

QUICK START USER GUIDE - Laboratory

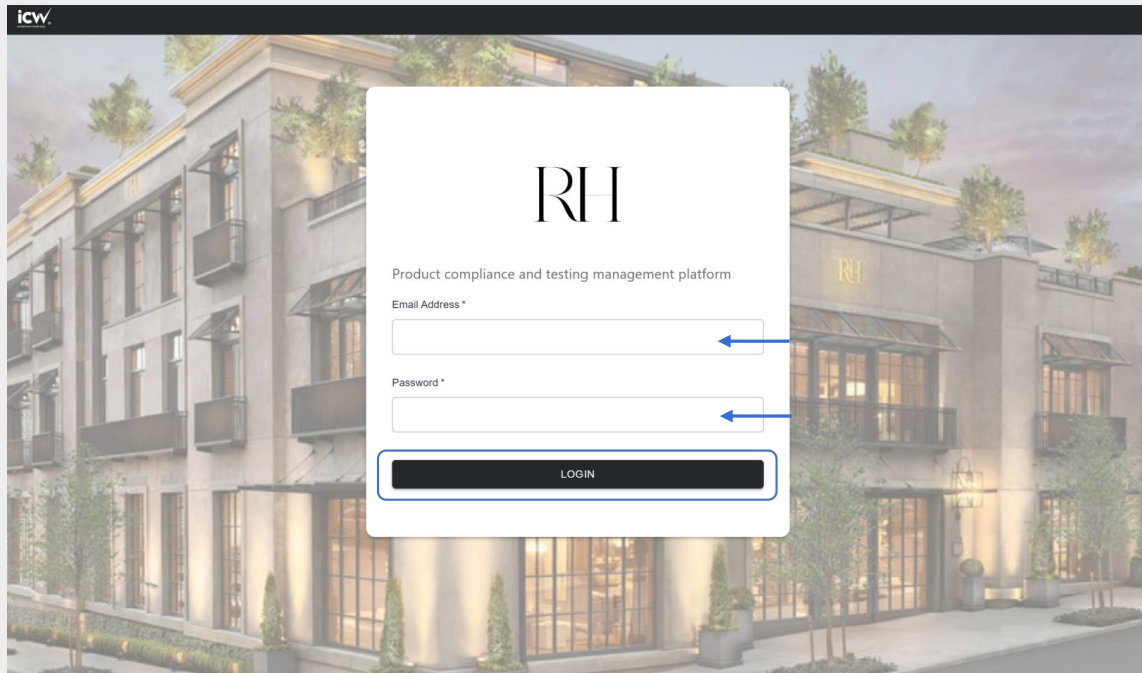
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V2

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2 Login



icw

RH

Product compliance and testing management platform

Email Address *

Password *

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.

Task List

Important Status: Waiting for Lab Quote (4)

Quote confirmed (4)

Sample sent (4)

Reject - Reupload report (4)

Task No.	PMI SGL StockNum / COT Item Description	Testing Country	Testing Level Result	Progress	Vendor Name / DESC	Requested Date	ECD
822000028	PMI SGL StockNum / COT Item Description	QC	✓✓✓	Quote Confirmed		21Aug2022	N/A
822000027	PMI SGL StockNum / COT Item Description	QC	→ ○ ✓	In Progress - Update Result & Report		20Aug2022	N/A
822000026	PMI SGL StockNum / COT Item Description	QC	→ ○ →	Waiting for Lab Quote		19Aug2022	N/A
822000025	PMI SGL StockNum / COT Item Description	US	→ A → F → L → P	Waiting for Lab Quote		19Aug2022	N/A
822000023	PMI SGL StockNum / COT Item Description	QC	→ ○ →	Waiting for Lab Quote		19Aug2022	N/A
822000022	PMI SGL StockNum / COT Item Description	UK	✓✓✓	Quote Available		19Aug2022	N/A
822000021	PMI SGL StockNum / COT Item Description	EU	✓✓✓	Completed - Fail		17Aug2022	23Sep2022

Review task details, Select **Actions**>**Make a Quote**.

Note: You can export Test Matrix for each task.

Task Details

Task No. 822000021

Task Name: PMI SGL StockNum / COT Item Description

Country: Board: Holdings: All Countries - Easy and Cheap - Peak

Task Information

Task: PMI SGL StockNum / COT Item Description

Report

Overall Result: N/A

Testing Level: Result: N/A

Performance and Construction - Quality: N/A

Confidence - Quality: N/A

Issue Date: N/A

Handled Price (USD): N/A

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.

Create Quote - 1 Step 1: Create Quotation

Quotation Details

Currency: USD

Test Item	Quantity	Cost	Sub-Total
Unit1	2	50	100.00
Unit2	1	100	100.00

Sub-Total: 200.00

Extra: 0 %

Total: 212.00

Invoice Currency: USD, RMB, HKD, EUR, VND

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:

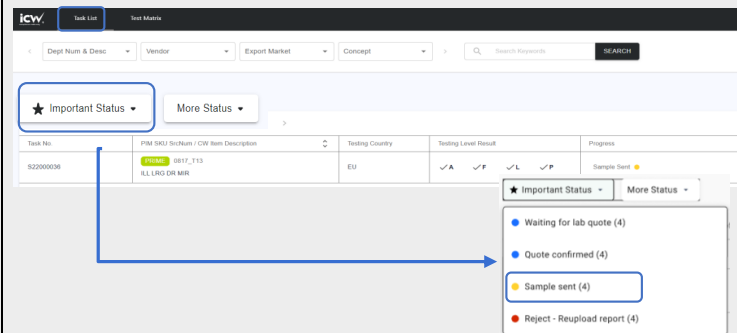
CONTINUE

Commented [A2]: 20221205 Added currency INR and VND

4 Update Task Status: Samples Received

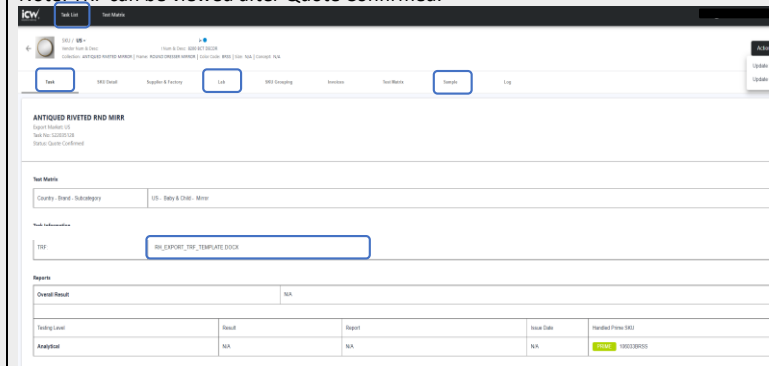
(Task List page)

Select **Important Status**>**Sample sent**.
Select specific task to continue.



The screenshot shows the 'Task List' page with a table of tasks. The 'Important Status' dropdown is open, showing options: 'Waiting for lab quote (4)', 'Quote confirmed (4)', 'Sample sent (4)', and 'Reject - Reupload report (4)'. The 'Sample sent (4)' option is highlighted. A blue arrow points from the 'Sample sent' option to the 'Sample sent' status in the task list table.

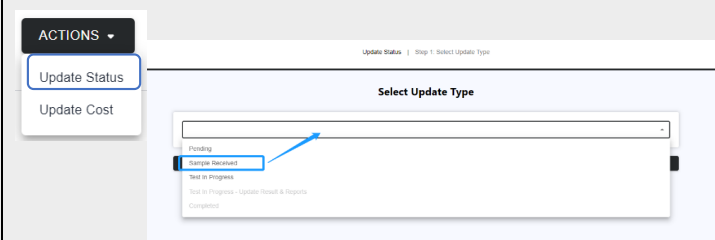
You can view the TRF in Task page.
You can view the Tracking/AWB# and Sample submission details in Sample page.
You can view Lab Details in Lab page after Quote Confirmed.
Note: TRF can be viewed after Quote Confirmed.



The screenshot shows the 'Task' page with the 'Lab' tab selected. The 'Lab' tab is highlighted in blue. The page displays details for the task 'ANTIQUE RIVETED END MIRE'.

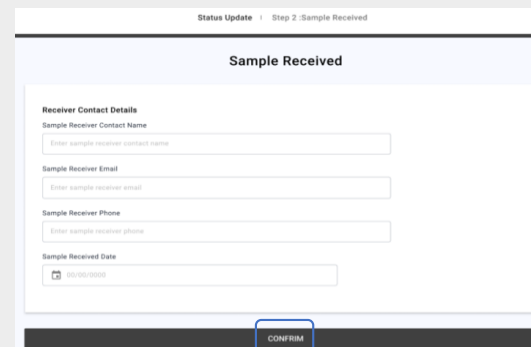
Commented [A3]: 20221205 Added "Lab" page

Select **Actions**>**Update Status**.
Select **Sample Received** and **CONTINUE**.



The screenshot shows the 'Update Status' page with the 'Update Status' button selected. The 'Select Update Type' dropdown is open, showing options: 'Pending', 'Sample Received', 'Task in Progress', 'Task in Progress - Update Result & Report', and 'Completed'. The 'Sample Received' option is highlighted. A blue arrow points from the 'Sample Received' option to the 'Sample Received' button in the 'Update Status' page.

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



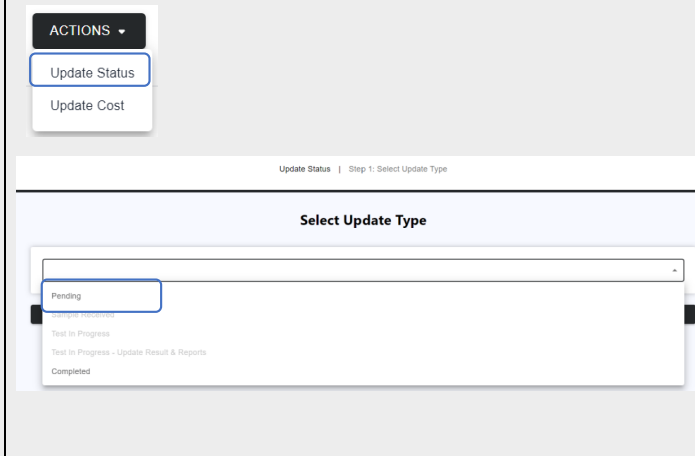
The screenshot shows the 'Sample Received' form with fields for 'Receiver Contact Details', 'Sample Receiver Name', 'Sample Receiver Email', 'Sample Receiver Phone', and 'Sample Received Date'. The 'CONFIRM' button is highlighted at the bottom.

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

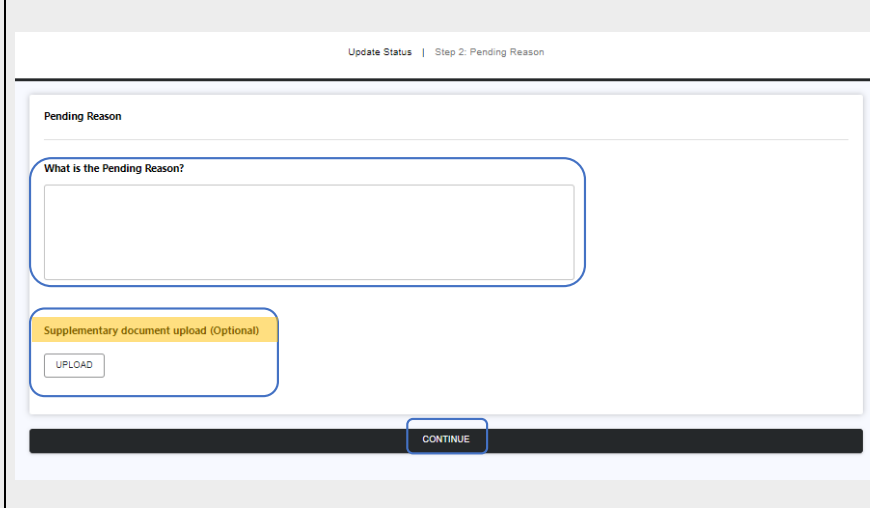
Pending

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

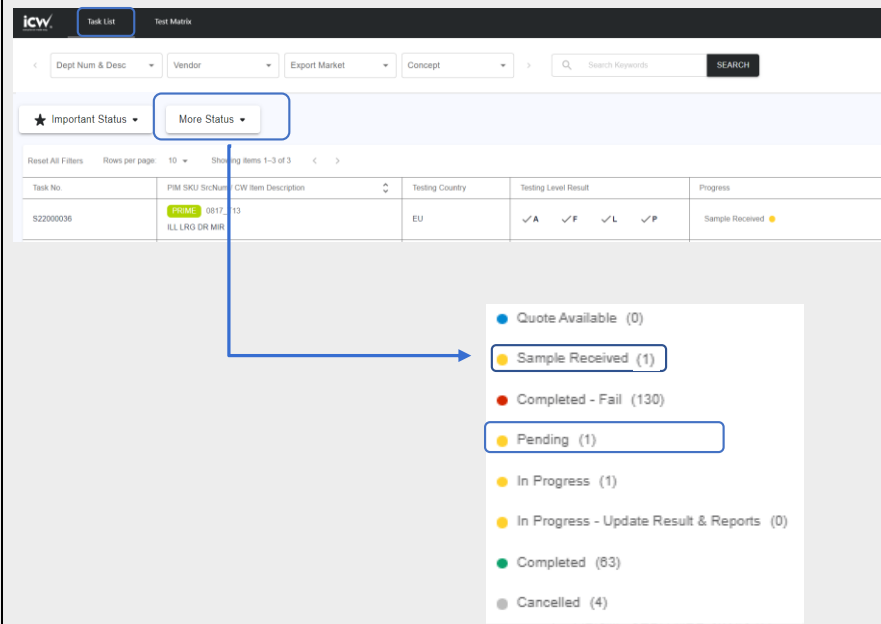
CONTINUE

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.

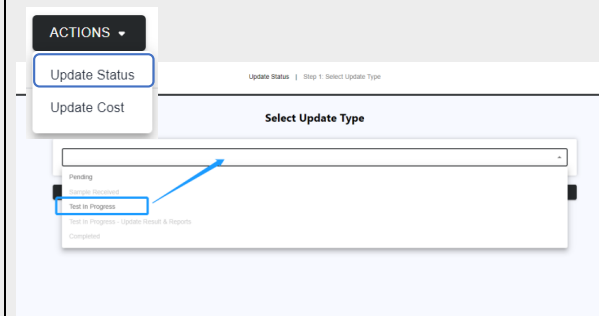


The screenshot shows the 'Task List' page with a table of tasks. A blue box highlights the 'More Status' dropdown menu, which is open, showing a list of status options. A blue arrow points from the 'More Status' dropdown to the 'Sample Received (1)' option.

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

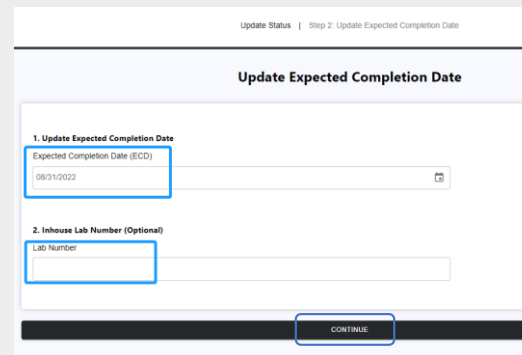
- Quote Available (0)
- Sample Received (1)
- Completed - Fail (130)
- Pending (1)
- In Progress (1)
- In Progress - Update Result & Reports (0)
- Completed (63)
- Cancelled (4)

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



The screenshot shows the 'Update Status' dialog box. A blue box highlights the 'Update Status' button. A blue arrow points from the 'Update Status' button to the 'Test In Progress' option in the 'Select Update Type' dropdown menu.

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

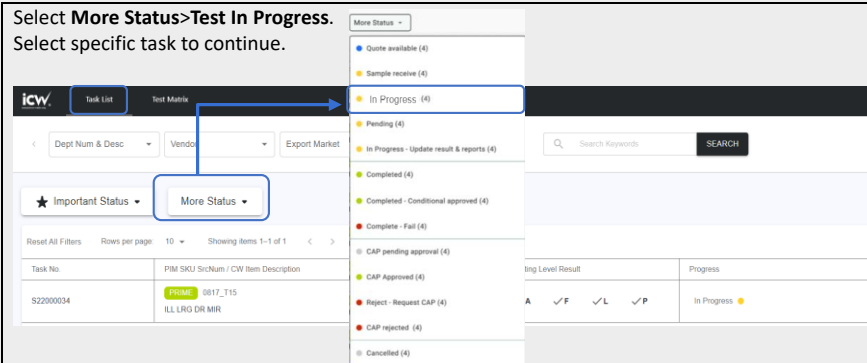


The screenshot shows the 'Update Expected Completion Date' form. A blue box highlights the 'Expected Completion Date (ECD)' field, which contains the date '08/31/2022'. Another blue box highlights the 'Lab Number' field, which is empty. A blue arrow points from the 'Lab Number' field to the 'CONTINUE' button.

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

(Task List page)

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

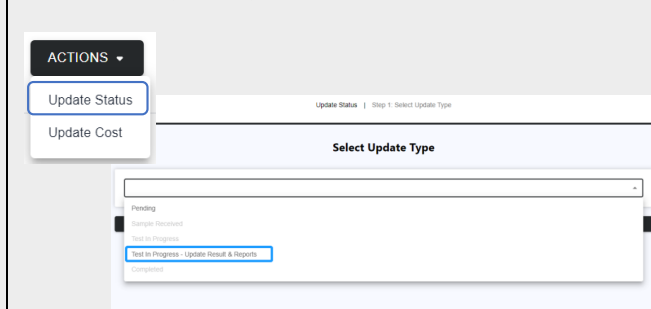


The screenshot shows the 'Task List' page with a 'More Status' dropdown menu open. The 'Test In Progress' option is highlighted. The task list table below shows a task with status 'In Progress'.

Task No.	PIM SKU / CW Item Description	Task Level Result	Progress
S22000034	PRIME 0817_T15 ILLINO DR MR	A ✓ F ✓ L ✓ P	In Progress

Select **Actions>Update Status**.

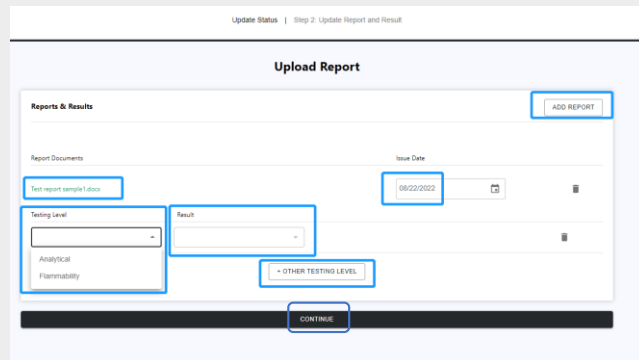
Select **Test In Progress – Update Result & Report** and **CONTINUE**.



The screenshot shows the 'Update Status' dialog box with the 'Test In Progress - Update Result & Report' option selected. The 'Update Status' button is highlighted.

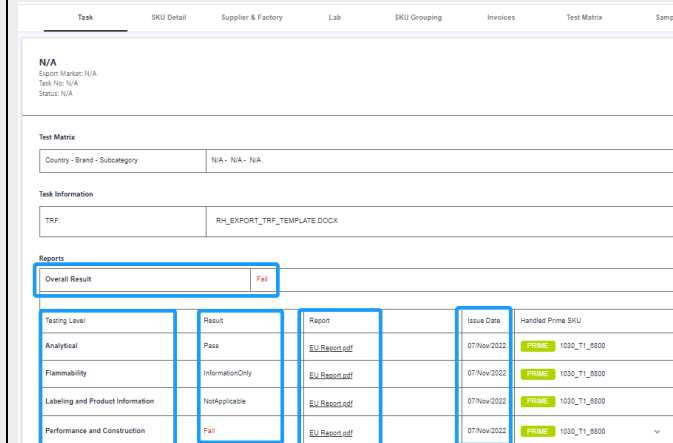
Select **ADD REPORT**.

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



The screenshot shows the 'Upload Report' form with the 'ADD REPORT' button highlighted. The 'Test report sample1.docx' file is uploaded. The 'Issue Date' is set to 08/22/2022. The 'Testing Level' is set to 'Analytical' and the 'Result' is 'Pass'.

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



The screenshot shows the 'Task' page with the 'Test Matrix' and 'Reports' section. The 'Overall Result' is 'Pass'. The 'Test Matrix' table shows the following data:

Country - Brand - Subcategory	N/A - N/A - N/A
Country - Brand - Subcategory	N/A - N/A - N/A

The 'Reports' table shows the following data:

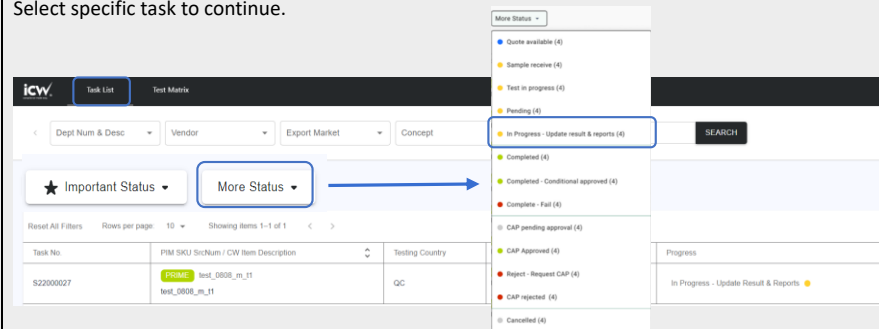
Testing Level	Result	Report	Issue Date	Handled Prime SKU
Analytical	Pass	EU Report.pdf	07Nov2022	PRIME 1030_T1_8000
Flammability	InformationOnly	EU Report.pdf	07Nov2022	PRIME 1030_T1_8000
Labeling and Product Information	NotApplicable	EU Report.pdf	07Nov2022	PRIME 1030_T1_8000
Performance and Construction	Fail	EU Report.pdf	07Nov2022	PRIME 1030_T1_8000

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

8 Update Task Status: Completed

(Task List page)

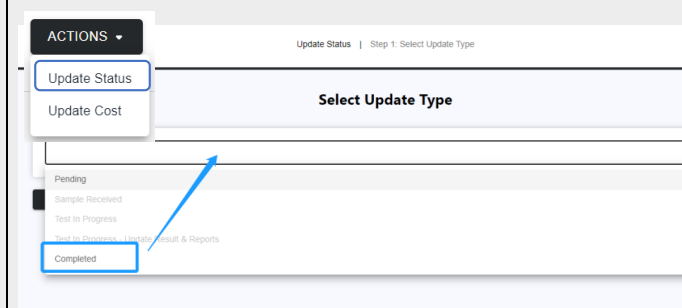
Select **More Status**>In Progress – Update result & reports.
Select specific task to continue.



The screenshot shows the 'Task List' page with a 'More Status' dropdown menu open. The menu lists various status options, including 'In Progress - Update result & reports (4)', which is highlighted with a blue box. A blue arrow points from the 'More Status' dropdown to the 'In Progress - Update result & reports (4)' option. The table below shows a task with ID S22000027, PIM SKU SecNum / CW Item Description test_0808_m_11, and Testing Country QC.

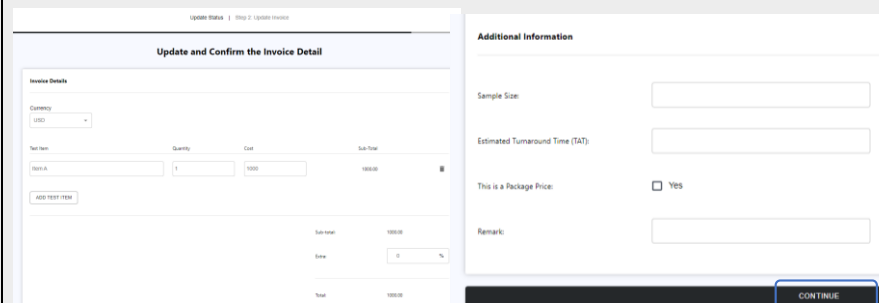
Task No.	PIM SKU SecNum / CW Item Description	Testing Country
S22000027	test_0808_m_11	QC

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



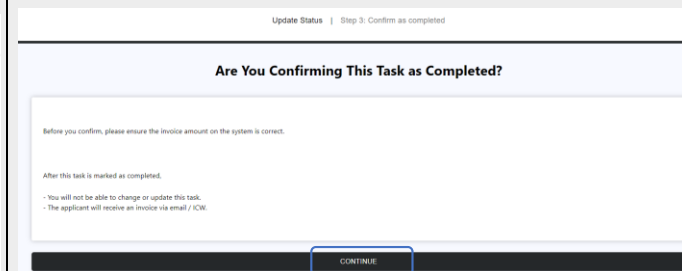
The screenshot shows the 'Update Status' page with a 'Select Update Type' dropdown menu. The 'Completed' option is highlighted with a blue box. A blue arrow points from the 'Completed' option to the 'Update Status' button. The page also shows a 'Select Update Type' dropdown menu with options: Pending, Sample Received, Test In Progress, and In Progress - Update result & Reports.

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



The screenshot shows the 'Update and Confirm the Invoice Detail' page. It includes a table for 'Invoice Details' with columns: Currency, Qty, Unit, Cost, and Sub-Total. The table shows a single row with a quantity of 1, a unit of 1000, and a sub-total of 1000.00. There is also a section for 'Additional Information' with fields for Sample Size, Estimated Turnaround Time (TAT), and a checkbox for 'This is a Package Price'. A 'CONTINUE' button is at the bottom right.

Select **CONTINUE**.



The screenshot shows the 'Are You Confirming This Task as Completed?' page. It includes a confirmation message: 'Before you confirm, please ensure the invoice amount on the system is correct.' Below this, there is a 'CONTINUE' button.

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.

icw				
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 / Item Description	Vendor Name / DESG	Testing Country	Testing Level Result
5220000037 Retest	ORGANIC SHPD MRR 36X45 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

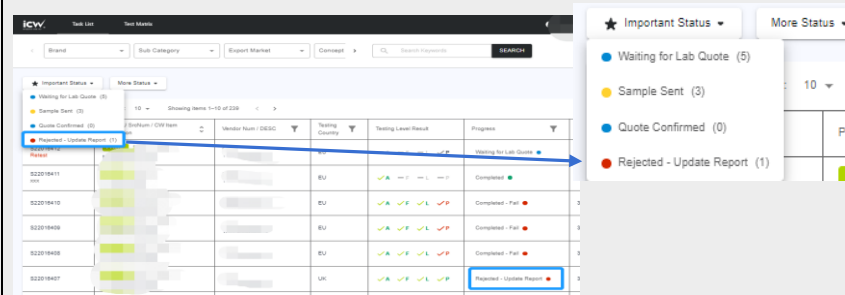
Lab can update the sample receiving status and arrange the retest accordingly.

10 Exceptional Handling

(Task List page)

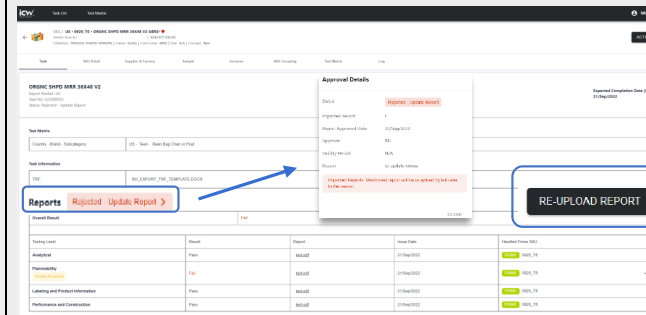
Update Rejected Report

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



Task ID	Task Name	Progress	Status
522019411	Waiting for Lab Quote	Completed	Waiting for Lab Quote
522019412	Sample Sent	Completed	Sample Sent
522019413	Quote Confirmed	Completed	Quote Confirmed
522019414	Rejected - Update Report	Completed	Rejected - Update Report

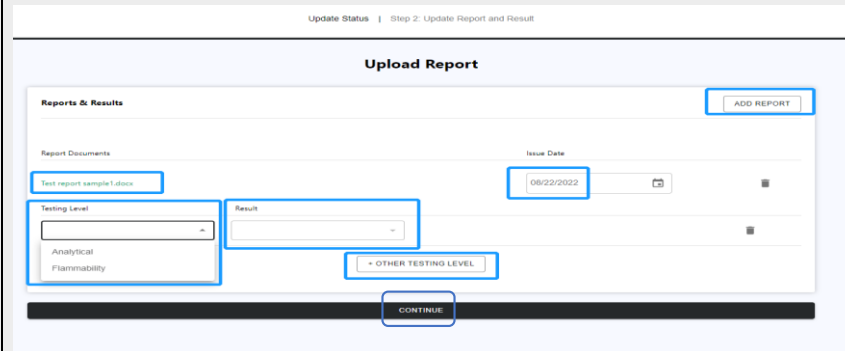
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



Report ID	Report Name	Status	Issue Date
522019411	Waiting for Lab Quote	Completed	08/22/2022
522019412	Sample Sent	Completed	08/22/2022
522019413	Quote Confirmed	Completed	08/22/2022
522019414	Rejected - Update Report	Completed	08/22/2022

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



Upload Report

Reports & Results ADD REPORT

Report Documents

Test report sample Lab.docx

Issue Date 08/22/2022

Testing Level Analytical

Result Flammability

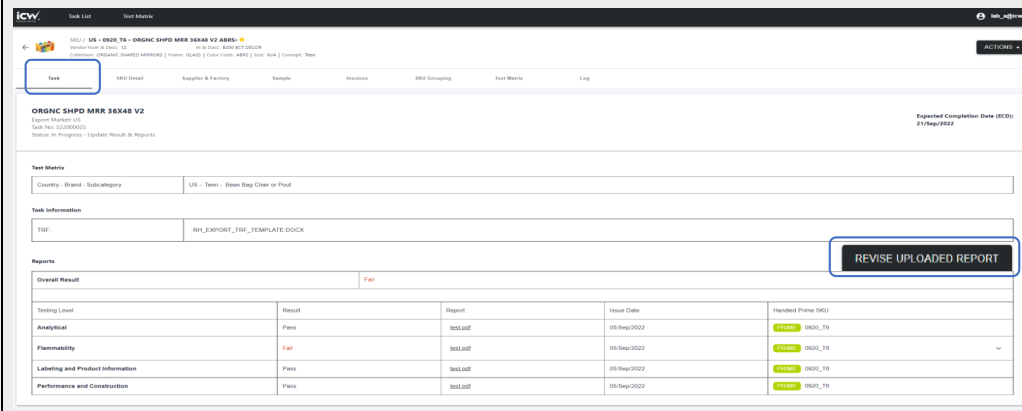
CONTINUE

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



Task

ORGANIC SHPD MRR 36X48 V2
Export Market: US
Task No: 020800003
Status: In Progress - Update Result & Reports

Expected Completion Date (ECD): 21-Sep-2022

Test Matrix

Country - Brand - Subcategory: US - Teen - Bean Bag Chair or Pouch

Task Information

Task: RH_EXPORT_TEMPLATE.DOCX

Reports

Overall Result: Fail

Testing Level	Result	Report	Issue Date	Handled Prime (SL)
Analysical	Pass	Not.Lost	05-Sep-2022	Handled Prime (SL)
Flammability	Fail	Not.Lost	05-Sep-2022	Handled Prime (SL)
Labeling and Product Information	Pass	Not.Lost	05-Sep-2022	Handled Prime (SL)
Performance and Construction	Pass	Not.Lost	05-Sep-2022	Handled Prime (SL)

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.

ACTIONS ▾

Make a 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.

ACTIONS ▾

Update Status

Update Cost

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.

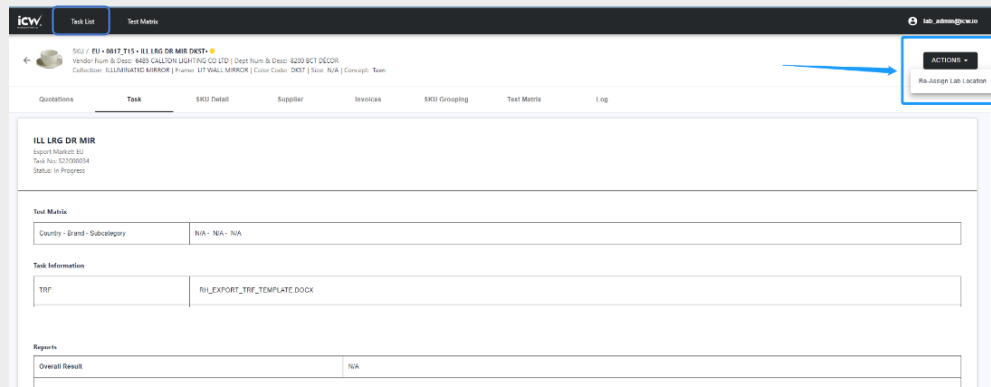
ACTIONS ▾

New Invoice

11 Lab Admin: Re-Assign Lab Location

(Task List page)

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



The screenshot shows the icwv Task List page. The top navigation bar includes 'Task List' and 'Task Matrix'. The main content area displays a task titled 'ILL LRG DR MIR' with details: Vendor Item & Desc: 8420 CALLEDON LIGHTING CO LTD | Dept Item & Desc: 8220 BCT DECOR, Collection: ILLUMINATED MIRROR | Pattern: LIT WALL MIRROR | Color Code: D837 | Stock: N/A | Concept: Teen. The task status is 'In Progress'. The 'ACTIONS' menu is open, showing the 'Re-Assign Lab Location' option. The task details table shows: Country - Brand - Subcategory: N/A - N/A - N/A, Task Information: TRF: RI_EXPORT_TRF_TEMPLATE.DOCK, and Reports: Overall Result: N/A.

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

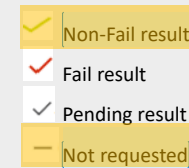
(Task list)

icw Task List Test Matrix					
<	Dept Num & Desc	>	Vendor	>	Export Market
<	Concept	>	Search Keywords SEARCH		
★ Important Status More Status					
Reset All Filters Rows per page: 10 Showing items 1-10 of 21 < >					
Task No.	PIM SKU / 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 Test 123	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.



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.

icwv

Task List

Test Matrix

Test Matrix





















SEARCH

RESET

Test Matrix ARCHIVED



Rows per page: 10

Showing items 1-10 of 371

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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