



# Central Equipment Identity Register System

**CEIR Admin User Manual v 2.1**



## Document Change History

Version	Change Type	Description	Date
Draft		Submitted for internal review	February 2020
Version 2.0		Multiple System Admin, Configurable Notifications, Filter and sorting, Field Validations, History of the request, Address management	June 2021



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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
IMEI	International Mobile Equipment Identity
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 Admin Portal URL in the address bar. The login screen appears.

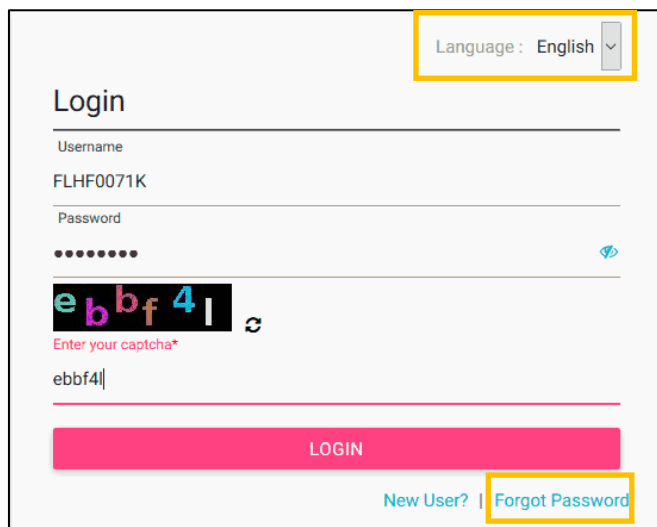
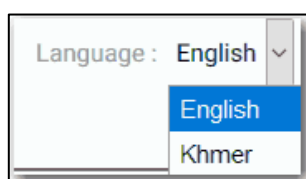


Figure 1: Login

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.

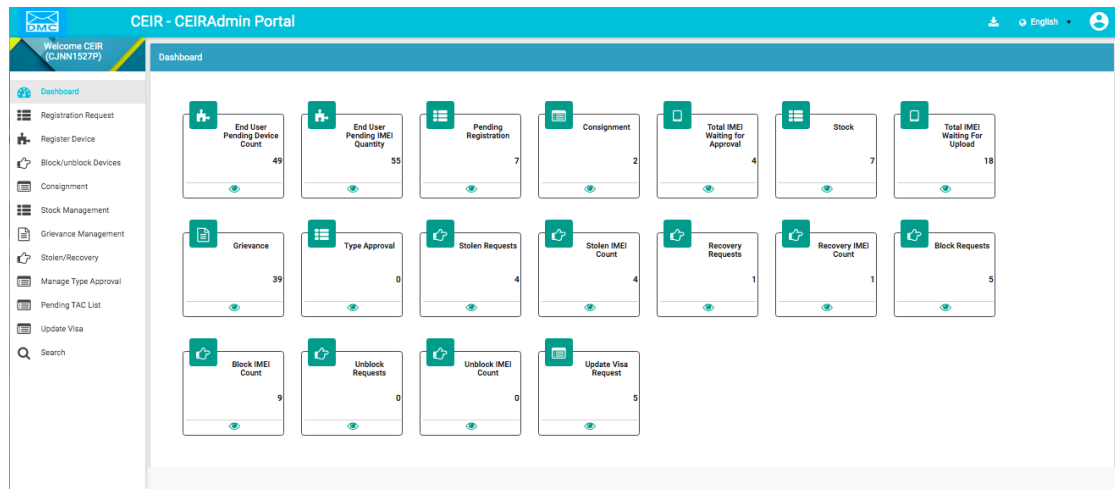


Figure 2: Home Page

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.

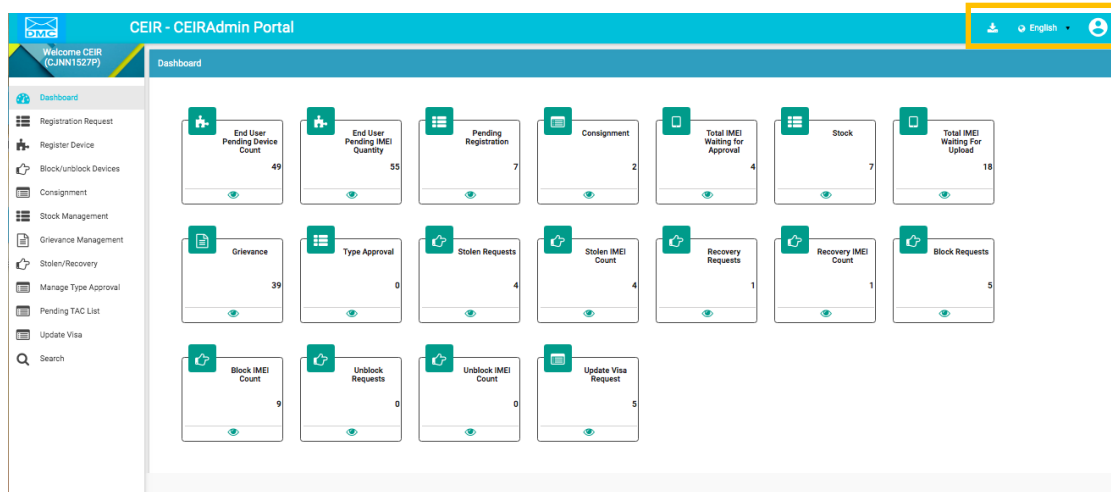


Figure 3: Home Page

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

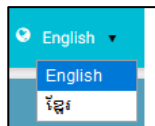
The top right corner of the screen displays the following menu options:


- **Download:** Click to download this user manual.

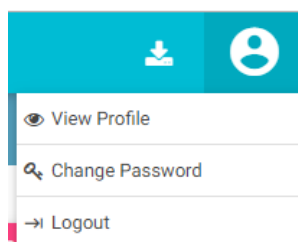





- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.




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



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

The image shows a 'Change Password' form. It has a title bar 'Change Password'. Below it are three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Each field has a password icon (a lock) and a toggle icon (an eye). The 'Old Password' field has a lock icon. The 'New Password' field has a lock icon and a toggle icon. The 'Confirm Password' field has a checkmark icon and a toggle icon. At the bottom of the form are two buttons: 'SUBMIT' and '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**.



## 2.4 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

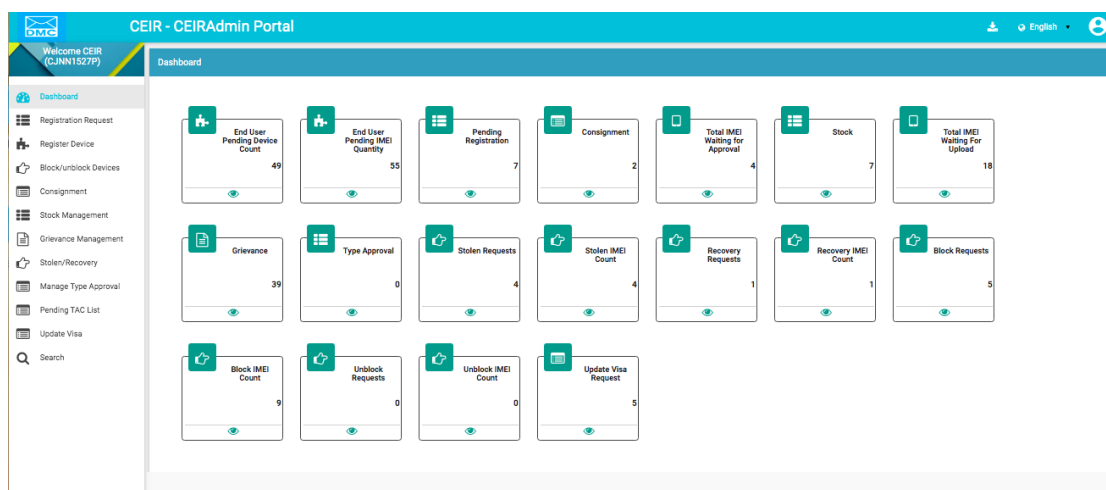
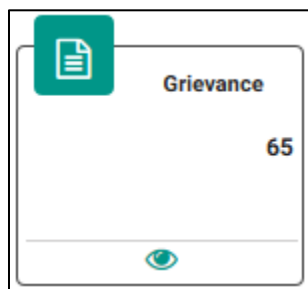


Figure 5: Home Page











As an example, 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.

Grievance Management									
Creation Start Date		Creation End Date		TransactionID		Grievance ID			
User ID		Raised By		User Type		Status			
<b>FILTER</b>	<b>CLEAR ALL FILTERS</b>	<b>EXPORT</b>							
Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action	
2021-04-11 21:29	2021-04-11 21:29	NA	G20210411212927973	20210411212930131	Self	End User	New		
2021-04-08 12:41	2021-04-08 12:41	NA	G20210408124121686	20210408124124385	Self	End User	New		
2021-04-08 12:39	2021-04-08 12:39	NA	G20210408123908777	XYAS4305H	Self	Importer	New		
2021-04-08 00:11	2021-04-08 00:11	NA	G20210408001103779	20210408001103639	Self	End User	New		
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	KIBG0641P	Self	Distributor	New		

**Figure 6: 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 for approval	The box displays the total number of IMEI requests that are pending for 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 most recent notifications. System Admin can configure the number of notifications that are displayed on user dashboard.

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 7: 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 approves 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.

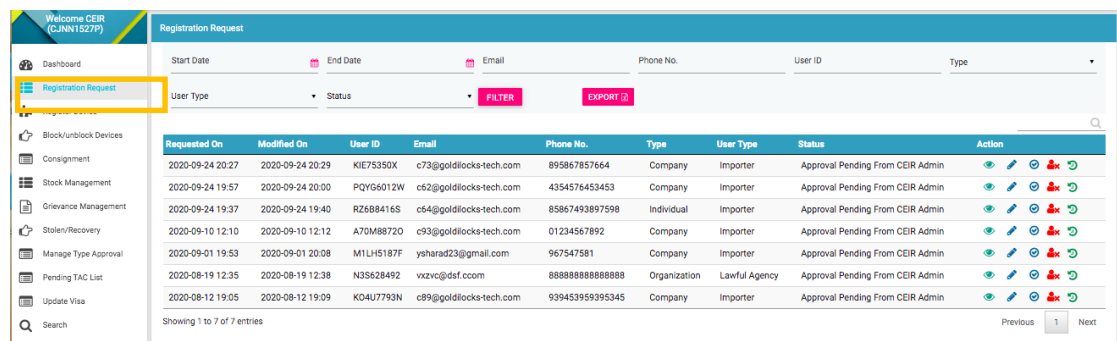
- **Action:** This shows the **View** icon. It is activated  if the CEIR admin can click on it else it is disabled .

## 2.5 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. Click on  to approve/  to reject the registration request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.
































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	RZ688416S	c64@goldilocks-tech.com	85867493897598	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@dsf.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	93945395995345	Company	Importer	Approval Pending From CEIR Admin	   

Figure 8: 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



Column	Description
Email	Email ID of the user
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></ul>




Column	Description
	<ul style="list-style-type: none"><li>• Edit : This is used to modify 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>

## 2.6 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.

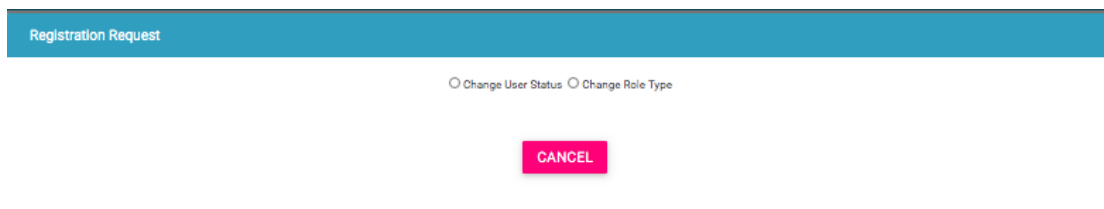


Figure 9: Registration Request - Edit

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:**

The 'Change User Status' form features a blue header bar with the title. Below the header, there are two main input sections. The first section contains a dropdown menu labeled 'Change User Status to \*' with the placeholder text 'Select user status', and a text input field labeled 'Reference Id'. The second section contains a large text area labeled 'Remarks \*'. At the bottom of the form, there are two pink buttons: 'SUBMIT' and 'CANCEL'.

**Figure 10: Change User Status**

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:**

The 'Change Role Type' form has a blue header bar with the title. It includes two dropdown menus: 'Add/Delete Role Type \*' with the placeholder 'Add/Delete Role Type', and 'Change Role Type \*' with the placeholder 'Select Role Type'. Below these, there is a text input field for 'Reference Id' and a large text area for 'Remarks \*'. The form concludes with 'SUBMIT' and 'CANCEL' buttons at the bottom.

**Figure 11: Change Role Type**



This flow is applicable when importer user wants 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.

## 2.7 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:

Created On	Modified On	User ID	Email	Phone No.	Type	User Type	Status	Action
2021-04-12 10:49	2021-04-12 10:50	81NS6966I	avc@gmail.com	8786756545	Company	Importer	Approval Pending From CEIR Admin	
2021-04-09 17:07	2021-04-09 17:09	WMRH3076J	zbc@gmail.com	9878765654	Company	Importer	Approval Pending From CEIR Admin	
2021-04-08 19:43	2021-04-08 19:52	81WL3560X	asd@dsfdf.com	0973509475	Company	Importer	Approval Pending From CEIR Admin	

Showing 1 to 3 of 3 entries

Figure 12: System Management – Filter Option

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

Click **FILTER**.



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



The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

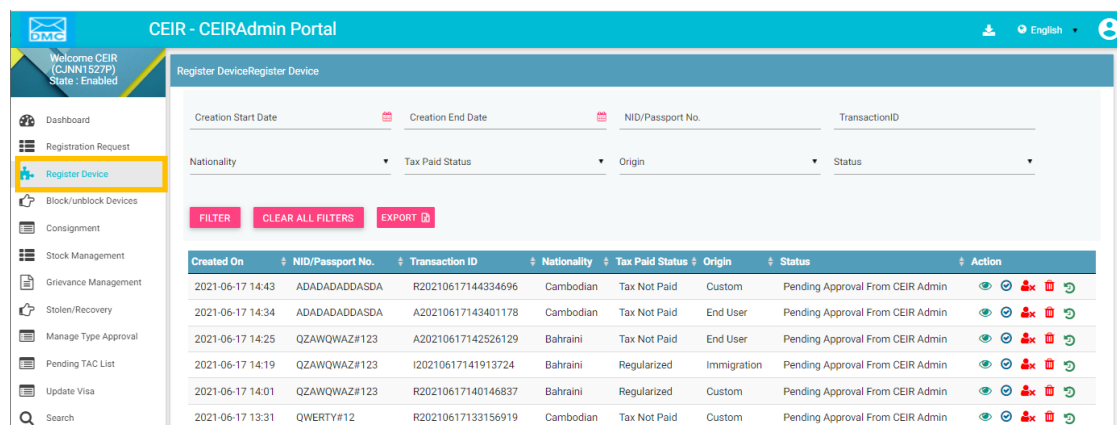
To export the filtered data, you can click on export button.

## 2.8 Register Device

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

To approve/reject device:

Select **Register Device** in the left panel. Click on  to approve/ to reject the register device request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.




























Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-17 14:43	ADADADADDASDA	R20210617144334696	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	   
2021-06-17 14:34	ADADADADDASDA	A20210617143401178	Cambodian	Tax Not Paid	End User	Pending Approval From CEIR Admin	   
2021-06-17 14:25	QZAWQWAZ#123	A20210617142526129	Bahraini	Tax Not Paid	End User	Pending Approval From CEIR Admin	   
2021-06-17 14:19	QZAWQWAZ#123	I20210617141913724	Bahraini	Regularized	Immigration	Pending Approval From CEIR Admin	   
2021-06-17 14:01	QZAWQWAZ#123	R20210617140146837	Bahraini	Regularized	Custom	Pending Approval From CEIR Admin	   
2021-06-17 13:31	QWERTY#12	R20210617133156919	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	   





Figure 13: 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



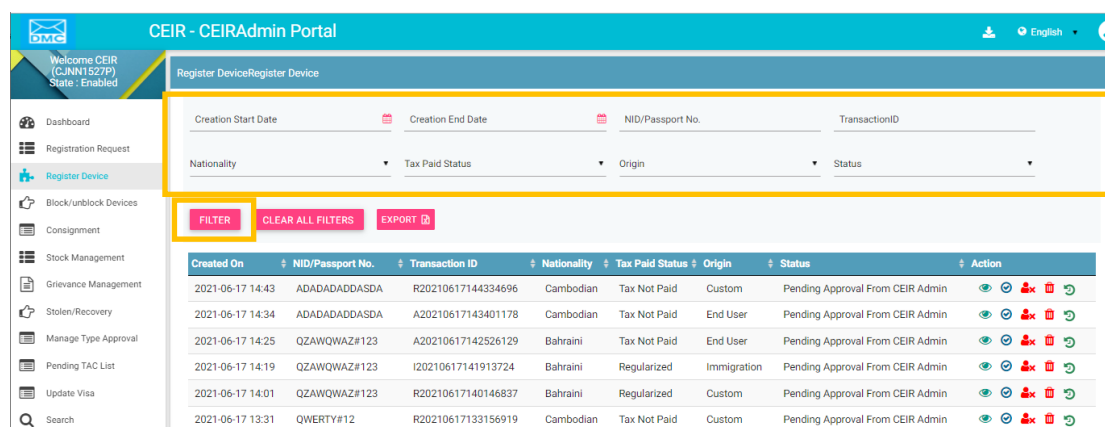
Column	Description
Origin	<p>It specifies who has registered the device on end user's behalf. It can be:</p> <ol style="list-style-type: none"><li>1) end user which is represented as self</li><li>2) Immigration department</li><li>3) Custom department</li></ol>
Status	<p>The request goes through the following 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></ul>

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

## 2.9 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 'Register Device' section of the CEIR Admin Portal. A yellow box highlights the filter fields: 'Creation Start Date', 'Creation End Date', 'NID/Passport No.', 'TransactionID', 'Nationality', 'Tax Paid Status', 'Origin', and 'Status'. Below these fields are buttons for 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. The table below shows a list of registered devices with columns for 'Created On', 'NID/Passport No.', 'Transaction ID', 'Nationality', 'Tax Paid Status', 'Origin', 'Status', and 'Action'.































Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-17 14:43	ADADADADDASDA	R20210617144334696	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	    
2021-06-17 14:34	ADADADADDASDA	A20210617143401178	Cambodian	Tax Not Paid	End User	Pending Approval From CEIR Admin	    
2021-06-17 14:25	QZAWQWAZ#123	A20210617142526129	Bahraini	Tax Not Paid	End User	Pending Approval From CEIR Admin	    
2021-06-17 14:19	QZAWQWAZ#123	I20210617141913724	Bahraini	Regularized	Immigration	Pending Approval From CEIR Admin	    
2021-06-17 14:01	QZAWQWAZ#123	R20210617140146837	Bahraini	Regularized	Custom	Pending Approval From CEIR Admin	    
2021-06-17 13:31	QWERTY#12	R20210617133156919	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	    

Figure 14: Register Device – Filter Option

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

- Creation Start Date:** Select the start date
- Creation End Date:** Select the end date
- NID / Passport No. :** Enter the NID/Passport of the user



- **Transaction ID:** Enter the Transaction ID
- **Nationality:** Nationality of the user whose device is registered
- **Tax Paid Status:** Select the Tax Paid Status
- **Origin:** Select which user raised a register device request
- **Status:** Select the state of request

2. Click **FILTER**.

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



The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

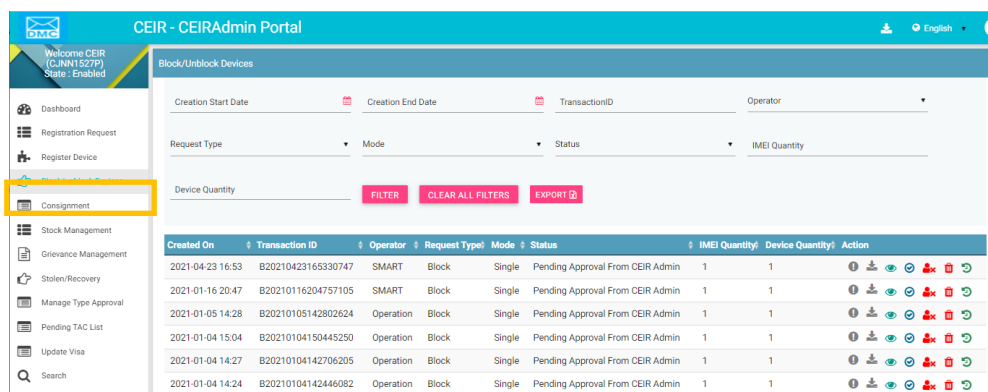
To export, click on the export button.

## 2.10 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:

Select **Block/Unblock Device** in the left panel. Click on  to approve/ to reject the block/unblock request. A prompt for confirmation for the same will appear on screen before approving/rejecting the request.

































Created On	Transaction ID	Operator	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-04-23 16:53	B20210423165330747	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2021-01-16 20:47	B20210116204757105	SMART	Block	Single	Pending Approval From CEIR Admin	1	1	    
2021-01-05 14:28	B20210105142802624	Operation	Block	Single	Pending Approval From CEIR Admin	1	1	    
2021-01-04 15:04	B20210104150445250	Operation	Block	Single	Pending Approval From CEIR Admin	1	1	    
2021-01-04 14:27	B20210104142706205	Operation	Block	Single	Pending Approval From CEIR Admin	1	1	    
2021-01-04 14:24	B20210104142446082	Operation	Block	Single	Pending Approval From CEIR Admin	1	1	    



Figure 15: 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>
Mode	Mode of the request. The possible value of this parameter is <ul style="list-style-type: none"><li>• Single</li><li>• Bulk</li></ul>
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 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</li></ul>



Column	Description
	<p>operator can view the error file and fix the errors in the request.</p> <ul style="list-style-type: none"><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 claimed by another user.</li><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 in the <b>.csv</b> file else it refers to the IMEIs 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></ul>

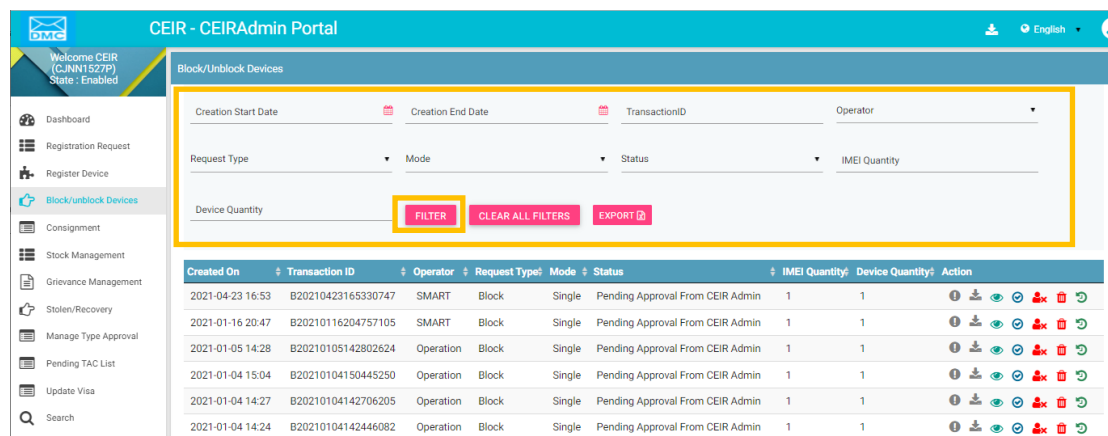


Column	Description
	<ul style="list-style-type: none"> <li>View : This is used to view the request. Click on it view the request details.</li> <li>Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected 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>

## 2.11 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:



The screenshot displays the CEIR Admin Portal interface. The top navigation bar includes the DMC logo, the text 'CEIR - CEIRAdmin Portal', and a language selector set to 'English'. A left sidebar contains a menu with options: Dashboard, Registration Request, Register Device, Block/unblock Devices (highlighted), Consignment, Stock Management, Grievance Management, Stolen/Recovery, Manage Type Approval, Pending TAC List, Update Visa, and Search. The main content area is titled 'Block/Unblock Devices'. It features a filter section with fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', 'Operator', 'Request Type', 'Mode', 'Status', 'IMEI Quantity', and 'Device Quantity'. Below these fields are buttons for 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. A table below the filter section lists request details with columns: Created On, Transaction ID, Operator, Request Type, Mode, Status, IMEI Quantity, Device Quantity, and Action. The table contains several rows of data, including dates, transaction IDs, operators (SMART, Operation), request types (Block, Single), statuses (Pending Approval From CEIR Admin), and quantities (1).

Figure 16: Block /Unblock Device – Filter Option

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



- **Creation Start Date:** Select the start date
- **Creation End Date:** Select the end date
- **Transaction ID:** Enter the Transaction ID
- **Operator:** Select the Operator Name
- **Request Type:** Select the Request Type
- **Mode:** Select the Mode
- **Status:** Select the state of request
- **IMEI Quantity:** Specify IMEI Quantity
- **Device Quantity:** Specify Device Quantity

Click **FILTER**.

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

The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.



To export, click on the export button

## 2.12 Consignment

---

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

To approve/reject the request:

Select **Consignment** in the left panel. Click on  to approve/ to reject the consignment request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.

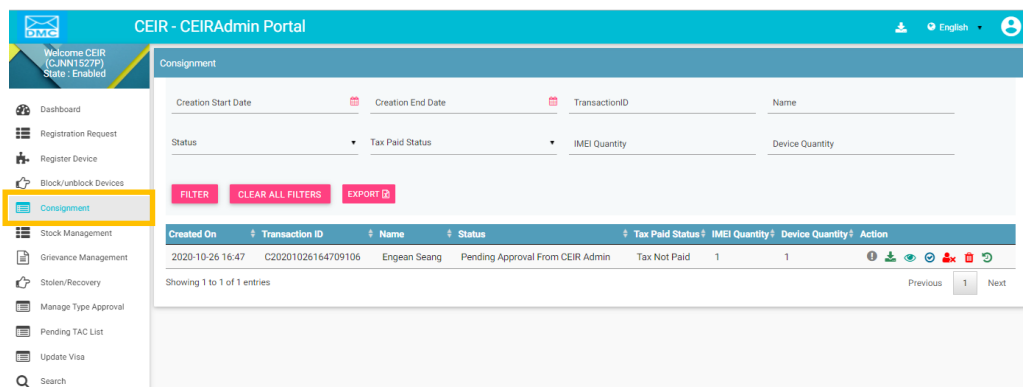


Figure 17: Consignment – View All








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 contains the name of importer, but in case the importer is registered as company, then this parameter contains 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</li></ul>



Column	Description
	<p>internally, the consignment is available for review by the CEIR administrator.</p> <ul style="list-style-type: none"><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><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 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



Column	Description
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 .csv 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>

## 2.13 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 'Consignment' page in the CEIR Admin Portal. A yellow box highlights the filter section at the top, which includes fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', 'Name', 'Status', 'Tax Paid Status', 'IMEI Quantity', and 'Device Quantity'. Below these fields are three buttons: 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. The 'FILTER' button is highlighted with a red box. Below the filter section is a table with columns: 'Created On', 'Transaction ID', 'Name', 'Status', 'Tax Paid Status', 'IMEI Quantity', 'Device Quantity', and 'Action'. The table contains one entry with the following data: '2020-10-26 16:47', 'C20201026164709106', 'Engan Seang', 'Pending Approval From CEIR Admin', 'Tax Not Paid', '1', '1', and a set of action icons. The page also features a sidebar with navigation links and a top header with the DMC logo and user information.

Figure 18: Consignment – Filter Option

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
- **IMEI Quantity:** Enter the number of IMEIs in the request.
- **Device Quantity:** Enter the number of devices in the request.

Click **FILTER**.

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

The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

To export, click on the export button.

## 2.14 Stock Management

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

To approve/reject the request:



Select **Stock Management** in the left panel. Click on to approve/ to reject the stock request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.

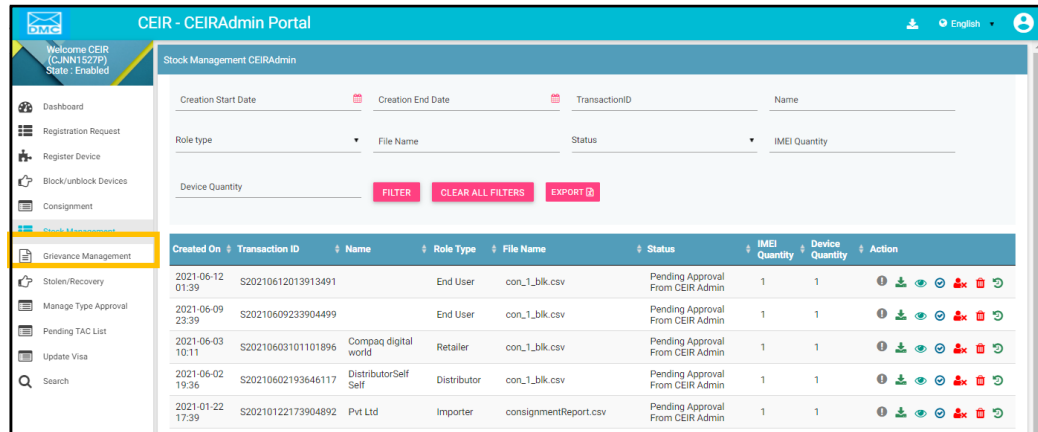




Figure 19: Stock Management – View All

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. 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	The uploaded stock goes through different status modes. <ul style="list-style-type: none"><li>New: When the stock is uploaded, its status is <b>New</b>.</li></ul>



Column	Description
	<ul style="list-style-type: none"><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 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	<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></ul>



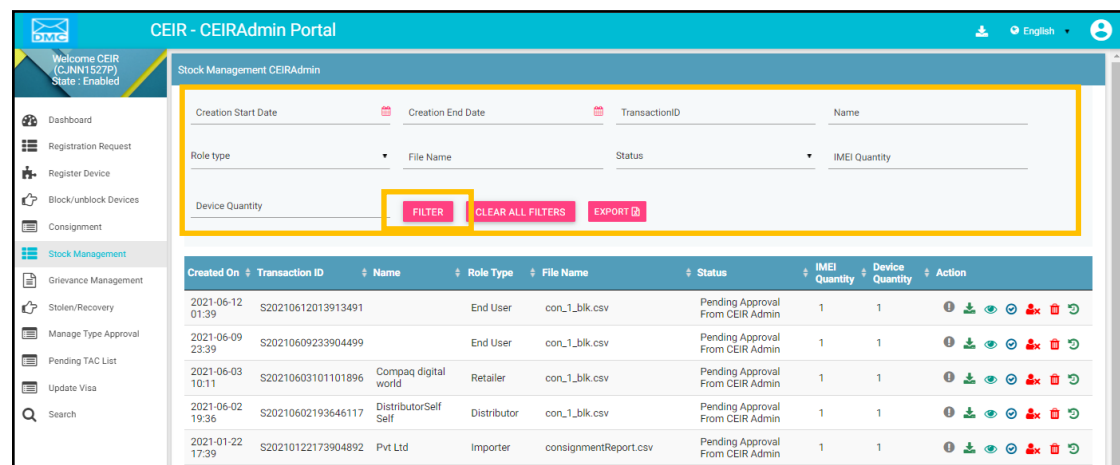


Column	Description
	<ul style="list-style-type: none"><li>View : This is used to view the request. Click on it view the request details.</li><li>Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete New or Rejected 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>

## 2.15 Filter Stock Requests

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 displays the 'CEIR - CEIRAdmin Portal' 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 content area is titled 'Stock Management CEIRAdmin'. It features a search bar with fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Name'. Below this are dropdown menus for 'Role type' and 'Status', and input fields for 'File Name' and 'IMEI Quantity'. A 'Device Quantity' field is also present. A yellow box highlights the 'FILTER' button, along with 'CLEAR ALL FILTERS' and 'EXPORT' buttons. Below the search 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 five rows of data, each with a set of action icons (info, view, approve, reject, delete, history) in the Action column.

Figure 20: Stock Management – Filter Option



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
- **Role Type:** Select Role Type
- **File Name:** Enter File Name
- **Stock Status:** Select the state of request
- **User Type:** Select the type of user
- **IMEI Quantity:** Enter the number of IMEIs in the request.
- **Device Quantity:** Enter the number of devices in the request.

Click **FILTER**.

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

The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

To export, click on the export button.

## 2.16 Grievance

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

To reply/close the request:

Select **Grievance** in the left panel. Click on  to send a reply to user on the grievance raised.

To close the grievance, select the check box in the reply form and press submit. The grievance is closed.





Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action
2021-06-18 00:00	2021-06-18 00:00	NA	G20210618000023366	XYAS4305H	Self	Importer	New	
2021-06-16 15:02	2021-06-16 15:02	NA	G20210616150228428	1TVP0145B	Customer Care	Operator	New	
2021-06-16 14:03	2021-06-16 14:03	NA	G20210616140353024	20210616140356466	Self	End User	New	
2021-06-14 13:44	2021-06-14 13:44	NA	G20210614134413928	V57J2369I	Self	Operator	New	
2021-06-10 18:34	2021-06-10 18:34	NA	G20210610183359011	FGY87713W	Self	Custom	New	
2021-06-09 23:28	2021-06-09 23:36	NA	G20210609232813855	20210609232816654	Self	End User	Pending With Admin	
2021-06-07 06:49	2021-06-07 06:49	NA	G20210607064947289	20210607064950785	Self	End User	New	
2021-05-25 00:19	2021-06-04 13:22	NA	G20210525001928674	20210525001931247	Self	End User	Pending With Admin	
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	ASVO4721V	Customer Care	Immigration	New	

Figure 21: 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 Admin: 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 value is

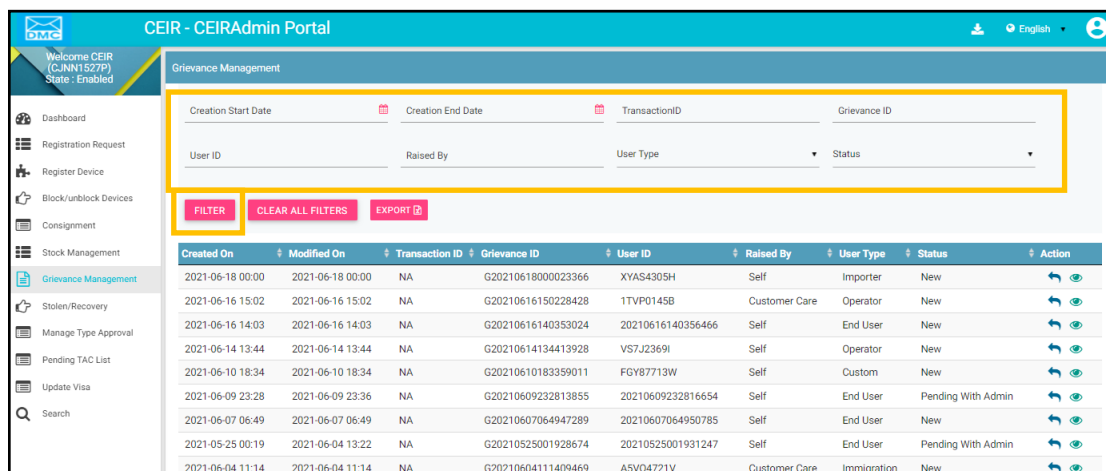


Column	Description
	<ul style="list-style-type: none"><li>Self – User has raised grievance</li><li>Customer Care: Customer care agent has raised the grievance on the behalf of user</li></ul>
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: 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>

## 2.17 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:



The screenshot displays the CEIR Admin Portal interface. The top navigation bar includes the DMC logo, the title 'CEIR - CEIRAdmin Portal', and user profile information. The left sidebar contains a menu with options like Dashboard, Registration Request, Register Device, Block/unblock Devices, Consignment, Stock Management, Grievance Management (highlighted), Stolen/Recovery, Manage Type Approval, Pending TAC List, Update Visa, and Search. The main content area is titled 'Grievance Management' and features a filter section with fields for Creation Start Date, Creation End Date, TransactionID, Grievance ID, User ID, Raised By, User Type, and Status. Below these fields are buttons for FILTER, CLEAR ALL FILTERS, and EXPORT. A table below the filter section lists grievance records with columns for Created On, Modified On, Transaction ID, Grievance ID, User ID, Raised By, User Type, Status, and Action. The table contains 12 rows of data.



















Created On	Modified On	Transaction ID	Grievance ID	User ID	Raised By	User Type	Status	Action
2021-06-18 00:00	2021-06-18 00:00	NA	G20210618000023366	XYAS4305H	Self	Importer	New	 
2021-06-16 15:02	2021-06-16 15:02	NA	G20210616150228428	1TVPO145B	Customer Care	Operator	New	 
2021-06-16 14:03	2021-06-16 14:03	NA	G20210616140353024	20210616140356466	Self	End User	New	 
2021-06-14 13:44	2021-06-14 13:44	NA	G20210614134413928	VS7J2369I	Self	Operator	New	 
2021-06-10 18:34	2021-06-10 18:34	NA	G20210610183359011	FGY87713W	Self	Custom	New	 
2021-06-09 23:28	2021-06-09 23:36	NA	G20210609232813855	20210609232816654	Self	End User	Pending With Admin	 
2021-06-07 06:49	2021-06-07 06:49	NA	G20210607064947289	20210607064950785	Self	End User	New	 
2021-05-25 00:19	2021-06-04 13:22	NA	G20210525001928674	20210525001931247	Self	End User	Pending With Admin	 
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	ASVO4721V	Customer Care	Immigration	New	 

Figure 22: Grievance – Filter Option



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.

Click **FILTER**.

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



The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

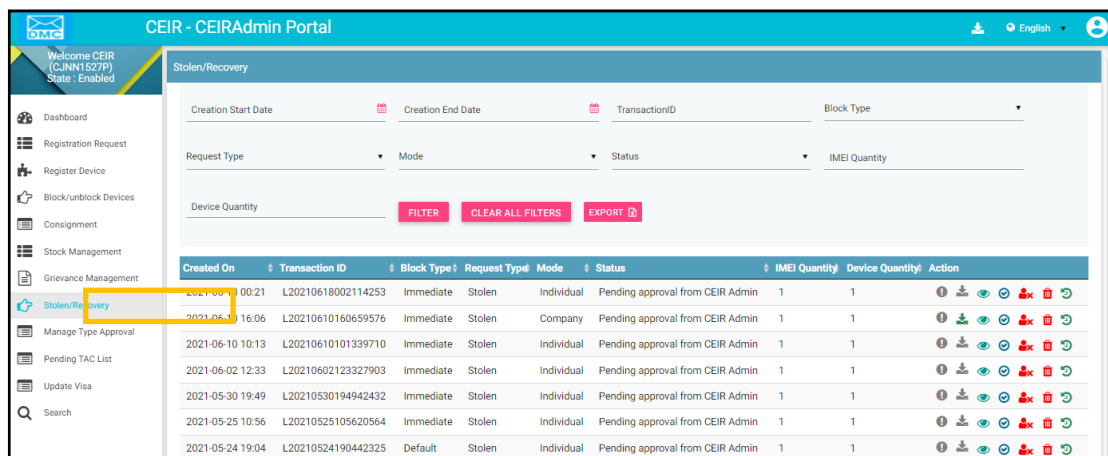
To export, click on the export button.

## 2.18 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:

Select **Stolen/Recovery** in the left panel. Click on  to approve/  to reject the stolen/recovery request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.






































Created On	Transaction ID	Block Type	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-06-01 00:21	L20210618002114253	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	    
2021-06-01 16:06	L20210610160659576	Immediate	Stolen	Company	Pending approval from CEIR Admin	1	1	    
2021-06-10 10:13	L20210610101339710	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	    
2021-06-02 12:33	L20210602123327903	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	    
2021-05-30 19:49	L20210530194942432	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	    
2021-05-25 10:56	L20210525105620564	Immediate	Stolen	Individual	Pending approval from CEIR Admin	1	1	    
2021-05-24 19:04	L20210524190442325	Default	Stolen	Individual	Pending approval from CEIR Admin	1	1	    





Figure 23: 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 denotes 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 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</li></ul>



Column	Description
	<p>personnel can view the error file and fix the errors in the request.</p> <ul style="list-style-type: none"><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 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 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</li></ul>

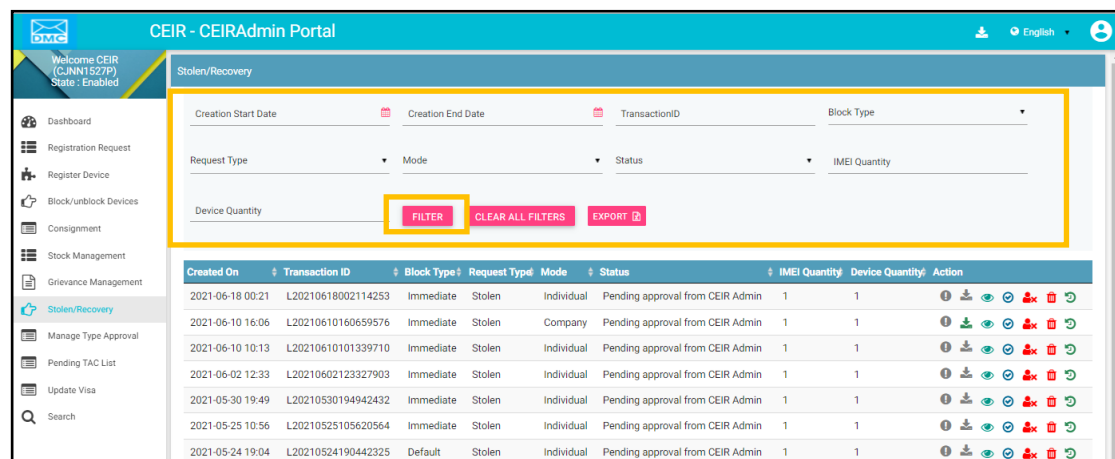


Column	Description
	<p>New or Rejected by System. Click on it to delete New or Rejected by System. Click on it to delete the request.</p> <ul style="list-style-type: none"><li>Approve  : This is used to approve the request.</li><li>Reject  : This is used to reject the request.</li><li>View History  : This is used to view the history of this request.</li></ul>

## 2.19 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:



The screenshot displays the CEIR Admin Portal interface. The top header shows the DMC logo and user information. The sidebar on the left contains navigation links. The main content area is titled 'Stolen/Recovery' and features a filter section with fields for Creation Start Date, Creation End Date, TransactionID, Block Type, Request Type, Mode, Status, IMEI Quantity, and Device Quantity. Below the filter fields are buttons for FILTER, CLEAR ALL FILTERS, and EXPORT. The data table below the filter section lists various requests with columns for Created On, Transaction ID, Block Type, Request Type, Mode, Status, IMEI Quantity, Device Quantity, and Action.

Figure 24: Stolen/Recovery – Filter Option

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





- **Block Type:** Select Block Type
- **Request Type:** Select the request type
- **Mode:** Select the mode
- **Status:** Select the status
- **IMEI Quantity:** Enter the number of IMEIs in the request.
- **Device Quantity:** Enter the number of devices in the request.

Click **FILTER**.

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



The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

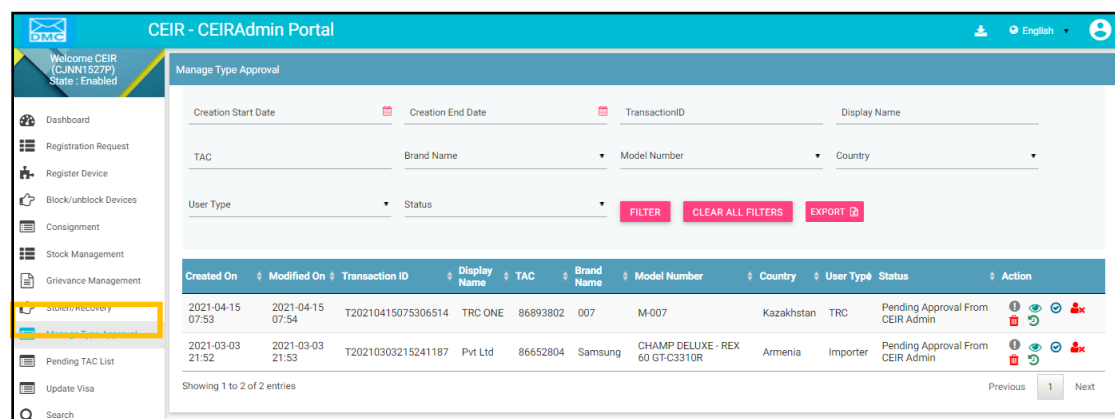
To export, click on the export button.

## 2.20 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:

Select **Manage Type Approval** in the left panel. Click on  to approve/  to reject the manage type request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.











Created On	Modified On	Transaction ID	Display Name	TAC	Brand Name	Model Number	Country	User Type	Status	Action
2021-04-15 07:53	2021-04-15 07:54	T20210415075306514	TRC ONE	86893802	007	M-007	Kazakhstan	TRC	Pending Approval From CEIR Admin	   
2021-03-03 21:52	2021-03-03 21:53	T20210303215241187	Prt Ltd	86652804	Samsung	CHAMP DELUXE - REX 60 GT-C3310R	Armenia	Importer	Pending Approval From CEIR Admin	   





Figure 25: 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	<p>The blocking type. The values are</p> <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	<p>This contain one of the following values:</p> <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> <p>In case of TRC, it will be always company name</p>
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></ul>



Column	Description
	<ul style="list-style-type: none"><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 with the file format or policy violation. Click on the icon to download the error 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></ul>



Column	Description
	<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>

## 2.21 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:

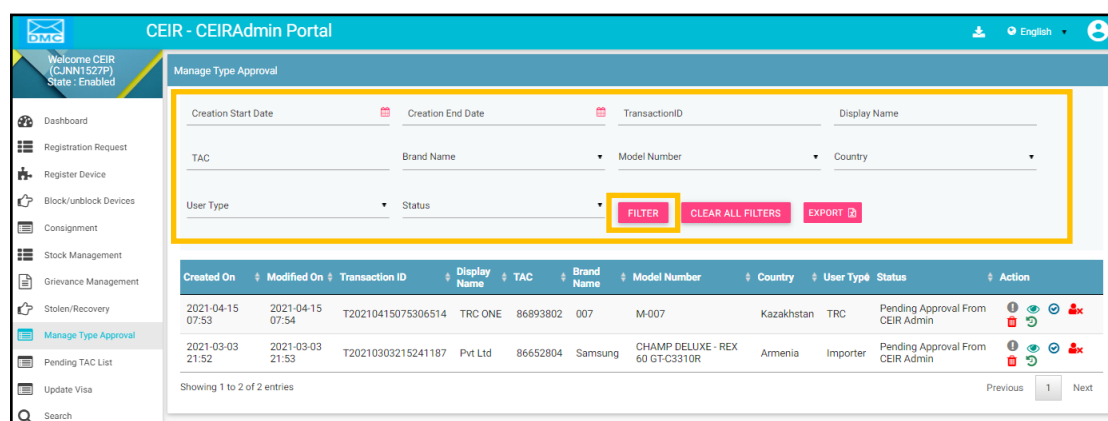


Figure 26: Manage Type Approval – Filter Option

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
- **Display Name:** Enter Display Name
- **TAC :** Enter the TAC
- **Brand Name:** Select Brand Name
- **Model Number :** Select Model Number
- **Country:** Select Country of origin



- **User Type :** Select the user type
- **Status:** Select the status

Click **FILTER**.

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


The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

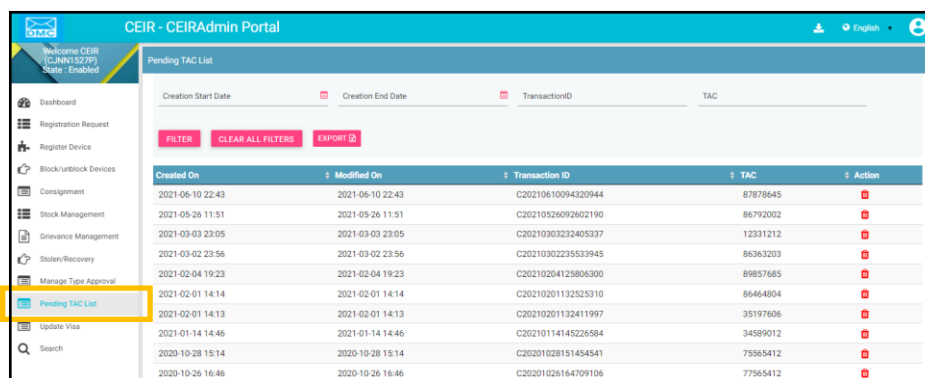
To export, click on the export button.

## 2.22 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:

Select **Pending TAC List** in the left panel. Click on  to remove the pending TAC request. A prompt for confirmation for the same will appear on screen and after confirmation, the TAC is removed from the system.














Created On	Modified On	Transaction ID	TAC	Action
2021-06-10 22:43	2021-06-10 22:43	C20210610094320944	87878645	
2021-05-26 11:51	2021-05-26 11:51	C20210526092602190	86792002	
2021-03-03 23:05	2021-03-03 23:05	C20210303232405337	12331212	
2021-03-02 23:56	2021-03-02 23:56	C20210302235533945	86363203	
2021-02-04 19:23	2021-02-04 19:23	C20210204125806300	89857685	
2021-02-01 14:14	2021-02-01 14:14	C20210201132525310	86464804	
2021-02-01 14:13	2021-02-01 14:13	C20210201132411997	35197606	
2021-01-14 14:46	2021-01-14 14:46	C20210114145226584	34589012	
2020-10-28 15:14	2020-10-28 15:14	C20201028151454541	75565412	
2020-10-26 16:46	2020-10-26 16:46	C20201026164709106	77565412	

Figure 27: 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



Column	Description
TAC	TAC to be approved
Action	This displays different actions that can be performed on the request. <ul style="list-style-type: none"><li>Delete  : This is used to delete the request.</li></ul>

## 2.23 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:

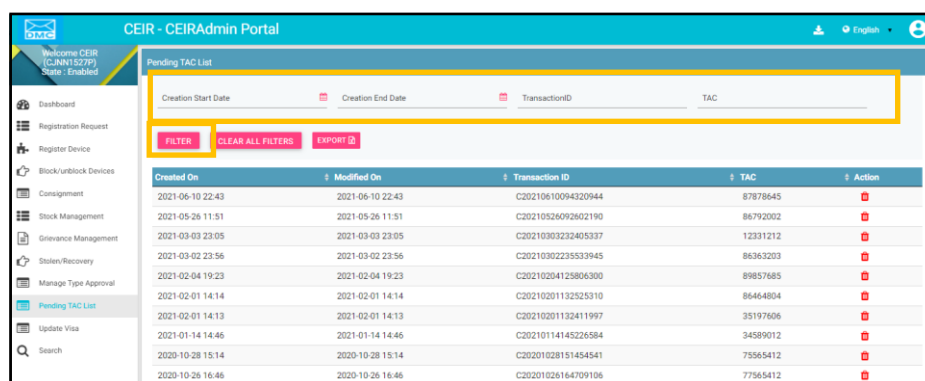


Figure 28: Pending TAC List – Filter Option

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

Click **FILTER**.

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





The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

To export, click on the export button.

## 2.24 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:

Select **Update Visa** in the left panel. Click on  to approve/  to reject the update visa request. A prompt for confirmation for the same will appear on screen before approving /rejecting the request.

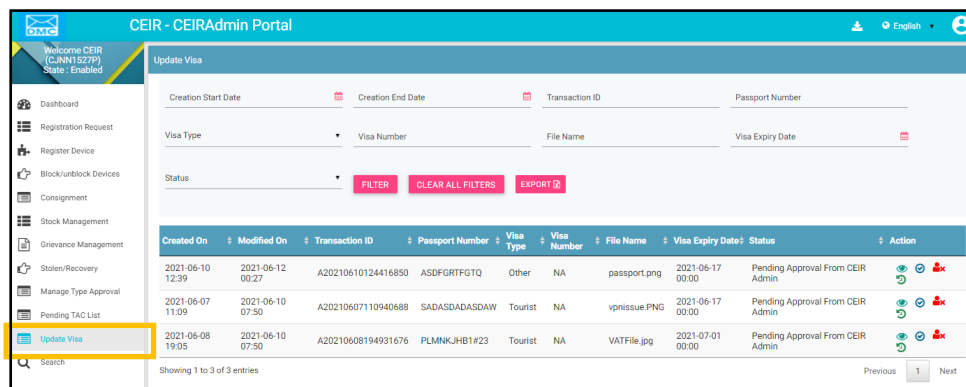






Figure 29: Update Visa – View All

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



Column	Description
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 by the system if there is an error in the request.</li><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>





## 2.25 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
2021-06-10 12:39	2021-06-12 00:27	A20210610124416850	ASDFGRTFTGTQ	Other	NA	passport.png	2021-06-17 00:00	Pending Approval From CEIR Admin	<a href="#">Refresh</a> <a href="#">Delete</a>
2021-06-07 11:09	2021-06-10 07:50	A20210607110940688	SADASDADASDAW	Tourist	NA	vpnissue.PNG	2021-06-17 00:00	Pending Approval From CEIR Admin	<a href="#">Refresh</a> <a href="#">Delete</a>
2021-06-08 19:05	2021-06-10 07:50	A20210608194931676	PLMNKJHB1#23	Tourist	NA	VATFile.jpg	2021-07-01 00:00	Pending Approval From CEIR Admin	<a href="#">Refresh</a> <a href="#">Delete</a>

Figure 30: Update Visa – Filter Option

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
- **Passport Number:** Enter passport number
- **Visa Type:** Select Visa Type
- **Visa Number:** Enter Visa Number
- **File Name:** Enter File Name
- **Visa Expiry Date:** Enter Visa Expiry Date
- **Status:** Select the status

Click **FILTER**.

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



The user can clear all filters using the “**Clear All Filters**” button. This will reset all the filter values applied on the page and the data table is refreshed.

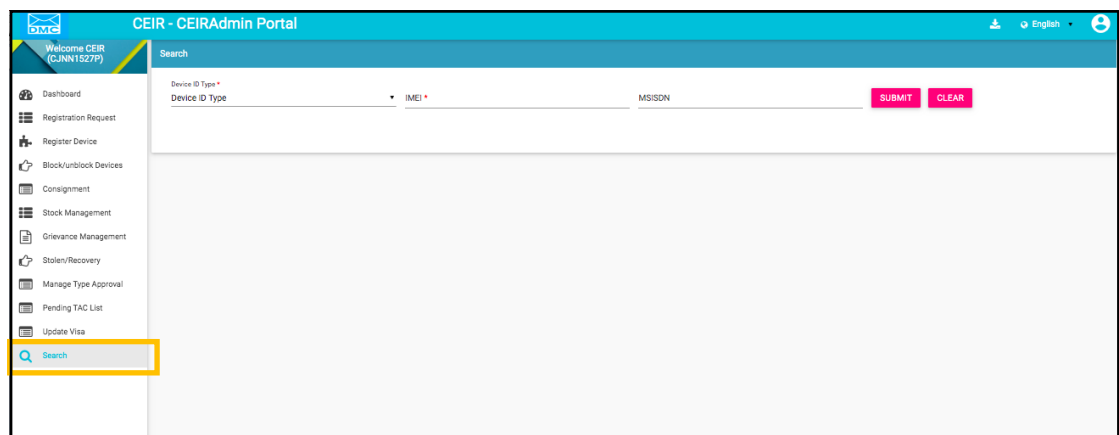
To export, click on the export button.

## 2.26 Search

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

To search the IMEI:

Select **Search** in the left panel



**Figure 31: 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



Status	Date	Status	View
Blacklist			
Greylist			
Duplicate			
Global Black List			
VIP			

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

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



Column	Description
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) Device State

#### a. Device Status in various conditions

Column	Description
Status	If the device is present in Blacklist, Grey List, Duplicate List, Global Black List, or VIP List, an entry for the same will be displayed here.
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 exists in list, the further details about this IMEI can be found for that list

#### b. Device found in various lists as part of requests raised by users.

Column	Description
Status	This contain if the IMEI is uploaded as part of request raised by Importer, Distributor, Retailer, Custom, Manufacturer, Regularize device, or an End user. End user denote the anonymous stock list 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.



Column	Description
View	If the entry exists 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 exists in list, the further details about this IMEI can be found for that list
Action	This is disabled.