



Central Equipment Identity Register

Distributor 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 Distributors use the CEIR (Central Equipment Identity Register) application to upload stocks and report grievances.

1.2 Acronyms & Abbreviations

Acronym	Full Forms
CEIR	Central Equipment Identity Register
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
PDA	Personal Digital Assistant

1.3 Conventions

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



2 Distributor Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Distributor Portal application is used to upload SIM-based devices that are to be sold in Cambodia.

Distributors perform the following tasks:

- Upload stock (if the Distributor is also a retailer else this is done by the distributors and retailers)
- Report grievances

2.2 Logging into the Application

Before login, the Distributor must register in the application.

To register:

1. Enter the CEIR Home Portal URL in the browser address bar. This opens the CEIR Home Portal page.

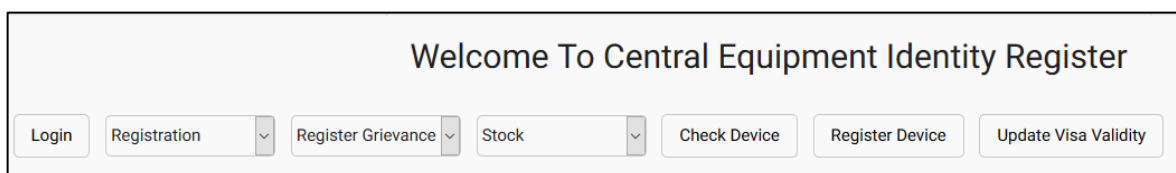
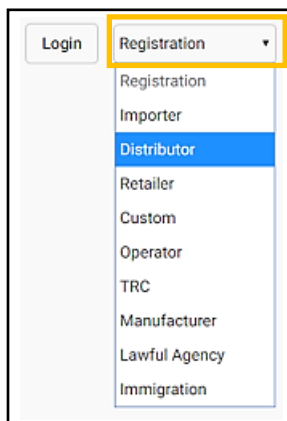


Figure 1: CEIR Home Page

2. Select **Distributor** from the **Registration** list.





The **Distributor Registration** page appears. The Distributor needs to fill in the following information.

Distributor Registration

English

First Name * Sachin Middle Name Last Name * Dhal

Type * Individual National ID/Passport Number * QW234234

Upload Nationality Information *
SELECT FILE National ID.pdf

Email * sachin.dhal@gmail.com Phone * 9887897823

Address(Property Location) * Trilok Puri

Street Number * 543 Village * Gokul Dham

Locality * Khichdi Pur District * Delhi

Commune * East Delhi Postal Code 110293

Country * India Province * Delhi

VAT Number * ☐ Yes ☒ No Role type * Distributor, Retailer

Password * Retype Password *

Security Question 1 * What was your childhood nickname? Answer * Sach

Security Question 2 * What is your nearest sibling's birth year? Answer * 1989

Security Question 3 * What is your dream destination, you want to visit? Answer * Paris

Enter your captcha * exz83x

☒ I certify that all the above information provided by me is true to the best of my knowledge. I am aware that if any of the above information is found to be incorrect/incomplete, CEIR Admin may take disciplinary action as applicable.

Required Field are marked with *

SUBMIT CANCEL

Figure 2: Distributor Registration

3. ***First Name:** Enter the first name.
4. **Middle Name:** Enter the middle name (if any).
5. ***Last Name:** Enter the last name.



6. ***Type:** Select the type of Distributor (Individual, Organization). If an individual, enter the national ID. If an organization, enter the organization name.
 - a. ***National ID/Passport Number.:** Enter the national ID (NID). This field appears when the Distributor selects **Individual** in **Type**.
 - b. ***Upload Nationality Information:** Click **Select File** to upload a scanned copy of the NID document.
 - c. **Company Name:** Enter the organization name, if the Distributor is a company. This field appears if the Distributor selects **Organization** in **Type**.
7. ***Email:** Enter the mail ID. This mail ID would be used for communication.
8. ***Phone:** Enter the contact number. This number would be used to send notifications.
9. ***Address:** Enter the Distributor's address:
 - a. Street Number
 - b. Village
 - c. Locality
 - d. District
 - e. Commune
 - f. Province
 - g. Country
10. ***Role:** Select the Distributor's role from the list (Distributor, Retailer). A Distributor can also be a distributor and/or retailer. If a Distributor has multiple roles, select the different role types.
11. ***VAT Registration:** Select whether VAT registration is done. If **Yes**, enter the following:
 - a. **VAT Number:** Enter the VAT number.
 - b. **VAT File:** Click **Select File** to upload the VAT file.

This field is mandatory if **Type** is **Company**.
12. ***Password:** Enter a login password. This is the password that would be used to log into the CEIR Distributor Portal application.
13. ***Confirm Password:** Re-enter the password for confirmation.



14. *Select three security questions and enter an answer for each question. This is required by the system when the Distributor forgets the password. In such a situation, the system requires identification to authenticate the Distributor. These security questions are used for authentication of the Distributor.
15. *Enter the captcha shown on the page. This is required to prove that the Distributor is not a robot.
16. *Select the declaration check box.
17. Click **SUBMIT**.

An OTP is sent to the Distributor's mail ID and contact number.

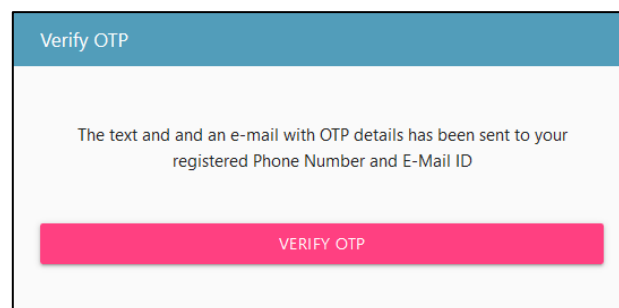


Figure 3: Verify OTP

The Distributor is prompted to enter both the OTPs in the page for verification.

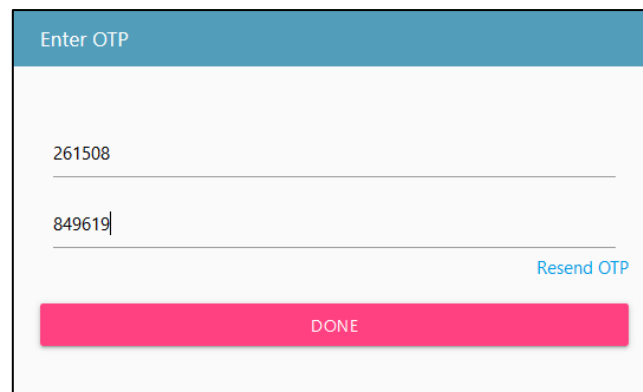
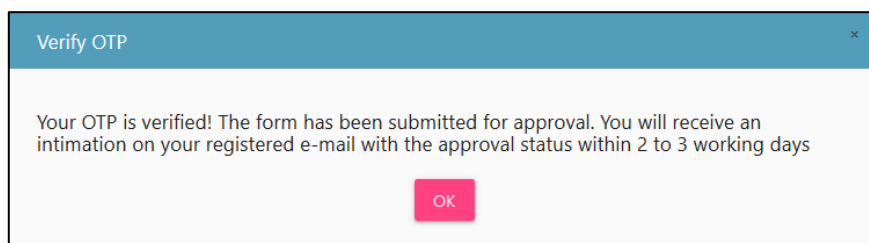


Figure 4: Enter OTP

Enter the two OTPs and click **Done**.

If the two OTPs match, the following message appears. If the OTPs do not match, click **Resend OTP**. The two OTPs are resent, one to the contact number and the other to the mail account.



After the OTPs are verified successfully, the registration request is sent to the CEIR administrator. The approval turnaround time is 2-3 days. After approval from the CEIR administrator, a mail containing the Distributor's registration ID is sent to the Distributor's mail account. This registration ID is a unique automatically generated ID. This ID is the login username for access to the CEIR Distributor Portal application.

To start using the application, log into the application.

To login:

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

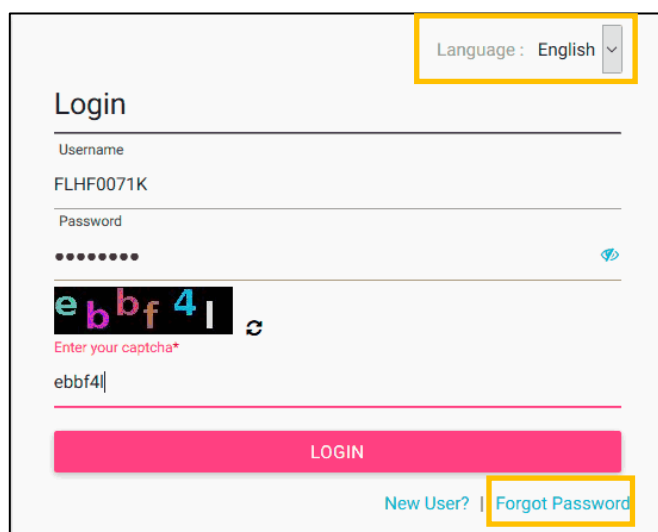
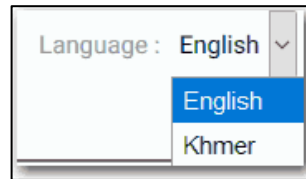


Figure 5: Login

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 Distributor after successful registration in the system. The registration ID is a unique ID that is automatically generated by the system. The login password is the password that the Distributor enters in the registration page. Refer to during *Figure 2: Distributor Registration*.

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.

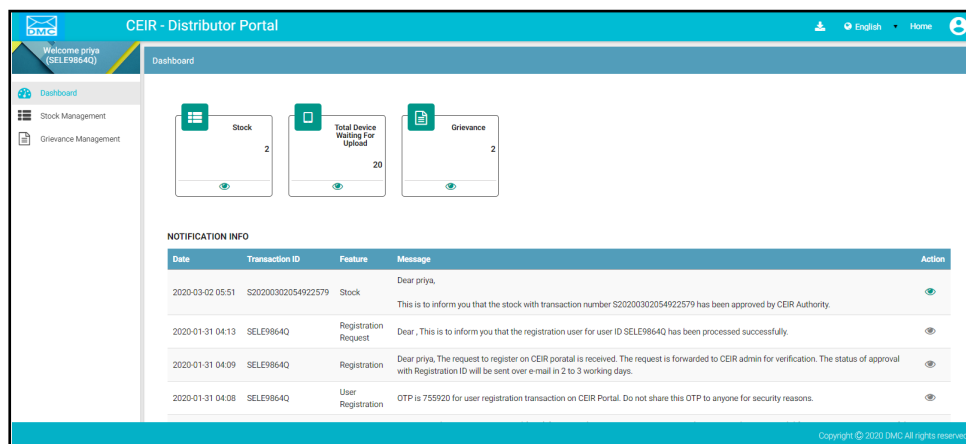
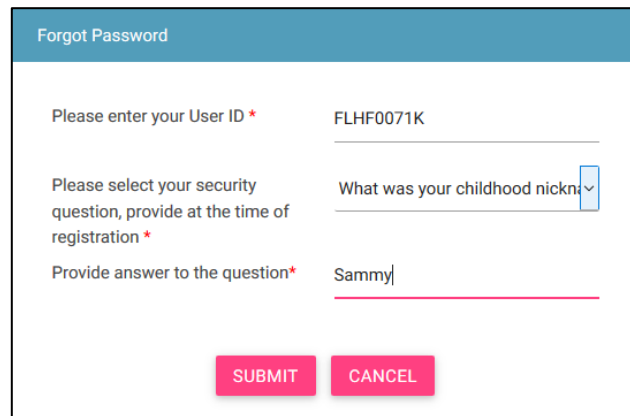


Figure 6: Home Page

If the Distributor forgets the assigned password, click the **Forgot Password** link on the **Login** page. The **Forgot Password** page appears.

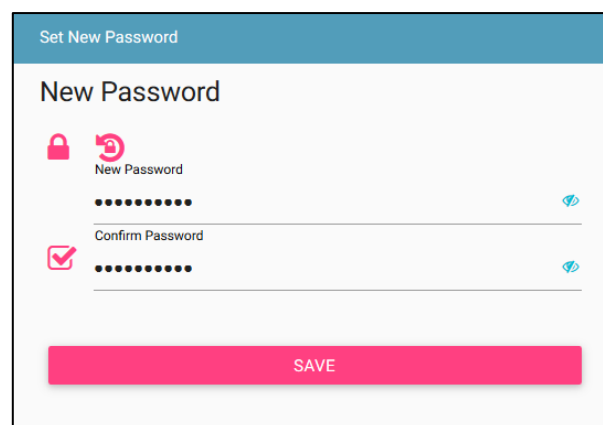


The 'Forgot Password' form has a blue header bar with the title 'Forgot Password'. Below the header, there are three input fields. The first field is labeled 'Please enter your User ID *' and contains the text 'FLHF0071K'. The second field is labeled 'Please select your security question, provide at the time of registration *' and is a dropdown menu with the selected option 'What was your childhood nickname'. The third field is labeled 'Provide answer to the question*' and contains the text 'Sammy'. At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 7: Forgot Password


1. Enter the login username.
2. Select a security question from the list. Select any one of the security questions that were selected during registration.
3. Enter the answer to the selected security question. This should match the answer given at the time of registration.
4. Click **SUBMIT**.

The **Set New Password** page appears.



The 'Set New Password' form has a blue header bar with the title 'Set New Password'. Below the header, there is a section titled 'New Password'. It contains two input fields. The first field is labeled 'New Password' and has a lock icon to its left. The second field is labeled 'Confirm Password' and has a checkmark icon to its left. Both fields have a toggle key icon to their right. At the bottom of the form, there is a large 'SAVE' button.

Figure 8: Set New Password

5. Enter a new password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
6. Re-enter the password.
7. Click **Save**.



2.3 Application User Interface

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

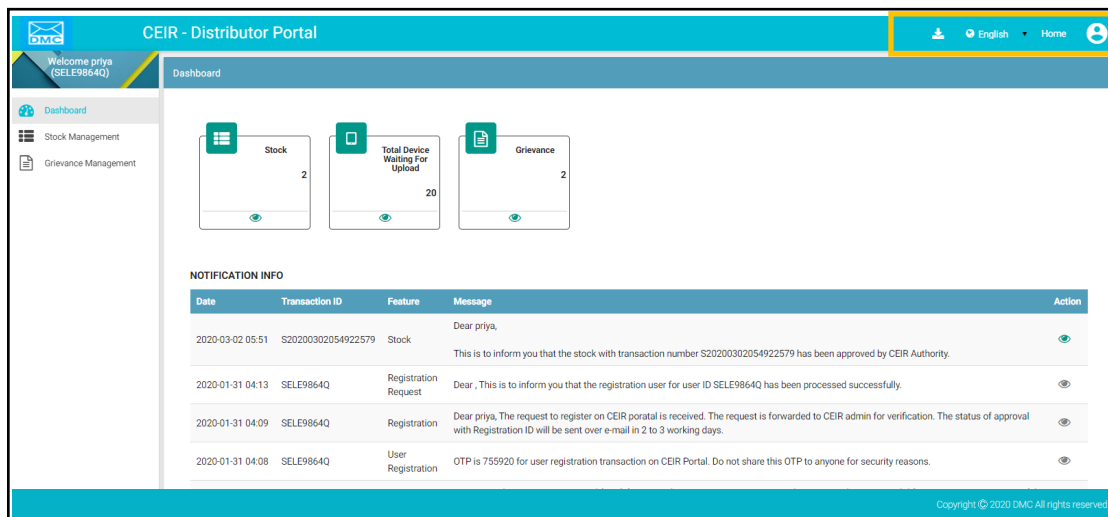


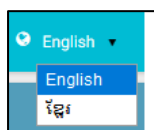
Figure 9: Home Page

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


The center of the page is the Dashboard.

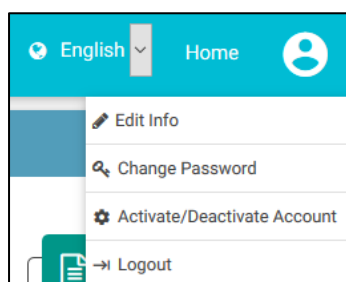
The top right corner of the screen displays the following menu options:


- **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:



-  (**Edit Info**): Click on it to modify the registered information. The **Edit Information** page opens.

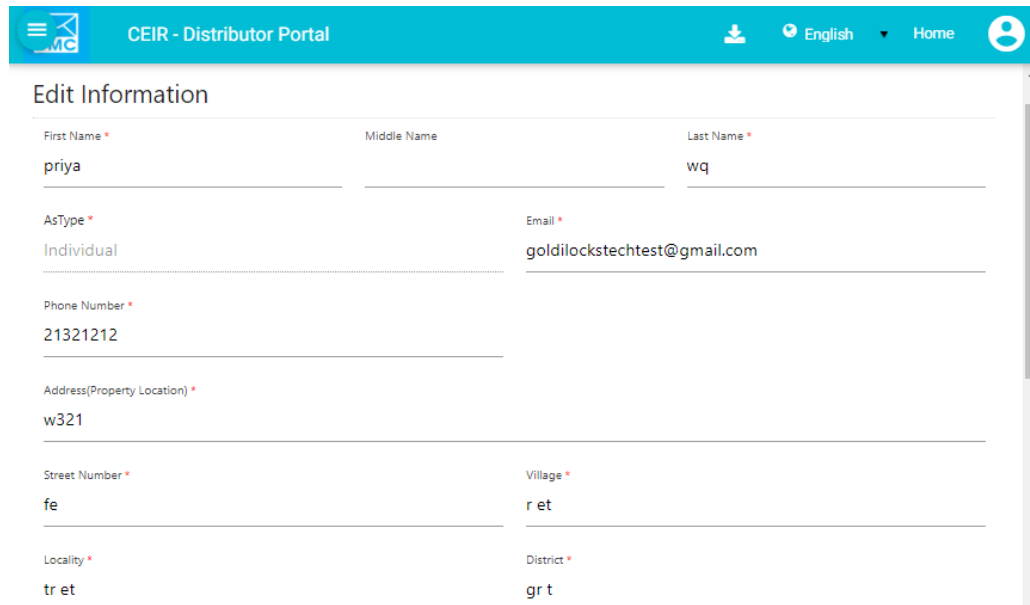



Figure 10: Edit Information

1. Make the required changes.
 2. Click **Submit** to save the changes.
-  (**Change Password**): Click on it change the login password.

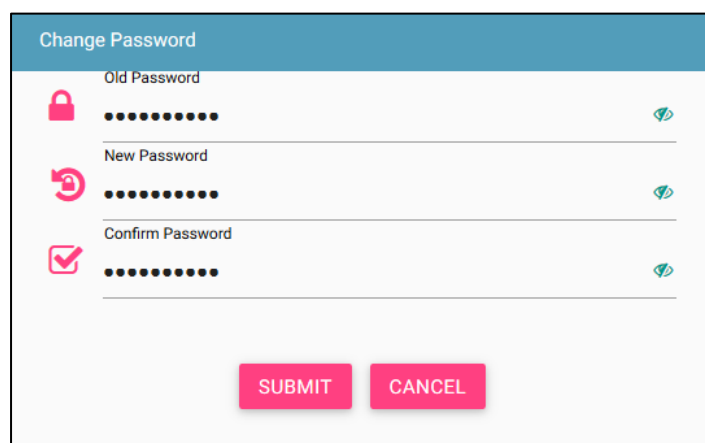


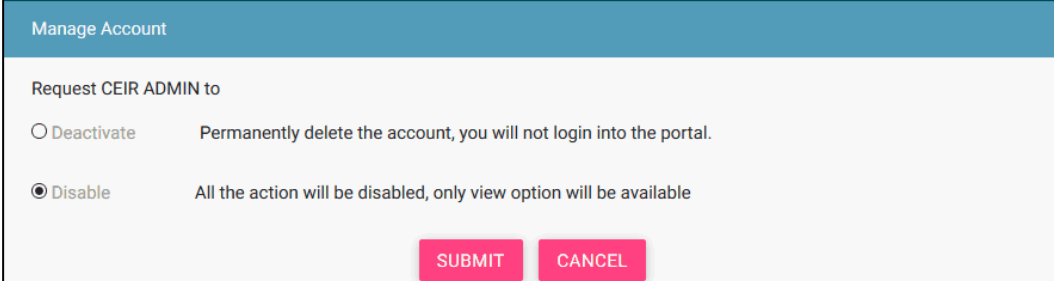


Figure 11: Change Password

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**.
-  **(Enable/Disable Account):** Distributors can deactivate their account or disable/enable their account.
 - Deactivating an account means deleting the Distributor's account. Once the Distributor's account is deleted, the Distributor can raise a grievance to reactivate it when required. The grievance is sent to the CEIR administrator who reactivates the account. After reactivation, the Distributor can use the same login username and password to log into the application.
 - When the account is disabled, Distributors can only view information and not add or modify information in the application. After the account is disabled, the Distributor can enable it using the same menu.



Manage Account	
Request CEIR ADMIN to	
<input type="radio"/> Deactivate	Permanently delete the account, you will not login into the portal.
<input checked="" type="radio"/> Disable	All the action will be disabled, only view option will be available
<div>SUBMIT CANCEL</div>	

Figure 12: Manage Account

1. Select **Deactivate** or **Disable**.
2. Click **SUBMIT**.

2.3.1 Dashboard

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

- Stock
- Grievances



CEIR - Distributor Portal

Welcome priya (SELE9864Q)

Dashboard

Stock: 2

Total Device Waiting For Upload: 20

Grievance: 2

NOTIFICATION INFO

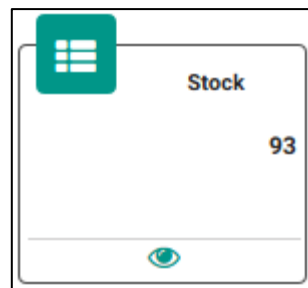
Date	Transaction ID	Feature	Message	Action
2020-03-02 05:51	S20200302054922579	Stock	Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.	
2020-01-31 04:13	SELE9864Q	Registration Request	Dear , This is to inform you that the registration user for user ID SELE9864Q has been processed successfully.	
2020-01-31 04:09	SELE9864Q	Registration	Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.	
2020-01-31 04:08	SELE9864Q	User Registration	OTP is 755920 for user registration transaction on CEIR Portal. Do not share this OTP to anyone for security reasons.	

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Figure 13: Home Page

Stock

The stock box displays the total number stock entries pending approval.



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

CEIR - Distributor Portal

Welcome qq (L1FB4803Z)

Stock Management Distributor

Upload Stock

Start Date End Date TransactionID Stock Status FILTER EXPORT

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-27 14:53	S20200227145304565	2019-12-26_09_52_26_Stocks.csv	Withdrawn By CEIR Admin	10	
2020-02-27 14:52	S20200227145207759	2020-01-28_12_48_27_Stock.csv	Rejected By CEIR Admin	10	
2020-02-27 14:51	S20200227145101183	2020-01-27_11_15_34_Stock.csv	Approved By CEIR Admin	10	
2020-02-27 14:44	S20200227144446546	Consignment.csv	Withdrawn By User	11	
2020-02-27 14:39	S20200227143944311	Stocks.csv	Approval Pending By CEIR Admin	10	
2020-02-27 14:38	S20200227143823759	Stocki.csv	Rejected By System	10	
2020-02-27 14:36	S20200227143638787	Stock.csv	Processing	12	
2020-02-27 12:42	S20200227124235454	Stocki.csv	New	10	

Showing 1 To 8 Of 8 Entries

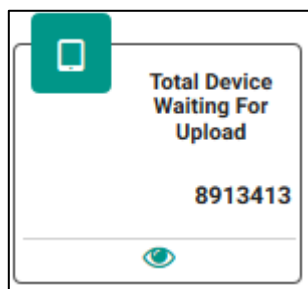
Previous 1 Next

Copyright © 2020 DMC All rights reserved.

Figure 14: Stock Management

Total Devices Waiting for Upload

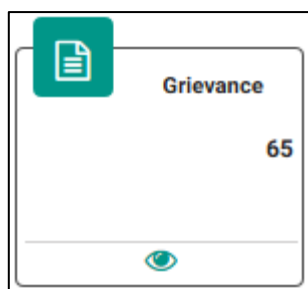
The box displays the total number of devices (IMEIs/MEIDs/ESNs in stock) pending for upload.



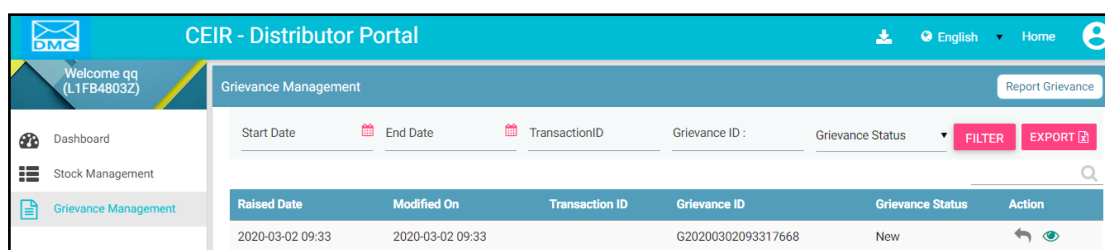
Click  (**View**) to access the **Stock Management** dashboard. Refer to *Stock Management* for more information.

Grievances

The box displays the total number of grievances that are open.



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



A screenshot of the CEIR - Distributor Portal showing the Grievance Management section. The page includes a sidebar with navigation links (Dashboard, Stock Management, Grievance Management) and a main content area with filters and a table of grievances.



Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action
2020-03-02 09:33	2020-03-02 09:33		G20200302093317668	New	 

Figure 15: Grievance Management



Notification Information

This section displays the ten most recent notifications.

CEIR - Distributor Portal					
Welcome priya (SELE9864Q)					
NOTIFICATION INFO					
Date	Transaction ID	Feature	Message	Action	
2020-03-02 06:27	S20200227105208223	Stock	Dear priya, This is to inform you that the stock with transaction number S20200227105208223 has been approved by CEIR Authority.		
2020-03-02 05:51	S20200302054922579	Stock	Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.		
2020-01-31 04:13	SELE9864Q	Registration Request	Dear , This is to inform you that the registration user for user ID SELE9864Q has been processed successfully.		
2020-01-31 04:09	SELE9864Q	Registration	Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.		

Figure 16: Home Page

Notifications are of two types.

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

Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.



2. Notifications that require some action by the Distributor. For example, a notification about the Stock upload approval or rejection by the CEIR administrator requires the Distributor to take some action such as fix the errors in the stock upload. The **View** icon () is enabled in such notifications. Click (**View**) to access the relevant page of the notification.

Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.





The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the stock or grievance or type approval request for which the notification is sent. If the notification is related to the Distributor 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 concerning a stock transaction, the feature name **Stock Management** 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 priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.

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

Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.

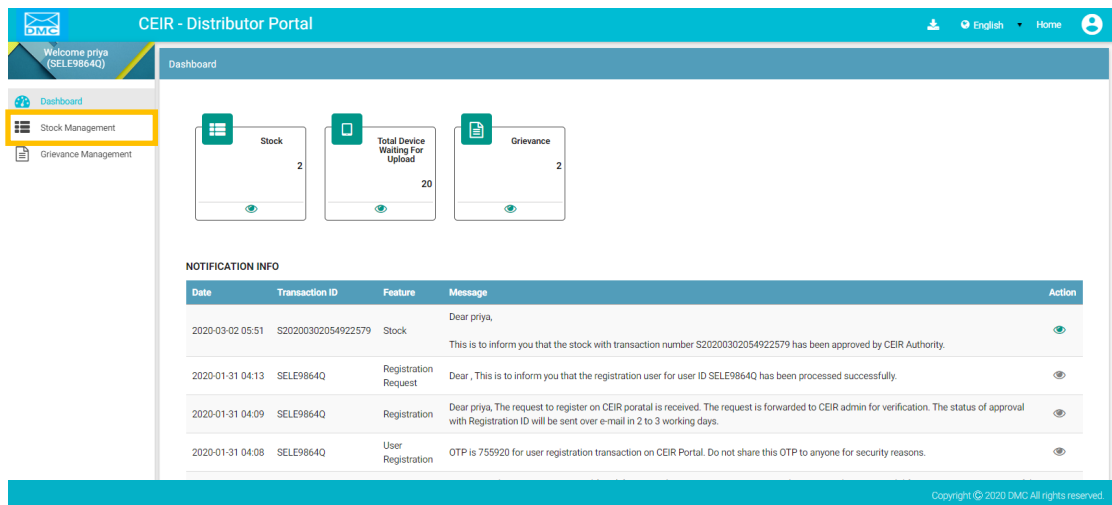
Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.

2.4 Stock Management

After the Distributor buy stock from importer, manufacturer or another distributor, stock is made available for sale in the market. To make stock available for sale, stock is uploaded to the system.

To upload stock:

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







Date	Transaction ID	Feature	Message	Action
2020-03-02 05:51	S20200302054922579	Stock	Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.	
2020-01-31 04:13	SELE9864Q	Registration Request	Dear , This is to inform you that the registration user for user ID SELE9864Q has been processed successfully.	
2020-01-31 04:09	SELE9864Q	Registration	Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.	
2020-01-31 04:08	SELE9864Q	User Registration	OTP is 755920 for user registration transaction on CEIR Portal. Do not share this OTP to anyone for security reasons.	

Figure 17: Home Page

The following page appears. The Distributor is required to select a role to proceed. The roles shown here depend on the roles selected during registration. If the Distributor has selected only the Distributor role during registration, this page does not appear.



CEIR - Distributor Portal

Welcome priya (SELE9864Q)

Dashboard

Stock Management

Grievance Management

Role Type

☒ Distributor ☐ Retailer

Figure 18: Role Type

2. Select the role type (Retailer, Distributor). Based on the type of role selected, the **Stock Management** page appears.

Stock Management Distributor

Upload Stock

Start Date End Date TransactionID Stock Status FILTER EXPORT

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-27 14:53	S20200227145304565	2019-12-26_09_52_26_Stocks.csv	Withdrawn By CEIR Admin	10	
2020-02-27 14:52	S20200227145207799	2020-01-28_12_48_27_Stock.csv	Rejected By CEIR Admin	10	
2020-02-27 14:51	S20200227145101183	2020-01-27_11_15_34_Stock.csv	Approved By CEIR Admin	10	
2020-02-27 14:44	S20200227144446546	Consignment.csv	Withdrawn By User	11	
2020-02-27 14:39	S20200227143944311	Stocks.csv	Approval Pending By CEIR Admin	10	
2020-02-27 14:38	S20200227143823799	Stock.csv	Rejected By System	10	
2020-02-27 14:36	S20200227143638787	Stock.csv	Processing	12	
2020-02-27 12:42	S20200227124235454	Stock.csv	New	10	

Showing 1 To 8 Of 8 Entries

Previous 1 Next

Figure 19: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

Upload Stock

Supplier ID: 1

Supplier Name*: Sharma

Search For Supplier Information

Quantity*: 200

Invoice Number

Upload Bulk Stock *

SELECT FILE Stock.csv

Download Sample Format

Required Field are marked with *

SUBMIT CANCEL

Figure 20: Upload Stock

4. Enter the following information:
 - a. **Supplier ID**: Enter the supplier ID.
 - b. ***Supplier Name**: Enter the supplier name.
 - c. ***Quantity**: Enter the total quantity of IMEIs or MEIDs or ESNs.
 - d. **Invoice**: Enter the invoice number.



- e. ***Upload Bulk Stock:** Enter the IMEI/MEID/ESN details in a file. This is a .csv file with defined column names. You need to enter device information in this file. First, download the file format, if required.

- f. Click **Download Sample Format**.

	A	B	C	D	E	F	G
1	Device type	Device ID type	Multiple SIM Status	S/N of Device	IMEI/ESN/MEID	Device launch date	Device Status
2							

The file has the following columns:

- o ***Device type:** The device can be a handheld phone, mobile phone, feature phone, smart phone, Vehicle, Portable (include PDA), Module, Dongle, WLAN router, modem, connected computer, tablet, e- Book.
 - o ***Device ID type:** Type can be IMEI (International Mobile Equipment Identity) or ESN (Electronic Serial Number) or MEID (/Mobile equipment identifier)
 - o ***Multiple SIM Status:** Whether the device supports multiple SIMS (Y/N).
 - o ***S/N of Device:** Device serial number
 - o ***IMEI/ESN/MEID:** Value of IMEI or ESN or MEID
 - o **Device launch date:** Launch date or manufacture date of the device (in the format, DDMMYYYY).
 - o **Device status:** Whether the device is new or used (New/Used)
- g. Enter the required information in each column for each device.

	A	B	C	D	E	F	G
1	Device type	Device ID	Multiple SIM Status	S/N of Device	IMEI/ESN/MEID	Device launch date	Device Status
2	Mobile Phone/Feature phone	IMEI	Y	WERDDESS	234567221234561	23122001	New
3	Mobile Phone/Feature phone	IMEI	Y	WERDDESA	234567221234562	23122002	New
4	Mobile Phone/Feature phone	IMEI	Y	WERDDESB	234567221234563	23122003	New
5	Mobile Phone/Feature phone	IMEI	Y	WERDDESC	234567221234564	23122004	New
6	Mobile Phone/Feature phone	IMEI	Y	WERDDESD	234567221234565	23122005	New
7	Mobile Phone/Feature phone	IMEI	Y	WERDDESE	234567221234566	23122006	New
8	Smartphone	IMEI	Y	WERDDESF	234567221234567	23122006	Used
9	Smartphone	IMEI	Y	WERDDESG	234567221234568	23122006	Used

- h. After you enter the device details, save the file.

- i. Click **SELECT FILE** to upload the file with all the details.

5. Click **SUBMIT**. A unique transaction ID is assigned to the uploaded stock.



The uploaded stock appears on top of the **Stock Management** page.

The screenshot shows the 'Stock Management Distributor' interface. At the top right is an 'Upload Stock' button. Below it is a search bar with filters for 'Start Date', 'End Date', 'TransactionID', and 'Stock Status'. There are 'FILTER' and 'EXPORT' buttons. Below the search bar is a table with the following data:






Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-27 10:51	S20200227105143635	Stocki.csv	New	10	[Info] [Download] [View] [Edit] [Delete]

Figure 21: Stock Management

For each stock uploaded, the following columns are seen on the **Stock Management** page.

Column	Description
Date	Date of uploading the stock in the system.
Transaction ID	This is an automatically generated ID that helps in identifying and tracking stock.
Supplier Name	This is the name of the supplier of the stock.
File Name	Name of the stock file.
Stock Status	<p>The uploaded stock goes through different status modes.</p> <ul style="list-style-type: none">• New: When the stock is uploaded, its status is New.• Processing: The stock is processed and validated. The status changes to Processing.• Rejected by System: If the stock does not have valid information, an error file is generated. The Distributor can view the file and fix the errors in the stock.• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator.



Column	Description
	<ul style="list-style-type: none">• Approved by CEIR Admin: The stock is approved by the CEIR administrator.• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.• Withdrawn by User: The user withdraws stock if there is any problem.• Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock.
Quantity	This is the number of IMEIs or MEIDs or ESNs in the stock.
Action	<p>This displays different actions that can be performed on the stock.</p> <ul style="list-style-type: none">• Error  : This is seen when there is an error file generated because of invalid information. Click on it to view the error file.• Download  : This is used to take a dump of the stock that is uploaded to the system.• View  : This is used to view the stock details.• Edit  : This is used to modify the stock details.• Delete  : This is used to delete the uploaded stock.

2.5 Edit Stock

Distributors can modify the uploaded stock.

To edit stock:

1. Click **Edit** (✎) against the stock entry to be modified.

Stock Management Distributor						Upload Stock
Start Date	End Date	TransactionID	Stock Status	<input type="button" value="FILTER"/> <input type="button" value="EXPORT"/>		
Date	Transaction ID	File Name	Stock Status	Quantity	Action	
2020-03-02 07:49	S20200302074901163	Stocks.csv	New	12	<input type="button" value="!"/> <input type="button" value="↓"/> <input type="button" value="👁"/> <input type="button" value="✎"/> <input type="button" value="🗑"/>	
2020-02-27 10:52	S20200227105208223	Stocks.csv	New	10	<input type="button" value="!"/> <input type="button" value="↓"/> <input type="button" value="👁"/> <input type="button" value="✎"/> <input type="button" value="🗑"/>	
2020-02-27 10:51	S20200227105143635	Stocki.csv	New	10	<input type="button" value="!"/> <input type="button" value="↓"/> <input type="button" value="👁"/> <input type="button" value="✎"/> <input type="button" value="🗑"/>	

Figure 22: Stock Management

The **Edit Stock** page appears.

Edit Stock

Supplier ID

156

Supplier Name*

Rajesh

Quantity*

1500

Invoice Number

TransactionID

S20200206053921924

Upload Bulk Stock*

test.csv

[Download Sample Format](#)

Required Field are marked with *

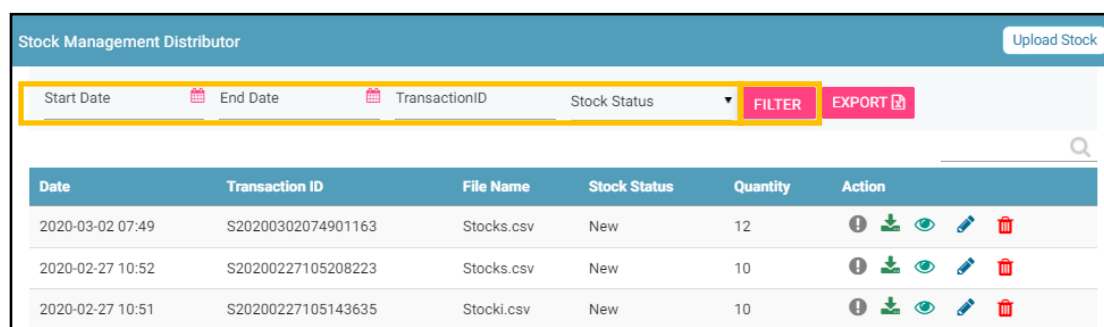
Figure 23: Edit Stock

2. Make the required changes.
3. Click **UPDATE**.

2.6 Filter Stock

Distributors can view selective stock by defining specific values in the listed fields. For example, Distributors can view all the stock that is in the processing status or the stock that is pending for approval by the CEIR authority.

To view specific stock:

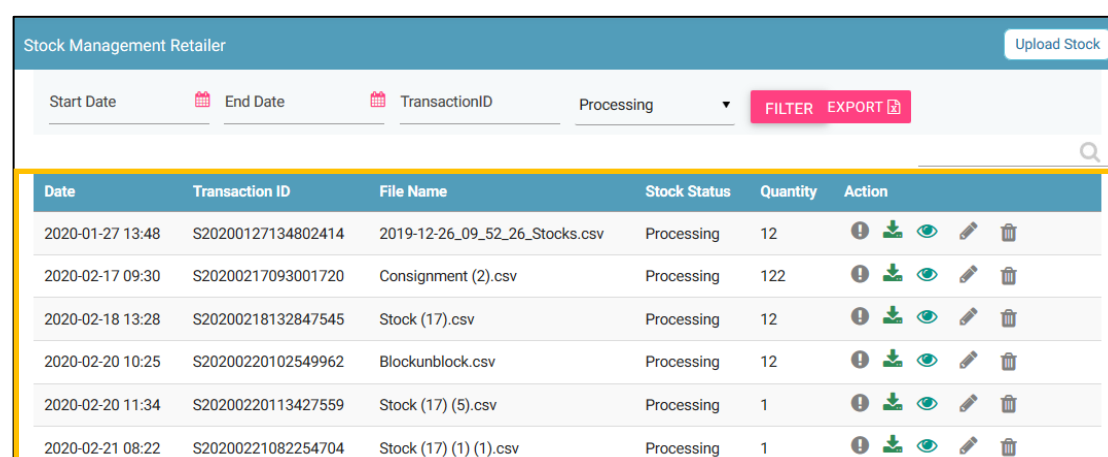


Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-03-02 07:49	S20200302074901163	Stocks.csv	New	12	[Icons]
2020-02-27 10:52	S20200227105208223	Stocks.csv	New	10	[Icons]
2020-02-27 10:51	S20200227105143635	Stocki.csv	New	10	[Icons]

Figure 24: Stock Management

- Enter the required value in one or more of the listed fields:
 - Start Date and End Date:** This refers to the period of uploading stock.
 - Transaction ID:** Each stock file is assigned a unique ID. Distributors can view specific stock by entering its stock transaction ID.
 - Stock Status:** This refers to the status of the stock such as New, Processing, Rejected by System, etc. Select the status of the stock to be displayed.
- Click **FILTER**.

The stock that matches the specified values are shown in the dashboard.



Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-01-27 13:48	S20200127134802414	2019-12-26_09_52_26_Stocks.csv	Processing	12	[Icons]
2020-02-17 09:30	S20200217093001720	Consignment (2).csv	Processing	122	[Icons]
2020-02-18 13:28	S20200218132847545	Stock (17).csv	Processing	12	[Icons]
2020-02-20 10:25	S20200220102549962	Blockunblock.csv	Processing	12	[Icons]
2020-02-20 11:34	S20200220113427559	Stock (17) (5).csv	Processing	1	[Icons]
2020-02-21 08:22	S20200221082254704	Stock (17) (1) (1).csv	Processing	1	[Icons]

Figure 25: Stock Management



2.7 Export Stock

Distributors can download all the uploaded stock data in a **.csv** file. This is done using an export utility.

To export the uploaded stock:

1. Click **Export** (seen on the top right corner of the **Stock Management** page).

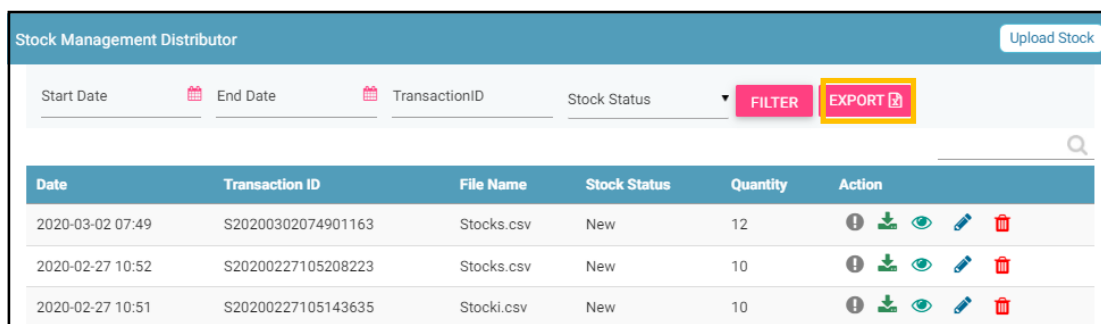


Figure 26: Stock Management

The following page appears.

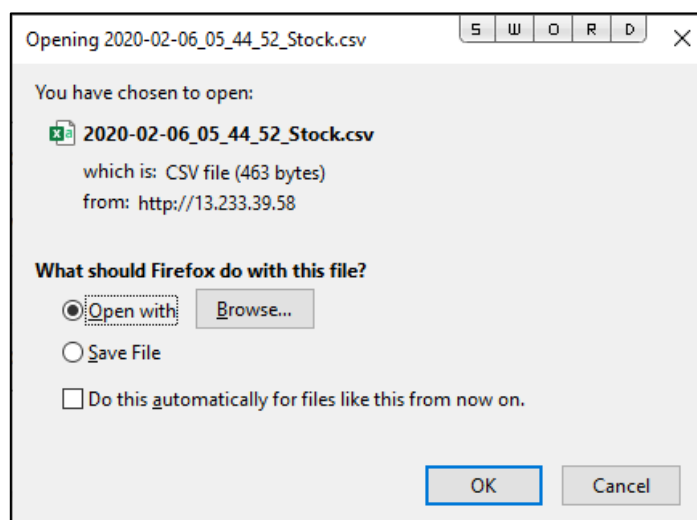


Figure 27: Open or Save Exported Stock File

2. Click **Open with** to view the file. The file opens as an Excel file.

	A	B	C	D	E	F	G
1	Created On	Txn Id	File Name	Quantity	Modified On	Status	Supplier Name
2	11-02-20 8:39	S20200211083914145	2020-01-27_10_35_28_Stock.csv	12	12-02-20 15:31	Rejected By System	Anmol
3	05-02-20 15:07	S20200205150726263	Stock (1).csv	10	05-02-20 15:19	Rejected By CEIR Admin	Foxconn
4	31-01-20 6:58	S20200131065804108	2020-01-25_21_11_36_Consignment.c	230	31-01-20 17:04	Approved By CEIR Admin	Daljeet
5	31-01-20 6:58	S20200131065821591	2020-01-28_12_48_03_Stock.csv	90	31-01-20 8:51	Approved By CEIR Admin	Firdaus
6	30-01-20 12:40	S20200130124056222	2020-01-28_12_48_03_Stock.csv	120	30-01-20 15:23	Withdrawn By User	Aneesh

Figure 28: Exported Stock



Filtered stock can also be exported. To do this, filter stock based on specific filter values. Refer to *Filter Stock* for information and then export the filtered data.

2.8 Grievance Management

Distributors can register complaints or grievances when there is a problem in the portal. For example, there could be situations when the registration feature is not working or there could be a problem in stock upload.

When a Distributor raises a grievance, the grievance goes through the following stages:

1. A notification is sent to the CEIR administrator. The notification appears on the CEIR administrator portal. A mail is also sent to the registered mail of the CEIR administrator.
2. The CEIR administrator responds to the grievance. A response notification is sent to on the Distributor portal, and the Distributor's registered mail ID.
3. Steps 1 to 2 are repeated until the grievance is closed. The administrator closes the grievance.

There are situations when the grievance is automatically closed. A grievance is automatically closed when the status of the grievance changes to **Pending with User**, but there is no response from the Distributor for a specified period.

To raise a grievance

1. Select **Grievance Management** in the left panel.

CEIR - Distributor Portal

Welcome priya (SELE9864Q)

Dashboard

Stock 2

Total Device Waiting For Upload 20

Grievance 2

NOTIFICATION INFO

Date	Transaction ID	Feature	Message	Action
2020-03-02 05:51	S20200302054922579	Stock	Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.	
2020-01-31 04:13	SELE9864Q	Registration Request	Dear , This is to inform you that the registration user for user ID SELE9864Q has been processed successfully.	
2020-01-31 04:09	SELE9864Q	Registration	Dear priya, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.	
2020-01-31 04:08	SELE9864Q	User Registration	OTP is 755920 for user registration transaction on CEIR Portal. Do not share this OTP to anyone for security reasons.	

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Figure 29: Home Page



2. The **Grievance Management** page appears. Click **Report Grievance**.

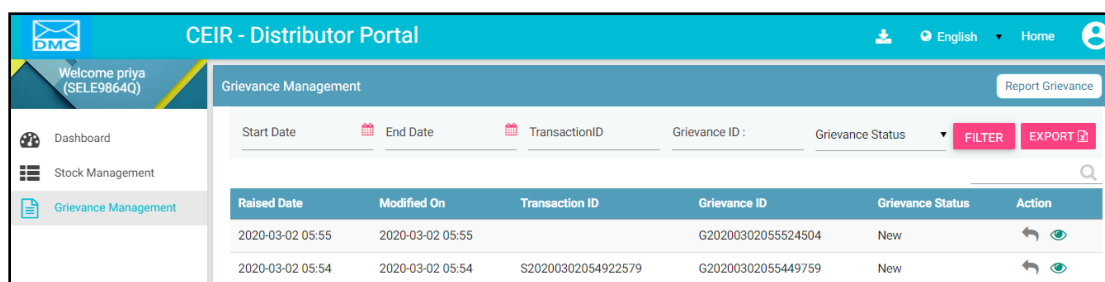


Figure 30: Grievance Management

The **Report Grievance** page appears.

Figure 31: Report Grievance

3. Enter the following information:
 - a. **Transaction ID:** Enter the transaction ID of the stock upload if the grievance is related to a stock upload.
 - b. ***Category:** Select the category of the grievance. The options are:
 - Report Related: Unable to generate a report.
 - Stock Related: Problem with uploading stock etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
 - c. ***Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.
 - d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:



- Passport
 - Visa
 - NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

This adds two more fields: **Document Type** and **Select File**.

4. Click **SUBMIT**.

A grievance ID is generated and assigned to the registered grievance. The registered grievance appears on top of the dashboard.







Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action
2020-03-02 05:55	2020-03-02 05:55		G20200302055524504	New	 
2020-03-02 05:54	2020-03-02 05:54	S20200302054922579	G20200302055449759	New	 

Figure 32: Grievance Management

For each grievance added, the following information is displayed on the page.

Column	Description
Raised Date	Date of raising a grievance.
Last Update Date	The date when the grievance was modified.
Transaction ID	The transaction ID of stock for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	The uploaded grievance goes through different status modes.



Column	Description
	<ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the Distributor.• Closed: When the CEIR administrator closes the grievance.
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none">• Reply : This is used to respond to the grievance. The response is given by the CEIR administrator or Distributor. The exchange of responses is done until the grievance is closed.• View : This is used to view the grievance response history. The Distributor can see all the responses exchanged for any grievance.

2.9 Filter Grievances

The Distributor can view selective grievances depending on specific filter values. For example, the Distributor can view only those grievances that are pending with the CEIR administrator. Similarly, one can view only those grievances that are closed.

To filter grievances:



Grievance Management						Report Grievance
Start Date	End Date	TransactionID	Grievance ID :	Pending With Admin	FILTER	EXPORT
Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action	
2020-02-25 05:33	2020-02-25 05:33		G2020022505336932	New		
2020-02-24 18:10	2020-02-24 18:10		G20200224181004422	New		
2020-02-24 13:56	2020-02-24 13:56		G20200224135626893	New		
2020-02-24 13:39	2020-02-24 13:40		G20200224133925550	Pending With Admin		
2020-02-24 12:09	2020-02-24 12:09		G20200224120950998	New		
2020-02-24 06:41	2020-02-24 06:41		G20200224064118926	New		
2020-02-21 11:20	2020-02-21 11:29		G20200221112026310	Pending With Admin		
2020-02-21 11:03	2020-02-21 11:03		G20200221110308598	New		
2020-02-21 11:02	2020-02-21 11:02		G20200221110205712	New		
2020-02-21 11:00	2020-02-21 11:00		G20200221110018230	New		

Figure 33: Filter Grievances

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

- **Start Date** and **End Date**: Period of raising grievances.
- **Transaction ID**: This is the transaction ID of the stock.
- **Grievance ID**: This is the ID assigned to the grievance.
- **Grievance Status**: The status can be:
 - New
 - Pending with CEIR Administrator
 - Pending with User
 - Closed

2. Click **Filter**.

The filtered grievances are shown on the page.

Grievance Management						Report Grievance
Start Date	End Date	TransactionID	Grievance ID :	Pending With Admin	FILTER	EXPORT
Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action	
2020-02-24 13:39	2020-02-24 13:40		G20200224133925550	Pending With Admin		
2020-02-21 11:20	2020-02-21 11:29		G20200221112026310	Pending With Admin		
2020-02-21 05:04	2020-02-21 05:05	C20200109123320434	G20200221050459066	Pending With Admin		
2020-02-20 06:24	2020-02-20 06:25		G20200220062450984	Pending With Admin		
2020-02-20 06:07	2020-02-20 06:10		G20200220060700037	Pending With Admin		
2020-02-19 14:31	2020-02-19 14:37	C20191104113210053	G20200219143129378	Pending With Admin		
2020-02-18 07:29	2020-02-18 07:46		G20200218072937512	Pending With Admin		
2020-02-17 07:54	2020-02-17 07:55	C20191104113210053	G20200217075427213	Pending With Admin		
2020-02-13 18:49	2020-02-13 18:52		G20200213184906610	Pending With Admin		
2020-02-13 12:56	2020-02-14 05:00		G20200213125623902	Pending With Admin		



Figure 34: Filtered Grievances

2.10 Export Grievances

All the uploaded grievances can be downloaded in a .csv file. This is done using an export utility.

To export the grievances:

1. Click **Export** (seen on the top right corner of the **Grievance Management** page).

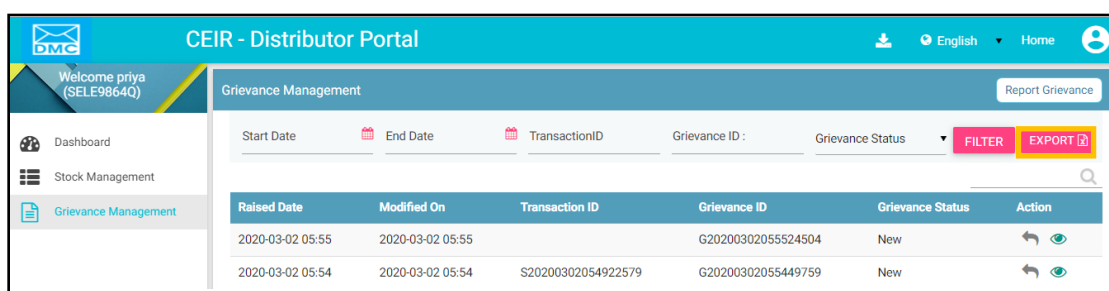


Figure 35: Grievance Management

The following page appears.

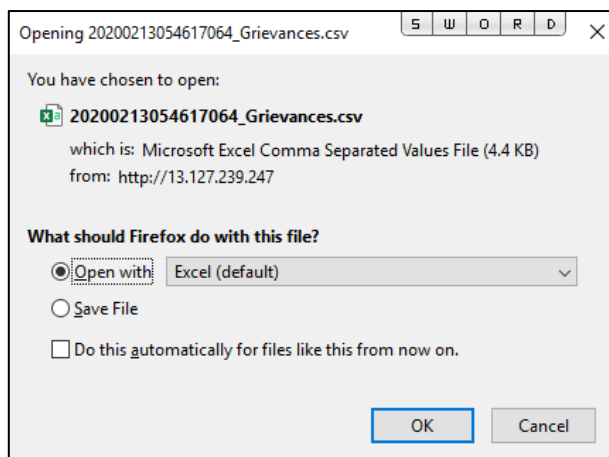


Figure 36: Open or Save Exported Grievance File

3. Click **Open with** to view the file.

	A	B	C	D	E	F	G
1	GRIEVANCE_ID	GRIEVANCE_STATUS	CREATED_ON	MODIFIED_ON	CATEGORY	REMARKS	FILE_NAME
2	G20200214170722282	New	14-02-2020 17:07	14-02-2020 17:07	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
3	G20200214140030236	Pending With Admin	14-02-2020 14:00	14-02-2020 14:00	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
4	G20200214135507461	Pending With User	14-02-2020 13:55	14-02-2020 13:55	Device Recovery Related	Remarks by Admin	Consignment.csv
5	G20200214124541450	Closed	14-02-2020 12:45	14-02-2020 12:45	Report Related	remark by	Stock (15).csv
6							

Figure 37: Exported Grievances



Instead of exporting all the grievances, Distributors can export filtered grievances. First, filter the grievance data based on specific filters (refer to *Filter Grievances*) and then export the filtered grievances using the export utility.