



# Central Equipment Identity Register

**Distributor User Manual v 2.0**

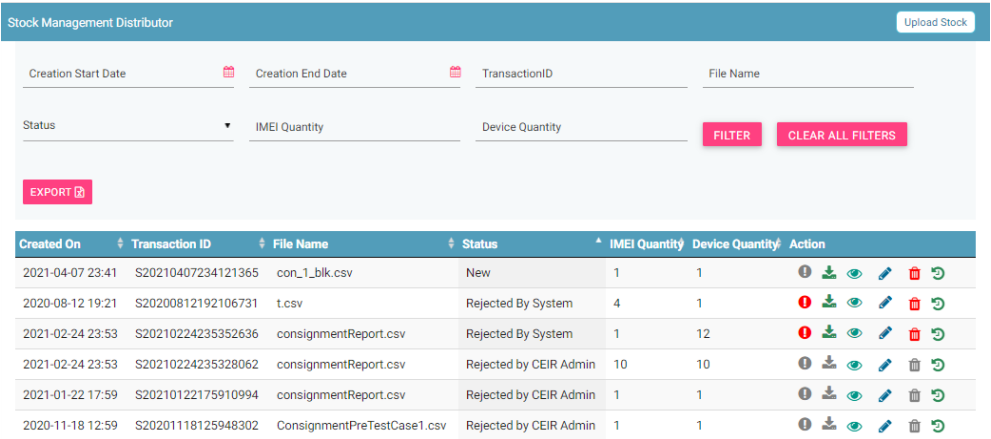


## Document Change History

Version	Change Type	Description	Date
Draft		Submitted for internal review	March 2020
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## Contents

<b>Document Change History .....</b>	<b><i>i</i></b>
<b>Contents.....</b>	<b><i>ii</i></b>
<b>Figures .....</b>	<b><i>iv</i></b>
<b>1 Overview.....</b>	<b>1</b>
1.1 Scope .....	1
1.2 Acronyms & Abbreviations.....	1
1.3 Conventions.....	1
<b>2 Distributor Operations.....</b>	<b>2</b>
2.1 Application Overview.....	2
2.2 Logging into the Application.....	2
2.3 Application User Interface.....	9
2.3.1 Dashboard.....	12
2.4 Stock Management .....	15
2.5 Edit Stock .....	20
2.6 Filter Stock.....	21
2.7 Sorting Stock.....	23
	
2.8 Export Stock .....	23
2.9 Grievance Management .....	24
2.10 Filter Grievances .....	28
2.11 Sorting Consignments .....	29
2.12 Export Grievances .....	30





## Figures

Figure 1: CEIR Home Page .....	2
Figure 2: Distributor Registration .....	3
Figure 3: Verify OTP .....	5
Figure 4: Enter OTP .....	5
Figure 5: Login .....	6
Figure 6: Home Page .....	7
Figure 7: Forgot Password .....	8
Figure 8: Set New Password .....	8
Figure 9: Home Page .....	9
Figure 10: Edit Information .....	10
Figure 11: Change Password .....	11
Figure 12: Manage Account .....	12
Figure 13: Home Page .....	12
Figure 14: Stock Management .....	13
Figure 15: Grievance Management .....	14
Figure 16: Home Page .....	14
Figure 17: Home Page .....	16
Figure 18: Role Type .....	16
Figure 19: Stock Management .....	16
Figure 20: Upload Stock .....	17
Figure 21: Stock Management .....	18
Figure 22: Stock Management .....	21
Figure 23: Edit Stock .....	21
Figure 24: Stock Management .....	22
Figure 25: Stock Management .....	22
Figure 26: Stock Management .....	23
Figure 27: Open or Save Exported Stock File .....	24
Figure 28: Exported Stock .....	24
Figure 29: Home Page .....	25
Figure 30: Grievance Management .....	25
Figure 31: Report Grievance .....	26
Figure 32: Grievance Management .....	27
Figure 33: Filter Grievances .....	28
Figure 34: Filtered Grievances .....	29
Figure 35: Grievance Management .....	30
Figure 36: Open or Save Exported Grievance File .....	31
Figure 37: Exported Grievances .....	31



# 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
IMEI	International Mobile Equipment Identity
PDA	Personal Digital Assistant

## 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



## 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.

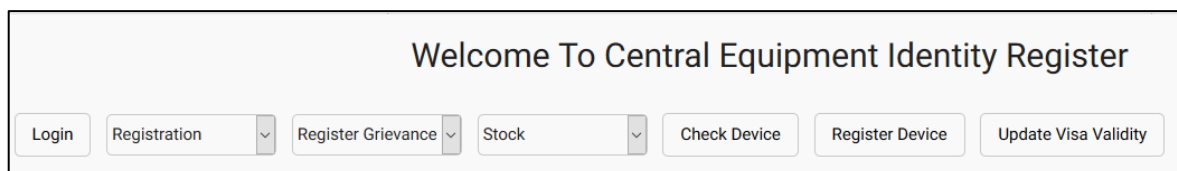
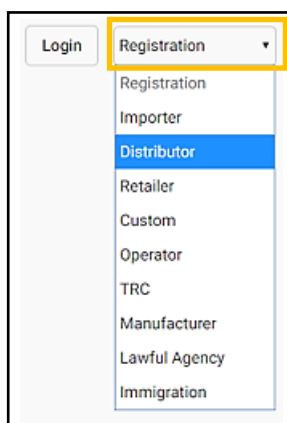


Figure 1: CEIR Home Page

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





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

The screenshot shows the 'Distributor Registration' form. At the top right, there is a language dropdown set to 'English'. The form is divided into two columns. The left column contains fields for 'First Name' (Sachin), 'Middle Name', 'Last Name' (Dhal), 'Type' (Individual), 'Upload Nationality Information' (with a 'SELECT FILE' button and 'National ID.pdf' text), 'Email' (sachin.dhal@gmail.com), 'Address (Property Location)' (Trilok Puri), 'Street Number' (543), 'Locality' (Khichdi Pur), 'Commune' (East Delhi), 'Country' (India), 'VAT Number' (Yes/No), 'Password', 'Security Question 1' (What was your childhood nickname?), 'Security Question 2' (What is your nearest sibling's birth year?), 'Security Question 3' (What is your dream destination, you want to visit?), and a captcha (exz83x). The right column contains fields for 'National ID/Passport Number' (QW234234), 'Phone' (9887897823), 'Village' (Gokul Dham), 'District' (Delhi), 'Postal Code' (110293), 'Province' (Delhi), 'Role type' (Distributor, Retailer), 'Retype Password', 'Answer' (Sach), 'Answer' (1989), and 'Answer' (Paris). At the bottom, there is a disclaimer with a green checkmark icon, a note about required fields, and two buttons: 'SUBMIT' and '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.

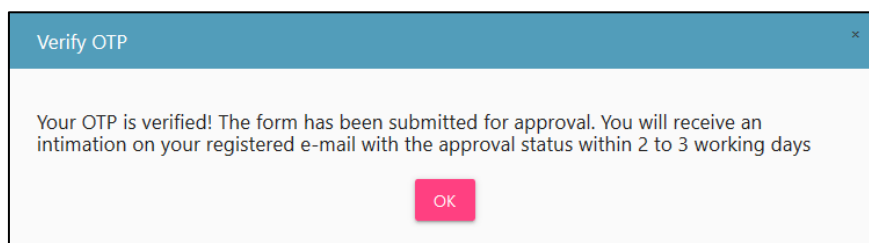
**Figure 3: Verify OTP**

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.

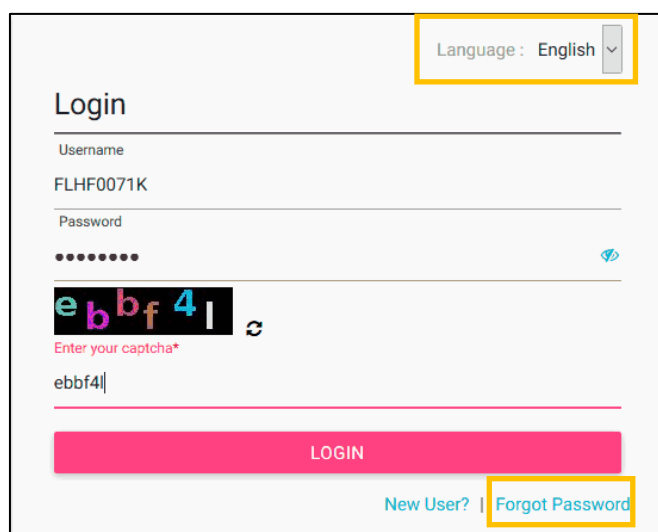


After the OTPs are verified successfully, the registration request is sent to the CEIR Admin. The approval turnaround time is 2-3 days. After approval from the CEIR Admin, a mail containing the Distributor's registration ID is sent to the Distributor's mail account. This registration ID is a unique automatically 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.

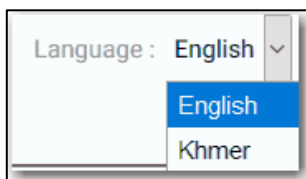
To login:

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.



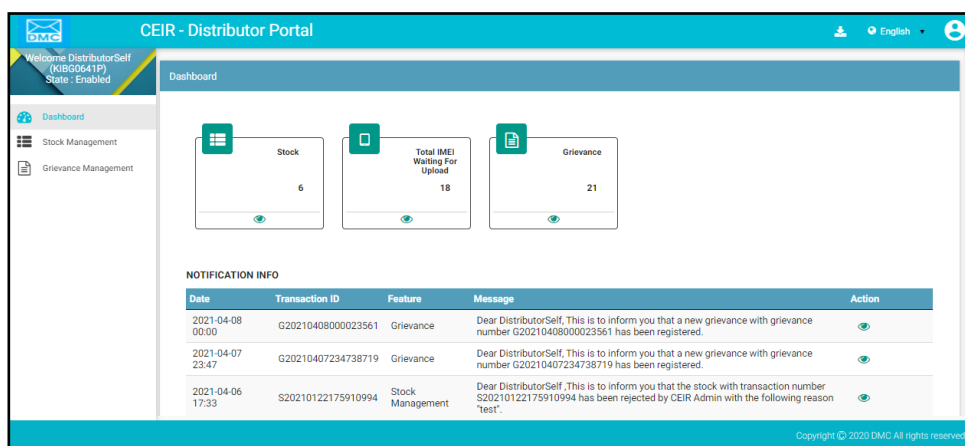
- Next, enter the assigned login username and password.

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*.

- Enter the captcha.
- 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 text '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 showing '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 are two pink 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 text 'Set New Password'. Below the header, the title 'New Password' is displayed. There are 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 password strength indicator (a series of dots) and a toggle icon (an eye) to the right. At the bottom of the form is a large pink button labeled 'SAVE'.

**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.

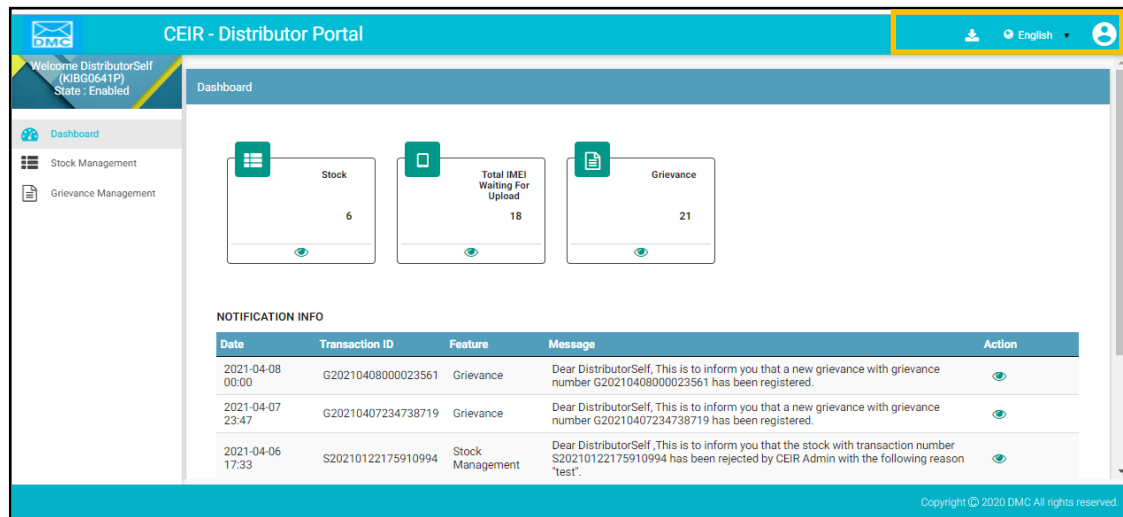


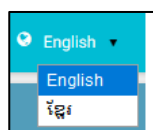
Figure 9: Home Page

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:

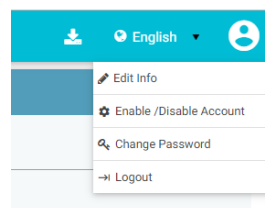
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.




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

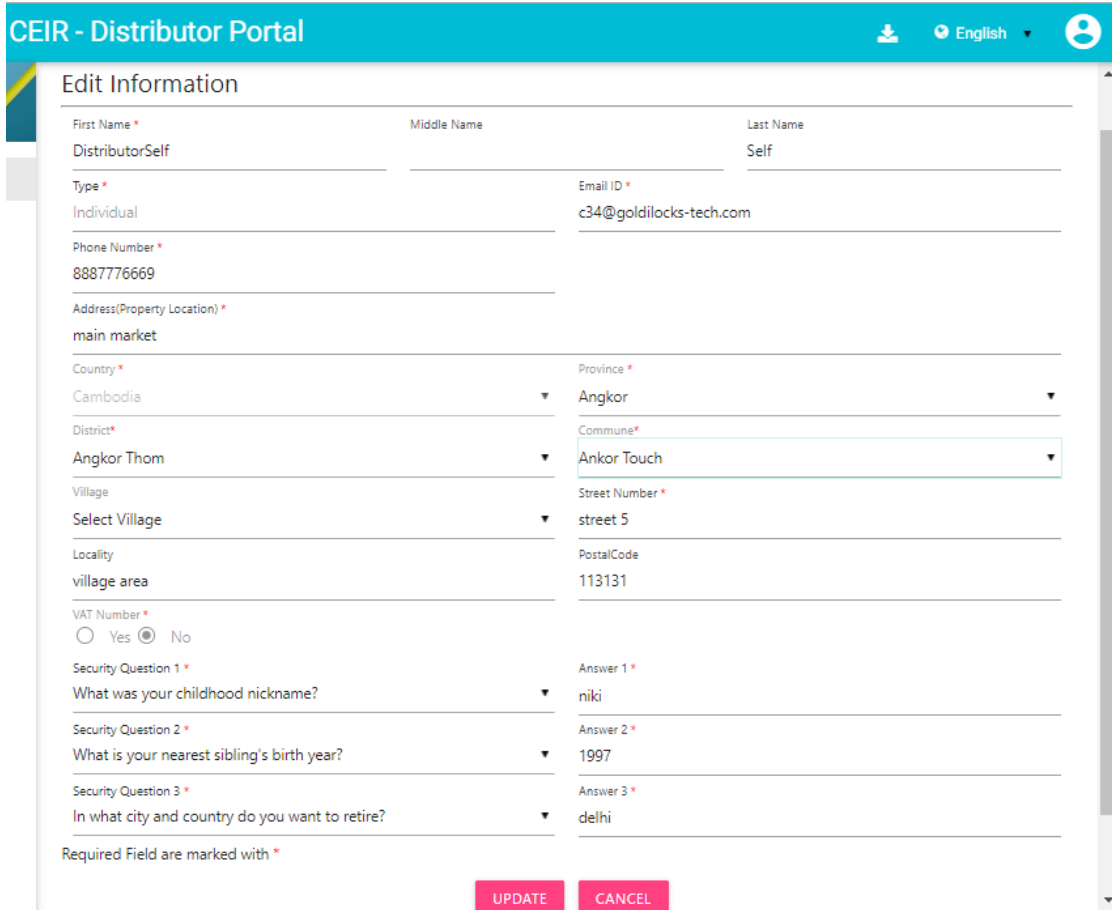


- **(User profile):** Click on it to see the following menu:




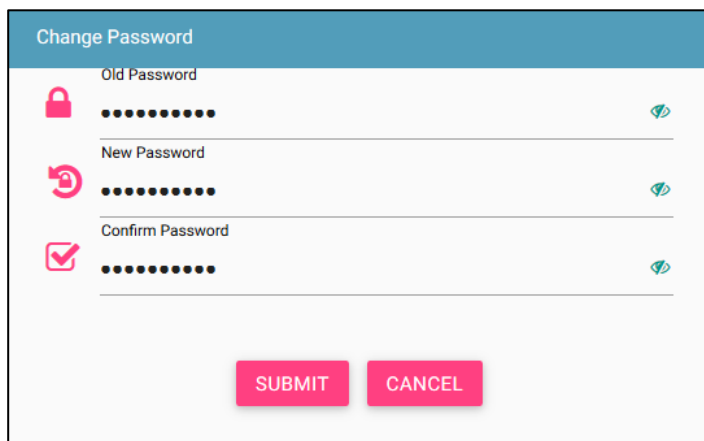


-  (**Edit Info**): Click on it to modify the registered information. The **Edit Information** page opens.





**Figure 10: Edit Information**

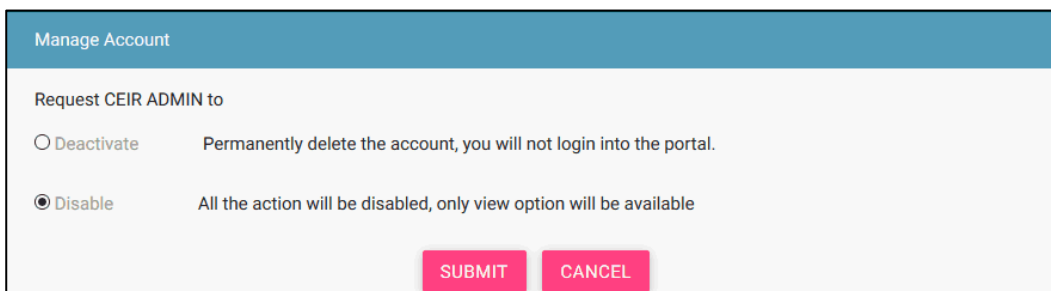
1. Make the required changes.
  2. Click **Submit** to save the changes.
-  (**Change Password**): Click on it change the login password.



The 'Change Password' form has a blue header. It contains three password input fields, each with a corresponding icon on the left (a lock for 'Old Password', a key for 'New Password', and a checkmark for 'Confirm Password') and a toggle eye icon on the right. Below the fields are two pink buttons labeled 'SUBMIT' and 'CANCEL'.

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 Admin 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.



The 'Manage Account' form has a blue header. Below the header, it says 'Request CEIR ADMIN to'. There are two radio button options: 'Deactivate' with the description 'Permanently delete the account, you will not login into the portal.' and 'Disable' (which is selected) with the description 'All the action will be disabled, only view option will be available'. At the bottom are two pink buttons labeled 'SUBMIT' and 'CANCEL'.





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

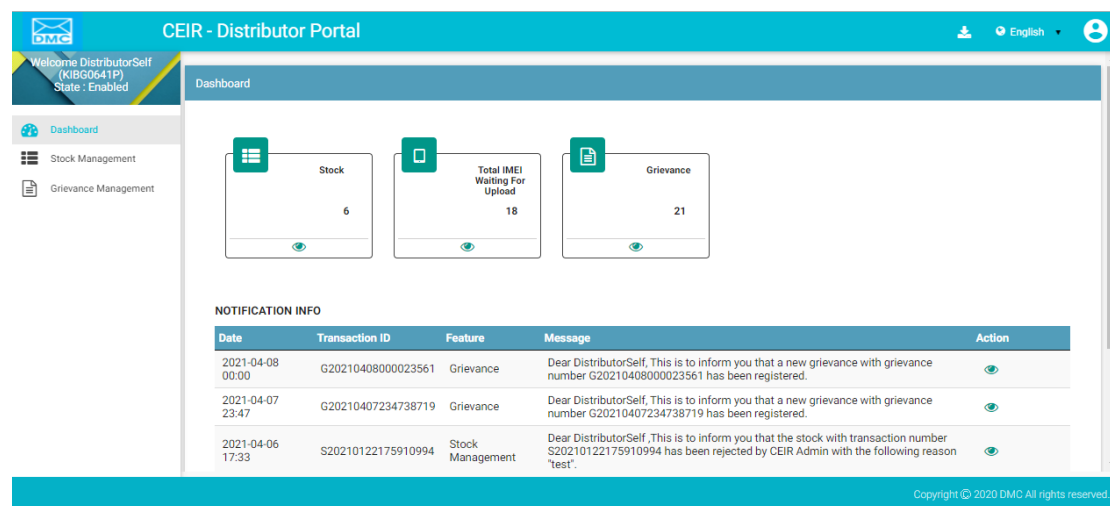
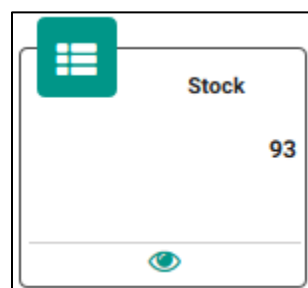


Figure 13: Home Page

### 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.

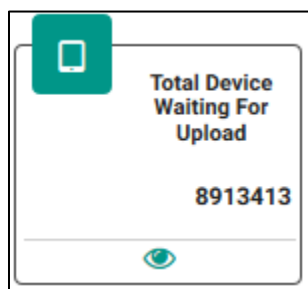


Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-04-07 23:41	S20210407234121365	con_1_blk.csv	New	1	1	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
2021-02-24 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
2020-11-18 12:59	S20201118125948302	ConsignmentPreTestCase1.csv	Rejected by CEIR Admin	1	1	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
2020-08-12 19:21	S20200812192106731	t.csv	Rejected By System	4	1	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>

Figure 14: Stock Management

### Total Devices Waiting for Upload

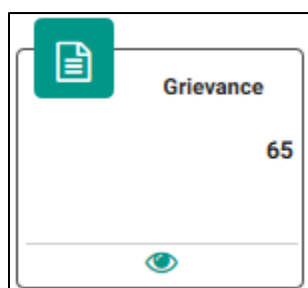
The box displays the total number of devices (IMEIs in stock) pending for upload.



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.



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	New	
2021-04-07 23:47	2021-04-07 23:47	NA	G20210407234738719	New	
2021-03-30 17:11	2021-03-30 17:11	NA	G20210330171122751	New	
2021-03-19 14:05	2021-03-19 14:05	NA	G20210319140507918	New	
2021-02-25 23:53	2021-02-25 23:53	NA	G20210225235330387	New	

Figure 15: Grievance Management

## Notification Information

This section displays the ten most recent notifications.

Date	Transaction ID	Feature	Message	Action
2021-04-08 00:00	G20210408000023561	Grievance	Dear DistributorSelf, This is to inform you that a new grievance with grievance number G20210408000023561 has been registered.	
2021-04-07 23:47	G20210407234738719	Grievance	Dear DistributorSelf, This is to inform you that a new grievance with grievance number G20210407234738719 has been registered.	
2021-04-06 17:33	S20210122175910994	Stock Management	Dear DistributorSelf, This is to inform you that the stock with transaction number S20210122175910994 has been rejected by CEIR Admin with the following reason "test".	
2021-04-06 17:18	S20210224235328062	Stock Management	Dear DistributorSelf, This is to inform you that the stock with transaction number S20210224235328062 has been rejected by CEIR Admin with the following reason "khjgkq".	
2021-04-06 17:14	KIBG0641P	Registration Request	Dear DistributorSelf, This is to inform you that the registration for user ID KIBG0641P has been rejected with the following reason "test".	

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 Admin 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.

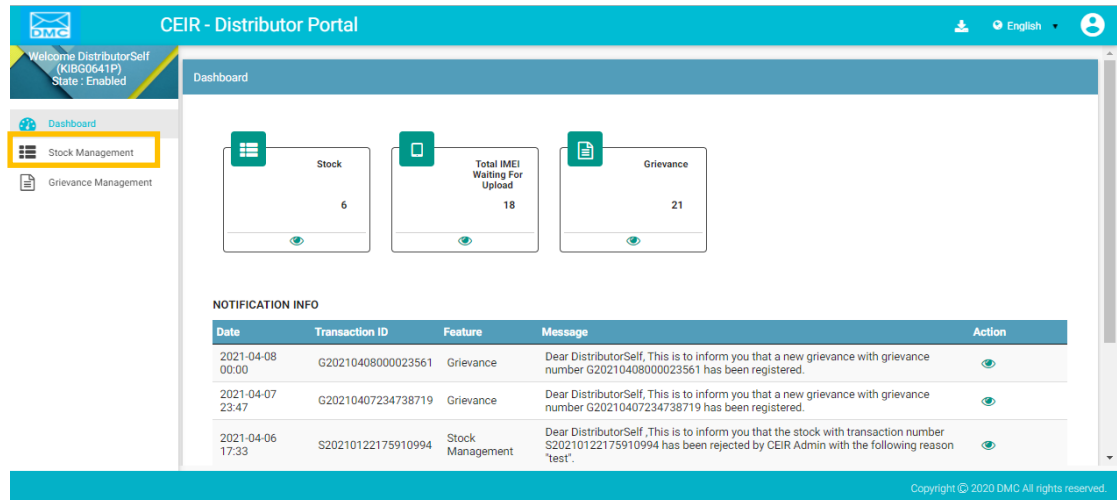


Figure 17: Home Page

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.

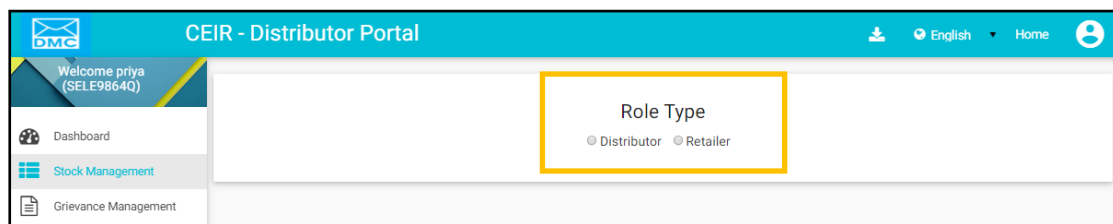


Figure 18: Role Type

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

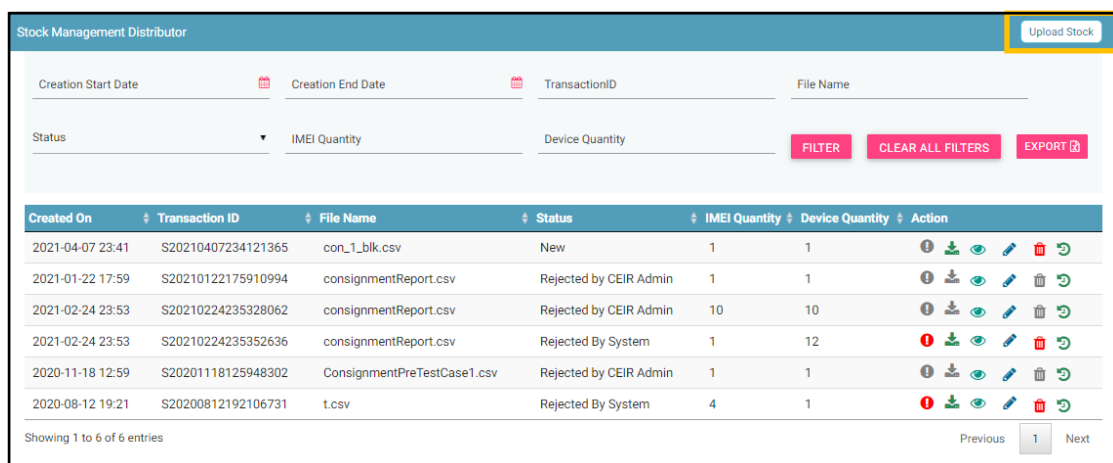


Figure 19: Stock Management

3. Click **Upload Stock**.



The **Upload Stock** page appears.

Figure 20: Upload Stock

4. Enter the following information:
  - a. **Supplier ID**: Enter the supplier ID.
  - b. **\*Supplier Name**: Enter the supplier name.
  - c. **\*IMEI Quantity**: Enter the total quantity of IMEIs.
  - d. **Device Quantity** : Enter the total number of devices in the stock.
  - e. **Invoice**: Enter the invoice number.
  - f. **\*Upload Bulk Stock**: Enter the IMEI 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.
  - g. Click **Download Sample Format**.

	A	B	C	D	E	F	G
1	DeviceType	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2							
3							

The file has the following columns:

- **\*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.
- **\*Device ID type**: Type can be IMEI (International Mobile Equipment Identity)



- **\*Multiple SIM Status:** Whether the device supports multiple SIMS (Y/N).
  - **\*S/N of Device:** Device serial number
  - **\*IMEI:** Value of IMEI
  - **Device launch date:** Launch date or manufacture date of the device (in the format, DDMMYYYY).
  - **Device status:** Whether the device is new or used (New/Used)
- h. Enter the required information in each column for each device.

	A	B	C	D	E	F	G
1	DEVICETYPE	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2	Handheld	IMEI	4	34562	999339988776608	22-05-2020	New
3	Handheld	IMEI	4	34562	999339988776609	22-05-2020	New
4	Handheld	IMEI	1	98126	999339988776610	22-05-2020	New
5	Handheld	IMEI	4	34562	999339988776611	22-05-2020	New
6	Handheld	IMEI	1	34523	999339988776612	22-05-2020	New
7	Handheld	IMEI	4	34562	999339988776613	22-05-2020	New
8	Handheld	IMEI	1	98126	999339988776614	22-05-2020	New
9	Handheld	IMEI	1	34523	999339988776615	22-05-2020	New
10	Handheld	IMEI	1	98126	999339988776616	22-05-2020	New

- i. After you enter the device details, save the file.
  - j. 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.

Stock Management Distributor

Upload Stock

Creation Start Date

Creation End Date

TransactionID

File Name

Status

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-06-02 19:36	S20210602193646117	con_1_blk.csv	New	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>







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"><li>• New: When the stock is uploaded, its status is <b>New</b>.</li><li>• Processing: The stock is processed and validated. The status changes to <b>Processing</b>.</li><li>• Rejected by System If the stock does not have valid information, an error file is generated. The Distributor can view the file and fix the errors in the stock.</li><li>• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR Admin.</li><li>• Approved by CEIR Admin: The stock is approved by the CEIR Admin.</li><li>• Rejected by CEIR Admin: The CEIR Admin 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><li>• Withdrawn by CEIR Admin: The CEIR Admin can withdraw stock.</li></ul>
Quantity	This is the number of IMEI's in the stock.




Column	Description
Action	<p>This displays different actions that can be performed on the stock.</p> <ul style="list-style-type: none"> <li>• Error : This is seen when there is an error file generated because of invalid information. Click on it to view the error file.</li> <li>• Download : This is used to take a dump of the stock that is uploaded to the system.</li> <li>• View : This is used to view the stock details.</li> <li>• Edit : This is used to modify the stock details.</li> <li>• Delete : This is used to delete the uploaded stock.</li> <li>• History : This is used to view the transaction history of the consignment.</li> </ul>

## 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

Creation Start Date

Creation End Date

TransactionID

File Name

Status

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-04-07 23:41	S20210407234121365	con_1_blk.csv	New	1	1	<div><div></div><div></div><div></div><div></div><div></div></div>
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	<div><div></div><div></div><div></div><div></div><div></div></div>
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	<div><div></div><div></div><div></div><div></div><div></div></div>
2021-02-24 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	<div><div></div><div></div><div></div><div></div><div></div></div>

Figure 22: Stock Management

The **Edit Stock** page appears.

Edit Stock	
Supplier ID	Supplier Name
IMEI Quantity *	Invoice Number
10	
Device Quantity *	TransactionID
10	S20210224235328062
Upload Bulk Stock *	
<b>SELECT FILE</b>	consignmentReport.csv
<a href="#">Download Sample Format</a>	
Required Field are marked with *	
<b>UPDATE</b>	<b>CANCEL</b>

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:



Stock Management Distributor

Upload Stock

Creation Start Date

Creation End Date

TransactionID

File Name

Status

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT

























Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-04-07 23:41	S20210407234121365	con_1_blk.csv	New	1	1	     
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	     
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	     
2021-02-24 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	     

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.

Stock Management Distributor

Upload Stock

Creation Start Date

Creation End Date

TransactionID

File Name

Rejected by CEIR Admin

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT



















Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	     
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	     
2020-11-18 12:59	S20201118125948302	ConsignmentPreTestCase1.csv	Rejected by CEIR Admin	1	1	     

Figure 25: Stock Management

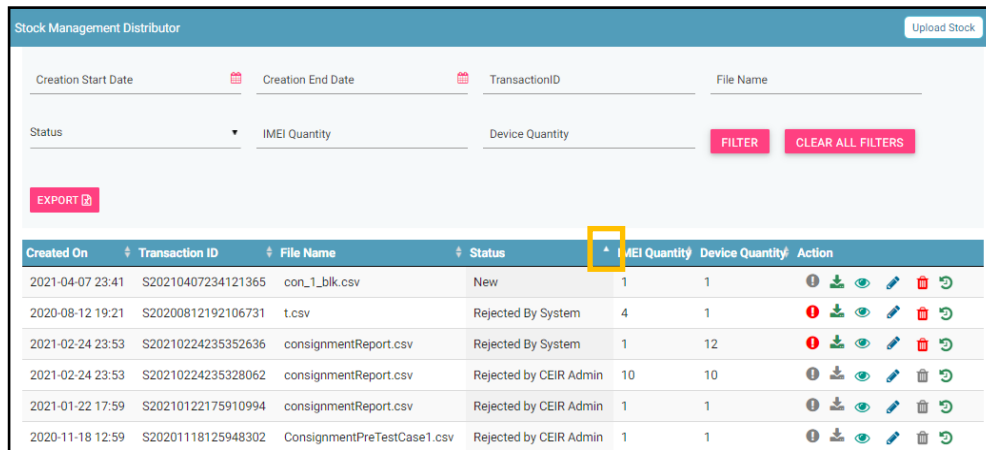
The user can clear all filters using the “Clear All Filters” button. This will reset all the filter values applied on the page and also refresh the data table.



## 2.7 Sorting Stock

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience by clicking the arrow button on header in the table displayed.

On first click, the records are sorted in ascending order. When user clicks the arrow buttons again, records are sorted in descending order.



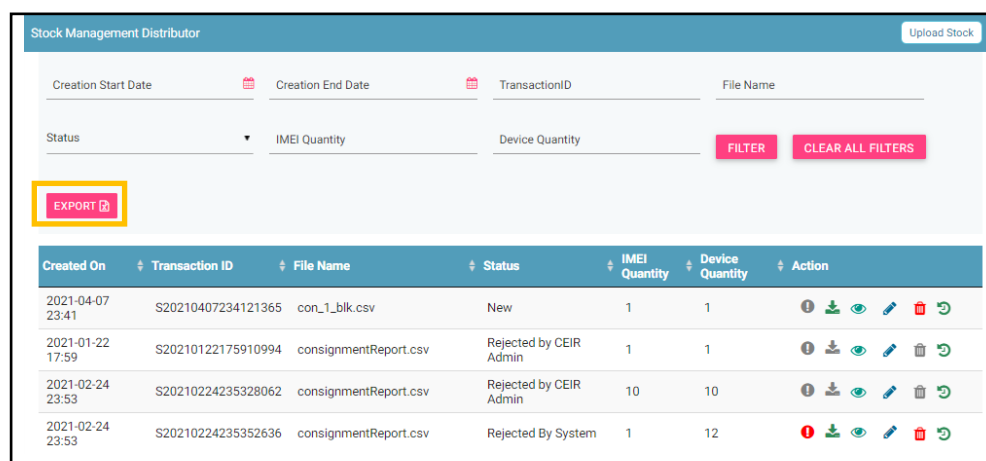
Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-04-07 23:41	S20210407234121365	con_1_blk.csv	New	1	1	
2020-08-12 19:21	S20200812192106731	t.csv	Rejected By System	4	1	
2021-02-24 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	
2020-11-18 12:59	S20201118125948302	ConsignmentPreTestCase1.csv	Rejected by CEIR Admin	1	1	

## 2.8 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).



Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-04-07 23:41	S20210407234121365	con_1_blk.csv	New	1	1	
2021-01-22 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	
2021-02-24 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	
2021-02-24 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	

Figure 26: Stock Management

The following page appears.

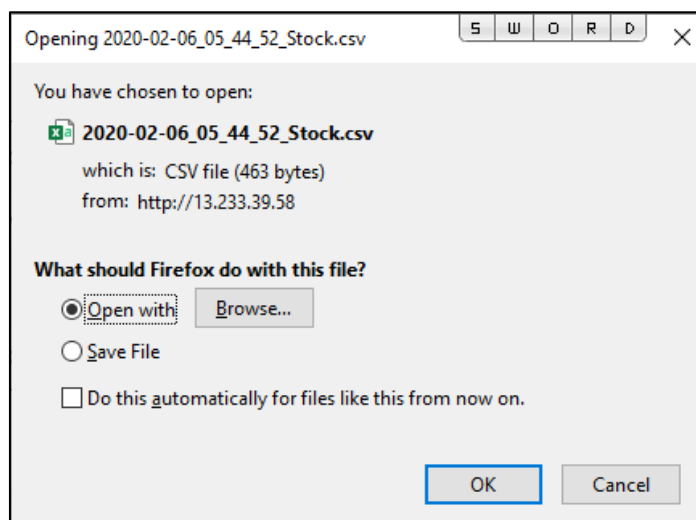


Figure 27: Open or Save Exported Stock File

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

	A	B	C	D	E	F	G	H
1	Modified On	Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Supplier Name
2	07-04-2021 23:41	07-04-2021 23:41	S20210407234121365	con_1_blk.csv	New	1	1	
3	06-04-2021 17:33	22-01-2021 17:59	S20210122175910994	consignmentReport.csv	Rejected by CEIR Admin	1	1	
4	06-04-2021 17:18	24-02-2021 23:53	S20210224235328062	consignmentReport.csv	Rejected by CEIR Admin	10	10	
5	24-02-2021 23:40	24-02-2021 23:53	S20210224235352636	consignmentReport.csv	Rejected By System	1	12	
6	26-01-2021 14:35	18-11-2020 12:59	S20201118125948302	ConsignmentPreTestCase1.csv	Rejected by CEIR Admin	1	1	
7	12-08-2020 19:22	12-08-2020 19:21	S20200812192106731	t.csv	Rejected By System	4	1	Pvt Ltd

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.

## 2.9 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:

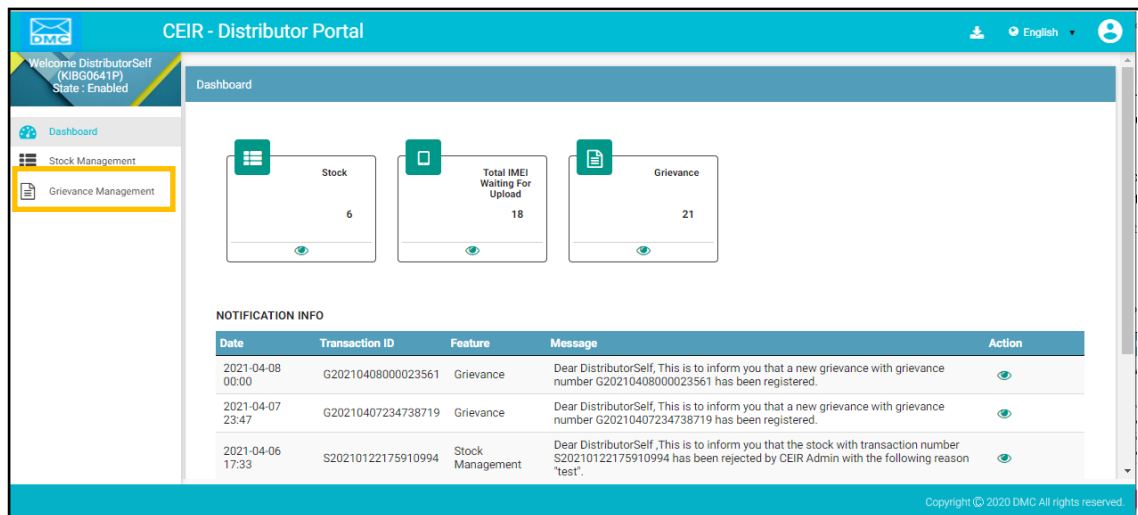
1. A notification is sent to the CEIR Admin. The notification appears on the CEIR Admin portal. A mail is also sent to the registered mail of the CEIR Admin.
2. The CEIR Admin responds to the grievance. A response notification is sent to on the Distributor portal, and the Distributor's registered mail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

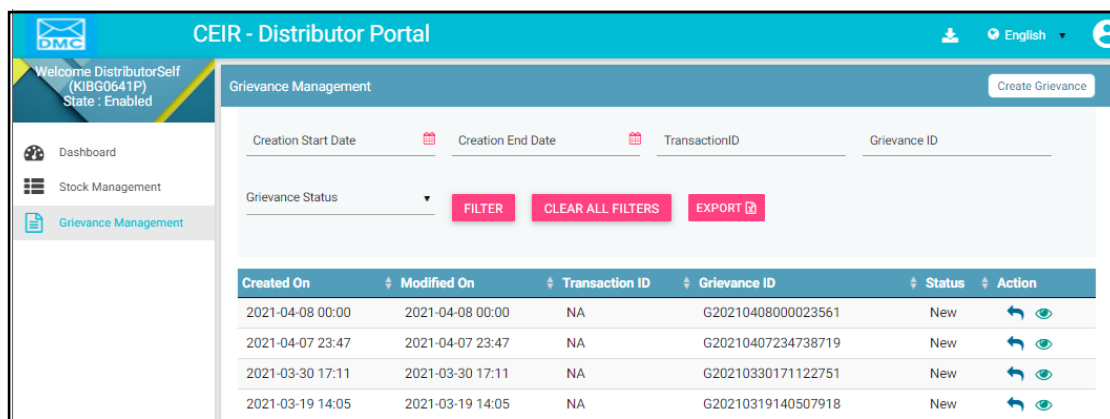
### To raise a grievance

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



**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 Admin 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



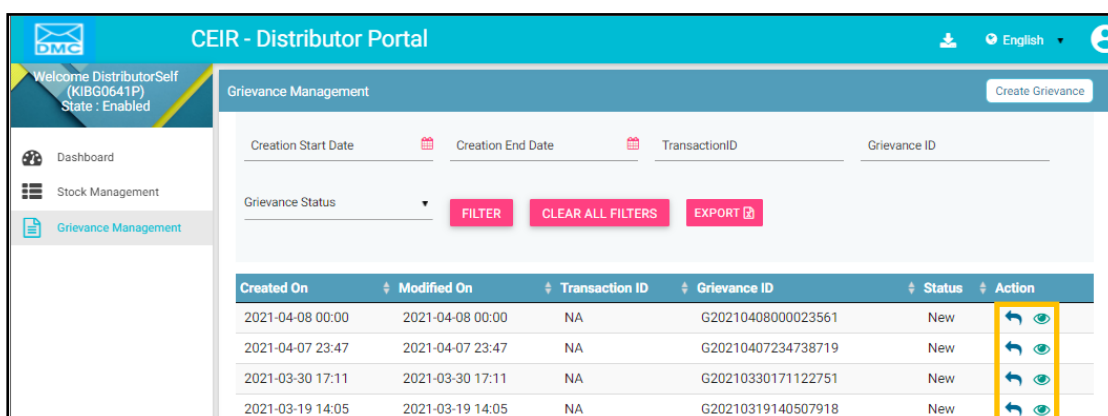
e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.

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.





**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. <ul style="list-style-type: none"><li>• New: When a grievance is raised.</li><li>• Pending with CEIR Authority: When a response is awaited from the CEIR Admin.</li></ul>



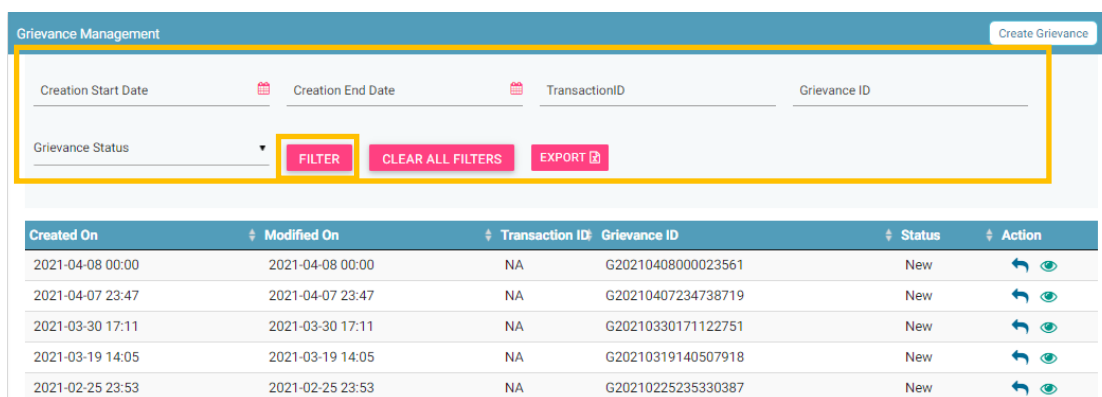


Column	Description
	<ul style="list-style-type: none"><li>Pending with User: When a response is awaited from the Distributor.</li><li>Closed: When the CEIR Admin closes the grievance.</li></ul>
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: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

## 2.10 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 Admin. Similarly, one can view only those grievances that are closed.

To filter grievances:



The screenshot shows the 'Grievance Management' interface. At the top, there is a 'Create Grievance' button. Below it, there are filter fields: 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. A 'Grievance Status' dropdown menu is also present. Below these fields are three buttons: 'FILTER' (highlighted with a yellow box), 'CLEAR ALL FILTERS', and 'EXPORT'. Below the filter section is a table with the following columns: 'Created On', 'Modified On', 'Transaction ID', 'Grievance ID', 'Status', and 'Action'. The table contains five rows of data.











Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	New	 
2021-04-07 23:47	2021-04-07 23:47	NA	G20210407234738719	New	 
2021-03-30 17:11	2021-03-30 17:11	NA	G20210330171122751	New	 
2021-03-19 14:05	2021-03-19 14:05	NA	G20210319140507918	New	 
2021-02-25 23:53	2021-02-25 23:53	NA	G20210225235330387	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 Admin
  - Pending with User
  - Closed

## 2. Click **Filter**.

The filtered grievances are shown on the page.

The screenshot shows the 'Grievance Management' interface. At the top, there's a header bar with 'Grievance Management' on the left and a 'Create Grievance' button on the right. Below the header, there's a filter section with input fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. A dropdown menu is set to 'New'. Below these fields are three buttons: 'FILTER' (in red), 'CLEAR ALL FILTERS' (in red), and 'EXPORT' (in red with a download icon). Below the filter section is a table with the following columns: 'Created On', 'Modified On', 'Transaction ID', 'Grievance ID', 'Status', and 'Action'. The table contains five rows of data, all with a status of 'New'. The 'Action' column contains a refresh icon and an eye icon for each row.

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	New	
2021-04-07 23:47	2021-04-07 23:47	NA	G20210407234738719	New	
2021-03-30 17:11	2021-03-30 17:11	NA	G20210330171122751	New	
2021-03-19 14:05	2021-03-19 14:05	NA	G20210319140507918	New	
2021-02-25 23:53	2021-02-25 23:53	NA	G20210225235330387	New	

**Figure 34: Filtered Grievances**

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

## 2.11 Sorting Consignments

By default, all records displayed are sorted based on modified date. User can sort the records as per his convenience by clicking the arrow button on header in the table displayed.

On first click, the records are sorted in ascending order. When user clicks the arrow buttons again, records are sorted in descending order.



Grievance Management

Create Grievance

Creation Start Date

Creation End Date

TransactionID

Grievance ID

Grievance Status

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	New	
2021-04-07 23:47	2021-04-07 23:47	NA	G20210407234738719	New	
2021-03-30 17:11	2021-03-30 17:11	NA	G20210330171122751	New	
2021-03-19 14:05	2021-03-19 14:05	NA	G20210319140507918	New	
2021-02-25 23:53	2021-02-25 23:53	NA	G2021022523530387	New	
2021-02-25 23:53	2021-02-25 23:53	NA	G20210225235303940	New	

Figure 35: Sort Grievances

## 2.12 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).

Welcome DistributorSelf

(KIBG0641P)

State : Enabled

Dashboard

Stock Management

Grievance Management

CEIR - Distributor Portal

English

Grievance Management

Create Grievance

Creation Start Date

Creation End Date

TransactionID

Grievance ID

Grievance Status

FILTER

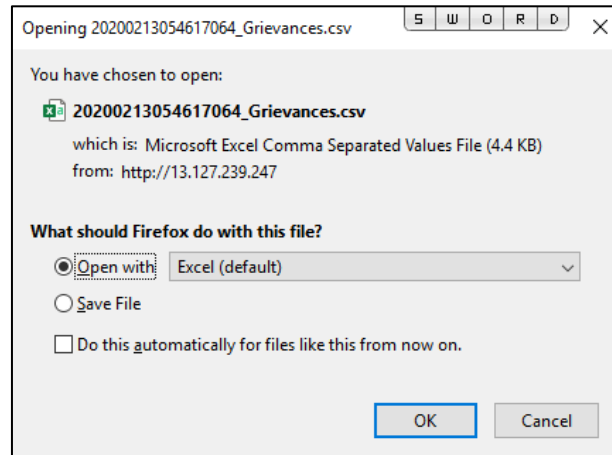
CLEAR ALL FILTERS

EXPORT

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-04-08 00:00	2021-04-08 00:00	NA	G20210408000023561	New	
2021-04-07 23:47	2021-04-07 23:47	NA	G20210407234738719	New	
2021-03-30 17:11	2021-03-30 17:11	NA	G20210330171122751	New	
2021-03-19 14:05	2021-03-19 14:05	NA	G20210319140507918	New	

Figure 36: Grievance Management

The following page appears.



**Figure 37: Open or Save Exported Grievance File**

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

	A	B	C	D	E	F	G
1	Created On	Modified On	Transaction ID	Grievance ID	Status	Remarks	File
2	08-04-2021 00:00	08-04-2021 00:00	NA	G20210408000023561	New	cczx xc2xczx czxczxc	custom.PNG
3	07-04-2021 23:47	07-04-2021 23:47	NA	G20210407234738719	New	fsd fdfsdfdsfdfsad32er32e	2mbfileCheck.png
4	30-03-2021 17:11	30-03-2021 17:11	C20201005185031181	G20210330171122751	New		20200924135721055_TACsInfo.csv
5	19-03-2021 14:05	19-03-2021 14:05	C20201119170115681	G20210319140507918	New	as	
6	25-02-2021 23:53	25-02-2021 23:53	NA	G20210225235330387	New	Distributor 2	
7	25-02-2021 23:53	25-02-2021 23:53	NA	G20210225235303940	New	Distributor 1	B20201111171329916_error.csv
8	25-02-2021 00:03	25-02-2021 00:03	NA	G20210225000302152	New	Grievance 2222	

**Figure 38: 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.