



Central Equipment Identity Register

Retailer User Manual v 1.0



Document Change History

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1 Overview

1.1 Scope

The objective of this manual is to help Retailers use the CEIR (Central Equipment Identity Register) application to upload stocks and report grievances.

1.2 Acronyms & Abbreviations

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

1.3 Conventions

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



2 Retailer Operations

2.1 Application Overview

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

Retailers perform the following tasks:

- Upload stock
- Report grievances

2.2 Logging into the Application

Before login, the Retailer 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.

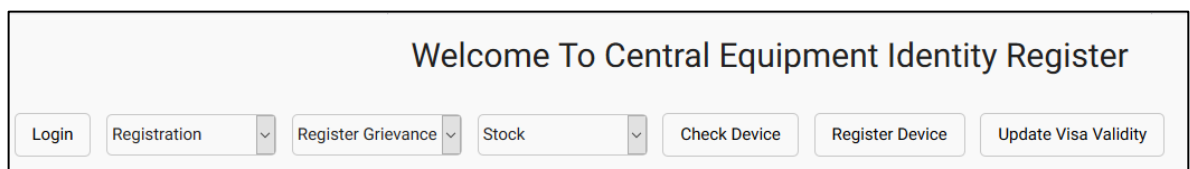
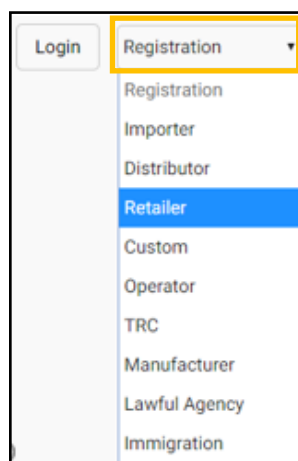


Figure 1: CEIR Home Page

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





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

Retailer Registration

English

First Name * Middle Name Last Name *

Type * Email *

Phone *

Address(Property Location) *

Street Number * Village *

Locality * District *

Commune * Postal Code

Country * Province *

Cambodia Select Province

VAT Number * Role type *

☐ Yes ☒ No Retailer

Password * Retype Password *

Security Question 1 * Answer *

Security Question 2 * Answer *

Security Question 3 * Answer *

1005rk

Enter your captcha *

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

Required Field are marked with *

SUBMIT CANCEL

Figure 2: Retailer 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 Retailer (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 Retailer 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 Retailer is a company. This field appears if the Retailer 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 Retailer's address:
 - a. Street Number
 - b. Village
 - c. Locality
 - d. District
 - e. Commune
 - f. Province
 - g. Country
10. ***Role:** Select the Retailer's role from the list.
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 Retailer 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 Retailer forgets the password. In such a situation, the system requires identification to authenticate the Retailer. These security questions are used for authentication of the Retailer.



15. *Enter the captcha shown on the page. This is required to prove that the Retailer is not a robot.
16. *Select the declaration check box.
17. Click **SUBMIT**.

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

The screenshot shows a mobile application screen titled "Verify OTP". Below the title, 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, there is a large pink button labeled "VERIFY OTP".

Figure 3: Verify OTP

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

The screenshot shows a mobile application screen titled "Enter OTP". It features two input fields for entering OTPs. The first field contains the text "261508" and the second field contains "849619". To the right of the second input field, there is a blue link labeled "Resend OTP". At the bottom of the screen, there is a large pink button labeled "DONE".

Figure 4: Enter OTP

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

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

The screenshot shows a mobile application screen titled "Verify OTP". Below the title, 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 of the screen, there 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 Retailer's registration ID is sent to the Retailer's mail account. This registration ID is a unique automatically generated ID. This ID is the login username for access to the CEIR Retailer Portal application.

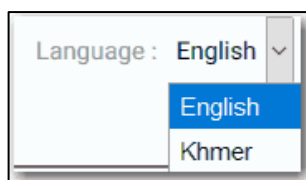
To start using the application, log into the application.

To login:

1. Open the browser and enter the CEIR Retailer 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 Retailer 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 Retailer enters in the registration page. Refer to during *Figure 2: Retailer 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.

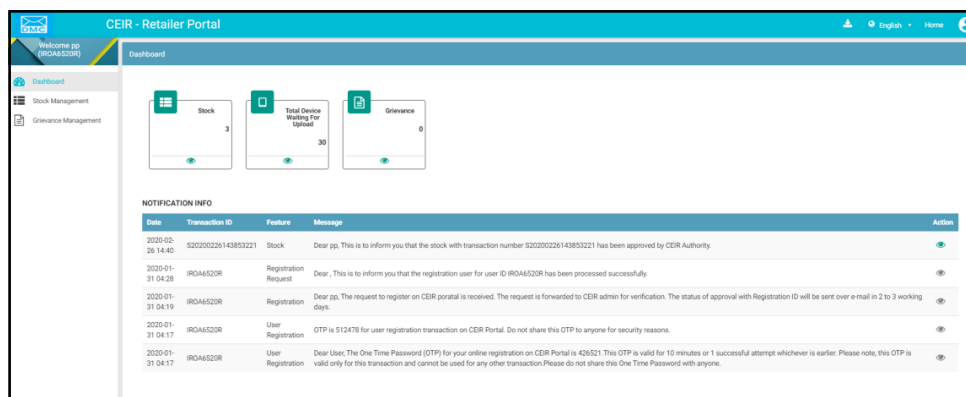


Figure 6: Home Page

If the Retailer 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 *

FLHF0071K

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

What was your childhood nickname?

Provide answer to the question*

Sammy

SUBMIT

CANCEL

Figure 7: Forgot Password

1. Enter the login username.
2. Select a security question from the list. Select any one of the security questions that were selected during registration.



3. Enter the answer to the selected security question. This should match the answer given at the time of registration.
4. Click **SUBMIT**.

The **Set New Password** page appears.

The 'Set New Password' form has a blue header with the title 'Set New Password'. Below it, the main heading is 'New Password'. There are two input fields: 'New Password' and 'Confirm Password'. Each field has a red padlock icon on the left and a blue eye icon on the right. The 'New Password' field is currently filled with dots. Below the input fields is a large red button labeled 'SAVE'.

Figure 8: Set New Password

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

2.3 Application User Interface

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

The 'CEIR - Retailer Portal' home page features a blue header with the portal name and a user profile icon. A sidebar on the left contains navigation links for 'Dashboard', 'Stock Management', and 'Grievance Management'. The main content area displays three summary cards: 'Stock' (3), 'Total Device Waiting For Upload' (30), and 'Grievance' (0). Below these is a 'NOTIFICATION INFO' table.

Date	Transaction ID	Feature	Message	Action
2020-02-26 14:40	S20200226143853221	Stock	Dear pp, This is to inform you that the stock with transaction number S20200226143853221 has been approved by CEIR Authority.	
2020-01-31 04:28	IRDA652GR	Registration Request	Dear , This is to inform you that the registration user for user ID IRDA652GR has been processed successfully.	
2020-01-31 04:19	IRDA652GR	Registration	Dear pp, The request to register on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.	
2020-01-31 04:17	IRDA652GR	User Registration	OTP is 512476 for user registration transaction on CEIR Portal. Do not share this OTP to anyone for security reasons.	
2020-01-31 04:17	IRDA652GR	User Registration	Dear User, The One Time Password (OTP) for your online registration on CEIR Portal is 426521. This OTP is valid for 10 minutes or 1 successful attempt whichever is earlier. Please note, this OTP is valid only for this transaction and cannot be used for any other transaction. Please do not share this One Time Password with anyone.	

Figure 9: Home Page

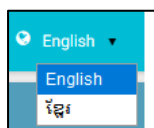


The Home page has all the feature menus on the left panel.

The center of the page is the Dashboard.

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

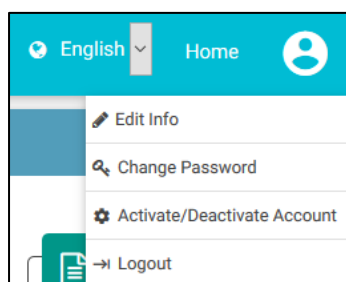
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



- **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.

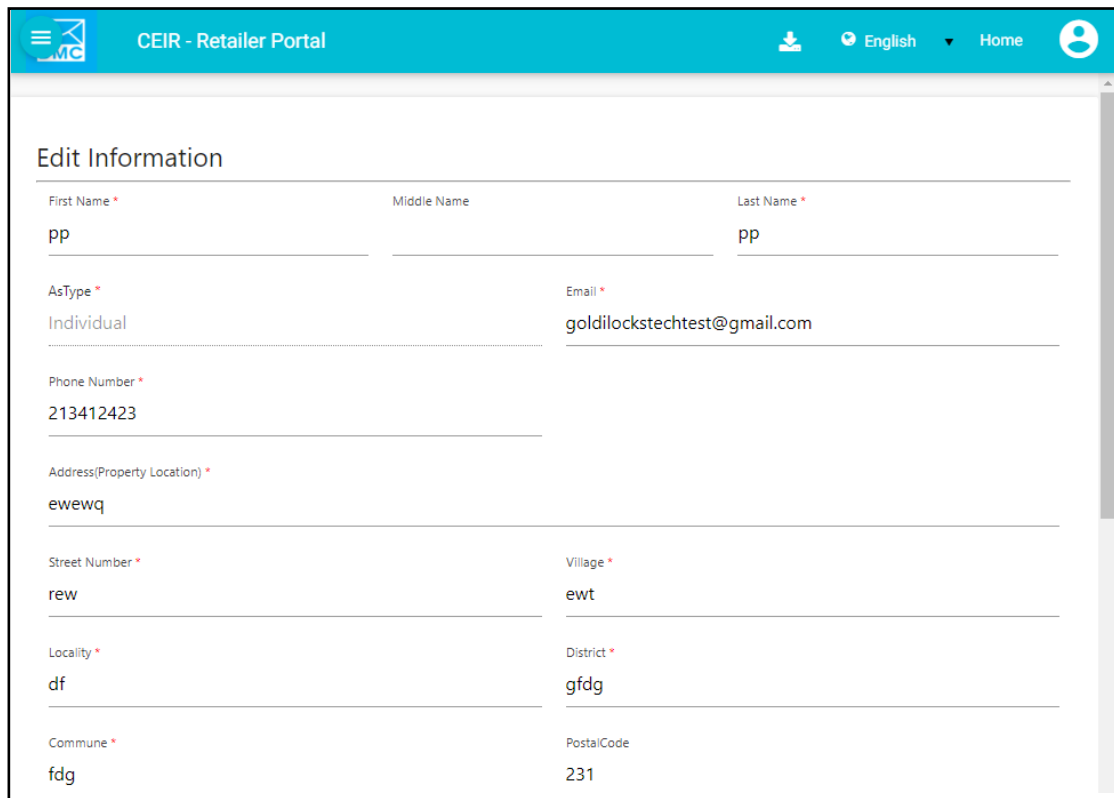



Figure 10: Edit Information

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

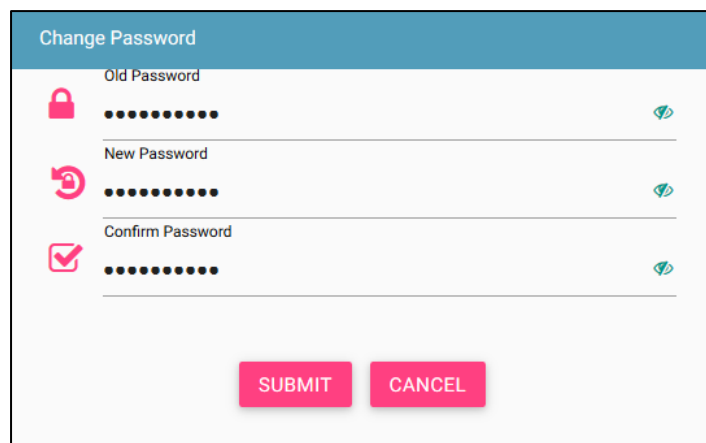


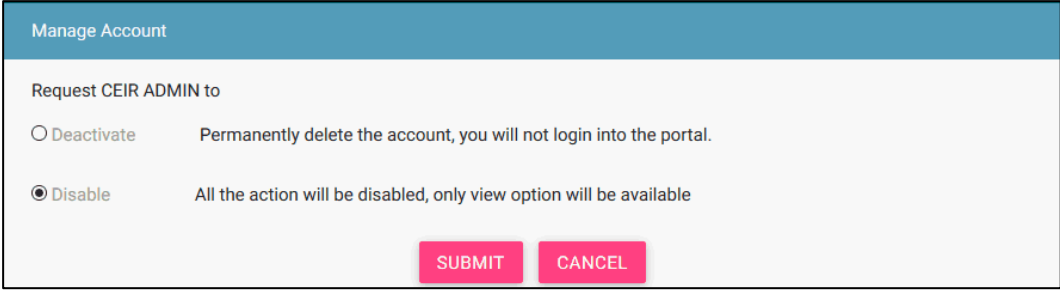


Figure 11: Change Password

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



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

Figure 12: Manage Account

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

2.3.1 Dashboard

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

- Stock
- Grievances

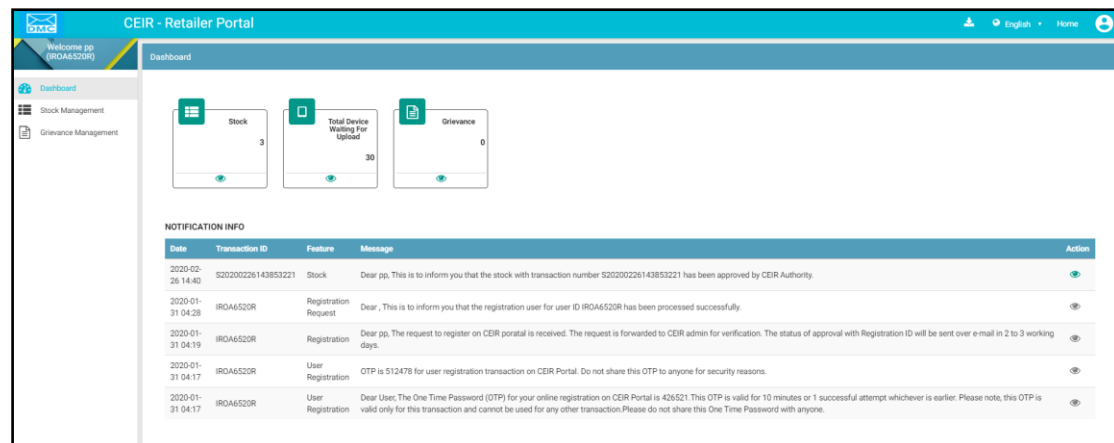
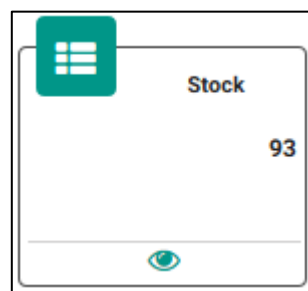


Figure 13: Home Page

Stock

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



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

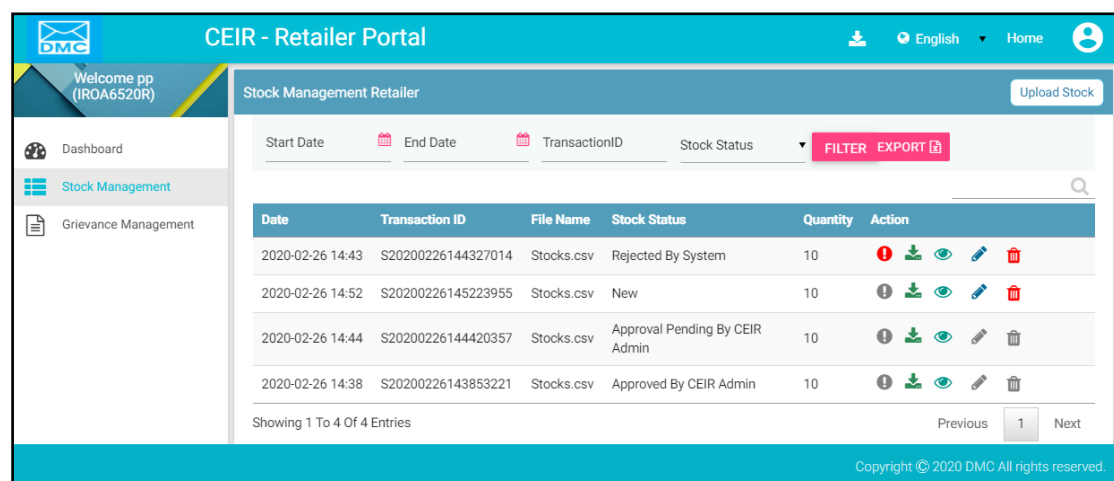
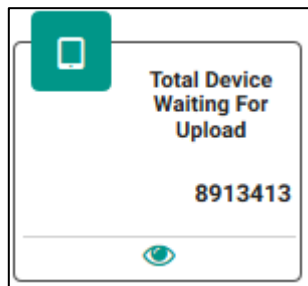


Figure 14: Stock Management



Total Devices Waiting for Upload

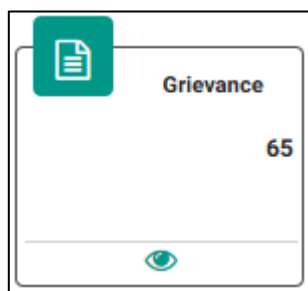
The box displays the total number of devices (IMEIs/MEIDs/ESNs in stock) pending for upload.



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







Grievances

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



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

The screenshot shows the CEIR - Retailer Portal interface. The top navigation bar is blue with the DMC logo, "CEIR - Retailer Portal", and links for English, Home, and a user profile. The left sidebar has a "Welcome pp (IROA6520R)" message and a menu with "Dashboard", "Stock Management", and "Grievance Management" (highlighted). The main content area is titled "Grievance Management" and includes a "Report Grievance" button. Below this is a search bar with fields for Start Date, End Date, TransactionID, Grievance ID, and Grievance Status, along with "FILTER" and "EXPORT" buttons. A table displays the following data:

Raised Date	Modified On	Transaction ID	Grievance ID	Grievance Status	Action
2020-02-26 16:14	2020-02-27 07:17	C20200221042243169	G20200226161436215	Pending With User	 
2020-02-26 14:54	2020-02-26 16:14		G20200226145424236	Pending With Admin	 
2020-02-26 14:54	2020-02-26 16:13	S20200226144327014	G20200226145401778	Pending With User	 

The footer of the page states "Copyright © 2020 DMC All rights reserved."

Figure 15: Grievance Management



Notification Information

This section displays the ten most recent notifications.

The screenshot shows the CEIR - Distributor Portal interface. On the left is a sidebar with a 'Welcome priya (SELE9864Q)' message and links to 'Dashboard', 'Stock Management', and 'Grievance Management'. The main area is titled 'NOTIFICATION INFO' and contains a table with the following data:

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

Figure 16: Home Page

Notifications are of two types.

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

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



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

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





The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the stock or grievance or type approval request for which the notification is sent. If the notification is related to the Retailer account, the login username is shown instead of any transaction ID.
- **Feature:** This is the name of the feature for which the notification is sent. For example, if the notification is concerning a stock transaction, the feature name **Stock Management** is shown. The feature name is the one shown in the left panel of the Home page.
- **Message:** This is the message of the notification. An example is shown below.



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

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

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

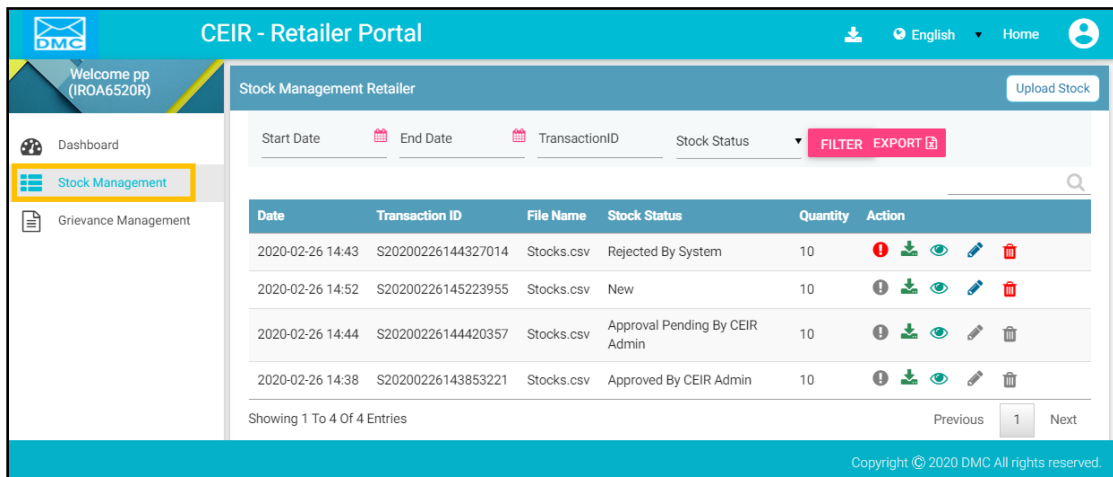
Dear priya, This is to inform you that the stock with transaction number S20200302054922579 has been approved by CEIR Authority.

2.4 Stock Management

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

To upload stock:

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















CEIR - Retailer Portal

Welcome pp (IROA6520R)

Stock Management Retailer

Start Date End Date TransactionID Stock Status FILTER EXPORT

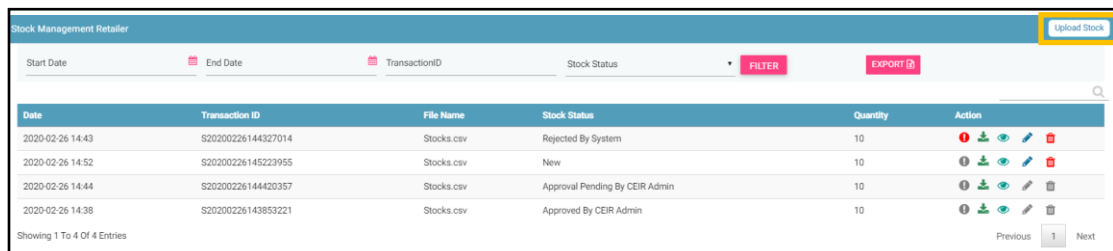
Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-26 14:43	S20200226144327014	Stocks.csv	Rejected By System	10	  
2020-02-26 14:52	S20200226145223955	Stocks.csv	New	10	  
2020-02-26 14:44	S20200226144420357	Stocks.csv	Approval Pending By CEIR Admin	10	  
2020-02-26 14:38	S20200226143853221	Stocks.csv	Approved By CEIR Admin	10	  

Showing 1 To 4 Of 4 Entries Previous 1 Next

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





Figure 17: Home Page

2. The **Stock Management** page appears.



Stock Management Retailer

Start Date End Date TransactionID Stock Status FILTER EXPORT

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-26 14:43	S20200226144327014	Stocks.csv	Rejected By System	10	  
2020-02-26 14:52	S20200226145223955	Stocks.csv	New	10	  
2020-02-26 14:44	S20200226144420357	Stocks.csv	Approval Pending By CEIR Admin	10	  
2020-02-26 14:38	S20200226143853221	Stocks.csv	Approved By CEIR Admin	10	  

Showing 1 To 4 Of 4 Entries Previous 1 Next



Figure 18: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

Figure 19: 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.

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-03-02 12:18	S20200302121811906	Consignment.csv	New	12	[Icons for edit, delete, etc.]






Figure 20: 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.




Column	Description
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 Retailer can view the file and fix the errors in the stock.• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator.• Approved by CEIR Admin: The stock is approved by the CEIR administrator.• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.• Withdrawn by User: The user withdraws stock if there is any problem.• Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock.
Quantity	This is the number of IMEIs or MEIDs or ESNs in the stock.
Action	This displays different actions that can be performed on the stock.

Column	Description
	<ul style="list-style-type: none"> Error : This is seen when there is an error file generated because of invalid information. Click on it to view the error file. Download : This is used to take a dump of the stock that is uploaded to the system. View : This is used to view the stock details. Edit : This is used to modify the stock details. Delete : This is used to delete the uploaded stock.

2.5 Edit Stock

Retailers 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		
2020-03-02 12:18	S20200302121811906	Consignment.csv	New	12	    		
2020-02-26 14:43	S20200226144327014	Stocks.csv	Rejected By System	10	    		
2020-02-26 14:52	S20200226145223955	Stocks.csv	New	10	    		

Figure 21: Stock Management

The **Edit Stock** page appears.

Edit Stock

Supplier ID

156

Supplier Name*

Rajesh

Quantity*

1500

Invoice Number

TransactionID

S20200206053921924

Upload Bulk Stock*

SELECT FILE

test.csv

[Download Sample Format](#)

Required Field are marked with *

UPDATE

CANCEL

Figure 22: Edit Stock

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

2.6 Filter Stock

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

To view specific stock:
















Stock Management Retailer						Upload Stock
Start Date	End Date	TransactionID	Stock Status		FILTER	EXPORT
Date	Transaction ID	File Name	Stock Status	Quantity	Action	
2020-03-02 12:18	S20200302121811906	Consignment.csv	New	12	    	
2020-02-26 14:43	S20200226144327014	Stocks.csv	Rejected By System	10	    	
2020-02-26 14:52	S20200226145223955	Stocks.csv	New	10	    	

Figure 23: 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. Retailers 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.

The screenshot shows the 'Stock Management Retailer' interface. At the top right is an 'Upload Stock' button. Below it is a filter bar with fields for 'Start Date', 'End Date', 'TransactionID', and 'Processing' (a dropdown menu). To the right of these fields are 'FILTER' and 'EXPORT' buttons. Below the filter bar is a table with the following data:

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

Figure 24: Stock Management

2.7 Export Stock

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

To export the uploaded stock:

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

The screenshot shows the 'Stock Management Retailer' interface, similar to Figure 24, but with the 'EXPORT' button highlighted in a yellow box. The table below shows the stock data after filtering:

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-03-02 12:18	S20200302121811906	Consignment.csv	New	12	[Icons: Warning, Download, View, Edit, Delete]
2020-02-26 14:43	S20200226144327014	Stocks.csv	Rejected By System	10	[Icons: Warning, Download, View, Edit, Delete]
2020-02-26 14:52	S20200226145223955	Stocks.csv	New	10	[Icons: Warning, Download, View, Edit, Delete]

Figure 25: Stock Management

The following page appears.

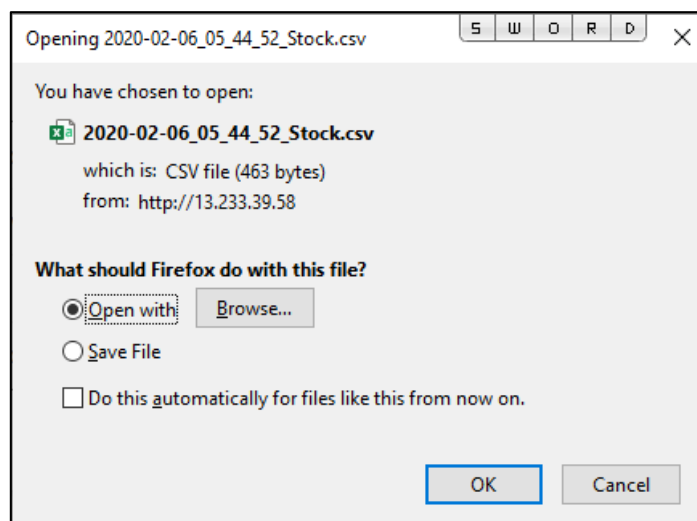


Figure 26: Open or Save Exported Stock File

- 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 27: Exported Stock

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

2.8 Grievance Management

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

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

- 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.
- The CEIR administrator responds to the grievance. A response notification is sent to on the Retailer portal, and the Retailer's registered mail ID.



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

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

To raise a grievance

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

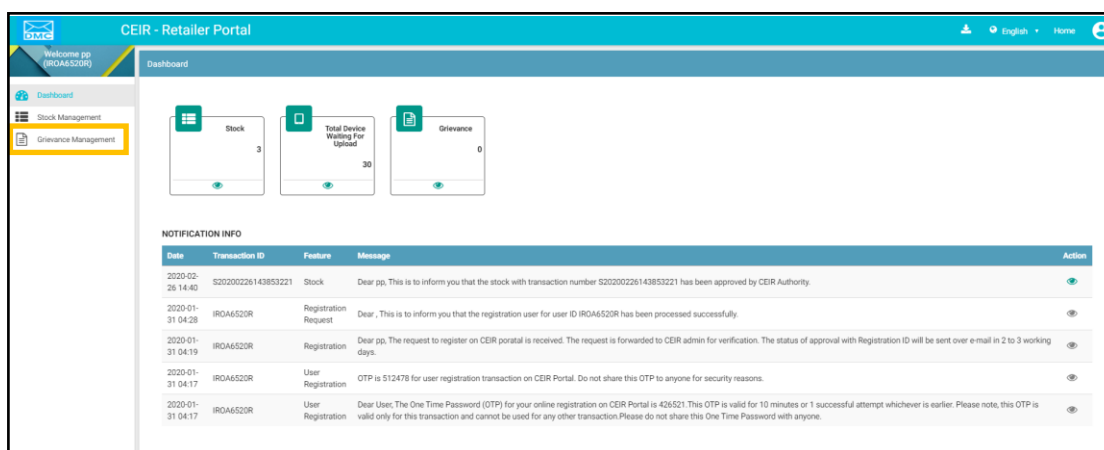


Figure 28: Home Page

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

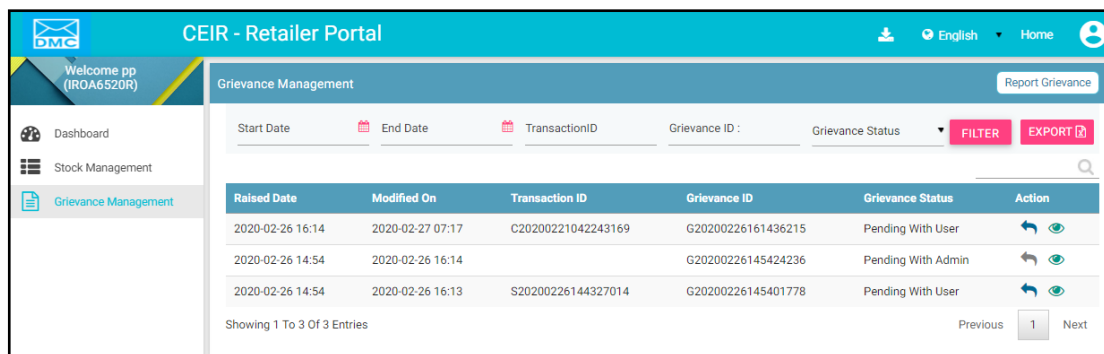


Figure 29: Grievance Management

The **Report Grievance** page appears.

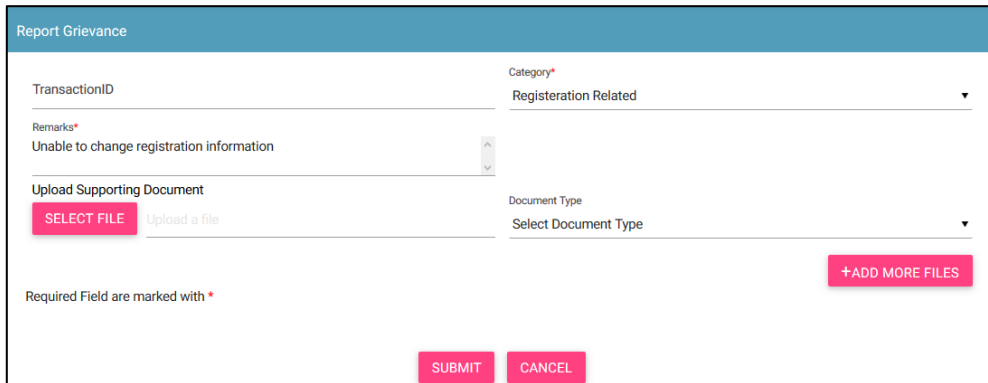


Figure 30: Report Grievance

3. Enter the following information:

- a. **Transaction ID:** Enter 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.
 - Stock Related: Problem with uploading stock etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.
- c. ***Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.
- d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport
 - Visa
 - NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.



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

4. Click **SUBMIT**.

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

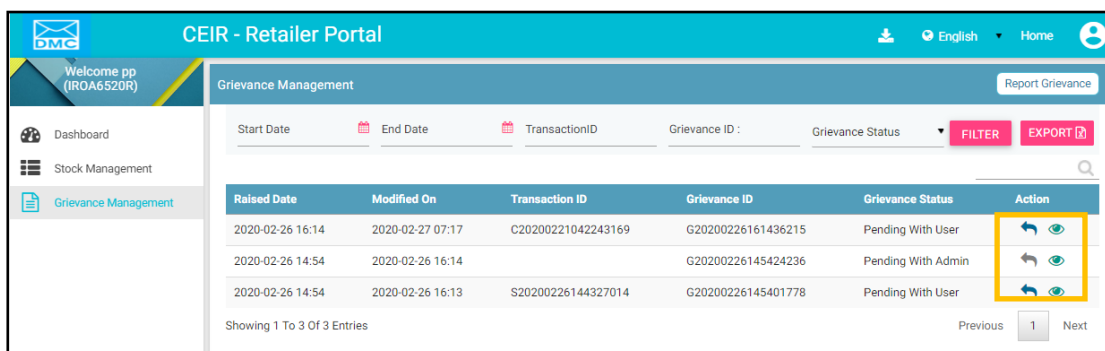




Figure 31: Grievance Management

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

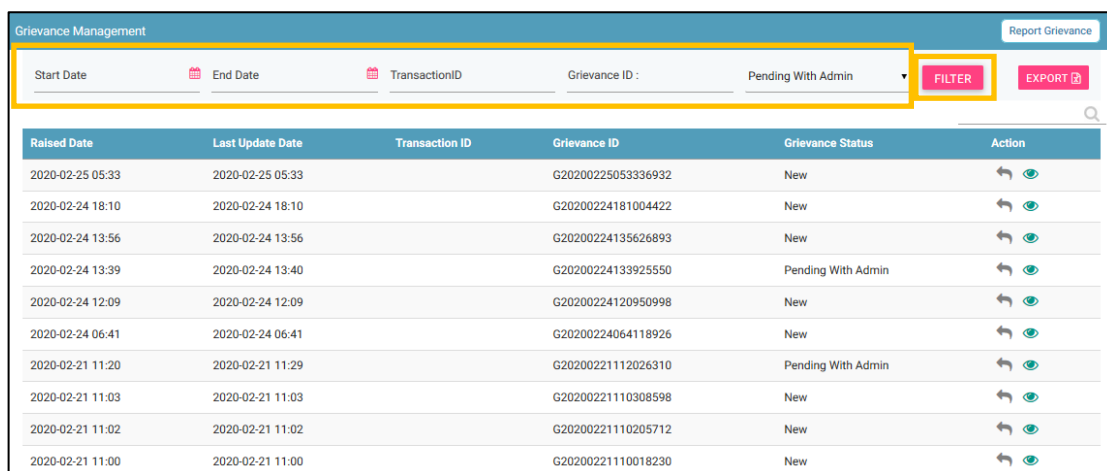
Column	Description
Raised Date	Date of raising a grievance.
Last Update Date	The date when the grievance was modified.
Transaction ID	The transaction ID of stock for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	<p>The uploaded grievance goes through different status modes.</p> <ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the Retailer.• Closed: When the CEIR administrator closes the grievance.

Column	Description
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 Retailer. The exchange of responses is done until the grievance is closed. View : This is used to view the grievance response history. The Retailer can see all the responses exchanged for any grievance.

2.9 Filter Grievances

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

To filter grievances:























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

Figure 32: Filter Grievances

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

- Start Date** and **End Date**: Period of raising grievances.
- Transaction ID**: This is the transaction ID of the stock.



- **Grievance ID:** This is the ID assigned to the grievance.
- **Grievance Status:** The status can be:
 - New
 - Pending with CEIR Administrator
 - Pending with User
 - Closed

2. Click **Filter**.

The filtered grievances are shown on the page.

Grievance Management

Report Grievance

Start Date

End Date

TransactionID

Grievance ID :

Pending With Admin

FILTER

EXPORT

</


Figure 33: Filtered Grievances

2.10 Export Grievances




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

To export the grievances:


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





CEIR - Retailer Portal

 English  Home 

Welcome pp
(IRQA65Z0R)

 Dashboard


 Stock Management


 Grievance Management

Grievance Management

Report Grievance

Start Date


 End Date

 TransactionID

Grievance ID :

Grievance Status

FILTER

EXPORT 

Raised Date

Modified On

Transaction ID

Grievance ID

Grievance Status

Action



2020-02-26 16:14

2020-02-27 07:17

C20200221042243169

G20200226161436215

Pending With User





2020-02-26 14:54

2020-02-26 16:14

G20200226145424236

Pending With Admin



2020-02-26 14:54

2020-02-26 16:13

S20200226144327014

G20200226145401778

Pending With User





Figure 34: Grievance Management

The following page appears.

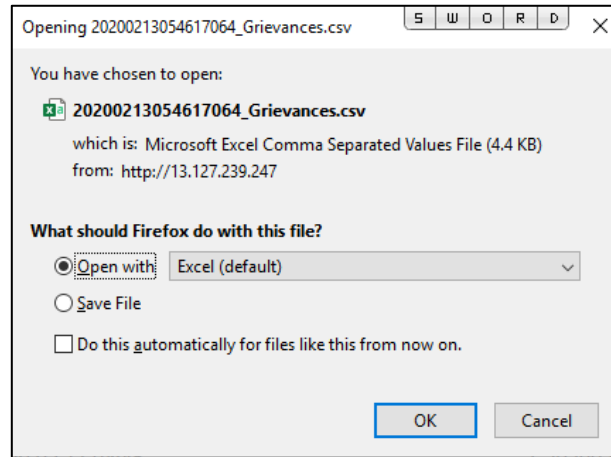


Figure 35: Open or Save Exported Grievance File

- 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 36: Exported Grievances

Instead of exporting all the grievances, Retailers 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.