



# Central Equipment Identity Register

**Immigration User Manual v 2.1**



## Document Change History

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



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## 1 Overview

### 1.1 Scope

The objective of this manual is to help Immigration officer to search IMEI and raise grievance using the CEIR (Central Equipment Identity Register) application.

### 1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
IMEI	International Mobile Equipment Identity
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia

### 1.3 Conventions

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



## 2 Immigration Operations

### 2.1 Application Overview

The CEIR (Central Equipment Identity Register) Immigration officer Portal is used in various work-flow in the CEIR application.

Immigration officer perform the following tasks:

- Grievance Management
- Register Device

### 2.2 Logging into the Application

Before login, the Immigration officer 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.

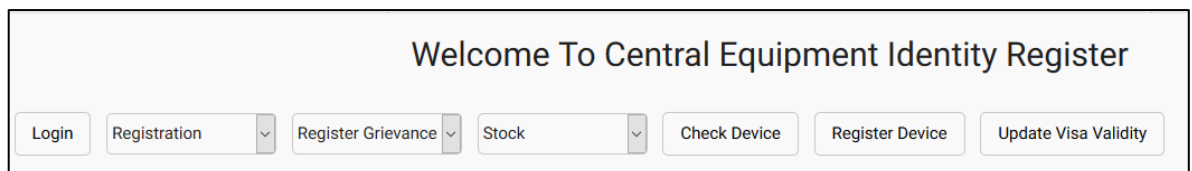
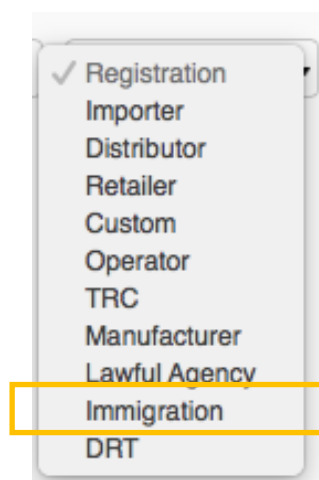


Figure 1: CEIR Home Page

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





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

The screenshot shows the 'Immigration Registration' form. It includes fields for First Name, Middle Name, Last Name, Address (Property Location), Country (Cambodia), District, Village, Locality, Street Number, Postal Code, National ID, Employee ID, Nature Of Employment, Designation and Title, Reporting Authority Name, Reporting Authority Email ID, Reporting Authority Contact Number, Email ID, Password, Retype Password, Security Questions 1-3, and a captcha. There are also buttons for uploading a user photo, national ID, and employee ID. A checkbox for terms and conditions is at the bottom, along with 'SUBMIT' and 'CANCEL' buttons.

**Figure 2: Immigration 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. **\*Address:** Enter the Immigration officers' address:
  - a. **\*Street Number**
  - b. Village
  - c. Locality
  - d. **\*District**
  - e. **\*Commune**
  - f. **\*Province**
  - g. **\*Country**
7. **\*Arrival Port:** Select the arrival port from the list (Land, Water, Air).
8. **\*Port Address:** Select the port address from the list



9. **\*National ID:** Enter the national ID of the agency personnel.
10. **\*Upload National ID:** Upload the image of the original national ID of the personnel.  
This can be a pdf or image (.jpeg) of size not more than 2 MB.
11. **\*Upload Photo:** Upload the photograph of the personnel. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
12. **\*Employee ID:** Enter the employee ID.
13. **\*Upload Employee ID Card:** Upload the image of the Employee ID card. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
14. **\*Nature of Employment:** Select the type of employment of the personnel:
  - a. Permanent
  - b. Temporary
  - c. Contract
15. **\*Designation and Title:** Enter the designation of the agency personnel.
16. **Reporting Authority Name:** Enter the name of the officer to whom the personnel reports to.
17. **Reporting Authority Email ID:** Enter the mail ID of the officer to whom the personnel reports to.
18. **Reporting Authority Contact Number:** Enter the contact number of the officer to whom the personnel reports to.
19. **\*Email:** Enter the mail ID of the personnel. This mail ID would be used for communication
20. **\*Contact Number:** Enter the mobile number of the personnel. The agency would receive notifications at this mobile number.
21. **\*Password:** Enter a login password. This is the password that would be used to log into the CEIR Importer Portal application.
22. **\*Confirm Password:** Re-enter the password for confirmation.
23. **\*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.





24. \*Enter the captcha shown on the page. This is required to prove that the importer is not a robot.
25. \*Select the declaration check box.
26. Click **SUBMIT**.

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

The screen displays 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, there is a large pink button labeled 'VERIFY OTP'.

**Figure 3: Verify OTP**

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

The screen displays 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 screen displays a blue header with the text 'Verify OTP'. Below the header, a message states: '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'.



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

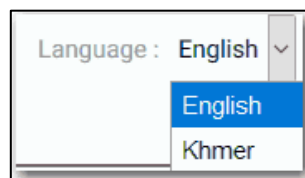
To start using the application, log into the application.

To login:

1. Open the browser and enter the CEIR Immigration officer 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 System Admin after successful registration in the system.

3. Enter the captcha.



#### 4. Click **LOGIN**.

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

On entering correct information, the application Search page appears.

If the Immigration officer forgets the assigned password, then the same need to request from the System admin. The **Forgot Password** link work for external user who register themselves from the DMC portal

## 2.3 Application User Interface

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

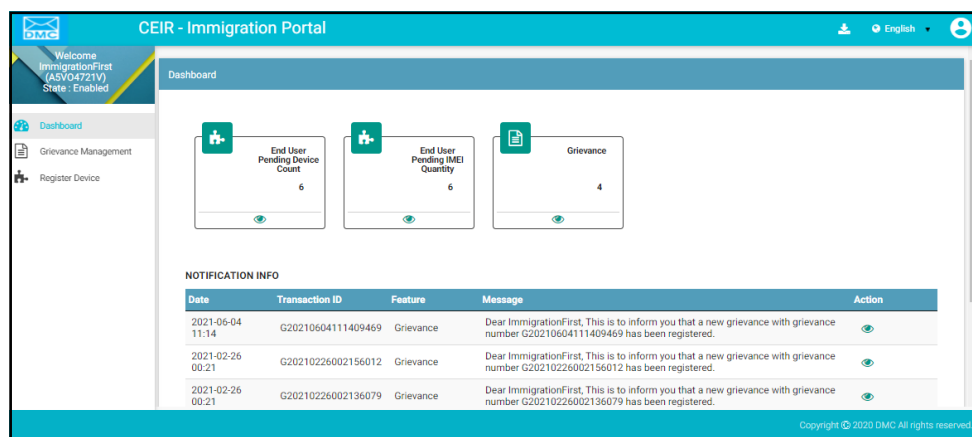
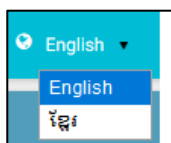



Figure 6: Home Page

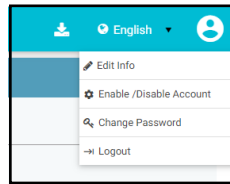
The Home page has all the feature menus on the left panel.


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

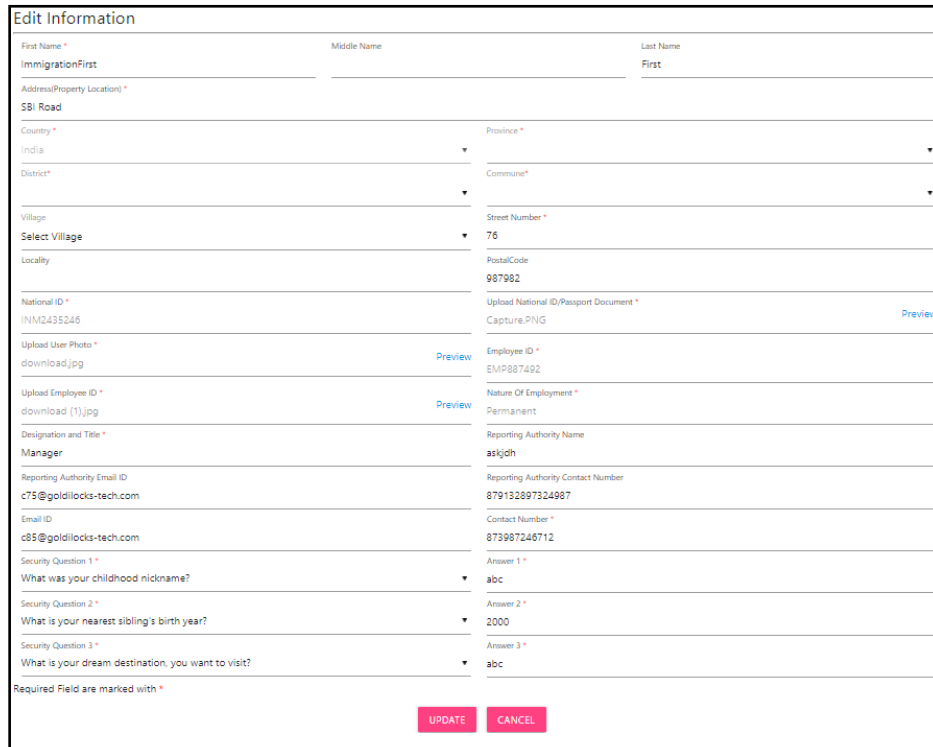
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



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



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



**Edit Information**

First Name *	Middle Name	Last Name
ImmigrationFirst		First
Address/Property Location *		
58/ Road		
Country *	Province *	
India		
District *	Commune *	
Village	Street Number *	
Select Village	76	
Locality	Postal Code	
	987982	
National ID *	Upload National ID/Passport Document *	
INM2435246	Capture.PNG	<a href="#">Preview</a>
Upload User Photo *	Employee ID *	
download.jpg	EMP887492	
Upload Employee ID *	Nature Of Employment *	
download (1).jpg	Permanent	
Designation and Title *	Reporting Authority Name	
Manager	askjdh	
Reporting Authority Email ID	Reporting Authority Contact Number	
c75@goldilocks-tech.com	879132897324987	
Email ID	Contact Number *	
c85@goldilocks-tech.com	873987246712	
Security Question 1 *	Answer 1 *	
What was your childhood nickname?	abc	
Security Question 2 *	Answer 2 *	
What is your nearest sibling's birth year?	2000	
Security Question 3 *	Answer 3 *	
What is your dream destination, you want to visit?	abc	

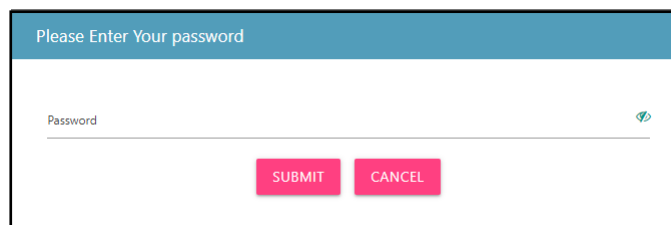
Required Field are marked with \*

[UPDATE](#) [CANCEL](#)

**Figure 7: Edit Information**

1. Make the required changes.
2. Click **Submit** to save the changes.

User is prompted to enter the password for confirmation of edit profile.



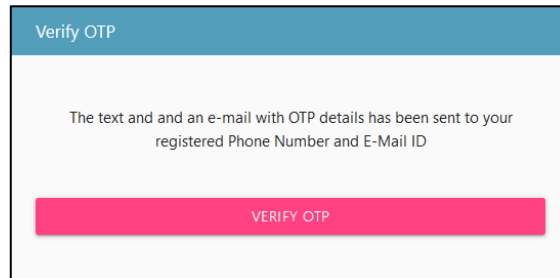
Please Enter Your password

Password

[SUBMIT](#) [CANCEL](#)

**Figure 8: Password confirmation**

OTP is sent to the user in case contact number or email id is changed.

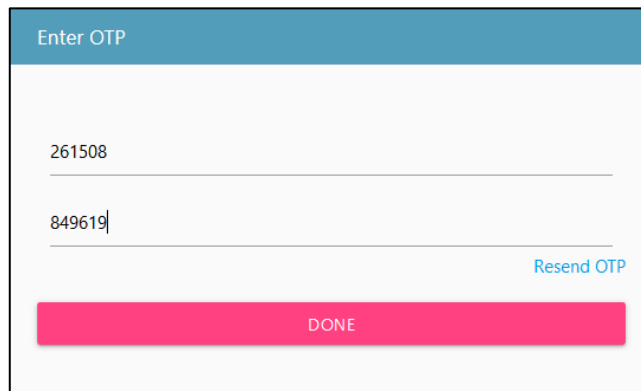


Verify OTP

The text and an e-mail with OTP details has been sent to your registered Phone Number and E-Mail ID

VERIFY OTP

Figure 9: Verify OTP notification



Enter OTP

261508

849619

Resend OTP


DONE

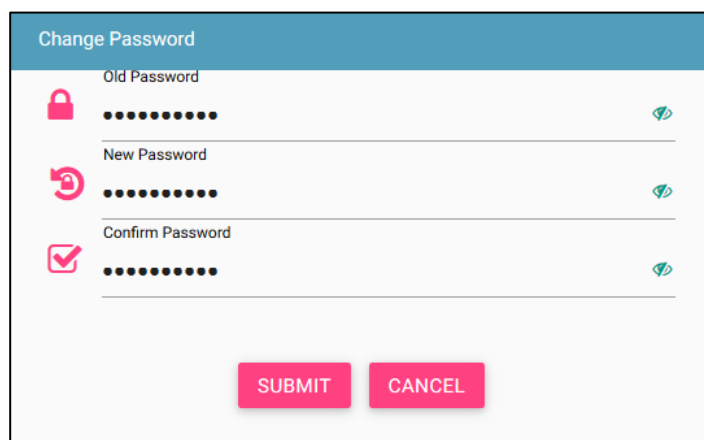
Figure 10: Verify OTP

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

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

After the OTPs are verified successfully, user profile is updated.

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



Change Password

Old Password



New Password

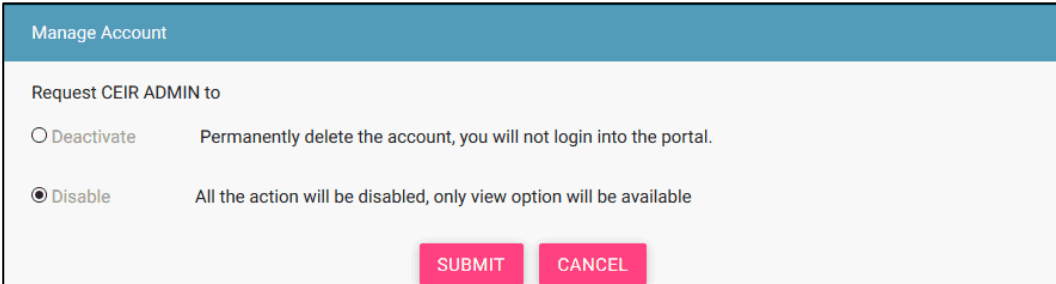
Confirm Password

SUBMIT CANCEL

Figure 11: Change Password



1. **Old Password:** Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
  2. **New Password:** Enter a new password.
  3. **Confirm Password:** Re-enter the new password to confirm the password.
  4. Click **SUBMIT**.
-  **(Enable/Disable Account):** Operator can deactivate their account or disable/enable their account.
    - Deactivating an account means deleting the login account. After the operator's account is deleted, he/she can raise a grievance to reactivate it when required. The grievance is sent to the CEIR administrator who reactivates the account. After reactivation, the operator can use the same login username and password to log into the application.
    - When the account is disabled, the operator can only view information and not add or modify information in the application. After the account is disabled, they can enable it using the same menu.



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

**Figure 12: Manage Account**

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

## 2.4 Dashboard

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

- End User Pending Device Count
- End User Pending IMEI Count



- Grievances

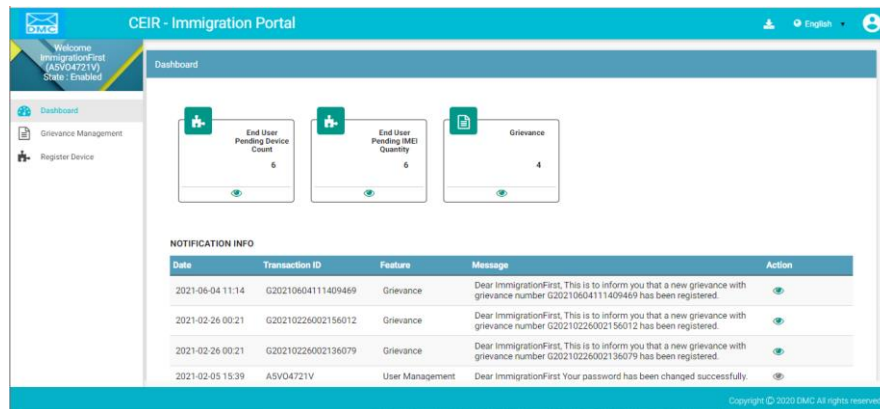
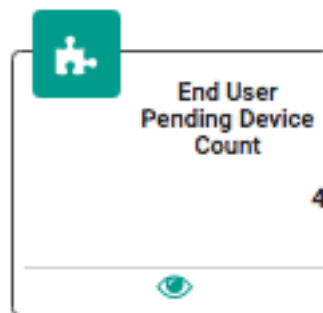



Figure 13: Home Page

## End User Pending Device Count

The box displays the total number of end user device requests that are pending for approval.



Click  (**View**) to access the **Register Device** dashboard. Refer to *Register Device* for more information.

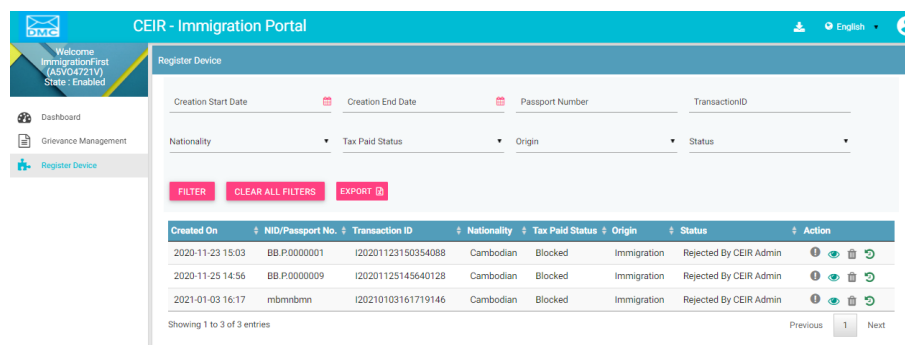
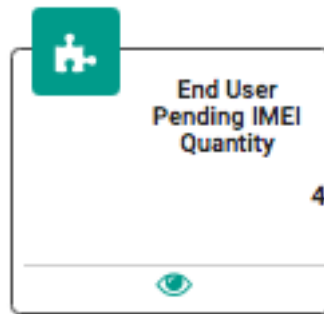



Figure 14: Register Device

## End User Pending IMEI Count

The box displays the total number of end user device IMEI that are pending for approval.



Click  (**View**) to access the **Register Device** dashboard. Refer to *Register Device* for more information.

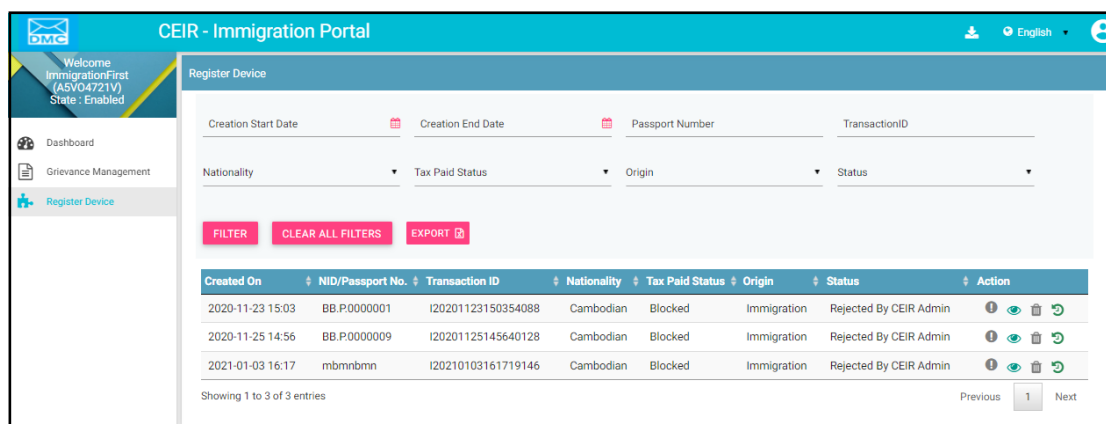


Figure 15: Register Device

## Notification Information

This section displays the most recent notifications. System Admin can configure the number of notifications that are displayed on user dashboard.


NOTIFICATION INFO					
Date	Transaction ID	Feature	Message	Action	
2021-06-04 11:14	G20210604111409469	Grievance	Dear ImmigrationFirst, This is to inform you that a new grievance with grievance number G20210604111409469 has been registered.		
2021-02-26 00:21	G20210226002156012	Grievance	Dear ImmigrationFirst, This is to inform you that a new grievance with grievance number G20210226002156012 has been registered.		
2021-02-26 00:21	G20210226002136079	Grievance	Dear ImmigrationFirst, This is to inform you that a new grievance with grievance number G20210226002136079 has been registered.		
2021-02-05 15:39	A5V04721V	User Management	Dear ImmigrationFirst Your password has been changed successfully.		
2020-12-10 19:00	A5V04721V	User Management	Dear ImmigrationFirst, The account has been enabled successfully. For details, please login to CEIR Portal.		


Figure 16: Home Page



Notifications are of two types.






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

2020-07-31 01:49	IVJF2018B	Registration Request	Dear CustomFourth, This is to inform you that the registration for user ID IVJF2018B has been processed successfully.	
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2. Notifications that require some action by the Immigration officer. For example, a notification about the consignment approval by the CEIR Admin and need clearance from Immigration officers. The **View** icon () is enabled in such notifications. Click  (**View**) to access the relevant page of the notification.

2020-08-07 14:11	C20200807112422383	Consignment	Dear CustomFourth, This is to inform you that the consignment with transaction number C20200807112422383 has been processed successfully and pending approval from Custom.	
---------------------	--------------------	-------------	--	---

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 register device request for which the notification is sent. If the notification is related to the Immigration officer 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 CustomFourth, This is to inform you that the registration for user ID IVJF2018B has been processed successfully.

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

## 2.5 Grievance

Immigration officers can raise grievance request on behalf of the user.

To raise the request:

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

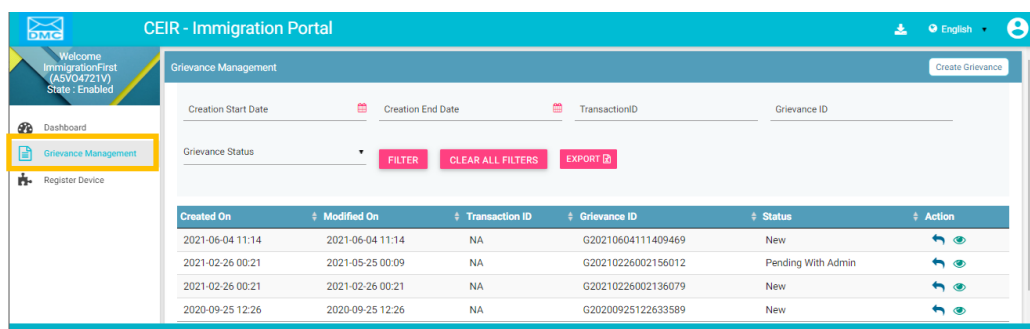




Figure 17: Grievance – View All

The following columns are seen in the Grievance Page

Column	Description
Created On	This is the date when request is created
Modified On	This is the date when request is last modified.
Transaction ID	Transaction ID of the request for which the grievance is raised.
Grievance ID	Grievance ID of the grievance
Status	<p>The grievance goes through different status modes.</p> <ul style="list-style-type: none"><li>• New: When a grievance is raised.</li><li>• Pending with CEIR Authority: When a response is awaited from the CEIR Admin.</li><li>• Pending with User: When a response is awaited from the importer.</li></ul> <p>Closed: When the CEIR Admin closes the grievance.</p>
Action	<p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none"><li>• Reply : This is used to respond to the grievance. The response is given by the CEIR administrator. The exchange of responses is done until the grievance is closed.</li></ul>



Column	Description
	<ul style="list-style-type: none"><li>View : This is used to view the grievance response history. The CEIR admin can see all the responses exchanged for any grievance</li></ul>

Click on “Create Grievance” to create a grievance for a user.

Figure 18: Grievance – Create Grievance

1. Enter the following information:
  - a. **Transaction ID:** Enter the transaction ID of the type approval request if the grievance is related to a type approval request
  - b. **\*Category:** Select the category of the grievance. The options are:
    - Type Approval Related: Problem in reporting type approval request etc.
    - Other: Problem with any other aspect of the application
    - Registration Related: Problem with registering information in the application.
    - Consignment Related: Problem related to consignment request
    - Stock Management Related: Problem related to stock management request
  - 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 **Upload Supporting Document**.

2. Click **SUBMIT**.

A grievance ID is generated and assigned to the registered grievance. A mail is sent to the user on whom behalf grievance has been raised.

## 2.6 Filter Grievance

Immigration officers can view selective information by defining specific values in the listed fields. For example, Immigration officers can view the specific request during specified date by selecting start/end date.

To view specific request:

The screenshot shows the 'Grievance Management' interface. At the top, there is a 'Create Grievance' button. Below it, there are input fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'Grievance ID'. A 'Grievance Status' dropdown menu is also present. A yellow box highlights the 'FILTER' button, along with 'CLEAR ALL FILTERS' and 'EXPORT' buttons. Below the filter section is a table with the following data:

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	New	
2021-02-26 00:21	2021-05-25 00:09	NA	G20210226002156012	Pending With Admin	
2021-02-26 00:21	2021-02-26 00:21	NA	G20210226002136079	New	
2020-09-25 12:26	2020-09-25 12:26	NA	G20200925122633589	New	

Figure 19: Grievance – Filter Option

1. Enter the required value in one or more of the listed fields:
- **Start Date:** Select the start date
  - **End Date:** Select the end date



- **Transaction ID:** Enter the Transaction ID
- **Grievance ID:** Enter the Grievance ID
- **Grievance Status:** Select the status of grievance.

2. Click **FILTER**.

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

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

## 2.1 Sorting Grievances

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

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

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	New	<a href="#">↩</a> <a href="#">👁</a>
2021-02-26 00:21	2021-05-25 00:09	NA	G20210226002156012	Pending With Admin	<a href="#">↩</a> <a href="#">👁</a>
2021-02-26 00:21	2021-02-26 00:21	NA	G20210226002136079	New	<a href="#">↩</a> <a href="#">👁</a>
2020-09-25 12:26	2020-09-25 12:26	NA	G20200925122633589	New	<a href="#">↩</a> <a href="#">👁</a>

Showing 1 to 4 of 4 entries

Previous 1 Next

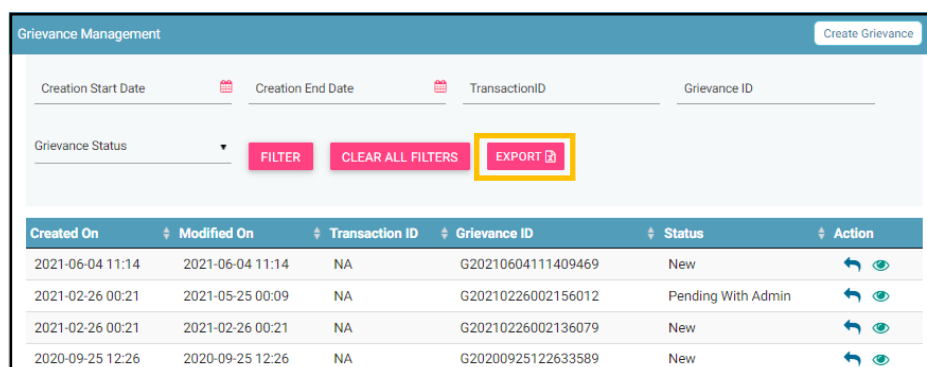
Figure 20: Sort Grievances

## 2.2 Exporting 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).



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-06-04 11:14	2021-06-04 11:14	NA	G20210604111409469	New	<a href="#">↶</a> <a href="#">👁</a>
2021-02-26 00:21	2021-05-25 00:09	NA	G20210226002156012	Pending With Admin	<a href="#">↶</a> <a href="#">👁</a>
2021-02-26 00:21	2021-02-26 00:21	NA	G20210226002136079	New	<a href="#">↶</a> <a href="#">👁</a>
2020-09-25 12:26	2020-09-25 12:26	NA	G20200925122633589	New	<a href="#">↶</a> <a href="#">👁</a>

Figure 21: Grievance Management

The following page appears.

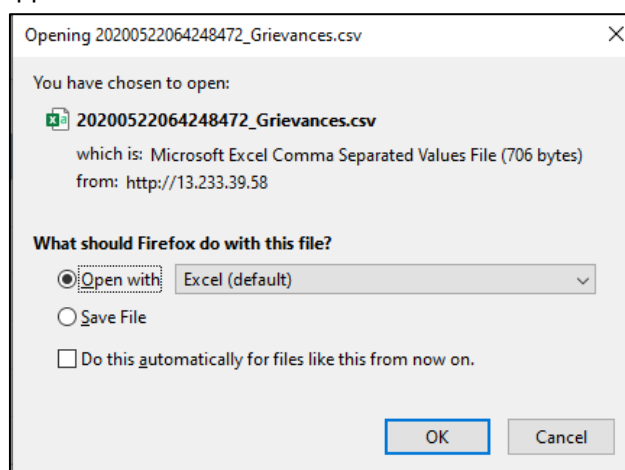


Figure 22: Open or Save Exported Grievance File

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

	A	B	C	D	E	F	G
1	Created On	Modified On	Transaction ID	Grievance ID	Status	Remarks	File
2	26-02-2021 00:19	26-02-2021 00:19	C20191031131125111	G20210226001939830	New	sadsd	
3	26-02-2021 00:19	26-02-2021 00:19	NA	G20210226001910688	New	sda adw	
4	17-12-2020 21:01	17-12-2020 21:01	NA	G20201217210153545	New	csadasddd	stockModal.PNG

Figure 23: Exported Grievances

Instead of exporting all the grievances, personnel 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.

## 2.3 Registering Devices

The Immigration officials use the CEIR application to register devices that are brought into Cambodia by foreigners/local Cambodian users. The registered device is used to build a device database. The end user has to pay taxes on the devices as per the applicable CEIR policy



## Registering Imported Devices

To register a device:

1. Select **Register Device** in the left panel of the home page.

Figure 24: Register Device

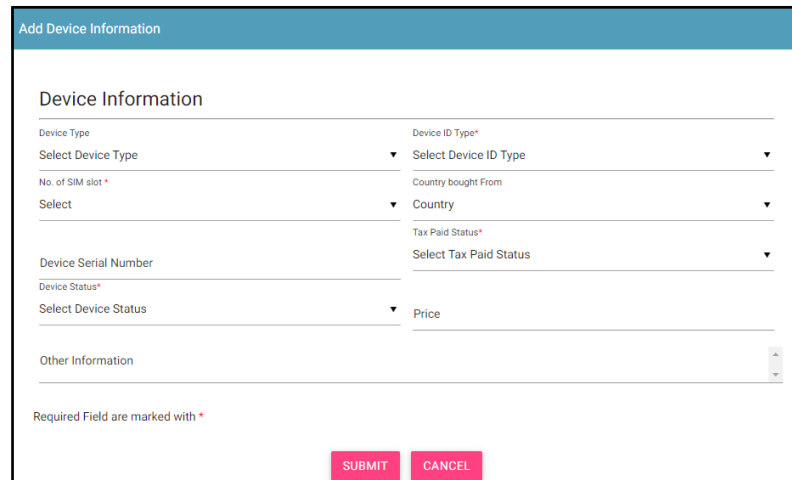
2. Enter the NID passport number.
3. Click **Submit**.

If there are any existing registered devices that are associated with the passport number entered, the following page appears.

Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-11 06:39	QWQWQWQWQWQWQ	R20210611063905265	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	

Figure 25: Register Device

4. Click on **Register Device** on the top right of the form. Following form appears.



**Figure 26: Register Device**

5. Enter the following information:

- **Device Type:** Select the type of device:
  - Mobile Phone
  - Feature Phone
- **\*Device ID Type:** Select the type of ID of the device that would be entered for identification:
  - IMEI
- **\*No. of SIM slot:** Number of multiple SIMs the device supports (1-4)
- **Country bought from:** Select the country from where the device was bought.
- **Device Serial Number:** Enter the serial number of the device.
- **\*Tax Paid Status:** Select the tax paid status
- **Price:** Price of the device
- **\*Device Status:** Select the status of the device:
  - New
  - Old
- **\*IMEI:** Enter the ID value(s). A maximum of 4 ID values can be entered.
- Click **Submit**.

A unique transaction ID is generated, and the request is processed internally. The registration request appears on top of the page.









Register Device							
Creation Start Date	Creation End Date	Passport Number	TransactionID				
Nationality	Tax Paid Status	Origin	Status				
FILTER		CLEAR ALL FILTERS		EXPORT			
Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-11 06:46	QWQWQWQWQWQWQ	R20210611064641508	Cambodian	Tax Not Paid	Custom	New	  
2021-06-11 06:39	QWQWQWQWQWQWQ	R20210611063905265	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	  
Showing 1 to 2 of 2 entries							
Previous							Next

Figure 27: Register Device

If the passport number/NID is not found in the system and there is no device registered with the passport, the following page appears.

Nationality \*

☐ Cambodian
 ☒ Other

Passport Number \*

dsadsadsads

Document Type \*

Select Document Type

Upload Supporting Document \*

SELECT FILE

First Name \*

Middle Name

Last Name

Nationality \*

Select Nationality

Entry Date In Country \*

Address(Property Location) \*

Country \*

Cambodia

Province \*

Select Province

District \*

Select District

Commune \*

Select Commune

Village

Select Village

Street Number \*

Locality

Postal Code

Email ID

Contact Number \*

VSP

☐ Yes
 ☒ No

Add Visa \*

☐ Yes
 ☒ No

Device Information

Device Type

Select Device Type

Device ID Type \*

Select Device ID Type

No. of SIM slot \*

Select

Country Bought From

Country

Tax Paid Status \*

Regularized

Device Serial Number

Device Status \*

Select Device Status

Other Information

Required Field are marked with \*

SUBMIT

CANCEL

Figure 28: Register Device

Enter information about the person who is visiting Cambodia.

6. Enter the following information:

**Personal Information:** Enter the personal details of the person.

- **\*Passport Number:** NID/Passport number entered by the user at the time of opening the register device form will be pre-filled by the system here.



- **\*Upload Supporting Document:** Select the type of document to be uploaded for identification.
  - Passport
- **\*First Name**
- **Middle Name**
- **Last Name**
- **\*Nationality**
- **\*Entry Date in Country:** Select the date of entry in Cambodia.
- **\*Address (Property Location)**
- **\*Street Number**
- **Village**
- **Locality**
- **\*District**
- **\*Commune**
- **Postal Code**
- **\*Country**
- **\*Province**
- **Email**
- **\*Contact Number**
- **VIP:** Select Yes or No depending on the status of the person.
  - Department Name: Enter the department of the person. This is applicable only if the person is a VIP.
  - Department ID: Enter the department ID of the person. This is applicable only if the person is a VIP.
  - Upload Department ID Image: Click File to upload an image of the department identification of the person. This is applicable only if the person is a VIP.
- **Add Visa:** Select Yes or No depending on whether the person has a visa.
  - Visa Type: Select the type of visa. This is applicable only if the person has a visa.



- Visa Number: Enter the visa number. This is applicable only if the person has a visa.
- Visa Expiry Date: Select the expiry date of the visa. This is applicable only if the person has a visa.
- Upload Visa Image: Click File to upload the visa image. This is applicable only if the person has a visa.

**Device Information**

- **Device Type:** Enter details of the device.
- **\*Device ID Type:** Select the type of ID to be entered for the device:
  - IMEI
- **\*No. of SIM slot:** Number of multiple SIMs the device supports (1-4)
- **Country Bought from:** Select the country
- **Device Serial Number:** Enter the serial number
- **\*Tax Paid Status:** Select the tax paid status
- **Price:** Enter the price
- **\*Device Status:** Select the device status
- **\*IMEI:** Enter the value of the IMEIs of the device.
- Click **Submit**.

A unique transaction ID is generated, and the request is processed internally. The request can be seen on top of the page.

The screenshot shows the 'Register Device' page. At the top, there are input fields for 'Creation Start Date', 'Creation End Date', 'Passport Number', and 'TransactionID'. Below these are dropdown menus for 'Nationality', 'Tax Paid Status', 'Origin', and 'Status', followed by a 'FILTER' button. There are also 'CLEAR ALL FILTERS' and 'EXPORT ID' buttons. Below the filters is a table with the following data:

Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-08 20:18	QAQAQAQA#12	R20210608201758343	Batswana	Regularized	Custom	Pending Approval From CEIR Admin	[Info] [Eye] [Trash] [Refresh]

At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation links.






**Figure 29: Register Device**

For each request, the following information is displayed:



Column	Description
Date	Date of registering the request.
Passport No/NID	Passport number/National ID
Transaction ID	Transaction ID assigned to the request.
Nationality	Nationality of the person entering Cambodia.
Tax Paid Status	Indicates whether tax has been paid for the device.
Origin	<p>This indicates who has raised the request. The value can be</p> <ul style="list-style-type: none"><li>• End user</li><li>• Immigration</li><li>• Custom</li></ul>
Status	<ul style="list-style-type: none"><li>• The request goes through the following status modes:<ul style="list-style-type: none"><li>○ New: When a request is raised, the status is New.</li><li>○ Processing: The request is verified internally.</li><li>○ Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation or request specifications.</li><li>○ Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR Admin for review.</li><li>○ Rejected by CEIR Admin: The CEIR Admin reviews the details and rejects the request if there is a problem. The official</li></ul></li></ul>



Column	Description
	<p>can view the error file and fix the errors in the request.</p> <ul style="list-style-type: none"><li>○ Approved by CEIR Admin: When the CEIR Admin approves the request, the status changes to Approved by CEIR Admin.</li></ul>
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none"><li>• Error : An error file is generated if there is any problem in the request(s) submitted. Click to download the error file. Refer to <i>Figure 18</i> for a sample error file.</li><li>• Pay Tax : This is used to pay Tax of the device. Once the tax is paid, then tax paid status of device is changed to tax paid.</li><li>• View : This is used to view the request. Click on it view the request details.</li><li>• Delete : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete the request.</li><li>• History : This is used to view the history of the transaction.</li></ul>



## 2.4 Filtering Register Device Requests

Immigration officials can view selective device requests after specifying the required filters. For example, they can view requests that are pending approval from the CEIR Admin.

To filter device requests:

The screenshot shows the 'Register Device' interface. At the top, there's a header bar with 'Register Device' on the left and 'Register Devices' on the right. Below the header, there's a filter section with a yellow border. It contains six input fields: 'Creation Start Date' and 'Creation End Date' (both with calendar icons), 'Passport Number', 'TransactionID', 'Nationality' (a dropdown), 'Tax Paid Status' (a dropdown), 'Origin' (a dropdown), and 'Status' (a dropdown). Below these fields are three buttons: 'FILTER' (highlighted with a yellow border), 'CLEAR ALL FILTERS', and 'EXPORT' (with a download icon). Below the filter section is a table with the following columns: 'Created On', 'NID/Passport No.', 'Transaction ID', 'Nationality', 'Tax Paid Status', 'Origin', 'Status', and 'Action'. The table contains two entries, both from '2021-06-11'. The first entry is at '06:46' with NID 'QWQWQWQWQWQWQ', Transaction ID 'R20210611064641508', Nationality 'Cambodian', Tax Paid Status 'Tax Not Paid', Origin 'Custom', and Status 'Pending Approval From CEIR Admin'. The second entry is at '06:39' with NID 'QWQWQWQWQWQWQ', Transaction ID 'R20210611063905265', Nationality 'Cambodian', Tax Paid Status 'Tax Not Paid', Origin 'Custom', and Status 'Pending Approval From CEIR Admin'. The 'Action' column for each entry contains three icons: a trash can, a refresh/circular arrow, and an eye. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' on the left and 'Previous 1 Next' on the right.

Figure 30: Filter Device Requests

1. Enter data in one or more of the listed fields:
  - **Start Date** and **End Date**: This refers to the period of registering devices.
  - **Passport Number**: Enter passport details of the user.
  - **Transaction ID**: Each request is assigned a unique transaction ID.
  - **Nationality**: Enter Nationality of the user
  - **Tax Paid Status**: Whether tax has been paid for the device.
  - **Origin**: Who initiated the request.
  - **Status**: Status of the request.
2. Click **FILTER**.

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

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



## 2.5 Sorting Register Device Requests

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

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

The screenshot shows the 'Register Device' page. At the top, there are filter fields for 'Creation Start Date', 'Creation End Date', 'Passport Number', and 'TransactionID'. Below these are dropdown menus for 'Nationality', 'Tax Paid Status', 'Origin', and 'Status'. There are three buttons: 'FILTER' (highlighted in red), 'CLEAR ALL FILTERS', and 'EXPORT' (with a download icon). Below the filters is a table with the following columns: 'Created On', 'NID/Passport No.', 'Transaction ID', 'Nationality', 'Tax Paid Status', 'Origin', 'Status', and 'Action'. The table contains two entries. The 'Nationality' column header has a yellow box around it. At the bottom, there is a pagination bar showing 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'.

Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-11 06:39	QWQWQWQWQWQWQ	R20210611063905265	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	[Info] [Edit] [Delete]
2021-06-11 06:46	QWQWQWQWQWQWQ	R20210611064641508	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	[Info] [Edit] [Delete]

Figure 31: Filter Device Requests

## 2.6 Exporting Register Device Requests

Immigration officials can download all the uploaded requests in a .csv file. This is done using an export utility.

To export the uploaded requests:

1. On the **Register Device** page, click **Export**.

This screenshot is similar to Figure 31, but the 'EXPORT' button (with a download icon) is highlighted with a yellow box. The table content is slightly different, with the first entry having a 'Created On' date of 2021-06-11 06:46 and the second entry having a 'Created On' date of 2021-06-11 06:39.

Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2021-06-11 06:46	QWQWQWQWQWQWQ	R20210611064641508	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	[Info] [Edit] [Delete]
2021-06-11 06:39	QWQWQWQWQWQWQ	R20210611063905265	Cambodian	Tax Not Paid	Custom	Pending Approval From CEIR Admin	[Info] [Edit] [Delete]

Figure 32: Register Device

The following page appears.

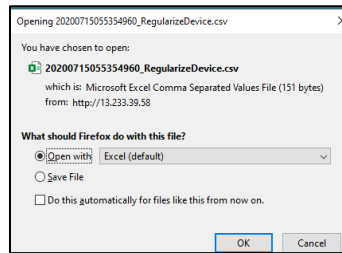


Figure 33: Open or Save Register Device File

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

	A	B	C	D	E	F	G	H	I	J	K	L
1	ModifiedOn	Created On	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	First IMEI	Second IMEI	Third IMEI	Fourth IMEI
2	25-05-2021 18:45	14-05-2021 00:49	pop121	R20210514004950531	Algerian	Regularized	Custom	Approved	7799999999999980			
3	20-05-2021 07:56	14-05-2021 00:52	pop121	R20210514005219499	Algerian	Regularized	Custom	Approved	7646746742732420			
4	25-05-2021 09:39	14-05-2021 00:48	pop121	R20210514004757093	Algerian	Regularized	Custom	Approved	1376565454533240			

Figure 34: Exported Register Device File

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