QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

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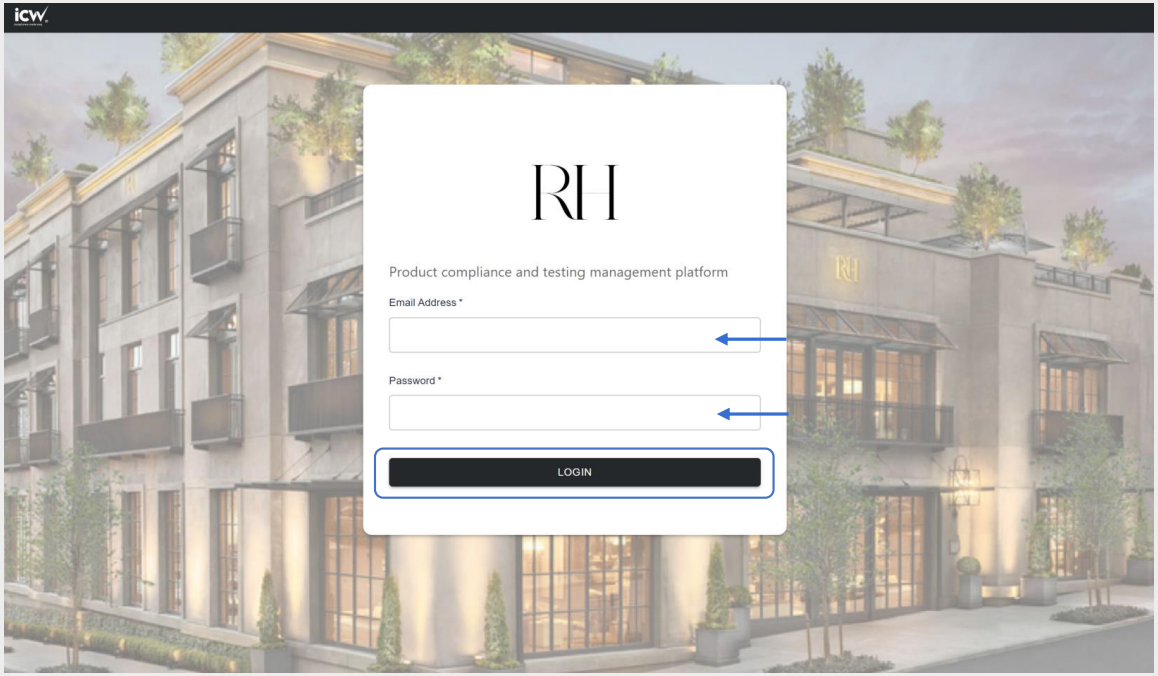
2 Login



Log in to the platform: rh.icw.io

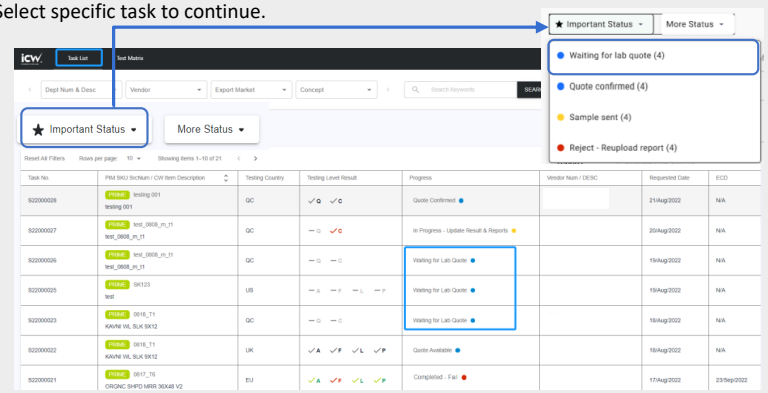
You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

1. Enter the **E-mail Address.**
2. Enter the **Password**.
3. Select **LOGIN** button.

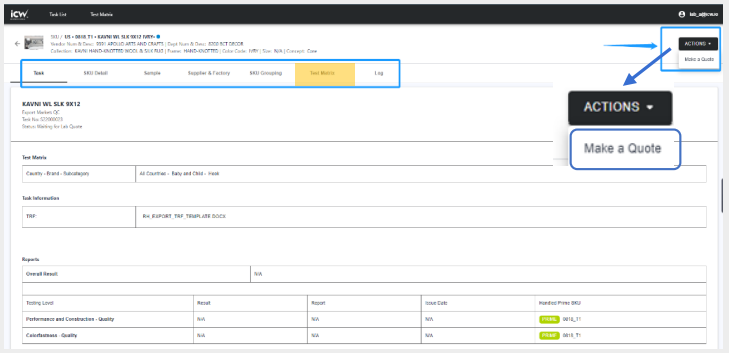
3 Make a Quote

(Task List page)

Select **Important Status>Waiting for Lab Quote**.
Select specific task to continue.

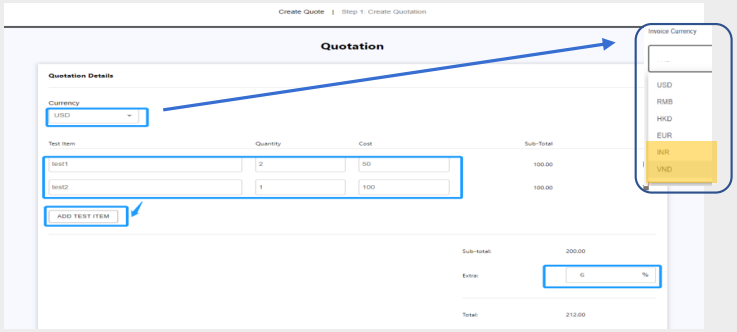


Review task details, Select **Actions>Make a Quote**.
Note: You can export Test Matrix for each task.

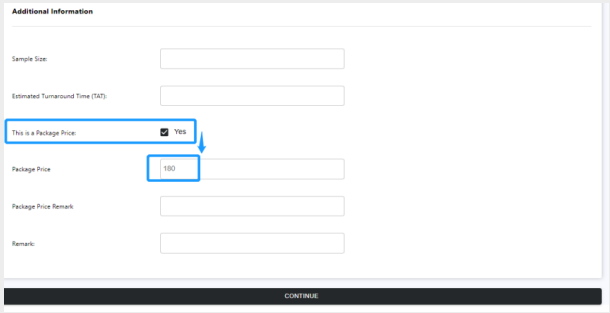


Commented [A1]: 20221205 Added export Test Matrix feature at task

Fill in the **Quote**.
Note: Extra is a % on top of sub-total e.g. VAT, surcharge, discount etc.



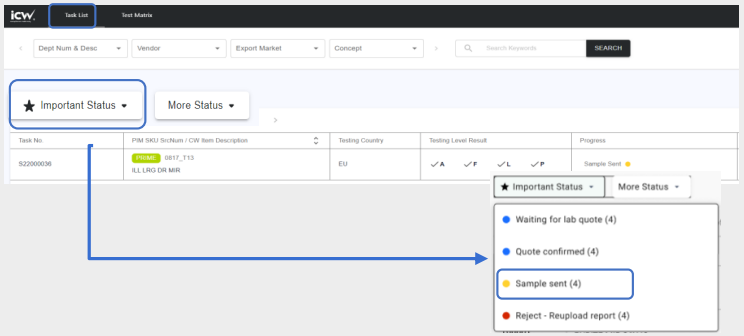
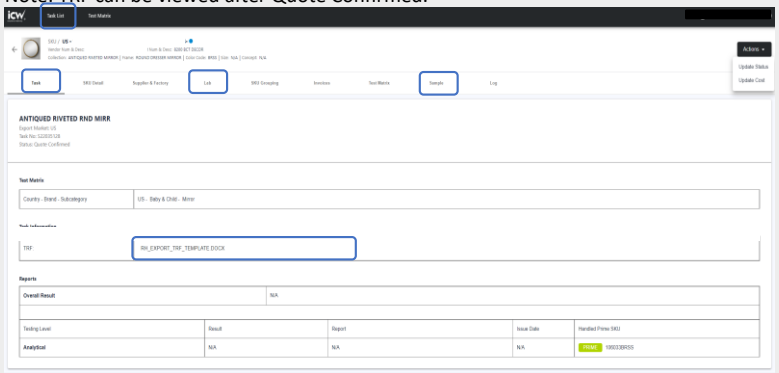
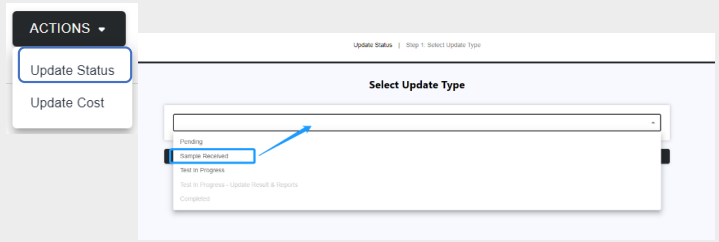
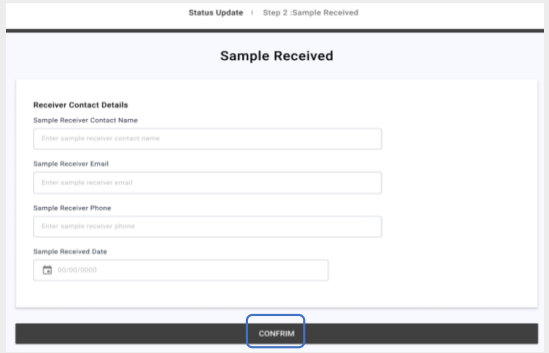
Fill in the **Package Price** if applicable, that will overwrite the calculated Sub-total.
Select **CONTINUE**.



Commented [A2]: 20221205 Added currency INR and VND

4 Update Task Status: Samples Received

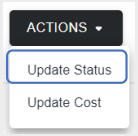
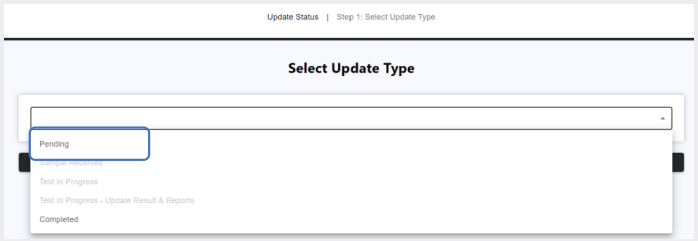
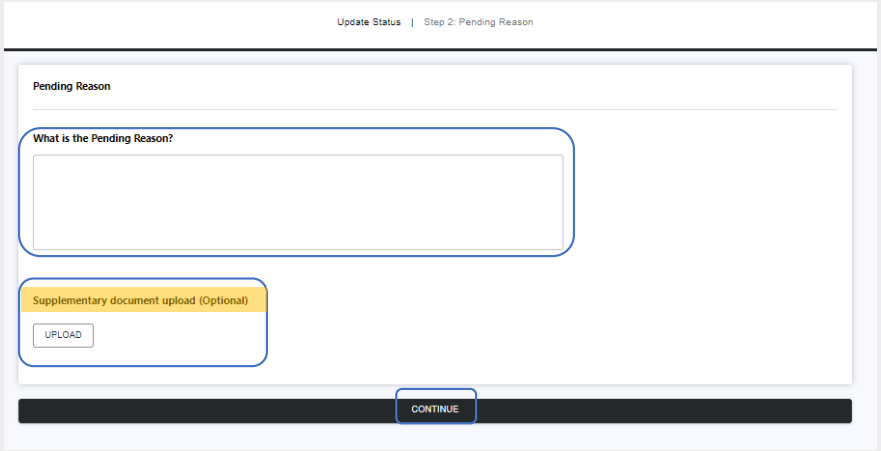
(Task List page)

Select **Important Status**>**Sample sent**. Select specific task to continue. 	You can view the TRF in Task page. You can view the Tracking/AWB# and Sample submission details in Sample page. You can view Lab Details in Lab page after Quote Confirmed. Note: TRF can be viewed after Quote Confirmed. 
Select **Actions**>**Update Status**. Select **Sample Received** and **CONTINUE**. 	Fill in receiver details and select **CONFIRM**. 

Commented [A3]: 20221205 Added "Lab" page

5 Update Task Status: Pending

(Task List page)

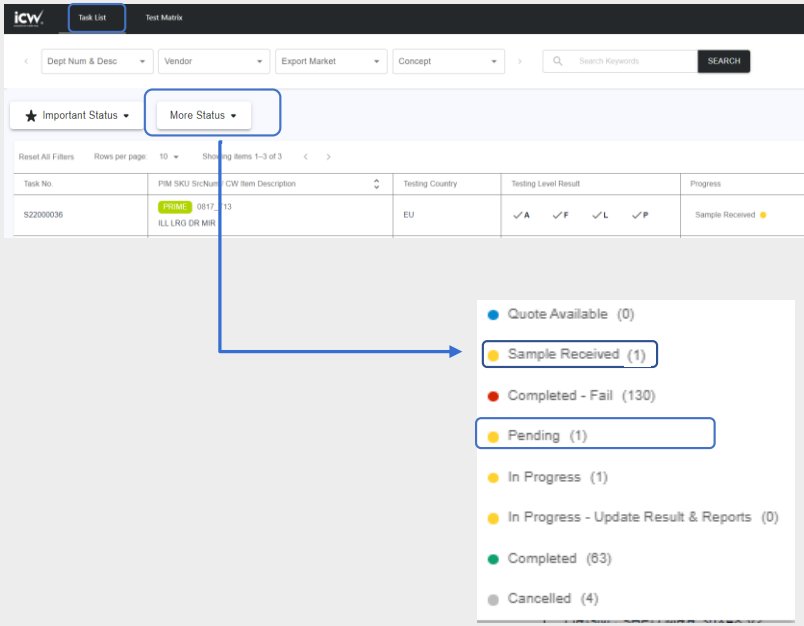
Test Status can be updated to **Pending** before task completion, if required. Select **Actions**>**Update Status**. Select **Pending** and **CONTINUE**.   	Provide **Pending Reason** and add **Supplementary document** if required. Select **CONTINUE**. 

Commented [A4]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

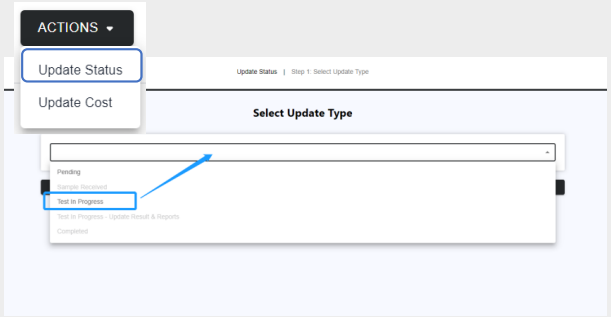
6 Update Task Status: In Progress

(Task List page)

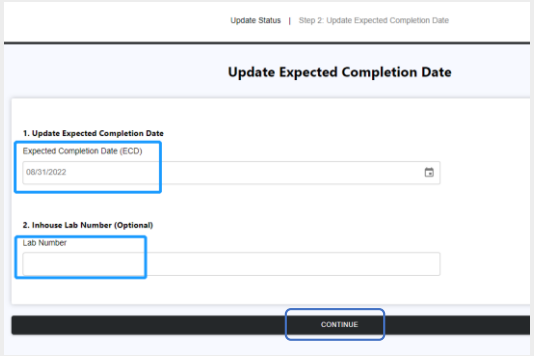
Select **More Status**>**Sample received /Pending**.
Select specific task to continue.



Select **Actions**>**Update Status**.
Select **Test In Progress** and **CONTINUE**.



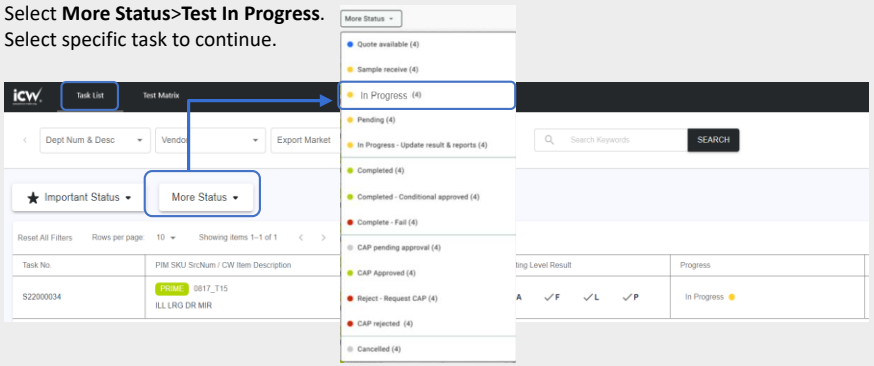
Provide **ECD** and **Lab Number (optional).**
Select **CONTINUE**.



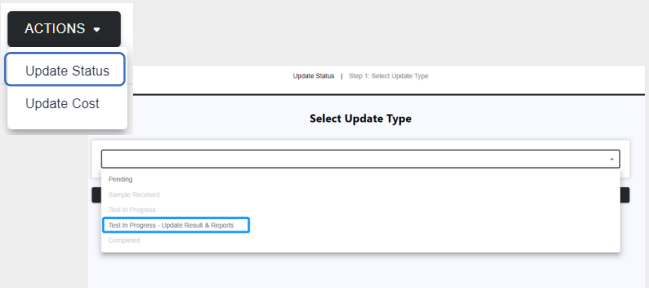
7 Update Task Status: In Progress – Update Result & Reports

(Task List page)

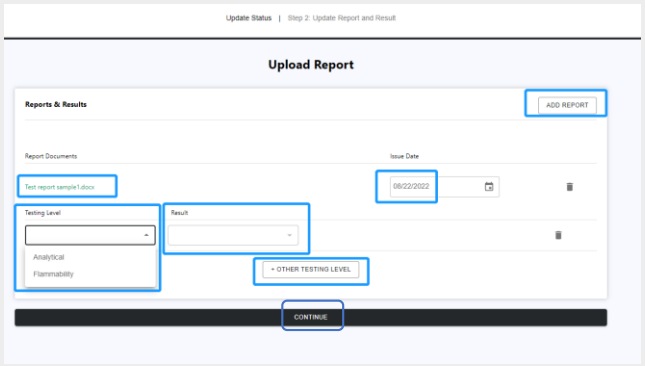
Select **More Status**>**Test In Progress**.
Select specific task to continue.



Select **Actions**>**Update Status**.
Select **Test In Progress – Update Result & Report** and **CONTINUE**.

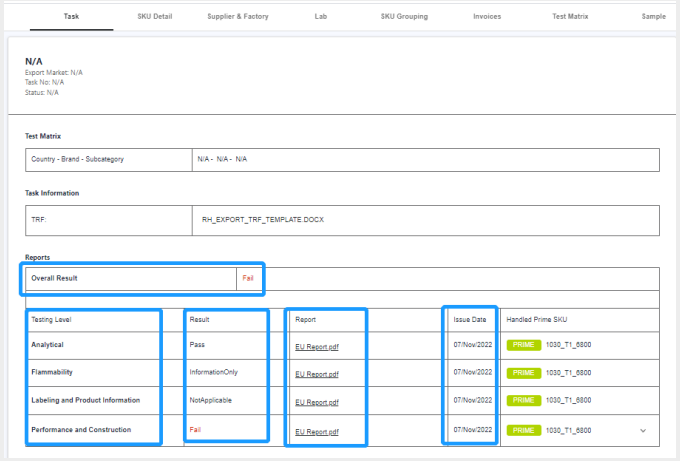


Select **ADD REPORT.**
Fill in **Issue Date, Result** by **Testing Level** and **CONTINUE**.



Note: You can revise report/result before completing test task.

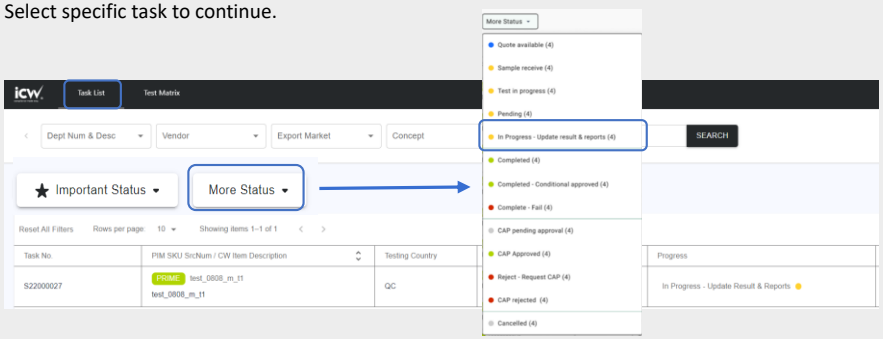
You can view the report and result in **Task**.



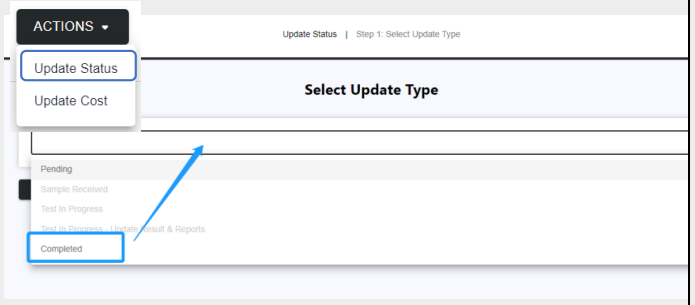
8 Update Task Status: Completed

(Task List page)

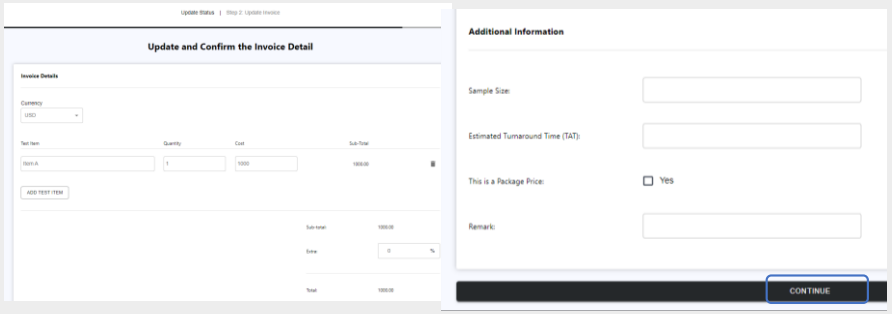
Select **More Status**>In Progress – **Update result & reports**.
Select specific task to continue.



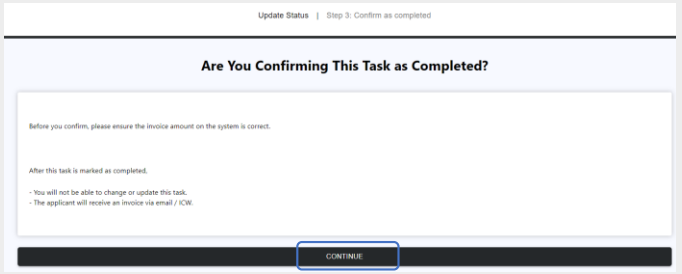
Select **Actions**>**Update Status**.
Select **Completed**.



Update and Confirm invoice details, select **CONTINUE**.



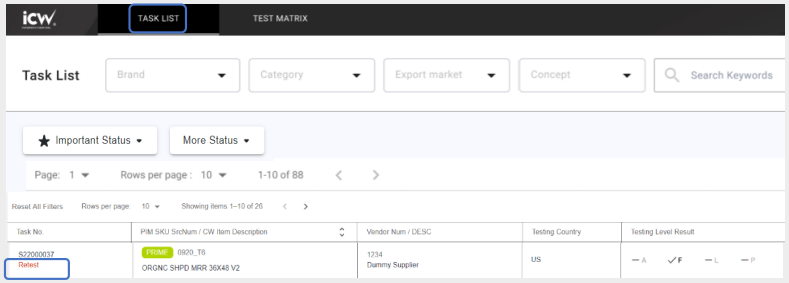
Select **CONTINUE**.



Once the task is completed, RH can make approval.

9 Retest

(Task List page)

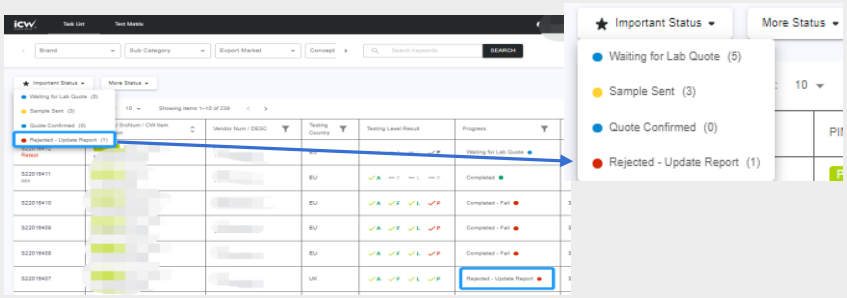
Retest is shown below Task No. when it is a retest task. 	Note: Follow the steps illustrated above depends on the Progress of Test Task. <u>When quote is required by vendor for retest task:</u> Progress: Waiting for Lab Quote Lab can provide the quote to vendor for confirmation. <u>When quote is skipped by vendor for retest task:</u> Progress: Sample sent Lab can update the sample receiving status and arrange the retest accordingly.

10 Exceptional Handling

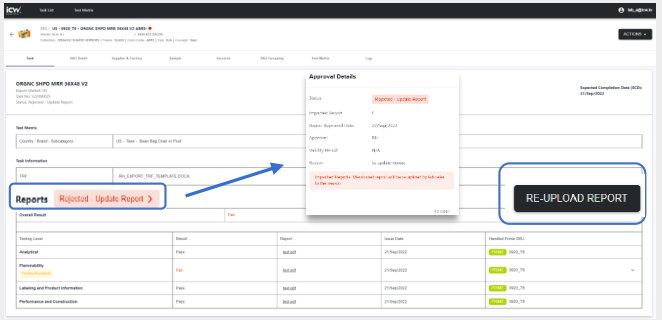
(Task List page)

Update Rejected Report

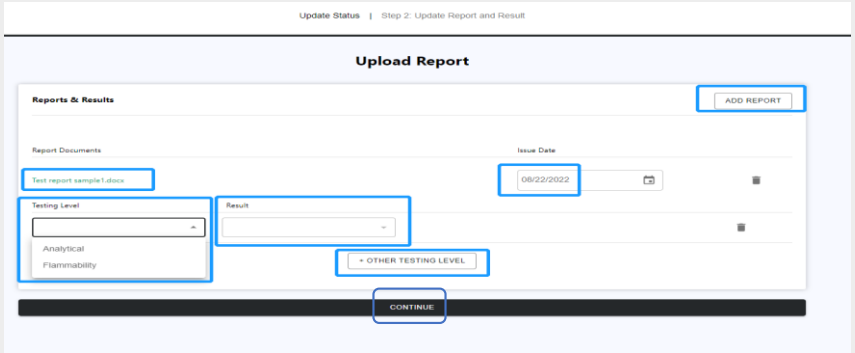
Select **Important Status>Rejected – Update Report**.
Select specific task to continue.



Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



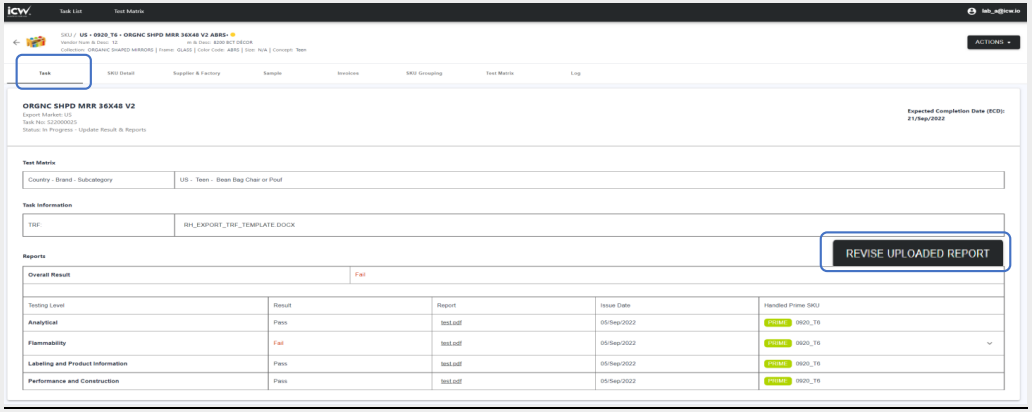
Select **ADD REPORT.**
Fill in required details and **CONTINUE**.



Note:
New uploaded report will replace the previous rejected report.
You cannot revise report after submission unless RH rejects it.

(Continued on next page)

Revise Report

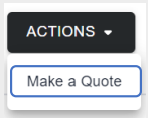


When the task status is **In Progress - Update Result & Reports,** you can revise uploaded report/result before you complete the test task.

Select specific task, select **REVISE UPLOADED REPORT**. Then upload the revise report / result.

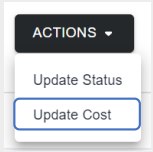
Update Cost when Task Progress is Quote Available:

Select specific task, select **ACTIONS>Make a Quote** in **Task**.
You can review and update previous submitted Quote.



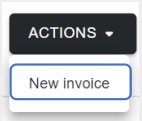
Update Cost when Quote is CONFIRMED but Task is not COMPLETED:

Select specific task, select **ACTIONS>Update Cost** in **Task**.
Submitted Quote cannot be updated.
However, you can review and update Invoice directly, you can further review and update the cost before you complete the task.



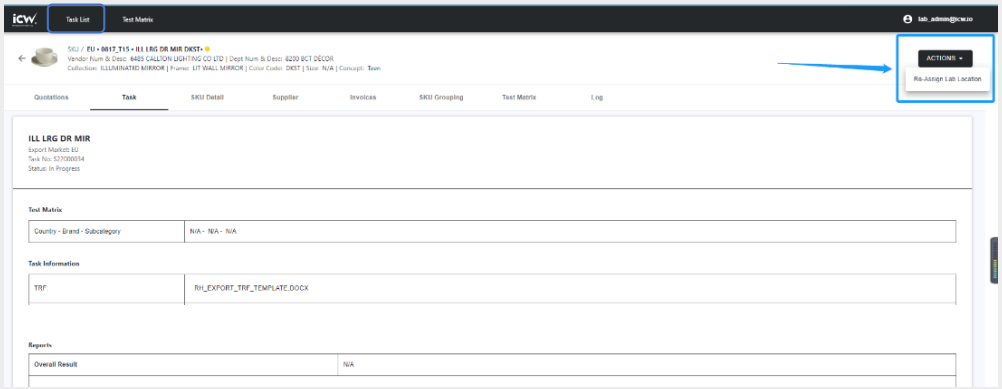
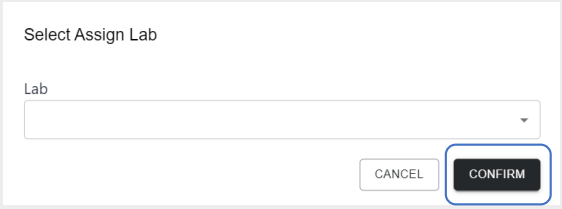
Update Cost when Task is COMPLETED:

Select specific task, select **ACTIONS>New Invoice** in **Task**.
Submitted Quote and Invoice cannot be updated.
However, you can create additional invoice to debit / credit the invoice amount.



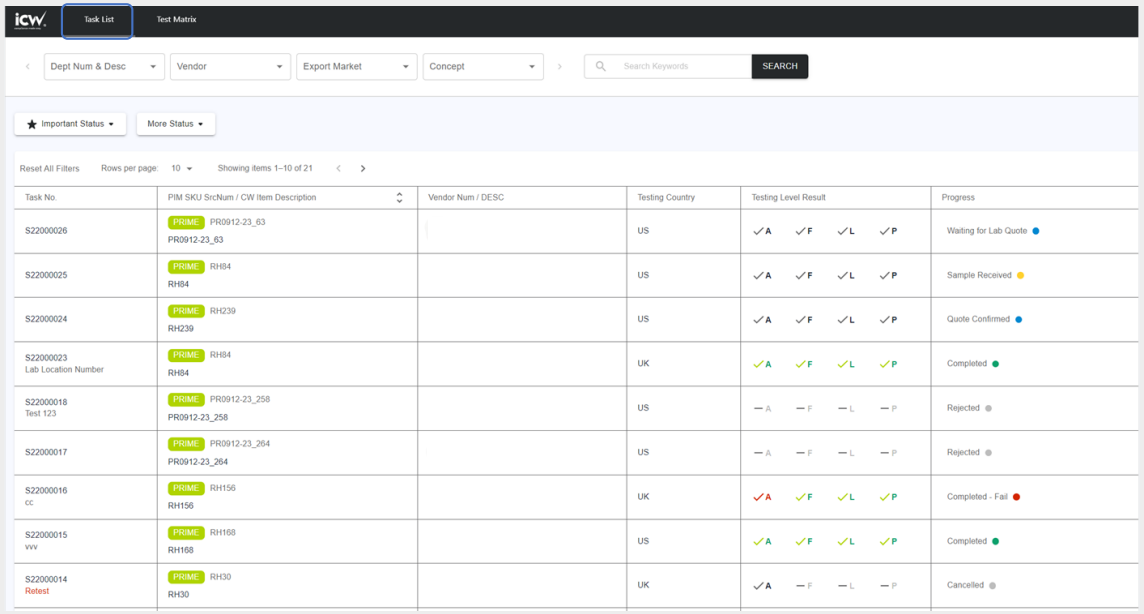
11 Lab Admin: Re-Assign Lab Location

(Task List page)

Select specific task to re-assign lab location. Select **ACTIONS**>**Re-Assign Lab Location**. 	Select another **Lab Location** and **CONFIRM.**  Note: Lab Admin can re-assign lab location only after quotation is confirmed by vendor.

12 Task Status Overview

(Task list)



Test **Task** is created after vendors acknowledge and quote for Prime SKU.

Each Test Task for one Testing Country for single SKU.

You can view individual **Test Level Result** for each test task for Prime SKU.

- Non-Fail result
- Fail result
- Pending result
- Not requested

You can view the **Progress** for each test task.

Commented [A5]: 20221205 Update from "Pass" to "Non-Fail" result.

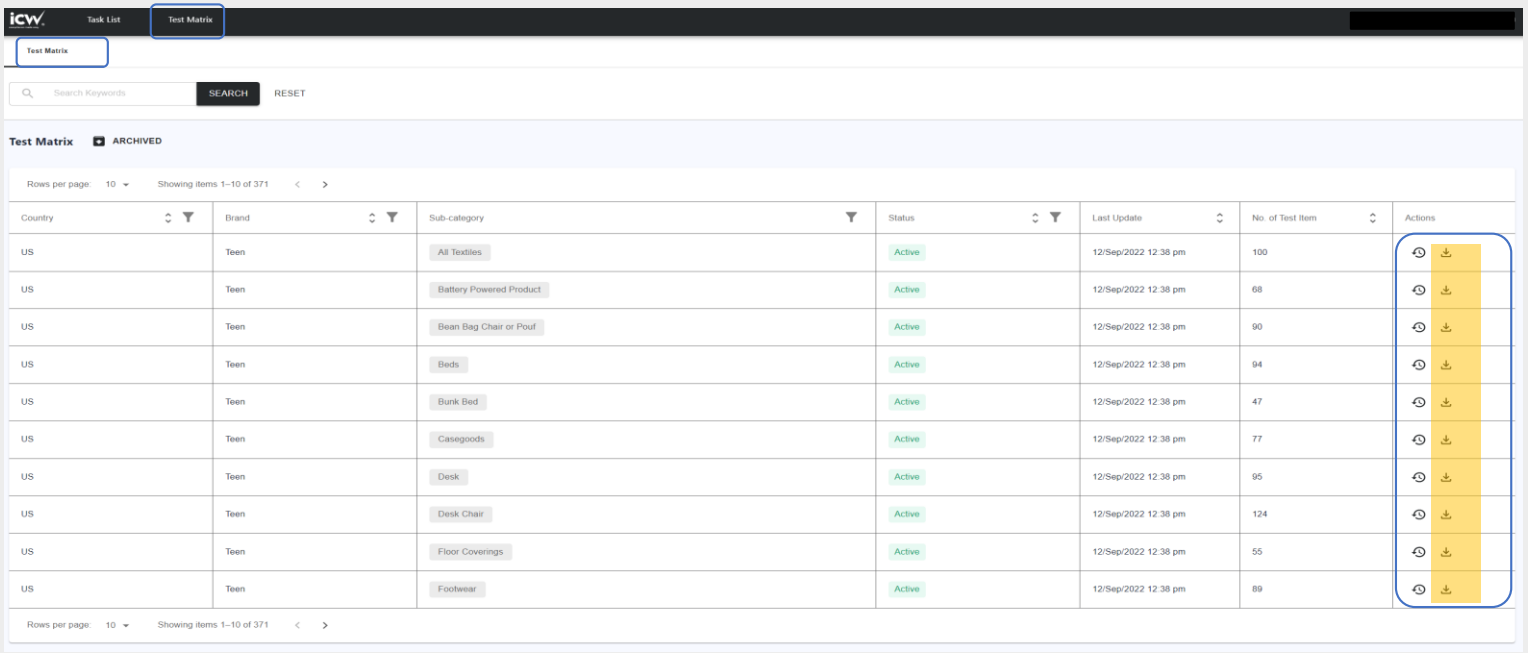
Non-Fail covers Pass, Information Only and Not Applicable.

Commented [A6]: 20221205 Updated from "Not applicable" to "Not requested"

13 Test Matrix

(Test Matrix page)

Overview of Test Matrix, where you can view/export the test item details and view the change log.



Commented [A7]: 20221205 Added "Export" test matrix feature

13 Appendix

TRF Template	RH_EXPORT_TRF_TEMPLATE.docx