



# QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

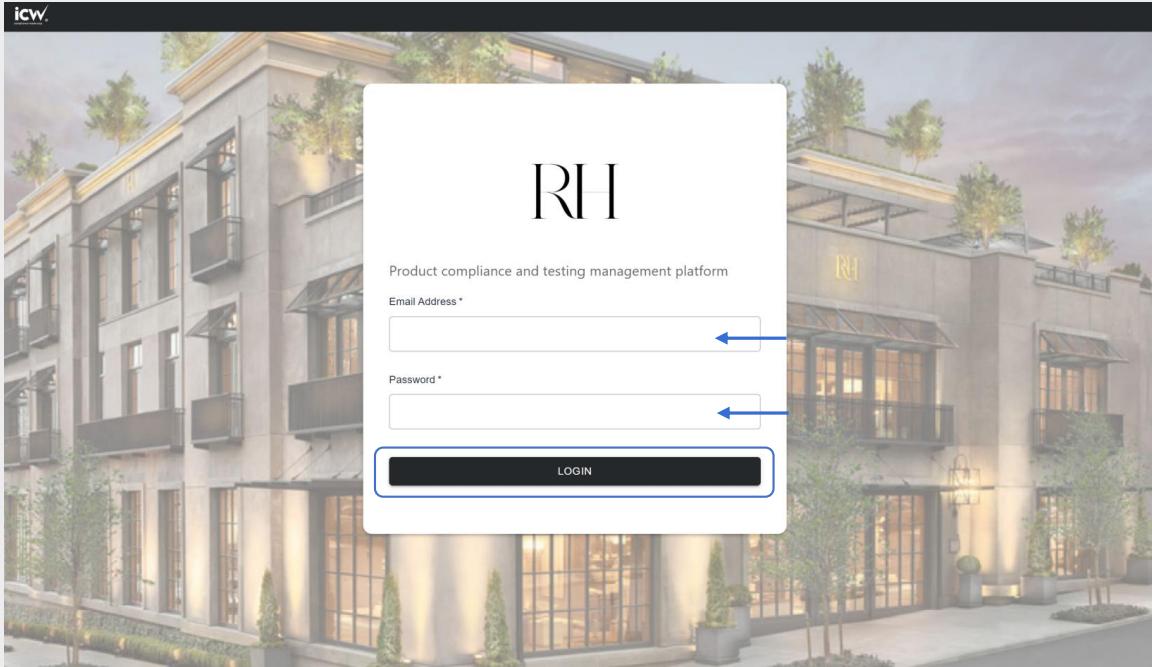
INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V2



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## 2 Login



The image shows the RH login screen. The background is a photograph of a modern building at dusk. A white login box is overlaid on the image. The box contains the text "RH" and "Product compliance and testing management platform". Below this are two input fields: "Email Address \*" and "Password \*". A blue arrow points to the "Email Address" field. Another blue arrow points to the "Password" field. At the bottom of the box is a "LOGIN" button, which is also highlighted with a blue border.

Log in to the platform: [rh.icw.io](http://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.

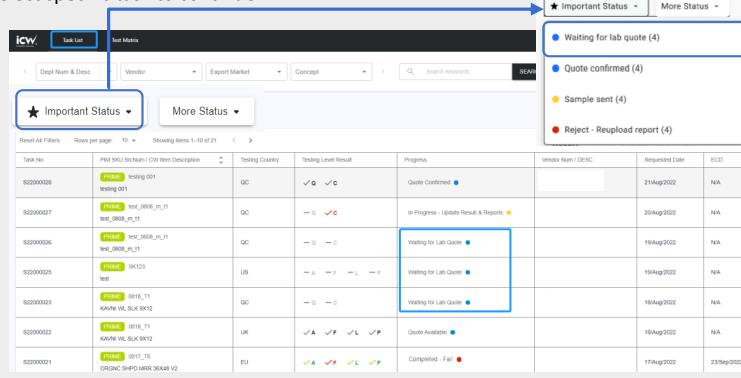
1. Enter the **E-mail Address**.
2. Enter the **Password**.
3. Select **LOGIN** button.

### 3 Make a Quote

(Task List page)

Select **Important Status>Waiting for Lab Quote**.

Select specific task to continue.



Task List

Important Status

Waiting for lab quote (4)

Quote confirmed (4)

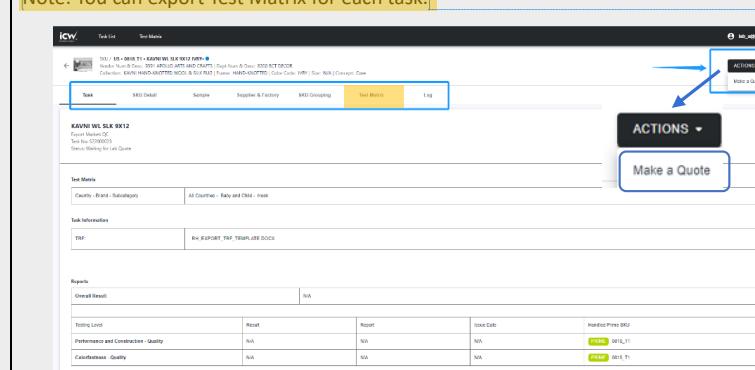
Sample sent (4)

Reject - Reupload report (4)

Task No	PMI NGLS/Inclusion / CIVL Item Description	Testing Country	Testing Level Result	Progress	Vendor Name / DESC	Requested Date	ECN
82200008	ICW: Testing 001	QC	✓ Q ✓ C	Quote Confirmed		21Aug2022	N/A
82200007	ICW: Int_0008_P_11 test_0008_P_11	QC	— Q ✓ C	In Progress - Update Result & Reports		20Aug2022	N/A
82200006	ICW: Int_0008_P_11 test_0008_P_11	QC	— Q — C	Waiting for Lab Quote		19Aug2022	N/A
82200005	ICW: SK123 test	U9	— A — F — L — P	Waiting for Lab Quote		19Aug2022	N/A
82200023	ICW: 0018_T1 KAVIN WL SLK SK12	QC	— Q — C	Waiting for Lab Quote		18Aug2022	N/A
82200022	ICW: 0018_T1 KAVIN WL SLK SK12	UK	✓ A ✓ F ✓ L ✓ P	Quote Available		18Aug2022	N/A
82200021	ICW: 0017_76 ORIGIC SHD MRS 30048 V2	EU	✓ A ✓ F ✓ L ✓ P	Completed - Fail		17Aug2022	23Sep2022

Review task details, Select Actions>Make a Quote.

Note: You can export Test Matrix for each task.



Task List

Task

Test Matrix

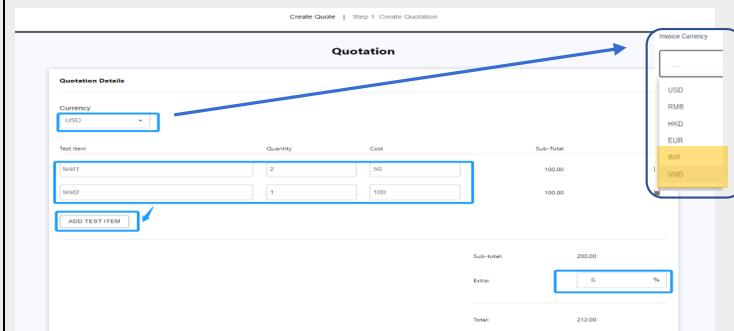
Actions

Make a Quote

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.



Quotation

Quotation Details

Currency: INR

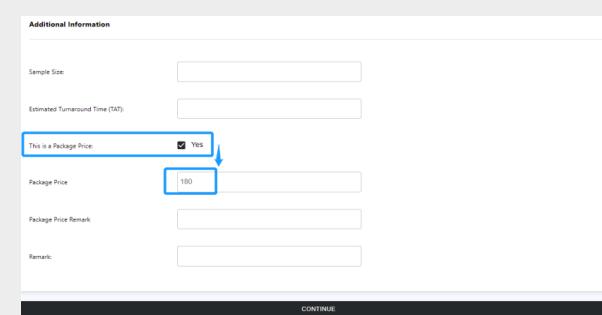
Invoice Currency: VND

Test Item	Quantity	Cost	Sub-Total
test1	2	50	100.00
test2	1	100	100.00
<b>Sub-Total:</b>			200.00
Extra:		6	%
<b>Total:</b>			212.00

ADD TEST ITEM

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

Select **CONTINUE**.



Additional Information

Sample Size:

Estimated Turnaround Time (TAT):

This is a Package Price:  Yes

Package Price: 180

Package Price Remark:

Remark:

CONTINUE

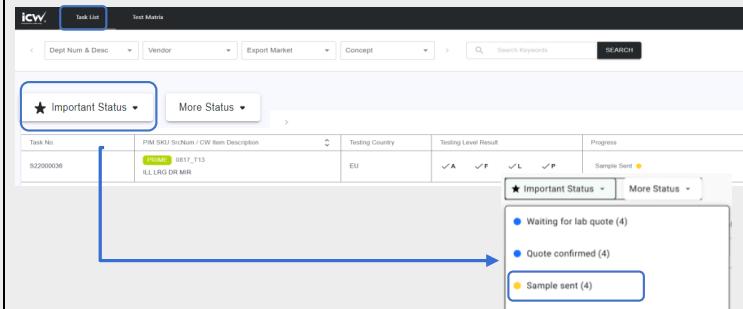
Commented [A2]: 20221205 Added currency INR and VND

## 4 Update Task Status: Samples Received

(Task List page)

Select **Important Status>Sample sent**.

Select specific task to continue.



Task List

Important Status: Sample sent

Task No.	PM SKU/SchNum / CW Item Description	Testing Country	Testing Level/Result	Progress
92200038	ITEM 0817_113 ILLURO DR MIR	EU	✓A ✓P ✓L	Sample Sent

More Status: Sample sent (4)

- Waiting for lab quote (4)
- Quote confirmed (4)
- Sample sent (4)
- Reject - Reupload report (4)

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.

Commented [A3]: 20221205 Added "Lab" page



Task List

Sample sent (4)

Sample Received

Overall Result: NA

Testing Level: Analytical

Result: NA

Report: NA

Issue Date: N/A

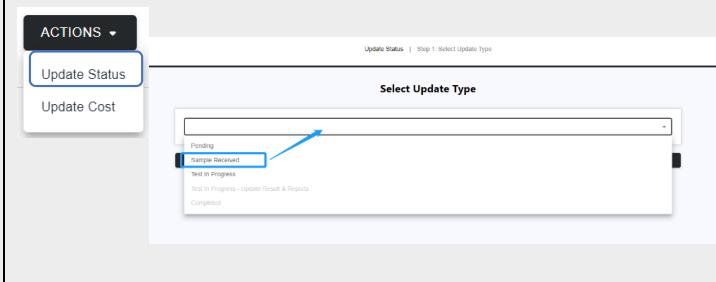
Handled From: EU

Handled To: EU

Sample Received Date: 10/23/2022

Select **Actions>Update Status**.

Select **Sample Received** and **CONTINUE**.



ACTIONS

Update Status

Update Cost

Select Update Type

Pending

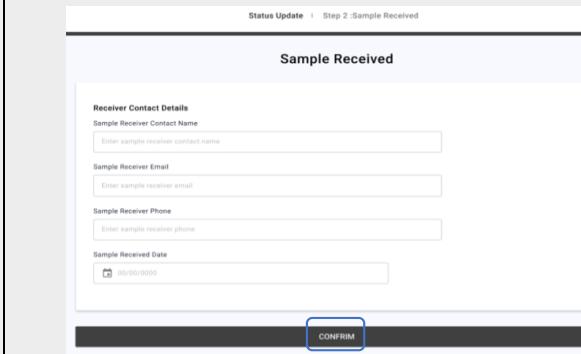
Sample Received

Test in Progress

Test In Progress - Update Result & Reports

Completed

Fill in receiver details and select **CONFIRM**.



Status Update | Step 2 : Sample Received

Sample Received

Receiver Contact Details

Sample Receiver Contact Name:

Sample Receiver Email:

Sample Receiver Phone:

Sample Received Date:  10/23/2022

CONFIRM

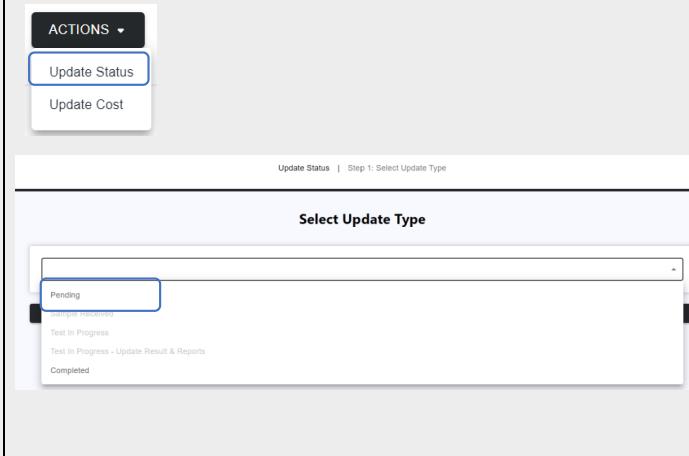
## 5 Update Task Status: Pending

(Task List page)

Test Status can be updated to **Pending** before task completion, if required.

Select **Actions>Update Status**.

Select **Pending** and **CONTINUE**.

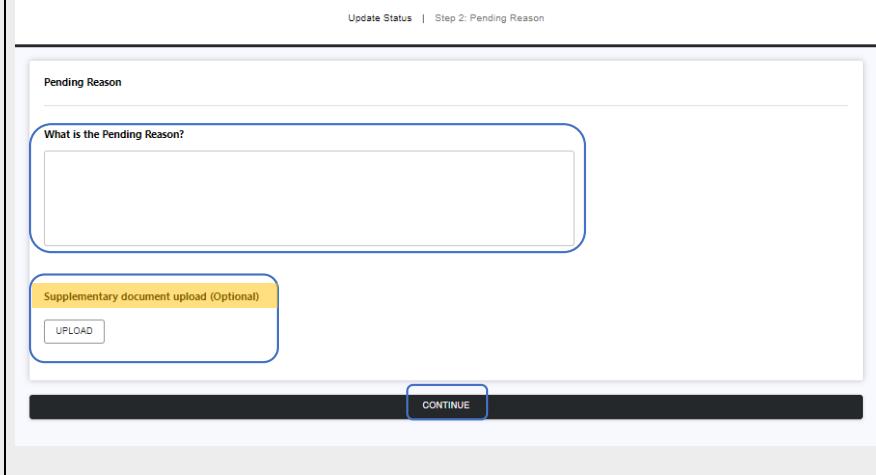


Update Status | Step 1: Select Update Type

**Select Update Type**

- Pending
- Test In Progress
- Test In Progress - Update Result & Reports
- Completed

Provide **Pending Reason** and **add Supplementary document if required**.  
Select **CONTINUE**.



Update Status | Step 2: Pending Reason

Pending Reason

What is the Pending Reason?

Supplementary document upload (Optional)

UPLOAD

CONTINUE

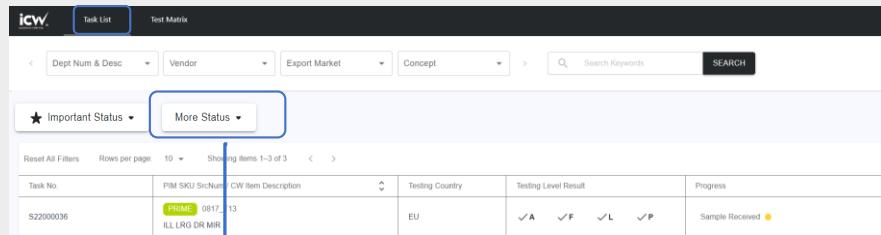
Commented [A4]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

## 6 Update Task Status: In Progress

(Task List page)

Select **More Status>Sample received /Pending**.

Select specific task to continue.



Task List

Dept Num & Desc Vendor Export Market Concept SEARCH

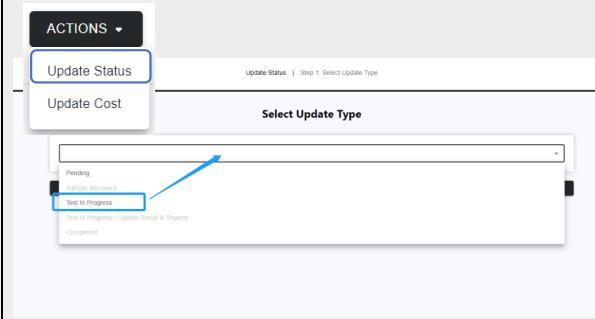
Important Status More Status

Reset All Filters Rows per page: 10 Showing Items 1-3 of 3 < >

Task No.	PIM SKU SrcNum CW Item Description	Testing Country	Testing Level Result	Progress
S22000036	PRIME 0817_13 ILL RLG DR MIR	EU	✓A ✓F ✓L ✓P	Sample Received

Select **Actions>Update Status**.

Select **Test In Progress** and **CONTINUE**.



ACTIONS

Update Status

Update Cost

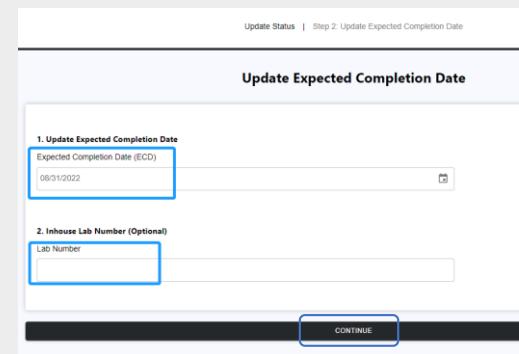
Select Update Type

Pending

Test In Progress

Completed

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



Update Status | Step 2: Update Expected Completion Date

Update Expected Completion Date

1. Update Expected Completion Date

Expected Completion Date (ECD)

08/31/2022

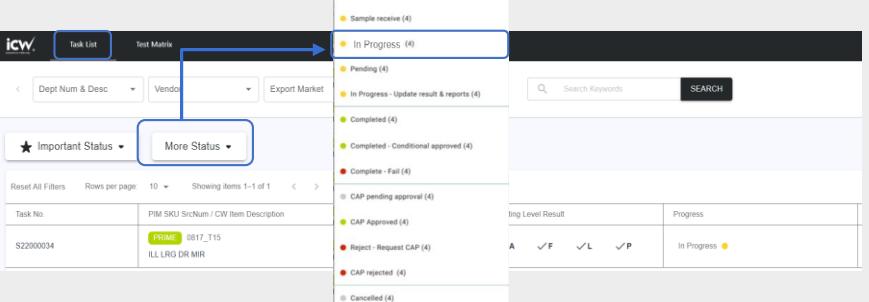
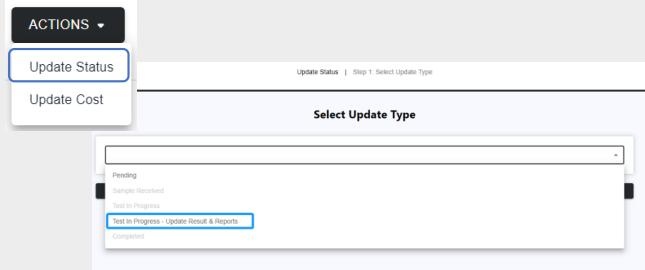
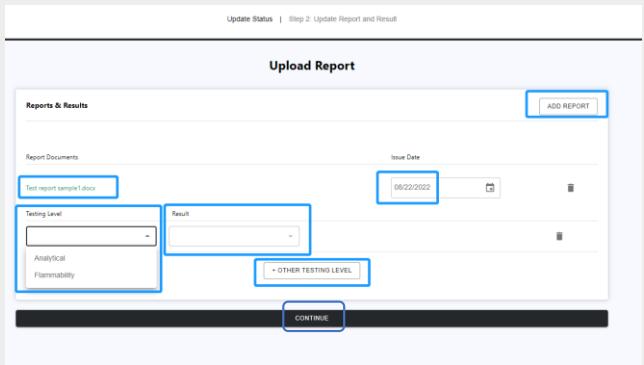
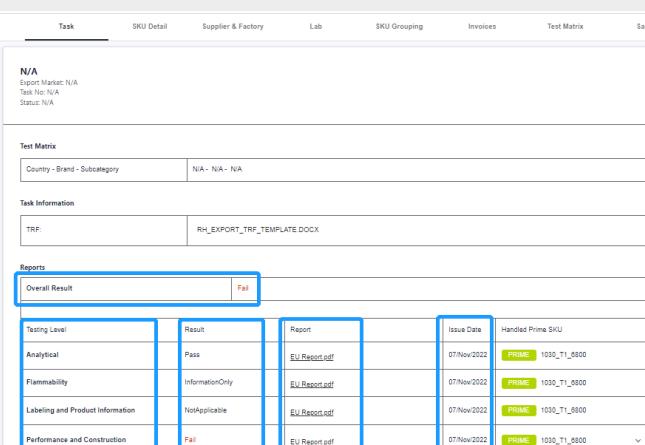
2. Inhouse Lab Number (Optional)

Lab Number

CONTINUE

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

(Task List page)

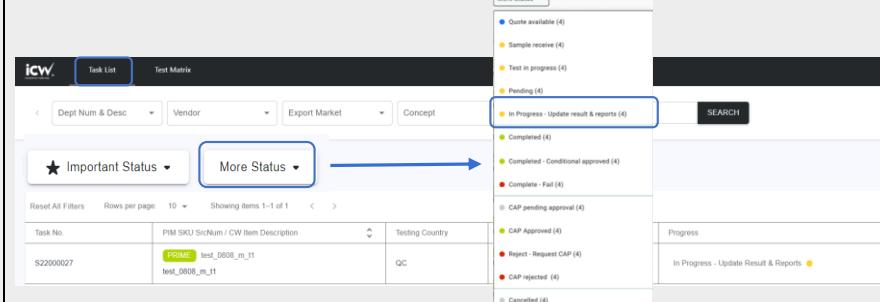
<p>Select <b>More Status&gt;Test In Progress</b>. Select specific task to continue.</p> 	<p>Select <b>Actions&gt;Update Status</b>. Select <b>Test In Progress – Update Result &amp; Report</b> and <b>CONTINUE</b>.</p> 
<p>Select <b>ADD REPORT</b>. Fill in <b>Issue Date</b>, <b>Result</b> by <b>Testing Level</b> and <b>CONTINUE</b>.</p>  <p>Note: You can revise report/result before completing test task.</p>	<p>You can view the report and result in <b>Task</b>.</p> 

## 8 Update Task Status: Completed

(Task List page)

Select **More Status>In Progress – Update result & reports.**

Select specific task to continue.



Task List

More Status ▾

In Progress - Update result & reports

Important Status ▾

More Status ▾

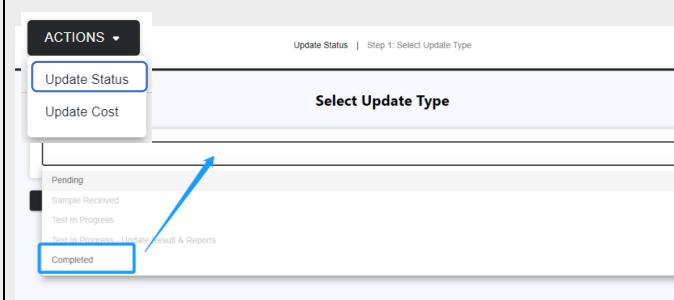
SEARCH

Reset All Filters Rows per page: 10 Showing Items 1-1 of 1

Task No	PIM SKU/SrcNum / CW Item Description	Testing Country
S22000027	PRIME test_0808_m_11 test_0909_m_11	QC

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS ▾

Update Status

Update Cost

Select Update Type

Pending

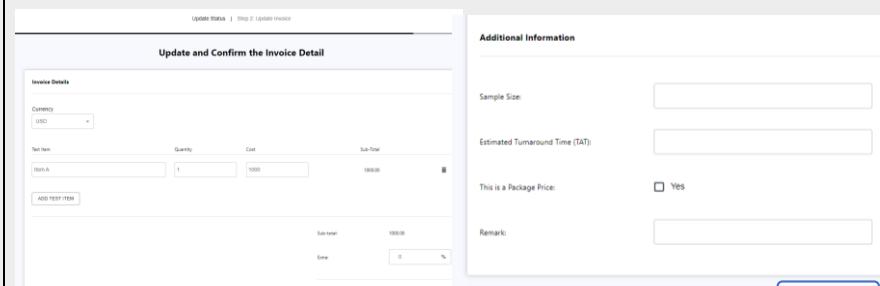
Sample Received

Test In Progress

In Progress - Update Result & Reports

Completed

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



Update Status | Step 2: Update Invoice

Update and Confirm the Invoice Detail

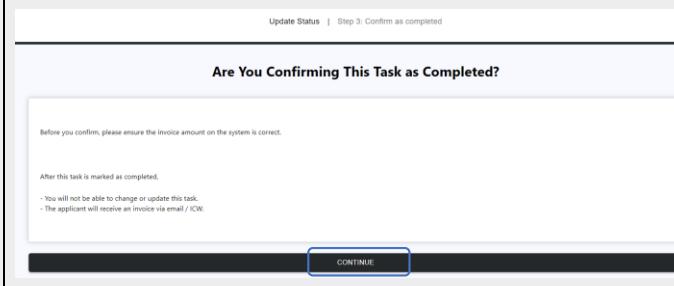
Invoice Details

Currency: USD

Test Item	Quantity	Cost	Sub Total
Test A	1	1000	1000.00
Sub Total:			1000.00
Tax:			0.00
Total:			1000.00

CONTINUE

Select **CONTINUE.**



Update Status | Step 3: Confirm as completed

Are You Confirming This Task as Completed?

Before you confirm, please ensure the invoice amount on the system is correct.

After this task is marked as completed.

You will not be able to change or update this task.  
- The applicant will receive an invoice via email / ICW.

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.

Task List					TEST MATRIX
Task List	Brand	Category	Export market	Concept	Search Keywords
★ Important Status	More Status				
Page: 1	Rows per page: 10	1-10 of 88	<	>	
Reset All Filters	Rows per page: 10	Showing items 1-10 of 26	<	>	
Task No	PIM SKU/SrcNam / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	
S22000037 Retest	FORM 0020_18 ORGNC SHPD MRR 36X48 V2	1234 Dummy Supplier	US	— A ✓ F — L — P	

Note: Follow the steps illustrated above depends on the Progress of Test Task.

When quote is required by vendor for retest task:

Progress: Waiting for Lab Quote

Lab can provide the quote to vendor for confirmation.

When quote is skipped by vendor for retest task:

Progress: Sample sent

Lab can update the sample receiving status and arrange the retest accordingly.

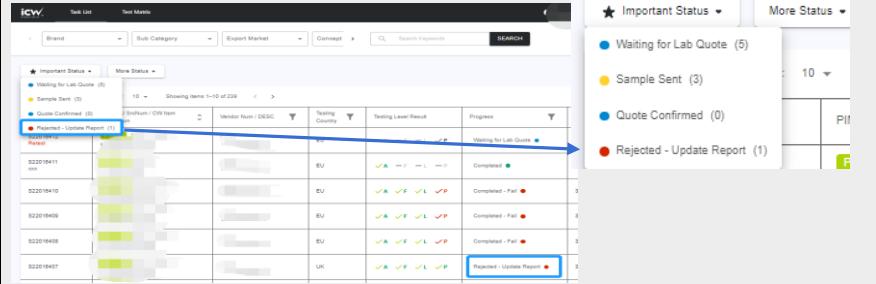
## 10 Exceptional Handling

(Task List page)

### Update Rejected Report

Select **Important Status>Rejected – Update Report**.

Select specific task to continue.



Task List

Important Status: Waiting for Lab Quote (5), Sample Sent (3), Quote Confirmed (0), Rejected - Update Report (1)

More Status: 10

Filter: Status: Rejected - Update Report

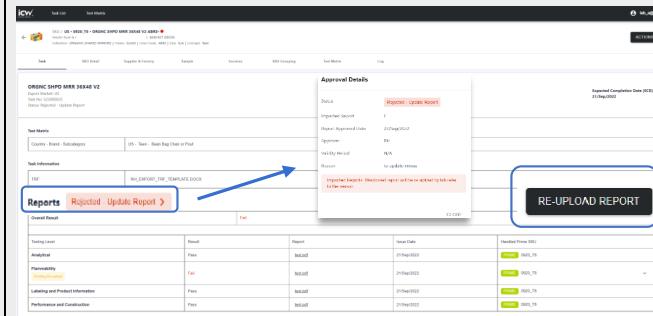
Report: Rejected - Update Report (1)

Task List items (5):

- S22019411: EU, Completed
- S22019410: EU, Completed
- S22019408: EU, Completed
- S22019408: EU, Completed
- S22019407: UK, Completed

Rejected - Update Report (1)

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



Rejected-Update Report

Approval Details:

- Status: Rejected - Update Report
- Imported On: 2022-06-21
- Imported By: Admin
- Approved On: 2022-06-21
- Approved By: RH
- Valid Until: N/A
- Reason: To update status

Rejected-Update Report and the attached lab value

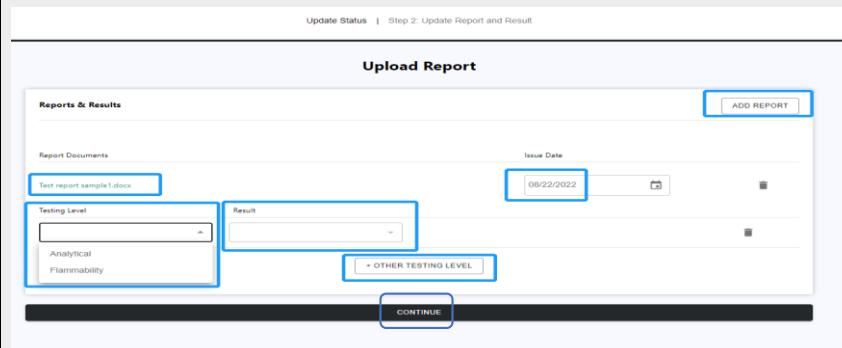
RE-UPLOAD REPORT

Report Details:

Overall Result	Test	Result	Issue Date	Entered Date
Pass	Test 1	Pass	2022-06-21	2022-06-21
Pass	Test 2	Pass	2022-06-21	2022-06-21
Pass	Test 3	Pass	2022-06-21	2022-06-21
Pass	Test 4	Pass	2022-06-21	2022-06-21

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



Update Status | Step 2: Update Report and Result

Upload Report

Reports & Results

Report Documents: Test report sample1.docx

Issue Date: 06/22/2022

ADD REPORT

Testing Level: Analytical

Result: Flammability

+ OTHER TESTING LEVEL

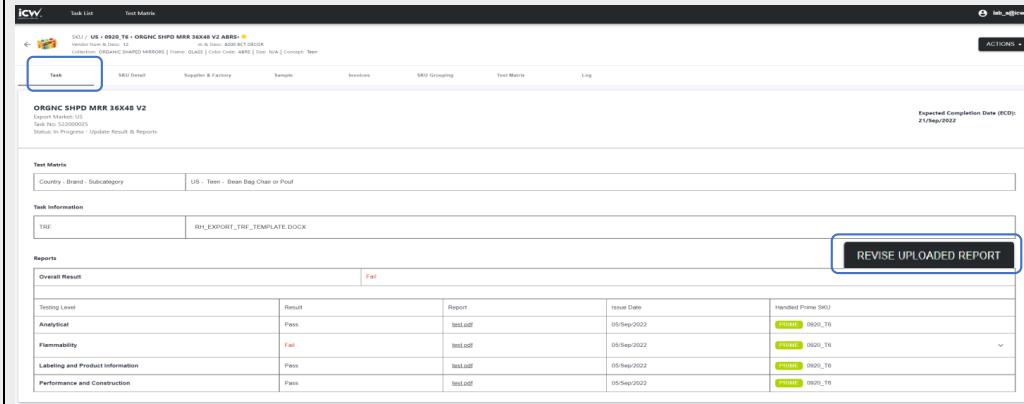
CONTINUE

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

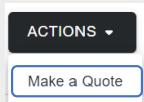


When the task status is **In Progress - Update Result & Reports**, you can revise uploaded report/result before you complete the test task.

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

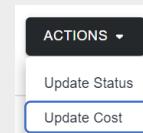
## Update Cost when Task Progress is Quote Available:

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



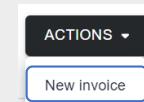
## Update Cost when Quote is CONFIRMED but Task is not COMPLETED:

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:

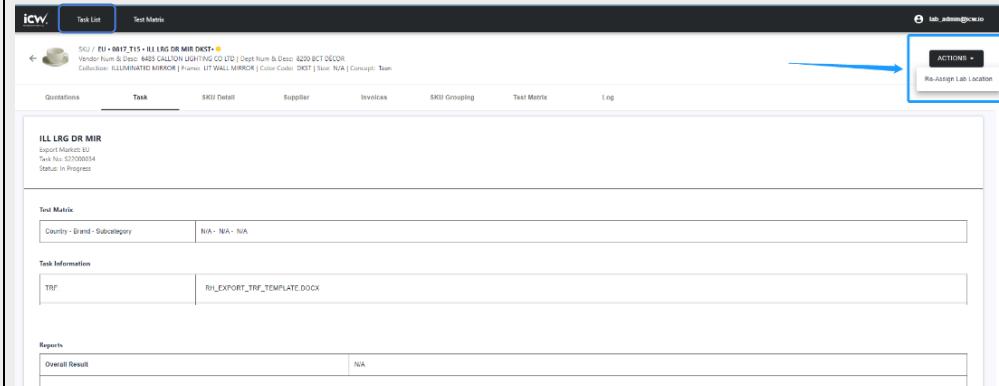
Select specific task, select **ACTIONS>New Invoice in Task**. Submitted Quote and Invoice cannot be updated. However, you can create additional invoice to debit / credit the invoice amount.



## 11 Lab Admin: Re-Assign Lab Location

(Task List page)

Select specific task to re-assign lab location.  
Select **ACTIONS>Re-Assign Lab Location**.



Task List

Quotations Task SKU Detail Supplier Invitations SKU Grouping Test Matrix Log

Task Matrix

Task Information

Reports

**ACTIONS** Re-Assign Lab Location

Select another **Lab Location** and **CONFIRM**.

Select Assign Lab

Lab

CANCEL CONFIRM

Note: Lab Admin can re-assign lab location only after quotation is confirmed by vendor.

## 12 Task Status Overview

(Task list)

Task List					
Test Matrix					
Dept Num & Desc		Vendor		Concept	
Dept Num & Desc		Vendor		Concept	
Dept Num & Desc		Vendor		Concept	
Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress
S22000026	PRIME PR0912-23_63 PR0912-23_63		US	✓ A ✓ F ✓ L ✓ P	Waiting for Lab Quote ●
S22000025	PRIME RH84 RH84		US	✓ A ✓ F ✓ L ✓ P	Sample Received ●
S22000024	PRIME RH239 RH239		US	✓ A ✓ F ✓ L ✓ P	Quote Confirmed ●
S22000023 Lab Location Number	PRIME RH84 RH84		UK	✓ A ✓ F ✓ L ✓ P	Completed ●
S22000018 Test123	PRIME PR0912-23_258 PR0912-23_258		US	— A — F — L — P	Rejected ●
S22000017	PRIME PR0912-23_264 PR0912-23_264		US	— A — F — L — P	Rejected ●
S22000016 cc	PRIME RH156 RH156		UK	✓ A ✓ F ✓ L ✓ P	Completed - Fail ●
S22000015 vvv	PRIME RH168 RH168		US	✓ A ✓ F ✓ L ✓ P	Completed ●
S22000014 ReTest	PRIME RH30 RH30		UK	✓ A — F — L — P	Cancelled ●

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

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

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

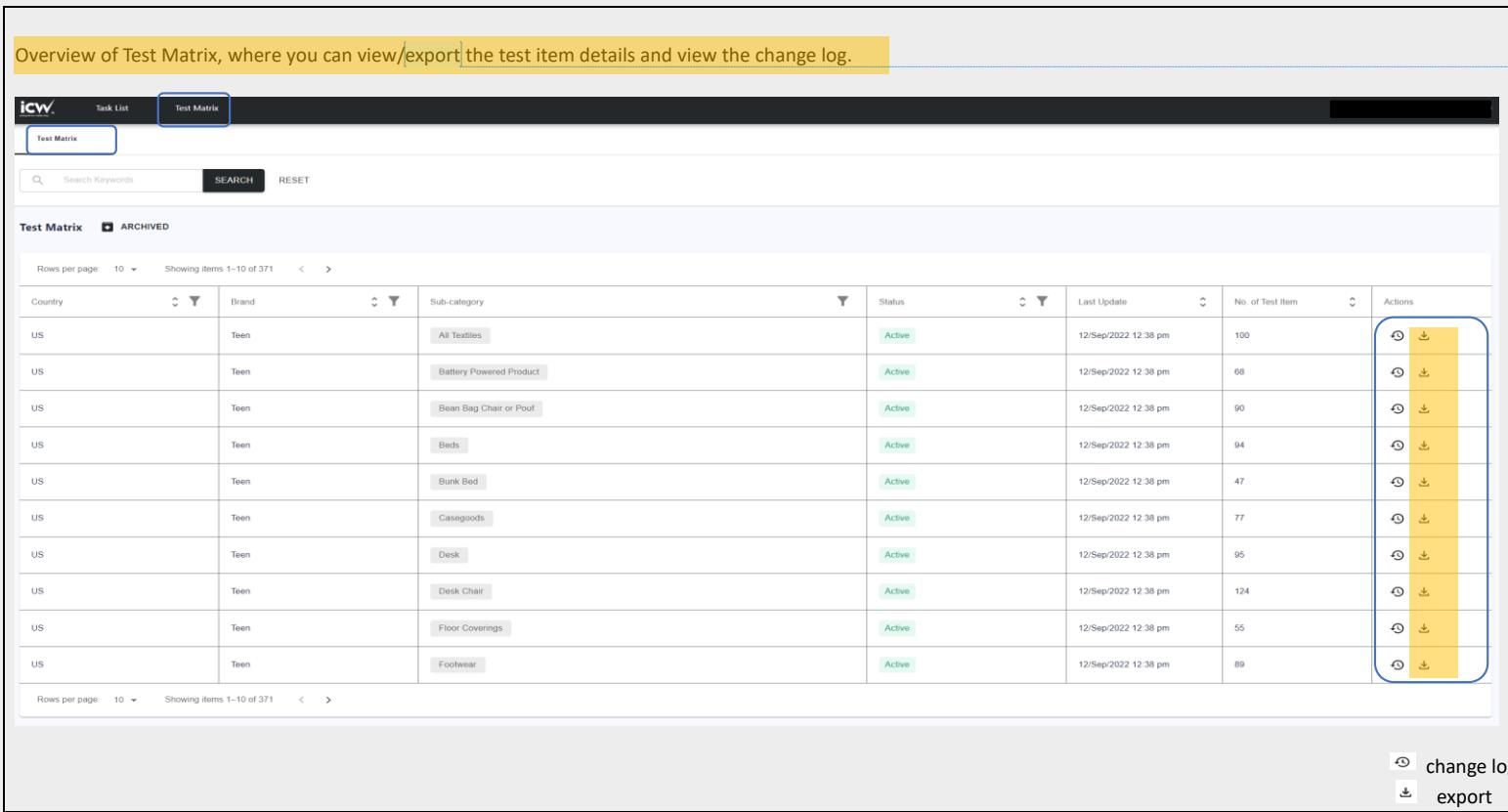
**Commented [A6]:** 20221205 Updated from "Not applicable" to "Not requested"

You can view the Progress for each test task.

## 13 Test Matrix

(Test Matrix page)

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



Country	Brand	Sub-category	Status	Last Update	No. of Test Item	Actions
US	Teen	All Textiles	Active	12/Sep/2022 12:38 pm	100	  
US	Teen	Battery Powered Product	Active	12/Sep/2022 12:38 pm	68	 
US	Teen	Bean Bag Chair or Pouf	Active	12/Sep/2022 12:38 pm	90	 
US	Teen	Beds	Active	12/Sep/2022 12:38 pm	94	 
US	Teen	Bunk Bed	Active	12/Sep/2022 12:38 pm	47	 
US	Teen	Casegoods	Active	12/Sep/2022 12:38 pm	77	 
US	Teen	Desk	Active	12/Sep/2022 12:38 pm	95	 
US	Teen	Desk Chair	Active	12/Sep/2022 12:38 pm	124	 
US	Teen	Floor Coverings	Active	12/Sep/2022 12:38 pm	55	 
US	Teen	Footwear	Active	12/Sep/2022 12:38 pm	89	 

Rows per page: 10 Showing items 1-10 of 371

 change log  
 export

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

## 13 Appendix

TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
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