



Central Equipment Identity Register Importer

Importer User Manual v 1.0



Document Change History

| Version | Change Type | Description | Date |
|---------|-------------|-------------------------------|---------------|
| Draft | | Submitted for internal review | February 2020 |



Contents

| | | |
|----------|------------------------------------|----------|
| 1 | Overview..... | 1 |
| 1.1 | Scope | 1 |
| 1.2 | Acronyms & Abbreviations..... | 1 |
| 1.3 | Conventions..... | 1 |
| 2 | Importer Operations..... | 2 |
| 2.1 | Application Overview..... | 2 |
| 2.2 | Logging into the Application | 3 |
| 2.3 | Application User Interface..... | 10 |
| 2.3.1 | Dashboard..... | 12 |
| 2.4 | Manage Consignments..... | 17 |
| 2.5 | Edit Consignments | 23 |
| 2.6 | Filter Consignments | 24 |
| 2.7 | Export Consignments | 25 |
| 2.8 | Stock Management | 27 |
| 2.9 | Edit Stock | 31 |
| 2.10 | Filter Stock..... | 32 |
| 2.11 | Export Stock | 34 |
| 2.12 | Grievance Management | 35 |
| 2.13 | Filter Grievances | 38 |
| 2.14 | Export Grievances..... | 40 |
| 2.15 | Type Approval Management | 41 |
| 2.16 | Edit Type Approved Devices | 46 |
| 2.17 | Filter Type Approved Devices | 47 |
| 2.18 | Export Type Approved Devices | 49 |



Figures

| | |
|---|----|
| Figure 1: CEIR Home Page | 3 |
| Figure 2: Importer Registration | 4 |
| Figure 3: Verify OTP | 6 |
| Figure 4: Enter OTP | 6 |
| Figure 5: Login | 7 |
| Figure 6: Home Page | 8 |
| Figure 7: Forgot Password | 8 |
| Figure 8: Set New Password | 9 |
| Figure 9: Home Page | 10 |
| Figure 10: Edit Information | 11 |
| Figure 11: Change Password | 11 |
| Figure 12: Manage Account | 12 |
| Figure 13: Home Page | 13 |
| Figure 14: Consignment | 13 |
| Figure 15: Stock Management | 14 |
| Figure 16: Grievance Management | 15 |
| Figure 17: Manage Type-Approved | 16 |
| Figure 18: Home Page | 16 |
| Figure 19: Home Page | 18 |
| Figure 20: Consignment | 19 |
| Figure 21: Register Consignment | 19 |
| Figure 22: Consignment | 23 |
| Figure 23: Edit Consignment | 24 |
| Figure 24: Consignment | 24 |
| Figure 25: Consignment | 25 |
| Figure 26: Consignment | 26 |
| Figure 27: Open or Save Exported Consignment File | 26 |
| Figure 28: Exported Consignments | 26 |
| Figure 29: Home Page | 27 |
| Figure 30: Role Type | 28 |
| Figure 31: Stock Management | 28 |
| Figure 32: Upload Stock | 28 |
| Figure 33: Stock Management | 30 |
| Figure 34: Stock Management | 32 |
| Figure 35: Edit Stock | 32 |
| Figure 36: Stock Management | 33 |
| Figure 37: Stock Management | 33 |
| Figure 38: Stock Management | 34 |
| Figure 39: Open or Save Exported Stock File | 34 |
| Figure 40: Exported Stock | 34 |
| Figure 41: Home Page | 35 |
| Figure 42: Grievance Management | 36 |
| Figure 43: Report Grievance | 36 |
| Figure 44: Grievance Management | 37 |
| Figure 45: Filter Grievances | 39 |
| Figure 46: Filtered Grievances | 40 |
| Figure 47: Grievance Management | 40 |
| Figure 48: Open or Save Exported Grievance File | 41 |
| Figure 49: Exported Grievances | 41 |
| Figure 50: Home Page | 42 |
| Figure 51: Manage Type-Approved | 43 |
| Figure 52: Type-Approved Devices | 43 |
| Figure 53: Manage Type-Approved | 44 |



| | |
|---|----|
| Figure 54: Manage Type-Approved | 46 |
| Figure 55: Update Report Type-Approve Devices | 47 |
| Figure 56: Filter Type Approval Requests | 48 |
| Figure 57: Filtered Type Approval Requests | 48 |
| Figure 58: Export Type Approval Requests | 49 |
| Figure 59: Open or Save Exported File | 49 |
| Figure 60: Exported Type Approval Requests | 49 |



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, manage type approval requests, 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 |
| TRC | Telecommunication Regulator of Cambodia |

1.3 Conventions

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



2 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. The application also enables importers to upload the type approval requests for the devices. This is required for clearance by customs.

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 approval 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.

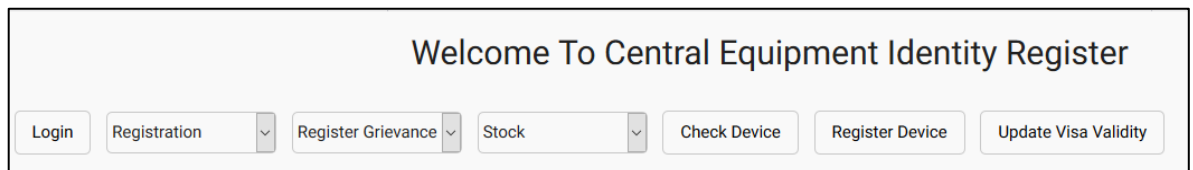
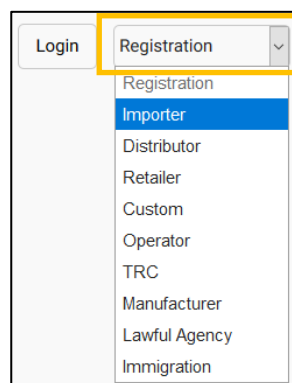


Figure 1: CEIR Home Page

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





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

English

Importer Registration

First Name *
Ashu

Middle Name

Last Name *
Saini

Type *
Individual

National ID/Passport Number *
A5690

Upload Nationality Information *
[SELECT FILE](#) [view.png](#)

Email *
ashu_saini@hotmail.com

Phone *
9810012444

Address(Property Location) *
Delhi

Street Number *
100

Village *
Delhi

Locality *
Conaught Place

District *
Delhi

Country *
India

Province *
Delhi

VAT Registration *
☐ Yes ☒ No

Role Type *
Importer, Distributor

Password *
••••••••

Retype Password *
••••••••

Security Question 1 *
What was your childhood nickname?
ashu

Security Question 2 *
What is the name of your favorite family member?
ashu

Security Question 3 *
Which is your favorite dish prepared by your mother?
Cake

Enter your captcha *
1t2zfd

☒ 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 by the system when the importer forgets the password. In such a situation, the system requires identification to authenticate the importer. These security questions are used for authentication 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 Verify OTP screen has a blue header with the text 'Verify OTP'. Below the header, a message states: 'The text and an e-mail with OTP details has been sent to your registered Phone Number and E-Mail ID'. At the bottom of the screen 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 Enter OTP screen has a blue header with the text 'Enter OTP'. It features two input fields for OTPs. The first field contains the text '261508'. The second field contains the text '849619'. To the right of the second input field is a blue link labeled 'Resend OTP'. At the bottom of the screen 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 verification success message is displayed in a box with a blue header labeled 'Verify OTP'. The message text reads: '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 center of the box is a pink button labeled 'OK'.

After the OTPs are verified successfully, the registration request is sent to the CEIR administrator. The approval turnaround time is 2-3 days. After approval from the CEIR administrator, a mail containing the importer's registration ID is sent to the importer's mail.



account. This registration ID is a unique automatically generated ID. This ID is the login username for access to the CEIR Importer Portal application.

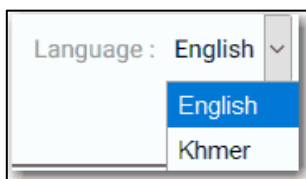
To start using the application, log into the application.

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 login username and password.

Username is the registration ID that is sent on mail to the importer 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 importer enters in the registration page. Refer to during *Figure 2: Importer Registration*.

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



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

On entering correct information, the application Home page appears.

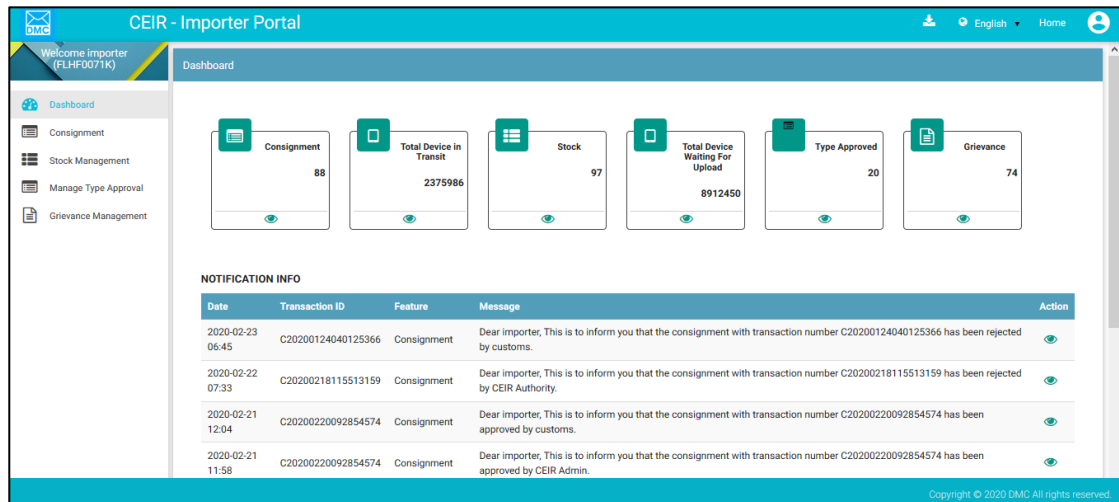


Figure 6: Home Page

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

Forgot Password

Please enter your User ID *

Please select your security question, provide at the time of registration *

Provide answer to the question*


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**.



2.3 Application User Interface

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

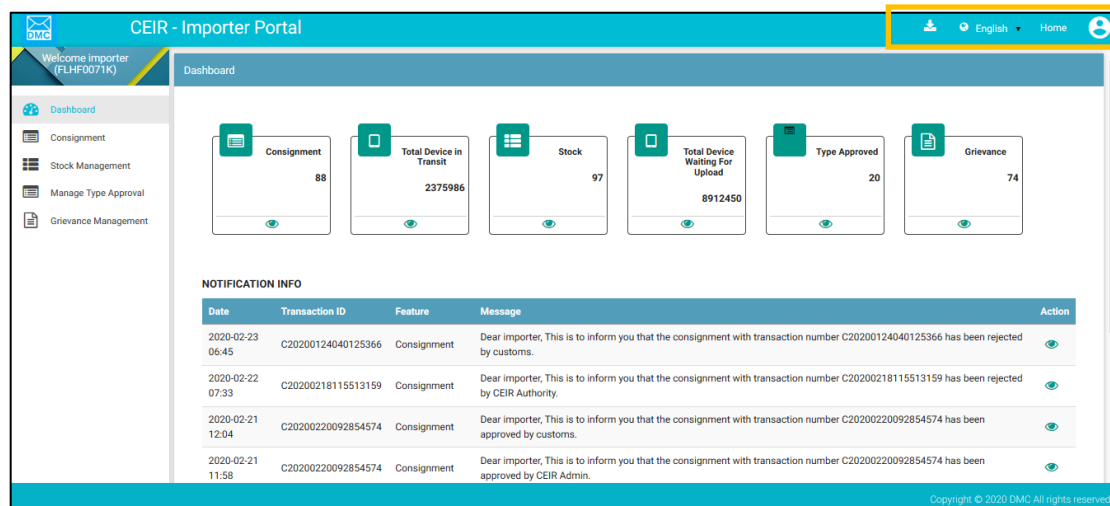


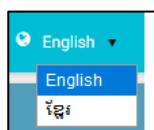
Figure 9: Home Page


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

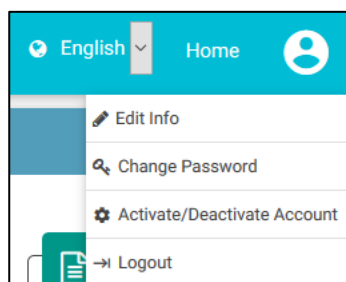
The center of the page is the Dashboard.

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


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



- **Home:** Click on it to go to the **DMC Home Portal** page.
-  **(User profile):** Click on it to see the following menu:





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

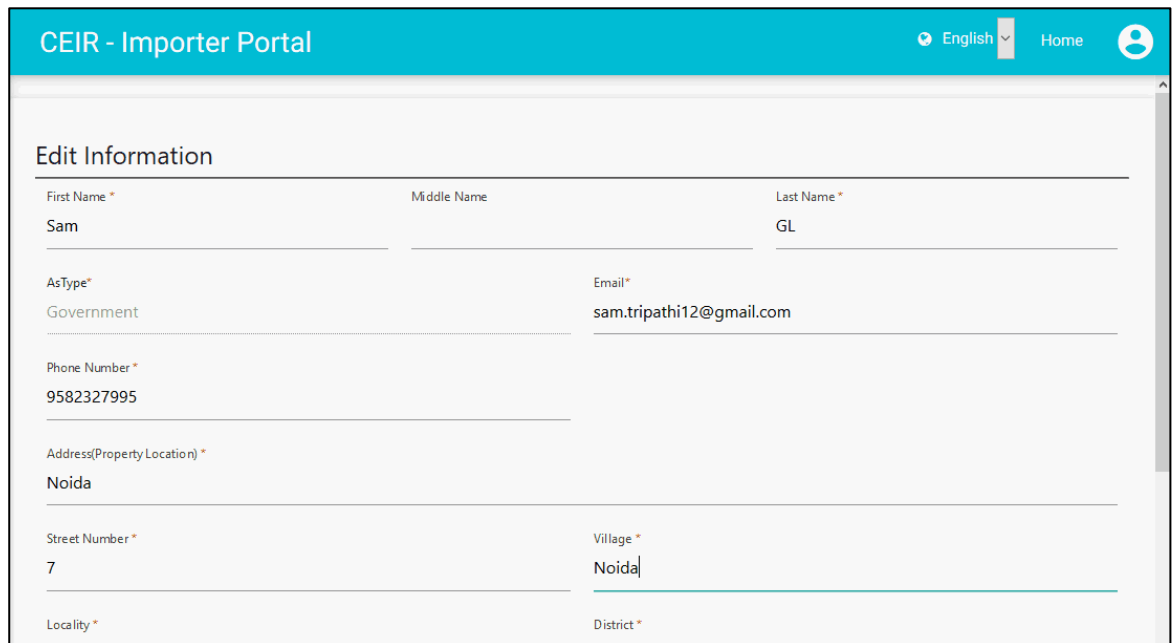



Figure 10: Edit Information

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

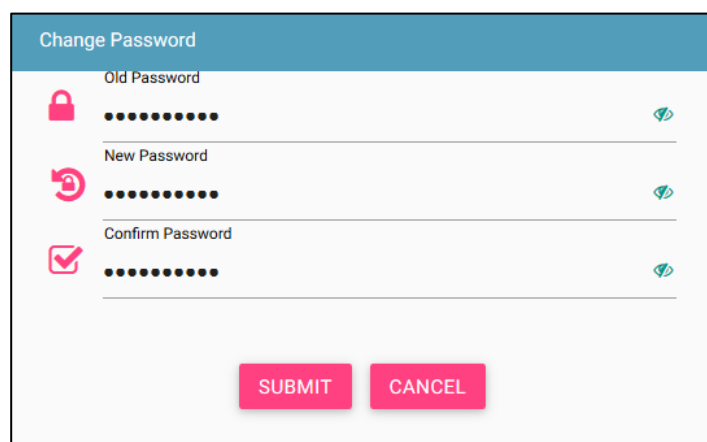


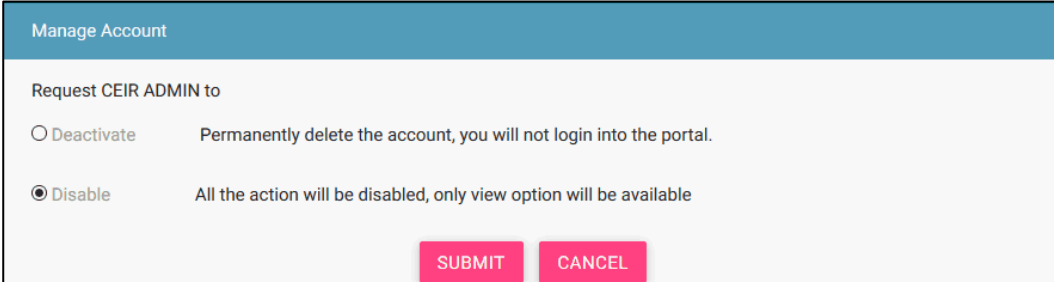


Figure 11: Change Password

1. **Old Password**: Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.



2. **New Password:** Enter a new password.
 3. **Confirm Password:** Re-enter the new password to confirm the password.
 4. Click **SUBMIT**.
-  **(Enable/Disable Account):** Importers can deactivate their account or disable/enable their account.
 - Deactivating an account means deleting the importer's account. Once the importer's account is deleted, the importer can raise a grievance to reactivate it when required. The grievance is sent to the CEIR administrator who reactivates the account. After reactivation, the importer can use the same login username and password 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.



Manage Account

Request CEIR ADMIN to

☐ Deactivate Permanently delete the account, you will not login into the portal.

☒ Disable All the action will be disabled, only view option will be available

SUBMIT 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

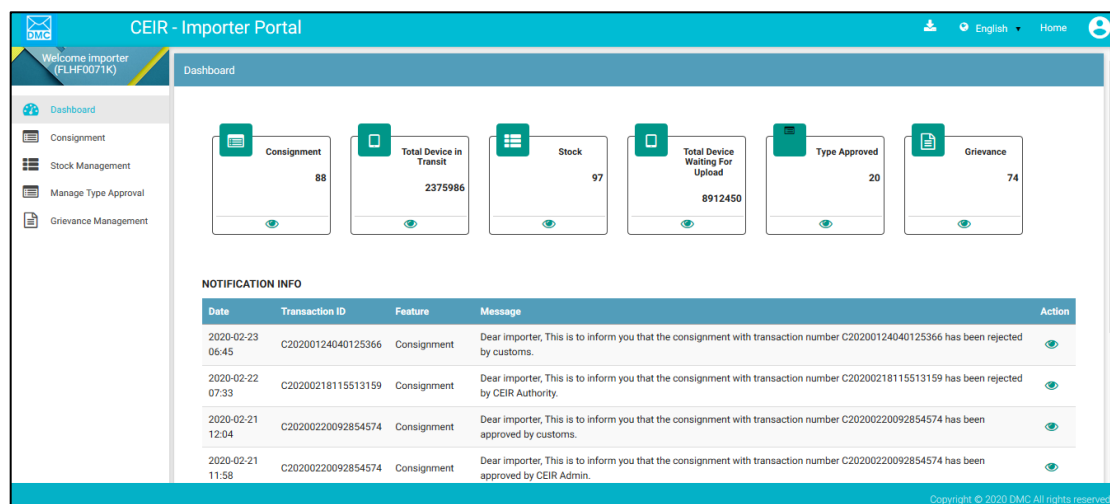
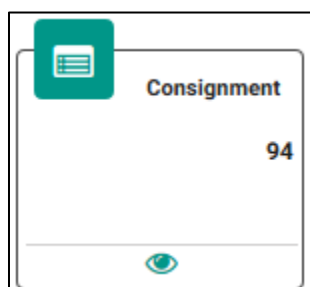



Figure 13: Home Page

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.

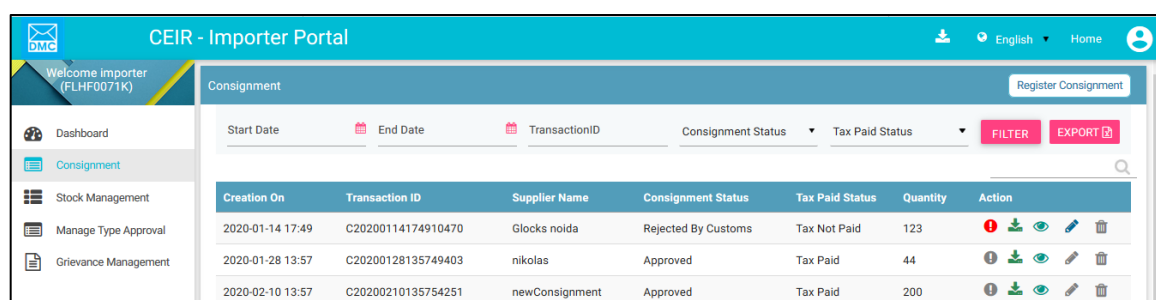
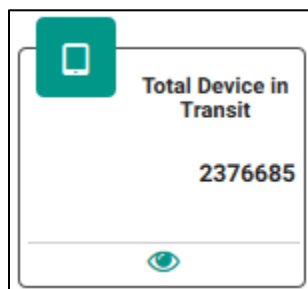


Figure 14: Consignment

Total Devices in Transit

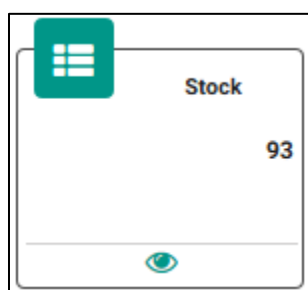
This box displays the total number of devices (IMEIs/MEIDs/ESNs in the consignments) waiting to be cleared by the customs.



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 approval.



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

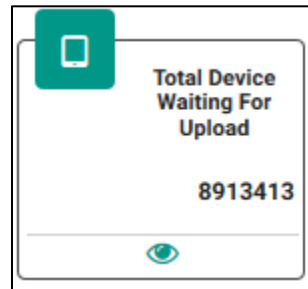
The screenshot shows the 'Stock Management Retailer' dashboard. It includes a sidebar with navigation links: Dashboard, Consignment, Stock Management (highlighted), Manage Type Approval, and Grievance Management. The main content area has a header with 'Welcome Importer (FLHF0071K)' and an 'Upload Stock' button. Below the header is a filter section with fields for Start Date, End Date, TransactionID, and Stock Status, along with FILTER and EXPORT buttons. A table displays stock entries with columns: Date, Transaction ID, File Name, Stock Status, Quantity, and Action. The table contains two rows of data.

| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
|------------------|--------------------|--------------------|--------------|----------|--------|
| 2020-02-20 11:34 | S20200220113427559 | Stock (17) (5).csv | New | 1 | |
| 2020-02-20 10:26 | S20200220102658533 | Blockunblock.csv | New | 34 | |

Figure 15: Stock Management

Total Devices Waiting for Upload

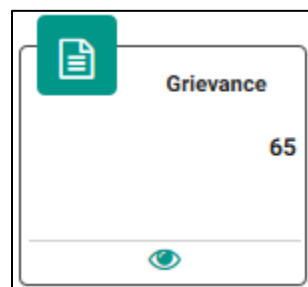
The box displays the total number of devices (IMEIs/MEIDs/ESNs in stock) pending for upload.



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

Grievances

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



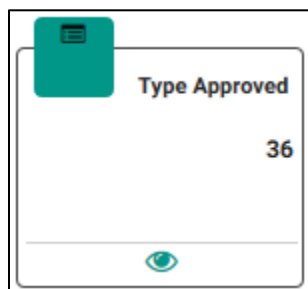
Click (**View**) to access the **Grievance Management** dashboard. Refer to *Grievance Management* for more information.

| CEIR - Importer Portal | | | | | | |
|------------------------|------------------|--------------------|--------------------|--------------------|--------|--|
| Grievance Management | | | | | | |
| Start Date | End Date | TransactionID | Grievance ID : | Grievance Status | | |
| 2020-02-21 05:04 | 2020-02-21 05:05 | C20200109123320434 | G20200221050459066 | Pending With Admin | Action | |
| 2020-02-20 17:27 | 2020-02-20 17:27 | C20200130152552046 | G20200219132058537 | New | Action | |
| 2020-02-20 14:04 | 2020-02-20 14:04 | C20200130152552046 | G20200219131158537 | New | Action | |

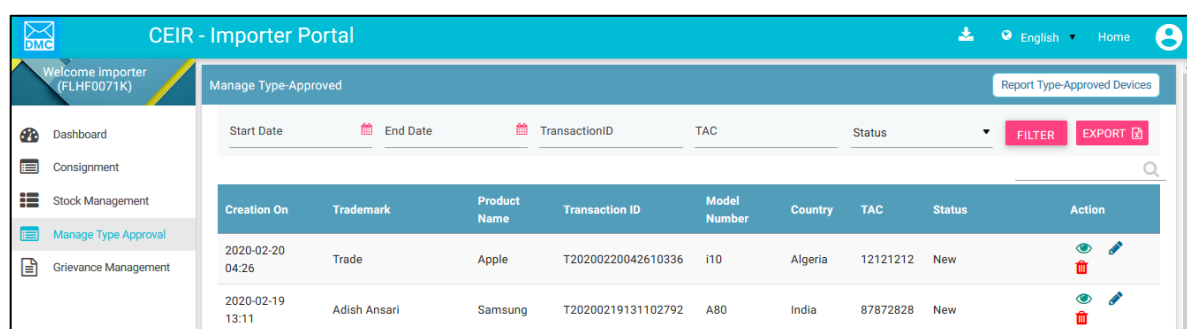
Figure 16: Grievance Management

Type Approved

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



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









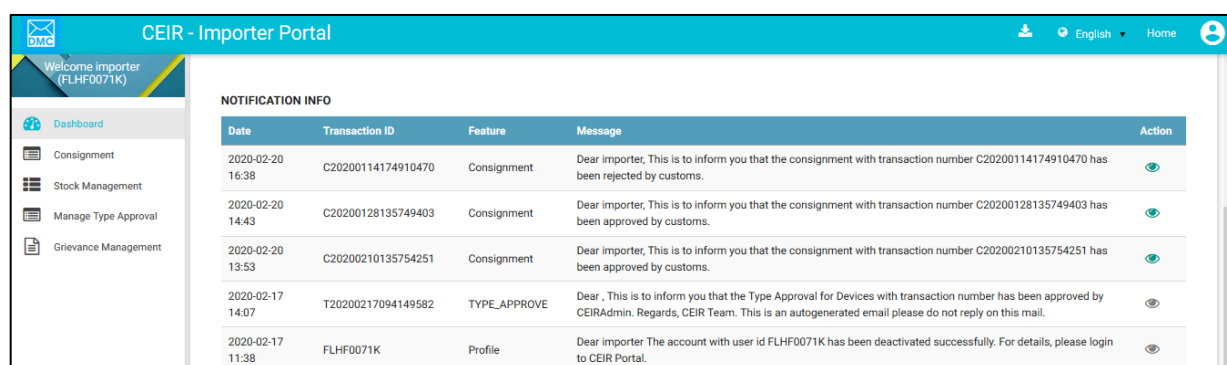
| Creation On | Trademark | Product Name | Transaction ID | Model Number | Country | TAC | Status | Action |
|------------------|--------------|--------------|--------------------|--------------|---------|----------|--------|--|
| 2020-02-20 04:26 | Trade | Apple | T20200220042610336 | i10 | Algeria | 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.









| 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 feature for which the notification is sent. For example, if the notification is for a consignment, the feature name **Consignment** is shown. 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 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.

| Date | Transaction ID | Feature | Message | Action |
|------------------|--------------------|-------------|---|--------|
| 2020-02-23 06:45 | C20200124040125366 | Consignment | Dear importer, This is to inform you that the consignment with transaction number C20200124040125366 has been rejected by customs. | |
| 2020-02-22 07:33 | C20200218115513159 | Consignment | Dear importer, This is to inform you that the consignment with transaction number C20200218115513159 has been rejected by CEIR Authority. | |
| 2020-02-21 12:04 | C20200220092854574 | Consignment | Dear importer, This is to inform you that the consignment with transaction number C20200220092854574 has been approved by customs. | |
| 2020-02-21 11:58 | C20200220092854574 | Consignment | Dear importer, This is to inform you that the consignment with transaction number C20200220092854574 has been approved by CEIR Admin. | |

Figure 19: Home Page



The **Consignment** dashboard appears.

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 | <div><div></div><div></div><div></div><div></div><div></div></div> |
| 2020-01-24 04:01 | C20200124040125366 | Payal | Rejected By Customs | Tax Not Paid | 1232 | <div><div></div><div></div><div></div><div></div><div></div></div> |

Figure 20: Consignment

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

Register Consignment

Supplier/Manufacturer ID: S124

Supplier/Manufacturer Name *: Manish Sharma

Consignment Number: 142

Expected Dispatch Date *: 2020-02-29

Expected Arrival Date *: 2020-03-04

Total Price: 450

Quantity*: 50

Expected Arrival Port*: India

Land: [Dropdown]

Currency: \$(US Dollar)

Upload Bulk Devices Information*

SELECT FILE MobileIndia.csv

Download Sample Format

Required Field are marked with *

SUBMIT CANCEL

Figure 21: Register Consignment

- Enter the following information:
 - Supplier/Manufacturer ID:** Enter the supplier or manufacturer ID from whom the importer has purchased the consignment.
 - *Supplier/Manufacturer Name:** Enter the supplier name.
 - Consignment Number:** Enter the consignment number.
 - *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.
 - 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 (Y/N).
 - o ***S/N of Device:** Device serial number
 - o ***IMEI/ESN/MEID:** Value of IMEI or ESN or MEID
 - o **Device launch date:** Launch date or manufacturing date of the device (in the format, DDMMYYYY).
 - o **Device status:** Whether the device is new or used (New/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.


2. 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 it is 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. |




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

| Column | Description |
|--------|---|
| | <p>information entered in the application. Click on it to download the error file.</p> <ul style="list-style-type: none"> 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. 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 | | | | | | | 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 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* |
| | 2020-01-08 |
| Air | Quantity* |
| | 44 |
| TransactionID | Total Price |
| C20200131081526391 | |
| Currency | Upload Bulk Devices Information * |
| \$(US Dollar) | SELECT FILE Stock (8) (2) (1).csv |
| Download Sample Format | No file selected. |

Required Field are marked with *

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 administrator.

To view specific consignments based on filters:

CEIR - Importer Portal

Welcome importer (FLHF0071K)

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 |
|------------------|--------------------|----------------|---------------------|-----------------|----------|--------|
| 2020-01-14 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 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 Status**: 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.

The screenshot shows a web interface for managing consignments. At the top, there's a header 'Consignment' with a 'Register Consignment' button. Below the header, there are filter fields: 'Start Date', 'End Date', 'TransactionID', 'Approved' (with a dropdown), and 'Tax Not Paid' (with a dropdown). To the right of these filters are a red 'FILTER' button and a blue 'Export' button. Below the filters is a table with the following columns: 'Creation Date', 'Transaction ID', 'Supplier Name', 'Consignment Status', 'Tax Paid Status', 'Quantity', and 'Action'. The table contains five rows of data. At the bottom of the table, it says 'Showing 1 to 5 of 5 entries'. To the right of this, there are 'Previous', '1', and 'Next' buttons.

| 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.

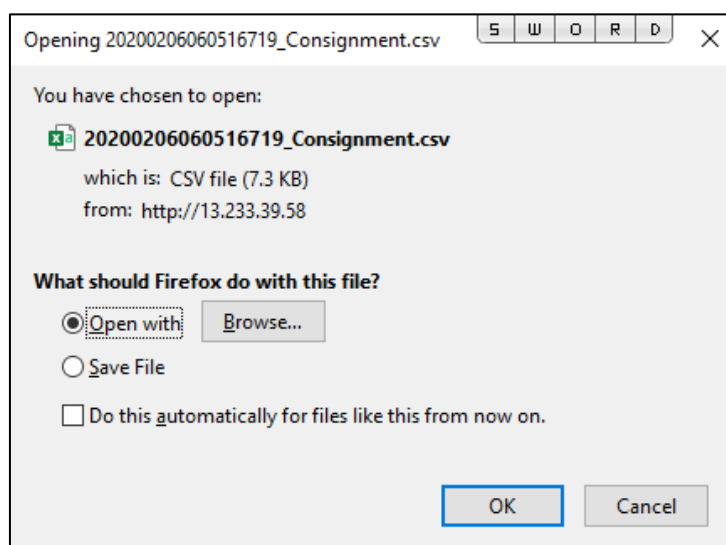


Figure 27: Open or Save Exported Consignment File

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.
- There is a defined grace period in the system during which importers with old stock can upload their stock. After the grace period is over, the stock upload option is no longer available to the importers. The importers can then only view the uploaded stock.

To upload stock:

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

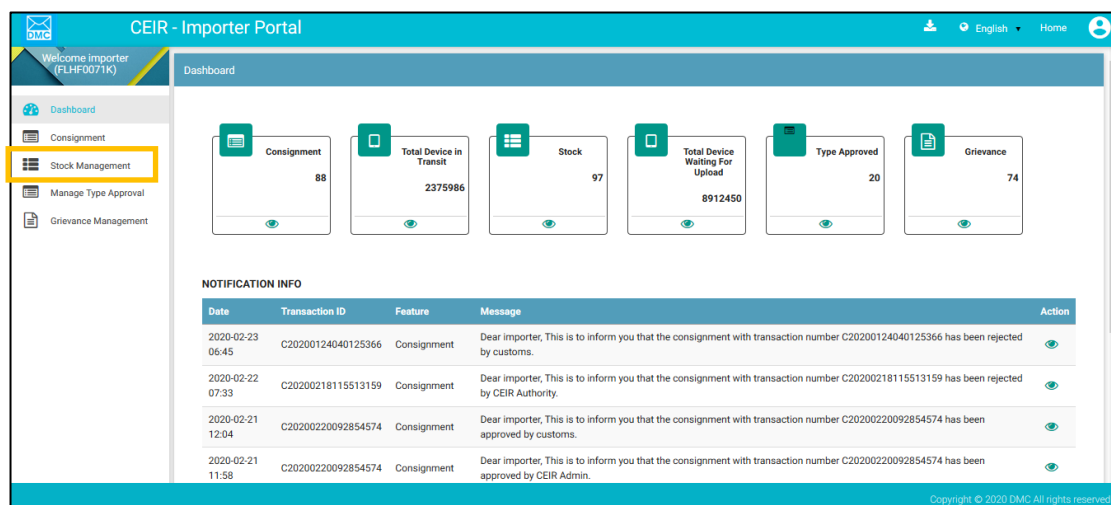


Figure 29: Home Page

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.



CEIR - Importer Portal

Welcome Importer (FLHP0071K)

Dashboard
Consignment
Stock Management
Manage Type Approval
Grievance Management

Role Type

☐ Retailer ☐ Importer ☐ Distributor

Figure 30: Role Type

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

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 31: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

Upload Stock

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

SUBMIT CANCEL

Figure 32: Upload Stock

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



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

| | A | B | C | D | E | F | G |
|---|-------------|----------------|--------------------|---------------|---------------|------------------|---------------|
| 1 | Device type | Device ID type | Multiple SIM 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 (Y/N).
- ***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 (New/Used)

- g. Enter the required information in each column for each device.

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

- h. After you enter the device details, save the file.
- i. Click **SELECT FILE** to upload the file with all the details.
5. Click **SUBMIT**. A unique transaction ID is assigned to the uploaded stock.



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






| Stock Management Retailer | | | | | |
|---------------------------|--------------------|-----------|--------------|----------|--------|
| 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.• Rejected by System If the stock does not have valid information, an error file is generated. The importer can view the file and fix the errors in the consignment.• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator.• Approved by CEIR Admin: The stock is approved by the CEIR administrator. |




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

2.9 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 | <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="!"/> <input type="button" value="+"/> <input type="button" value="eye"/> <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="!"/> <input type="button" value="+"/> <input type="button" value="eye"/> <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="!"/> <input type="button" value="+"/> <input type="button" value="eye"/> <input type="button" value="edit"/> <input type="button" value="delete"/> | |

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:

| 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 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, Rejected by System, 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.

| 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 | |
| 2020-02-17 09:30 | S20200217093001720 | Consignment (2).csv | Processing | 122 | |
| 2020-02-18 13:28 | S20200218132847545 | Stock (17).csv | Processing | 12 | |
| 2020-02-20 10:25 | S20200220102549962 | Blockunblock.csv | Processing | 12 | |
| 2020-02-20 11:34 | S20200220113427559 | Stock (17) (5).csv | Processing | 1 | |
| 2020-02-21 08:22 | S20200221082254704 | Stock (17) (1) (1).csv | Processing | 1 | |

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).

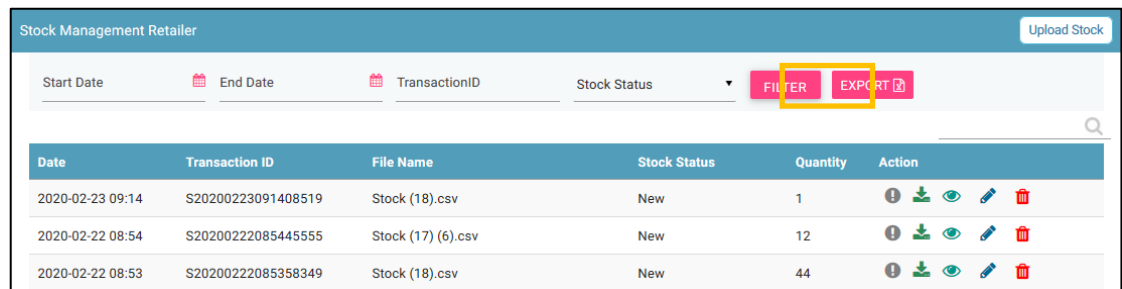


Figure 38: Stock Management

The following page appears.

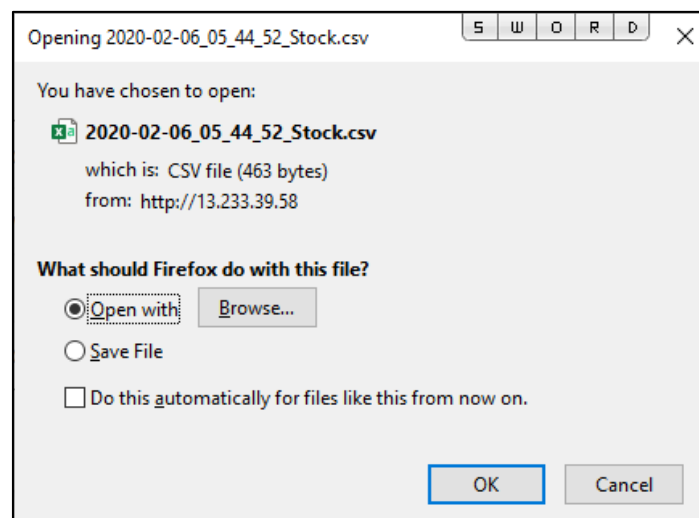


Figure 39: Open or Save Exported Stock File

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.
3. Steps 1 to 2 are repeated until the grievance is closed. The administrator closes the grievance.

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

To raise a grievance

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

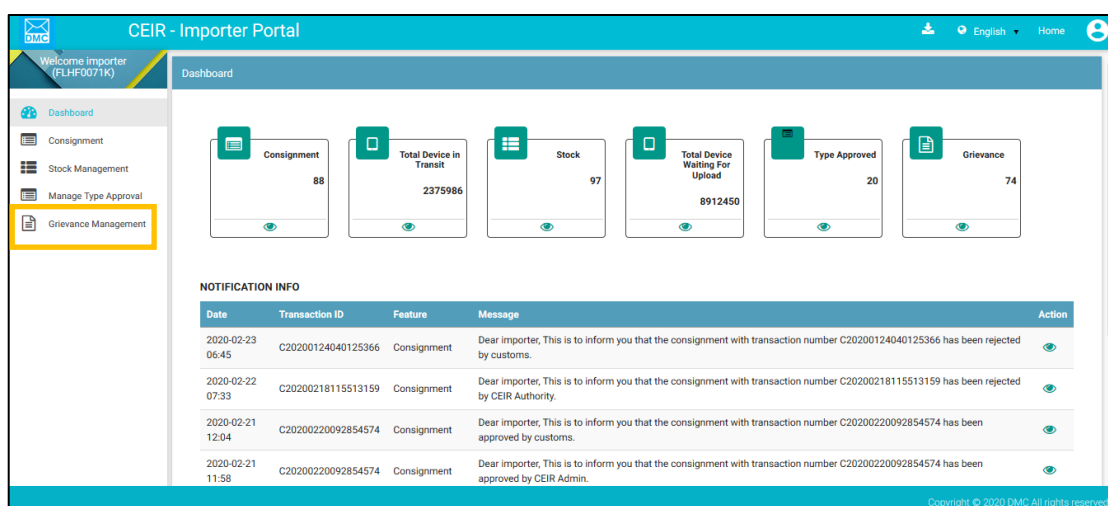
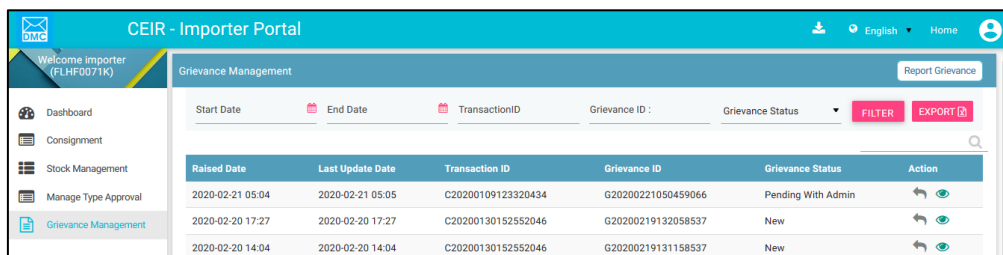


Figure 41: Home Page

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









| 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 42: Grievance Management

The **Report Grievance** page appears.

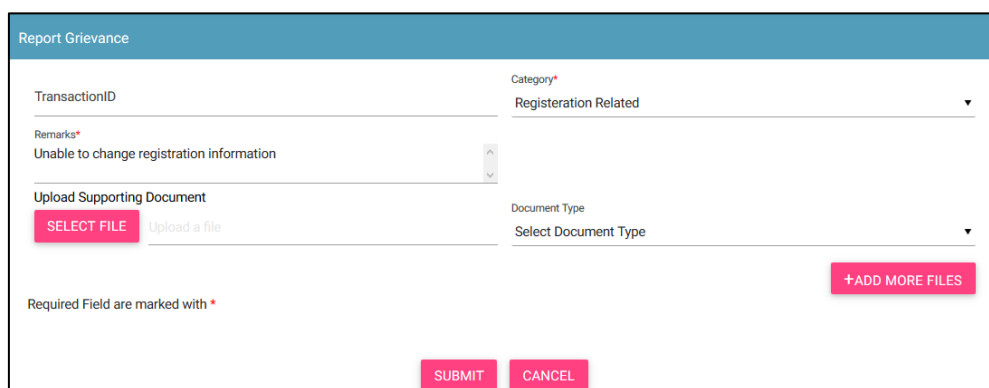


Figure 43: Report Grievance

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.



| CEIR - Importer Portal | | | | | |
|------------------------|------------------|--------------------|--------------------|--------------------|--|
| Grievance Management | | | | | |
| Start Date | End Date | TransactionID | Grievance ID : | Grievance Status | |
| 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 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 | The uploaded grievance goes through different status modes. |



| Column | Description |
|--------|--|
| | <ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the importer.• 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 | | | | | | Report Grievance |
|----------------------|------------------|--------------------|--------------------|--------------------|--------|------------------|
| Start Date | End Date | TransactionID | Grievance ID : | Pending With Admin | FILTER | EXPORT |
| Raised Date | Last Update Date | Transaction ID | Grievance ID | Grievance Status | Action | |
| 2020-02-24 13:39 | 2020-02-24 13:40 | | G20200224133925550 | Pending With Admin | | |
| 2020-02-21 11:20 | 2020-02-21 11:29 | | G20200221112026310 | Pending With Admin | | |
| 2020-02-21 05:04 | 2020-02-21 05:05 | C20200109123320434 | G20200221050459066 | Pending With Admin | | |
| 2020-02-20 06:24 | 2020-02-20 06:25 | | G20200220062450984 | Pending With Admin | | |
| 2020-02-20 06:07 | 2020-02-20 06:10 | | G20200220060700037 | Pending With Admin | | |
| 2020-02-19 14:31 | 2020-02-19 14:37 | C20191104113210053 | G20200219143129378 | Pending With Admin | | |
| 2020-02-18 07:29 | 2020-02-18 07:46 | | G20200218072937512 | Pending With Admin | | |
| 2020-02-17 07:54 | 2020-02-17 07:55 | C20191104113210053 | G20200217075427213 | Pending With Admin | | |
| 2020-02-13 18:49 | 2020-02-13 18:52 | | G20200213184906610 | Pending With Admin | | |
| 2020-02-13 12:56 | 2020-02-14 05:00 | | G20200213125623902 | Pending With Admin | | |


Figure 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

Welcome importer (FLHF0071K)

Dashboard

Consignment

Stock Management

Manage Type Approval

Grievance Management

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.

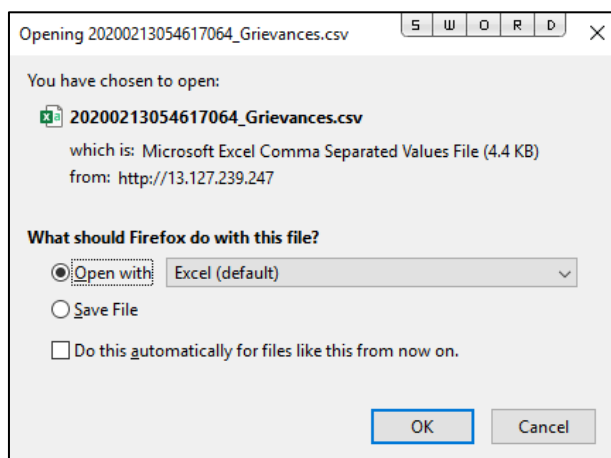


Figure 48: Open or Save Exported Grievance File

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 TRC (Telecommunication Regulator of Cambodia) when purchasing a consignment. The TAC approval certificate is required for each unique TAC.



TAC refers to the first eight alphanumeric characters of the device IMEI/MEID.

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.

To upload type approved device details:

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

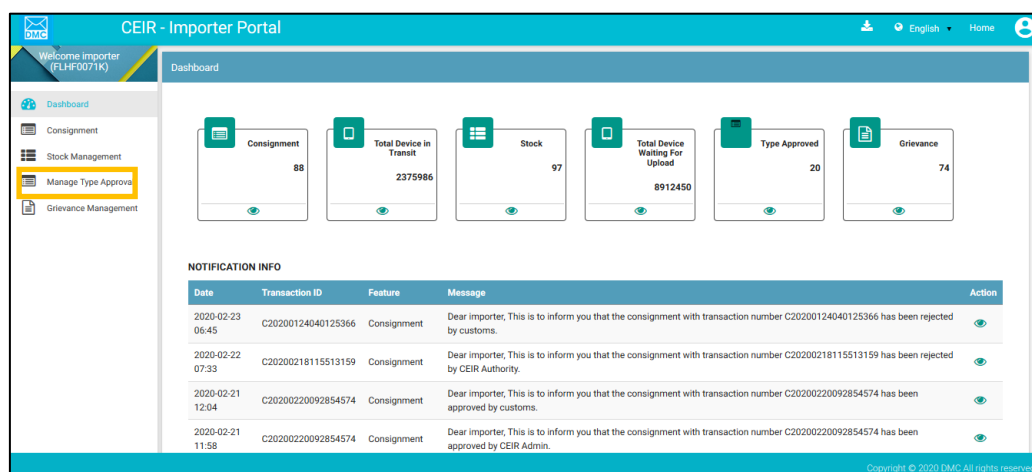


Figure 50: Home Page



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:** Select 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.• Rejected by System: The request is rejected by the system if there is an error in the type approval request.• Approval Pending by CEIR Authority: After the processing is done, the type approval request sent for approval to the CEIR administrator.• Approved by CEIR Admin: The CEIR administrator approves the request.• Rejected by CEIR Admin: The CEIR administrator rejects the request.• Withdrawn by CEIR Admin: The CEIR administrator can withdraw the type approval 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. |




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













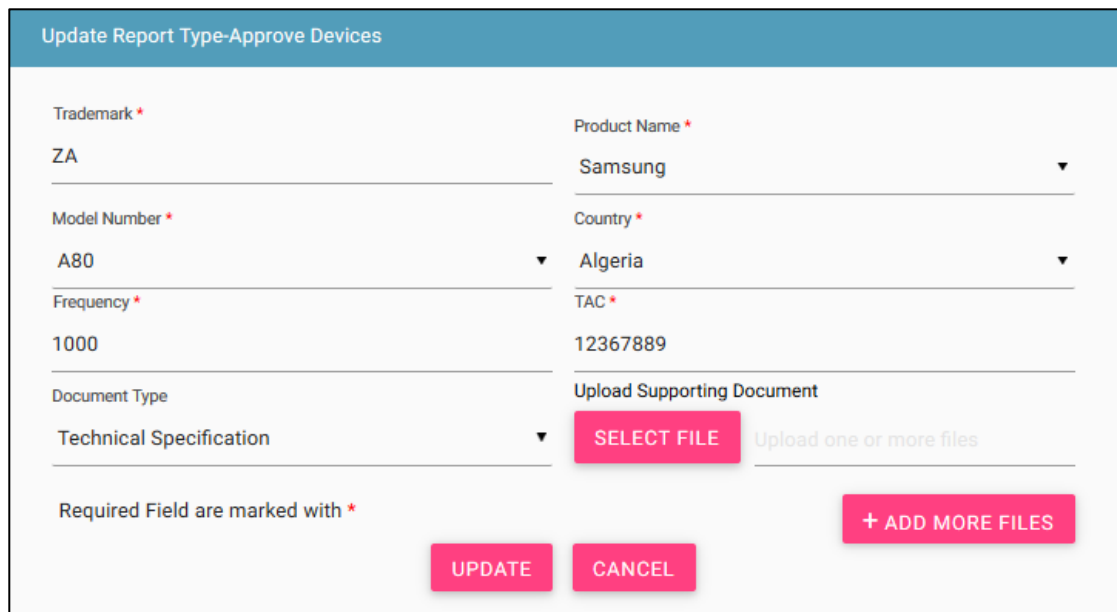
| Manage Type-Approved | | | | | | | | Report Type-Approved Devices | |
|----------------------|---|--------------|---|---------------|---------|----------|--------|---|---|
| Start Date |  | End Date |  | TransactionID | TAC | Status | | FILTER | EXPORT  |
| Creation On | Trademark | Product Name | 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

5. Make the required changes.
6. Click **UPDATE**.

2.17 Filter Type Approval Requests

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.
- **Status:** Status of the type approval request.

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 | 1 Next |

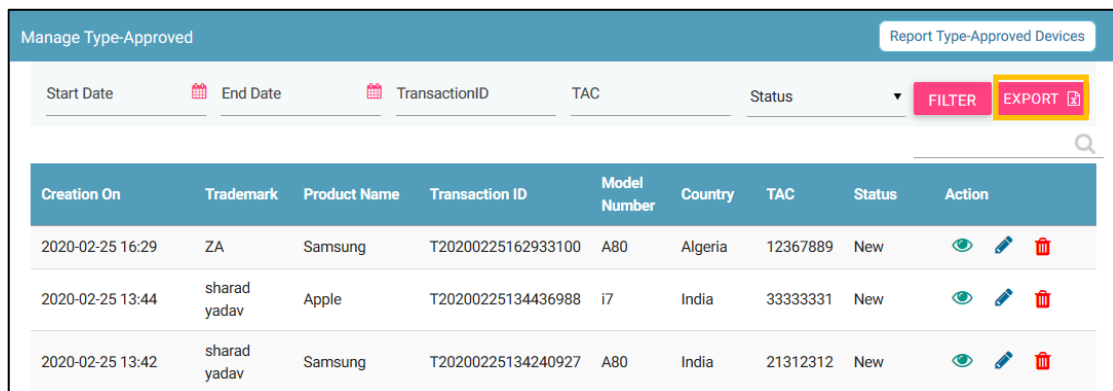
Figure 57: Filtered Type Approval Requests

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).












| 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.

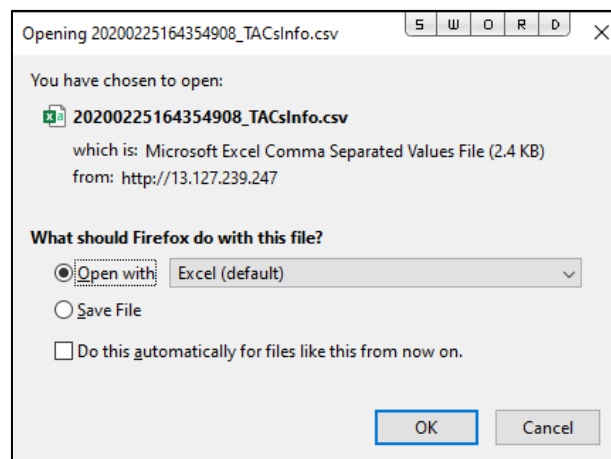


Figure 59: Open or Save Exported File

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

| | A | B | C | D | E | F | G | H |
|---|--------------------|------------|-------------------|--------------|----------|-------------------------|------------------------|-----------|
| 1 | TRANSACTION_ID | CREATED_ON | MANUFACTURER_NAME | COUNTRY | TAC | STATUS | USER_NAME | FILE_NAME |
| 2 | T20200227134759775 | 47:59.0 | | Saint Helena | 98639261 | Processing | Y8QK0862F | |
| 3 | T20200227134707899 | 47:08.0 | | Macau | 87587575 | Withdrawn By CEIR Admin | Y8QK0862F | |
| 4 | T20200227134559920 | 46:00.0 | | Latvia | 30608321 | Rejected By CEIR Admin | Y8QK0862F | |
| 5 | T20200227134452979 | 44:53.0 | | Korea* | North | 86578464 | Approved By CEIR Admin | Y8QK0862F |

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 Approval Requests* for information and then export the filtered data.