



Central Equipment Identity Register

Manufacturer User Manual v 1.0



Document Change History

| Version | Change Type | Description | Date |
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1 Overview

1.1 Scope

The objective of this manual is to help Manufacturers use the CEIR (Central Equipment Identity Register) application to upload stocks that is to be sold in the Cambodian market 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 Manufacturer Operations

2.1 Application Overview

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

Manufacturers perform the following tasks:

- Upload stock
- Report grievances

2.2 Logging into the Application

Before login, the Manufacturer 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.

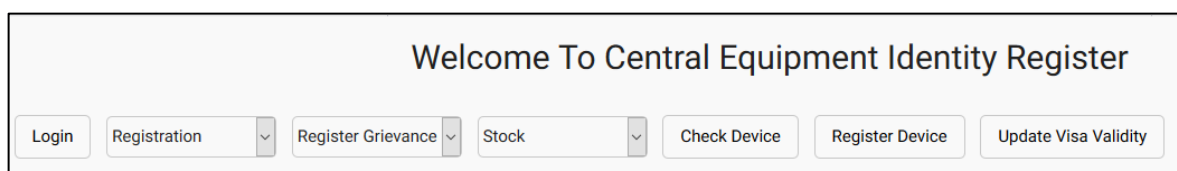
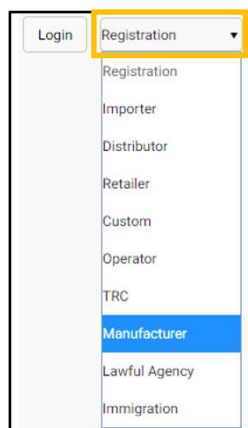


Figure 1: CEIR Home Page

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





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

Manufacturer Registration

First Name * Dina Middle Name Last Name * Yoeum

Address(Property Location) * DMC office, RUPP-CJCC Russian Federation Blvd., Cambodia

Street Number * 110 Village * Phnom Penh

Locality * Phnom Penh District * Phnom Penh

Commune * Phnom Penh Postal Code

Country * Cambodia Province * Phnom Penh

National ID * WQ213124 Upload National ID * SELECT FILE National ID.pdf

Upload Photo * UPLOAD PHOTO Pic.jpg.pdf Employee ID * QW3412

Upload ID Card * *UPLOAD ID CARD ID Card.csv Nature Of Employment * Permanent

Designation and Title * Manufacturer Reporting Authority Name

Reporting Authority Email ID Reporting Authority Contact Number

Email * dina.yoeum@hotmail.com Contact Number * 097070780878

Password * Retype Password *

Security Question 1 * What was your childhood nickname? Answer * Dina

Security Question 2 * What is your nearest sibling's birth year? Answer * 1982

Security Question 3 * What is your dream destination, you want to visit? Answer * Europe

3 1 8 6 7 n 2

Enter your captcha * 3l867n

☒ * 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: Manufacturer 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. ***Company Name:** Name of the company
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 Manufacturer's address:
 - a. Street Number
 - b. Village
 - c. Locality
 - d. District
 - e. Commune
 - f. Province
 - g. Country
10. ***VAT Number:** Enter the VAT number.
11. ***VAT File:** Click **Select File** to upload the VAT file.
12. ***Password:** Enter a login password. This is the password that would be used to log into the CEIR Manufacturer 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 Manufacturer forgets the password. In such a situation, the system requires identification to authenticate the Manufacturer. These security questions are used for authentication of the Manufacturer.
15. ***Enter the captcha shown on the page.** This is required to prove that the Manufacturer is not a robot.
16. ***Select the declaration check box.**
17. Click **SUBMIT**.

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

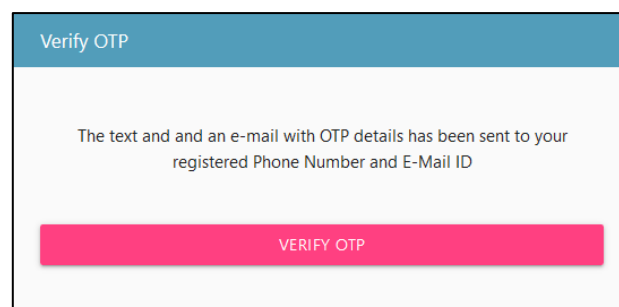


Figure 3: Verify OTP



The Manufacturer 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, one to the contact number and the other to the mail account.

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 Manufacturer's registration ID is sent to the Manufacturer's mail account. This registration ID is a unique automatically generated ID. This ID is the login username for access to the CEIR Manufacturer Portal application.

To start using the application, log into the application.

To login:

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

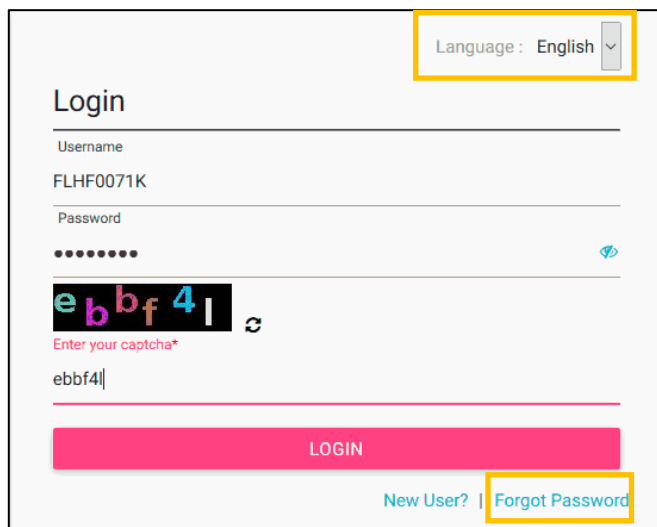
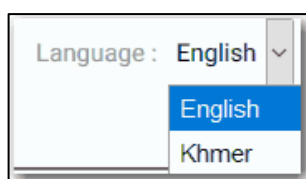


Figure 5: Login

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 Manufacturer 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 Manufacturer enters in the registration page. Refer to during *Figure 2: Manufacturer 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.

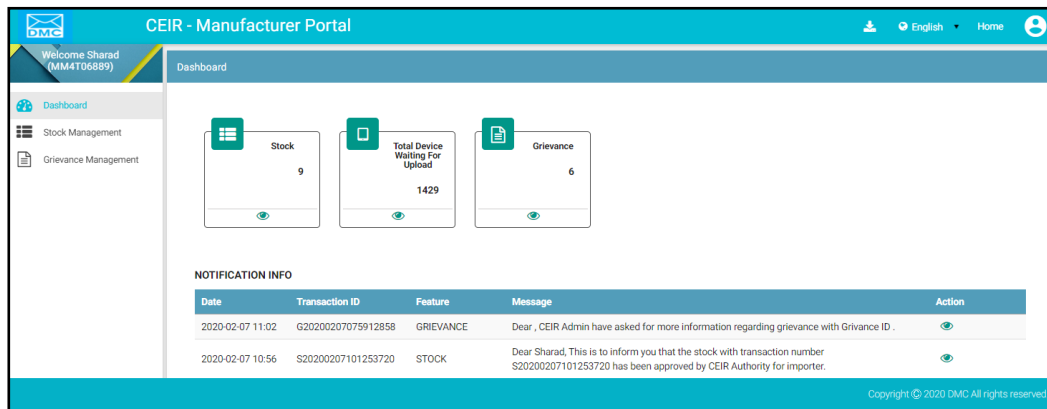


Figure 6: Home Page

If the Manufacturer 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

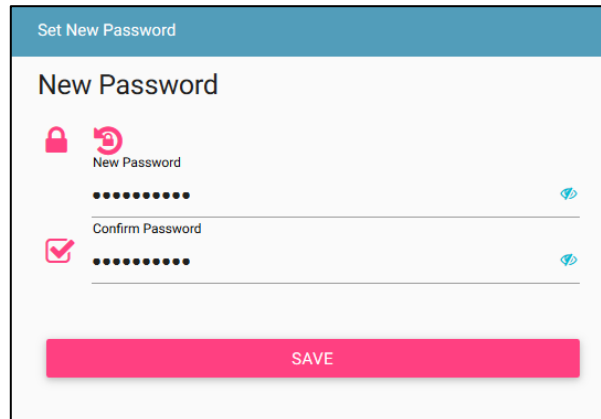
SUBMIT

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.



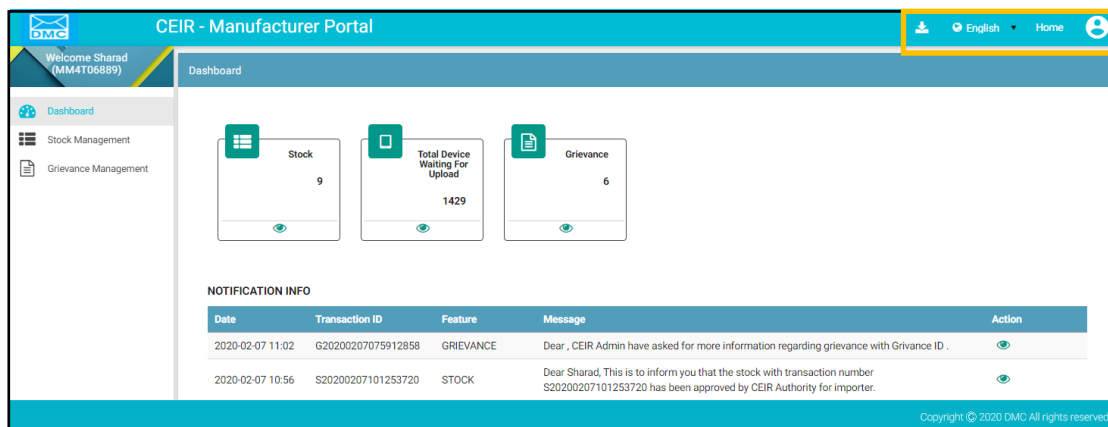
The form is titled "Set New Password" and "New Password". It contains two input fields: "New Password" and "Confirm Password". Each field has a password strength indicator (a series of dots) and a toggle icon (an eye) to show or hide the password. A red "SAVE" button is at the bottom.

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 Manufacturer Portal Home page appears.



The home page features a top navigation bar with the DMC logo, a welcome message "Welcome Sharad (MM41D68B9)", and a language selector set to "English". The main content area is divided into a left sidebar with "Dashboard", "Stock Management", and "Grievance Management" options, and a central dashboard. The dashboard displays three key metrics: "Stock" (9), "Total Device Waiting For Upload" (1429), and "Grievance" (6). Below these is a "NOTIFICATION INFO" table with columns for Date, Transaction ID, Feature, Message, and Action.

| Date | Transaction ID | Feature | Message | Action |
|------------------|--------------------|-----------|--|---|
| 2020-02-07 11:02 | G20200207075912858 | GRIEVANCE | Dear , CEIR Admin have asked for more information regarding grievance with Grievance ID . |  |
| 2020-02-07 10:56 | S20200207101253720 | STOCK | Dear Sharad, This is to inform you that the stock with transaction number S20200207101253720 has been approved by CEIR Authority for importer. |  |

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Figure 9: Home Page

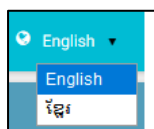
The Home page has all the feature menus on the left panel.

The center of the page is the Dashboard.

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



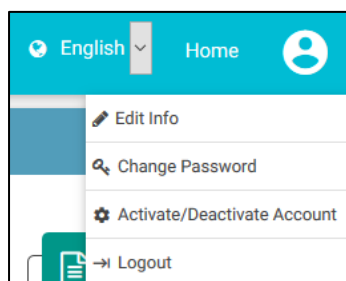
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



- **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.

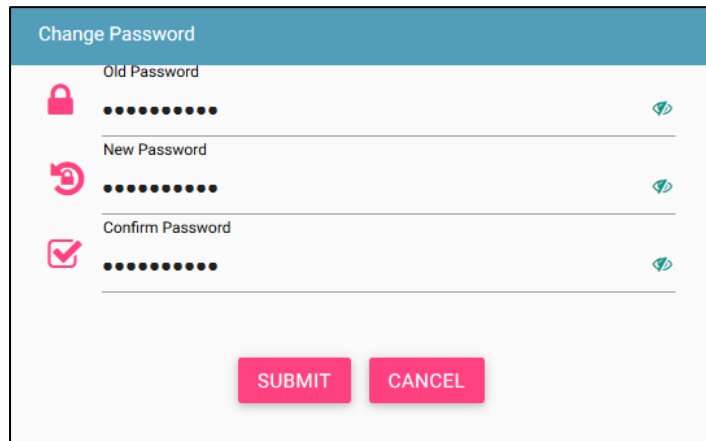
CEIR - Manufacturer Portal

Edit Information

| | | |
|------------------------------|--------------------------|-------------|
| First Name * | Middle Name | Last Name * |
| Sharad | hkjhk | Yadav |
| AsType * | Email * | |
| Company | heenakumari532@gmail.com | |
| Phone Number * | | |
| 435354354353453 | | |
| Address(Property Location) * | | |
| H.no 4335/a21, | | |
| Street Number * | Village * | |
| azaad nagaar | lakhan pur | |
| Locality * | District * | |
| Hoshiyaar pur | ambala | |
| Commune * | PostalCode | |
| Punjab | | |



Figure 10: Edit Information

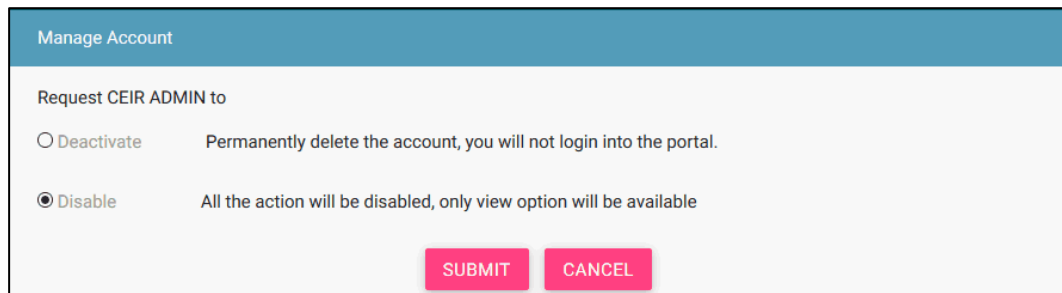
1. Make the required changes.
 2. Click **Submit** to save the changes.
-  **(Change Password)**: Click on it change the login password.



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 strength indicator (dots) and a toggle icon (eye) to show or hide the password. At the bottom, there are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 11: Change Password

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



Manage Account

Request CEIR ADMIN to

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

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

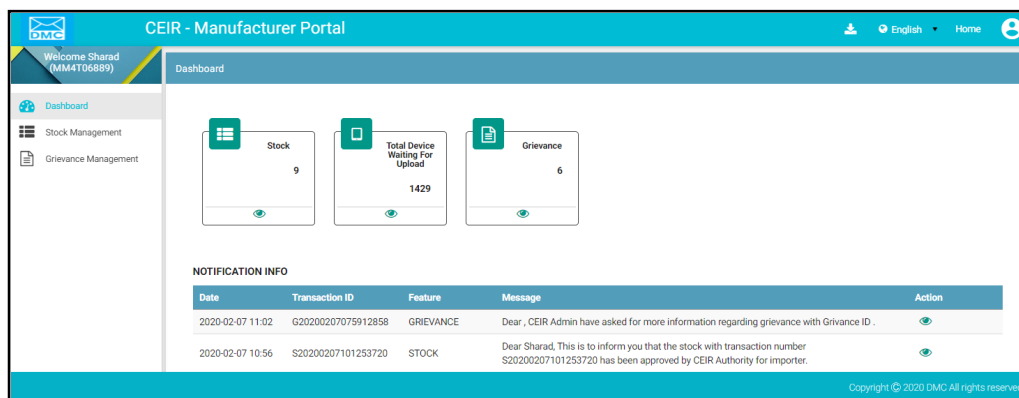
Figure 12: Manage Account

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



CEIR - Manufacturer Portal

Welcome Sharad (MM4T06889)

Dashboard

Stock Management
Grievance Management

Stock: 9

Total Device Waiting For Upload: 1429

Grievance: 6

NOTIFICATION INFO

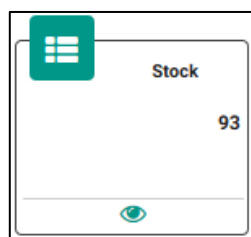
| Date | Transaction ID | Feature | Message | Action |
|------------------|--------------------|-----------|--|--------|
| 2020-02-07 11:02 | G20200207075912858 | GRIEVANCE | Dear , CEIR Admin have asked for more information regarding grievance with Grievance ID . | |
| 2020-02-07 10:56 | S20200207101253720 | STOCK | Dear Sharad, This is to inform you that the stock with transaction number S20200207101253720 has been approved by CEIR Authority for importer. | |

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Figure 13: Home Page

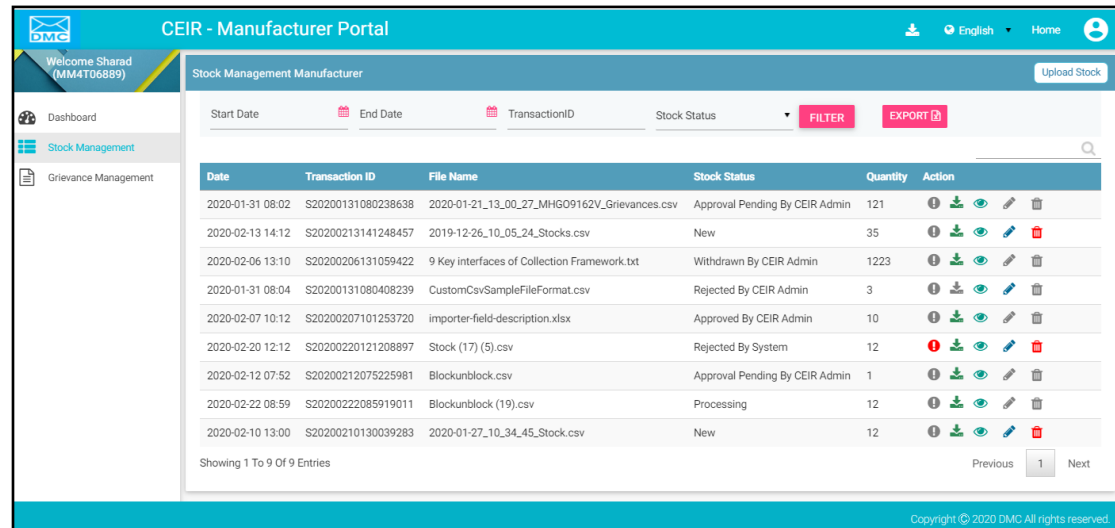
Stock

The stock box displays the total number of stock entries in progress.





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
















































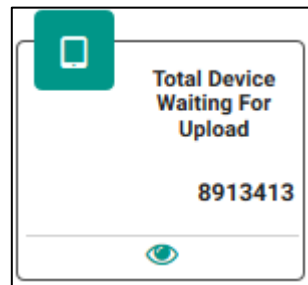
| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
|------------------|--------------------|--|--------------------------------|----------|---|
| 2020-01-31 08:02 | S20200131080238638 | 2020-01-21_13_00_27_MHGO9162V_Grievances.csv | Approval Pending By CEIR Admin | 121 |      |
| 2020-02-13 14:12 | S20200213141248457 | 2019-12-26_10_05_24_Stocks.csv | New | 35 |      |
| 2020-02-06 13:10 | S20200206131059422 | 9 Key interfaces of Collection Framework.txt | Withdrawn By CEIR Admin | 1223 |      |
| 2020-01-31 08:04 | S20200131080408239 | CustomCsvSampleFileFormat.csv | Rejected By CEIR Admin | 3 |      |
| 2020-02-07 10:12 | S20200207101253720 | importer-field-description.xlsx | Approved By CEIR Admin | 10 |      |
| 2020-02-20 12:12 | S20200220121208897 | Stock (17) (5).csv | Rejected By System | 12 |      |
| 2020-02-12 07:52 | S20200212075225981 | Blockunblock.csv | Approval Pending By CEIR Admin | 1 |      |
| 2020-02-22 08:59 | S20200222085919011 | Blockunblock (19).csv | Processing | 12 |      |
| 2020-02-10 13:00 | S20200210130039283 | 2020-01-27_10_34_45_Stock.csv | New | 12 |      |

Figure 14: Stock Management

Total Devices Waiting for Upload

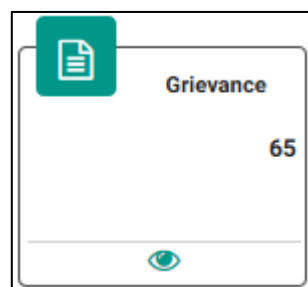
The box displays the total number of devices (IMEIs/MEIDs/ESNs in stock) pending for upload.



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

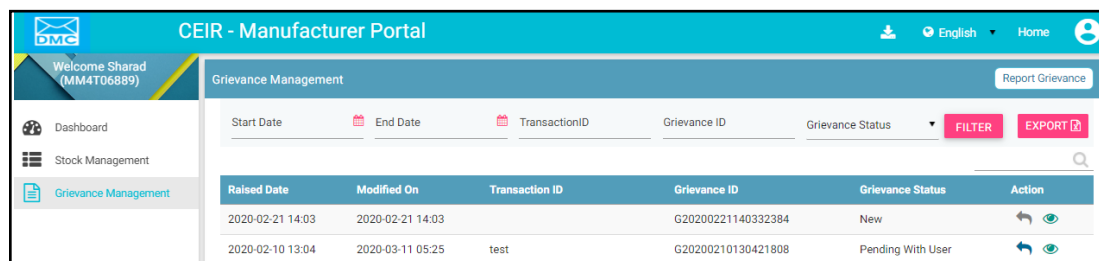
Grievances

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.





| Raised Date | Modified On | Transaction ID | Grievance ID | Grievance Status | Action |
|------------------|------------------|----------------|--------------------|-------------------|---|
| 2020-02-21 14:03 | 2020-02-21 14:03 | | G20200221140332384 | New |  |
| 2020-02-10 13:04 | 2020-03-11 05:25 | test | G20200210130421808 | Pending With User |  |

Figure 15: Grievance Management

Notification Information

This section displays the ten most recent notifications.






| NOTIFICATION INFO | | | | |
|-------------------|--------------------|-----------|---|---|
| Date | Transaction ID | Feature | Message | Action |
| 2020-03-11 05:40 | S20200131080238638 | Stock | Dear Sharad, This is to inform you that the stock with transaction number S20200131080238638 has been approved by CEIR Authority. |  |
| 2020-03-11 05:25 | G20200210130421808 | GRIEVANCE | Dear Sharad, This is to inform you that the grievance with grievance number G20200210130421808 has been updated by CEIRAdmin and CEIR Admin needs more information from you. Please check CEIR grievance panel for more details. Regards, CEIR Team. This is an autogenerated email please do not reply on this mail. |  |
| 2020-02-07 11:02 | G20200207075912858 | GRIEVANCE | Dear , CEIR Admin have asked for more information regarding grievance with Grivance ID . |  |
| 2020-02-07 10:56 | S20200207101253720 | STOCK | Dear Sharad, This is to inform you that the stock with transaction number S20200207101253720 has been approved by CEIR Authority for importer. |  |



Figure 16: Home Page

Notifications are of two types.

1. Notifications that provide only information. For example, a notification informing the Manufacturer 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 Manufacturer. For example, a notification about the Stock upload approval or rejection by the CEIR administrator requires the Manufacturer to take some action such as fix the errors in the stock upload. 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 request for which the notification is sent. If the notification is related to the Manufacturer 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 Manufacturer 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 Manufacturer produce or assemble SIM based devices, and are ready to be sold in the Cambodian market, then the manufacturer should upload the stock in the CEIR system. To make stock available for sale, stock is uploaded to the system.

To upload stock:

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

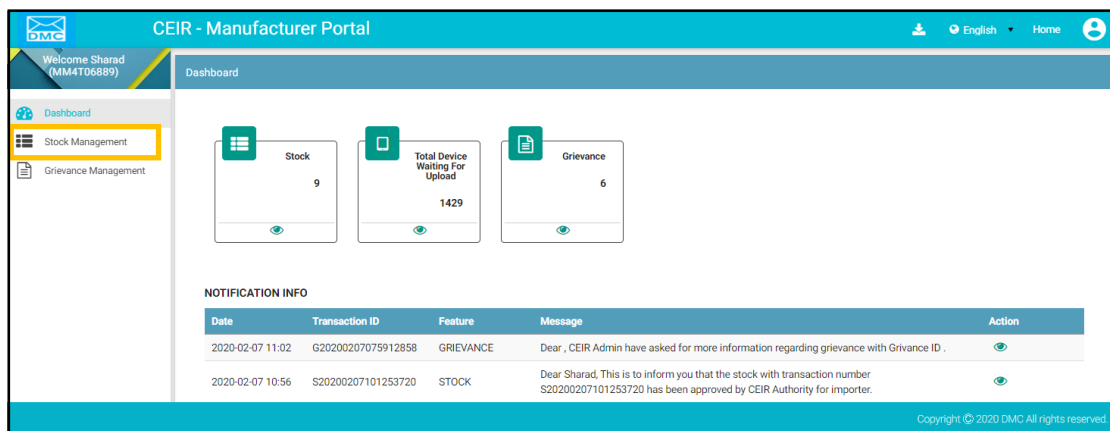


Figure 17: Home Page

2. On selecting the Stock Management option, the **Stock Management** page appears.

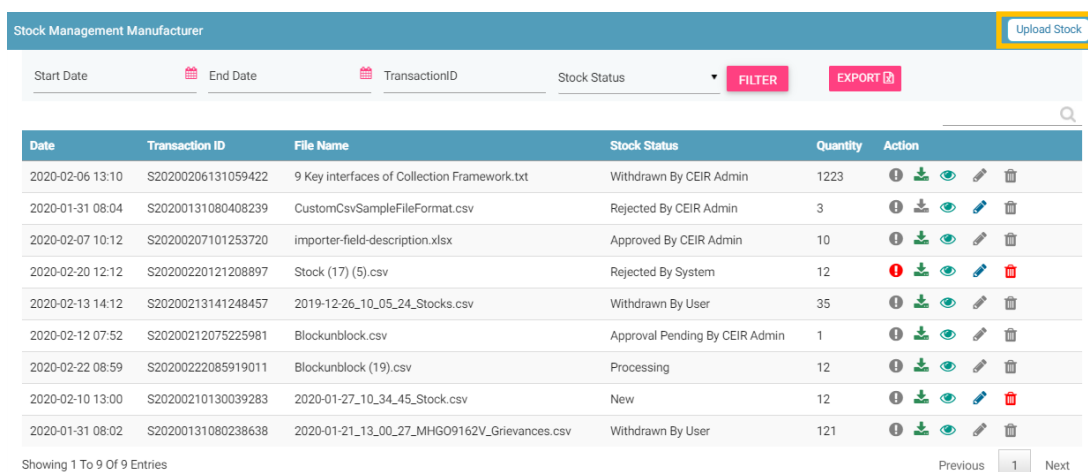


Figure 18: Stock Management

3. Click **Upload Stock**.

The **Upload Stock** page appears.

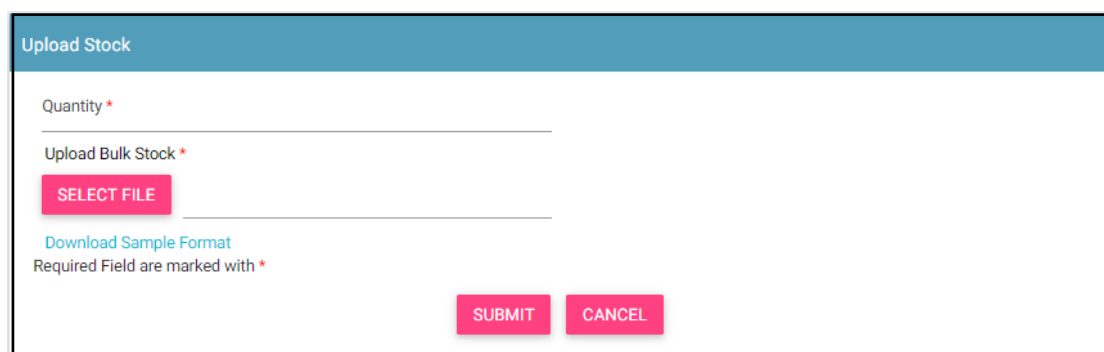


Figure 19: Upload Stock



4. Enter the following information:
 - a. ***Quantity:** Enter the total quantity of IMEIs or MEIDs or ESNs.
 - b. ***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.
 - c. 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)
- d. 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 |

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



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






| Stock Management Manufacturer | | | | | |
|-------------------------------|--------------------|--------------------------------|--------------|----------|--------|
| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
| 2020-02-13 14:12 | S20200213141248457 | 2019-12-26_10_05_24_Stocks.csv | New | 35 | |

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. |
| 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 Manufacturer 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. |



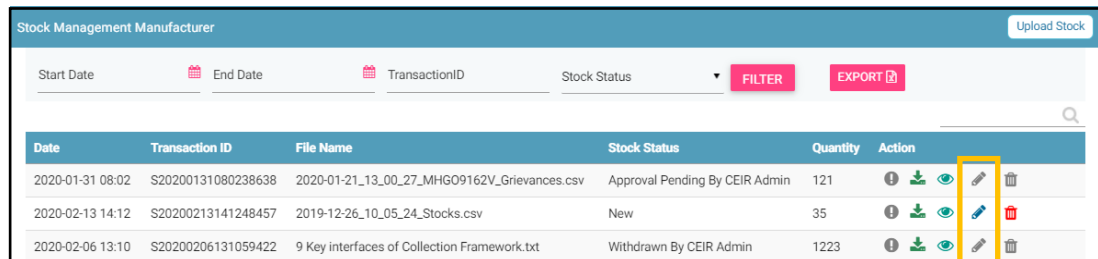
| Column | Description |
|----------|--|
| | <ul style="list-style-type: none">• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.• Withdrawn by User: The user withdraws stock if there is any problem.• Withdrawn by CEIR Admin: The CEIR administrator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

2.5 Edit Stock

Manufacturers can modify the uploaded stock.

To edit stock:

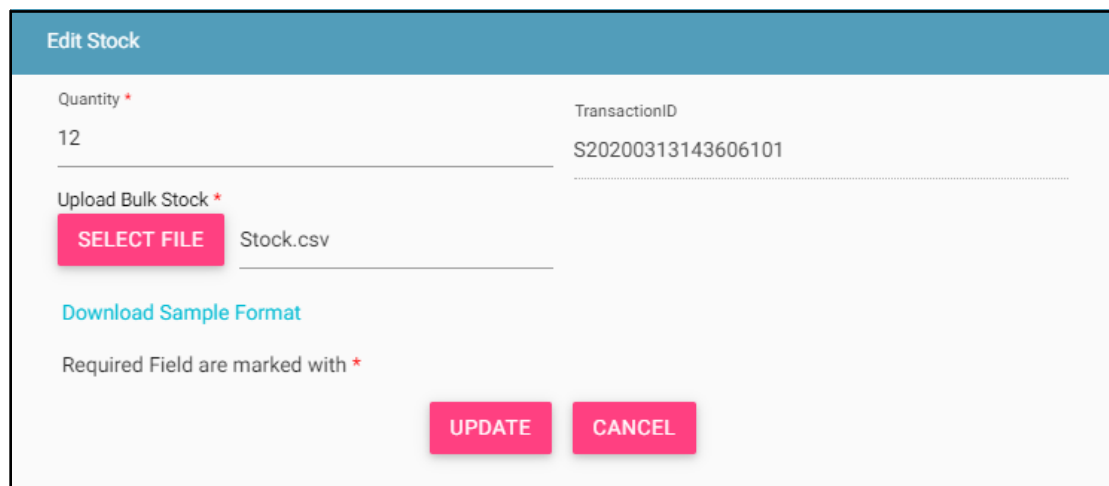
1. Click **Edit** (✎) against the stock entry to be modified.



| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
|------------------|--------------------|--|--------------------------------|----------|---------|
| 2020-01-31 08:02 | S20200131080238638 | 2020-01-21_13_00_27_MHGO9162V_Grievances.csv | Approval Pending By CEIR Admin | 121 | ✎ 🗑️ 👁️ |
| 2020-02-13 14:12 | S20200213141248457 | 2019-12-26_10_05_24_Stocks.csv | New | 35 | ✎ 🗑️ 👁️ |
| 2020-02-06 13:10 | S20200206131059422 | 9 Key interfaces of Collection Framework.txt | Withdrawn By CEIR Admin | 1223 | ✎ 🗑️ 👁️ |

Figure 21: Stock Management

The **Edit Stock** page appears.



Quantity *

12

TransactionID

S20200313143606101

Upload Bulk Stock *

SELECT FILE

Stock.csv

[Download Sample Format](#)

Required Field are marked with *

UPDATE

CANCEL

Figure 22: Edit Stock

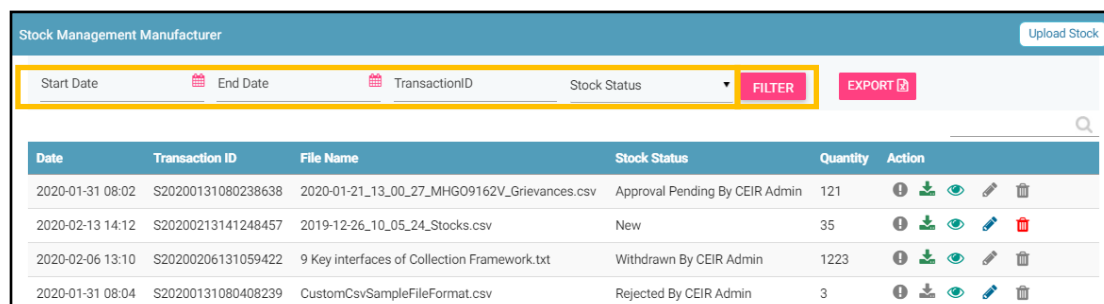
2. Make the required changes.
3. Click **UPDATE**.



2.6 Filter Stock

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

To view specific stock:

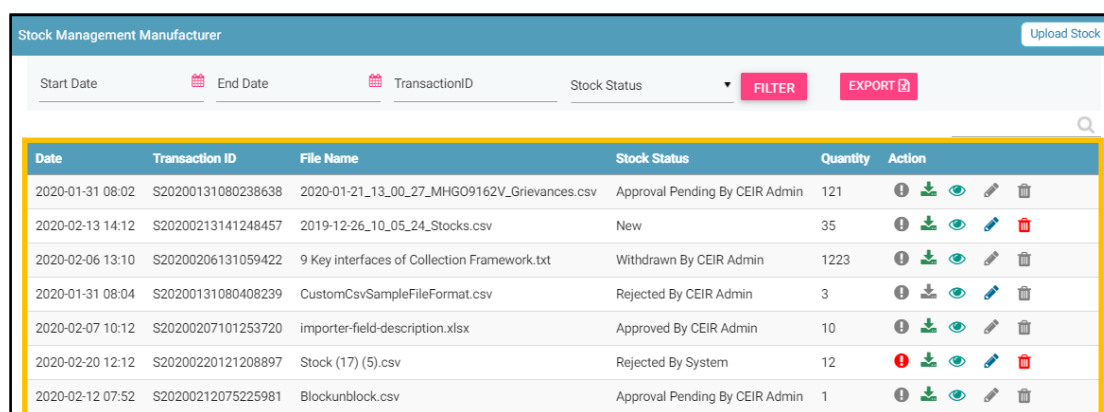


| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
|------------------|--------------------|--|--------------------------------|----------|--------|
| 2020-01-31 08:02 | S20200131080238638 | 2020-01-21_13_00_27_MHGO9162V_Grievances.csv | Approval Pending By CEIR Admin | 121 | |
| 2020-02-13 14:12 | S20200213141248457 | 2019-12-26_10_05_24_Stocks.csv | New | 35 | |
| 2020-02-06 13:10 | S20200206131059422 | 9 Key interfaces of Collection Framework.txt | Withdrawn By CEIR Admin | 1223 | |
| 2020-01-31 08:04 | S20200131080408239 | CustomCsvSampleFileFormat.csv | Rejected By CEIR Admin | 3 | |

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. Manufacturers can view specific stock by entering its stock transaction ID.
 - **Stock Status:** This refers to the status of the stock such as New, Processing, Rejected by System, etc. Select the status of the stock to be displayed.
2. Click **FILTER**.

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



| Date | Transaction ID | File Name | Stock Status | Quantity | Action |
|------------------|--------------------|--|--------------------------------|----------|--------|
| 2020-01-31 08:02 | S20200131080238638 | 2020-01-21_13_00_27_MHGO9162V_Grievances.csv | Approval Pending By CEIR Admin | 121 | |
| 2020-02-13 14:12 | S20200213141248457 | 2019-12-26_10_05_24_Stocks.csv | New | 35 | |
| 2020-02-06 13:10 | S20200206131059422 | 9 Key interfaces of Collection Framework.txt | Withdrawn By CEIR Admin | 1223 | |
| 2020-01-31 08:04 | S20200131080408239 | CustomCsvSampleFileFormat.csv | Rejected By CEIR Admin | 3 | |
| 2020-02-07 10:12 | S20200207101253720 | importer-field-description.xlsx | Approved By CEIR Admin | 10 | |
| 2020-02-20 12:12 | S20200220121208897 | Stock (17) (5).csv | Rejected By System | 12 | |
| 2020-02-12 07:52 | S20200212075225981 | Blockunblock.csv | Approval Pending By CEIR Admin | 1 | |

Figure 24: Stock Management



2.7 Export Stock

Manufacturers 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).

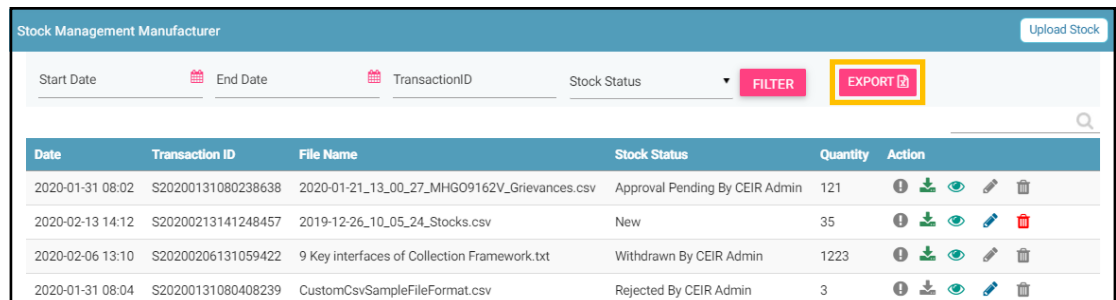


Figure 25: Stock Management

The following page appears.

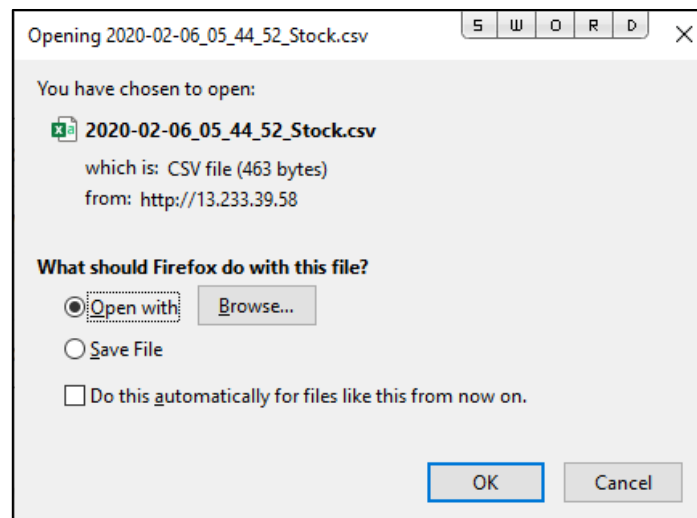


Figure 26: Open or Save Exported Stock File

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

| | A | B | C | D | E | F |
|---|----------------|--------------------|-----------------------------------|----------|----------------|------------------------|
| 1 | Created On | Txn Id | File Name | Quantity | Modified On | Status |
| 2 | 11-02-20 8:39 | S20200211083914145 | 2020-01-27_10_35_28_Stock.csv | 12 | 12-02-20 15:31 | Rejected By System |
| 3 | 05-02-20 15:07 | S20200205150726263 | Stock (1).csv | 10 | 05-02-20 15:19 | Rejected By CEIR Admin |
| 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 |
| 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 |
| 6 | 30-01-20 12:40 | S20200130124056222 | 2020-01-28_12_48_03_Stock.csv | 120 | 30-01-20 15:23 | Withdrawn By User |

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

Manufacturers 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 Manufacturer raises a grievance, the grievance goes through the following stages:

1. A notification is sent to the CEIR administrator. The notification appears on the CEIR administrator portal. A mail is also sent to the registered mail of the CEIR administrator.
2. The CEIR administrator responds to the grievance. A response notification is sent to on the Manufacturer portal, and the Manufacturer'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 Manufacturer for a specified period.

To raise a grievance

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

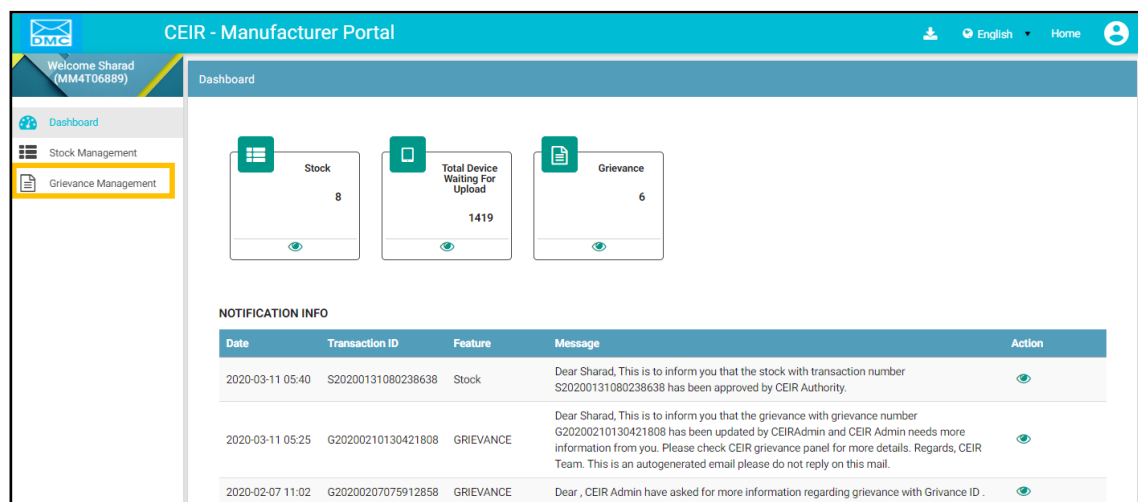


Figure 28: Home Page

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



| Raised Date | Modified On | Transaction ID | Grievance ID | Grievance Status | Action |
|------------------|------------------|--------------------|--------------------|--------------------|--------|
| 2020-02-21 14:03 | 2020-02-21 14:03 | | G20200221140332384 | New | |
| 2020-02-10 13:04 | 2020-03-11 05:25 | test | G20200210130421808 | Pending With User | |
| 2020-02-10 13:03 | 2020-02-10 13:03 | | G20200210130357727 | New | |
| 2020-02-07 07:59 | 2020-02-07 11:07 | C20191213104637632 | G20200207075912858 | Pending With Admin | |

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 upload if the grievance is related to a stock upload.
 - b. ***Category:** Select the category of the grievance. The options are:
 - 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

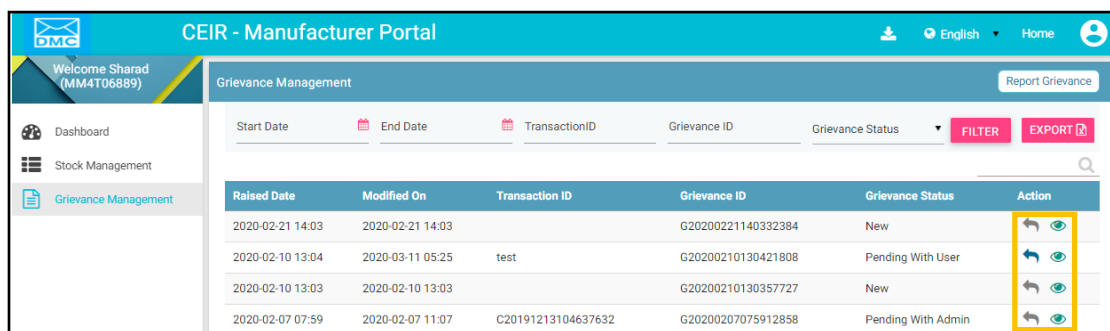


- NID (National ID)
 - Photo
 - Other
- e. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
- f. To upload more documents, click **+Add More Files**.

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.













| Raised Date | Modified On | Transaction ID | Grievance ID | Grievance Status | Action |
|------------------|------------------|--------------------|--------------------|--------------------|---|
| 2020-02-21 14:03 | 2020-02-21 14:03 | | G20200221140332384 | New |   |
| 2020-02-10 13:04 | 2020-03-11 05:25 | test | G20200210130421808 | Pending With User |   |
| 2020-02-10 13:03 | 2020-02-10 13:03 | | G20200210130357727 | New |   |
| 2020-02-07 07:59 | 2020-02-07 11:07 | C20191213104637632 | G20200207075912858 | Pending With Admin |   |

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. |
| Modified On | 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 | The uploaded grievance goes through different status modes. <ul style="list-style-type: none">• New: When a grievance is raised. |



| Column | Description |
|--------|--|
| | <ul style="list-style-type: none">• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the Manufacturer.• Closed: When the CEIR administrator closes the grievance. |
| Action | <p>This displays different actions that can be performed on a grievance.</p> <ul style="list-style-type: none">• Reply : This is used to respond to the grievance. The response is given by the CEIR administrator or Manufacturer. The exchange of responses is done until the grievance is closed.• View : This is used to view the grievance response history. The Manufacturer can see all the responses exchanged for any grievance. |

2.9 Filter Grievances

The Manufacturer can view selective grievances depending on specific filter values. For example, the Manufacturer 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 |
| Raised Date | Last Update Date | Transaction ID | Grievance ID | Grievance Status | Action | |
| 2020-02-24 13:39 | 2020-02-24 13:40 | | G20200224133925550 | Pending With Admin |   | |
| 2020-02-21 11:20 | 2020-02-21 11:29 | | G20200221112026310 | Pending With Admin |   | |
| 2020-02-21 05:04 | 2020-02-21 05:05 | C20200109123320434 | G20200221050459066 | Pending With Admin |   | |
| 2020-02-20 06:24 | 2020-02-20 06:25 | | G20200220062450984 | Pending With Admin |   | |
| 2020-02-20 06:07 | 2020-02-20 06:10 | | G20200220060700037 | Pending With Admin |   | |
| 2020-02-19 14:31 | 2020-02-19 14:37 | C20191104113210053 | G20200219143129378 | Pending With Admin |   | |
| 2020-02-18 07:29 | 2020-02-18 07:46 | | G20200218072937512 | Pending With Admin |   | |
| 2020-02-17 07:54 | 2020-02-17 07:55 | C20191104113210053 | G20200217075427213 | Pending With Admin |   | |
| 2020-02-13 18:49 | 2020-02-13 18:52 | | G20200213184906610 | Pending With Admin |   | |
| 2020-02-13 12:56 | 2020-02-14 05:00 | | G20200213125623902 | Pending With Admin |   | |

Figure 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).

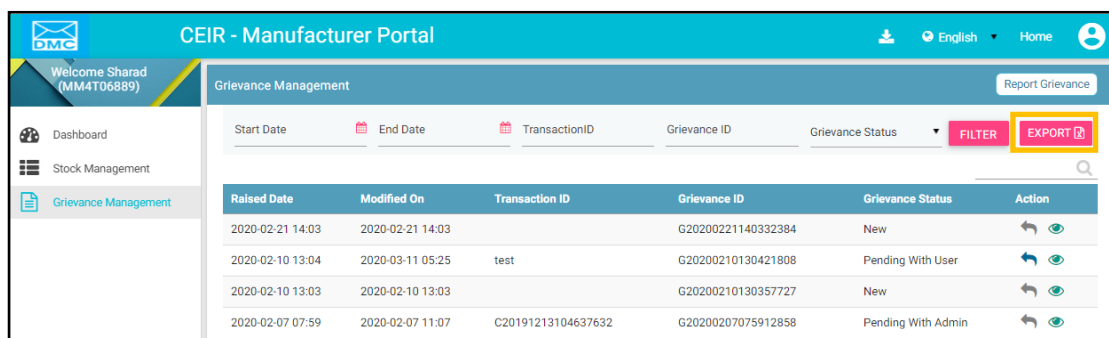


Figure 34: Grievance Management

The following page appears.

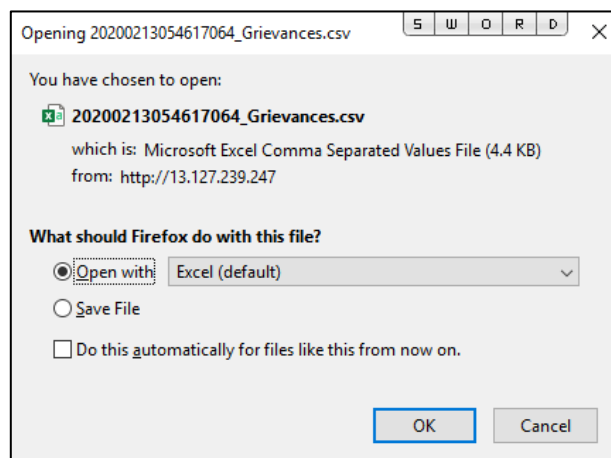


Figure 35: Open or Save Exported Grievance File

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 36: Exported Grievances



Instead of exporting all the grievances, Manufacturers 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.