ve

**Distributor User Manual v 1.0**

* **Central Equipment Identity Register Distributore Portal**

Document Change History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Change Type | Description | Date |
| Draft |  | Submitted for internal review | March 2020 |

Contents

Document Change History i

Contents ii

Figures iii

1 Overview 1

1.1 Scope 1

1.2 Acronyms & Abbreviations 1

1.3 Conventions 1

2 Distributor Operations 2

2.1 Application Overview 2

2.2 Logging into the Application 2

2.3 Application User Interface 9

2.3.1 Dashboard 12

2.4 Stock Management 15

2.5 Edit Stock 20

2.6 Filter Stock 21

2.7 Export Stock 22

2.8 Grievance Management 23

2.9 Filter Grievances 27

2.10 Export Grievances 29

Figures

Figure 1: CEIR Home Page 2

Figure 2: Distributor Registration 3

Figure 3: Verify OTP 5

Figure 4: Enter OTP 5

Figure 5: Login 6

Figure 6: Home Page 7

Figure 7: Forgot Password 7

Figure 8: Set New Password 8

Figure 9: Home Page 9

Figure 10: Edit Information 10

Figure 11: Change Password 11

Figure 12: Manage Account 12

Figure 13: Home Page 12

Figure 14: Stock Management 13

Figure 15: Grievance Management 14

Figure 16: Home Page 14

Figure 17: Home Page 16

Figure 18: Role Type 16

Figure 19: Stock Management 16

Figure 20: Upload Stock 17

Figure 21: Stock Management 18

Figure 22: Stock Management 20

Figure 23: Edit Stock 21

Figure 24: Stock Management 21

Figure 25: Stock Management 22

Figure 26: Stock Management 23

Figure 27: Open or Save Exported Stock File 23

Figure 28: Exported Stock 23

Figure 29: Home Page 24

Figure 30: Grievance Management 25

Figure 31: Report Grievance 25

Figure 32: Grievance Management 26

Figure 33: Filter Grievances 28

Figure 34: Filtered Grievances 29

Figure 35: Grievance Management 29

Figure 36: Open or Save Exported Grievance File 30

Figure 37: Exported Grievances 30

# Overview

## Scope

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

## 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 |

## Conventions

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

# Distributor Operations

## Application Overview

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

Distributors perform the following tasks:

* Upload stock (if the Distributor is also a retailer else this is done by the distributors and retailers)
* Report grievances

## Logging into the Application

Before login, the Distributor must register in the application.

To register:

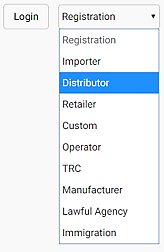
1. Enter the CEIR Home Portal URL in the browser address bar. This opens the CEIR Home Portal page.

A screenshot of a cell phone

Description automatically generated

Figure 1: CEIR Home Page

1. Select **Distributor** from the **Registration** list.



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

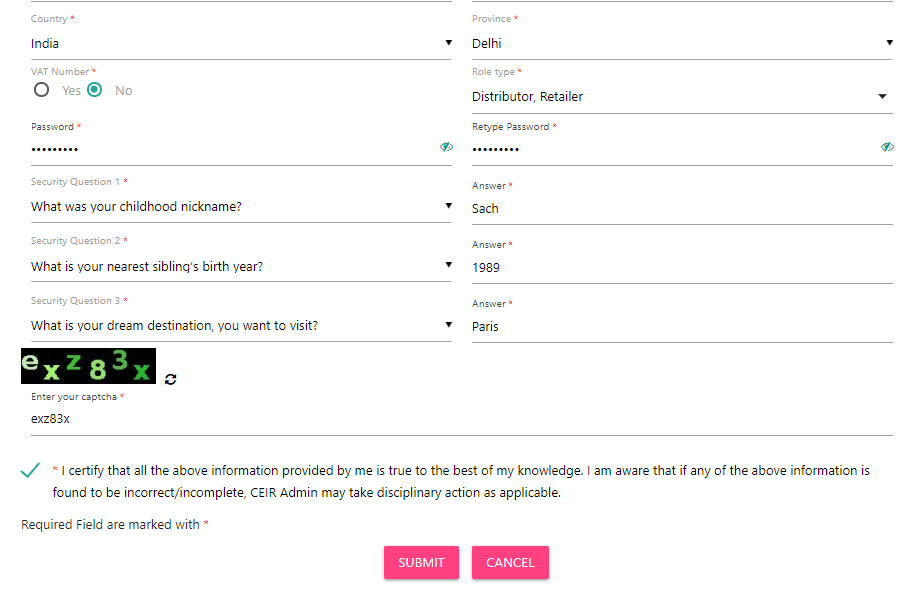
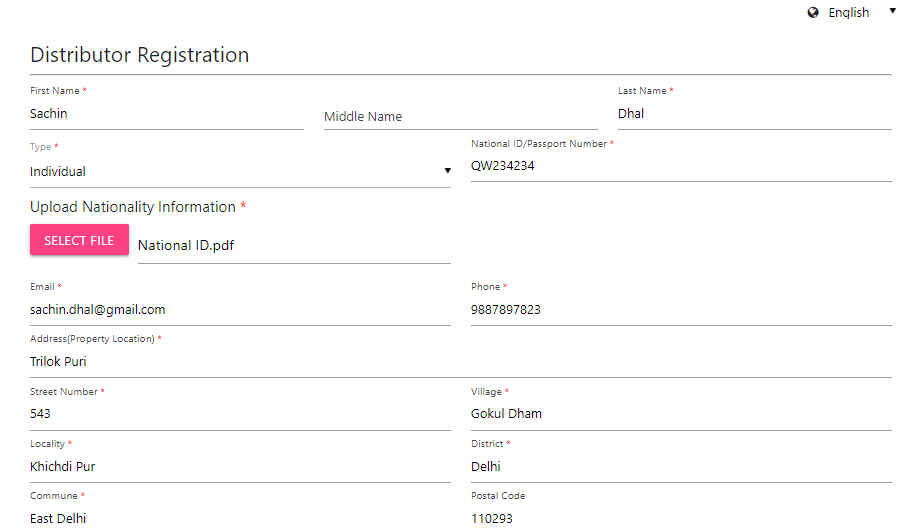


Figure 2: Distributor Registration

1. **\*First Name**: Enter the first name.
2. **Middle Name**: Enter the middle name (if any).
3. **\*Last Name**: Enter the last name.
4. **\*Type**: Select the type of Distributor (Individual, Organization). If an individual, enter the national ID. If an organization, enter the organization name.
   1. **\*National ID/Passport Number**.: Enter the national ID (NID). This field appears when the Distributor selects **Individual** in **Type**.
   2. **\*Upload Nationality Information**: Click **Select File** to upload a scanned copy of the NID document.
   3. **Company Name**: Enter the organization name, if the Distributor is a company. This field appears if the Distributor selects **Organization** in **Type**.
5. **\*Email**: Enter the mail ID. This mail ID would be used for communication.
6. **\*Phone**: Enter the contact number. This number would be used to send notifications.
7. **\*Address**: Enter the Distributor’s address:
   1. Street Number
   2. Village
   3. Locality
   4. District
   5. Commune
   6. Province
   7. Country
8. **\*Role**: Select the Distributor’s role from the list (Distributer, Retailer). A Distributor can also be a distributer and/or retailer. If a Distributor has multiple roles, select the different role types.
9. **\*VAT Registration**: Select whether VAT registration is done. If **Yes**, enter the following:
   1. **VAT Number:** Enter the VAT number.
   2. **VAT File**: Click **Select File** to upload the VAT file.

This field is mandatory if **Type** is **Company**.

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

An OTP is sent to the Distributor’s mail ID and contact number.

A screenshot of a cell phone

Description automatically generated

Figure 3: Verify OTP

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

A screenshot of a cell phone

Description automatically generated

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.

A screenshot of a social media post

Description automatically generated

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

To start using the application, log into the application.

To login:

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

A screenshot of a cell phone

Description automatically generated

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.

A screenshot of a cell phone

Description automatically generated

1. Next, enter the assigned login username and password.

Username is the registration ID that is sent on mail to the Distributor 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 Distributor enters in the registration page. Refer to during *Figure 2: Distributor Registration*.

1. Enter the captcha.
2. 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.

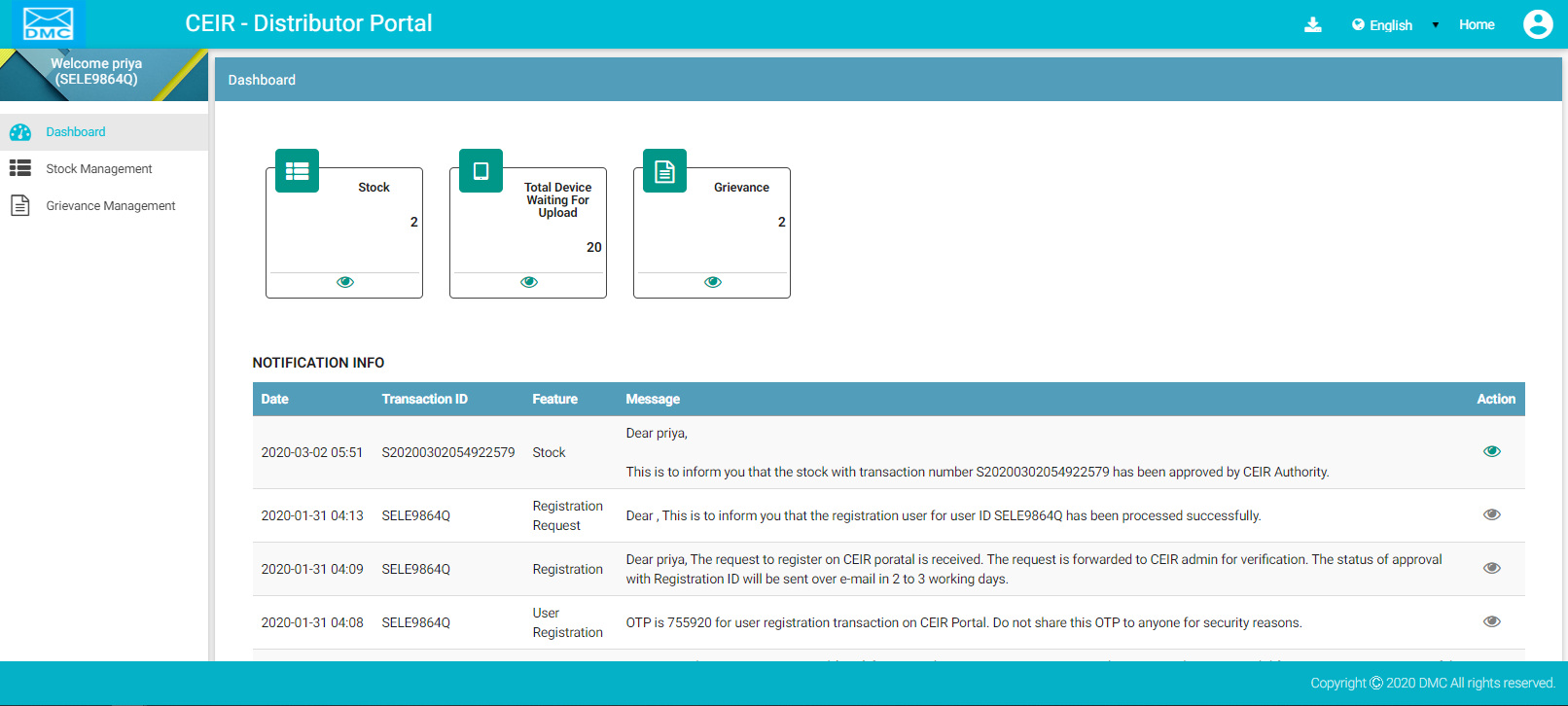


Figure 6: Home Page

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

A screenshot of a cell phone

Description automatically generated

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.

A screenshot of a cell phone

Description automatically generated

Figure 8: Set New Password

1. 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.
2. Re-enter the password.
3. Click **Save**.

## Application User Interface

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

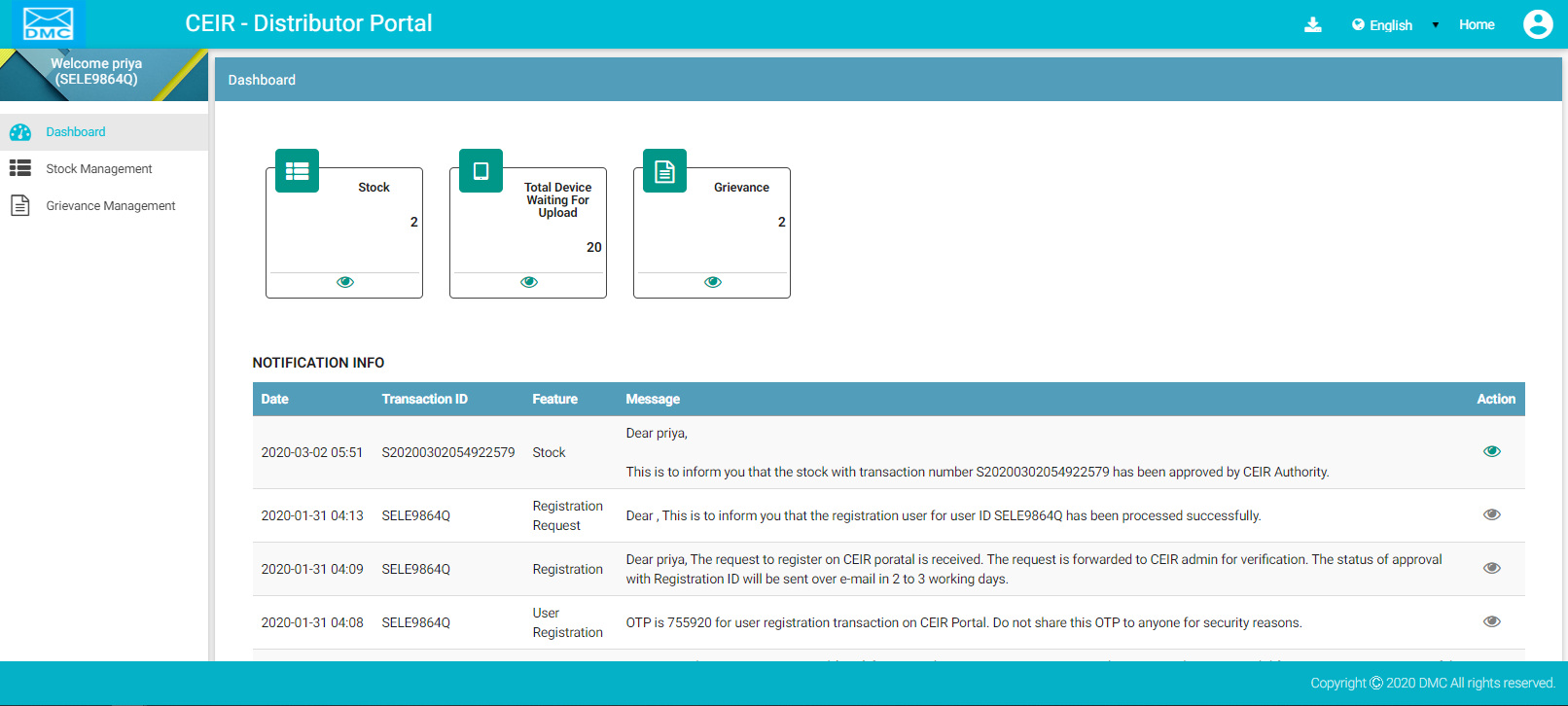


Figure 9: Home Page

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.

A close up of a logo

Description automatically generated

* **Home**: Click on it to go to the **DMC Home Portal** page.
* A close up of a logo

  Description automatically generated(**User profile**): Click on it to see the following menu:

A screenshot of a cell phone

Description automatically generated

* **** (**Edit Info**): Click on it to modify the registered information. The **Edit Information** page opens.

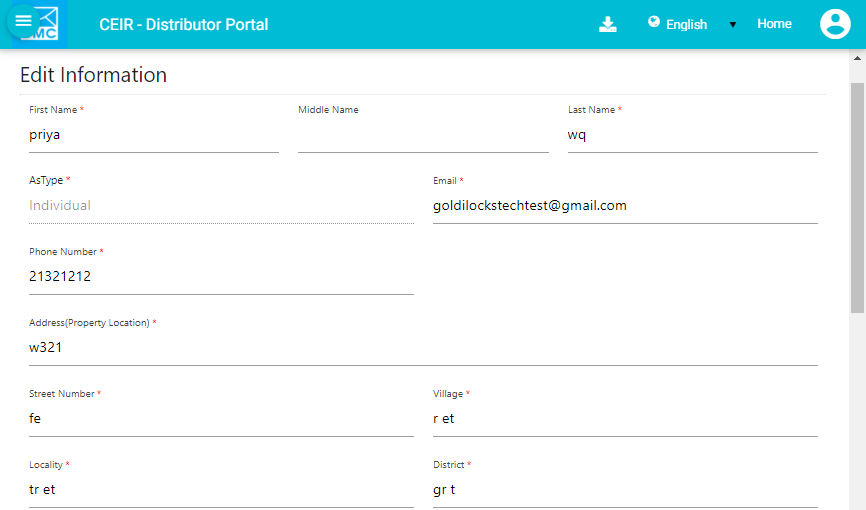


Figure 10: Edit Information

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

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

A screenshot of a cell phone

Description automatically generated

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

A screenshot of a cell phone

Description automatically generated

Figure 12: Manage Account

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

### Dashboard

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

* Stock
* Grievances

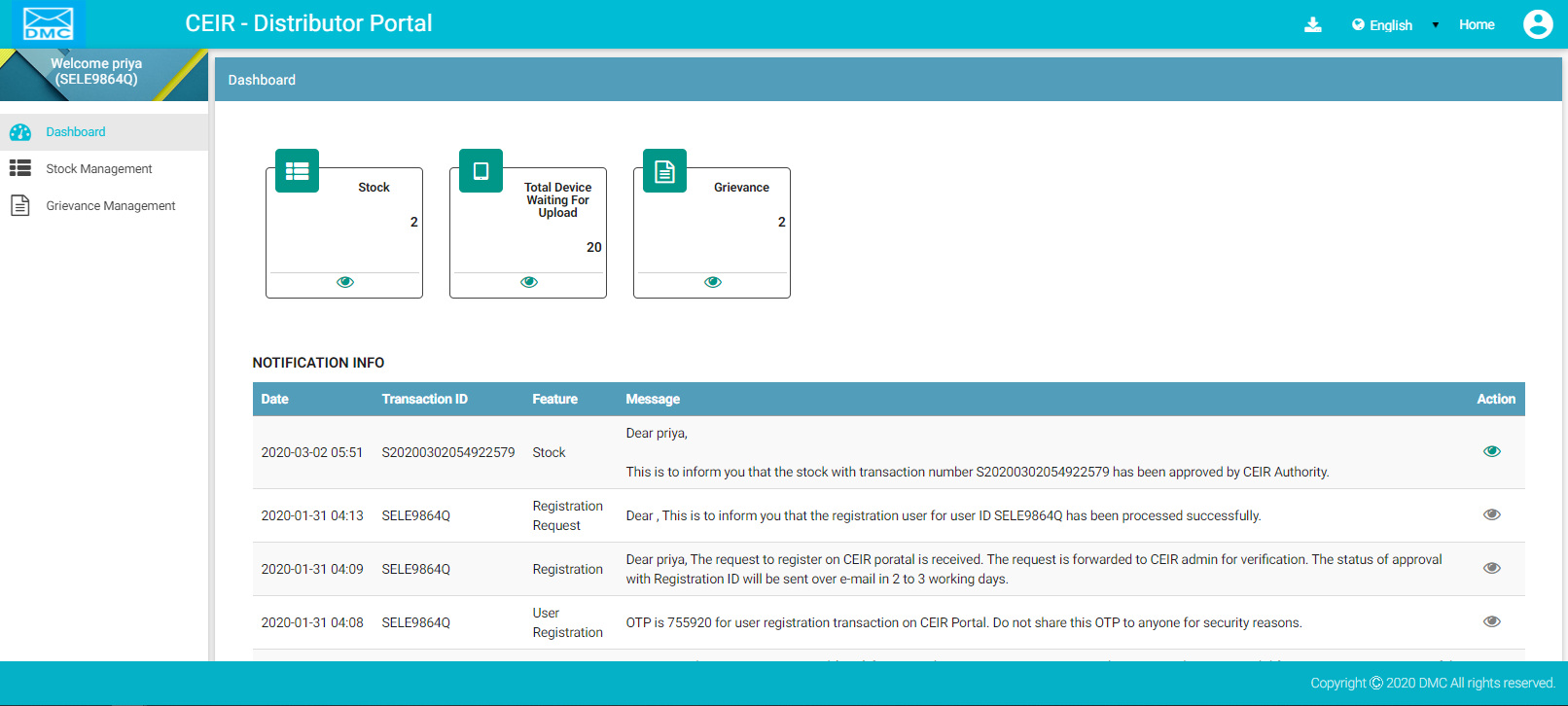


Figure 13: Home Page

**Stock**

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

A screenshot of a cell phone

Description automatically generated

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

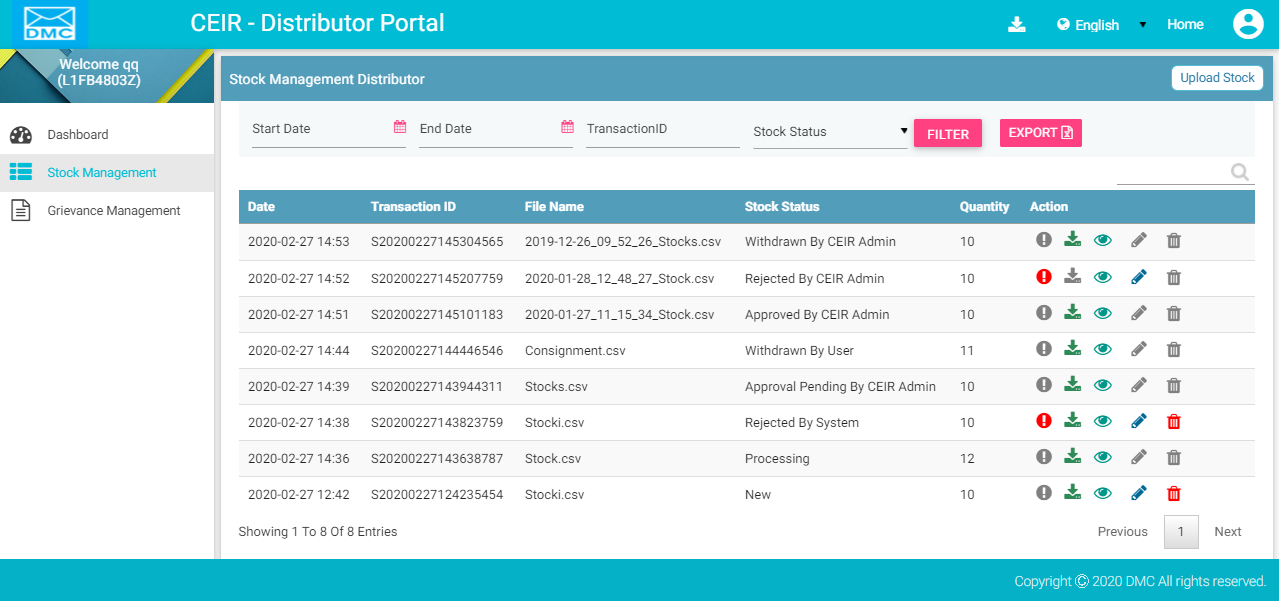


Figure 14: Stock Management

**Total Devices Waiting for Upload**

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

A screenshot of a cell phone

Description automatically generated

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.

A screenshot of a cell phone

Description automatically generated

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

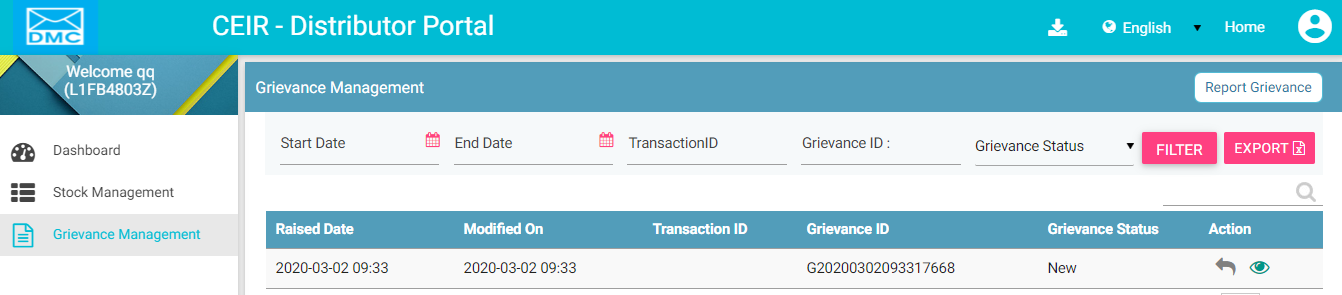


Figure 15: Grievance Management

**Notification Information**

This section displays the ten most recent notifications.

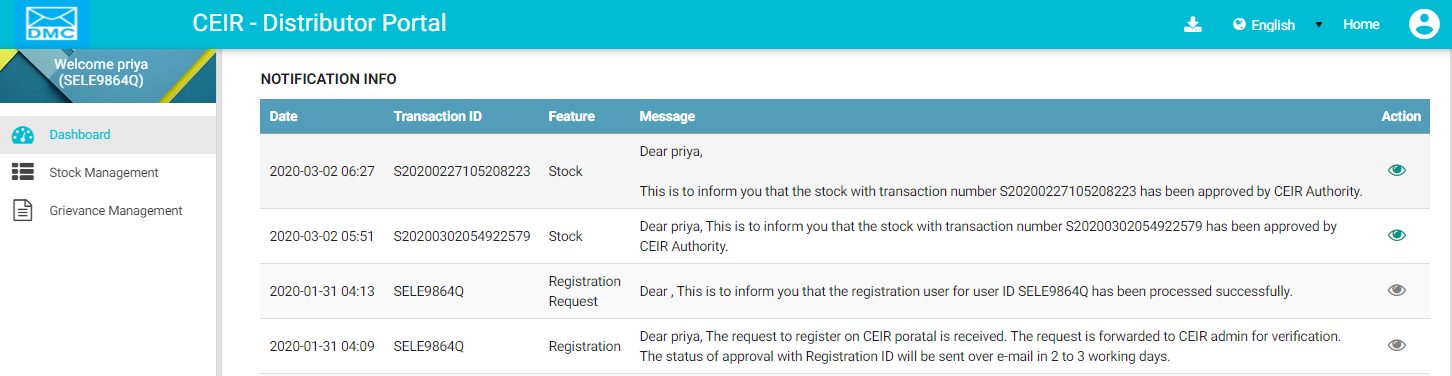


Figure 16: Home Page

Notifications are of two types.

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



1. Notifications that require some action by the Distributor. For example, a notification about the Stock upload approval or rejection by the CEIR administrator requires the Distributor 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.



The notification panel has the following columns:

* **Date**: Date of sending the notification
* **Transaction ID**: Transaction ID of the stock or grievance or type approval request for which the notification is sent. If the notification is related to the Distributor 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.



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





## Stock Management

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

To upload stock:

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

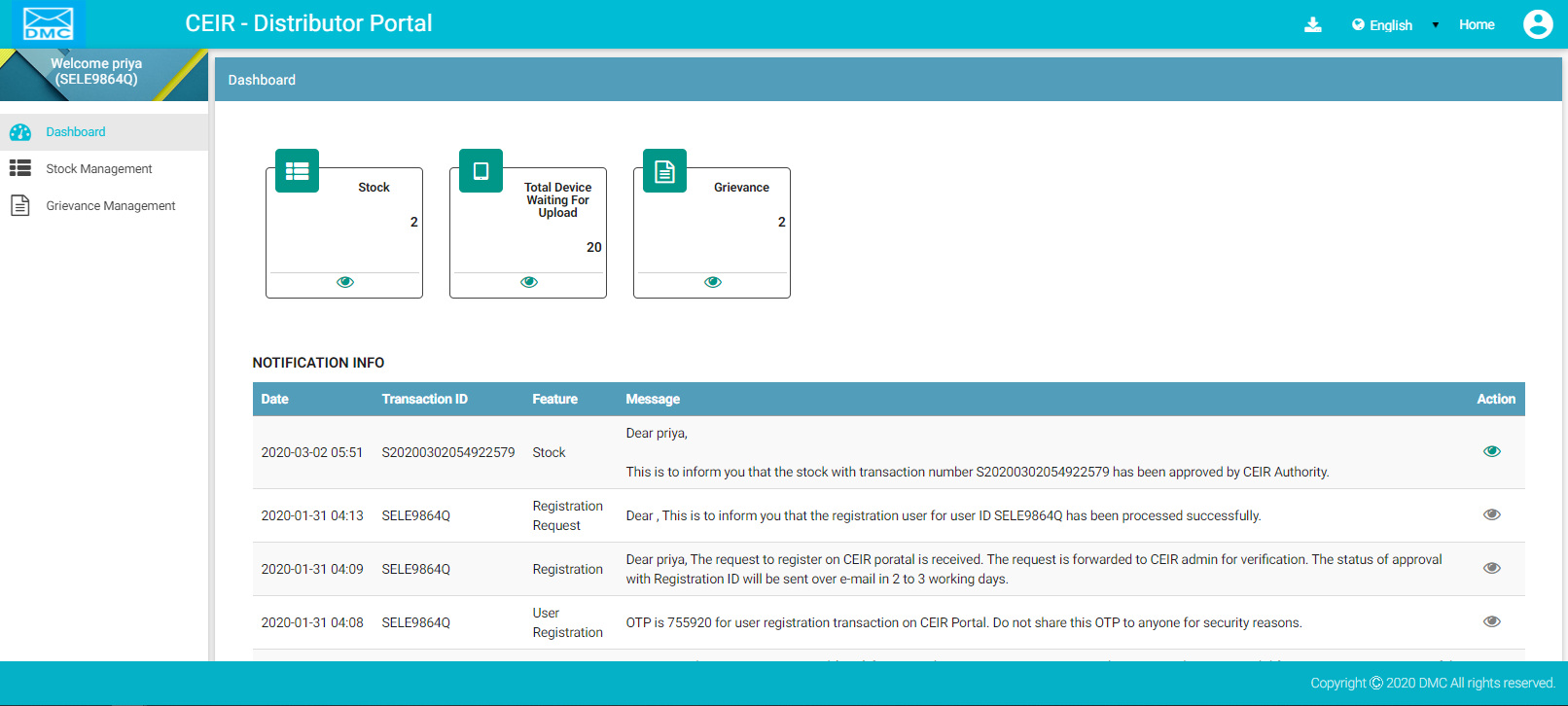


Figure 17: Home Page

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

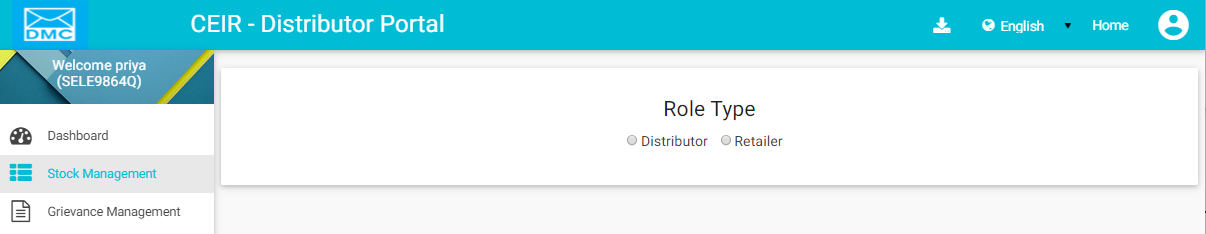


Figure 18: Role Type

1. Select the role type (Retailer, Distributor). Based on the type of role selected, the **Stock Management** page appears.

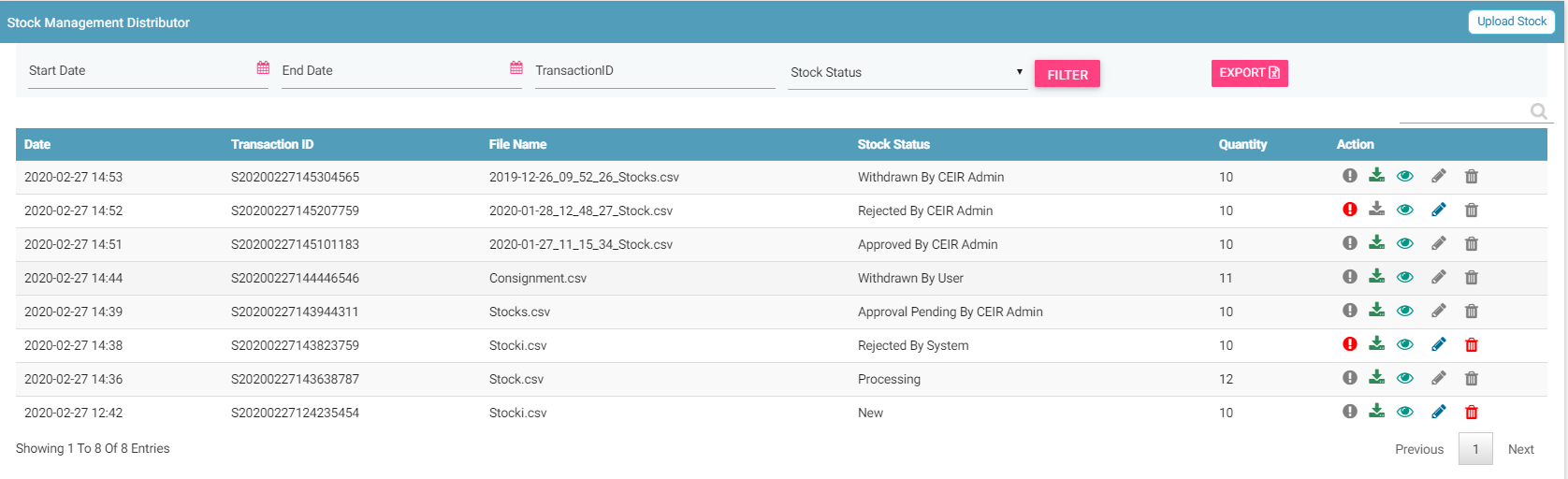


Figure 19: Stock Management

1. Click **Upload Stock**.

The **Upload Stock** page appears.

A screenshot of a cell phone

Description automatically generated

Figure 20: Upload Stock

1. Enter the following information:
   1. **Supplier ID**: Enter the supplier ID.
   2. **\*Supplier Name**: Enter the supplier name.
   3. **\*Quantity**: Enter the total quantity of IMEIs or MEIDs or ESNs.
   4. **Invoice**: Enter the invoice number.
   5. **\*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.
   6. Click **Download Sample** **Format**.

A screenshot of a social media post

Description automatically generated

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)
  1. Enter the required information in each column for each device.

A screenshot of a computer

Description automatically generated

* 1. After you enter the device details, save the file.
  2. Click **SELECT FILE** to upload the file with all the details.

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

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

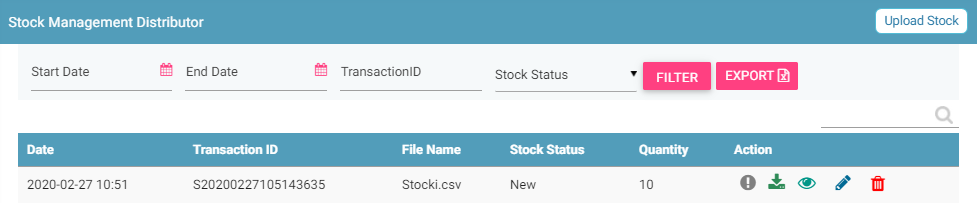


Figure 21: Stock Management

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

| **Column** | **Description** |
| --- | --- |
| Date | Date of uploading the stock in the system. |
| Transaction ID | This is an automatically generated ID that helps in identifying and tracking stock. |
| Supplier Name | This is the name of the supplier of the stock. |
| File Name | Name of the stock file. |
| Stock Status | The uploaded stock goes through different status modes.   * New: When the stock is uploaded, its status is **New**. * Processing: The stock is processed and validated. The status changes to **Processing**. * Rejected by System If the stock does not have valid information, an error file is generated. The Distributor can view the file and fix the errors in the stock. * Approval Pending by CEIR Admin: The uploaded stock is available for review by the CEIR administrator. * Approved by CEIR Admin: The stock is approved by the CEIR administrator. * Rejected by CEIR Admin: The CEIR administrator reviews the details and rejects the stock if there is a problem. * Withdrawn by User: The user withdraws stock if there is any problem. * Withdrawn by CEIR Admin: The CEIR administrator can withdraw stock. |
| Quantity | This is the number of IMEIs or MEIDs or ESNs in the stock. |
| Action | This displays different actions that can be performed on the stock.   * Error : This is seen when there is an error file generated because of invalid information. Click on it to view the error file. * Download A circuit board    Description automatically generated: 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 A close up of a logo    Description automatically generated: This is used to modify the stock details. * Delete : This is used to delete the uploaded stock. |

## Edit Stock

Distributors can modify the uploaded stock.

To edit stock:

1. Click **Edit (A close up of a logo

   Description automatically generated)** against the stock entry to be modified.

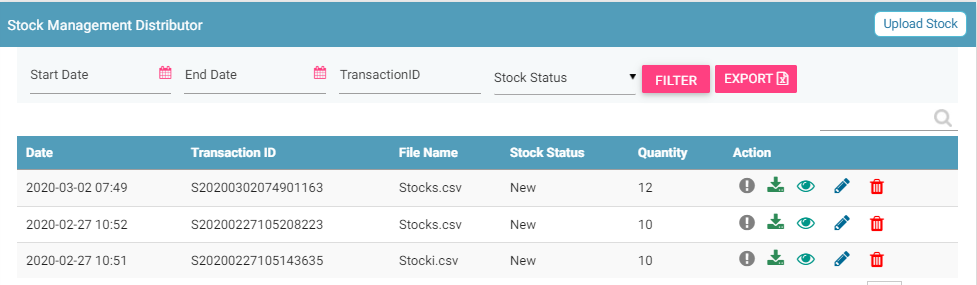


Figure 22: Stock Management

The **Edit Stock** page appears.

A screenshot of a cell phone

Description automatically generated

Figure 23: Edit Stock

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

## Filter Stock

Distributors can view selective stock by defining specific values in the listed fields. For example, Distributors 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:

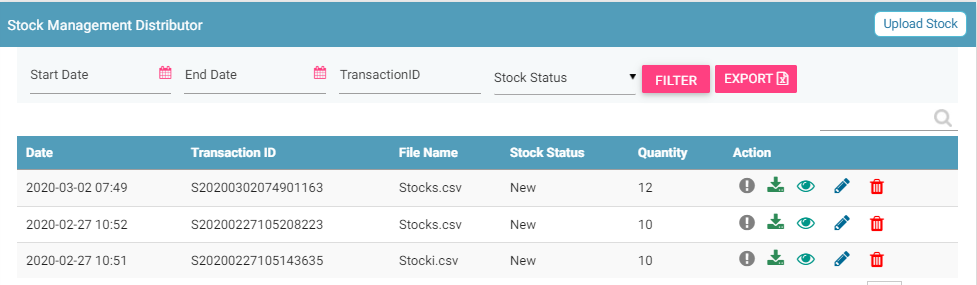


Figure 24: Stock Management

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. Distributors 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.

1. Click **FILTER**.

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

A screenshot of a cell phone

Description automatically generated

Figure 25: Stock Management

## Export Stock

Distributors 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).

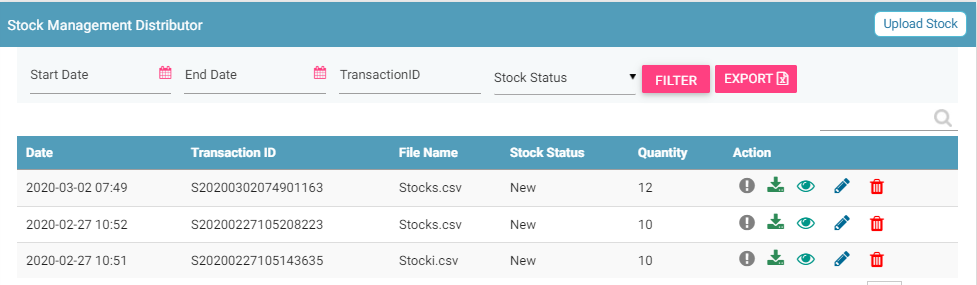


Figure 26: Stock Management

The following page appears.

A screenshot of a cell phone

Description automatically generated

Figure 27: Open or Save Exported Stock File

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

A screenshot of a video game

Description automatically generated

Figure 28: 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.

## Grievance Management

Distributors 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 Distributor 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 Distributor portal, and the Distributor’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 Distributor for a specified period.

To raise a grievance

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

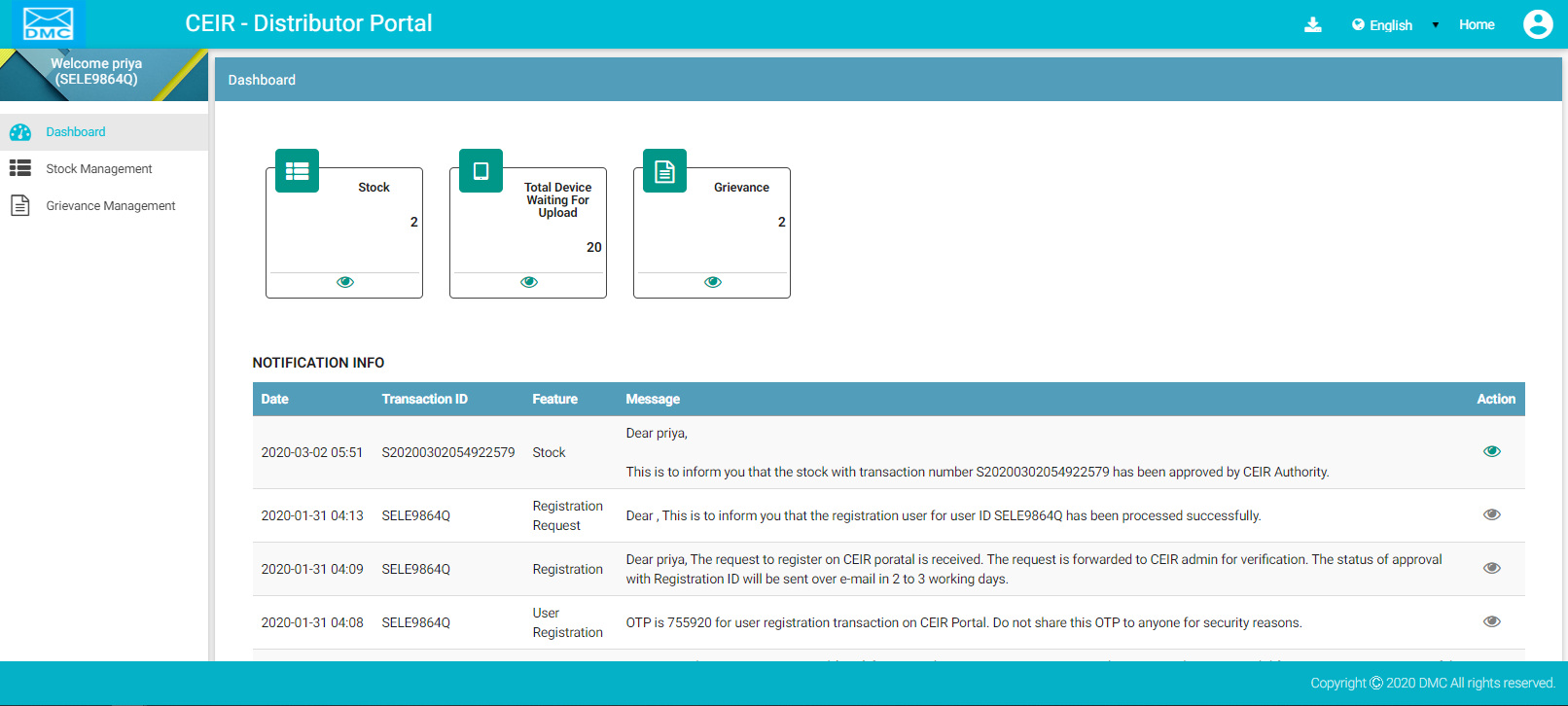


Figure 29: Home Page

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

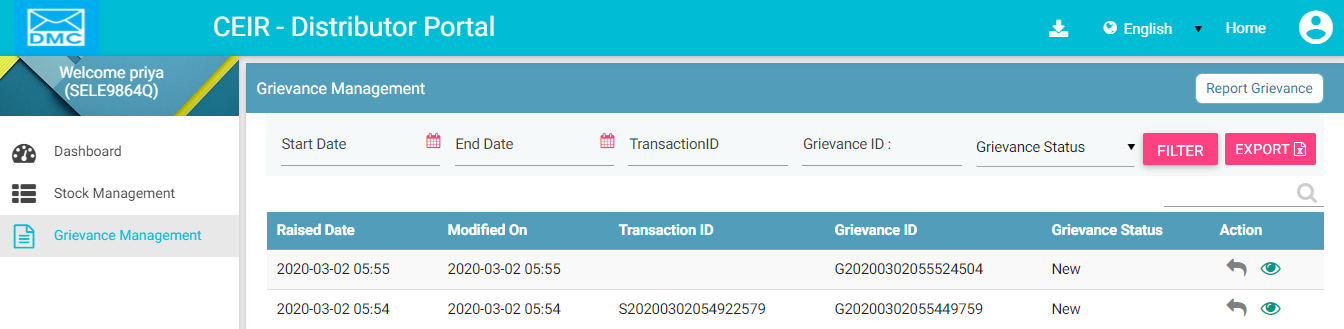


Figure 30: Grievance Management

The **Report Grievance** page appears.

A screenshot of a cell phone

Description automatically generated

Figure 31: Report Grievance

1. Enter the following information:
   1. **Transaction ID**: Enter the transaction ID of the stock upload if the grievance is related to a stock upload.
   2. **\*Category**: Select the category of the grievance. The options are:

* Report Related: Unable to generate a report.
* Stock Related: Problem with uploading stock etc.
* Other: Problem with any other aspect of the application
* Registration Related: Problem with registering information in the application.
  1. **\*Remarks:** Enter information about the grievance raised. This helps the administrator to understand the problem in detail.
  2. **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
  1. **Upload Supporting Document:** Click **Select File** to upload the document selected in **Document Type**.
  2. To upload more documents,click **+Add More Files.**

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

1. Click **SUBMIT**.

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

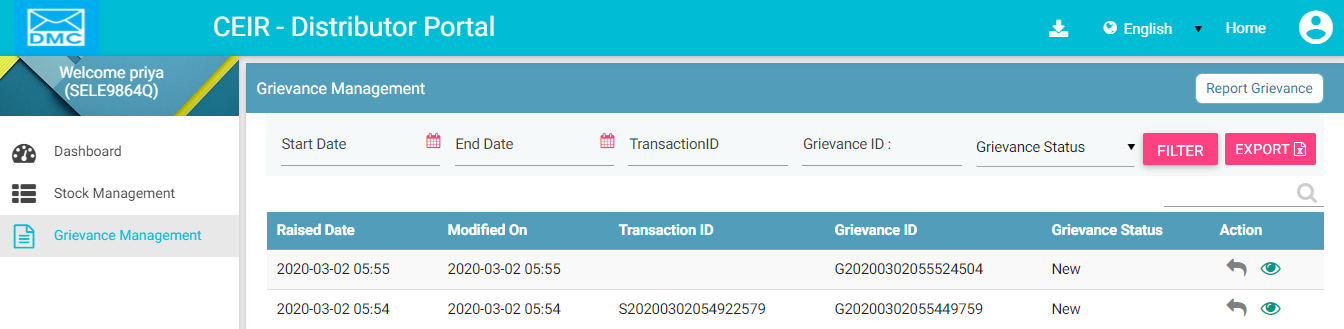


Figure 32: Grievance Management

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

| **Column** | **Description** |
| --- | --- |
| Raised Date | Date of raising a grievance. |
| Last Update Date | The date when the grievance was modified. |
| Transaction ID | The transaction ID of stock for which a grievance was raised. |
| Grievance ID | This is the ID that is automatically assigned to the grievance. |
| Grievance Status | The uploaded grievance goes through different status modes.   * 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 Distributor. * Closed: When the CEIR administrator closes the grievance. |
| Action | This displays different actions that can be performed on a grievance.   * Reply : This is used to respond to the grievance. The response is given by the CEIR administrator or Distributor. The exchange of responses is done until the grievance is closed. * View A close up of a logo    Description automatically generated: This is used to view the grievance response history. The Distributor can see all the responses exchanged for any grievance. |

## Filter Grievances

The Distributor can view selective grievances depending on specific filter values. For example, the Distributor 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:

A screenshot of a computer

Description automatically generated

Figure 33: 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

1. Click **Filter**.

The filtered grievances are shown on the page.

A screenshot of a computer

Description automatically generated

Figure 34: Filtered Grievances

## 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).

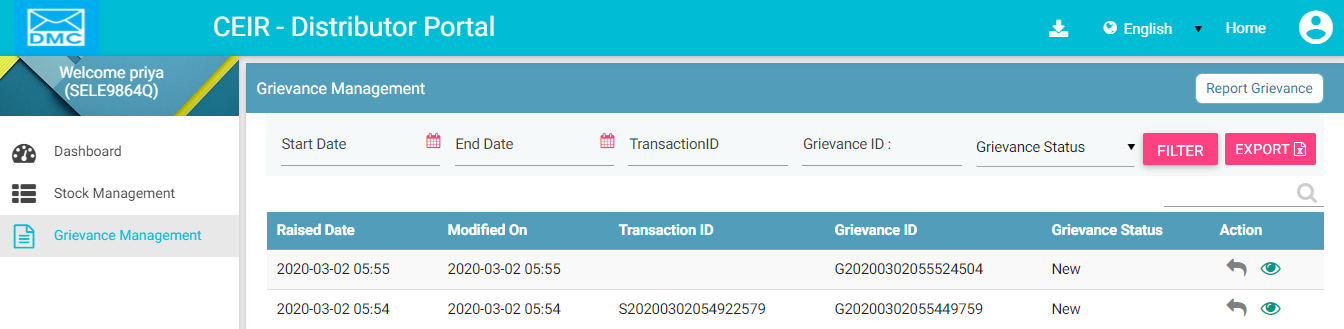


Figure 35: Grievance Management

The following page appears.

A screenshot of a cell phone

Description automatically generated

Figure 36: Open or Save Exported Grievance File

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

A screenshot of a cell phone

Description automatically generated

Figure 37: Exported Grievances

Instead of exporting all the grievances, Distributors 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.