Central Equipment Identity Register Importer Portal

Importer User Manual v 1.0

Document Change History

Version	Change Type	Description	Date
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Contents

Figures

1 Overview

1.1 Scope

This manual is for importers of the system. The objective of this manual is to help the importers to use the application to register consignments and report grievances.

1.2 Acronyms & Abbreviations

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

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)	*Italics*

2 Importer Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Importer Portal application is used to register SIM-based devices that are imported in Cambodia. The imported devices are registered by the importers. This ensures proper tax is paid to the customs before the devices are made available for sale in the market. Registering the devices helps in tracking device movement and prevents their misuse or theft.

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

Importers perform the following tasks:

- Register imported device consignments

- Upload stock (if the importer is also a distributor or retailer else this is done by the distributors and retailers)

- Report grievances

2.2 Logging into the Application

Before login, the importer needs to register in the application. To register:

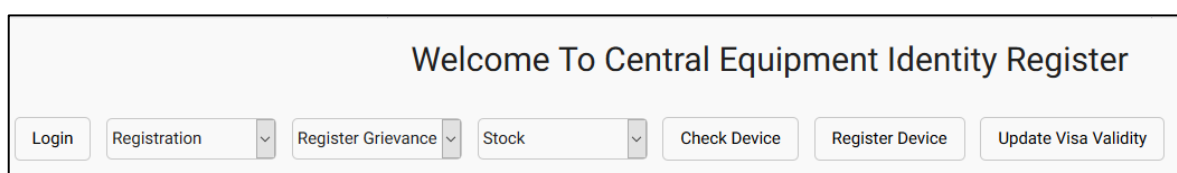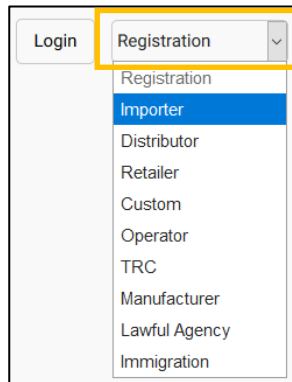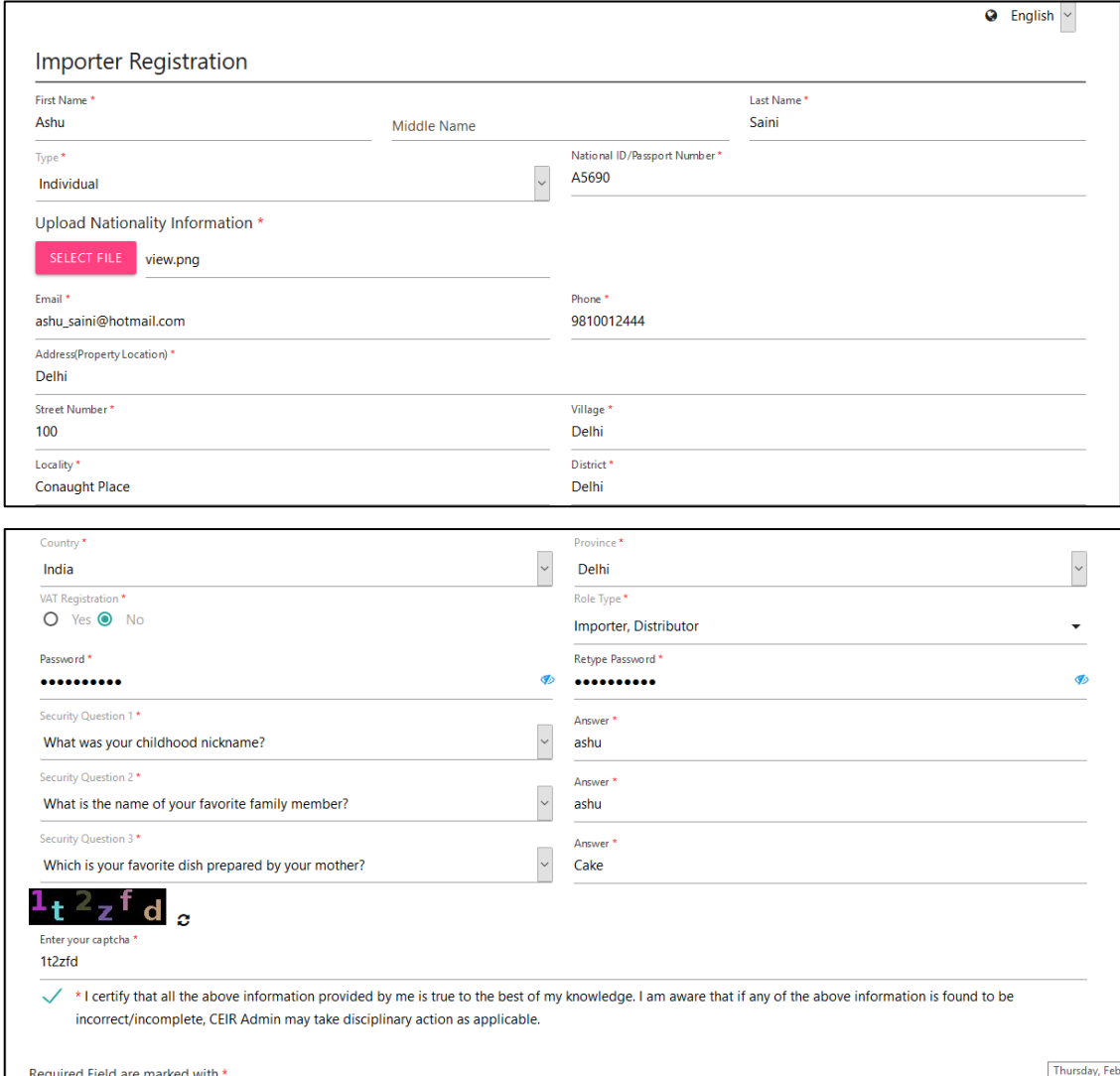1. Enter the CEIR Home Portal URL in the browser address bar. This opens the CEIR Home Portal page.

Figure 1: CEIR Home Page

2. Select **Importer** from the **Registration** list.
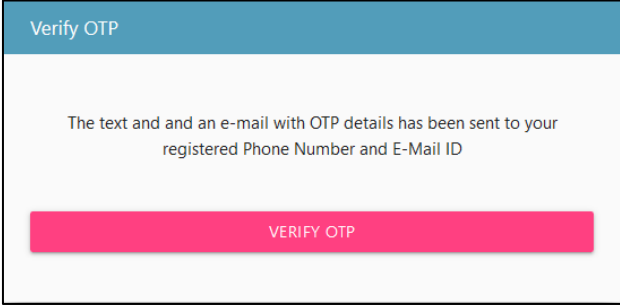
This displays the following page.

Figure 2: Importer Registration Page

3. **First Name**: Enter the first name.

4. **Middle Name**: Enter the middle name (if any).

5. **Last Name**: Enter the last name.

6. **Type**: Select the type of importer (Individual, Organization). If an individual, enter the national ID. If an organization, enter the organization name.

     a. **National ID/Passport Number**.: Enter the national ID (NID). This field appears when the importer selects **Individual** in Type.

   b. **Upload Nationality Information**: Click **Select File** to upload a scanned copy of the NID document.

   c. **Company Name**: Enter the organization name, if the importer is a company. This field appears if the importer selects **Organization** in **Type**.

7. **Email**: Enter the mail ID.

8. **Phone**: Enter the contact number

9. **Address**: Enter the importer's address:

   a. Street Number

   b. Village

   c. Locality

   d. District

   e. Commune

   f. Province

   g. Country

10. **Role**: Select the importer's role from the list (Importer, Distributer, Retailer). An importer can also be a distributer and/or retailer.

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 to log into the CEIR Importer Portal application.

13. **Confirm Password**: Re-enter the password for confirmation.

14. Select three security questions and enter an answer for each question.

15. Enter the captcha shown.

16. Select the declaration check box.

17. Click **SUBMIT**.

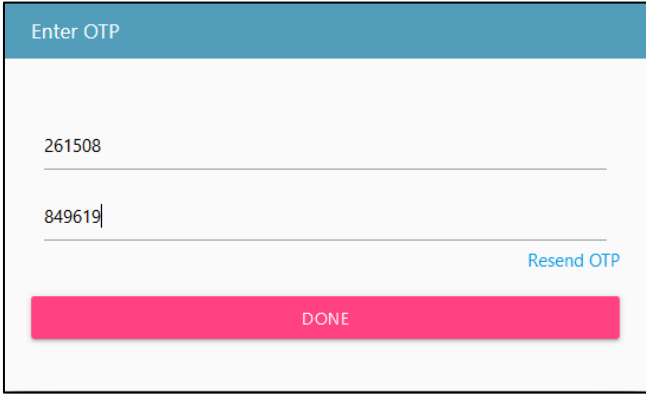An OTP is sent to the importer's mail ID and contact number.

Figure 3: Verify OTP

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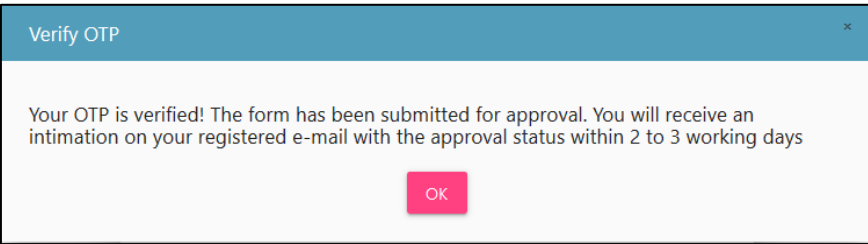

Figure 4: Enter OTP

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.

The registration request is sent to the CEIR administrator. The approval turnaround time is 2-3 days. After approval from the CEIR administrator, a mail containing the importer's registration ID is sent to the importer's mail ID. This registration ID is the login username for access to the CEIR Importer Portal application.

To start using the application, log into the application.

<u>To login:</u>

1. Open the browser and enter the CEIR Importer Portal URL in the address bar. The login screen appears.
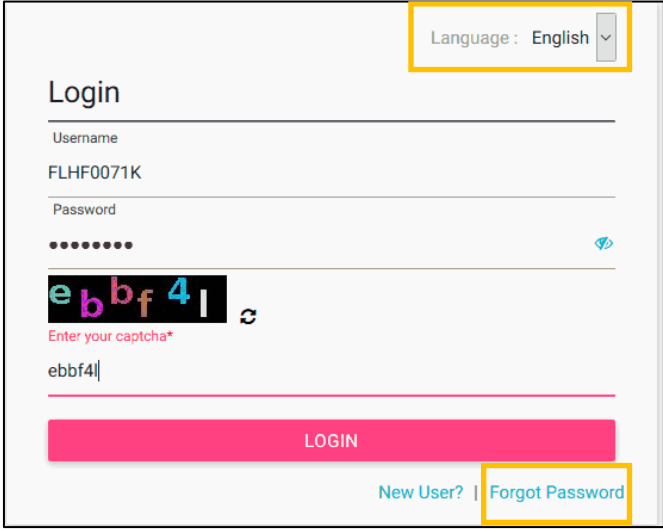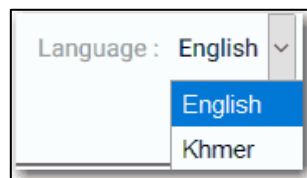

Figure 5: Login

On the top right corner of the login screen is the **Language** option. The application supports two languages: English and Khmer. On selecting a given language, all the field and column labels appear in the selected language. All user inputs are, however, in English.

2. Next, enter the assigned username and password.

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

3. Enter the captcha.

4. Click **LOGIN**.

On entering correct information, the application home page appears.
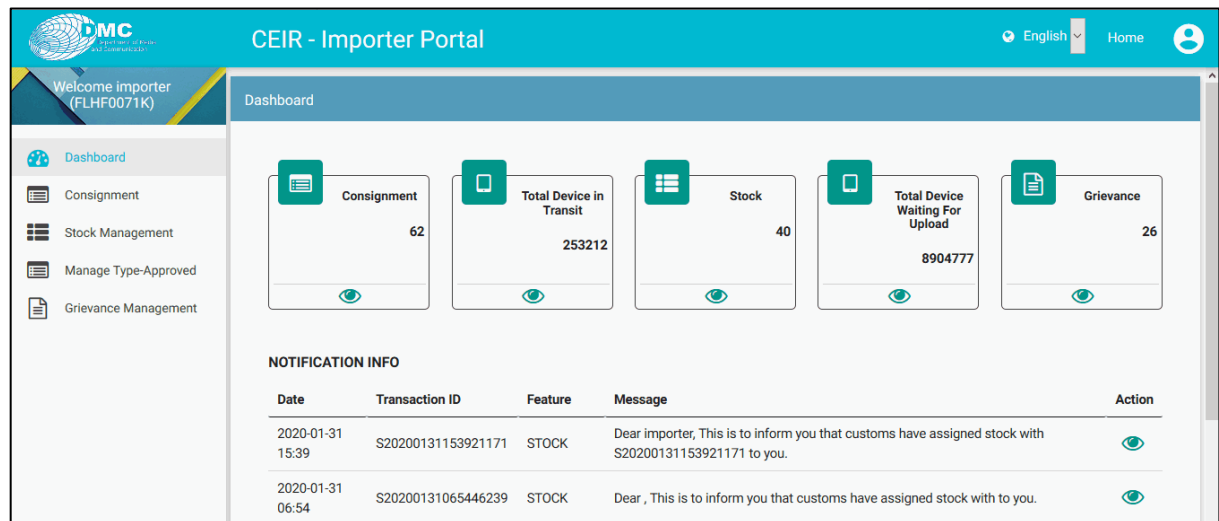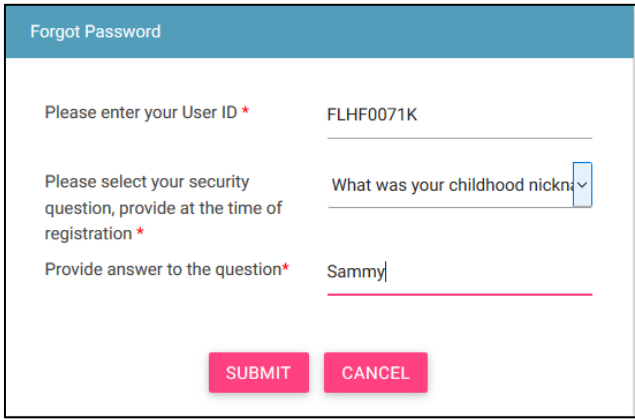
Figure 6: Home Page

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

If you forget your password, click the **Forgot Password** link on the **Login** page. The **Forgot Password** page appears.

Figure 7: Forgot Password

1. Enter the login username.

2. Select a security question from the list. You can select any one of the security questions that was selected during registration.

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

4. Click **SUBMIT**.

The **Set New Password** page appears.
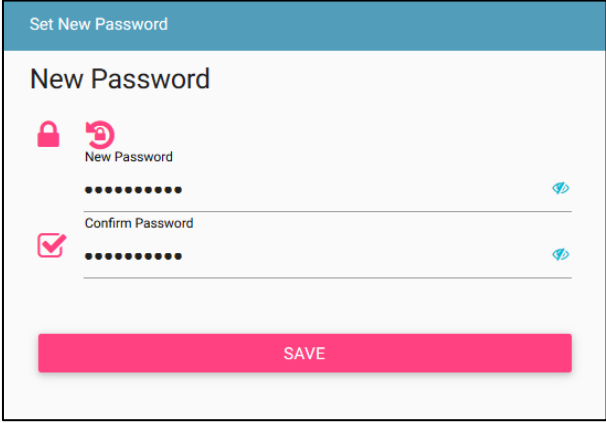
Figure 8: Set New Password

5. Enter a new password. Click to see the password characters being entered. This works like a toggle key. Click on it again to hide the password characters.

6. Re-enter the password.

7. Click **Save**.

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

2.3 Application User Interface

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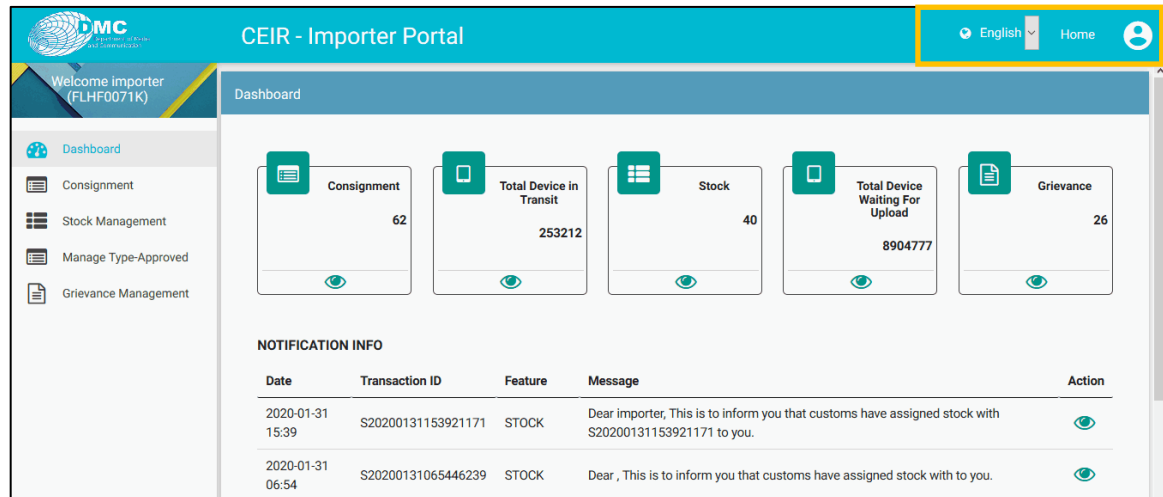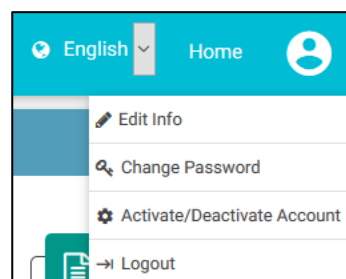

Figure 9: Home Page

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

- **Language**: You can select English or Khmer. All the field and column labels appear in the selected language. User inputs are, however, in English.
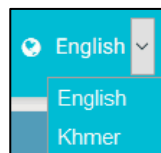
- **Home**: Click on it to go to the **DMC Home Portal** page.

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

- **Edit Info**: Click on it to modify your registered information.
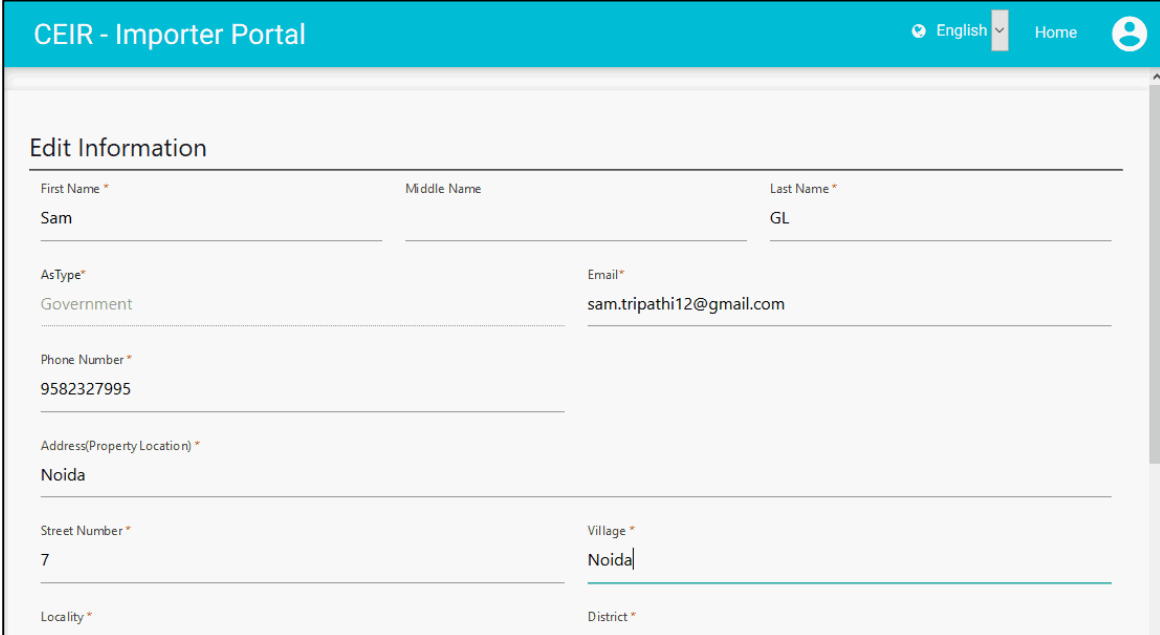
Figure 10: Edit Information

1. Make the required changes.

2. Click **Submit** to save the changes.

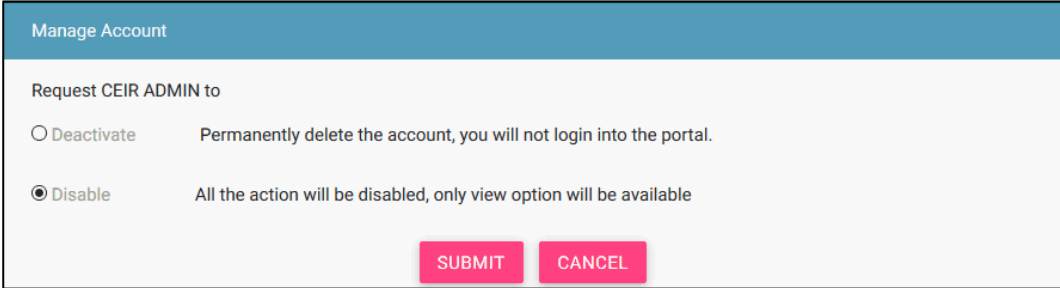- **Change Password**: Click on it change the login password.
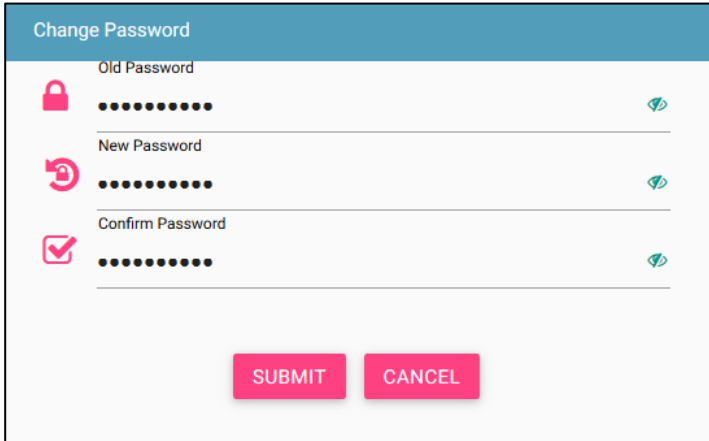
Figure 11: Change Password

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

2. **New Password**: Enter a new password.

3. **Confirm Password**: Re-enter the new password to confirm the password.

4. Click **SUBMIT**.

- **Activate/Deactivate Account**: Click to deactivate or disable the login account.

  o   Deactivating an account means deleting the importer's account. Once the importer's account is deleted, the importer needs to register again.

  o   When the account is disabled, importers can only view information and not add or modify information in the application. After the account is disabled, the importer can enable it using the same menu.

Figure 12: Manage Account

1. Select **Deactivate** or **Disable**.

2. Click **SUBMIT**.

2.4 Manage Consignments

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

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

1. After ordering a consignment from a given supplier, the importer registers the consignment and supplier information in the system.

2. The system validates the consignment information.

3. If the system rejects it, the information is available to importers for correction and the above flow is repeated.

4. On successful validation, the CEIR administrator reviews the information for completeness and accuracy.

5. After it is approved by the CEIR administrator, it is shared with the customs for clearance.

6. If the CEIR administrator rejects it, the information is available to importers for correction and the above flow is repeated.

7. After the physical consignment arrives at the customs premises, the importer goes to the customs office and pays the required tax. Custom clears the consignment and hands over the consignment to the importer. The consignment is now ready for sale in the market.

8. If the customs reject the consignment, the information is available to importers for correction and the above flow is repeated

To register consignments in the application:

1. Select the **Consignment** menu in the left panel of the application home page.
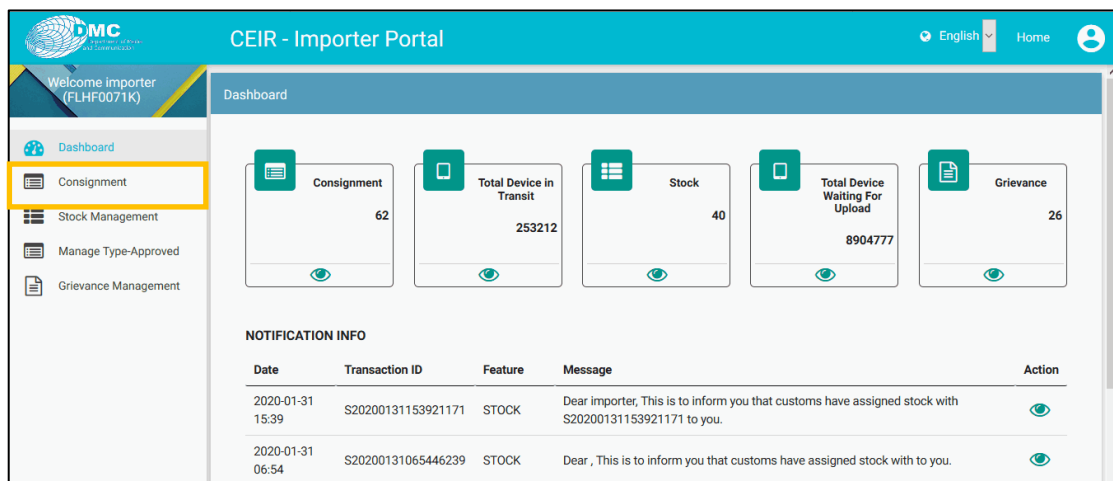
Figure 13: Home Page

The **Consignment** dashboard appears.
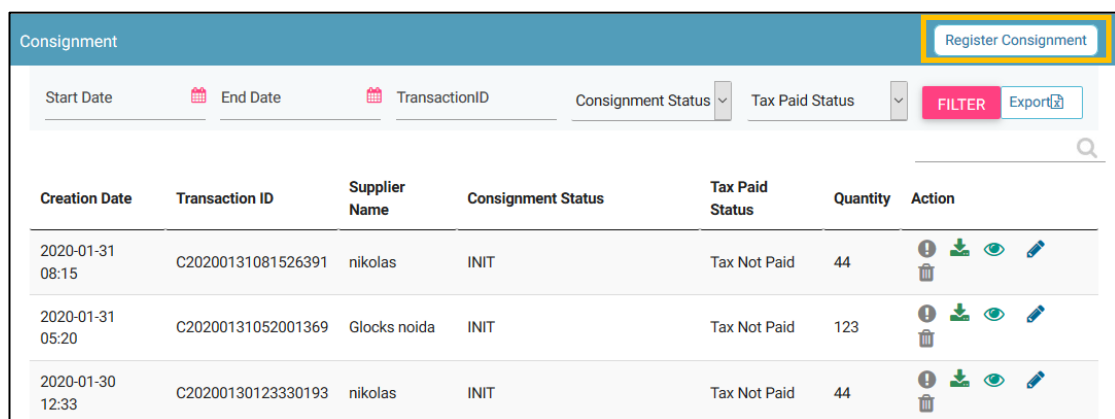
Figure 14: Consignment Page

2. Click **Register Consignment** seen on the top right corner of the page. The **Register Consignment** page appears.
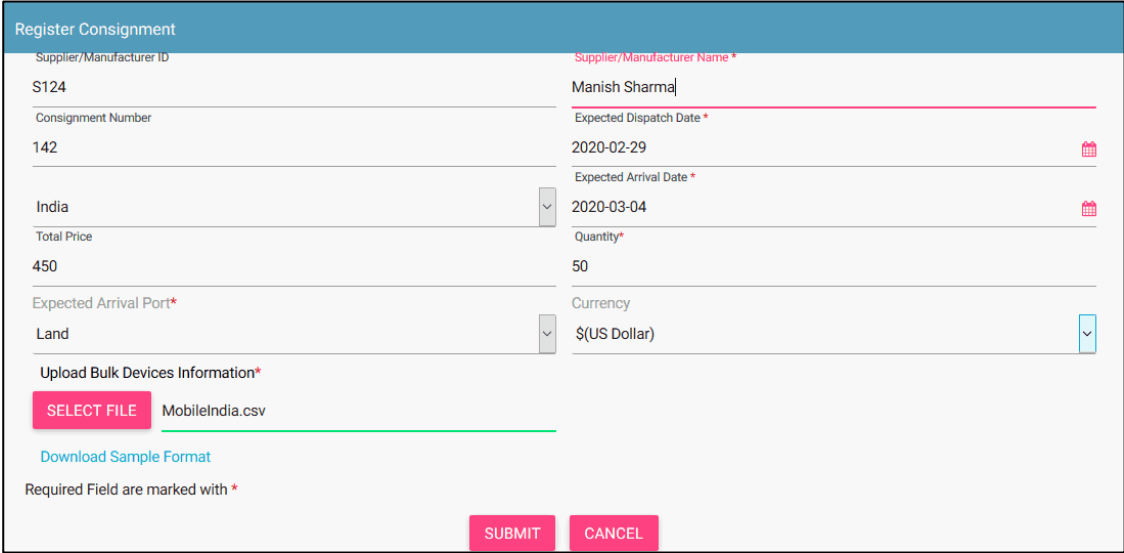
Figure 15: Register Consignment

1. **Supplier/Manufacturer ID**: Enter the supplier or manufacturer ID from whom the importer has purchased the consignment.

2. **Supplier/Manufacturer Name**: Enter the supplier name.

3. **Consignment Number**: Enter the consignment number.

4. **Expected Dispatch Date**: Select the date by when the consignment would be dispatched by the supplier. A calendar is shown. Select the date from the calendar.

5. **Device Origination Country**: Select the country from where the consignment is being sent. A list of countries is shown. Select the country from the list.

6. **Expected Arrival Date**: Select the date by when the consignment would reach the customs premises. A calendar is displayed. Select the date from the calendar.

7. **Quantity**: Enter the number of IMEIs/ESNs/MEIDs in the consignment.

8. **Total Price**: Enter the total price of the consignment.

9. **Currency**: Select the currency from the list. This field appears only when you enter **Total Price**.

10. **Expected Arrival Port**: Specify whether the consignment is being sent by air, land, or sea.

11. **Upload Bulk Devices Information**: Enter the consignment details in a file. This is a **.csv** file with fixed column names. You need to enter device information in this file.

   a. Download the file format. 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: This 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 or ESN or MEID.

- Multiple SIM Status: Whether the device supports multiple SIM slots.

- S/N of Device: Device serial number

- IMEI/ESN/MEID: Value of IMEI or ESN or MEID

- Device launch date: Launch date or manufacturing date of the device (in the format, DDMMYYYY).

- Device status: Whether the device is new or used

   b. Enter the required information in each column for each item.

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

   c. After entering all the information, save the file.

12. Click **SELECT FILE** to upload the file to the application.

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

The uploaded consignment appears on the dashboard on the top.

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

Column	Description
Creation Date	Date of registering the consignment in the system.
Transaction ID	This is an automatically generated ID that is assigned to the consignment when registered.
Supplier Name	This is the name of the supplier of the consignment.
Consignment Status	The registered consignment goes through different status modes. • New: When a consignment is registered, its status is **New**. • Processing: The consignment is processed by the application and validated. • Rejected by System: If the consignment does not have valid information, an error file is generated. The importer can view the file and fix the errors in the consignment. • Pending Approval from CEIR Authority: After the consignment is validated by the system internally, the consignment is available for review by the CEIR administrator. • Rejected by CEIR Authority: The CEIR administrator reviews the details and rejects the consignment if there is a problem. The importer can view the file and fix the errors in the consignment. • Pending Clearance from Customs: After the consignment is approved by the CEIR administrator, the consignment is available for clearance by the customs. • Approved: When the customs clear the consignment, the status changes to **Approved**.

Column	Description
	• Rejected by Customs: When the customs do not clear the consignment, the status changes to **Rejected**. The importer can view the file and fix the errors in the consignment. • Withdrawn by importer: The importer can withdraw the consignment if there is a problem with the consignment. This can be done only when the status is **New** or **Rejected by System**. • Withdrawn by CEIR: The CEIR administrator can withdraw the consignment.
Tax Paid Status	Indicates whether tax has been paid or not. The status changes to **Tax Paid** when the customs clear the consignment.
Quantity	This is the number of IMEIs or MEIDs or ESNs in the consignment.
Action	This displays different actions that can be performed on the consignment. • Error 🔴: This is seen when there is an error file generated because of invalid consignment information entered in the application. Click on it to download the error file. • Download ⬇: This is used to take a dump of the consignment file that is uploaded to the system. • View 👁: This is used to view the consignment. • Edit ✏: This is used to modify the consignment.

Column	Description
	• Delete 🗑 : This is used to delete the consignment.

2.5 Edit Consignments

You can modify the uploaded consignment:

To modify a consignment:

1. Click the **Edit (✏)** against the consignment to modified.

Figure 16: Consignment Page

This displays the **Edit Consignment** page.

Figure 17: Edit Consignment

2. Make the required changes

3. Click **UPDATE**.

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

2.6 Filter Consignments

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

To view specific consignments based on filters:

1. Enter data in one or more of the listed fields:

   - **Start Date** and **End Date**: This refers to the registering date of consignments in the system.

   - **Transaction ID**: Each consignment is assigned a unique transaction ID. You can view a specific consignment by entering its transaction ID.

   - **Consignment Status**: This refers to the status of the consignment such as New, Processing, and other status modes. You can view consignments of a given status.

- **Tax Paid**: This indicates whether tax is paid for the consignment. You can view consignments for which has been paid or not paid.

2. Click **FILTER**.

The consignments that match given values in the fields are shown in the dashboard.

Figure 18: Consignment Page

2.7 Export Consignments

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

To export the uploaded consignments:

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

Figure 19: Consignment Page

The following page appears.
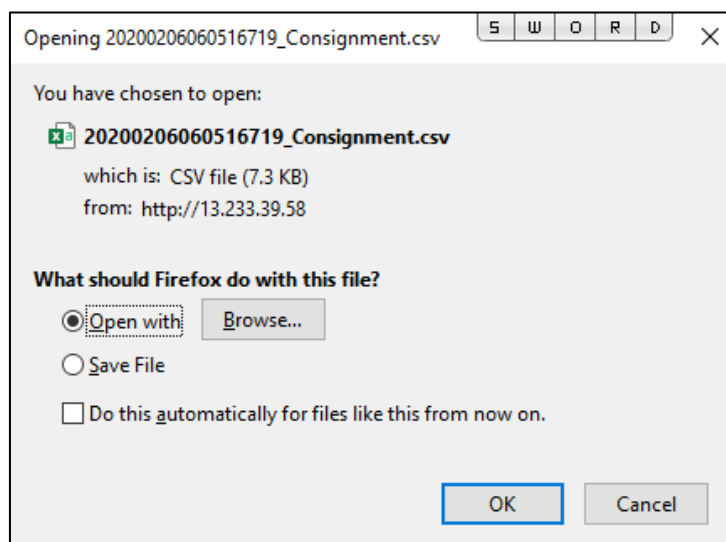
Figure 20: Open or Save Exported Consignment File

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

Figure 21: Exported Consignments

You can export the filtered data as well. To do this, filter specific data. Refer to *Filter Consignments* for information and then use the export feature to export the filtered data.

2.8 Stock Management

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

There are exceptions, however, when importers can also upload stock.

This is possible:

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

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

To upload stock:

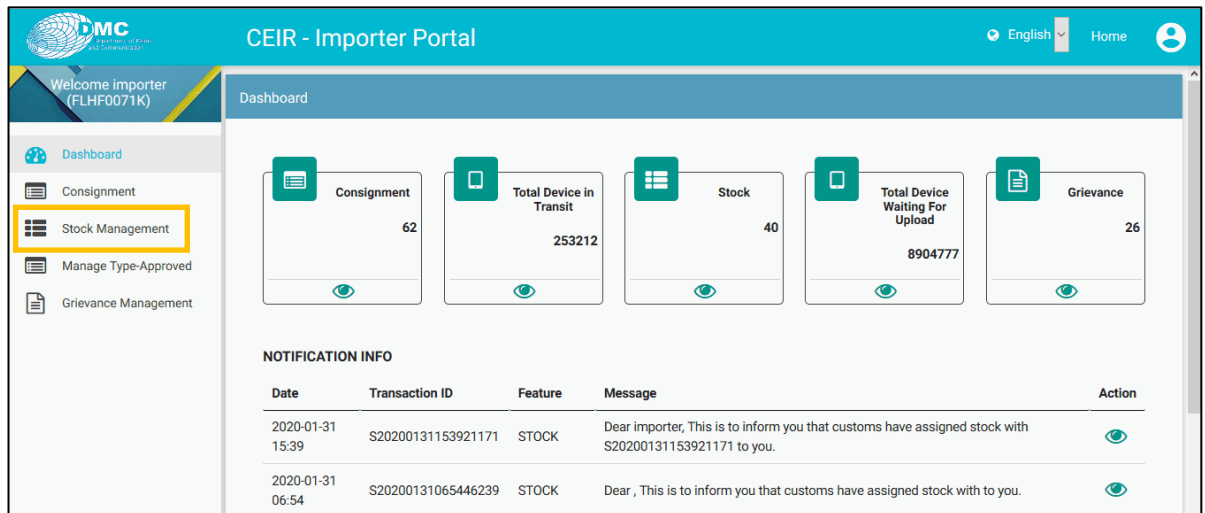1. Select **Stock Management** in the left panel.

Figure 22: Home Page

The following page appears. The importer is required to select a role to proceed. The roles shown here depend on the roles selected during registration. If the importer has selected only the importer role during registration, this page does not appear.
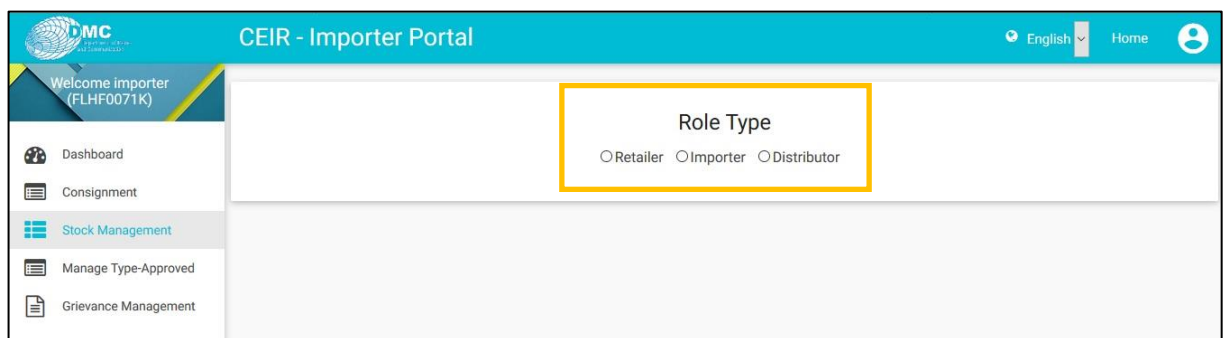
Figure 23: Role Type

2. Select the role type (Retailer, Importer, Distributor).

Figure 24: Stock Management

3. Click **Upload Stock**.

   The **Upload Stock** page appears.

Figure 25: Upload Stock

4. **Supplier ID**: Enter the supplier of stock.

5. **Supplier Name**: Enter the supplier name.

6. **Quantity**: Enter the total quantity of IMEIs or MEIDs or ESNs.

7. **Invoice**: Enter the invoice number.

8. **Upload Bulk Stock**: Enter the IMEI/MEID/ESN details in a file. This is a **.csv** file with fixed column names. You need to enter device information in this file. First, download the file format, if required.

   a. Click **Download Sample Format**.

   The file has the following columns:

- Device type: This device can be a handheld phone, mobile phone, feature phone, smart phone, Vehicle, Portable (include PDA), Module, Dongle, WLAN router, modem, connected computer, tablet, e- Book.

- Device ID type: Type can be IMEI (International Mobile Equipment Identity) or ESN (Electronic Serial Number) or MEID (/Mobile equipment identifier).

- Multiple SIM Status: Whether the device supports multiple SIMS.

- S/N of Device: Device serial number

- IMEI/ESN/MEID: Value of IMEI or ESN or MEID

- Device launch date: Launch date or manufacture date of the device (in the format, DDMMYYYY).

- Device status: Whether the device is new or used

b. 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

c. After you enter the device details, save the file.

9. Click **SELECT FILE** to upload the file with all the details.

10. Click **SUBMIT**. A unique transaction ID is assigned to the uploaded stock.

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

Figure 26: 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	The uploaded stock goes through different status modes. • New: When the stock is uploaded, its status is **New**. • Processing: The stock is processed and validated. The status changes to **Processing**. • Error: If the file has errors, the status changes to **Error** and an error file is generated. The file can be downloaded to check errors. The user can fix the errors and resubmit the request.

Column	Description
	• Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator. • Approved by CEIR Admin • Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem. • Withdrawn by User: The user can withdraw stock if there is any problem. • Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock.
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. • Error : This is seen enabled when there is an error file generated because of invalid information. Click on it to view the error file. • Download : This is used to take a dump of the stock that is uploaded to the system. • View : This is used to view the stock details. • Edit : This is used to modify the stock details. • Delete : This is used to delete the uploaded stock.

2.9 Edit Stock

You can modify the uploaded stock.

<u>To edit stock:</u>

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

Figure 27: Stock Management

The displays the **Edit Stock** page.

Figure 28: Edit Stock

2. Make the required changes.

3. Click **UPDATE**.

2.10 Filter Stock

You can view specific stock after defining specific values in the listed fields. For example, you 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:

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. You can view specific stock by entering the stock transaction ID.

    - **Stock Status**: This refers to the status of the stock such as New, Processing, Error, etc. You can view stock of a specific status.

2. Click **FILTER**.

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

Figure 29: Stock Management

2.11 Export Stock

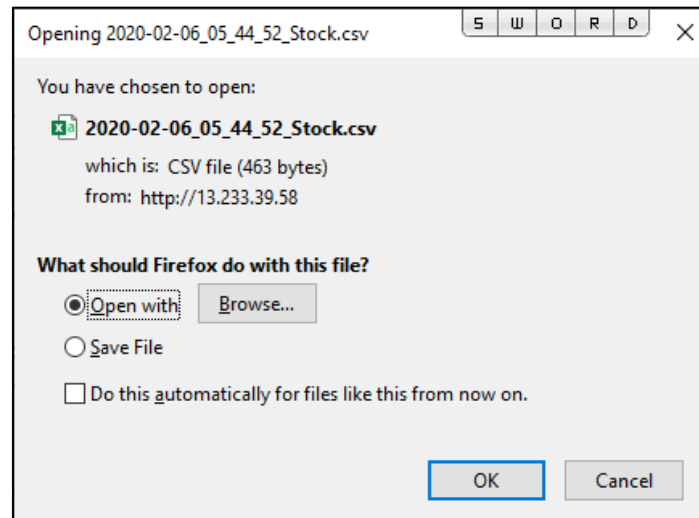You can download all the uploaded stock data in a **.csv** file. This is done using an export utility.

To export the uploaded stock:

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

Figure 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
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 32: Exported Stock

You can export filtered data as well. To do this, filter stock based on specific filters. Refer to *Filter Stock* for information and then export the filtered data.

2.12 Grievance Management

As an importer, you can register complaints or grievances when there is a problem in the portal. For example, there could be situations when the registration feature is not working or there could be a problem in consignment upload.
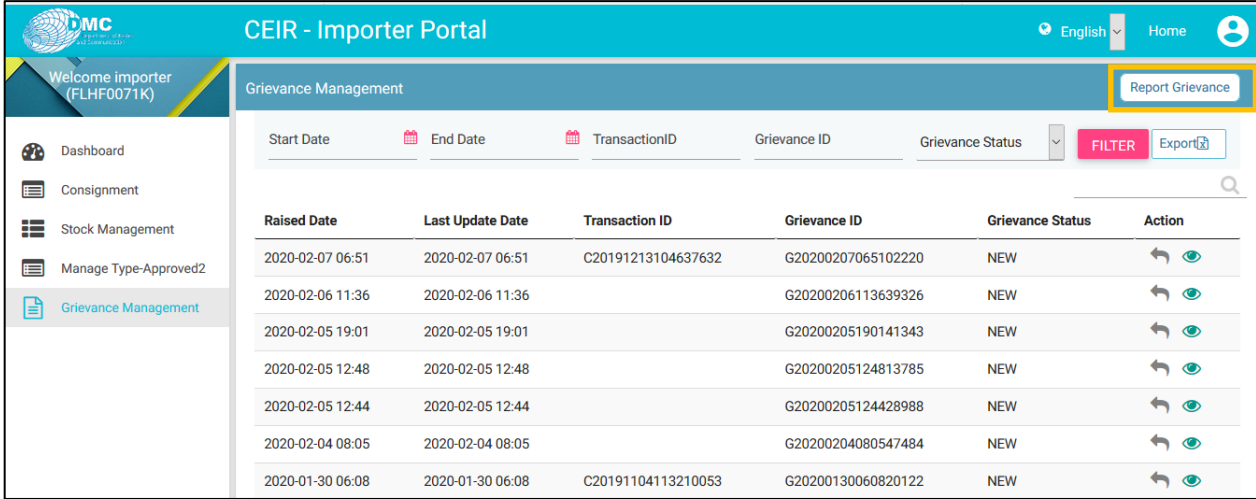
When you raise a grievance, the grievance goes through the following stages:

1. When you raise a grievance, a notification is sent to the CEIR administrator. The notification appears on the CEIR administrator portal. A mail is also sent to the registered mail of the CEIR administrator.

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

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

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

To raise a grievance

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

Figure 33: Grievance Management

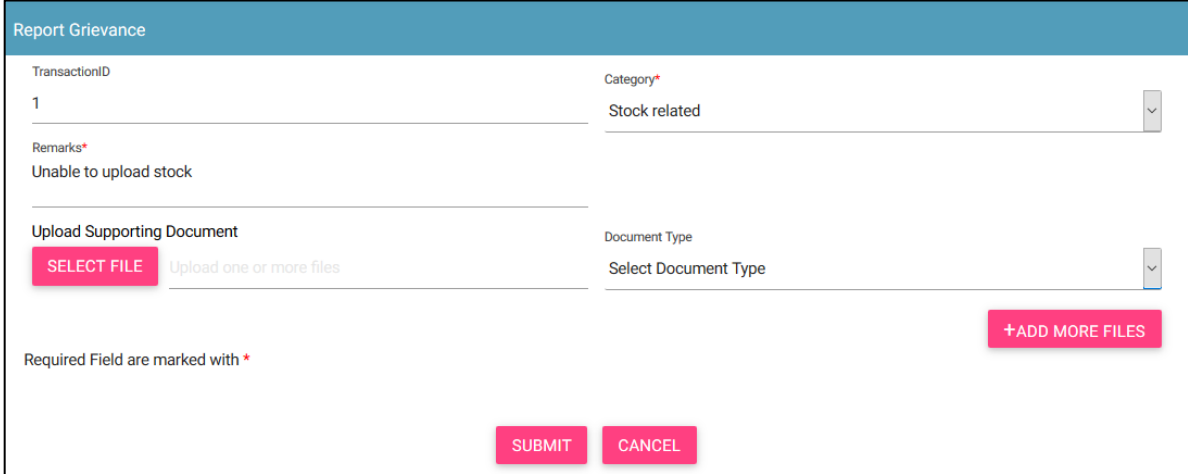2. Click **Report Grievance**.

Figure 34: Report Grievance

3. **Transaction ID**: Enter the transaction ID of the consignment if the grievance is related to a consignment or the transaction ID of the stock if the grievance is related to stock.

4. **Category**: Select the category of the grievance. The options are:

   - Report Related: Unable to generate a report.

   - Consignment Related: Problem with registering consignment etc.

   - Stock Related: Problem with uploading stock etc.

   - Other: Problem with any other aspect of the application

   - Registration Related: Problem with registering information in the application.

5. **Remarks**: Enter information about the grievance raised. This helps the administrator to understand the problem in detail.

6. **Document Type**: Select the type of identification or another document that you need to upload. The options are:

   - Passport

   - Visa

   - NID (National ID)

   - Photo

   - Other

7. **Upload Supporting Document**: If you need to upload any supporting document such as passport, visa, photo, or any other file, click **Select File**.

8. To upload more documents, click **+Add More Files**.

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

9. Click **SUBMIT**.

A grievance ID is generated and assigned to it. This adds the grievance to the system.

Figure 35: Grievance Management

For each grievance added, the following information is displayed on the page.
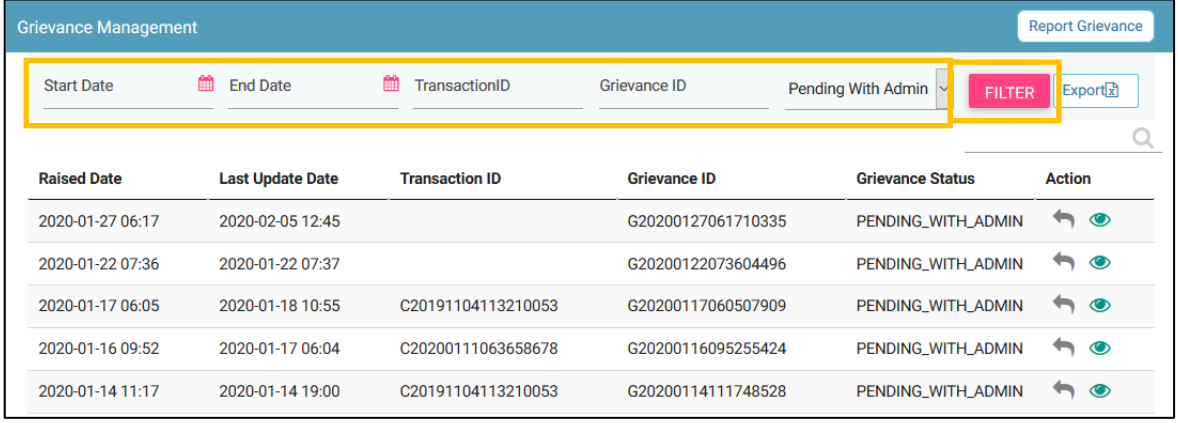
Column	Description
Raised Date	Date of raising a grievance.
Last Update Date	The date when the grievance was modified.
Transaction ID	The transaction ID of stock or consignment for which a grievance was raised.
Grievance ID	This is the ID that is automatically assigned to the grievance.
Grievance Status	The uploaded grievance goes through different status modes. • New: When a grievance is raised.

Column	Description
	• Pending with CEIR Authority: When a response is awaited from the CEIR administrator. • Pending with User: When a response is awaited from the importer. • Closed: When the CEIR administrator closes the grievance.
Action	This displays different actions that can be performed on a grievance. • Reply ↩: This is used to respond to the grievance. The response is given by the CEIR administrator or importer. The exchange of response is done until the grievance is closed. • View 👁: This is used to view the grievance response history. You can see all the responses exchanged for that grievance.

2.13 Filter Grievances

You can view specific grievances depending on specific filter values. For example, you can view only those grievances that are pending with the CEIR administrator. Similarly, you can view only those grievances that are closed.

To filter grievances:

Figure 36: Filter Grievances

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

   - **Start Date** and **End Date**: Period of raising grievances.

   - **Transaction ID**: This is the transaction ID of the stock or consignment.

   - **Grievance ID**: This is the ID assigned to the grievance.

   - **Grievance Status**: The status can be:

     o New

     o Pending with CEIR Administrator

     o Pending with User

     o Closed

2. Click **Filter**.

The filtered grievances are shown on the page.

2.14 Export Grievances

You can download all the uploaded grievances 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).

Figure 37: Grievance Management

The following page appears.
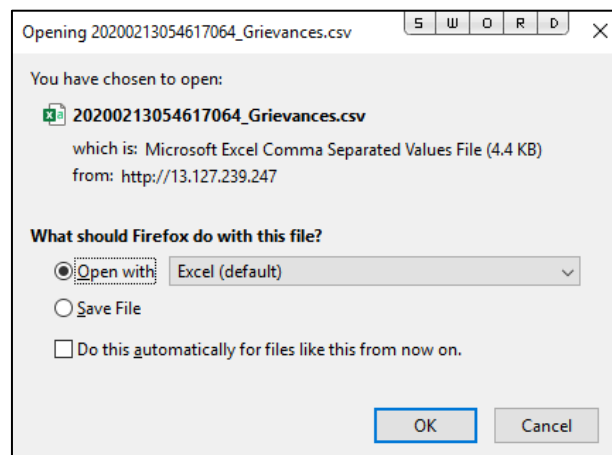
Figure 38: Open or Save Exported Grievance File

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

	A	B	C	D	E	F	G
1	GRIEVANCE_ID	GRIEVANCE_STATUS	CREATED_ON	MODIFIED_ON	CATEGORY	REMARKS	FILE_NAME
2	G20200214170722282	New	14-02-2020 17:07	14-02-2020 17:07	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
3	G20200214140030236	Pending With Admin	14-02-2020 14:00	14-02-2020 14:00	Report Related	Testing	2020-01-31_12_31_48_StolenAndRecovery.csv
4	G20200214135507461	Pending With User	14-02-2020 13:55	14-02-2020 13:55	Device Recovery Related	Remarks by Admin	Consignment.csv
5	G20200214124541450	Closed	14-02-2020 12:45	14-02-2020 12:45	Report Related	remark by	Stock (15).csv
6							

Figure 39: Exported Grievances

Instead of exporting all the grievances, you 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.