



Central Equipment Identity Register Importer

Importer User Manual v 1.0



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1 Overview

1.1 Scope

The objective of this manual is to help importers use the CEIR (Central Equipment Identity Register) application to register consignments and report grievances.

1.2 Acronyms & Abbreviations

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

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>



2 Importer Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Importer Portal application is used to register SIM-based devices that are imported in Cambodia. Registration of all the imported devices ensures proper tax is paid to the customs before the devices are made available for sale in the market. In addition, registration helps in tracking device movement and prevents their misuse or theft.

After purchasing devices from suppliers, the importers register necessary information about the devices and suppliers in the system. The registered information is reviewed and approved by the CEIR administrator and subsequently shared with the customs for clearance. When the physical consignment of the devices is received at the customs premises, the importers go and pay the required tax and collect the consignment. After the taxes are paid, the consignment is made available to distributors and retailers for sale in the market.

Importers perform the following tasks:

- Register imported device consignments
- Upload stock (if the importer is also a distributor or retailer else this is done by the distributors and retailers)
- Upload type approved certificates for the imported devices
- Report grievances

2.2 Logging into the Application

Before login, the importer 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.

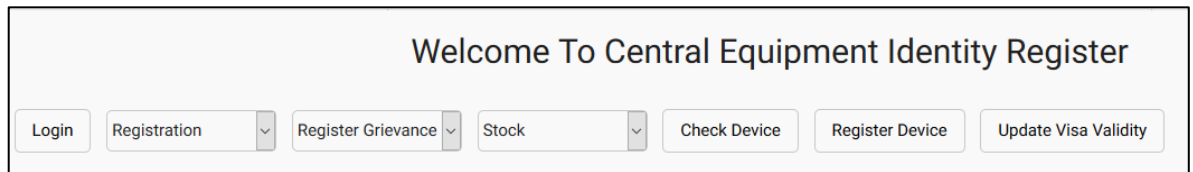
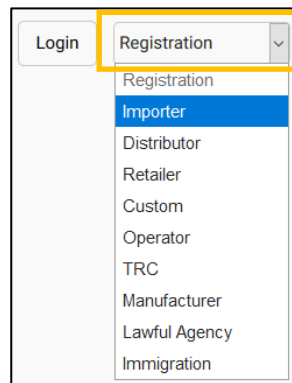


Figure 1: CEIR Home Page

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





This displays the following page.

The importer needs to fill in the following information.

English

Importer Registration

First Name *	Middle Name	Last Name *
Ashu		Saini
Type *	National ID/Passport Number *	
Individual	A5690	
Upload Nationality Information *		
SELECT FILE view.png		
Email *	Phone *	
ashu_saini@hotmail.com	9810012444	
Address(Property Location) *		
Delhi		
Street Number *	Village *	
100	Delhi	
Locality *	District *	
Conaught Place	Delhi	

Country *	Province *
India	Delhi
VAT Registration *	Role Type *
<input type="radio"/> Yes <input checked="" type="radio"/> No	Importer, Distributor
Password *	Retype Password *
.....
Security Question 1 *	Answer *
What was your childhood nickname?	ashu
Security Question 2 *	Answer *
What is the name of your favorite family member?	ashu
Security Question 3 *	Answer *
Which is your favorite dish prepared by your mother?	Cake
Enter your captcha *	
1t2zfd	
<input checked="" type="checkbox"/> * 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 *

Thursday, Feb

Figure 2: Importer 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 importer (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 importer 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 importer is a company. This field appears if the importer 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 importer's address:
 - a. Street Number
 - b. Village
 - c. Locality
 - d. District
 - e. Commune
 - f. Province
 - g. Country
- 10. **Role:** Select the importer's role from the list (Importer, Distributer, Retailer). An importer can also be a distributor and/or retailer. If an importer 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 Importer 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 in case the importer forgets the password. The system would prompt for the security question and its corresponding answer for identification of the importer.
- 15. Enter the captcha shown on the page. This is required to prove that the importer is not a robot.
- 16. Select the declaration check box.



17. Click **SUBMIT**.

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

The screenshot shows a 'Verify OTP' dialog box. It has a blue header with the text 'Verify OTP'. The main content area is white and contains the text: 'The text and an e-mail with OTP details has been sent to your registered Phone Number and E-Mail ID'. At the bottom, there is a large pink button labeled 'VERIFY OTP'.

Figure 3: Verify OTP

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

The screenshot shows an 'Enter OTP' dialog box. It has a blue header with the text 'Enter OTP'. Below the header, there are two input fields. The first field contains the text '261508'. The second field contains the text '849619'. To the right of the second input field, there is a blue link labeled 'Resend OTP'. At the bottom, there is a large pink button labeled 'DONE'.

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.

The screenshot shows a 'Verify OTP' dialog box with a blue header and a close button (X) in the top right corner. The main content area is white and contains the text: 'Your OTP is verified! The form has been submitted for approval. You will receive an intimation on your registered e-mail with the approval status within 2 to 3 working days'. At the bottom, there is a pink button labeled 'OK'.

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 importer's registration ID is sent to the importer's mail account. This registration ID is the login username for access to the CEIR Importer Portal application.



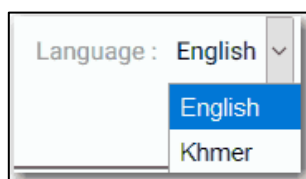
To start using the application, log into the application.

To login:

1. Open the browser and enter the CEIR Importer 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 username and password.

Username is the registration ID that is sent on mail after successful registration. Password is entered during registration.

3. Enter the captcha.
4. Click **LOGIN**.

On entering correct information, the application Home page appears.

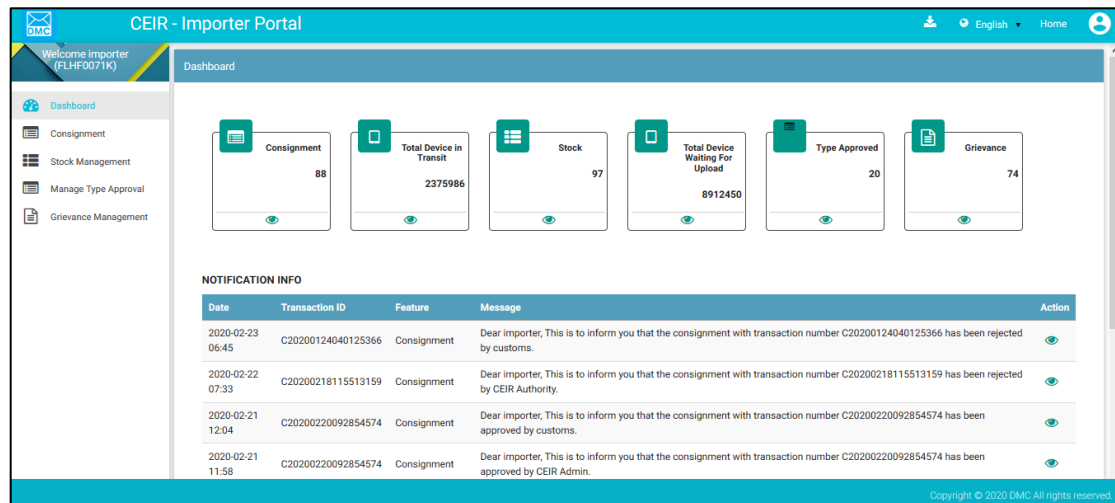


Figure 6: Home Page

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.

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


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.



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**.

The password is sent to the importer's mail account.



2.3 Application User Interface

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

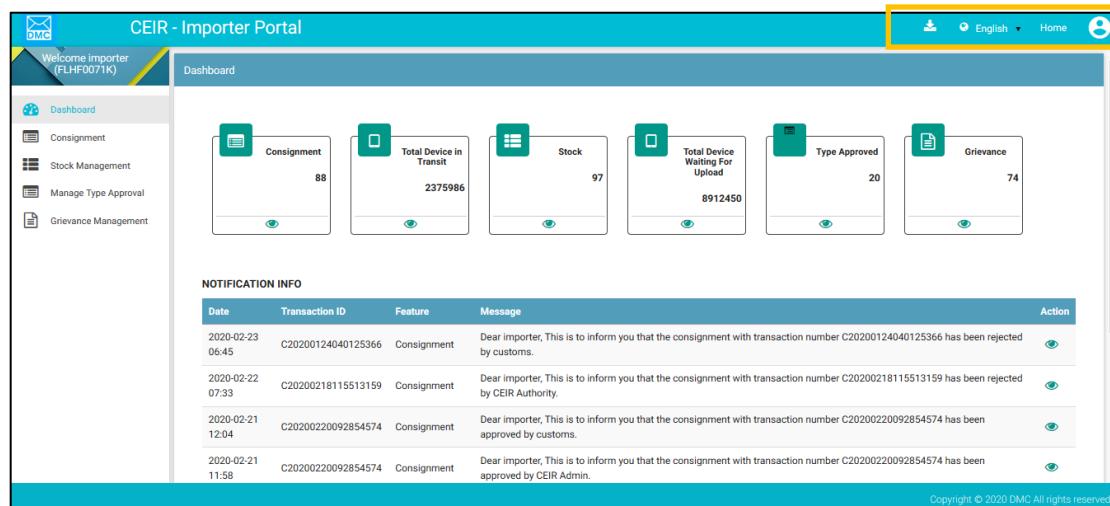


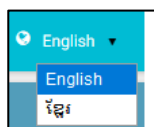
Figure 9: Home Page

The Home page has all the 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:

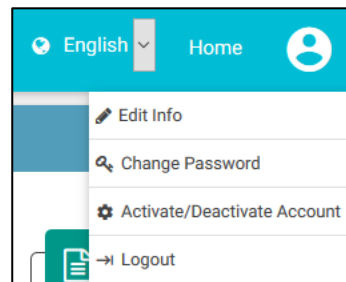
- **Download**: Click to download the application user manual. The manual has the instructions to operate the application.
- **English**: Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.




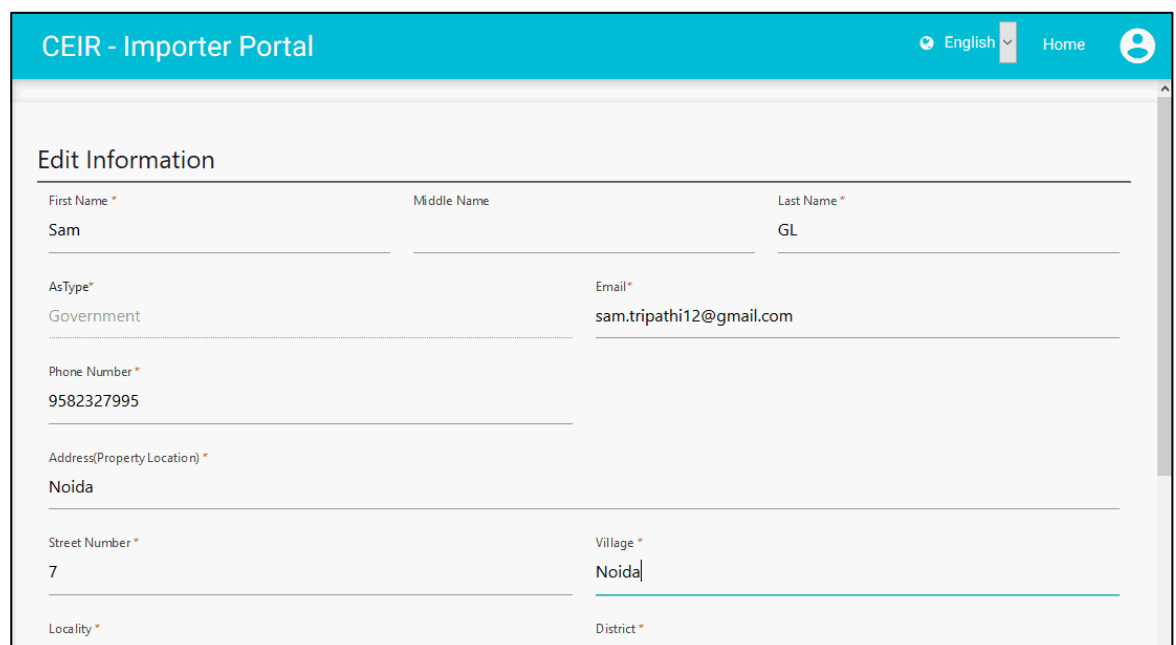
- **Home**: Click on it to go to the **DMC Home Portal** page.



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



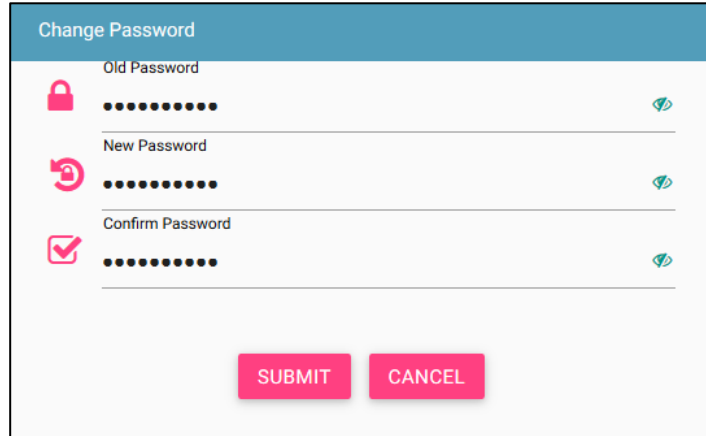
-  **(Edit Info)**: Click on it to modify the registered information. The **Edit Information** page opens.

A screenshot of the 'Edit Information' page in the CEIR - Importer Portal. The page has a blue header with 'CEIR - Importer Portal', 'English', 'Home', and a user icon. The form contains the following fields:

- First Name *: Sam
- Middle Name
- Last Name *: GL
- AsType*: Government
- Email*: sam.tripathi12@gmail.com
- Phone Number *: 9582327995
- Address(Property Location) *: Noida
- Street Number *: 7
- Village *: Noida
- Locality *
- District *


Figure 10: Edit Information

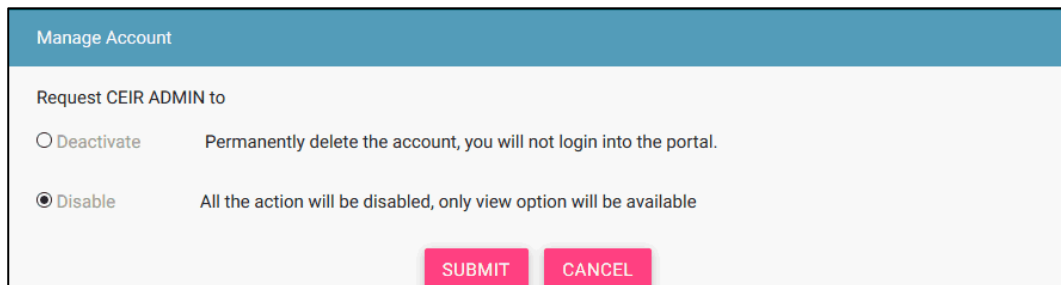
1. Make the required changes.
 2. Click **Submit** to save the changes.
- **Change Password**: Click on it change the login password.



The 'Change Password' form has a blue header bar with the title 'Change Password'. Below the header, there are three input fields, each with a red icon on the left and a green eye icon on the right. The first field is labeled 'Old Password' with a lock icon. The second field is labeled 'New Password' with a circular arrow icon. The third field is labeled 'Confirm Password' with a checkmark icon. Each field contains a series of black dots representing masked text. At the bottom of the form, there are two red buttons: '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**.
- **Activate/Deactivate Account:** Click to enable or disable the login account.
 - Deactivating an account means deleting the importer's account. Once the importer's account is deleted, the importer needs to register again to log into the application.
 - When the account is disabled, importers can only view information and not add or modify information in the application. After the account is disabled, the importer can enable it using the same menu.



The 'Manage Account' form has a blue header bar with the title 'Manage Account'. Below the header, there is a section titled 'Request CEIR ADMIN to'. Under this section, there are two radio button options. The first option is 'Deactivate' with the description 'Permanently delete the account, you will not login into the portal.' The second option is 'Disable' with the description 'All the action will be disabled, only view option will be available'. At the bottom of the form, there are two red buttons: '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:

- Consignments
- Stock
- Type Approved Requests
- Grievances

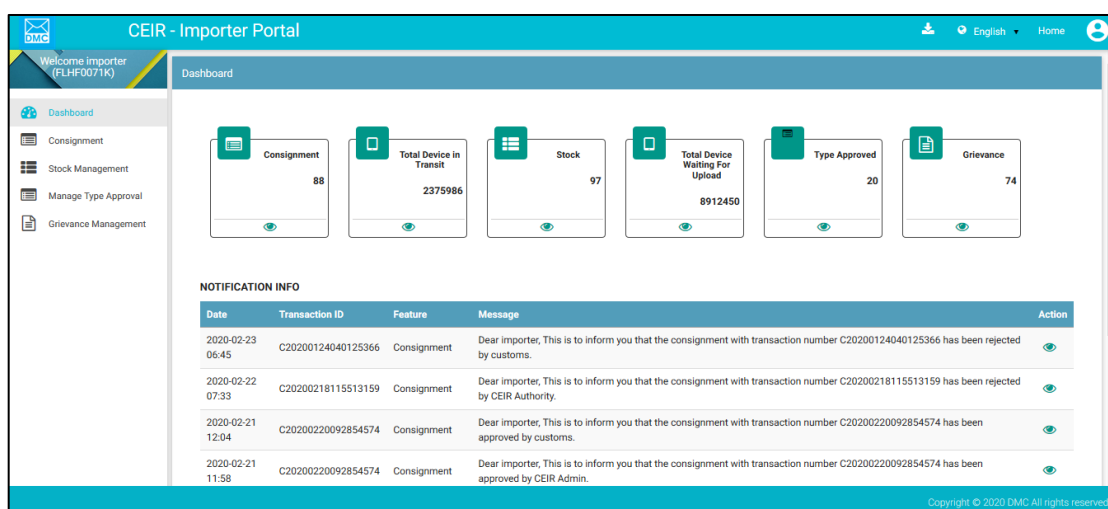
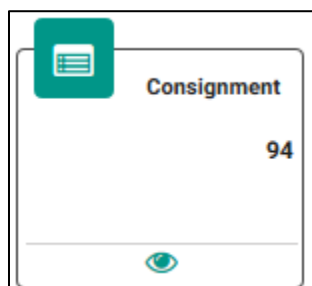



Figure 13: Home Page

Consignments

The **Consignment** box displays the total number of consignments waiting to be cleared by the customs.



Click  (**View**) to go to the **Consignment** dashboard. Refer to *Consignment Management* for more information.

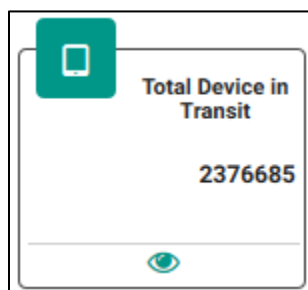


Creation On	Transaction ID	Supplier Name	Consignment Status	Tax Paid Status	Quantity	Action
2020-01-14 17:49	C20200114174910470	Glocks noida	Rejected By Customs	Tax Not Paid	123	
2020-01-28 13:57	C20200128135749403	nikolas	Approved	Tax Paid	44	
2020-02-10 13:57	C20200210135754251	newConsignment	Approved	Tax Paid	200	

Figure 14: Consignment

Total Devices in Transit

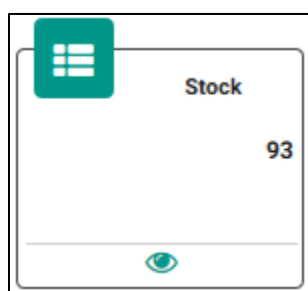
This box displays the total number of devices (in the consignments) waiting to be cleared by the customs.



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

Stock

The stock box displays the total number stock entries pending for upload.



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

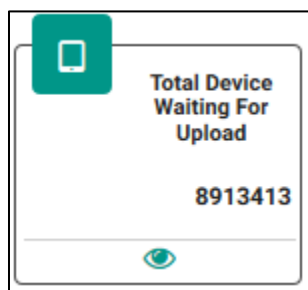


Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-20 11:34	S20200220113427559	Stock (17) (5).csv	New	1	[Info] [Download] [View] [Edit] [Delete]
2020-02-20 10:26	S20200220102658533	Blockunblock.csv	New	34	[Info] [Download] [View] [Edit] [Delete]

Figure 15: Stock Management

Total Devices Waiting for Upload

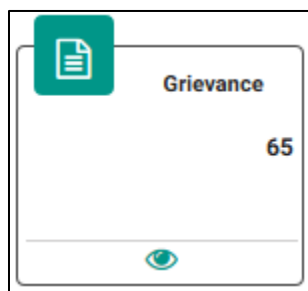
The box displays the total number of devices (in stock) pending for upload.



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.

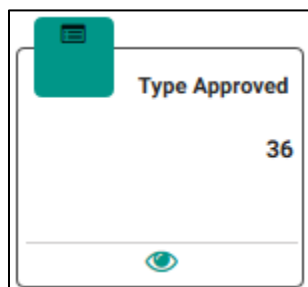


Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action
2020-02-21 05:04	2020-02-21 05:05	C20200109123320434	G20200221050459066	Pending With Admin	
2020-02-20 17:27	2020-02-20 17:27	C20200130152552046	G20200219132058537	New	
2020-02-20 14:04	2020-02-20 14:04	C20200130152552046	G20200219131158537	New	

Figure 16: Grievance Management

Type Approved

The box displays the total number of type approved requests that are pending for approval.



Click (**View**) to access the **Manage Type-Approved** dashboard. Refer to *Type Approval Management* for more information.

Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-02-20 04:26	Trade	Apple	T20200220042610336	i10	Algeria	12121212	New	
2020-02-19 13:11	Adish Ansari	Samsung	T20200219131102792	A80	India	87872828	New	

Figure 17: Manage Type-Approved



Notification Information

This section displays the ten most recent notifications.

CEIR - Importer Portal				
Welcome importer (FLHF0071K)				
NOTIFICATION INFO				
Date	Transaction ID	Feature	Message	Action
2020-02-20 16:38	C20200114174910470	Consignment	Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.	
2020-02-20 14:43	C20200128135749403	Consignment	Dear importer, This is to inform you that the consignment with transaction number C20200128135749403 has been approved by customs.	
2020-02-20 13:53	C20200210135754251	Consignment	Dear importer, This is to inform you that the consignment with transaction number C20200210135754251 has been approved by customs.	
2020-02-17 14:07	T20200217094149582	TYPE_APPROVE	Dear , This is to inform you that the Type Approval for Devices with transaction number has been approved by CEIRAdmin. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail.	
2020-02-17 11:38	FLHF0071K	Profile	Dear importer The account with user id FLHF0071K has been deactivated successfully. For details, please login to CEIR Portal.	

Figure 18: Home Page

Notifications are of two types.

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

Dear importer, The account has been enabled successfully. For details, please login to CEIR Portal.



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

Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.





The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the consignment or stock or grievance or type approval request for which the notification is sent. If the notification is related to the importer account, the login username is shown instead of any transaction ID.
- **Feature:** This is the name of the module for which the notification is sent. For example, if the notification is for a consignment, the module name **Consignment** is shown. If the notification is concerning a stock transaction, the module name **Stock Management** is shown. The module 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 importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.

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

Dear importer, The account has been enabled successfully. For details, please login to CEIR Portal.



Dear importer, This is to inform you that the consignment with transaction number C20200114174910470 has been rejected by customs.



2.4 Manage Consignments

Importers purchase consignments from suppliers. After a consignment is ordered, the importer must register the imported consignment in the application.

The flow of information in the consignment lifecycle is as follows:

1. After ordering a consignment from a supplier, the importer registers the consignment and supplier information in the system.
2. The system validates the information.
3. If the system rejects it, the information is available to importers for correction and the above flow is repeated.
4. On successful validation, the CEIR administrator reviews the information for completeness and accuracy.
5. If the CEIR administrator rejects it, the information is available to importers for correction and the above flow is repeated.
6. After it is approved by the CEIR administrator, it is shared with the customs for clearance.
7. If the customs reject the consignment, the information is available to importers for correction and the above flow is repeated.
8. After the physical consignment arrives at the customs premises, the importer goes to the customs office and pays the required tax. Customs clear the consignment and hands it over to the importer. The consignment is now ready for sale in the market.

To register consignments in the application:



1. Select the **Consignment** menu in the left panel of the application Home page.

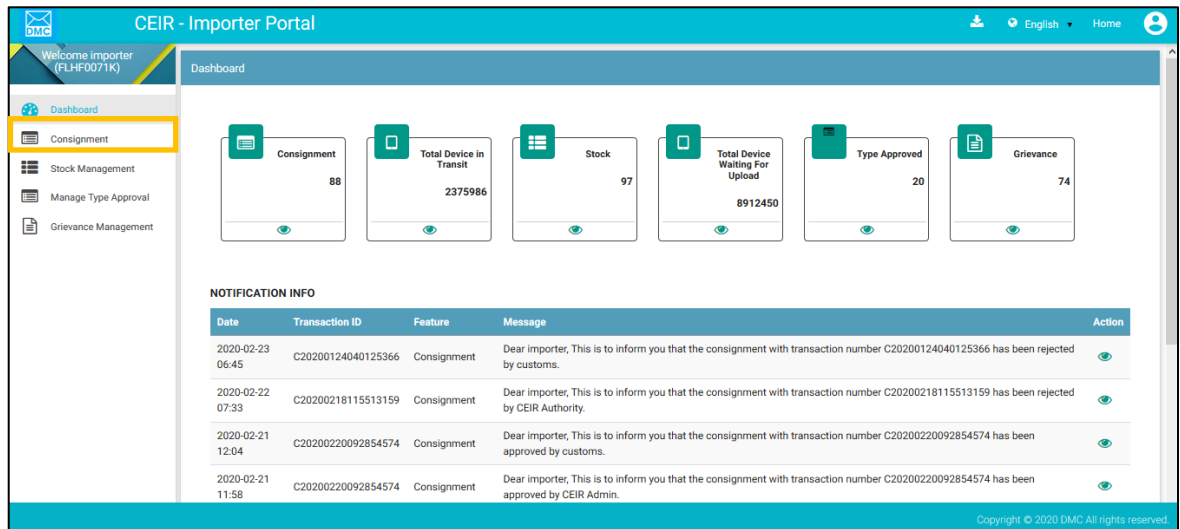


Figure 19: Home Page

The **Consignment** dashboard appears.

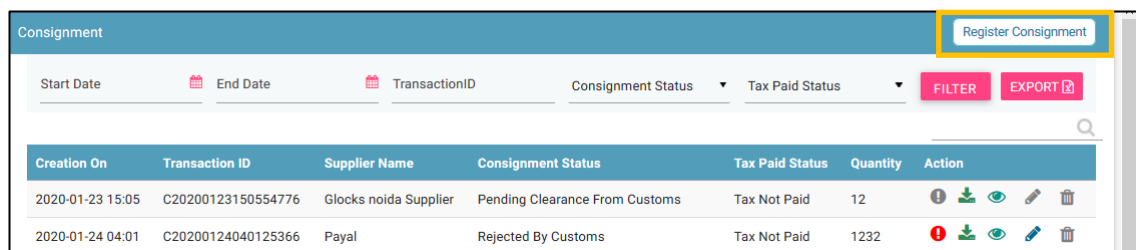


Figure 20: Consignment

1. Click **Register Consignment** seen on the top right corner of the page. The **Register Consignment** page appears.



Register Consignment

Supplier/Manufacturer ID	Supplier/Manufacturer Name *
S124	Manish Sharma
Consignment Number	Expected Dispatch Date *
142	2020-02-29
India	Expected Arrival Date *
	2020-03-04
Total Price	Quantity *
450	50
Expected Arrival Port *	Currency
Land	\$(US Dollar)
Upload Bulk Devices Information *	
SELECT FILE MobileIndia.csv	
Download Sample Format	
Required Field are marked with *	
SUBMIT CANCEL	

Figure 21: Register Consignment

2. Enter the following information:
 - a. **Supplier/Manufacturer ID:** Enter the supplier or manufacturer ID from whom the importer has purchased the consignment.
 - b. **Supplier/Manufacturer Name:** Enter the supplier name.
 - c. **Consignment Number:** Enter the consignment number.
 - d. **Expected Dispatch Date:** Select the date by when the consignment would be dispatched by the supplier. A calendar is shown. Select the date from the calendar.
 - e. **Device Origination Country:** Select the country from where the consignment is being sent. A list of countries is shown. Select the country from the list.
 - f. **Expected Arrival Date:** Select the date by when the consignment would reach the customs premises. A calendar is displayed. Select the date from the calendar.
 - g. **Quantity:** Enter the number of IMEIs/ESNs/MEIDs in the consignment.
 - h. **Total Price:** Enter the total price of the consignment.
 - i. **Currency:** Select the currency from the list. This field appears only when you enter **Total Price**.
 - j. **Expected Arrival Port:** Specify whether the consignment is being sent by air, land, or sea.



- k. **Upload Bulk Devices Information:** Enter the consignment details in a file. This is a **.csv** file with defined column names. You need to enter device information under each column.

- l. Download the file format. 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 or ESN or MEID.
 - o **Multiple SIM Status:** Whether the device supports multiple SIM slots.
 - 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 manufacturing date of the device (in the format, DDMMYYYY).
 - o **Device status:** Whether the device is new or used
- m. Enter the required information in each column for each item.

	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

- n. After entering all the information, save the file.
- o. Click **SELECT FILE** to upload the file to the application.

3. Click **SUBMIT**. A unique transaction ID is assigned to the uploaded consignment.





The uploaded consignment appears in the top row on the dashboard.

For each consignment uploaded, the dashboard displays the following information:




Column	Description
Creation Date	Date of registering the consignment in the system.
Transaction ID	This is an automatically generated ID that is assigned to the consignment when registered.
Supplier Name	This is the name of the supplier of the consignment.
Consignment Status	<p>The registered consignment goes through different status modes.</p> <ul style="list-style-type: none">• New: When a consignment is registered, its status is New.• Processing: The consignment is processed by the application and validated.• 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.• Pending Approval from CEIR Authority: After the consignment is validated by the system internally, the consignment is available for review by the CEIR administrator.• 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.• Pending Clearance from Customs: After the consignment is approved by the CEIR administrator, the consignment is available for clearance by the customs.• Approved: When the customs clear the consignment, the status changes to Approved.



Column	Description
	<ul style="list-style-type: none">Rejected by Customs: When the customs do not clear the consignment, the status changes to Rejected. The importer can view the file and fix the errors in the consignment.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 New or Rejected by System.Withdrawn by CEIR: The CEIR administrator can withdraw the consignment.
Tax Paid Status	Indicates whether tax has been paid or not. The status changes to Tax Paid when the customs clear the consignment.
Quantity	This is the number of IMEI's or MEID's or ESN's in the consignment.
Action	<p>This displays different actions that can be performed on the consignment.</p> <ul style="list-style-type: none">Error : This is seen when there is an error file generated because of invalid consignment information entered in the application. Click on it to download the error file.Download : This is used to take a dump of the consignment file that is uploaded to the system.View : This is used to view the consignment.Edit : This is used to modify the consignment.




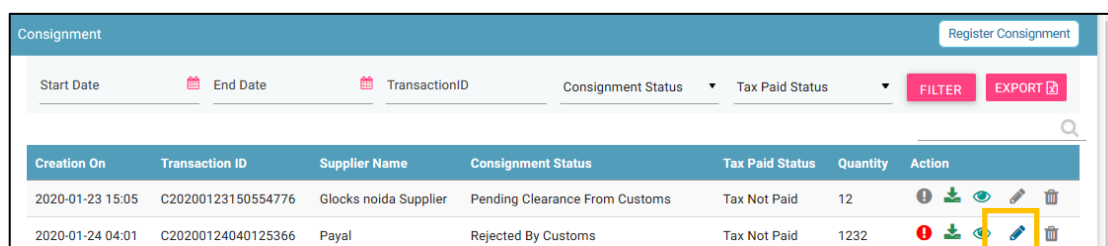
Column	Description
	<ul style="list-style-type: none">Delete : This is used to delete the consignment.

2.5 Edit Consignments

Importers can modify the uploaded consignment. This is done when there is an error reported in the consignment.

To modify a consignment:

1. Click **Edit**  against the consignment to modified.











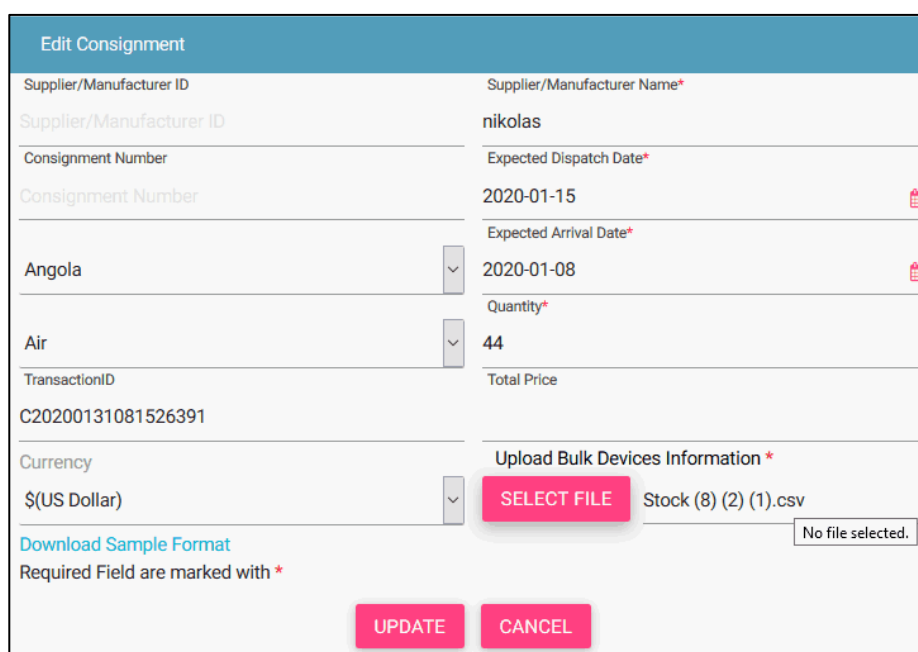
Consignment						
Start Date	End Date	TransactionID	Consignment Status	Tax Paid Status	FILTER	EXPORT
Creation On	Transaction ID	Supplier Name	Consignment Status	Tax Paid Status	Quantity	Action
2020-01-23 15:05	C20200123150554776	Glocks noida Supplier	Pending Clearance From Customs	Tax Not Paid	12	   
2020-01-24 04:01	C20200124040125366	Payal	Rejected By Customs	Tax Not Paid	1232	   

Figure 22: Consignment

The **Edit Consignment** page appears.




Edit Consignment	
Supplier/Manufacturer ID	Supplier/Manufacturer Name*
Supplier/Manufacturer ID	nikolas
Consignment Number	Expected Dispatch Date*
Consignment Number	2020-01-15
Angola	Expected Arrival Date*
Air	2020-01-08
TransactionID	Quantity*
C20200131081526391	44
Currency	Total Price
\$(US Dollar)	
Download Sample Format	Upload Bulk Devices Information *
Required Field are marked with *	 Stock (8) (2) (1).csv
	No file selected.
UPDATE	CANCEL

Figure 23: Edit Consignment



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

The status of the consignment changes to **New** and is submitted for reprocessing.

2.6 Filter Consignments

Importers can view specific consignments after selecting the required filters. For example, importers can view consignments that are pending clearance by customs or consignments that have been rejected by the CEIR authority.

To view specific consignments based on filters:

Creation On	Transaction ID	Supplier Name	Consignment Status	Tax Paid Status	Quantity	Action
2020-01-14 17:49	C20200114174910470	Glocks noida	Rejected By Customs	Tax Not Paid	123	[Icons]
2020-01-28 13:57	C20200128135749403	nikolas	Approved	Tax Paid	44	[Icons]
2020-02-10 13:57	C20200210135754251	newConsignment	Approved	Tax Paid	200	[Icons]

Figure 24: Consignment

1. Enter data in one or more of the listed fields:
 - **Start Date** and **End Date**: This refers to the registering date of consignments in the system.
 - **Transaction ID**: Each consignment is assigned a unique transaction ID. Importers can view a specific consignment by entering its transaction ID.
 - **Consignment Status**: This refers to the status of the consignment such as New, Processing, and other status modes.
 - **Tax Paid**: This indicates whether tax is paid for the consignment. Importers can view selective consignments.
2. Click **FILTER**.



The consignments that match the filter values are shown in the dashboard.

Consignment Register Consignment

Start Date End Date TransactionID Approved Tax Not Paid FILTER Export

Creation Date	Transaction ID	Supplier Name	Consignment Status	Tax Paid Status	Quantity	Action
2020-01-23 15:05	C20200123150554776	Glocks noida Supplier	Approved	Tax Not Paid	12	
2020-01-24 04:01	C20200124040125366	Payal	Approved	Tax Not Paid	1232	
2020-01-23 09:31	C20200123093129407	bailliwick	Approved	Tax Not Paid	1	
2020-01-21 14:24	C20200121142445617	sharad	Approved	Tax Not Paid	12	
2020-01-21 13:29	C20200121132942979	Glocks noida	Approved	Tax Not Paid	441	

Showing 1 to 5 of 5 entries Previous 1 Next

Figure 25: Consignment

2.7 Export Consignments

Importers can download all the uploaded consignments in a **.csv** file. This is done using an export utility.

To export the uploaded consignments:

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

Consignment Register Consignment

Start Date End Date TransactionID Consignment Status Tax Paid Status FILTER EXPORT

Creation On	Transaction ID	Supplier Name	Consignment Status	Tax Paid Status	Quantity	Action
2020-01-23 15:05	C20200123150554776	Glocks noida Supplier	Pending Clearance From Customs	Tax Not Paid	12	
2020-01-24 04:01	C20200124040125366	Payal	Rejected By Customs	Tax Not Paid	1232	

Figure 26: Consignment



The following page appears.

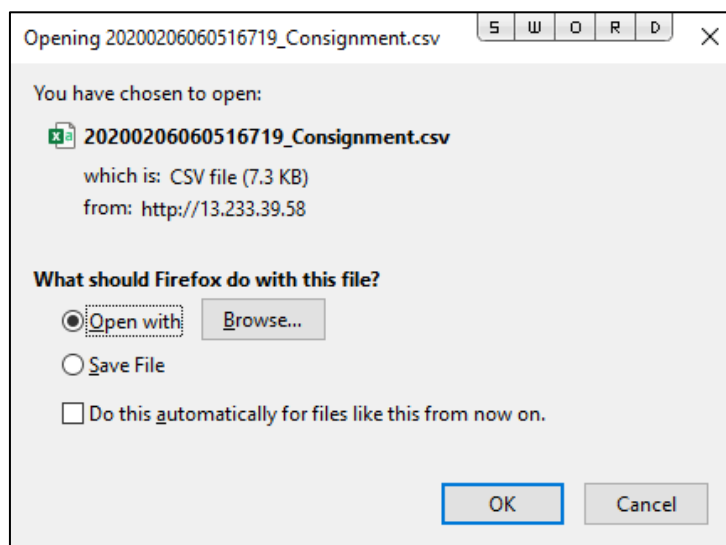


Figure 27: Open or Save Exported Consignment File

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

	A	B	C	D	E	F	G	H
1	Txn Id	Status	Supplier Name	Tax Status	File Name	Quantity	Create On	Modified On
2	C20200213061029226	Pending Clearance From Customs	Pankaj	Tax Not Paid	20200119112201_Consignments.csv	12	13-02-2020 06:10	15-02-2020 13:11
3	C20200212152812236	Rejected By System	Payal	Tax Not Paid	2020-01-27_10_35_14_Stock.csv	12	12-02-2020 15:28	12-02-2020 15:30
4	C20200212073459478	New	Adeshwar	Tax Not Paid	2020-01-27_11_15_34_Stock.csv	10	12-02-2020 07:35	12-02-2020 07:35
5	C20200205150149036	Approved	Faisal	Tax Paid	Stock (1).csv	39	05-02-2020 15:01	07-02-2020 07:22
6	C20200130152517124	Rejected By Customs	Kamal	Tax Not Paid	2020-01-28_12_48_27_Stock.csv	100	30-01-2020 15:25	31-01-2020 17:15
7	C20200130152446182	Pending Approval From CEIR Authority	Daljeet	Tax Not Paid	2020-01-27_10_35_28_Stock.csv	120	30-01-2020 15:24	31-01-2020 16:51
8	C20200130152215920	Withdrawn by CEIR	Raghav	Tax Not Paid	TestSheet-21Jan.xls	10	30-01-2020 15:22	31-01-2020 16:51

Figure 28: Exported Consignments

Filtered data can also be exported. To do this, filter specific data by defining specific filter values. Refer to *Filter Consignments* for information and then use the export feature to export the filtered data.

2.8 Stock Management

After the importer pays tax for the consignment, stock is made available for sale in the market. To make stock available for sale, stock is uploaded to the system. Only distributors and retailers can upload stock.

There are exceptions to the rule. There are two situations when importers can also upload stock.

- When the importer is also a distributor and/or retailer.



- When the importer starts using the application and has old some stock that needs to be sold off, a grace period is given to the importer to upload stock. After the grace period is over, the stock upload option is no longer available to the importer. The importer can only view the uploaded stock.

To upload stock:

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

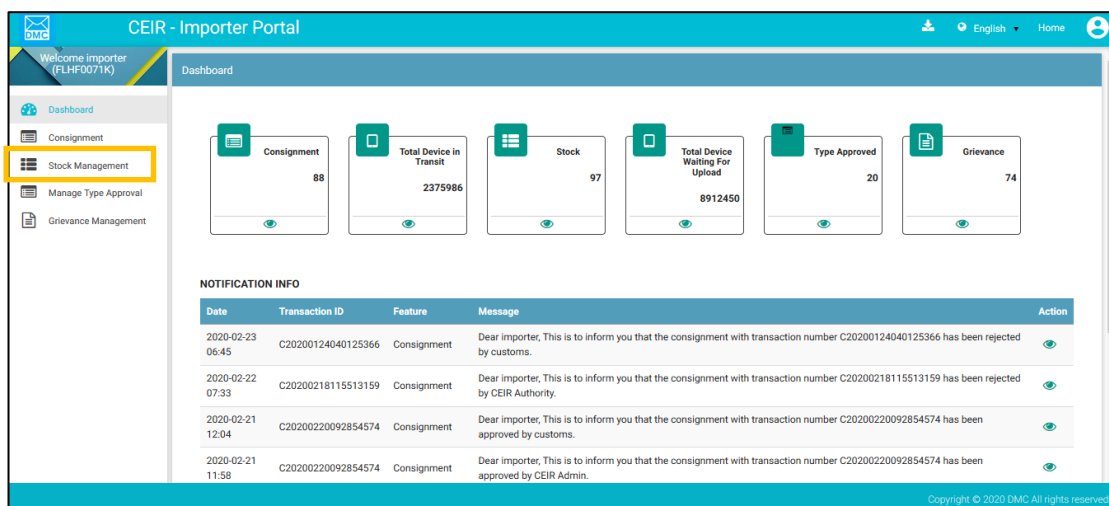


Figure 29: Home Page

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

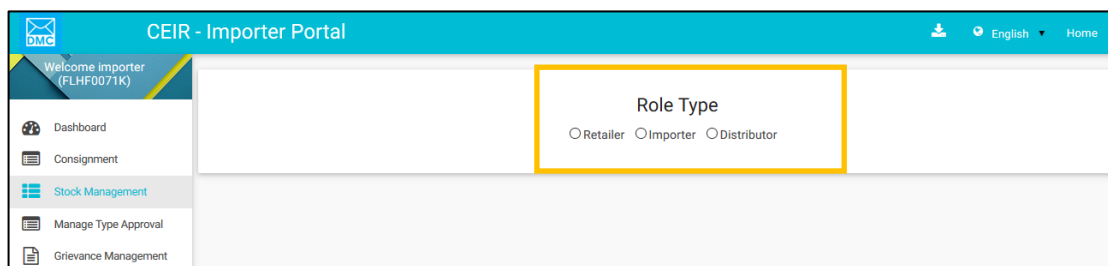


Figure 30: Role Type

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



Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-23 09:14	S20200223091408519	Stock (18).csv	New	1	
2020-02-22 08:54	S20200222085445555	Stock (17) (6).csv	New	12	
2020-02-22 08:53	S20200222085358349	Stock (18).csv	New	44	

Figure 31: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

Supplier ID: 1
Supplier Name*: Sharma
Quantity*: 200
Invoice Number:
Upload Bulk Stock*:
SELECT FILE Stock.csv
Download Sample Format
Required Field are marked with *

SUBMIT CANCEL

Figure 32: Upload Stock

4. Enter the following information:

- Supplier ID:** Enter the supplier of stock.
- Supplier Name:** Enter the supplier name.
- Quantity:** Enter the total quantity of IMEI/ESNs or MEIDs or ESNs.
- Invoice:** Enter the invoice number.
- 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.
- Click **Download Sample Format**.

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

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) or ESN (Electronic Serial Number) or MEID (/Mobile equipment identifier)
 - **Multiple SIM Status:** Whether the device supports multiple SIMS.
 - **S/N of Device:** Device serial number
 - **IMEI/ESN/MEID:** Value of IMEI or ESN or MEID
 - **Device launch date:** Launch date or manufacture date of the device (in the format, DDMMYYYY).
 - **Device status:** Whether the device is new or 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.

Stock Management Retailer						Upload Stock
Start Date	End Date	TransactionID	Stock Status	FILTER	EXPORT	
Date	Transaction ID	File Name	Stock Status	Quantity	Action	
2020-02-24 05:11	S20200224051142774	Stock.csv	New	200		






Figure 33: 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.• Error: If the file has errors, the status changes to Error and an error file is generated. The file can be downloaded to check errors. The user can fix the errors and resubmit the request.• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator.• Approved by CEIR Admin• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.• Withdrawn by User: The user can withdraw stock if there is any problem.• Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock.




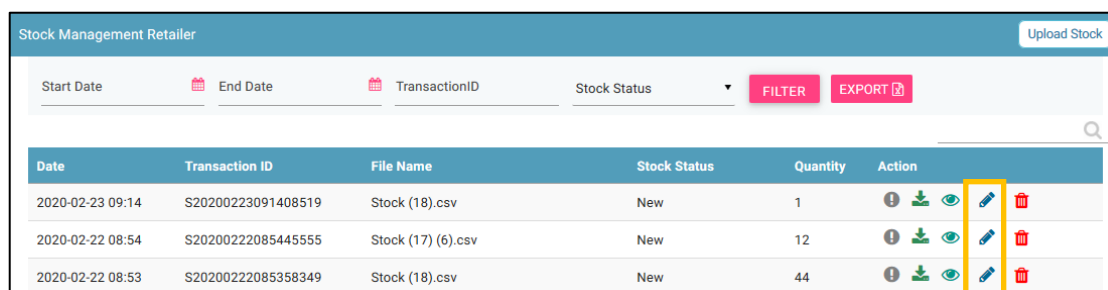
Column	Description
Quantity	This is the number of IMEIs or MEIDs or ESNs in the stock.
Action	<p>This displays different actions that can be performed on the stock.</p> <ul style="list-style-type: none">• Error : This is seen when there is an error file generated because of invalid information. Click 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.

2.9 Edit Stock

Importers can modify the uploaded stock.

To edit stock:

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


















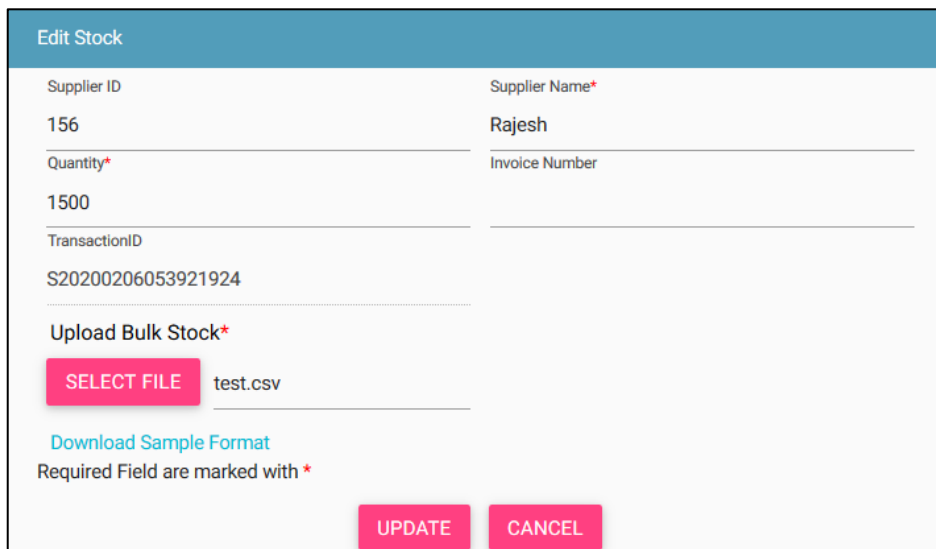
Stock Management Retailer						Upload Stock
Start Date	End Date	TransactionID	Stock Status	FILTER EXPORT		
Date	Transaction ID	File Name	Stock Status	Quantity	Action	
2020-02-23 09:14	S20200223091408519	Stock (18).csv	New	1	    	
2020-02-22 08:54	S20200222085445555	Stock (17) (6).csv	New	12	    	
2020-02-22 08:53	S20200222085358349	Stock (18).csv	New	44	    	

Figure 34: 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 *

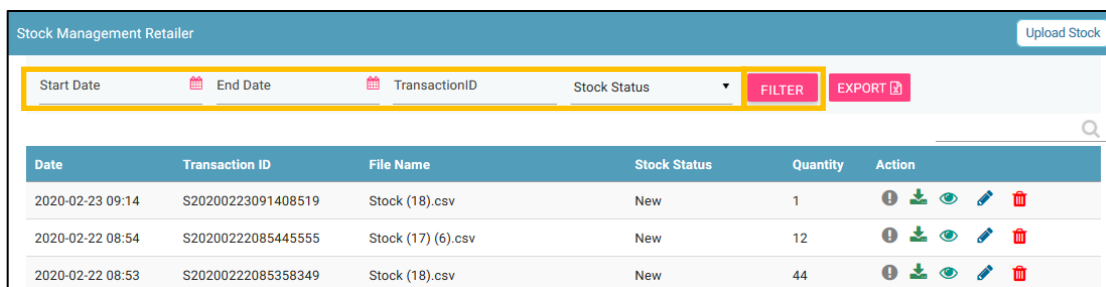
Figure 35: Edit Stock

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

2.10 Filter Stock

Importers can view selective stock by defining specific values in the listed fields. For example, importers 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 Retailer						<input type="button" value="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	
2020-02-23 09:14	S20200223091408519	Stock (18).csv	New	1	<input type="button" value="Info"/> <input type="button" value="Download"/> <input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	
2020-02-22 08:54	S20200222085445555	Stock (17) (6).csv	New	12	<input type="button" value="Info"/> <input type="button" value="Download"/> <input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	
2020-02-22 08:53	S20200222085358349	Stock (18).csv	New	44	<input type="button" value="Info"/> <input type="button" value="Download"/> <input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	

Figure 36: Stock Management

1. 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. Importers can view specific stock by entering its stock transaction ID.
- **Stock Status:** This refers to the status of the stock such as New, Processing, Error, etc. Select the status of the stock to be displayed.

2. Click **FILTER**.

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

The screenshot shows the 'Stock Management Retailer' 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 'Processing'. There are 'FILTER' and 'EXPORT' buttons. The main table has columns: Date, Transaction ID, File Name, Stock Status, Quantity, and Action. The table contains six rows of data, all with a 'Processing' status.

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: Info, Download, View, Edit, Delete]
2020-02-17 09:30	S20200217093001720	Consignment (2).csv	Processing	122	[Icons: Info, Download, View, Edit, Delete]
2020-02-18 13:28	S20200218132847545	Stock (17).csv	Processing	12	[Icons: Info, Download, View, Edit, Delete]
2020-02-20 10:25	S20200220102549962	Blockunblock.csv	Processing	12	[Icons: Info, Download, View, Edit, Delete]
2020-02-20 11:34	S20200220113427559	Stock (17) (5).csv	Processing	1	[Icons: Info, Download, View, Edit, Delete]
2020-02-21 08:22	S20200221082254704	Stock (17) (1) (1).csv	Processing	1	[Icons: Info, Download, View, Edit, Delete]

Figure 37: Stock Management

2.11 Export Stock

Importers 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).

The screenshot shows the 'Stock Management Retailer' interface. The 'Export' button is highlighted with a yellow box. The table below shows stock transactions with a 'New' status.

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-23 09:14	S20200223091408519	Stock (18).csv	New	1	[Icons: Info, Download, View, Edit, Delete]
2020-02-22 08:54	S20200222085445555	Stock (17) (6).csv	New	12	[Icons: Info, Download, View, Edit, Delete]
2020-02-22 08:53	S20200222085358349	Stock (18).csv	New	44	[Icons: Info, Download, View, Edit, Delete]

Figure 38: Stock Management



The following page appears.

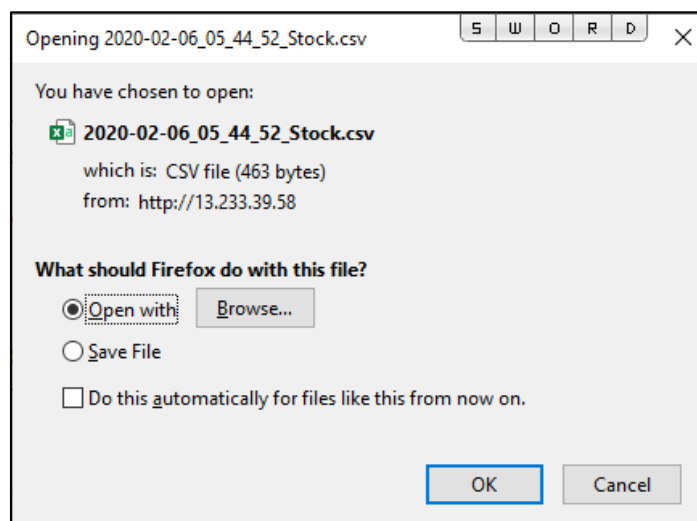


Figure 39: Open or Save Exported Stock File

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 40: 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.

2.12 Grievance Management

Importers 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 consignment upload.

When an importer 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 importer portal, and the importer's registered mail ID.



- 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 importer for a specified period.

To raise a grievance

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

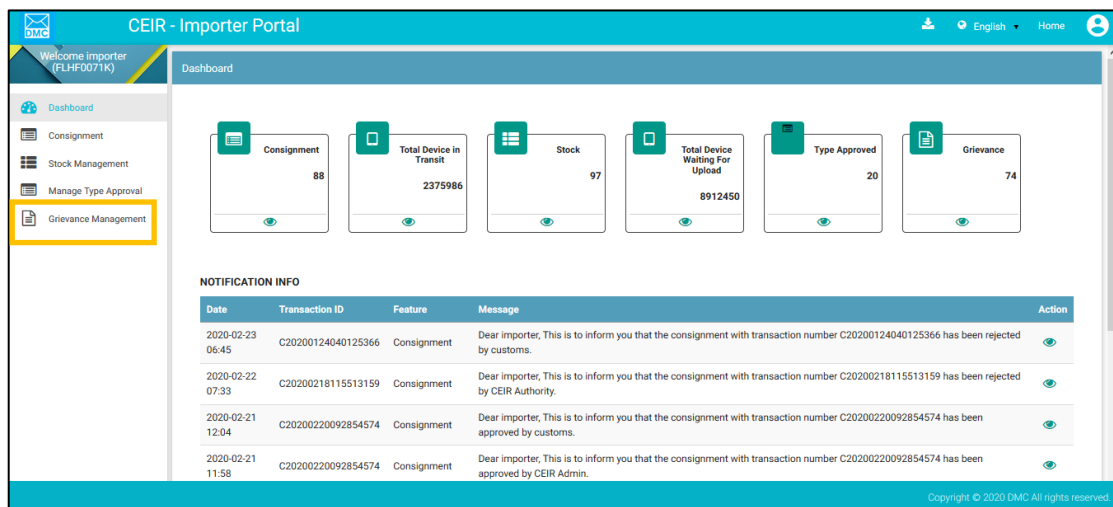


Figure 41: Home Page

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

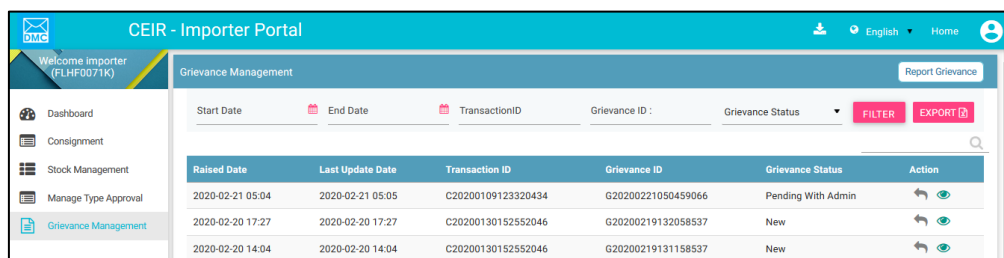
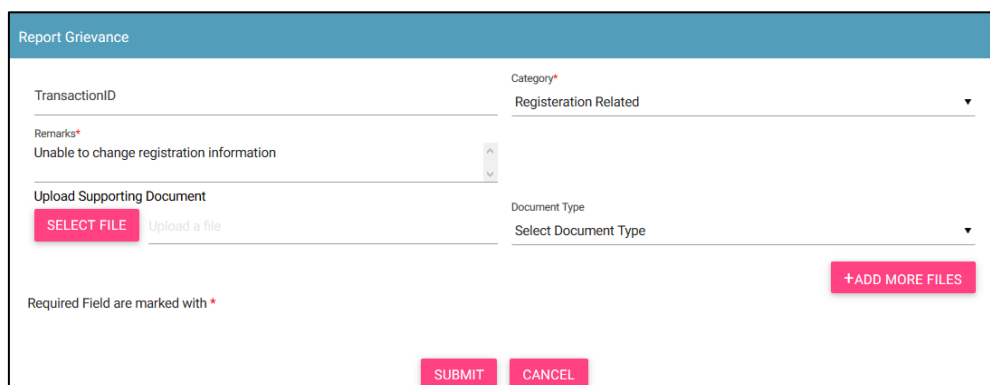


Figure 42: Grievance Management

The **Report Grievance** page appears.



The screenshot shows the 'Report Grievance' form. It has a blue header bar with the text 'Report Grievance'. Below the header, there are several input fields: 'TransactionID', 'Remarks*' (with a text area containing 'Unable to change registration information'), 'Upload Supporting Document' (with a 'SELECT FILE' button and an 'Upload a file' link), 'Category*' (a dropdown menu showing 'Registration Related'), and 'Document Type' (a dropdown menu showing 'Select Document Type'). There is a '+ADD MORE FILES' button on the right. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. A note at the bottom left states 'Required Field are marked with *'.

Figure 43: Report Grievance

3. Enter the following information:

- a. **Transaction ID:** Enter the transaction ID of the consignment if the grievance is related to a consignment or the transaction ID of the stock if the grievance is related to stock.
- b. **Category:** Select the category of the grievance. The options are:
 - Report Related: Unable to generate a report.
 - Consignment Related: Problem with registering consignment etc.
 - 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.

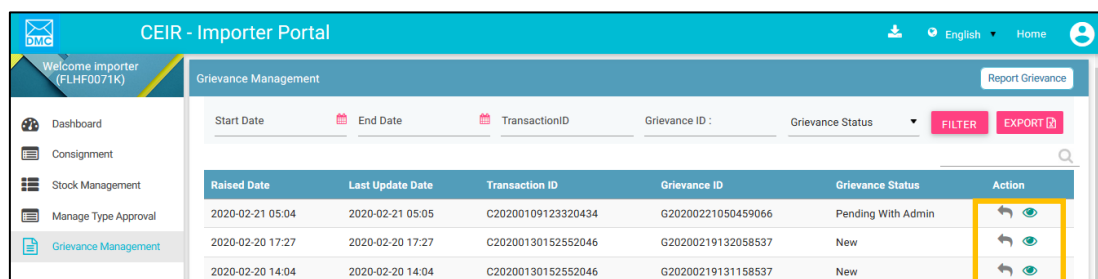




Figure 44: Grievance Management

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 or consignment for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	<p>The uploaded grievance goes through different status modes.</p> <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 importer.



Column	Description
	<ul style="list-style-type: none">• 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 importer. The exchange of responses is done until the grievance is closed.• View : This is used to view the grievance response history. The importer can see all the responses exchanged for any grievance.

2.13 Filter Grievances

The importer can view selective grievances depending on specific filter values. For example, the importer 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:

The screenshot shows the 'Grievance Management' interface. At the top, there is a 'Report Grievance' button. Below it, a filter bar contains fields for 'Start Date', 'End Date', 'TransactionID', 'Grievance ID', and 'Pending With Admin'. A 'FILTER' button is highlighted with a yellow box. To the right of the filter bar is an 'EXPORT' button. Below the filter bar is a table with the following columns: 'Raised Date', 'Last Update Date', 'Transaction ID', 'Grievance ID', 'Grievance Status', and 'Action'. The table contains 10 rows of data.

Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action
2020-02-25 05:33	2020-02-25 05:33		G20200225053336932	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 45: 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 or consignment.
 - **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					
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 46: Filtered Grievances

2.14 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).

CEIR - Importer Portal		Grievance Management			
Welcome importer (FLHF0071K)		Start Date	End Date	TransactionID	Grievance ID :
					Grievance Status
					FILTER EXPORT
Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action
2020-02-21 05:04	2020-02-21 05:05	C20200109123320434	G20200221050459066	Pending With Admin	
2020-02-20 17:27	2020-02-20 17:27	C20200130152552046	G20200219132058537	New	
2020-02-20 14:04	2020-02-20 14:04	C20200130152552046	G20200219131158537	New	

Figure 47: Grievance Management



The following page appears.

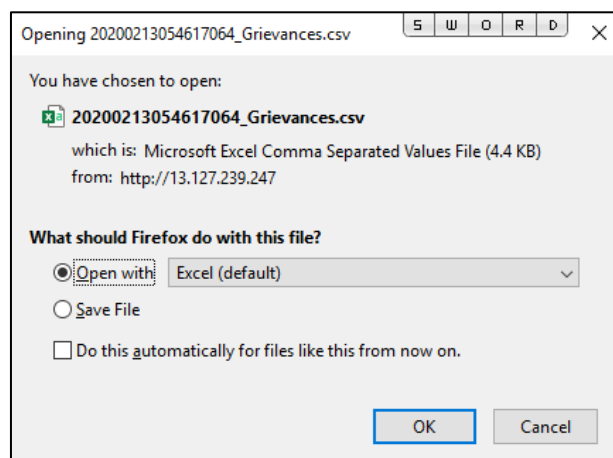


Figure 48: Open or Save Exported Grievance File

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 49: Exported Grievances

Instead of exporting all the grievances, importers 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.

2.15 Type Approval Management

Importers get a TAC (Type Allocation Code) approval certificate from the supplier when purchasing a consignment. The TAC approval certificate is required for each unique TAC series.



TAC refers to the first eight digits of the device IMEI.

Consider a situation in which an importer is purchasing a consignment that has Apple mobile devices: i10 and i9. There would be two TAC approval certificates required, one for the i10s and the other for i9s.



The TAC approval certificate is required for clearance at customs. Therefore, it is mandatory for the importers to upload the certificates before the consignment reaches the customs premises.

The type approval request goes through the following review stages:

- Importer uploads the request details.
- The request is processed and made available to the CEIR administrator.
- The CEIR administrator may approve or reject the request.
- If rejected, the importer can withdraw the request. The entire cycle is then repeated until it is approved.
- When approved, a notification is sent to the customs.

To upload type approved device details:

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

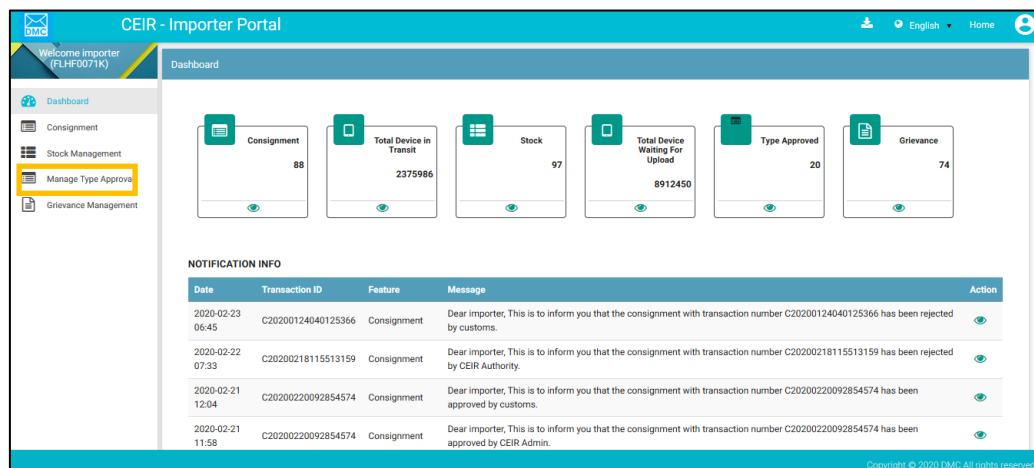


Figure 50: Home Page



The **Manage Type - Approved** dashboard appears.

Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action
2020-02-25 13:44	sharad yadav	Apple	T20200225134436988	i7	India	33333331	New	
2020-02-25 13:42	sharad yadav	Samsung	T20200225134240927	A80	India	21312312	New	
2020-02-25 13:28	sads	Apple	T20200225132823092	iPhone 11 (A2221)	Algeria	21312312	New	
2020-02-25 08:09	TTT	Apple	T20200225080901755	i10	American Samoa	09809989	Withdrawn By User	
2020-02-25 08:08	ddd	Samsung	T20200225080813863	A80	Albania	34343434	New	
2020-02-25 07:18	Xolo	Samsung	T20200225071808989	A80	Anguilla	32432432	New	
2020-02-25 07:16	ccc	Samsung	T20200225071624623	A80	Algeria	12332313	Withdrawn By User	
2020-02-25 07:04	TRADELKJ	Apple	T20200225070401087	iPhone 11 (A2221)	Anguilla	09809809	Withdrawn By User	
2020-02-25 07:02	TradeTuesd	Samsung	T20200225070254994	A80	Algeria	09090090	Rejected By System	
2020-02-25 06:59	Tuesday	Samsung	T20200225065928452	A80	Aruba	45532432	Rejected By System	

Figure 51: Manage Type-Approved

- Click **Report Type-Approved Devices** (seen on the top right corner of the page). The **Type-Approved Devices** page appears.

Type-Approved Devices

Trademark *
ZA

Model Number *
A80

Frequency Range *
1000

Document Type
Select Document Type

Product Name *
Samsung

Country *
Algeria

TAC *
12367889

Upload Supporting Document
SELECT FILE Upload one or more files

+ ADD MORE FILES

Required Field are marked with *

SUBMIT CANCEL

Figure 52: Type-Approved Devices

- Enter the following information:
 - Trademark:** Enter the trademark of the product.
 - Product Name:** Select the product company from the list.
 - Model Number:** Enter the model number of the product.
 - Country:** Select the country from where the device is imported.
 - Frequency Range:** Enter the frequency range supported by the device.



- f. **TAC:** Enter the code of the device.
 - g. **Document Type:** Select the type of document being uploaded. Importers are required to upload three documents:
 - **Technical Specifications:** This document has all the technical specifications of the device.
 - **Performance Report:** This document has the performance details of the device.
 - **TAC Approval Certificate:** This is the approval certificate issued by the supplier.
 - h. **Upload Supporting Document:** Click **Select File** to upload the document.
 - i. Click **+Add More Files** to upload more documents. This adds another set of **Document Type** and **Upload Supporting Document**.
4. Click **Submit**.

The type approval request is added, and a transaction ID is assigned to it.

The details appear on top of the **Manage Type- approved** page.




Manage Type-Approved								Report Type-Approved Devices	
Start Date	End Date	TransactionID	TAC	Status				FILTER	EXPORT
Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action	
2020-02-25 16:29	ZA	Samsung	T20200225162933100	A80	Algeria	12367889	New		
2020-02-25 13:44	sharad yadav	Apple	T20200225134436988	i7	India	33333331	New		
2020-02-25 13:42	sharad yadav	Samsung	T20200225134240927	A80	India	21312312	New		

Figure 53: Manage Type-Approved

The following columns are seen on the page.

Column	Description
Creation On	Date of adding type approval request.
Trademark	Trademark name
Product Name	Name of the device



Column	Description
Transaction ID	Transaction ID assigned to the request.
Model Number	Model number of the device.
Country	Country from where the device has been imported.
TAC	Type allocation code of the device.
Status	<ul style="list-style-type: none">• New: This is the status assigned to the type approval request.• Processing: The request is processed internally.• Pending Approval from CEIR Authority: After the processing is done, the type approval request sent for approval to the CEIR administrator.• Approved: The CEIR administrator approves the request.• Rejected: The CEIR administrator rejects the request.• Withdrawn by User: The importer can withdraw the type approval request.
Action	<p>This displays different actions that can be performed on the type approval request.</p> <ul style="list-style-type: none">• View : This is used to view the type approval request.• Edit : This is used to change the type approval request.• Delete : This is used to delete the type approval request.

2.16 Edit Type Approved Devices

Importers can modify the type approval request details.

To modify type approval request:

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

Manage Type-Approved								Report Type-Approved Devices	
Start Date	End Date	TransactionID	TAC	Status				FILTER	EXPORT
Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action	
2020-02-25 16:29	ZA	Samsung	T20200225162933100	A80	Algeria	12367889	New		
2020-02-25 13:44	sharad yadav	Apple	T20200225134436988	i7	India	33333331	New		
2020-02-25 13:42	sharad yadav	Samsung	T20200225134240927	A80	India	21312312	New		

Figure 54: Manage Type-Approved

The **Update Report Type-Approve Devices** page appears.

Update Report Type-Approve Devices	
Trademark * ZA	Product Name * Samsung
Model Number * A80	Country * Algeria
Frequency * 1000	TAC * 12367889
Document Type Technical Specification	Upload Supporting Document SELECT FILE Upload one or more files
Required Field are marked with *	
UPDATE CANCEL + ADD MORE FILES	

Figure 55: Update Report Type-Approve Devices

- Make the required changes.
- Click **UPDATE**.



2.17 Filter Type Approved Devices

Importers can view specific type approval requests after defining specific values in the listed fields. For example, the importer can view a device of a given TAC or a record if its transaction ID is known.

To view specific type approval requests:

Manage Type-Approved								Report Type-Approved Devices	
Start Date	End Date	TransactionID	TAC	Withdrawn By User		FILTER		EXPORT	
Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action	
2020-02-25 16:29	ZA	Samsung	T20200225162933100	A80	Algeria	12367889	New		
2020-02-25 13:44	sharad yadav	Apple	T20200225134436988	i7	India	33333331	New		
2020-02-25 13:42	sharad yadav	Samsung	T20200225134240927	A80	India	21312312	New		
2020-02-25 13:28	sads	Apple	T20200225132823092	iPhone 11 (A2221)	Algeria	21312312	New		
2020-02-25 08:09	TTT	Apple	T20200225080901755	i10	American Samoa	09809989	Withdrawn By User		
2020-02-25 08:08	ddd	Samsung	T20200225080813863	A80	Albania	34343434	New		
2020-02-25 07:18	Xolo	Samsung	T20200225071808989	A80	Anguilla	32432432	New		

Figure 56: Filter Type Approval Requests

3. Enter the required value in one or more of the listed fields:
 - **Start Date and End Date:** This refers to the period of adding type requests in the system.
 - **Transaction ID:** Each type approval request is assigned a unique transaction ID.
 - **TAC:** This is the TAC assigned to the device.
4. Click **FILTER**.

The type approval requests that match the specified values are shown in the dashboard.



Manage Type-Approved								Report Type-Approved Devices	
Start Date	End Date	TransactionID	TAC	Withdrawn By User		FILTER		EXPORT	
Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action	
2020-02-25 08:09	TTT	Apple	T20200225080901755	i10	American Samoa	09809989	Withdrawn By User		
2020-02-25 07:16	ccc	Samsung	T20200225071624623	A80	Algeria	12332313	Withdrawn By User		
2020-02-25 07:04	TRADELKJ	Apple	T20200225070401087	iPhone 11 (A2221)	Anguilla	09809809	Withdrawn By User		
2020-02-24 08:02	Motorola	Samsung	T20200224080218992	A80	Czech Republic	65656565	Withdrawn By User		
2020-02-24 07:58	Apple	Apple	T20200224075811899	i7	Germany	88888888	Withdrawn By User		
Showing 1 To 5 Of 5 Entries								Previous	Next

Figure 57: Filtered Type Approval Requests

2.18 Export Type Approved Devices

All the uploaded type approval requests can be downloaded in a **.csv** file. This is done using an export utility.

To export the type approval requests:

1. Click **Export** (seen on the top right corner of the **Manage Type-Approved** page).

Manage Type-Approved								Report Type-Approved Devices	
Start Date	End Date	TransactionID	TAC	Status		FILTER		EXPORT	
Creation On	Trademark	Product Name	Transaction ID	Model Number	Country	TAC	Status	Action	
2020-02-25 16:29	ZA	Samsung	T20200225162933100	A80	Algeria	12367889	New		
2020-02-25 13:44	sharad yadav	Apple	T20200225134436988	i7	India	33333331	New		
2020-02-25 13:42	sharad yadav	Samsung	T20200225134240927	A80	India	21312312	New		

Figure 58: Export Type Approval Requests



The following page appears.

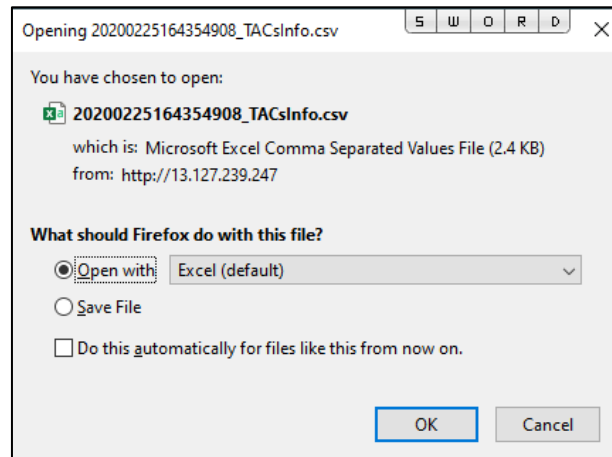


Figure 59: Open or Save Exported File

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 60: Exported Type Approval Requests

Users can export filtered data as well. To do this, filter the type approval requests and then export the filtered data. Refer to *Filter Type Approved Devices* for information and then export the filtered data.