



Central Equipment Identity Register

Retailer User Manual v 2.1



Document Change History

Version	Change Type	Description	Date
Draft		Submitted for internal review	March 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 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
IMEI	International Mobile Equipment Identity
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.

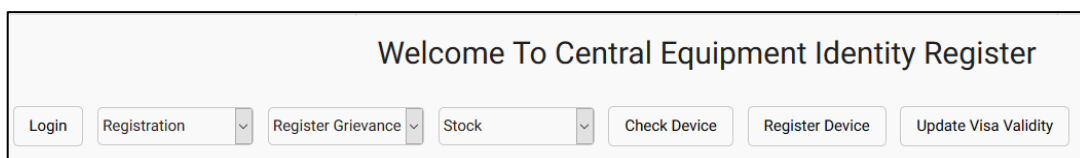
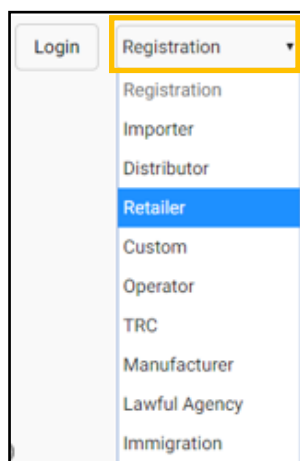


Figure 1: CEIR Home Page

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 ID:** 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 'Verify OTP' screen. At the top is a blue header with the text 'Verify OTP'. Below the header, the text reads: '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 with the text 'VERIFY OTP'.

Figure 3: Verify OTP

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

The screenshot shows an 'Enter OTP' screen. At the top is 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 is a blue link that says 'Resend OTP'. At the bottom of the screen is a large pink button with the text 'DONE'.

Figure 4: Enter OTP

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

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

The screenshot shows a 'Verify OTP' screen with a success message. At the top is a blue header with the text 'Verify OTP'. Below the header, the 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 of the screen is a pink button with the text '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 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.

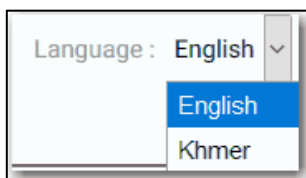
To start using the application, log into the application.

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.

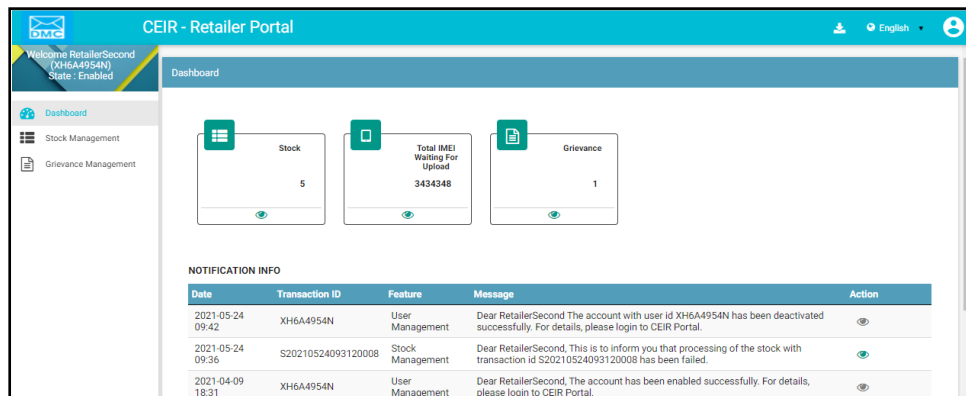


Figure 6: Home Page

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 title 'New Password' is displayed. 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 active. Below the input fields is a large red 'SAVE' button.

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 DMC logo and the text 'CEIR - Retailer Portal'. On the right side of the header, there are icons for user profile, language (English), and a search icon. The main content area is divided into three sections: 'Dashboard', 'Stock Management', and 'Grievance Management'. The 'Dashboard' section displays three cards: 'Stock' with a value of 5, 'Total IMEI Waiting For Upload' with a value of 3434348, and 'Grievance' with a value of 1. Below these cards is a 'NOTIFICATION INFO' table.

Date	Transaction ID	Feature	Message	Action
2021-05-24 09:42	XH6A4954N	User Management	Dear RetailerSecond The account with user id XH6A4954N has been deactivated successfully. For details, please login to CEIR Portal.	
2021-05-24 09:36	S20210524093120008	Stock Management	Dear RetailerSecond, This is to inform you that processing of the stock with transaction id S20210524093120008 has been failed.	
2021-04-09 18:31	XH6A4954N	User Management	Dear RetailerSecond, The account has been enabled successfully. For details, please login to CEIR Portal.	

Figure 9: Home Page

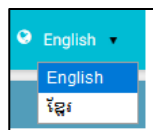



The Home page has all the feature menus on the left panel.

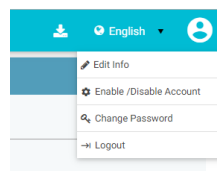
The center of the page is the Dashboard.


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.



-  **(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 *

RetailerFirst

Middle Name

Last Name

first

Type *

Company

Email ID *

c36@goldilocks-tech.com

Phone Number *

8887779991

Address(Property Location) *

city side area

Country *

Cambodia

Province *

District*

Commune*

Village

Select Village

Street Number *

21

Locality

PostalCode

132133

VAT Number *

☐ Yes ☒ No

Security Question 1 *

What was your childhood nickname?

Answer 1 *

vini

Security Question 2 *

What is your oldest cousin's first name?

Answer 2 *

tiny

Security Question 3 *

In what city and country do you want to retire?

Answer 3 *

delhi

Required Field are marked with *

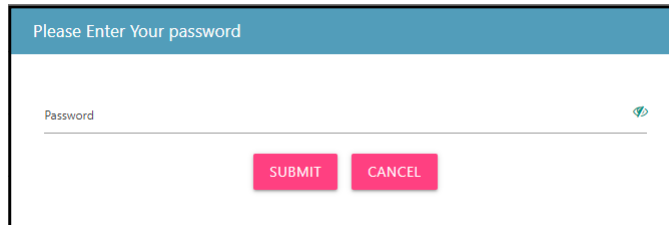
UPDATE

CANCEL

Figure 10: Edit Information

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

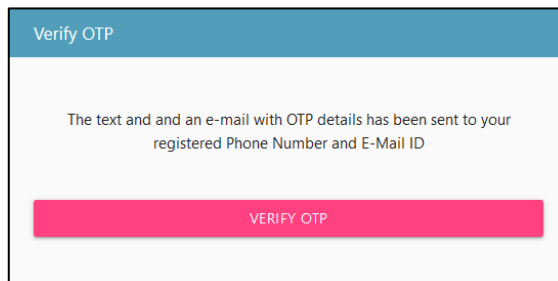
User is prompted to enter the password for confirmation of edit profile.



The screenshot shows a web form titled "Please Enter Your password". It features a single text input field labeled "Password" with a small eye icon to its right. Below the input field are two buttons: "SUBMIT" and "CANCEL".

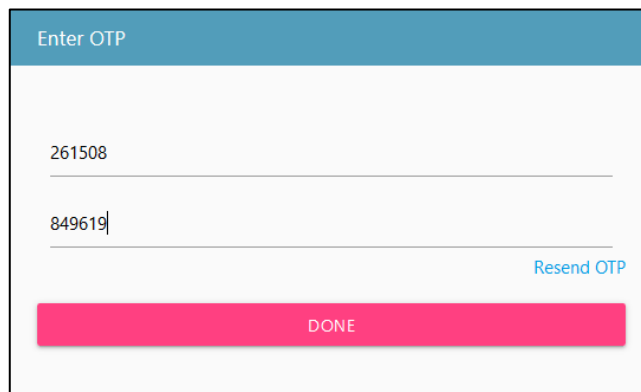
Figure 11: Password confirmation

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



The screenshot shows a notification screen titled "Verify OTP". The main text reads: "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 12: Verify OTP notification



The screenshot shows a form titled "Enter OTP". It contains two text input fields. The first field contains the number "261508". The second field contains the number "849619" followed by a cursor. To the right of the second input field is a blue link labeled "Resend OTP". At the bottom of the form is a large pink button labeled "DONE".

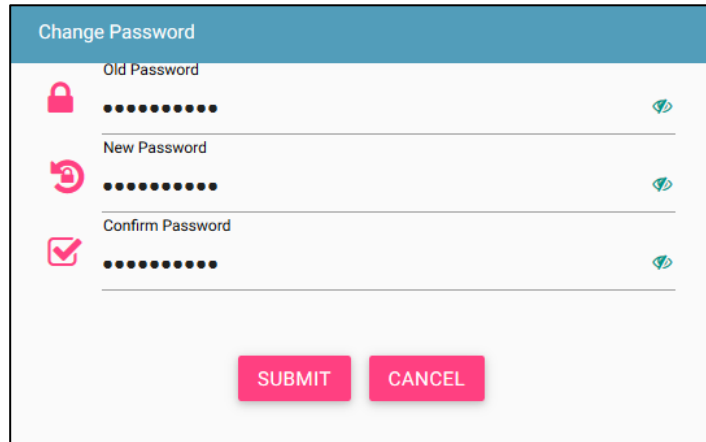
Figure 13: Verify OTP

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.

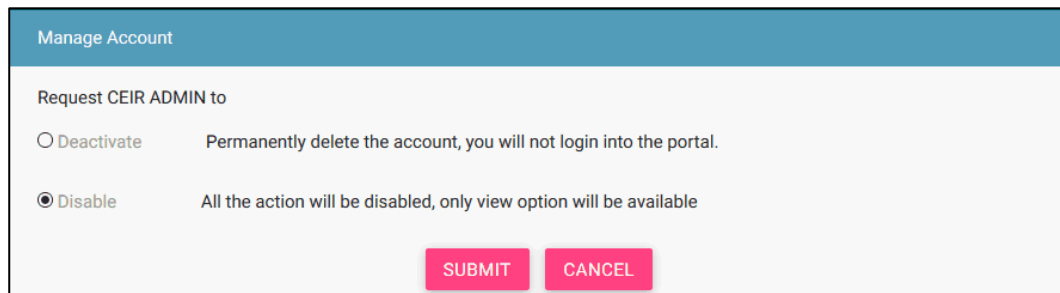
-  **(Change Password)**: Click on it change the login password.



The image shows a 'Change Password' form with a blue header. It contains three input fields: 'Old Password' with a lock icon, 'New Password' with a circular arrow icon, and 'Confirm Password' with a checkmark icon. Each field has a password mask (dots) and a toggle eye icon to the right. At the bottom, there are two red buttons: 'SUBMIT' and 'CANCEL'.

Figure 14: 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 Admin 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.



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

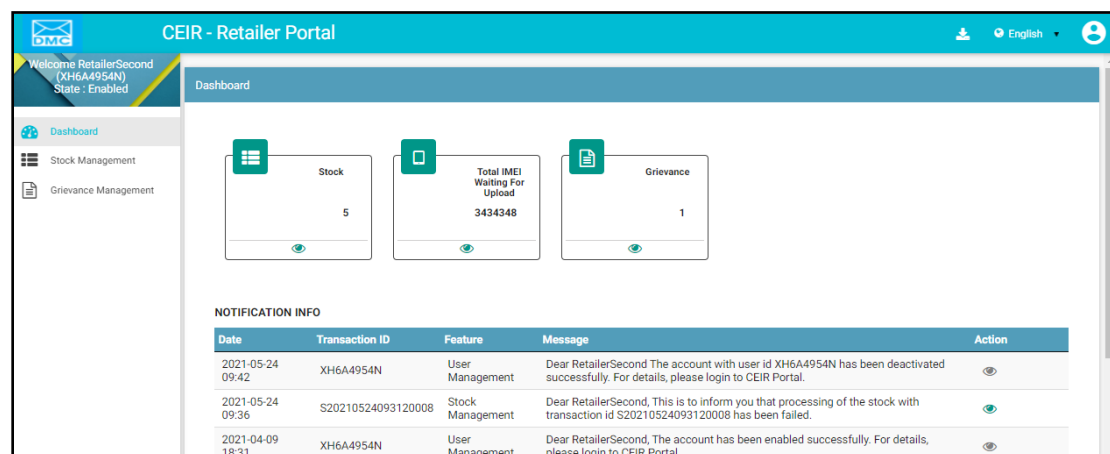
Figure 15: Manage Account

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

2.4 Dashboard

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

- Stock
- Grievances



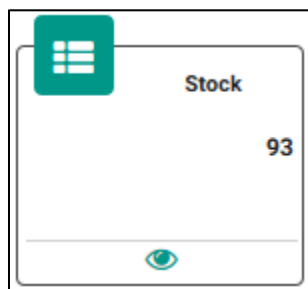
The dashboard screenshot shows a sidebar on the left with a 'Welcome RetailerSecond (XH6A4954N) State : Enabled' message and navigation links for 'Dashboard', 'Stock Management', and 'Grievance Management'. The main area has a 'Dashboard' header and three summary cards: 'Stock' with a value of 5, 'Total IMEI Waiting For Upload' with a value of 3434348, and 'Grievance' with a value of 1. Below these is a 'NOTIFICATION INFO' table.

Date	Transaction ID	Feature	Message	Action
2021-05-24 09:42	XH6A4954N	User Management	Dear RetailerSecond The account with user id XH6A4954N has been deactivated successfully. For details, please login to CEIR Portal.	
2021-05-24 09:36	S20210524093120008	Stock Management	Dear RetailerSecond, This is to inform you that processing of the stock with transaction id S20210524093120008 has been failed.	
2021-04-09 18:31	XH6A4954N	User Management	Dear RetailerSecond, The account has been enabled successfully. For details, please login to CEIR Portal.	

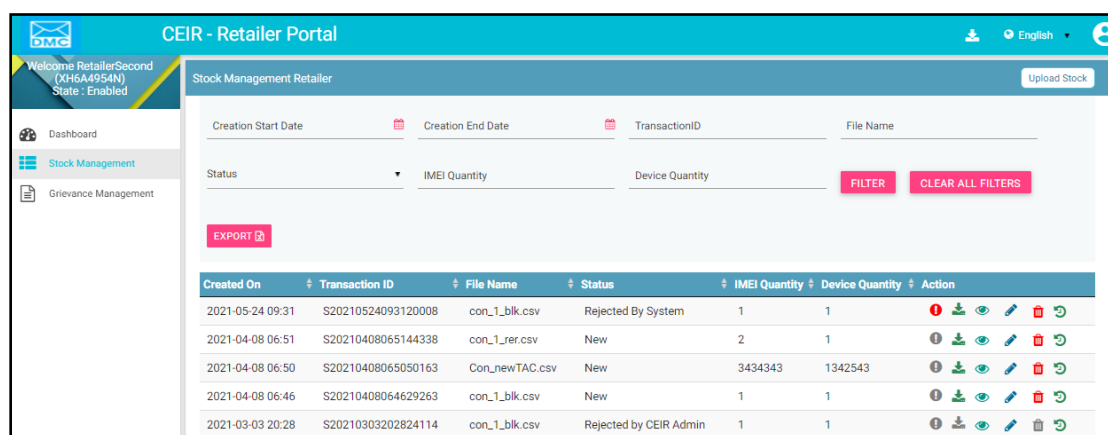
Figure 16: Home Page

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.



The screenshot shows the 'Stock Management Retailer' dashboard. It includes a sidebar with 'Dashboard', 'Stock Management', and 'Grievance Management'. The main area has filters for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'File Name'. Below these are 'Status', 'IMEI Quantity', and 'Device Quantity' filters, along with 'FILTER' and 'CLEAR ALL FILTERS' buttons. An 'EXPORT' button is also present. The table below lists transactions with columns for 'Created On', 'Transaction ID', 'File Name', 'Status', 'IMEI Quantity', 'Device Quantity', and 'Action'.


























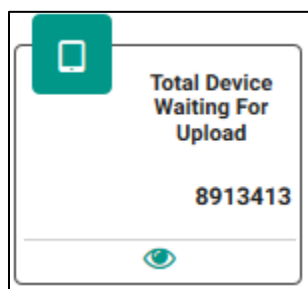
Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-05-24 09:31	S20210524093120008	con_1_blk.csv	Rejected By System	1	1	    
2021-04-08 06:51	S20210408065144338	con_1_rer.csv	New	2	1	    
2021-04-08 06:50	S20210408065050163	Con_newTAC.csv	New	3434343	1342543	    
2021-04-08 06:46	S20210408064629263	con_1_blk.csv	New	1	1	    
2021-03-03 20:28	S20210303202824114	con_1_blk.csv	Rejected by CEIR Admin	1	1	    

Figure 17: Stock Management

Total Devices Waiting for Upload

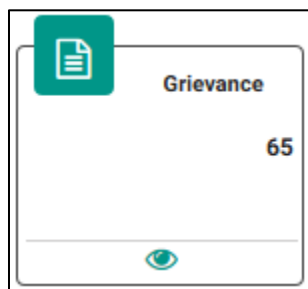
The box displays the total number of devices (IMEIs in stock) pending for upload.



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

Grievances

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



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

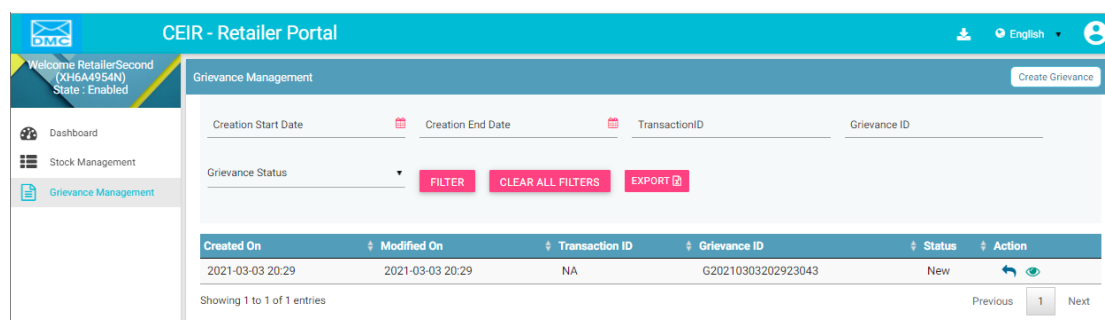


Figure 18: Grievance Management

Notification Information

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

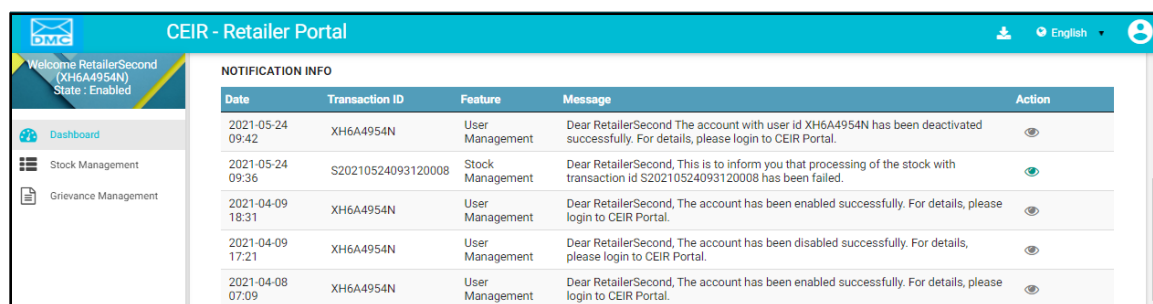



Figure 19: Home Page



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 Admin 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.



2.5 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.

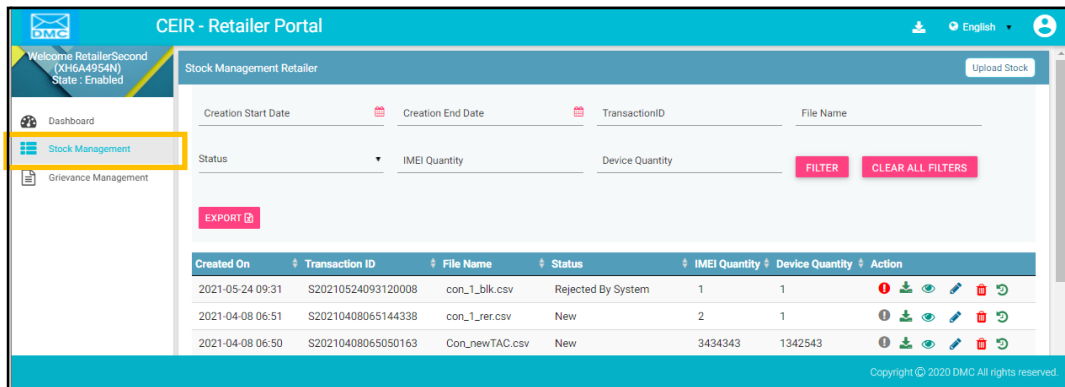


Figure 21: Home Page

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

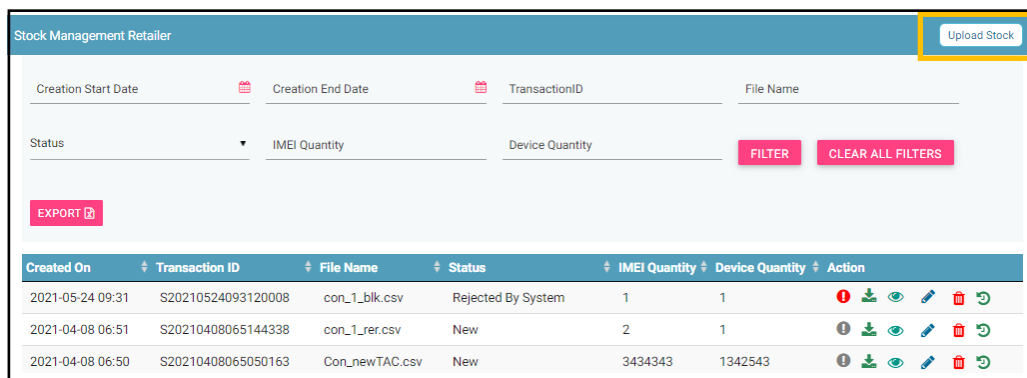


Figure 22: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

Figure 23: Upload Stock



4. Enter the following information:
 - a. **Supplier ID:** Enter the supplier ID.
 - b. ***Supplier Name:** Enter the supplier's name.
 - c. ***Quantity:** Enter the total quantity of IMEI.
 - d. **Invoice:** Enter the invoice number.
 - e. ***Upload Bulk Stock:** Enter the IMEI details in a file. This is a **.csv** file with defined column names. You need to enter device information in this file. First, download the file format, if required.
 - f. Click **Download Sample Format**.

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

The file has the following columns:

- ***Device type:** The device can be a handheld phone, mobile phone, feature phone, smart phone, Vehicle, Portable (include PDA), Module, Dongle, WLAN router, modem, connected computer, tablet, e- Book.
 - ***Device ID type:** Type can be IMEI (International Mobile Equipment Identity)
 - ***Multiple SIM Status:** Number of SIMs the device supports(1-4)
 - ***S/N of Device:** Device serial number
 - ***IMEI:** Value of IMEI
 - **Device launch date:** Launch date or manufacture date of the device (in the format, DDMMYYYY).
 - **Device status:** Whether the device is new or used (New/Used)
- g. Enter the required information in each column for each device.

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



- 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.

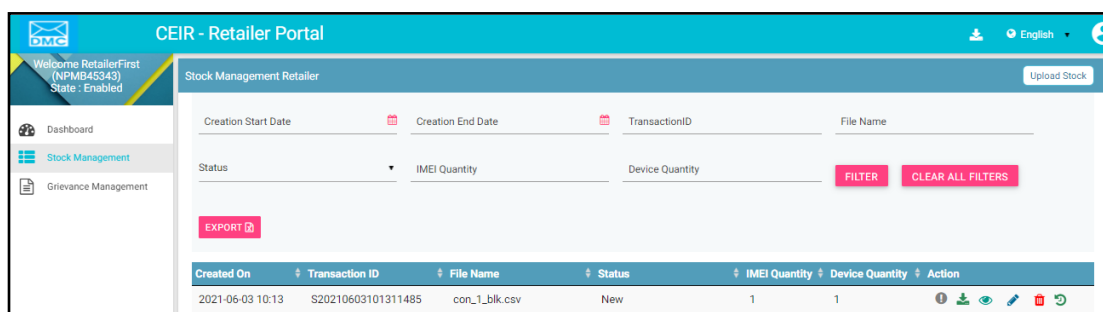








Figure 24: Stock Management

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 Retailer can view the file and fix the errors in the stock.



Column	Description
	<ul style="list-style-type: none">• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR Admin.• Approved by CEIR Admin: The stock is approved by the CEIR Admin.• Rejected by CEIR Admin: The CEIR Admin 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 Admin can withdraw stock.
Quantity	This is the number of IMEI's 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.• History : This is used to view the transaction history of the consignment.



2.6 Edit Stock

Retailers can modify the uploaded stock.

To edit stock:

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

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-06-03 10:13	S20210603101311485	con_1_blk.csv	New	1	1	
2021-01-22 18:03	S20210122180305835	consignmentReport.csv	Rejected by CEIR Admin	1	1	
2021-02-25 00:05	S20210225000504059	consignmentReport.csv	Rejected by CEIR Admin	10	10	
2021-02-25 00:05	S20210225000534879	consignmentReport.csv	Rejected By System	10	10	
2021-01-20 19:30	S20210120193026486	BlckUnblkfile.csv	Rejected By System	1	1	

Figure 25: Stock Management

The **Edit Stock** page appears.

Supplier ID

Supplier Name

IMEI Quantity *

1

Device Quantity *

1

Invoice Number

1

TransactionID

S20210603101311485

Upload Bulk Stock *

SELECT FILE

con_1_blk.csv

Download Sample Format

Required Field are marked with *

UPDATE

CANCEL

Figure 26: Edit Stock

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



2.7 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:

The screenshot shows the 'Stock Management Retailer' interface. At the top right is an 'Upload Stock' button. Below it is a filter section with fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'File Name'. There is also a 'Status' dropdown menu, 'IMEI Quantity', and 'Device Quantity' fields. A yellow box highlights the 'FILTER' button and the 'CLEAR ALL FILTERS' button. Below the filter section is an 'EXPORT' button. At the bottom is a table with the following data:































Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-06-03 10:13	S20210603101311485	con_1_blk.csv	New	1	1	     
2021-01-22 18:03	S20210122180305835	consignmentReport.csv	Rejected by CEIR Admin	1	1	     
2021-02-25 00:05	S20210225000504059	consignmentReport.csv	Rejected by CEIR Admin	10	10	     
2021-02-25 00:05	S20210225000534879	consignmentReport.csv	Rejected By System	10	10	     
2021-01-20 19:30	S20210120193026486	BlckUnblkfile.csv	Rejected By System	1	1	     

Figure 27: 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.
 - **File Name:** Input file name
 - **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.
 - **IMEI Quantity:** IMEI quantity in the stock upload
 - **Device Quantity:** Device quantity in the stock upload
2. Click **FILTER**.

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



Stock Management Retailer

Upload Stock

Creation Start Date

Creation End Date

TransactionID

File Name

Approved by CEIR Admin

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-01-22 18:10	S20210122181050942	consignmentReport.csv	Approved by CEIR Admin	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2020-10-29 13:22	S20201029132232364	StockPreTestCase7.csv	Approved by CEIR Admin	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Figure 28: Stock Management

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

2.8 Sorting Stock

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

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

Stock Management Retailer

Upload Stock

Creation Start Date

Creation End Date

TransactionID

File Name

Status

IMEI Quantity

Device Quantity

FILTER

CLEAR ALL FILTERS

EXPORT

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-01-20 19:30	S20210120193026486	BlckUnblkfile.csv	Rejected By System	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2020-12-31 18:53	S20211231185318863	BlckUnblkfile.csv	Rejected By System	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2021-06-03 10:13	S20210603101311485	con_1_blk.csv	Rejected By System	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2021-02-25 00:05	S20210225000504059	consignmentReport.csv	Rejected by CEIR Admin	10	10	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2021-01-22 18:03	S20210122180305835	consignmentReport.csv	Rejected by CEIR Admin	1	1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2021-02-25 00:05	S20210225000534879	consignmentReport.csv	Rejected By System	10	10	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
2020-07-31 16:26	S20200731162658481	example1 (1).csv	Rejected by CEIR Admin	10	3	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Figure 29: Stock Management

2.9 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. At the top right is an 'Upload Stock' button. Below it are filter fields: 'Creation Start Date', 'Creation End Date', 'TransactionID', and 'File Name'. Further down are 'Status' (with a dropdown arrow), 'IMEI Quantity', and 'Device Quantity'. To the right of these are 'FILTER' and 'CLEAR ALL FILTERS' buttons. A yellow box highlights an 'EXPORT' button with a download icon. Below the filters is a table with the following data:

Created On	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2021-06-03 10:13	S20210603101311485	con_1_blk.csv	New	1	1	[Icons]
2021-01-22 18:03	S20210122180305835	consignmentReport.csv	Rejected by CEIR Admin	1	1	[Icons]
2021-02-25 00:05	S20210225000504059	consignmentReport.csv	Rejected by CEIR Admin	10	10	[Icons]
2021-02-25 00:05	S20210225000534879	consignmentReport.csv	Rejected By System	10	10	[Icons]
2021-01-20 19:30	S20210120193026486	BlckUnblkfile.csv	Rejected By System	1	1	[Icons]

Figure 30: Stock Management

The following page appears.

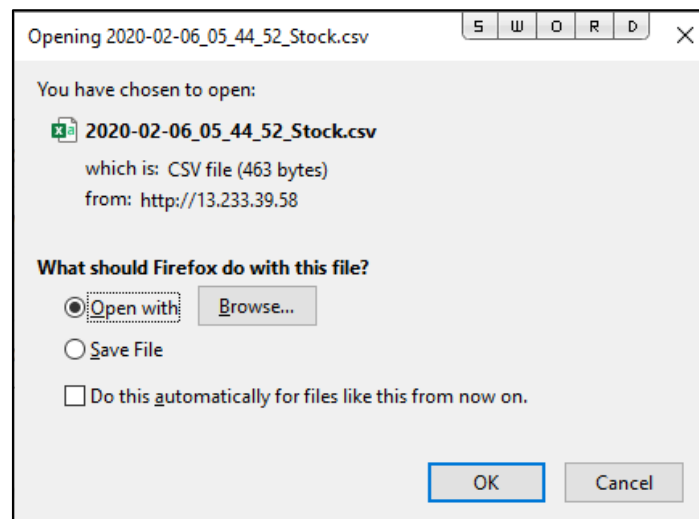


Figure 31: Open or Save Exported Stock File

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

	A	B	C	D	E	F	G	H
1	Created On	Modified On	Txn Id	File Name	Status	IMEI Quantity	Device Quantity	Supplier Name
2	03-06-2021 10:13	03-06-2021 10:14	S20210603101311485	con_1_blk.csv	Rejected By System	1	1	
3	22-01-2021 18:03	06-04-2021 17:26	S20210122180305835	consignmentReport.csv	Rejected by CEIR Admin	1	1	
4	25-02-2021 00:05	06-04-2021 17:16	S20210225000504059	consignmentReport.csv	Rejected by CEIR Admin	10	10	
5	25-02-2021 00:05	24-02-2021 23:52	S20210225000534879	consignmentReport.csv	Rejected By System	10	10	
6	20-01-2021 19:30	20-01-2021 19:17	S20210120193026486	BlckUnblkfile.csv	Rejected By System	1	1	
7	31-12-2020 18:53	31-12-2020 18:41	S20211231185318863	BlckUnblkfile.csv	Rejected By System	1	1	1 jksdlfsdfsdfsdf
8	31-07-2020 16:26	05-08-2020 00:42	S20200731162658481	example1 (1).csv	Rejected by CEIR Admin	10	3	
9								

Figure 32: 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.

2.10 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:

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

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

To raise a grievance

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

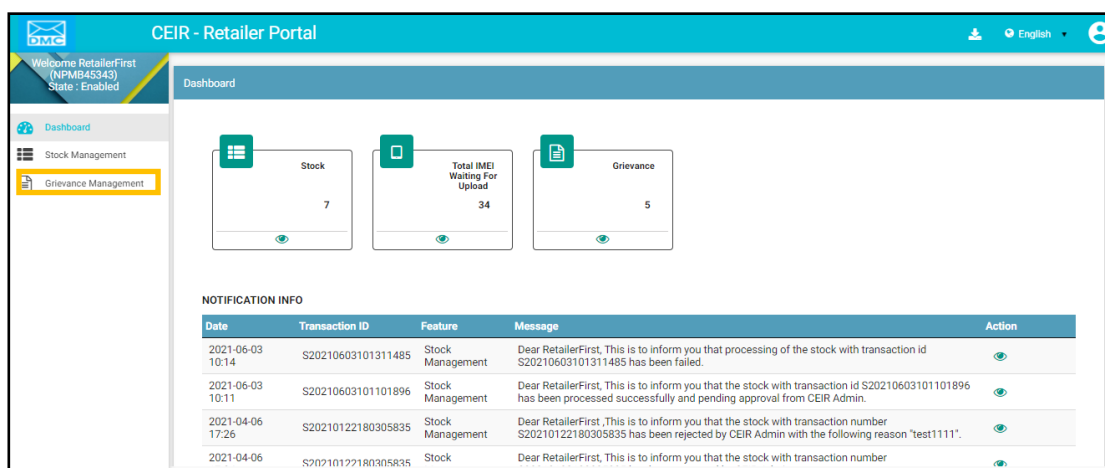


Figure 33: Home Page

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



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-25 23:57	2021-02-25 23:57	T20200115055424623	G20210225235741204	New	↩ 👁
2021-02-25 23:57	2021-02-25 23:57	NA	G20210225235700679	New	↩ 👁
2021-02-25 00:07	2021-02-25 00:07	C20200221042243169	G20210225000706217	New	↩ 👁
2021-02-25 00:06	2021-02-25 00:06	NA	G20210225000625259	New	↩ 👁
2020-10-30 14:10	2020-10-30 14:10	NA	G20201030141050824	New	↩ 👁

Figure 34: Grievance Management

The **Create Grievance** page appears.

TransactionID

Document Type

Other

Category *

Stock related

Upload Supporting Document*

SELECT FILE

con_1_blk.csv

+ADD MORE FILES

Remarks *

Required Field are marked with *

SUBMIT

CANCEL

Figure 35: Create Grievance

3. Enter the following information:

- Transaction ID:** Enter the transaction ID of the stock if the grievance is related to stock.
- *Category:** Select the category of the grievance. The options are:
 - Report Related: Unable to generate a report.
 - Stock Related: Problem with uploading stock etc.
 - Other: Problem with any other aspect of the application
 - Registration Related: Problem with registering information in the application.



- c. ***Remarks:** Enter information about the grievance raised. This helps the Admin to understand the problem in detail.
- d. **Document Type:** Select the type of identification or another document that is to be uploaded. The options are:
 - Passport
 - Visa
 - NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

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

4. Click **SUBMIT**.

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



Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-25 23:57	2021-02-25 23:57	T20200115055424623	G20210225235741204	New	
2021-02-25 23:57	2021-02-25 23:57	NA	G20210225235700679	New	
2021-02-25 00:07	2021-02-25 00:07	C20200221042243169	G20210225000706217	New	
2021-02-25 00:06	2021-02-25 00:06	NA	G20210225000625259	New	
2020-10-30 14:10	2020-10-30 14:10	NA	G20201030141050824	New	

Figure 36: 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.



Column	Description
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 Admin.• Pending with User: When a response is awaited from the Retailer.• Closed: When the CEIR Admin 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 Admin 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.

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

To filter grievances:



Grievance Management Create Grievance

Creation Start Date Creation End Date TransactionID Grievance ID

Grievance Status FILTER CLEAR ALL FILTERS EXPORT

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-25 23:57	2021-02-25 23:57	T20200115055424623	G20210225235741204	New	
2021-02-25 23:57	2021-02-25 23:57	NA	G20210225235700679	New	
2021-02-25 00:07	2021-02-25 00:07	C20200221042243169	G20210225000706217	New	
2021-02-25 00:06	2021-02-25 00:06	NA	G20210225000625259	New	
2020-10-30 14:10	2020-10-30 14:10	NA	G20201030141050824	New	

Showing 1 to 5 of 5 entries Previous 1 Next

Figure 37: Filter Grievances

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

- **Start Date** and **End Date**: Period of raising grievances.
- **Transaction ID**: This is the transaction ID of the stock.
- **Grievance ID**: This is the ID assigned to the grievance.
- **Grievance Status**: The status can be:
 - New
 - Pending with CEIR Admin
 - Pending with User
 - Closed

2. Click **Filter**.

The filtered grievances are shown on the page.

Grievance Management Create Grievance

Creation Start Date Creation End Date TransactionID Grievance ID

Closed FILTER CLEAR ALL FILTERS EXPORT

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2020-10-30 13:54	2020-11-13 01:27	C20201027152008339	G20201030135442078	Closed	

Showing 1 to 1 of 1 entries Previous 1 Next

Figure 38: Filtered Grievances



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

2.12 Sorting Grievances

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

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

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-25 00:07	2021-02-25 00:07	C20200221042243169	G20210225000706217	New	↶ 👁
2020-10-30 14:10	2020-10-30 14:10	NA	G20201030141050824	New	↶ 👁
2021-02-25 00:06	2021-02-25 00:06	NA	G20210225000625259	New	↶ 👁
2021-02-25 23:57	2021-02-25 23:57	NA	G20210225235700679	New	↶ 👁
2021-02-25 23:57	2021-02-25 23:57	T20200115055424623	G20210225235741204	New	↶ 👁

Figure 39: Grievance Management

2.13 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).

Created On	Modified On	Transaction ID	Grievance ID	Status	Action
2021-02-25 23:57	2021-02-25 23:57	T20200115055424623	G20210225235741204	New	↶ 👁
2021-02-25 23:57	2021-02-25 23:57	NA	G20210225235700679	New	↶ 👁
2021-02-25 00:07	2021-02-25 00:07	C20200221042243169	G20210225000706217	New	↶ 👁
2021-02-25 00:06	2021-02-25 00:06	NA	G20210225000625259	New	↶ 👁
2020-10-30 14:10	2020-10-30 14:10	NA	G20201030141050824	New	↶ 👁

Figure 40: Grievance Management

The following page appears.

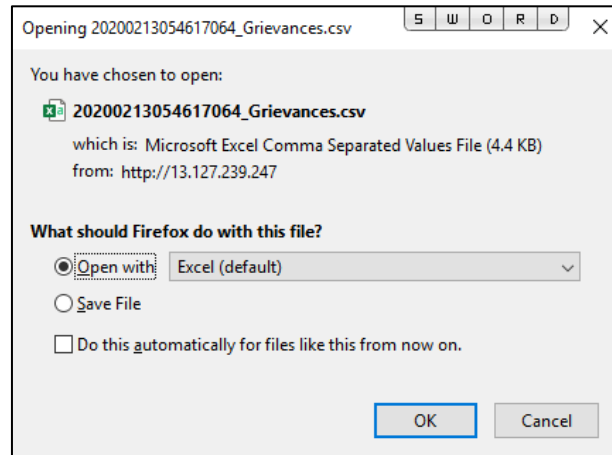


Figure 41: Open or Save Exported Grievance File

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

	A	B	C	D	E	F	G
1	Created On	Modified On	Transaction ID	Grievance ID	Status	Remarks	File
2	25-02-2021 23:57	25-02-2021 23:57	T20200115055424623	G20210225235741204	New	retailor 2	2020-12-30_18_04_54_IPLog.csv
3	25-02-2021 23:57	25-02-2021 23:57	NA	G20210225235700679	New	NPM845343 retailer 1	
4	25-02-2021 00:07	25-02-2021 00:07	C20200221042243169	G20210225000706217	New	Retailer grievance 222	
5	25-02-2021 00:06	25-02-2021 00:06	NA	G20210225000625259	New	grievance retailer 111	
6	30-10-2020 14:10	30-10-2020 14:10	NA	G20201030141050824	New	Remarks from retailer	download.jpg

Figure 42: 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.