When a request is raised, the status is New.</li><li>• OTP Verification Pending: The request is received and OTP is sent to user to verify the identity</li><li>• Approval Pending from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.</li><li>• Rejected (by CEIR Admin): The CEIR administrator reviews the details and rejects the request if there is a problem.</li><li>• Approved (by CEIR Admin): When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.</li><li>• Disabled: When user disable the account</li><li>• Enabled: When user enable the account</li><li>• Deactivate: When user deactivates the account</li></ul>
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>• View : This is used to view the request details.</li><li>• Edit : This is used to modify the request</li></ul>






Column	Description
	<p>details.</p> <ul style="list-style-type: none"><li>• Approve  : This is used to approve the request.</li><li>• Reject  : This is used to reject the request.</li><li>• View History  : This is used to view the history of this request.</li></ul>

## 2.5 Edit Request

CEIR Admins can modify the registration request.

To edit request:

1. Click **Edit**  against the request entry to be modified.
2. The **Edit Registration Request** popup page appears.

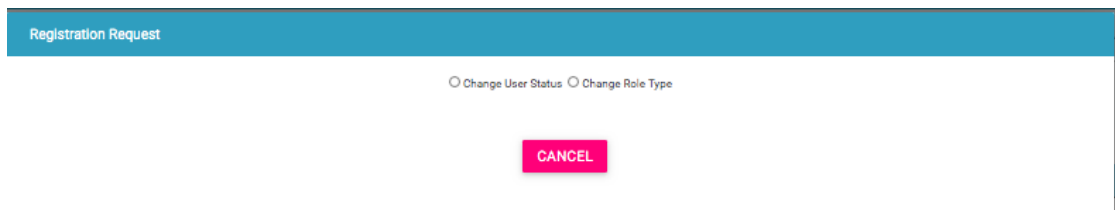


Figure 10: Registration Request - Edit

3. There are 2 options. Refer to below for the screen flow
  - a. Change the user Status
  - b. Change the Role Type
4. Make the required changes.
5. Click **SUBMIT**.

**To Change User Status:**

Change User Status

Change User Status to \*

Reference Id

Select user status ▼

Remarks \*

SUBMIT CANCEL

This flow is applicable when user is facing problem during registration and raised a grievance. Reference ID here refers to the grievance ID. CEIR Admin can change the user status to APPROVED using this feature.

**To Change Role Type:**

Change Role Type

Add/Delete Role Type \*

Change Role Type \*

Add/Delete Role Type ▼

Select Role Type ▼

Reference Id

Remarks \*

SUBMIT CANCEL



This flow is applicable when importer user want to change role (add or delete a role type) and raised a grievance. Reference ID here refers to the grievance ID. CEIR Admin can add/delete a role type to an existing user using this feature.

## 2.6 Filter Option

CEIR Admins can view selective parameters by defining specific values in the listed fields. For example, CEIR Admins can view all the registration request raised during specific start and end dates.

To view specific request:

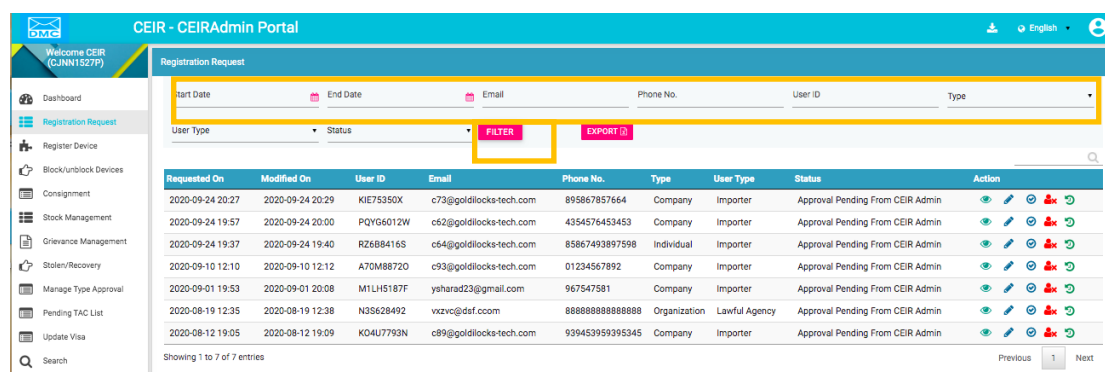


Figure 11: System Management – Filter Option

1. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Email:** Enter the Email
- **Phone No.:** Enter the Phone number
- **User ID:** Enter the User ID
- **Type:** Select the type of organization
- **User Type:** Select the user type
- **Status:** Select the state of the request

2. Click **FILTER**.

The parameter that matches the specified values is shown in the page.



To export the filtered data, you can click on export button.

## 2.7 Register Device

Using this feature, CEIR admin can approve/reject the device request raised by end user.

To approve/reject device:

2. Select **Register Device** in the left panel.





Date	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2020-09-21 13:47	SHAIND97	A20200921134721825	Algerian	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-19 11:45	SHAIND96	A20200919114505799	American	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-18 17:14	SHAIND95	A20200918171447495	Angolan	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-15 16:42	SHAIND5	R20200915164206615	Cambodian	Tax Paid	Custom	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-15 16:40	SHAIND4	R20200915164010000	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-15 16:36	SHAIND3	A20200915163653723	Algerian	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-14 19:51	sw	A20200914195139432	Algerian	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-14 12:52	saasdfgf	A20200914125249698	Cambodian	Tax Not Paid	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-14 12:51	saas	A20200914125154972	Cambodian	Tax Not Paid	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-14 12:47	INDSHA	A20200914124752431	Andorran	Regularized	Self	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Figure 12: Register Device – View All


The following columns are seen in the Register Device Page

Column	Description
Date	This is the date when request is raised.
NID/Passport No.	NID / Passport number of the end user.
Transaction ID	Transaction ID generated when end user has raised the request.
Nationality	Nationality of the end user.
Tax Paid Status	Display the tax status of device
Origin	It specifies who has registered the device on end user's behalf. It can be:  1) end user which is represented as self  2) Immigration department  3) Custom department



Column	Description
Status	<p>The request goes through the following status modes:</p> <ul style="list-style-type: none"><li>• New: When a request is raised, the status is New.</li><li>• Processing: The request is verified internally.</li><li>• Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation or request specifications.</li><li>• Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.</li><li>• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the request if there is a problem. The official can view the error file and fix the errors in the request.</li><li>• Approved by CEIR Admin: When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.</li></ul>
Action	<p>This displays different actions that can be performed on the message.</p> <ul style="list-style-type: none"><li>• View : This is used to view the request details.</li><li>• Delete : This is used to delete the request details.</li><li>• Approve : This is used to approve the request.</li><li>• Reject : This is used to reject the</li></ul>

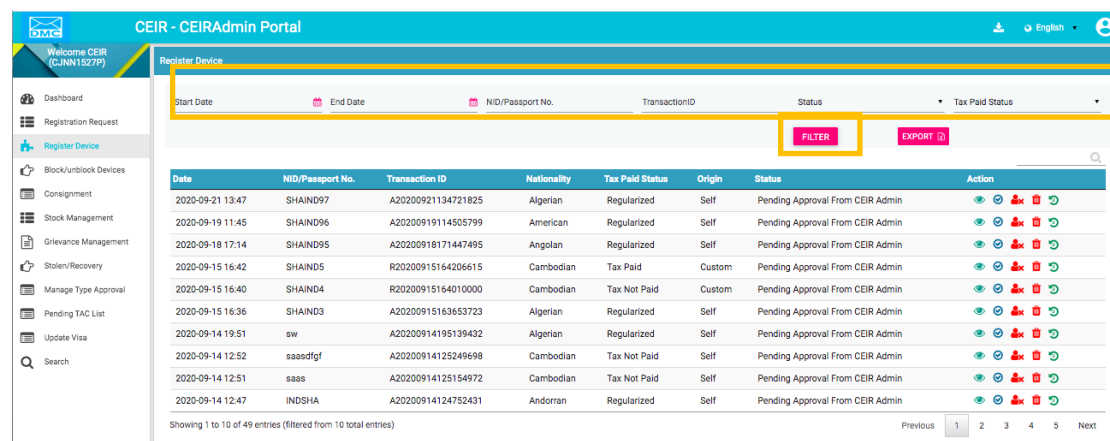


Column	Description
	request. <ul style="list-style-type: none"><li>View History : This is used to view the history of this request.</li></ul>

## 2.8 Filter Register Device

CEIR Admins can view selective message by defining specific values in the listed fields. For example, CEIR Admins can view the device registered by specific NID.

To view specific parameter:



The screenshot displays the 'CEIR - CEIRAdmin Portal' interface. On the left is a sidebar with navigation links: Dashboard, Registration Request, Register Device (highlighted), Block/unblock Devices, Consignment, Stock Management, Grievance Management, Stolen/Recovery, Manage Type Approval, Pending TAC List, and Update Visa. The main area is titled 'Register Device' and features a filter bar with fields for Start Date, End Date, NID/Passport No., TransactionID, Status, and Tax Paid Status. Below the filter bar are 'FILTER' and 'EXPORT' buttons. A table lists registered devices with columns: Date, NID/Passport No., Transaction ID, Nationality, Tax Paid Status, Origin, Status, and Action. The table contains 10 entries, all with a status of 'Pending Approval From CEIR Admin'. At the bottom, it shows 'Showing 1 to 10 of 49 entries (filtered from 10 total entries)' and a pagination control with 'Previous', '1', '2', '3', '4', '5', and 'Next'.

Figure 13: Register Device – Filter Option

3. Enter the required value in one or more of the listed fields:

- Start Date:** Select the start date
- End Date:** Select the end date
- NID / Passport No. :** Enter the NID/Passport of the user
- Transaction ID:** Enter the Transaction ID
- Status:** Select the state of request
- Tax Paid Status:** Select the Tax Paid Status



#### 4. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.




































To export, click on the export button.

## 2.9 Block/Unblock Device

CEIR Admins can approve/disapprove the request to block or unblock the device as raised by the user.

To approve/reject the request:

#### 3. Select **Block/Unblock Device** in the left panel

Date	Transaction ID	Operator	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2020-09-29 15:08	620200929150850555	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2020-09-29 12:56	620200929125631299	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2020-09-01 18:16	620200901181638283	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2020-09-01 18:14	620200901181439318	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2020-08-07 20:41	620200807204130009	NA	Block	Bulk	Pending Approval From CEIR Admin	1	1	    
2020-08-07 20:38	620200807203853695	NA	Block	Single	Pending Approval From CEIR Admin	1	1	    
2020-08-04 13:37	620200804133713638	SMART	Block	Bulk	Pending Approval From CEIR Admin	5	2	    

**Figure 14: Block / Unblock Device – View All**

The following columns are seen in the Block / Unblock Device Page






Column	Description
Date	This is the date when request is raised
Transaction ID	Transaction ID of the request
Operator	Name of the operator who has raised the request. In case the request is raised by Operation user, it is set as NA
Request Type	The type of request. The possible values are: <ul style="list-style-type: none"><li>Block</li><li>Unblock</li></ul>





Column	Description
Mode	<p>Mode of the request. The possible value of this parameter is</p> <ul style="list-style-type: none"><li>• Single</li><li>• Bulk</li></ul>
Status	<p>The request goes through the following status modes:</p> <ul style="list-style-type: none"><li>• New: When a request is raised, the status is New.</li><li>• Processing: The request is verified internally.</li><li>• Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation or request specifications.</li><li>• Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.</li><li>• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the request if there is a problem. The operator can view the error file and fix the errors in the request.</li><li>• Approved by CEIR Admin: When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.</li><li>• Withdrawn by CEIR Admin: When the CEIR administrator withdraws the request, the status changes to Withdrawn by CEIR Admin. For example, this could be done when the operator has wrongly marked a device as stolen, which has been rightly</li></ul>





Column	Description
	<p>claimed by another user.</p> <ul style="list-style-type: none"><li>Withdrawn by User: The operator can withdraw the request only when the status is New or Rejected by System.</li></ul>
IMEI Quantity	If the request is for a bulk device request, this refers to the number of IMEIs/MEIDs/ESNs in the <b>.csv</b> file else it refers to the IMEIs/MEIDs/ESNs in the single device being blocked or unblocked.
Device Quantity	If the request is for a bulk device request, this refers to the number of devices in the <b>.csv</b> file else it refers to the devices in the single device being blocked or unblocked.
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>Error : This is enabled when there is an error file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.</li><li>Download : This is used to take a dump of the <b>.csv</b> file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.</li><li>View : This is used to view the request. Click on it view the request details.</li><li>Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</li><li>Approve : This is used to approve the</li></ul>



Column	Description
	<p>request.</p> <ul style="list-style-type: none"><li>Reject : This is used to reject the request.</li><li>View History : This is used to view the history of this request.</li></ul>

## 2.10 Filter Block/Unblock Device

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:

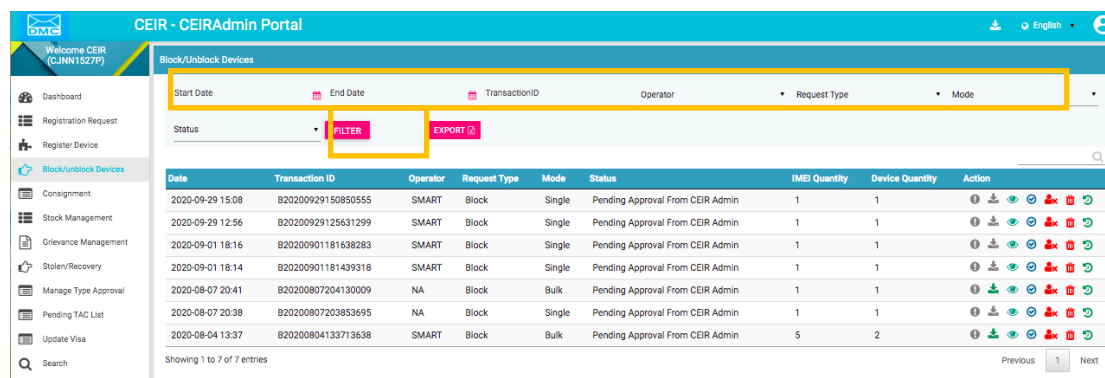


Figure 15: Block /Unblock Device – Filter Option

5. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Operator:** Select the Operator Name
- **Transaction ID:** Enter the Transaction ID
- **Request Type:** Select the Request Type



- **Mode:** Select the Mode
- **Status:** Select the state of request

6. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button

## 2.11 Consignment

CEIR Admins can approve/disapprove the consignment request for the device as raised by the importer.

To approve/reject the request:

4. Select **Consignment** in the left panel

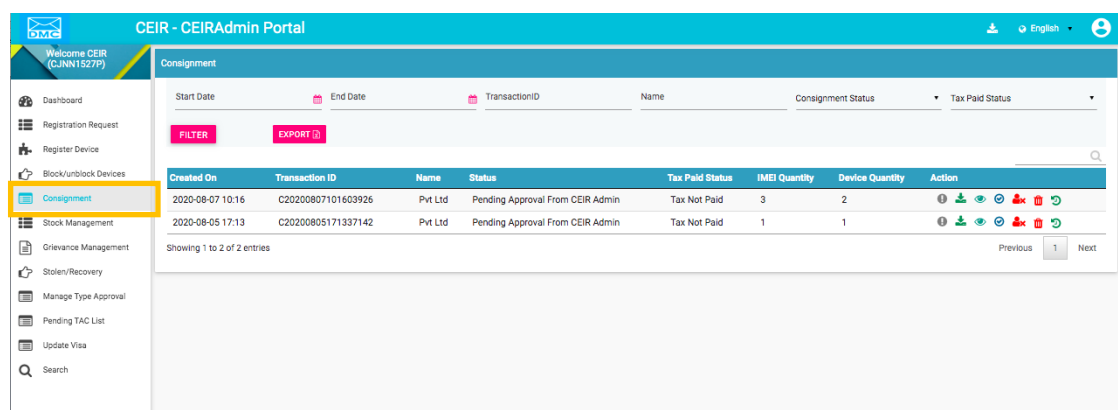


Figure 16: Consignment – View All





The following columns are seen in the Consignment Page

Column	Description
Created On	This is the date when request is created
Transaction ID	Transaction ID of the request
Name	Name of the importer. In case the importer has registered as individual, this parameter contain the name of importer, but in case the importer is






Column	Description
	registered as company , then this parameter contain the name of the company
Status	<p>The registered consignment goes through different status modes.</p> <ul style="list-style-type: none"><li>• New: When a consignment is registered, its status is <b>New</b>.</li><li>• Processing: The consignment is processed by the application and validated.</li><li>• Rejected by System: If the consignment does not have valid information, an error file is generated. The importer can view the file and fix the errors in the consignment.</li><li>• Pending Approval from CEIR Authority: After the consignment is validated by the system internally, the consignment is available for review by the CEIR administrator.</li><li>• Rejected by CEIR Authority: The CEIR administrator reviews the details and rejects the consignment if there is a problem. The importer can view the file and fix the errors in the consignment.</li><li>• Pending Clearance from Customs: After the consignment is approved by the CEIR administrator, the consignment is available for clearance by the customs.</li><li>• Approved: When the customs clear the consignment, the status changes to <b>Approved</b>.</li><li>• Rejected by Customs: When the customs do not clear the consignment, the status changes to <b>Rejected</b>. The importer can view the file and fix the errors in the consignment.</li></ul>



Column	Description
	<ul style="list-style-type: none"><li>Withdrawn by importer: The importer can withdraw the consignment if there is a problem with the consignment. This can be done only when the status is <b>New</b> or <b>Rejected by System</b>.</li></ul> <p>Withdrawn by CEIR: The CEIR administrator can withdraw the consignment..</p>
Tax Paid Status	Indicates whether tax has been paid or not. The status changes to <b>Tax Paid</b> when the customs clear the consignment..
IMEI Quantity	This is the number of IMEIs or MEIDs or ESNs in the consignment file
Device Quantity	This is the count of the devices in the consignment file. Each device will have the same S/N of the device
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>Error : This is enabled when there is an error file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.</li><li>Download : This is used to take a dump of the <b>.csv</b> file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.</li><li>View : This is used to view the request. Click on it view the request details.</li><li>Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</li></ul>



Column	Description
	<ul style="list-style-type: none"><li>Approve : This is used to approve the request.</li><li>Reject : This is used to reject the request.</li><li>View History : This is used to view the history of this request.</li></ul>

## 2.12 Filter Consignment

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:

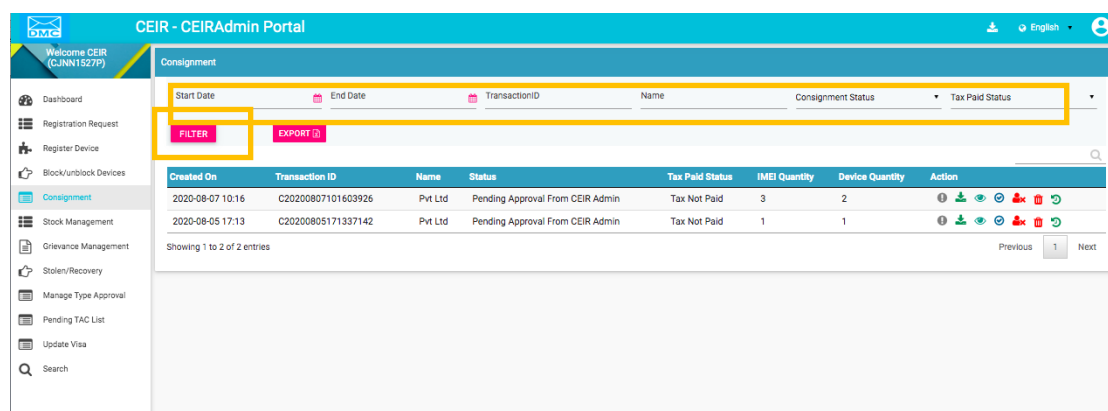


Figure 17: Consignment – Filter Option

7. Enter the required value in one or more of the listed fields:

- Start Date:** Select the start date
- End Date:** Select the end date
- Transaction ID:** Enter the Transaction ID
- Name:** Enter the name of importer
- Consignment Status:** Select the state of request



- **Tax Paid Status:** Select the tax paid status

8. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.13 Stock Management

CEIR Admins can approve/disapprove the stock request for the device as raised by the importer.

To approve/reject the request:

5. Select **Stock Management** in the left panel

Created On	Transaction ID	Name	Role Type	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:46	S20200925174653850	Import World	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	
2020-09-25 15:13	S20200925151309515	John wick	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	
2020-09-21 14:25	S20200921142545717	one manufacturer	Manufacturer	test22.csv	Pending Approval From CEIR Admin	2	2	
2020-08-01 14:55	S20200801145506283	DR First	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	
2020-08-21 19:35	S20200821193546844	one manufacturer	Manufacturer	test22.csv	Pending Approval From CEIR Admin	2	2	
2020-08-21 19:21	S20200821192127405	one manufacturer	Manufacturer	test42.csv	Pending Approval From CEIR Admin	4	2	
2020-08-21 19:14	S20200821191430163	one manufacturer	Manufacturer	test42.csv	Pending Approval From CEIR Admin	4	2	

Figure 18: Stock Management – View All

The following columns are seen in the Stock Management Page








Column	Description
Created On	This is the date when request is created
Transaction ID	Transaction ID of the request
Name	Name of the user. In case the user has registered as individual, this parameter contain the name of user, but in case the user is registered as company, then this parameter contain the name of the company
Role Type	Role Type of the user who has raised the request.



Column	Description
	This field has relevance in case when the user type is importer. For remaining user like manufacturer, the value of this parameter is same as user type
Status	<p>The uploaded stock goes through different status modes.</p> <ul style="list-style-type: none"><li>• New: When the stock is uploaded, its status is <b>New</b>.</li><li>• Processing: The stock is processed and validated. The status changes to <b>Processing</b>.</li><li>• Rejected by System If the stock does not have valid information, an error file is generated. The importer can view the file and fix the errors in the consignment.</li><li>• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator.</li><li>• Approved by CEIR Admin: The stock is approved by the CEIR administrator.</li><li>• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.</li><li>• Withdrawn by User: The user withdraws stock if there is any problem.</li></ul> <p>Withdrawn by CEIR Admin: The CEIR</p>
IMEI Quantity	This is the number of IMEIs or MEIDs or ESNs in the stock file
Device Quantity	This is the count of the devices in the stock file. Each device will have the same S/N of the device
Action	This displays different actions that can be performed





Column	Description
	<p>on the request.</p> <ul style="list-style-type: none"><li>• Error : This is enabled when there is an error file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.</li><li>• Download : This is used to take a dump of the <b>.csv</b> file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.</li><li>• View : This is used to view the request. Click on it view the request details.</li><li>• Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</li><li>• Approve : This is used to approve the request.</li><li>• Reject : This is used to reject the request.</li><li>• View History : This is used to view the history of this request.</li></ul>

## 2.14 Filter Consignment

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:



The screenshot shows the 'Stock Management CEIRAdmin' interface. On the left is a sidebar with navigation options: Dashboard, Registration Request, Register Device, Block/unblock Devices, Consignment, Stock Management (highlighted), Grievance Management, Stolen/Recovery, Manage Type Approval, Pending TAC List, and Update Visa. The main area has a header with 'Welcome CEIR (CJNN1527P)' and 'Stock Management CEIRAdmin'. Below the header is a filter bar with fields: Start Date, End Date, TransactionID, Name, Stock Status, and User Type. There are 'FILTER' and 'EXPORT' buttons. Below the filter bar is a table with columns: Created On, Transaction ID, Name, Role Type, File Name, Status, IMEI Quantity, Device Quantity, and Action. The table contains 7 entries. At the bottom of the table, it says 'Showing 1 to 7 of 7 entries' and has 'Previous', '1', and 'Next' buttons.

Created On	Transaction ID	Name	Role Type	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:46	S20200925174653850	Import World	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	[Icons]
2020-09-25 15:13	S20200925151309515	John wick	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	[Icons]
2020-09-21 14:25	S20200921142545717	one manufacturer	Manufacturer	test22.csv	Pending Approval From CEIR Admin	2	2	[Icons]
2020-08-01 14:55	S20200801145506283	DR First	Distributor	test22.csv	Pending Approval From CEIR Admin	2	2	[Icons]
2020-08-21 19:35	S20200821193546844	one manufacturer	Manufacturer	test22.csv	Pending Approval From CEIR Admin	2	2	[Icons]
2020-08-21 19:21	S20200821192127405	one manufacturer	Manufacturer	test42.csv	Pending Approval From CEIR Admin	4	2	[Icons]
2020-08-21 19:14	S20200821191430163	one manufacturer	Manufacturer	test42.csv	Pending Approval From CEIR Admin	4	2	[Icons]

Figure 19: Stock Management – Filter Option

9. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Name:** Enter the name of user
- **Stock Status:** Select the state of request
- **User Type:** Select the type of user

10. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.15 Grievance

CEIR Admins can reply to the grievance request raised by the user.

To reply/close the request:

6. Select **Grievance** in the left panel





Created On	Modified On	Transaction ID	User ID	User Type	Grievance ID	Raised By	Status	Action
2020-09-28 12:52	2020-09-28 12:52		20200928125249361	End User	G20200928125249445	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-25 12:26	2020-09-25 12:26	A5V04721V		Immigration	G20200925122633589	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-23 20:28	2020-09-23 20:31		XYAS4305H	Importer	G20200923202803395	Self	Pending With Admin	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 17:50	2020-09-22 17:50		20200922175012863	End User	G20200922175012826	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 17:36	2020-09-22 17:36		20200922173650307	End User	G20200922173650870	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 17:33	2020-09-22 17:33		XYAS4305H	Importer	G20200922173353803	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 17:24	2020-09-22 17:24		20200922172437210	End User	G20200922172437855	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 16:50	2020-09-22 16:50		XYAS4305H	Importer	G20200922165038821	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 14:36	2020-09-22 14:36		XYAS4305H	Importer	G20200922143637266	Self	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-22 12:47	2020-09-22 12:47		XYAS4305H	Importer	G20200922124728655	Self	New	<a href="#">↩</a> <a href="#">👁</a>

Figure 20: Grievance – View All

The following columns are seen in the Grievance Page

Column	Description
Created On	This is the date when request is created
Modified On	This is the date when request is last modified.
Transaction ID	Transaction ID of the request for which the grievance is raised.
User ID	User ID of the user who has raised the grievance.
User Type	User Type of the user who has raised the request.
Grievance ID	Grievance ID of the grievance
Status	<p>The grievance goes through different status modes.</p> <ul style="list-style-type: none"><li>• New: When a grievance is raised.</li><li>• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.</li><li>• Pending with User: When a response is awaited from the importer.</li></ul> <p>Closed: When the CEIR administrator closes the grievance.</p>
Raised By	Indicate who has raised the request. The possible



Column	Description
	<p>value is</p> <ul style="list-style-type: none"><li>• Self – User has raised grievance</li><li>• Customer Care: Customer care agent has raised the grievance on the behalf of user</li></ul>
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none"><li>• Reply : This is used to respond to the grievance. The response is given by the CEIR administrator. The exchange of responses is done until the grievance is closed. There is a option to close the request as well</li></ul> <p>View : This is used to view the grievance response history. The CEIR admin can see all the responses exchanged for any grievance</p>

## 2.16 Filter Grievance

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:



Figure 21: Grievance – Filter Option

11. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Grievance ID:** Enter the Grievance ID
- **User ID:** Enter the user ID
- **User Type:** Select the type of user
- **Grievance Status:** Select the status of grievance.

12. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.17 Stolen/Recovery

CEIR Admins can approve/disapprove the stolen/recovery request for the device as raised by the lawful agency.

To approve/reject the request:

7. Select **Stolen/Recovery** in the left panel
































Request Date	Transaction ID	Block Type	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2020-09-30 13:10	L20200930131038193	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	   
2020-09-29 19:28	L20200929192830653	Immediate	Stolen	Individual	Pending approval from CEIR Admin	2	1	   
2020-08-25 13:55	L20200825135516106	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	   
2020-09-15 03:21	L20200915032141294	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	   
2020-08-17 20:22	L20200817202216921	Immediate	Recovery	Individual	Pending approval from CEIR Admin	1	1	   
2020-09-01 18:41	L20200901184122016	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	   
2020-08-21 20:05	L20200821200509296	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	   

Figure 22: Stolen/Recovery – View All







The following columns are seen in the Stolen/Recovery Page

Column	Description
Request Date	This is the date when request is created
Transaction ID	Transaction ID of the request
Block Type	The blocking type. The values are <ul style="list-style-type: none"><li>Immediate: The device(s) is instantly blacklisted.</li><li>Default: The device(s) is sent to the blacklist after a given duration. The duration is configurable by the CEIR administrator.</li><li>Later: The device(s) is sent to the blacklist at the specified date.</li></ul>
Request Type	Request type denotes if the request is for stolen / recovery of devices
Mode	Mode denote if the request is single or bulk
Status	The request goes through the following status modes: <ul style="list-style-type: none"><li>New: When a request is raised, the status is New.</li><li>Processing: The request is verified internally.</li><li>Rejected by System: If the request has an error, an error file is generated. The error file</li></ul>



Column	Description
	<p>can be downloaded. The error could be in the file format, size, policy violation or request specifications.</p> <ul style="list-style-type: none"><li>• Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.</li><li>• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the request if there is a problem. The personnel can view the error file and fix the errors in the request.</li><li>• Approved by CEIR Admin: When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.</li><li>• Withdrawn by CEIR Admin: When the CEIR administrator withdraws the request, the status changes to Withdrawn by CEIR Admin. For example, this could be done when the personnel have wrongly marked a device as stolen, which has been recovered.</li><li>• Withdrawn by User: The personnel can withdraw the request only when the status is New or Rejected by System</li></ul>
IMEI Quantity	This is the number of IMEIs or MEIDs or ESNs in the request file
Device Quantity	This is the count of the devices in the request file. Each device will have the same S/N of the device
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>• Error : This is enabled when there is an error file generated because of any problem</li></ul>



Column	Description
	<p>with the file format or policy violation. Click on the icon to download the error file.</p> <ul style="list-style-type: none"><li>Download : This is used to take a dump of the <b>.csv</b> file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.</li><li>View : This is used to view the request. Click on it view the request details.</li><li>Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</li><li>Approve : This is used to approve the request.</li><li>Reject : This is used to reject the request.</li><li>View History : This is used to view the history of this request.</li></ul>

## 2.18 Filter Stolen/Recovery Management

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:





Request Date	Transaction ID	Block Type	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2020-09-30 13:10	L20200930131038193	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	[Icons]
2020-09-29 19:28	L20200929192830653	Immediate	Stolen	Individual	Pending approval from CEIR Admin	2	1	[Icons]
2020-08-25 13:55	L20200825135516106	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	[Icons]
2020-09-15 03:21	L20200915032141294	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	[Icons]
2020-08-17 20:22	L20200817202216921	Immediate	Recovery	Individual	Pending approval from CEIR Admin	1	1	[Icons]
2020-09-01 18:41	L20200901184122016	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	[Icons]
2020-08-21 20:05	L20200821200509296	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	[Icons]

Figure 23: Stolen/Recovery – Filter Option

13. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Request Type:** Select the request type
- **Mode:** Select the mode
- **Status:** Select the status

14. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.19 Manage Type Approval

CEIR Admins can approve/disapprove the type approval request for the device as raised by the importer/TRC.

To approve/reject the request:

8. Select **Manage Type Approval** in the left panel




Created On	Transaction ID	User Type	Display Name	Brand Name	Model Number	Country	TAC	Status	Action
2020-09-24 13:55	T20200924135536617	Importer	Pvt Ltd	10.0R	E	Belgium	34543534	Rejected By System	
2020-09-24 13:44	T20200924134454427	Importer	Pvt Ltd	0PCV220	0PCV220	India	67267346	Rejected By System	
2020-09-22 19:43	T20200922194354090	Importer	Pvt Ltd	007	M-007	Albania	12132131	Rejected By System	
2020-09-22 19:37	T20200922193737802	Importer	Pvt Ltd	007	M-007	Algeria	31231232	Rejected By System	
2020-09-22 16:51	T20200922165102834	Importer	Pvt Ltd	0PCV220	0PCV220	Algeria	12321312	Rejected By System	
2020-09-22 14:39	T20200922143932081	Importer	Pvt Ltd	1+	GM1900	Australia	85674534	Rejected By System	
2020-09-20 03:56	T20200920035838445	Importer	Pvt Ltd	0PCV220	0PCV220	Albania	78987989	Rejected By System	
2020-09-03 17:19	T20200903171957526	Importer	Pvt Ltd	007	M-007	India	88271827	Rejected By System	

Figure 24: Manage Type Approval – View All






The following columns are seen in the Manage Type Approval Page

Column	Description
Created On	This is the date when request is created
Transaction ID	Transaction ID of the request
Block Type	The blocking type. The values are <ul style="list-style-type: none"><li>Immediate: The device(s) is instantly blacklisted.</li><li>Default: The device(s) is sent to the blacklist after a given duration. The duration is configurable by the CEIR administrator.</li><li>Later: The device(s) is sent to the blacklist at the specified date.</li></ul>
User Type	User Type of the user who has raised the request
Display name	This contain one of the following values: <ul style="list-style-type: none"><li>The name of the importer in case importer has registered as individual.</li><li>Company name of the importer in case importer has registered as company</li></ul> In case of TRC, it will be always company name



Column	Description
Brand Name	Brand name of the device
Model Number	Model number of the device
Country	Country where the device is manufactured
TAC	TAC number to be approved
Status	<ul style="list-style-type: none"><li>• New: This is the status assigned to the type approval request.</li><li>• Processing: The request is processed internally.</li><li>• Rejected by System: The request is rejected by the system if there is an error in the type approval request.</li><li>• Approval Pending by CEIR Authority: After the processing is done, the type approval request sent for approval to the CEIR administrator.</li><li>• Approved by CEIR Admin: The CEIR administrator approves the request.</li><li>• Rejected by CEIR Admin: The CEIR administrator rejects the request.</li><li>• Withdrawn by CEIR Admin: The CEIR administrator can withdraw the type approval request.</li><li>• Withdrawn by User: The importer can withdraw the type approval request.</li></ul>
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>• Error : This is enabled when there is an error file generated because of any problem</li></ul>



Column	Description
	<p>with the file format or policy violation. Click on the icon to download the error file.</p> <ul style="list-style-type: none"><li>• View : This is used to view the request. Click on it view the request details.</li><li>• Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</li><li>• Approve : This is used to approve the request.</li><li>• Reject : This is used to reject the request.</li><li>• View History : This is used to view the history of this request.</li></ul>

## 2.20 Filter Manage Type Approval

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:



Created On	Transaction ID	User Type	Display Name	Brand Name	Model Number	Country	TAC	Status	Action
2020-09-24 13:55	T20200924135536617	Importer	Pvt Ltd	10.0R	E	Belgium	34543534	Rejected By System	[Icons]
2020-09-24 13:44	T20200924134454427	Importer	Pvt Ltd	OPCV220	OPCV220	India	67267346	Rejected By System	[Icons]
2020-09-22 19:43	T20200922194354090	Importer	Pvt Ltd	007	M-007	Albania	12132131	Rejected By System	[Icons]
2020-09-22 19:37	T20200922193737802	Importer	Pvt Ltd	007	M-007	Algeria	31231232	Rejected By System	[Icons]
2020-09-22 16:51	T20200922165102834	Importer	Pvt Ltd	OPCV220	OPCV220	Algeria	12321312	Rejected By System	[Icons]
2020-09-22 14:39	T20200922143932081	Importer	Pvt Ltd	1+	GM1900	Australia	85674534	Rejected By System	[Icons]
2020-09-20 03:58	T20200920035838445	Importer	Pvt Ltd	OPCV220	OPCV220	Albania	78987989	Rejected By System	[Icons]
2020-09-03 17:19	T20200903171957526	Importer	Pvt Ltd	007	M-007	India	88271827	Rejected By System	[Icons]

Figure 25: Manage Type Approval – Filter Option

15. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **TAC :** Enter the TAC
- **User Type :** Select the user type
- **Status:** Select the status

16. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.21 Pending TAC List

CEIR Admins can view the TAC list that is pending for type approval by importer, although importer has raised a consignment for same.

To view the list:

9. Select **Pending TAC List** in the left panel



Created On	Modified On	Transaction ID	TAC	Action
2020-09-25 12:07	2020-09-25 12:07	C20200925115102892	98876581	
2020-09-25 12:07	2020-09-25 12:07	C20200925115102892	89454510	
2020-08-10 13:40	2020-08-10 13:40	C20200810133215362	98765412	
2020-08-07 14:16	2020-08-07 14:16	C20200805171337142	80008000	
2020-07-28 20:52	2020-07-28 20:52	C20200728203955506	99999900	
2020-07-28 17:51	2020-07-28 17:51	C20200728133652499	35698905	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	12323289	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	67890123	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	71923456	

Figure 26: Pending TAC List – View All

The following columns are seen in the Manage Type Approval Page

Column	Description
Created On	This is the date when request is created
Modified On	This is the date when request is last modified.
Transaction ID	Transaction ID of the request
TAC	TAC to be approved
Action	<div>This displays different actions that can be performed on the request..</div> <div><div><div></div></div><div><div>Delete : This is used to delete the request.</div></div></div>

## 2.22 Filter Pending TAC List

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:



Created On	Modified On	Transaction ID	TAC	Action
2020-09-25 12:07	2020-09-25 12:07	C20200925115102892	98876581	
2020-09-25 12:07	2020-09-25 12:07	C20200925115102892	89454510	
2020-08-10 13:40	2020-08-10 13:40	C20200810133215362	98765412	
2020-08-07 14:16	2020-08-07 14:16	C20200805171337142	80008000	
2020-07-28 20:52	2020-07-28 20:52	C20200728203955506	99999900	
2020-07-28 17:51	2020-07-28 17:51	C20200728133652499	35698905	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	12323289	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	67890123	
2020-07-22 22:11	2020-07-22 22:11	C20200722220132501	71923456	

Figure 27: Pending TAC List – Filter Option

17. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **TAC :** Enter the TAC

18. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.23 Update Visa

CEIR Admins can approve/disapprove the visa update request for the device as raised by the end user.

To approve/reject the request:

10. Select **Update Visa** in the left panel

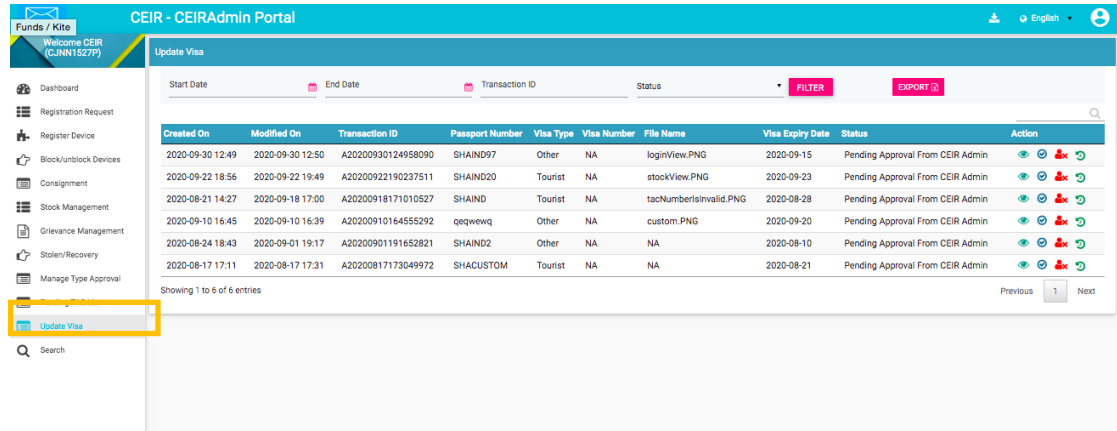






Figure 28: Update Visa – View All

The following columns are seen in the Update Visa Page

Column	Description
Created On	This is the date when request is created
Modified On	This is the date when request is last modified
Transaction ID	Transaction ID of the request
Passport Number	The passport number of the user
Visa Type	Type of Visa
Visa Number	Visa number. Visa number may not be available as tourist may be travelling from bilateral countries where visa is not required
File Name	File containing the Visa image
Visa Expiry Date	Date on which visa will expire
Status	<ul style="list-style-type: none"><li>New: This is the status assigned to the visa request when it is created.</li><li>Processing: The request is processed internally.</li><li>Rejected by System: The request is rejected</li></ul>





Column	Description
	<p>by the system if there is an error in the request.</p> <ul style="list-style-type: none"><li>• Approval Pending by CEIR Authority: After the processing is done, the request sent for approval to the CEIR administrator.</li><li>• Approved by CEIR Admin: The CEIR administrator approves the request.</li><li>• Rejected by CEIR Admin: The CEIR administrator rejects the request.</li></ul>
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>• View : This is used to view the request. Click on it view the request details.</li><li>• Approve : This is used to approve the request.</li><li>• Reject : This is used to reject the request.</li><li>• View History : This is used to view the history of this request.</li></ul>

## 2.24 Filter Update Visa

CEIR Admins can view selective information by defining specific values in the listed fields. For example, CEIR Admins can view the specific request during specified date by selecting start/end date.

To view specific request:



Created On	Modified On	Transaction ID	Passport Number	Visa Type	Visa Number	File Name	Visa Expiry Date	Status	Action
2020-09-30 12:49	2020-09-30 12:50	A20200930124958090	SHAIND97	Other	NA	loginView.PNG	2020-09-15	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-22 18:56	2020-09-22 19:49	A20200922190237511	SHAIND20	Tourist	NA	stockView.PNG	2020-09-23	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-08-21 14:27	2020-09-18 17:00	A20200918171010527	SHAIND	Tourist	NA	tacNumberIsInvalid.PNG	2020-08-28	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-09-10 16:45	2020-09-10 16:39	A20200910164555292	qeqwewq	Other	NA	custom.PNG	2020-09-20	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-08-24 18:43	2020-09-01 19:17	A20200901191652821	SHAIND2	Other	NA	NA	2020-08-10	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>
2020-08-17 17:11	2020-08-17 17:31	A20200817173049972	SHACUSTOM	Tourist	NA	NA	2020-08-21	Pending Approval From CEIR Admin	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a>

Figure 29: Update Visa – Filter Option

19. Enter the required value in one or more of the listed fields:

- **Start Date:** Select the start date
- **End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Status:** Select the status

20. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

To export, click on the export button.

## 2.25 Search

CEIR Admins can search the IMEI from the CEIR system using this feature

To search the IMEI:

11. Select **Search** in the left panel



CEIR - CEIRAdmin Portal

Welcome CEIR (CJNN1527P)

Search

Device ID Type \* IMEI \* MSISDN

SUBMIT CLEAR

Search

Figure 30: Search – IMEI

The following columns are seen in the Search Page

Column	Description
Device ID Type	Select Device ID Type.
IMEI	IMEI that the CEIR admin want to search
MSISDN	MSISDN that CEIR admin want to search

Once the CEIR admin press the submit button, the Device Information page appears

CEIR - CEIRAdmin Portal

Welcome CEIR (CJNN1527P)

DEVICE INFORMATION

MSISDN NA IMEI 80008000800080

TAC INFORMATION

Handset Type NA OS Type NA Model Number NA

DEVICE STATE

Status	Date	Status	View
Blacklist			
Greylist			
Duplicate			
Global Black List			
VIP			

Showing 1 to 5 of 5 entries

Previous 1 Next

Device Found In	Date	Status	View
Importer			
Distributor			
Retailer			
Custom			
Manufacturer			
Regularize device			
End User			

Showing 1 to 7 of 7 entries

Previous 1 Next

Figure 32: Search – Device Information

The page has the following information categorized into 4 heads



## 1) Device Information based on the IMEI usage in the network

Column	Description
MSISDN	MSISDN would be displayed if any IMEI is in use with this MSISDN.
IMEI	IMEI that the CEIR admin searched
IMSI	IMSI would be displayed if any IMEI is in use with this IMSI

## 2) TAC information based on the information as available if IMEI has a valid TAC

Column	Description
Handset Type	If the IMEI has a valid TAC, then the Handset Type would be displayed
OS Type	If the IMEI has a valid TAC, then the OS Type would be displayed
Brand Name	If the IMEI has a valid TAC, then the Brand Name would be displayed
Model Number	If the IMEI has a valid TAC, then the Model Number would be displayed

## 3) IMEI Status in various conditions

Column	Description
Status	This contain if the IMEI is present in blacklist, greylist, duplicate, global black list, VIP, importer, distributor, retailer, custom, manufacturer, regularize device, end user. End user denote the anonymous stock list



Column	Description
	uploaded by user.
Date	Date on which the entry is created in this list. It will be only be present if the IMEI exist in that list
Status	Indicate if the IMEI exist in list.
View	If the entry exist in list, the further details about this IMEI can be found for that list

- 4) Notifications – In case the user IMEI is not found to be ok, then SMS notification is sent to the user

Column	Description
Date	Date on which the notification is sent
Transaction ID	This field is not in use
Feature	Feature due to which this notification is sent.
Message	If the entry exist in list, the further details about this IMEI can be found for that list
Action	This is disabled.