



Central Equipment

Custom User Manual v 1.0



Document Change History

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1 Overview

1.1 Scope

The objective of this manual is to help customs user use the CEIR (Central Equipment Identity Register) application to clear consignments, raise confiscated stock requests, collect tax for register devices 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
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia

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



Information	Convention
	column



2 Custom Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Custom Portal application is used to collect tax for SIM-based devices that are imported in Cambodia. Registration of all the imported devices ensures proper tax is paid to the customs before the devices are made available for sale in the market. In addition, registration helps in tracking device movement and prevents their misuse or theft.

After purchasing devices from suppliers, 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 subsequently shared with the customs for clearance. When the physical consignment of the devices is received at the customs 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.

Customs perform the following tasks:

- Clear imported device consignments
- Upload stock (if the devices is not collected by importer within the stipulated time)
- Register devices and collect tax from end user.
- Report grievances

2.2 Logging into the Application

Before login, the custom 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.

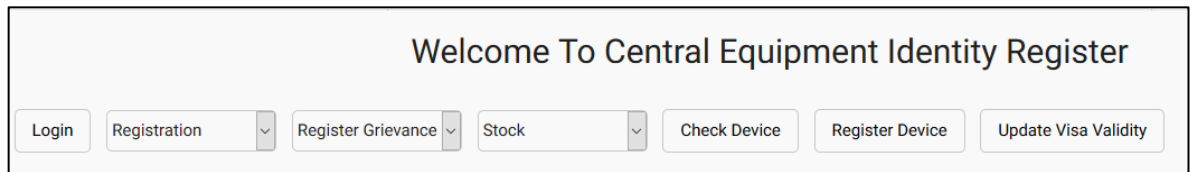
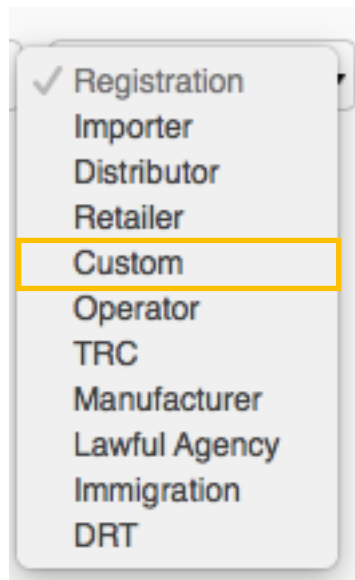


Figure 1: CEIR Home Page

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





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

Custom Registration English

First Name * Middle Name Last Name *

Address(Property Location) *

Street Number * Village

Locality District *

Commune * PostalCode*

Country * Province *

Cambodia Select Province

Arrival Port * Port Address *

Expected Arrival Port Select Port

National ID * Upload National ID *

SELECT FILE Upload National ID

Upload Photo * UPLOAD PHOTO

Employee ID *

Upload ID Card * UPLOAD ID CARD

Nature Of Employment * Nature Of Employment

Designation and Title * Reporting Authority Name

Reporting Authority Email ID * Reporting Authority Contact Number*

Email * Contact Number *

Password * Retype Password *

Security Question 1 * Answer *

Security Question 2 * Answer *

Security Question 3 * Answer *

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: Custom Registration

3. ***First Name:** Enter the first name.
4. **Middle Name:** Enter the middle name (if any).
5. ***Last Name:** Enter the last name.
6. ***Address:** Enter the custom's address:
 - a. Street Number
 - b. Village
 - c. Locality



- d. District
 - e. Commune
 - f. Province
 - g. Country
7. ***Arrival Port:** Select the arrival port from the list (Land, Water, Air).
8. ***Port Address:** Select the port address from the list
9. ***National ID:** Enter the national ID of the agency personnel.
10. ***Upload National ID:** Upload the image of the original national ID of the personnel.
This can be a pdf or image (.jpeg) of size not more than 2 MB.
11. **Upload Photo:** Upload the photograph of the personnel. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
12. **Employee ID:** Enter the employee ID.
13. **Upload ID Card:** Upload the image of the ID card. The photograph can be a pdf or image (.jpeg) of size not more than 2 MB.
14. **Nature of Employment:** Select the type of employment of the personnel:
- a. Permanent
 - b. Temporary
 - c. Contract
15. **Designation and Title:** Enter the designation of the agency personnel.
16. **Reporting Authority Name:** Enter the name of the officer to whom the personnel reports to.
17. **Reporting Authority Email ID:** Enter the mail ID of the officer to whom the personnel reports to.
18. **Reporting Authority Contact Number:** Enter the contact number of the officer to whom the personnel reports to.
19. **Email:** Enter the mail ID of the personnel. This mail ID would be used for communication
20. ***Contact Number:** Enter the mobile number of the personnel. The agency would receive notifications at this mobile number.
- 21.



22. ***Password:** Enter a login password. This is the password that would be used to log into the CEIR Importer Portal application.
23. ***Confirm Password:** Re-enter the password for confirmation.
24. ***Select three security questions and enter an answer for each question.** This is required by the system when the importer forgets the password. In such a situation, the system requires identification to authenticate the importer. These security questions are used for authentication of the importer.
25. ***Enter the captcha shown on the page.** This is required to prove that the importer is not a robot.
26. ***Select the declaration check box.**
27. Click **SUBMIT**.

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

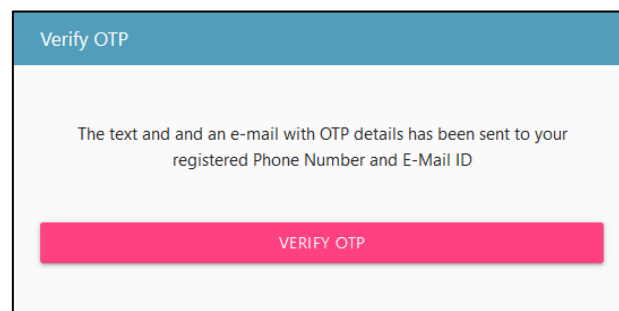


Figure 3: Verify OTP

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

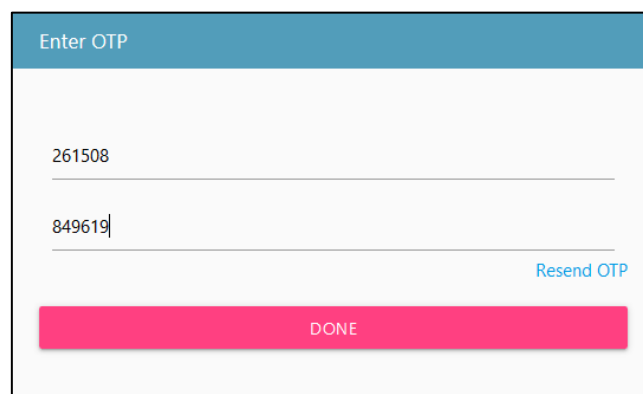
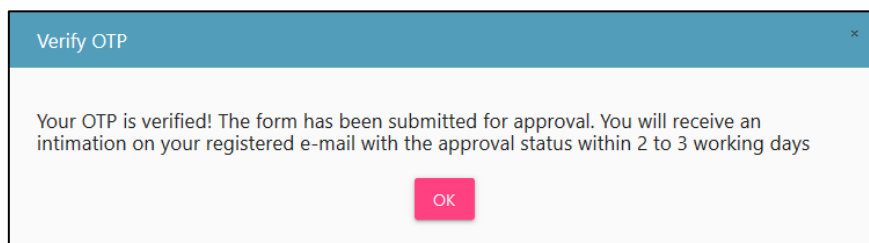


Figure 4: Enter OTP

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

To start using the application, log into the application.

To login:

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

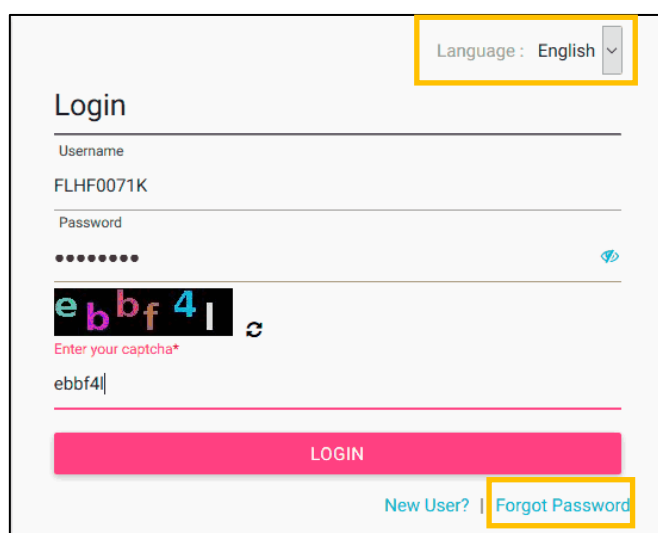
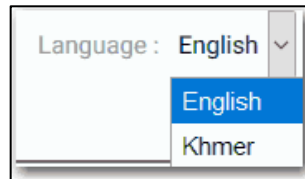


Figure 5: Login

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

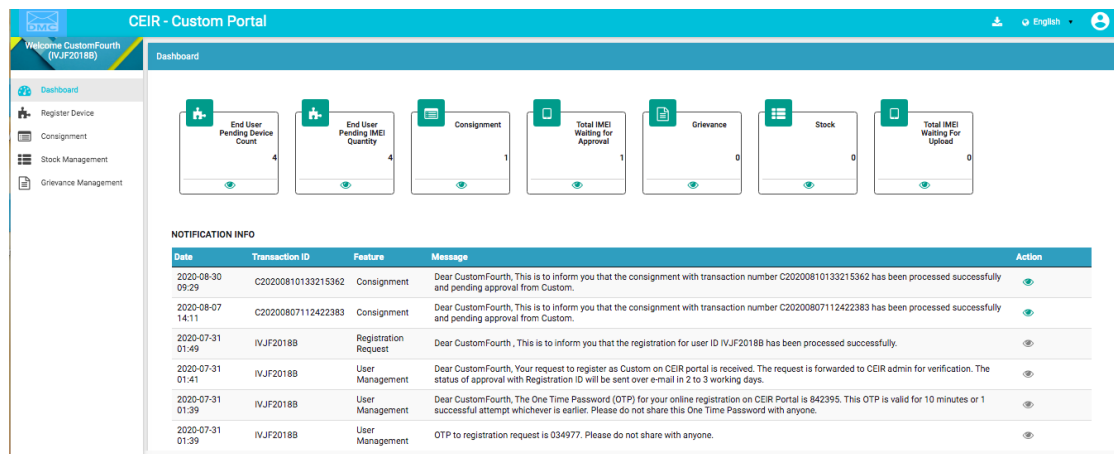
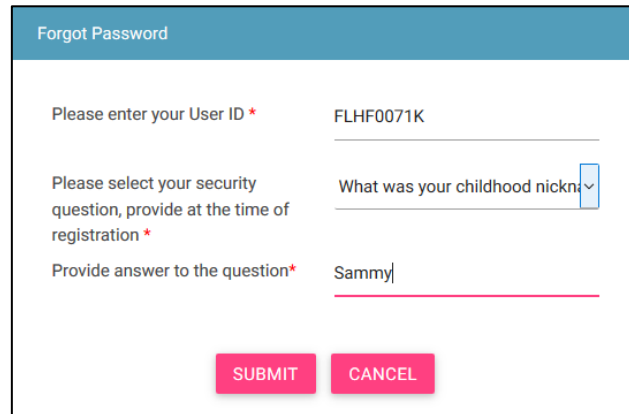


Figure 6: Home Page

If the custom forgets the assigned password, click the **Forgot Password** link on the **Login** page. The **Forgot Password** page appears.

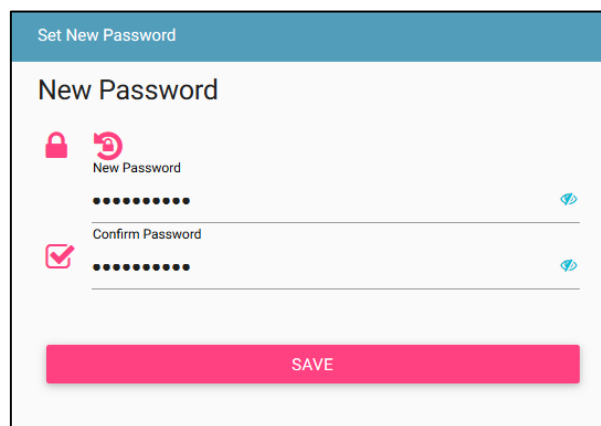


The 'Forgot Password' form has a blue header bar with the text 'Forgot Password'. Below the header, there are three input fields. The first field is labeled 'Please enter your User ID *' and contains the text 'FLHF0071K'. The second field is labeled 'Please select your security question, provide at the time of registration *' and is a dropdown menu showing 'What was your childhood nickname'. The third field is labeled 'Provide answer to the question*' and contains the text 'Sammy'. At the bottom of the form are two pink buttons: 'SUBMIT' and '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 bar with the text 'Set New Password'. Below the header, the title 'New Password' is displayed. There are two input fields. The first field is labeled 'New Password' and has a lock icon to its left. The second field is labeled 'Confirm Password' and has a checkmark icon to its left. Both fields have a toggle key icon to their right. At the bottom of the form is a large pink button labeled 'SAVE'.

Figure 8: Set New Password

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



2.3 Application User Interface

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

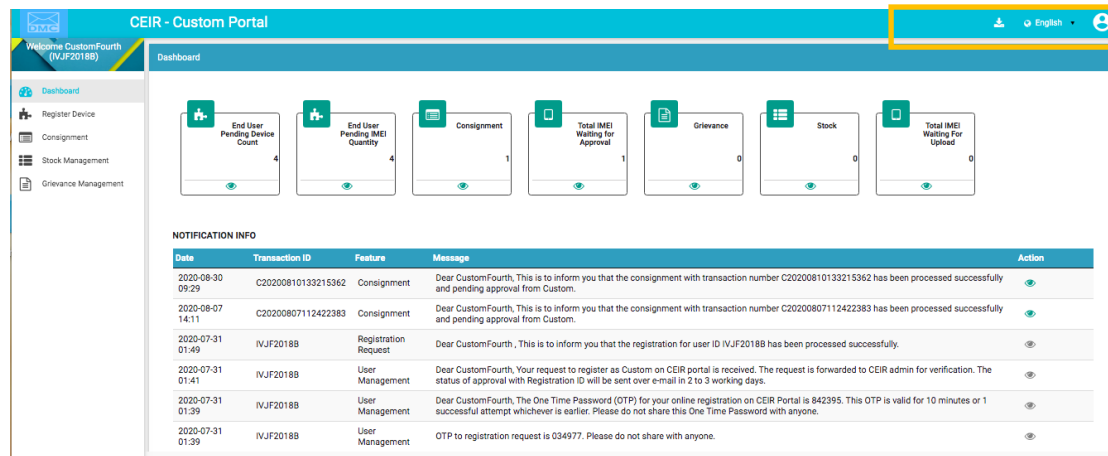


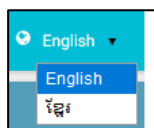
Figure 9: Home Page

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:

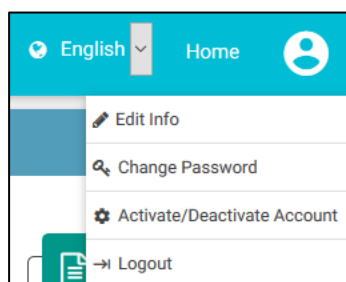
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.




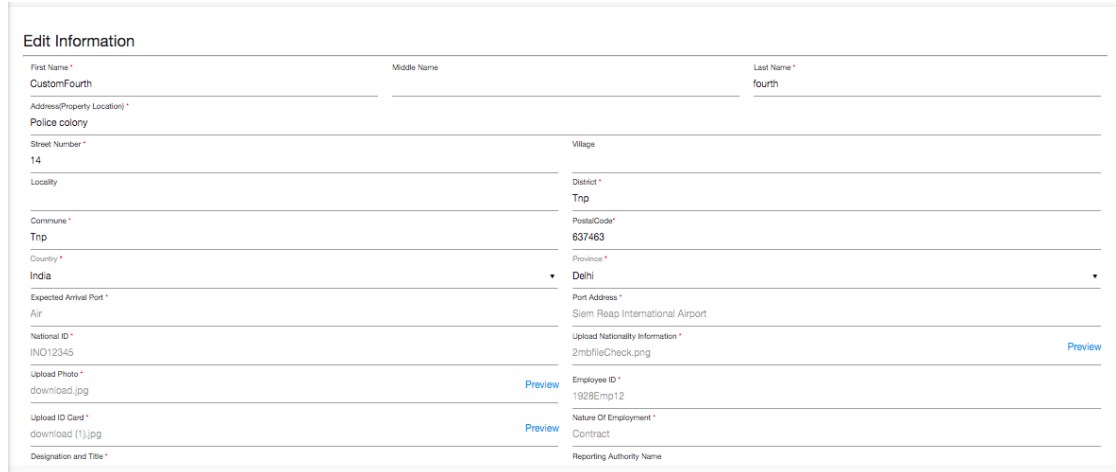
- **Home:** Click on it to go to the **DMC Home Portal** page.



- **(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.

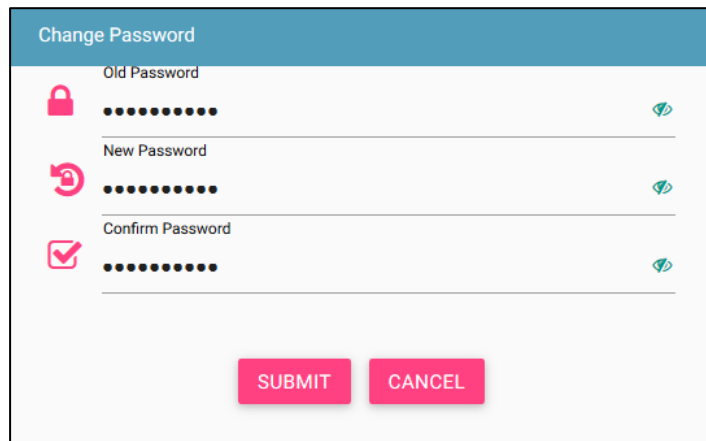


The screenshot shows the 'Edit Information' form with the following fields and values:

Edit Information	
First Name *	Middle Name
CustomFourth	
Last Name *	
fourth	
Address(Property Location) *	
Police colony	
Street Number *	Village
14	
Locality	District *
	Tnp
Commune *	PostalCode *
Tnp	637463
Country *	Province *
India	Delhi
Expected Arrival Port *	Port Address *
Air	Siem Reap International Airport
National ID *	Upload Nationality Information *
INO12345	2mbfileCheck.png Preview
Upload Photo *	Employee ID *
download.jpg Preview	1928Emp12
Upload ID Card *	Nature Of Employment *
download (1).jpg Preview	Contract
Designation and Title *	Reporting Authority Name

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 screenshot shows the 'Change Password' form with the following fields and buttons:






Change Password	
Old Password	
New Password	
Confirm Password	
<div> <div>SUBMIT</div> <div>CANCEL</div> </div>	

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

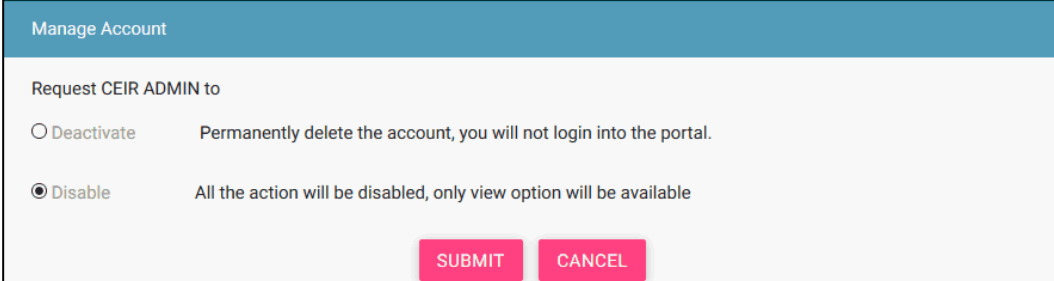


Figure 12: Manage Account

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

2.3.1 Dashboard

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

- Consignments
- Stock
- Register Devices
- Grievances

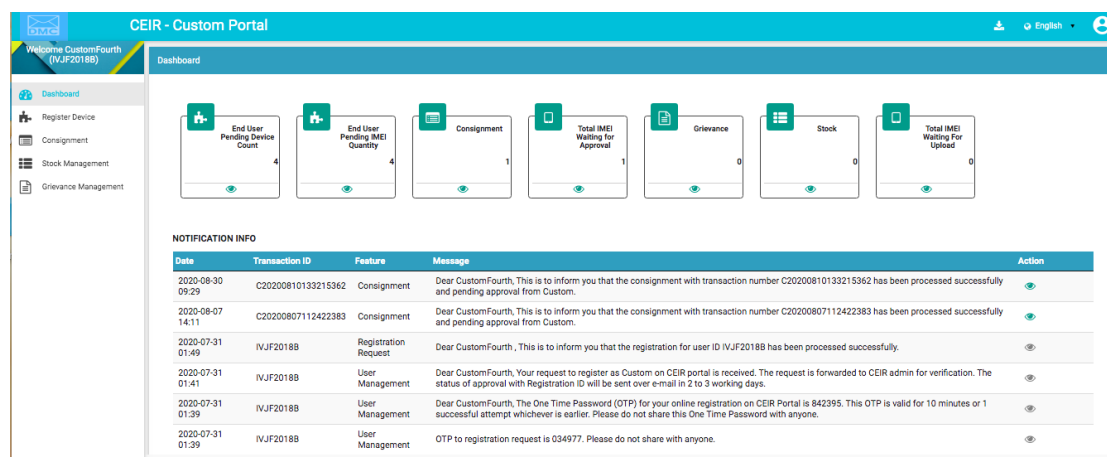
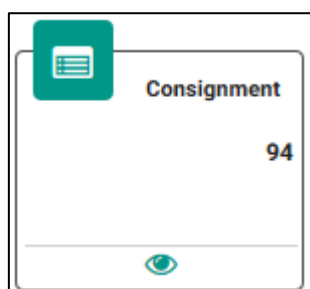


Figure 13: Home Page

Consignments

The **Consignment** box displays the total number of consignments waiting to be cleared by the customs.



Click (**View**) to go to the **Consignment** dashboard. Refer to *Consignment Management* for more information.

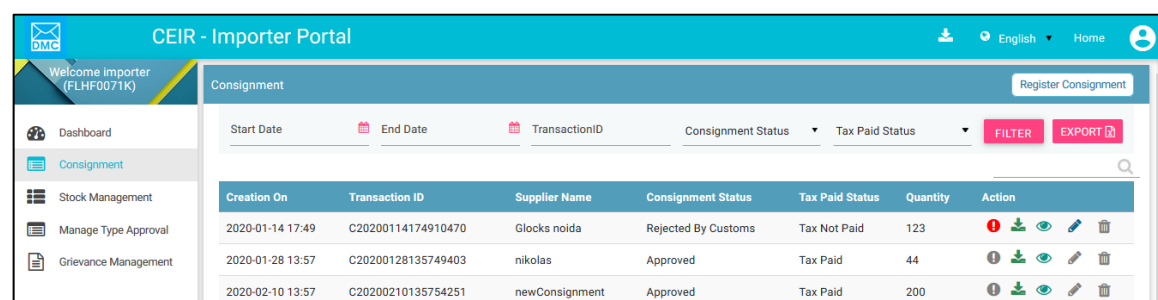
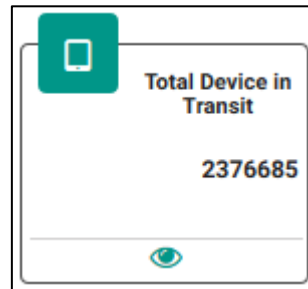


Figure 14: Consignment

Total Devices in Transit

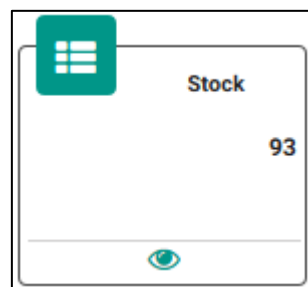
This box displays the total number of devices (IMEIs/MEIDs/ESNs in the consignments) waiting to be cleared by the customs.



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

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.

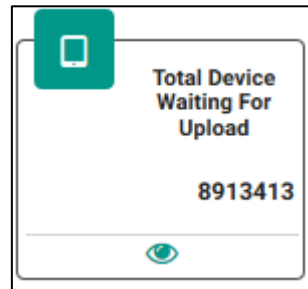
The screenshot shows the 'CEIR - Importer Portal' with a sidebar menu containing 'Dashboard', 'Consignment', 'Stock Management' (highlighted), 'Manage Type Approval', and 'Grievance Management'. The main area is titled 'Stock Management Retailer' and includes an 'Upload Stock' button. Below this is a filter section with 'Start Date', 'End Date', 'TransactionID', and 'Stock Status' dropdowns, along with 'FILTER' and 'EXPORT' buttons. A table displays the following data:

Date	Transaction ID	File Name	Stock Status	Quantity	Action
2020-02-20 11:34	S20200220113427559	Stock (17) (5).csv	New	1	
2020-02-20 10:26	S20200220102658533	Blockunblock.csv	New	34	

Figure 15: Stock Management

Total Devices Waiting for Upload

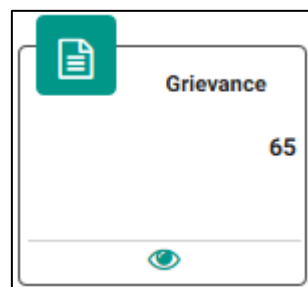
The box displays the total number of devices (IMEIs/MEIDs/ESNs in stock) pending for upload.



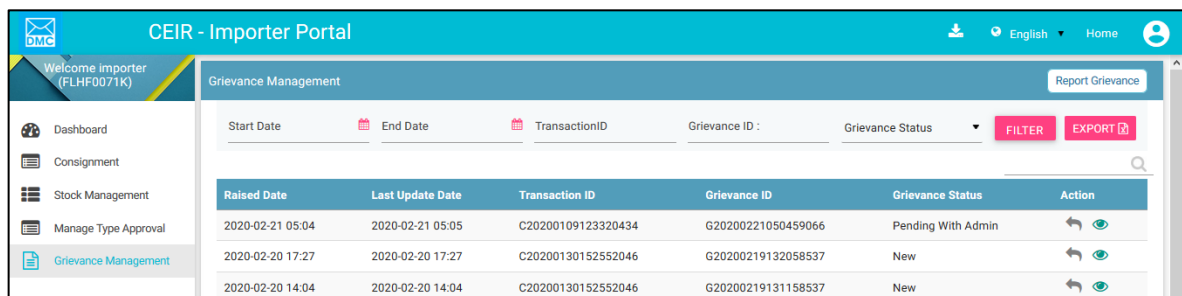
Click  (**View**) to access the **Stock Management** dashboard. Refer to *Stock Management* for more information.

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.









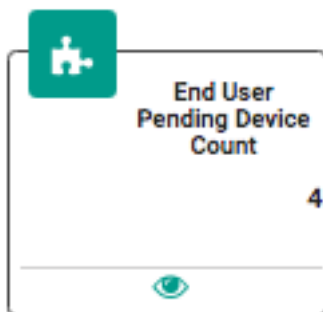

Raised Date	Last Update Date	Transaction ID	Grievance ID	Grievance Status	Action
2020-02-21 05:04	2020-02-21 05:05	C20200109123320434	G20200221050459066	Pending With Admin	 
2020-02-20 17:27	2020-02-20 17:27	C20200130152552046	G20200219132058537	New	 
2020-02-20 14:04	2020-02-20 14:04	C20200130152552046	G20200219131158537	New	 

















Figure 16: Grievance Management

End User Pending Device Count

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



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

Register Device							
Start Date	End Date	TransactionID	Status	Tax Paid Status	FILTER		EXPORT
Date	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2020-09-09 13:57	SHANID1	R20200909135724521	Bahamian	Regularized	Custom	Rejected By CEIR Admin	   
2020-08-07 18:15	SHACTM	R20200807181550868	Cambodian	Blocked	Custom	Rejected By CEIR Admin	   
2020-08-17 14:56	SHACUSTOM	R20200817145615438	INDIAN	Regularized	Custom	Rejected By CEIR Admin	   
2020-08-17 16:18	SHACUSTOM	R20200817161810585	INDIAN	Regularized	Custom	Rejected By CEIR Admin	   

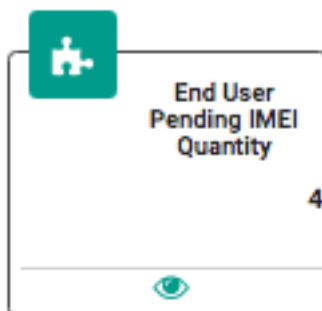
Showing 1 to 4 of 4 entries


Previous 1 Next

Figure 17: Register Device

End User Pending IMEI Count

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



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



Register Device							
Start Date	End Date	TransactionID	Status	Tax Paid Status	FILTER		EXPORT
Date	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2020-09-09 13:57	SHANID1	R20200909135724521	Bahamian	Regularized	Custom	Rejected By CEIR Admin	
2020-08-07 18:15	SHACTM	R20200807181550868	Cambodian	Blocked	Custom	Rejected By CEIR Admin	
2020-08-17 14:56	SHACUSTOM	R20200817145615438	INDIAN	Regularized	Custom	Rejected By CEIR Admin	
2020-08-17 16:18	SHACUSTOM	R20200817161810585	INDIAN	Regularized	Custom	Rejected By CEIR Admin	
Showing 1 to 4 of 4 entries							
Previous							Next

Figure 18: Register Device

Notification Information

This section displays the ten most recent notifications.

NOTIFICATION INFO				
Date	Transaction ID	Feature	Message	Action
2020-08-30 09:29	C20200810133215362	Consignment	Dear CustomFourth, This is to inform you that the consignment with transaction number C20200810133215362 has been processed successfully and pending approval from Custom.	
2020-08-07 14:11	C20200807112422383	Consignment	Dear CustomFourth, This is to inform you that the consignment with transaction number C20200807112422383 has been processed successfully and pending approval from Custom.	
2020-07-31 01:49	IVJF2018B	Registration Request	Dear CustomFourth, This is to inform you that the registration for user ID IVJF2018B has been processed successfully.	
2020-07-31 01:41	IVJF2018B	User Management	Dear CustomFourth, Your request to register as Custom on CEIR portal is received. The request is forwarded to CEIR admin for verification. The status of approval with Registration ID will be sent over e-mail in 2 to 3 working days.	
2020-07-31 01:39	IVJF2018B	User Management	Dear CustomFourth, The One Time Password (OTP) for your online registration on CEIR Portal is 842395. This OTP is valid for 10 minutes or 1 successful attempt whichever is earlier. Please do not share this One Time Password with anyone.	
2020-07-31 01:39	IVJF2018B	User Management	OTP to registration request is 034977. Please do not share with anyone.	

Figure 19: Home Page

Notifications are of two types.

1. Notifications that provide only information. For example, a notification informing the custom about the account status is an information only notification because it requires no action. The **View** icon () is disabled in such notifications.
2. Notifications that require some action by the custom. For example, a notification about the consignment approval by the CEIR administrator and need clearance from customs. The **View** icon () is enabled in such notifications. Click **(View)** to access the relevant page of the notification.

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



The notification panel has the following columns:

- **Date:** Date of sending the notification
- **Transaction ID:** Transaction ID of the consignment or stock or grievance or register device request for which the notification is sent. If the notification is related to the custom account, the login username is shown instead of any transaction ID.



- **Feature:** This is the name of the feature for which the notification is sent. For example, if the notification is for a consignment, the feature name **Consignment** is shown. If the notification is concerning a stock transaction, the feature name **Stock Management** is shown. The feature name is the one shown in the left panel of the Home page.
- **Message:** This is the message of the notification. An example is shown below.

Dear CustomFourth , This is to inform you that the registration for user ID IVJF2018B has been processed successfully.

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

2.4 Consignments

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

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

1. After ordering a consignment from a supplier, the importer registers the consignment and supplier information in the system.
2. The system validates the 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. If the CEIR administrator rejects it, the information is available to importers for correction and the above flow is repeated.
6. After it is approved by the CEIR administrator, it is shared with the customs for clearance.
7. If the customs reject the consignment, the information is available to importers for correction and the above flow is repeated.
8. After the physical consignment arrives at the customs premises, the importer goes to the customs office and pays the required tax. Customs clear the consignment and hands it over to the importer. The consignment is now ready for sale in the market.

To clear consignments in the application:



1. Select the **Consignment** menu in the left panel of the application Home page.

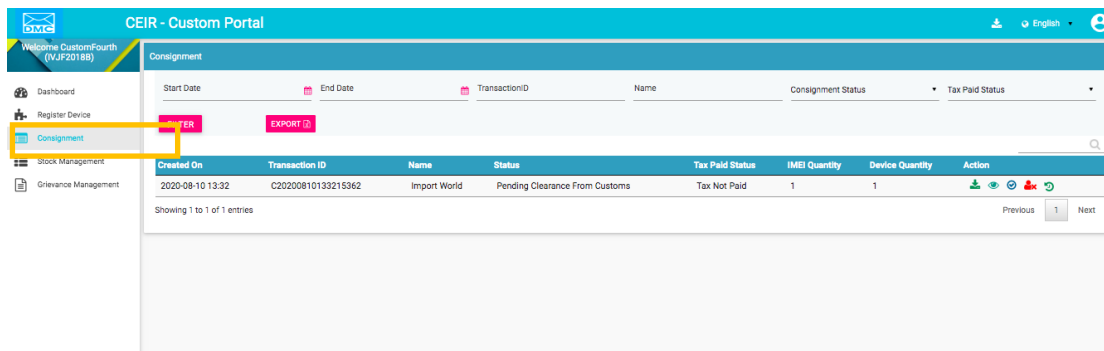







Figure 20: Consignment Page

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 it is registered.
Importer Name	Name of the importer.
Consignment Status	<p>The registered consignment goes through different status modes.</p> <ul style="list-style-type: none">• 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.• 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.
Tax Paid Status	Indicates whether tax has been paid or not. The status changes to Tax Paid when the customs clear



Column	Description
	the consignment.
IMEI Quantity	This is the number of IMEIs or MEIDs or ESNs in the consignment.
Device Quantity	This is the number of devices in the consignment.
Action	<p>This displays different actions that can be performed on the consignment.</p> <ul style="list-style-type: none">• 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 request details.• Approve : This is used to approve the request.• Reject : This is used to reject the request.• View History : This is used to view the history of this request.

On view of the consignment details, following information is displayed

1. Enter the following information:
 - a. **Supplier/Manufacturer ID:** The supplier or manufacturer ID from whom the importer has purchased the consignment.
 - b. **Supplier/Manufacturer Name:** The supplier name.
 - c. **Consignment Number:** The consignment number.
 - d. **Expected Dispatch Date:** The date by when the consignment would be dispatched by the supplier.
 - e. **Device Origination Country:** The country from where the consignment is being sent.



- f. **Expected Arrival Date:** The date by when the consignment would reach the customs premises.
- g. **Quantity:** The number of IMEIs/ESNs/MEIDs in the consignment.
- h. **Total Price:** The total price of the consignment.
- i. **Currency:** The currency
- j. **Expected Arrival Port:** Denotes if the consignment is being sent by air, land, or sea.
- k. **Upload Bulk Devices Information:** Enter the consignment details in a file. This is a **.csv** file with defined column names. You need to enter device information under each column.

View Consignment	
Supplier/Manufacturer ID	Supplier/Manufacturer Name
NA	sharad
Consignment Number	Expected Dispatch Date
NA	2020-08-20
Device Origination Country	Expected Arrival Date
Algeria	2020-08-27
Expected Arrival Port	Port Address
Air	Siem Reap International Airport
	IMEI Quantity
	1
TransactionID	Device Quantity
C20200810133215362	1
Remarks	Total Price
NA	NA
<button>CLOSE</button>	

Figure 21: View Consignment Page

To view the content of the file, click on the download icon. The file content is as follows:

	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 or ESN or MEID.
- **Multiple SIM Status:** Whether the device supports multiple SIM slots (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 manufacturing date of the device (in the format, DDMMYYYY).
- **Device status:** Whether the device is new or used (New/Used)

I. Sample file with information in each column for each item is as follows:

	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

To reject the consignment, the custom can reject the consignment. While rejecting the consignment, the custom should enter the remarks

Reject Consignment

Do you really want to mark the consignment having Transaction ID: C20200810133215362 as rejected.

Remarks *

Required Field are marked with *

YES

NO


Figure 22: Reject Consignment Page

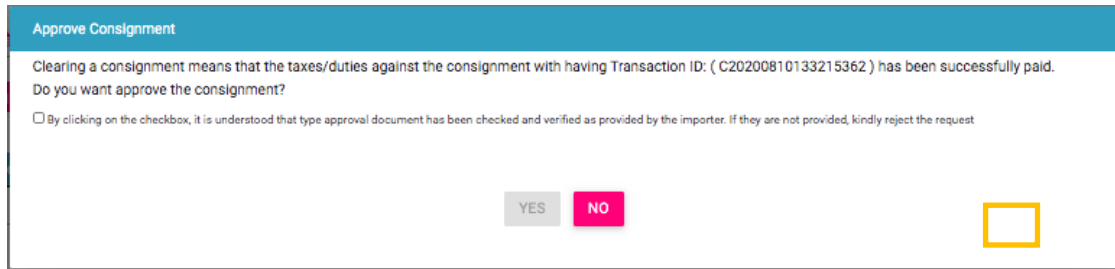


2.5 Approve Consignments

Customs can approve the uploaded consignment. This is done when the importer has paid the tax amount to the custom.

To approve a consignment:

1. Click **Approve** () against the consignment to modified.



The dialog box titled "Approve Consignment" contains the following text: "Clearing a consignment means that the taxes/duties against the consignment with having Transaction ID: (C20200810133215362) has been successfully paid. Do you want approve the consignment?". Below this text is a checkbox with the label: "By clicking on the checkbox, it is understood that type approval document has been checked and verified as provided by the importer. If they are not provided, kindly reject the request". At the bottom right of the dialog are two buttons: "YES" (grey) and "NO" (pink), and a yellow square icon.

Figure 23: Consignment

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

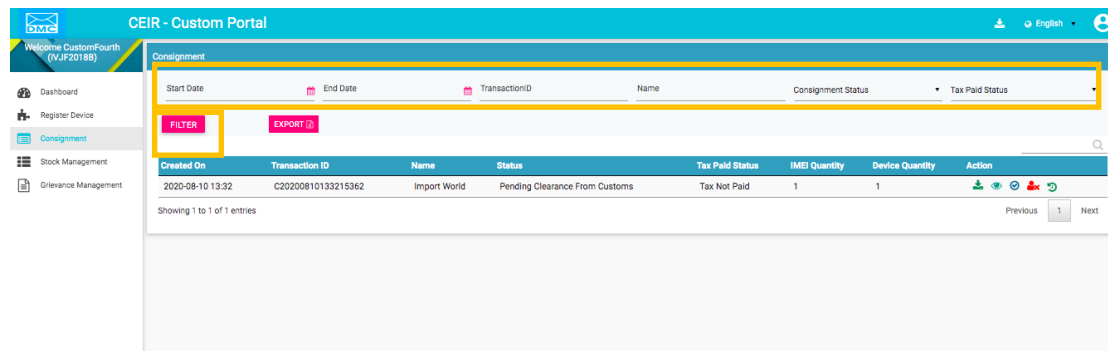
The check box is shown in case the importer has not submitted the device document in the CEIR system before uploading the consignment. In such cases, the CEIR system expect custom to validate the document before approving the consignment

The status of the consignment changes to **Approved** and is submitted for reprocessing.

2.6 Filter Consignments

Custom can view specific consignments after selecting the required filters. For example, custom can view consignments between specific dates by entering the start / end date.

To view specific consignments based on filters:



The screenshot shows the "CEIR - Custom Portal" interface. On the left is a sidebar with navigation links: Dashboard, Register Device, Consignment, Stock Management, and Grievance Management. The main area is titled "Consignment" and features a search bar with fields for Start Date, End Date, TransactionID, Name, Consignment Status, and Tax Paid Status. Below the search bar are "FILTER" and "EXPORT" buttons. A table displays the consignment data:

Created On	Transaction ID	Name	Status	Tax Paid Status	IMEI Quantity	Device Quantity	Action
2020-08-10 13:32	C20200810133215362	Import World	Pending Clearance From Customs	Tax Not Paid	1	1	

At the bottom, it says "Showing 1 to 1 of 1 entries" and includes "Previous" and "Next" navigation buttons.



Figure 24: Consignment

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. Custom can view a specific consignment by entering its transaction ID.
 - **Name**: Name of the importer
 - **Consignment Status**: This refers to the status of the consignment
 - **Tax Paid Status**: This indicates whether tax is paid for the consignment. Custom can view selective consignments.
2. Click **FILTER**.

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

The screenshot shows a web interface for managing consignments. At the top, there's a header 'Consignment'. Below it, a search bar contains filters for 'Start Date', 'End Date', 'Transaction ID' (with value 'C20200810133215362'), 'Name', 'Consignment Status', and 'Tax Paid Status'. There are 'FILTER' and 'EXPORT' buttons. Below the search bar is a table with the following data:

Created On	Transaction ID	Name	Status	Tax Paid Status	IMEI Quantity	Device Quantity	Action
2020-08-10 13:32	C20200810133215362	Import World	Pending Clearance From Customs	Tax Not Paid	1	1	[Icons for edit, delete, etc.]

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

Figure 25: Filtered Consignment

2.7 Export Consignments

Customs 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).

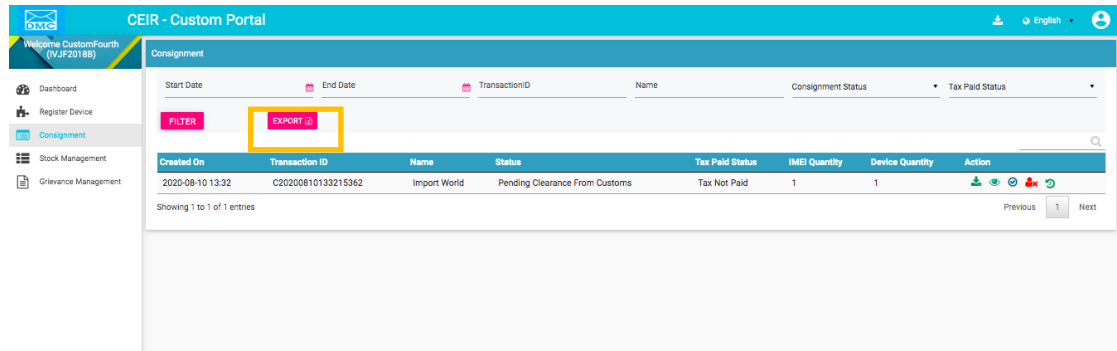


Figure 26: Consignment

The following page appears.

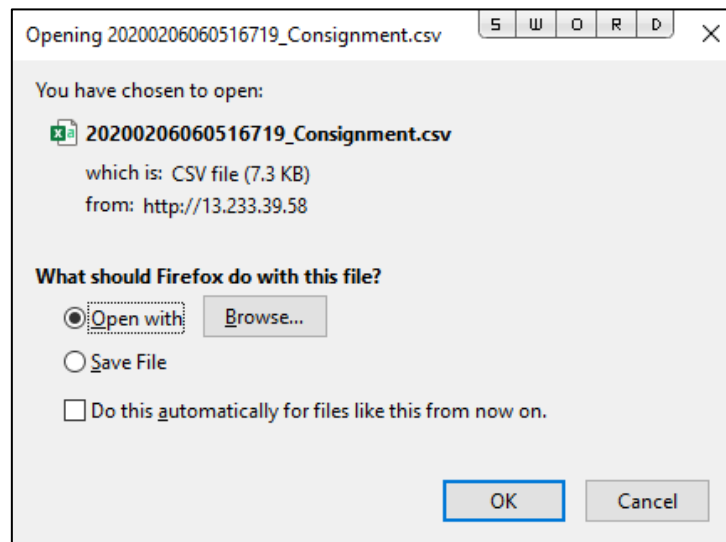


Figure 27: Open or Save Exported Consignment File

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

Create On	Modified On	Txn Id	Supplier Name	Status	Tax Status	IMEI Quantity	Device Quantity	File Name
10/08/20 13:32	30/08/20 09:29	C2020081013 3215362	sharad	Pending Clearance From Customs	Tax Not Paid	1	1	example1 1 (1).csv

Figure 28: Exported Consignments

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

2.8 Stock Management

In case the importer does not pay tax for the consignment, stock is made available for sale in the market by customs. Custom can auction the devices and can sale the stock to existing distributors/retailer in the market.

To upload stock:

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

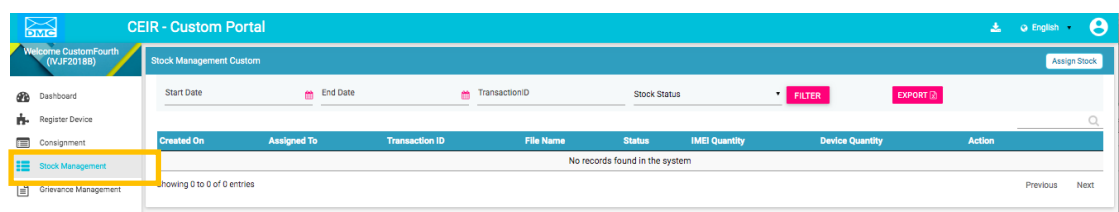


Figure 29: Stock Management Page

2. Click **Assign Stock**.

The **Assign Stock** page appears.

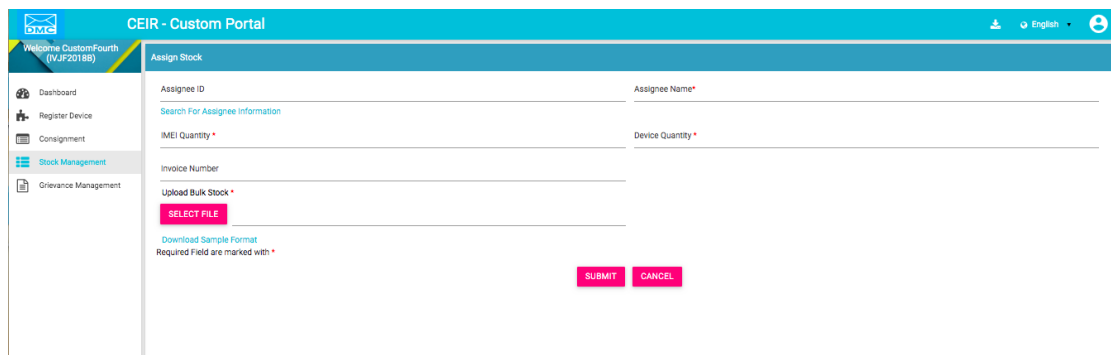


Figure 30: Assign Stock

3. Enter the following information:
 - a. **Assigned ID:** Enter the assignee ID.
 - b. ***Assignee Name:** Enter the supplier name.
 - c. ***IMEI Quantity:** Enter the total quantity of IMEIs or MEIDs or ESNs.
 - d. ***Device Quantity:** Enter the total quantity of devices.
 - e. **Invoice Number:** Enter the invoice number.



- f. ***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.

- g. Click **Download Sample Format**.

	A	B	C	D	E	F	G
1	Device type	Device ID type	Multiple SIM Status	S/N of Device	IMEI/ESN/MEID	Device launch date	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)

- h. 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

- i. After you enter the device details, save the file.
- j. Click **SELECT FILE** to upload the file with all the details.

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



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

The screenshot shows the 'Stock Management Custom' interface. At the top, there's a header bar with 'Assign Stock' button. Below it, a filter bar includes 'Start Date', 'End Date', 'Transaction ID', 'Stock Status', a 'FILTER' button, and an 'EXPORT' button. The main table has columns: Created On, Assigned To, Transaction ID, File Name, Status, IMEI Quantity, Device Quantity, and Action. It displays four entries, all with a status of 'Rejected By System'. The bottom of the table shows 'Showing 1 to 4 of 4 entries' and pagination controls for 'Previous', '1', and 'Next'.






Created On	Assigned To	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:48	I Tech Sol	S20200925174832652	test22.csv	Rejected By System	2	2	[Icons]
2020-09-25 17:22	MetWorld Ltd	S20200925172244029	test42.csv	Rejected By System	4	2	[Icons]
2020-07-31 20:19	Import World	S20200731201932895	example1 (1).csv	Rejected By System	2	1	[Icons]
2020-07-31 20:09	Import World	S20200731200939801	example1 (1).csv	Rejected By System	1	1	[Icons]

Figure 31: Stock Management

For each stock uploaded, the following columns are seen on the **Stock Management** page.

Column	Description
Created On	Date of uploading the stock in the system.
Assigned To	This is the name of the distributor/retailer to whom the stock is assigned.
Transaction ID	This is an automatically generated ID that helps in identifying and tracking stock.
File Name	Name of the stock file.
Stock Status	<div>The uploaded stock goes through different status modes.<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 importer can view the file and fix the errors in the consignment.Approval Pending by CEIR Admin: The uploaded stock is available for review by the</div>



Column	Description
	<p>CEIR administrator.</p> <ul style="list-style-type: none">• Approved by CEIR Admin: The stock is approved by the CEIR administrator.• Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem.• Withdrawn by User: The user withdraws stock if there is any problem.• Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock.
IMEI Quantity	This is the number of IMEIs or MEIDs or ESNs in the stock.
Device Quantity	This is the number of devices 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.

2.9 Edit Stock



Custom can modify the assigned stock.

To edit stock:

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

Stock Management Custom

Assign Stock

Start Date

End Date

TransactionID

Rejected By System

FILTER

EXPORT

Created On	Assigned To	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:48	I Tech Sol	S20200925174832652	test22.csv	Rejected By System	2	2	<div><div></div><div></div><div></div><div></div><div></div></div>
2020-09-25 17:22	MetWorld Ltd	S20200925172244029	test42.csv	Rejected By System	4	2	<div><div></div><div></div><div></div><div></div><div></div></div>
2020-07-31 20:19	Import World	S20200731201932895	example1 (1).csv	Rejected By System	2	1	<div><div></div><div></div><div></div><div></div><div></div></div>
2020-07-31 20:09	Import World	S20200731200939801	example1 (1).csv	Rejected By System	1	1	<div><div></div><div></div><div></div><div></div><div></div></div>

Showing 1 to 4 of 4 entries

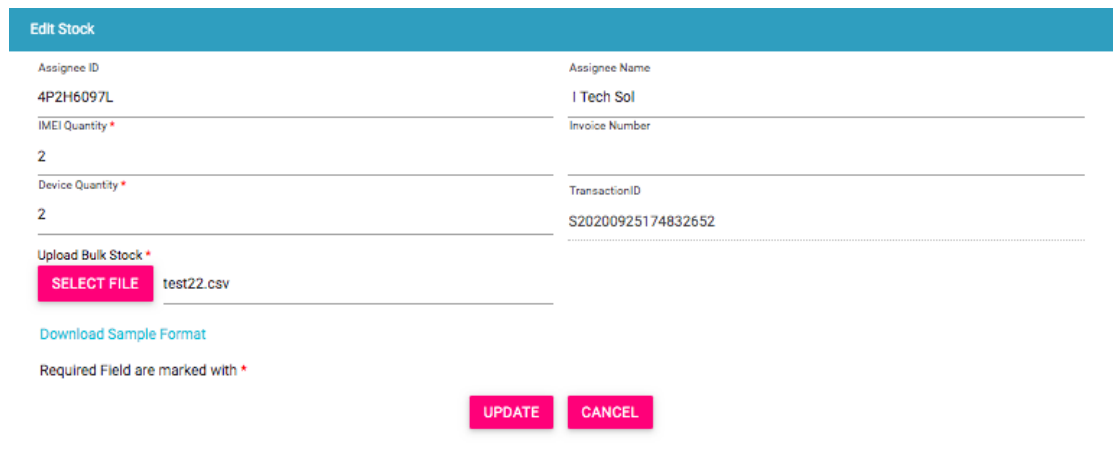
Previous

1

Next

Figure 32: Stock Management

The **Edit Stock** page appears.



Edit Stock

Assignee ID
4P2H6097L

Assignee Name
I Tech Sol

IMEI Quantity *
2

Invoice Number

Device Quantity *
2

TransactionID
S20200925174832652

Upload Bulk Stock *
SELECT FILE test22.csv

Download Sample Format

Required Field are marked with *

UPDATE **CANCEL**

Figure 33: Edit Stock

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

2.10 Filter Stock

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



To view specific stock:

Stock Management Custom

Start Date End Date Transaction ID Stock Status FILTER EXPORT

Created On	Assigned To	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:48	I Tech Sol	S20200925174832652	test22.csv	Rejected By System	2	2	
2020-09-25 17:22	MetWorld Ltd	S20200925172244029	test42.csv	Rejected By System	4	2	
2020-07-31 20:19	Import World	S20200731201932895	example1 (1).csv	Rejected By System	2	1	
2020-07-31 20:09	Import World	S20200731200939801	example1 (1).csv	Rejected By System	1	1	

Showing 1 to 4 of 4 entries

Previous 1 Next

Figure 34: 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. Importers 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.

Stock Management Custom

Start Date End Date Transaction ID Rejected By System FILTER EXPORT

Created On	Assigned To	Transaction ID	File Name	Status	IMEI Quantity	Device Quantity	Action
2020-09-25 17:48	I Tech Sol	S20200925174832652	test22.csv	Rejected By System	2	2	
2020-09-25 17:22	MetWorld Ltd	S20200925172244029	test42.csv	Rejected By System	4	2	
2020-07-31 20:19	Import World	S20200731201932895	example1 (1).csv	Rejected By System	2	1	
2020-07-31 20:09	Import World	S20200731200939801	example1 (1).csv	Rejected By System	1	1	

Showing 1 to 4 of 4 entries

Previous 1 Next

Figure 35: Stock Management

2.11 Export Stock

Customs 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).

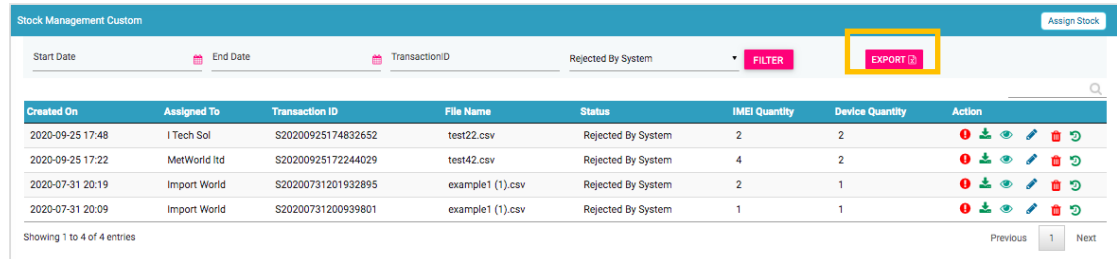


Figure 36: Stock Management

The following page appears.

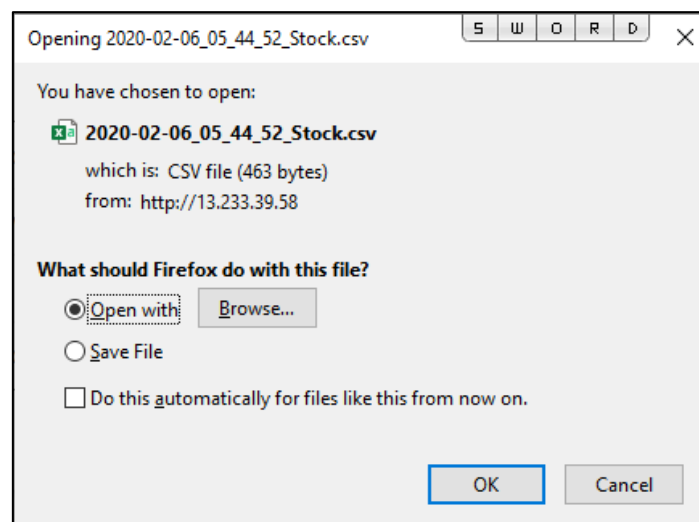


Figure 37: Open or Save Exported Stock File

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

Created On	Txn Id	File Name	IMEI Quantity	Modified On	Status	Device Quan	Assigned To	Invoice Number
25/09/20 17:48	S202009251	test22.csv	2	25/09/20 17:49	Rejected By System	2	I Tech Sol	NA
25/09/20 17:22	S202009251	test42.csv	4	25/09/20 17:23	Rejected By System	2	MetWorld Ltd	NA
31/07/20 20:19	S202007312	example1 (1).csv	2	25/08/20 18:26	Rejected By System	1	Import World	NA
31/07/20 20:09	S202007312	example1 (1).csv	1	31/07/20 20:10	Rejected By System	1	Import World	NA

Figure 38: 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.

2.12 Grievance Management



Customs 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 approval.

When an custom 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 custom portal, and the custom'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.

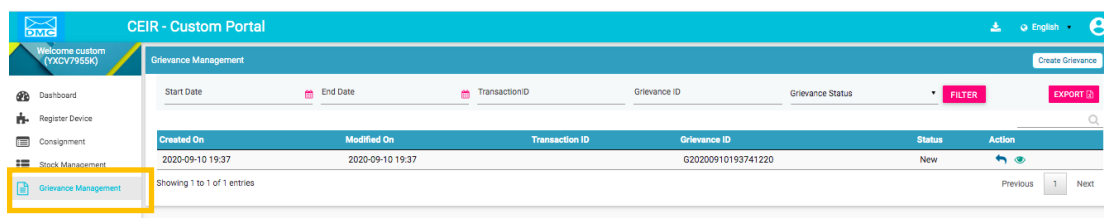


Figure 39: Grievance Page

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

The **Report Grievance** page appears.

Report Grievance

TransactionID

Category*

Registration Related

Remarks*

Unable to change registration information

Upload Supporting Document

Document Type

Select Document Type

SELECT FILE

Upload a file

+ADD MORE FILES

Required Field are marked with *

SUBMIT

CANCEL



Figure 40: Report Grievance

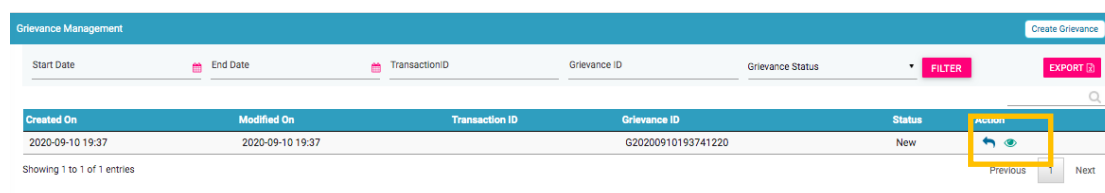
3. Enter the following information:

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


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

4. Click **SUBMIT**.


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

**Figure 41: Grievance Management**

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

Column	Description
Created On	Date of raising a grievance.
Modified On	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	<p>The uploaded grievance goes through different status modes.</p> <ul style="list-style-type: none">• New: When a grievance is raised.• Pending with CEIR Authority: When a response is awaited from the CEIR administrator.• Pending with User: When a response is awaited from the importer.• 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 importer. The exchange of responses is done until the grievance is closed.



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

2.13 Filter Grievances

The customs can view selective grievances depending on specific filter values. For example, the customs 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		G20200225053336932	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 42: Filter Grievances

- 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:
 - 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 43: Filtered Grievances

2.14 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).

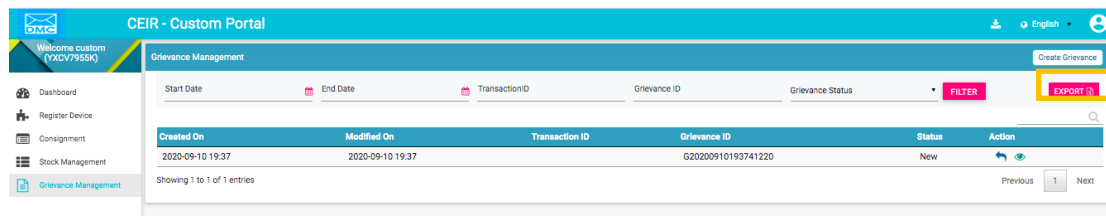


Figure 44: Grievance Management

The following page appears.

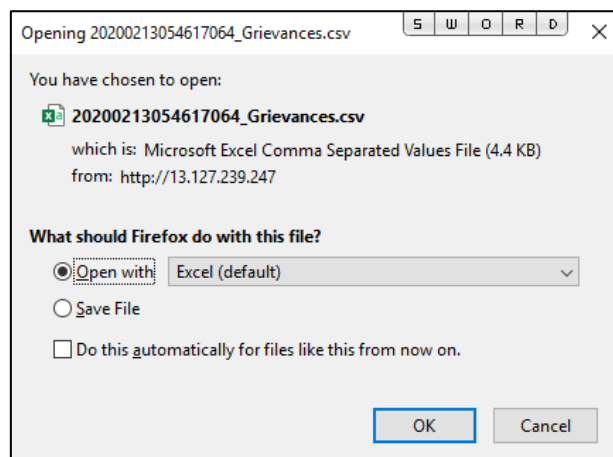


Figure 45: Open or Save Exported Grievance File

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 46: Exported Grievances

Instead of exporting all the grievances, custom can export filtered grievances. First, filter the grievance data based on specific filters (refer to *Filter Grievances*) and then export the filtered grievances using the export utility.

2.15 Registering Devices

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

2.15.1 Registering Imported Devices

To register a device:

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

Figure 47: Register Device

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

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



Figure 48: Add Device Information

4. Enter the following information:

- **Device Type:** Select the type of device:
 - Mobile Phone
 - Feature Phone
- ***Device ID Type:** Select the type of ID of the device that would be entered for identification:
 - IMEI
 - MEID
 - ESN
- **Multiple SIM Status:** Select whether the device supports multiple SIM slots:
 - Yes
 - No
- **Country bought From:** Select the country from where the device was bought.
- **Device Serial Number:** Enter the serial number of the device.
- **Tax Paid Status:** Select the tax paid status
- **Price:** Price of the device
- ***Device Status:** Select the status of the device:
 - New
 - Old
- **IMEI/MEID/ESN:** Enter the ID value(s). A maximum of 4 ID values can be entered.



- Click **Submit**.

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

Register Device							Register Devices
Start Date	End Date	TransactionID	Status	Tax Paid Status	FILTER		EXPORT
Date	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2020-08-01 19:34	FORPASS	R20200801193409682	Indian	Tax Paid	Custom	Pending Approval From CEIR Admin	
2020-08-04 18:55	FORPASS	R20200804185516497	Indian	Tax Paid	Custom	Approved	
2020-08-01 19:04	FORPASS	A20200801190451070	Indian	Regularized	Self	Approved	
Showing 1 to 3 of 3 entries							Previous 1 Next

Figure 50: Device Activation

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

Personal Information

Nationality *

☒ Cambodian ☐ Other

NID *

8888

Document Type *

Select Document Type

Upload National ID Proof *

SELECT FILE

First Name *

Middle Name

Last Name *

Address(Property Location) *

Street Number *

Village

Locality

District *

Commune *

PostalCode *

Country *

Province *

Email

Contact Number*

VIP

☐ Yes ☒ No

Device Information

Device Type

Select Device Type

Multiple SIM Status

Select

Device Serial Number

Device Status *

Select Device Status

Price

IMEI/MEID/ESN

1 *

2

3

4

Device ID Type *

Select Device ID Type

Country bought From

Country

Tax Paid Status *

Select Tax Paid Status

Required Field are marked with *

SUBMIT

CANCEL

Figure 51: Add Device Information

Enter information about the person who is visiting Cambodia.

- Enter the following information:



Personal Information: Enter the personal details of the person.

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



- **Add Visa:** Select Yes or No depending on whether the person has a visa.
 - Visa Type: Select the type of visa. This is applicable only if the person has a visa.
 - Visa Number: Enter the visa number. This is applicable only if the person has a visa.
 - Visa Expiry Date: Select the expiry date of the visa. This is applicable only if the person has a visa.
 - Upload Visa Image: Click File to upload the visa image. This is applicable only if the person has a visa.
- **Device Information:** Enter details of the device.
 - *Device Type
- ***Device ID Type:** Select the type of ID to be entered for the device:
 - IMEI
 - MEID
 - ESN
- **Multiple SIM Status:** Select whether the device supports multiple SIM slots.
 - Yes
 - No
- **Country Bought From:** Select the country
- **Device Serial Number:** Enter the serial number
- **Tax Paid Status:** Select the tax paid status
- **Price:** Enter the price
- **Device Status:** Select the device status
- **IMEI/MEID/ESN:** Enter the value of the IMEIs or MEIDs or ESNs of the device.
- Click **Submit**.

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



The screenshot shows the 'Register Device' interface. At the top, there's a header bar with 'Register Device' on the left and a 'Register Devices' button on the right. Below the header, there's a search bar with fields for 'Start Date', 'End Date', 'TransactionID', 'Status', and 'Tax Paid Status'. There are 'FILTER' and 'EXPORT' buttons. Below the search bar is a table with the following columns: Date, NID/Passport No., Transaction ID, Nationality, Tax Paid Status, Origin, Status, and Action. The table contains three rows of data. At the bottom, there's a pagination bar showing 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'.





Date	NID/Passport No.	Transaction ID	Nationality	Tax Paid Status	Origin	Status	Action
2020-08-01 19:34	FORPASS	R20200801193409582	Indian	Tax Paid	Custom	Pending Approval From CEIR Admin	[Info] [View] [Download] [Refresh]
2020-08-04 18:55	FORPASS	R20200804185516497	Indian	Tax Paid	Custom	Approved	[Info] [View] [Download] [Refresh]
2020-08-01 19:04	FORPASS	A20200801190451070	Indian	Regularized	Self	Approved	[Info] [View] [Download] [Refresh]

Figure 52: Device Activation

For each request, the following information is displayed:

Column	Description
Date	Date of registering the request.
Passport No/NID	Passport number./NID number
Transaction ID	Transaction ID assigned to the request.
Nationality	Nationality of the person entering Cambodia.
Tax Paid Status	Indicates whether tax has been paid for the device.
Origin	<div>This indicates who has raised the request. The value can be<ul style="list-style-type: none">End userImmigrationCustom</div>
Status	<div><ul style="list-style-type: none">The request goes through the following status modes:<ul style="list-style-type: none">New: When a request is raised, the status is New.Processing: The request is verified internally.Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation</div>



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



Column	Description
	the transaction. It shows the various status modes through which the transaction has gone through.

2.16 Filtering Register Device Requests

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

To filter device requests:

Figure 53: Filter Device Requests

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

- **Start Date and End Date:** This refers to the period of registering devices.
- **Transaction ID:** Each request is assigned a unique transaction ID.
- **Status:** Status of the request.
- **Tax Paid Status:** Whether tax has been paid for the device.

4. Click **FILTER**.

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

2.17 Exporting Register Device Requests

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

To export the uploaded requests:



- On the **Device Activation** page, click **Export**.

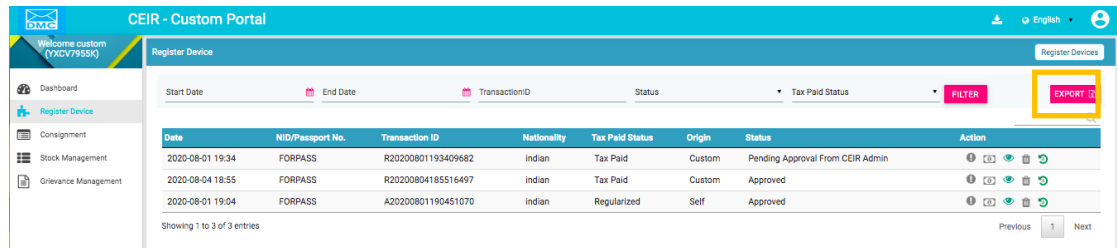


Figure 54: Device Activation

The following page appears.

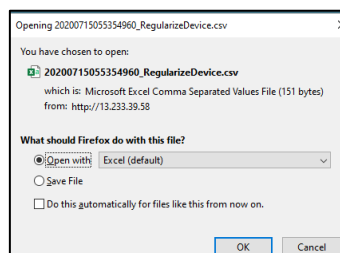


Figure 55: Open or Save Register Device File

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

	A	B	C	D	E	F	G	H	I	J
1	CreatedOn	ModifiedOn	Txn id	Nid	Origin	Tax Paid Status	First IMEI	Second IMEI	Third IMEI	Fourth IMEI
2	15-07-2020 13:49	15-07-2020 13:50	I20200715134931636	QWERW23132	Immigration	Regularized	9999999999999980			
3	15-07-2020 13:50	15-07-2020 13:51	I20200715135024293	QWERW23132	Immigration	Regularized	7777777777776660			
4	15-07-2020 13:51	15-07-2020 13:52	I20200715135135782	QWERW23132	Immigration	Regularized	7646746742764130			
5	15-07-2020 13:51	15-07-2020 13:53	I20200715135156275	QWERW23132	Immigration	Regularized	869859774874674			
6	15-07-2020 13:52	15-07-2020 13:54	I20200715135234869	QWERW23132	Immigration	Tax Not Paid	2934327490732940			
7	15-07-2020 13:52	15-07-2020 13:52	I20200715135255375	QWERW23132	Immigration	Tax Not Paid	7777777777666660			
8										

Figure 56: Exported Register Device File

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