

# QUICK START USER GUIDE – RH

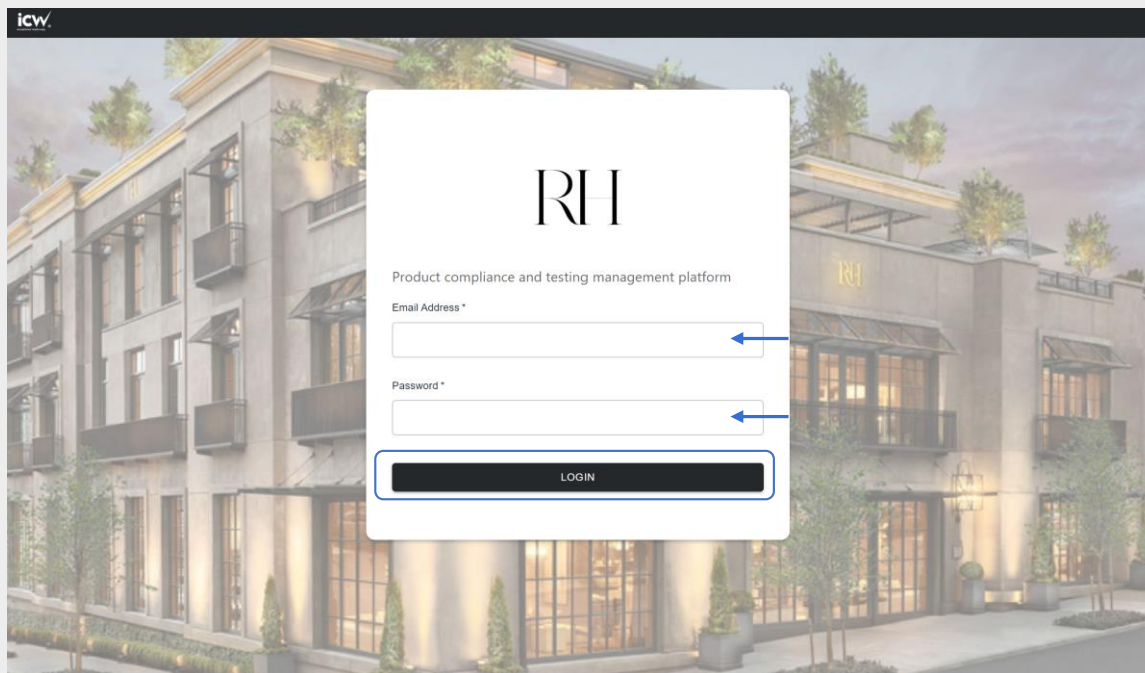
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V3

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## 2 Login



icw

RH

Product compliance and testing management platform

Email Address \*

Password \*

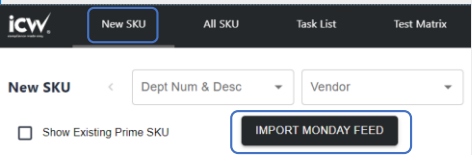
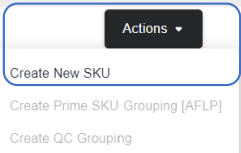
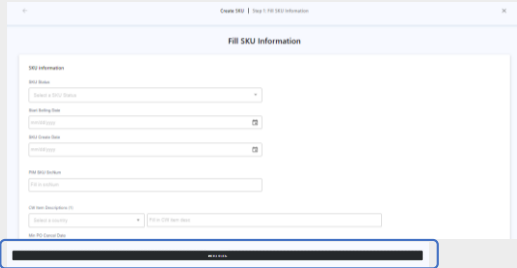
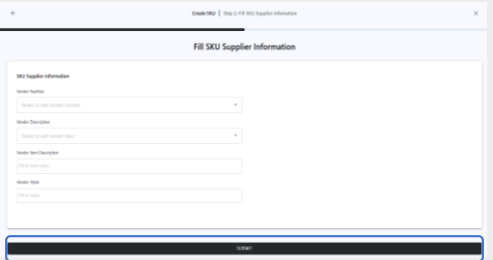
LOGIN

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

You can now start managing product testing process and 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.

(New SKU page)

<p>Select <b>UPLOAD MONDAY FEED</b></p> 	<p>Note:</p> <ul style="list-style-type: none"> <li>Regulatory test and quality test are created automatically as separate lines.</li> <li>Quality test level for same SKU would be created when it was not created in the past.</li> <li>Regulatory test level for same SKU for US market would be created when DC Code is 89/95/97/98 and the SKU for that market was not created in the past.</li> <li>Regulatory test level for same SKU for EU market would be created when DC Code is 99 and country code is 2 and the SKU for that market was not created in the past.</li> <li>Regulatory test level for same SKU for UK market will be created when DC Code is 99 and country code is GBR and the SKU for that market was not created in the past.</li> <li><b>Import Monday Feed</b> supports NEW SKU creation for NEW export market. It also supports SKU creation for the export market when there is cancelled task associated with that SKU for that export market.</li> </ul>	
<p>Alternatively, select <b>ACTIONS &gt; Create New SKU</b>.</p> 	<p>Fill in the <b>SKU details</b> as required. Select <b>NEXT STEP</b>.</p>  <p>Note: Indicate <b>Has prop 65 label and Remark for prop 65 label</b> if any</p>	<p>Fill in the <b>Vendor details</b> as required. Select <b>Submit</b>.</p> 

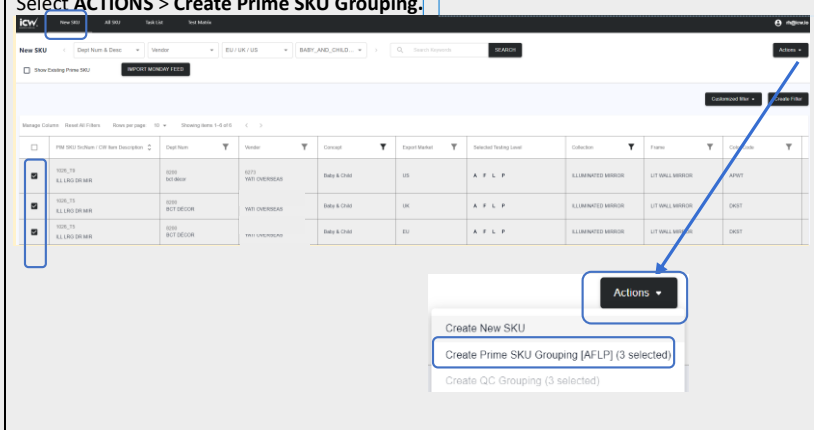
Commented [A2]: 20221205 Enhanced Monday Feed Import feature to support SKU creation for export market when there's cancelled task

Commented [A3]: 20221101 New fields in SKU details page

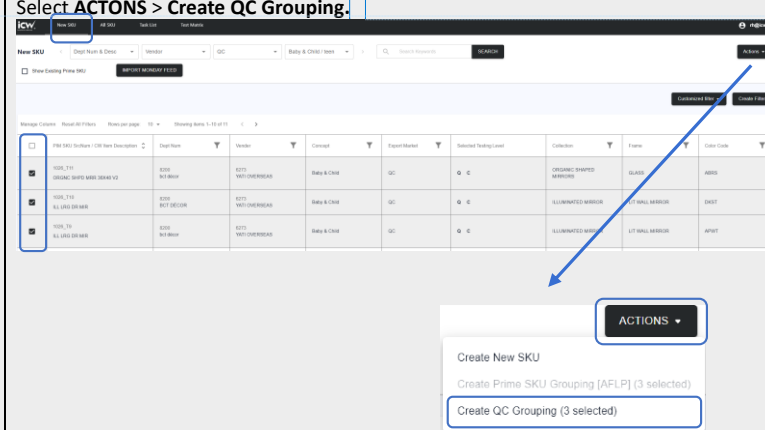
## 4 Create SKU Grouping

(New SKU page)

For **Regulatory test** SKU grouping, select the SKU(s) that you want to group.  
Select **ACTIONS > Create Prime SKU Grouping**.



For **Quality test** SKU grouping, select the SKU(s) that you want to group.  
Select **ACTIONS > Create QC Grouping**.

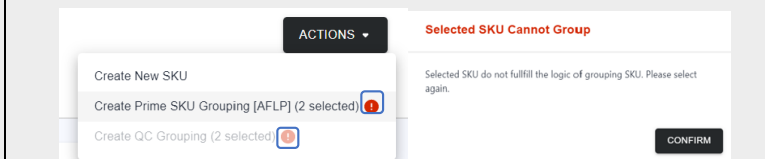


**SKU Grouping Logic:**

- Same Vendor
- Same Concept
- Same Department
- Same test natures: Regulatory test line (A F L P) cannot be grouped with Quality test line (Q C).

Note: You can create bulk SKU grouping for multiple export markets.

You will see following alert and pop up when grouping logic is not fulfilled.



Commented [A4]: 20221101 Moved Dept Num, Vendor, Concept columns to front; Updated image to show grouping of 2 more PEs are possible, with "create/customized filter" feature

Commented [A5]: 20221101 Moved Dept Num, Vendor, Concept columns to front; Updated image with "create/customized filter" feature

Commented [A6]: 20221101 Updated SKU grouping logic by removing same export market requirement

(Continued on next page)

## Select the Test Matrix for Prime SKU

Fill in the applicable test matrix, select **SUBMIT**.

## Decide the Prime SKU

**Assign New SKU as a Prime SKU:**

Select the SKU(s) as a **Prime SKU** and select **CONTINUE**.

Commented [A7]: 20221101 Moved from step 3 to step 1

Commented [A9]: 20221101 Moved from step 1 to step 2.

Updated image to show bulk sku grouping case

Commented [A8]: 20221101 Moved from step 3 to step 1

## Decide the Prime SKU

Alternatively, assign the existing Prime SKU for new SKU Grouping:

Select **SELECT COMPLETED EXISTING PRIME SKU** and select the SKU(s) as a **Prime SKU**, then select **CONFIRM**.

## Build Prime-PIM SKU relationship at test level

Fill in the Prime/PIM details and select **SUBMIT**.

Note: You cannot adjust the test levels for existing PRIME SKU

Commented [A11]: 20221101 Moved from step 2 to step 3;

Updated from "Continue" to "Submit"

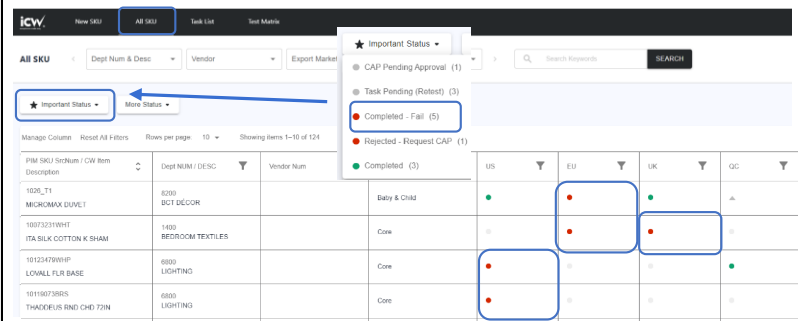
Commented [A10]: 20221101 Moved from step 1 to step 2;

added the test level result for existing prime SKU

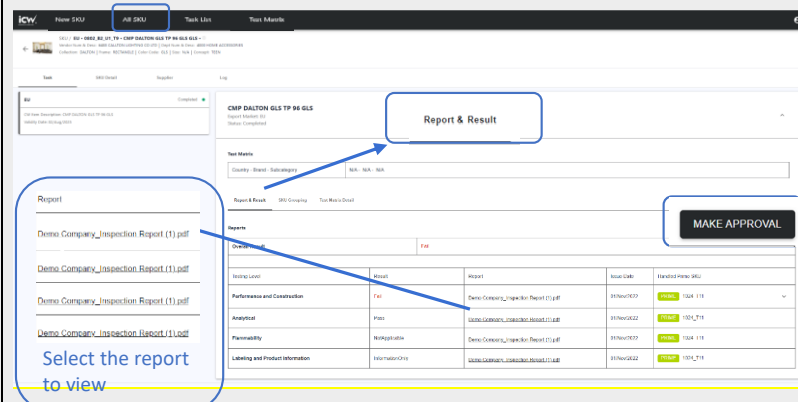
## 5 Approval of Test Report and Result

(All SKU page)

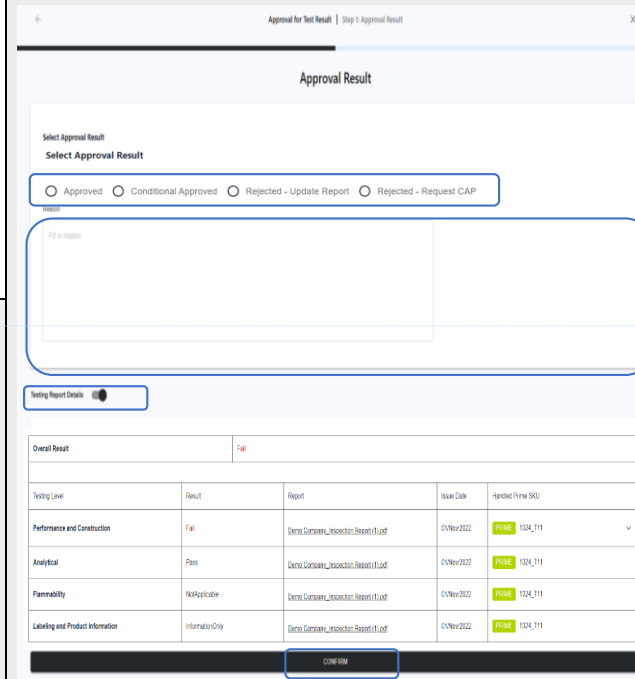
Select **Important Status>Completed**, or **Important Status>Completed-Fail**.  
Select specific test task to continue.



Select **Make Approval** to approve or reject the test result in **Report & Result**.



Select the **approval result**, fill in the required details and select **CONFIRM**.  
Toggle Testing Report Details to show/hide the result details.



Commented [A12]: 20221101 Updated image to show Approval Result is renamed from "Concessional Approved" to "Conditional Approved"; Test level result is renamed from ReportAsIs to Information Only

Commented [A13]: 20221101 Swap page of Report & Result & SKU Grouping; Updated image to show test level result is renamed from ReportAsIs to Information Only

## 6 Approval of CAP and Retest

(ALL SKU page)

Select **Important Status**>**CAP pending approval**. Select specific test task to continue.

★ Important Status ▾

More Status ▾

- CAP Pending Approval (4)
- Task Pending (Retest) (4)
- Completed - Fail (17)
- Rejected - Request CAP (7)
- Completed (10)

Select **ACCEPT FAIL RESULT** or **APPROVE CAP** or **REJECT CAP** in Report & Result.

[illegible]

Select	<b>VIEW CAP.</b>
--------	------------------

Corrective Action Form > Step 1

## Corrective Action Form

---

**Test Report Information**

**Lab Information**  
  

**Test Request Information**  
 Test Request:  
 MS Regulatory

Test Report Number:  
 Report123456

**Executive Summary**

Summary of Failure - Regulatory (1)		
Aspects	Unit strength testing tables	Unit Description: Others Must meet all applicable conditions of the current ABS-BN-NA-XLS sections for unit strength
		<b>Result:</b>
Actual test	Unit strength testing tables	Must meet all applicable conditions of the current ABS-BN-NA-XLS sections for unit strength <span style="float: right;"><b>Fail</b></span>

**Supplier**  
 Part No.:  
 1111111

Supplier Company Name:  
 Supplier Supplier A

**Product/Sample**  
 Product MS Number:  
 PMS00000000

Product Name:  
 Supplier Product 111

Product Regulatory Designation:  
**PMS1**, **SMDR**

**Sample Submitter Information**  
 Sample Submitted Contact Name:  
 Jack Chen

Sample Submission Email:  
 jackchen@ms.com

Sample Submission Phone:  
 +852 3558 4728

**PO Confirmation**  
 Have PO's not affected items shipped?  
☒ Yes    ☐ No

**PO Details**

<b>Affected PO Number</b> <input type="text"/>	<b>PO Ship Date (Current Ship Date)</b> <input type="text"/>	<input checked="" type="checkbox"/> <b>Not Affected</b> <input type="checkbox"/> <b>Affected</b>
<b>Affected PO Number</b> <input type="text"/>	<b>PO Ship Date (Current Ship Date)</b> <input type="text"/>	<input checked="" type="checkbox"/> <b>Not Affected</b> <input type="checkbox"/> <b>Affected</b>

☒ ADD

**Corrective Action Taken**  
 Will product be sent due to the failure?  
☒ Yes    ☐ No

Comment delay in 

Days

Enter number

Enter Reason

**Description of Failure**

**Prevental Counts**

**Proposed Corrective Action**

Date of the submission to Lab/Test Date

☐ Cancelled

☒ Confirm That This Information is Correct (Enter Your Full Name)

**Attachments**  

☒ 1-IMP-0000

uploaded\_document\_name\_001.pdf

uploaded\_document\_name\_001.pdf

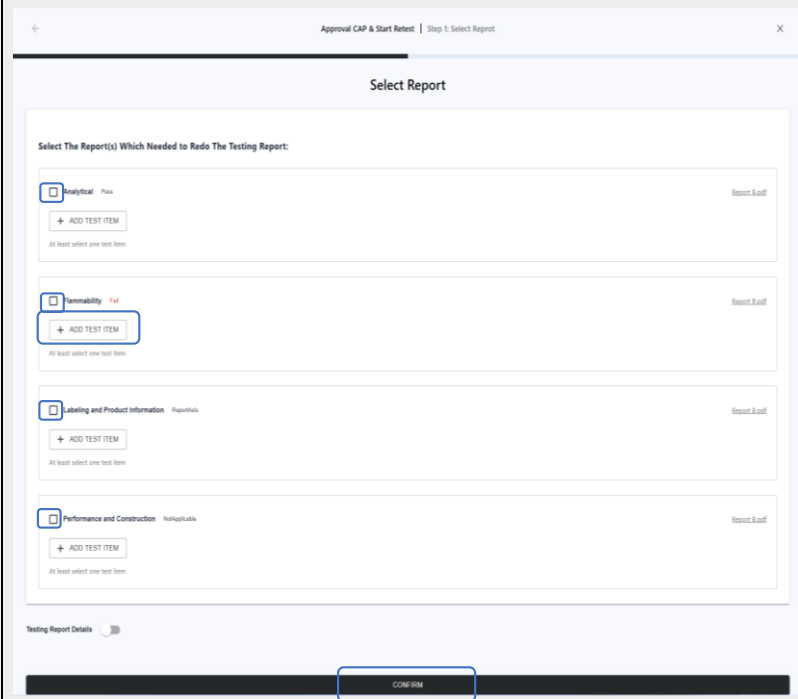
Commented [A14]: 20221101 Updated wording from "CAP Report" to "VIEW CAP" in user guide, no change in UI



(Continued on next page)

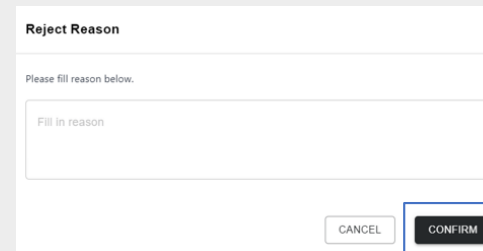
### Approve CAP

Select the **test level** that require retest. Select **+ ADD TEST ITEM**.  
Select **CONFIRM** to proceed.  
Task status is updated to Task Pending (Retest).



### Reject CAP

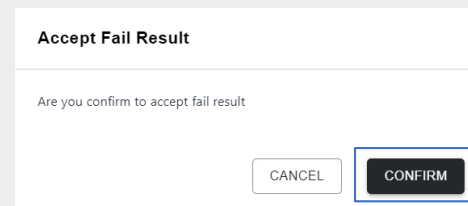
Provide the **reject reason** and select **CONFIRM** to proceed.  
Task status is updated to Rejected-Request CAP.



### ACCEPT FAIL RESULT

Select **CONFIRM** to accept fail result.  
Task status is updated to Complete-Conditional Approved.  
Retest is not required.

Note: **ACCEPT FAIL RESULT** is applicable for Quality Test Task only.



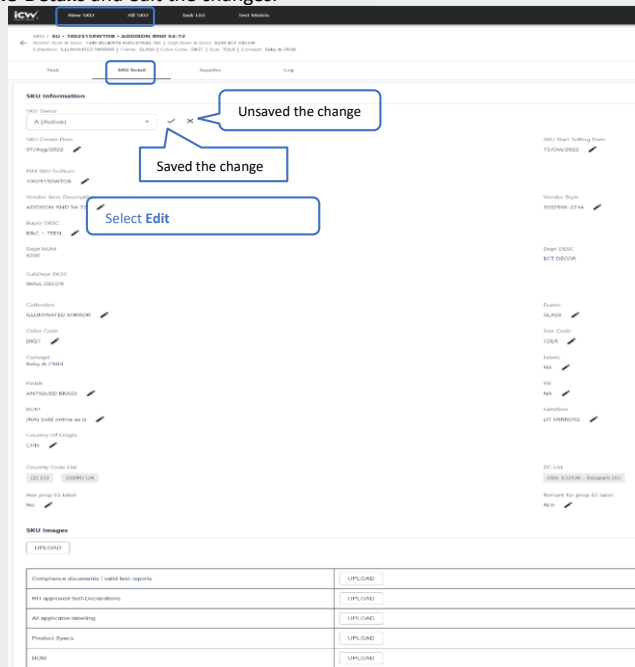
## 7 Exceptional Handling

(NEW SKU page / ALL SKU page)

(ALL SKU page)

### Edit SKU Details

Select the SKU that you would like to make changes.  
Select **SKU Details** and edit the changes.

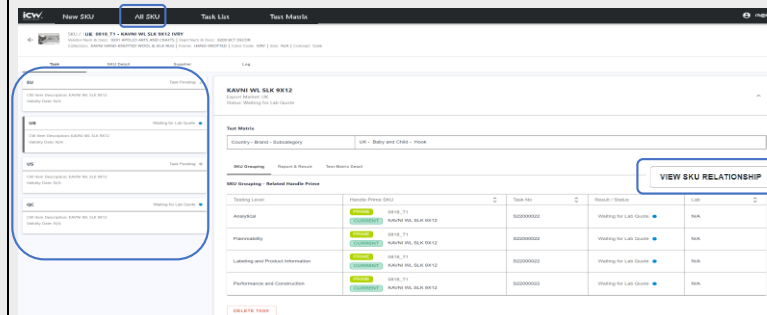


Note: Changes will be applied to all the related export markets for same SKU.  
You can also update **Has prop 65 label** (default as N) and **Prop 65 Remark** (default as N/A).

 edit

### Edit SKU Grouping

Select the SKU that you would like to make changes.  
Select the specific export market on the left and select **VIEW SKU RELATIONSHIP**.



Select **EDIT RELATIONSHIP**.



Then, follow the same steps as SKU grouping by rearranging the Prime/PIM for each test level and review the applicable test matrix.

 edit

Commented [A15]: 20221101 Added Prop 65 handling;  
Updated image.

Delete Task

Select the test task that you want to delete. Select **DELETE TASK**.

Provide **Delete task reason** and select **DELETE TASK** to proceed.

Following screen would pop up when the task cannot be deleted and require SKU re-grouping i.e. a PRIME SKU with PIM SKU linked to it.

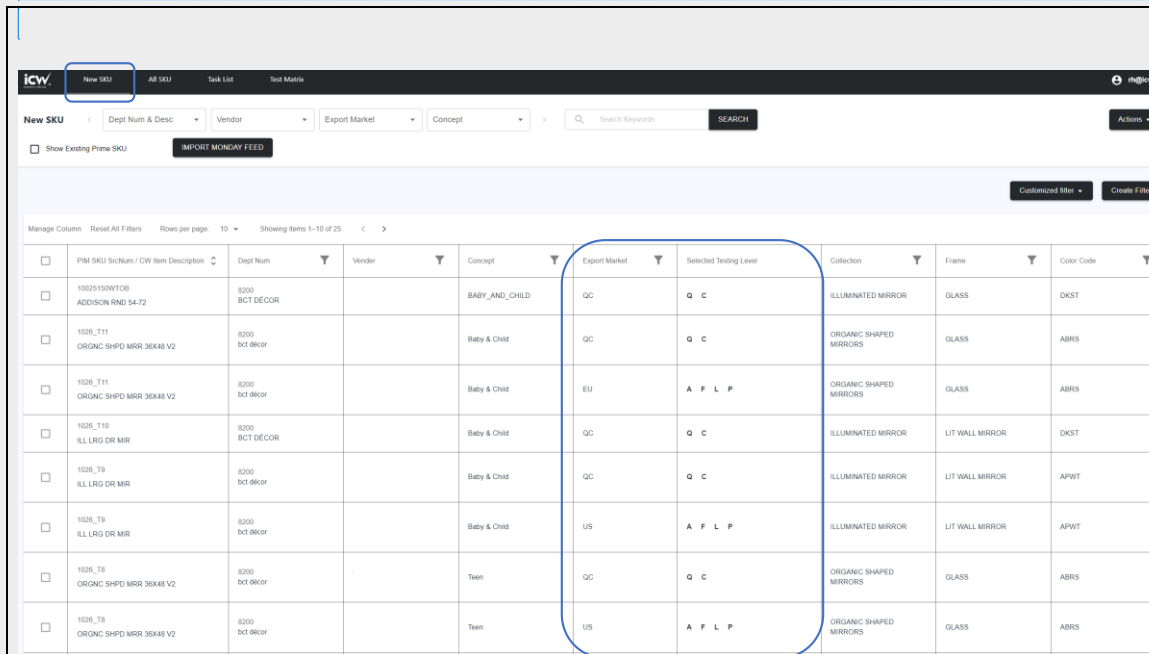
Commented [A17]: 20221101 Updated image for task  
require SKU re-grouping

Edit Prime SKU Grouping | Step 3: Group Prime SKU

Note: **DELETE TASK** will be disabled for PRIME SKU when all the test tasks are completed regardless of test result.

## 8 Task Status Overview

(New SKU page)



PM SKU	Dept Num	Vendor	Concept	Export Market	Selected Testing Level	Collection	Frame	Color Code
1022150WTOB ADDISON RND 54-72	8200 BCT DECOR		BABY_AND_CHILD	QC	Q C	ILLUMINATED MIRROR	GLASS	DKST
1026_T11 ORGNC SHPD MRR 36X48 V2	8200 bct decor		Baby & Child	QC	Q C	ORGANIC SHAPED MIRRORS	GLASS	ABRS
1026_T11 ORGNC SHPD MRR 36X48 V2	8200 bct decor		Baby & Child	EU	A F L P	ORGANIC SHAPED MIRRORS	GLASS	ABRS
1026_T10 ILL LRG DR MRR	8200 BCT DECOR		Baby & Child	QC	Q C	ILLUMINATED MIRROR	LIT WALL MIRROR	DKST
1026_T9 ILL LRG DR MRR	8200 bct decor		Baby & Child	QC	Q C	ILLUMINATED MIRROR	LIT WALL MIRROR	APWT
1026_T9 ILL LRG DR MRR	8200 bct decor		Baby & Child	US	A F L P	ILLUMINATED MIRROR	LIT WALL MIRROR	APWT
1026_T8 ORGNC SHPD MRR 36X48 V2	8200 bct decor		Teen	QC	Q C	ORGANIC SHAPED MIRRORS	GLASS	ABRS
1026_T8 ORGNC SHPD MRR 36X48 V2	8200 bct decor		Teen	US	A F L P	ORGANIC SHAPED MIRRORS	GLASS	ABRS

You can view any created SKU that are pending for SKU Grouping and to create SKU Grouping.

SKU for regulatory test level (by export market) and quality test level are created as separate lines.

Once SKU Grouping is done, SKU will no longer be here.

You can create customized filter.

Commented [A18]: 20221101 Add the wording and updated image with "Create/Customized Filter" feature

(All SKU page)

SKU	Traffic Light	Task / Test Status
Prime		Completed test status with Fail Test Result / Completed test status and Reject-Reupload Report / Completed test status and Reject-Request CAP / Completed test status with CAP rejected
		Task Pending / Task Pending (Retest) / CAP Pending Approval / Cancelled / Rejected
		Wait For Quote / Quote Available / Quote Confirmed
		Pending / Sample Received / In Progress / In Progress – Update Result & Reports
		Completed test status with Non-Fail Test Result / Completed test status and Approved Pass Test Result Completed test status and Approved Conditional Pass Test Result
PIM		Any involved PRIME SKU with status
		Any involved PRIME SKU with status
		Any involved PRIME SKU with status
		Any involved PRIME SKU with status
		All involved PRIME SKU with status

You can filter on Important Status for Report and CAP Approval.

You can create customized filter and export data.

The screenshot shows the 'All SKUs' page in the icwv system. It includes a search bar, a 'Filter task status' dropdown menu, and buttons for 'Customized filter', 'Create Filter', and 'EXPORT'. The table displays columns for SKU, Description, Unit, Vendor, Concept, and Regulatory/Quality test results. A 'PIM SKU' filter is also visible.

Commented [A19]: 20221101 Added the wording and updated image with "Create/Customized Filter" and "Export" feature

Commented [A20]: 20221205 Enhanced "Export" feature: export one after another

Commented [A21]: 20221101 Updated from "Pass" to "Non-Fail"

Commented [A22]: 20221101 Updated PIM SKU status to follow the same as Prime SKU (during pilot only have red, green and grey for PIM)

Overall task status for regulatory tests of each export market and quality tests are based on the priority of each task status for the involved test tasks.

SKU/Priority Level	1	2	3	4	5
Prime					
PIM					

(Task List page)

icw New SKU All SKU Task List Test Matrix					
<	Brand	Sub Category	Export Market	Concept	>
<input type="text" value="Search Keywords"/> <b>SEARCH</b>					
★ Important Status More Status					
Reset All Filters Rows per page: 10 Showing items 1-10 of 8261					
Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress
S22016392 xx	PRIME 1026_T10 ILL LRG DR MIR		EU	✓A ✓F ✓L ✓P	Completed ●
S22016390 20221027	PRIME 1026_T2 MICROMAX PILLOW		UK	✓A ✓F ✓L ✓P	Pending ●
S22016389	PRIME 1026_T1 MICROMAX DUVET		US	✓A ✓F ✓L ✓P	Completed ●
S22016388	PRIME 1026_T1 MICROMAX DUVET		UK	✓A ✓F ✓L ✓P	Completed ●
S22016387	PRIME 1026_T1 MICROMAX DUVET		EU	✓A ✓F ✓L ✓P	Completed - Fail ●
S22016386	PRIME 1026_T2 MICROMAX PILLOW		EU	✓A ✓F ✓L ✓P	Completed ●
S22016384	PRIME 1026_T3 ILL LRG DR MIR		US	✓A ✓F ✓L ✓P	Waiting for Lab Quote ●
S220008254	PRIME 102685QRTZEURO OMBRE PERCALE SHAM		QC	—Q ✓C	Completed ●
S220008253	PRIME 10083967PN LAMBETH SMTH WASTEBASKET		QC	✓Q —C	Completed ●
S220008252	PRIME 10083966CHR LAMBETH KNLD WASTEBASKET		QC	✓Q —C	Completed ●

Test task is created after vendors acknowledge and quote for Prime 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 [A23]: 20221101 Updated image to show "Completed-Fail" when test level result is fail

Commented [A24]: 20221101 Updated from "Pass" to "Non-Fail" result

Commented [A25]: 20221101 Updated from "Not applicable" to "Not requested"

## 9 Test Matrix > Test Item

Overview of Test Item, where you can **view, create, edit, archive, export** with change log.

**Test Items** | Test Matrix | Sub-Categories | Change Requests

Country: [v] Brand: [v] Sub-Category: [v] Test Level: [v] Search Keywords: [input] SEARCH RESET

Select **EXPORT ITEMS** to export test item from Test Items page

Select **ARCHIVED** to view archived test items

Code	Country	Brand	Sub-Category	Test Level	Test Line Items	Test Description / Criteria	Status	Last Updated	Actions
T009541	US	Teen	Mirror	Labeling and Product Information	Illuminated Mirrors - Household and Commercial Furnishings ANSI/UL 962, Edition 4, section 57	Applicable only to illuminated mirrors Product must meet the labeling requirements of the standards.	Active	12/Sep/2022 12:38 pm	[edit] [change log] [archive]
T009540	US	Teen	Mirror	Performance and Construction	Illuminated Mirrors - Normal Temperature Test-Method: Household and Commercial Furnishings, ANSI/UL 962, Edition 4, section 52	Applicable only to illuminated mirrors Test shall be run continuously until a constant temperature has been attained on all parts and materials. No part shall exce...	Active	12/Sep/2022 12:38 pm	[edit] [change log] [archive]

edit change log archive

**Create test item by filling in Country, Brand, Test Level, Test Line Details, Change Reason.**  
Select **Submit for Approval** to proceed.

Select **EXPORT ITEMS** to export test items.  
Note: **Export** view is fixed, it doesn't change along with filter

Select **Edit** from Action to change the details with change reason.  
Select **Submit for Approval** to proceed.

Select **Archive** from Action.  
Provide change reason and **ARCHIVE** to proceed.

Commented [A26]: 20221205 Added "Export" feature

Commented [A27]: 20221205 Added "Export" feature

## 10 Test Matrix > Test Matrix

Overview of Test Matrix, where you can **view, create, edit, export, archive**, with **change log**.









**icw** New SKU All SKU Task List **Test Matrix**

Test Items **Test Matrix** Sub-Categories Change Requests

Search Keywords **SEARCH** RESET

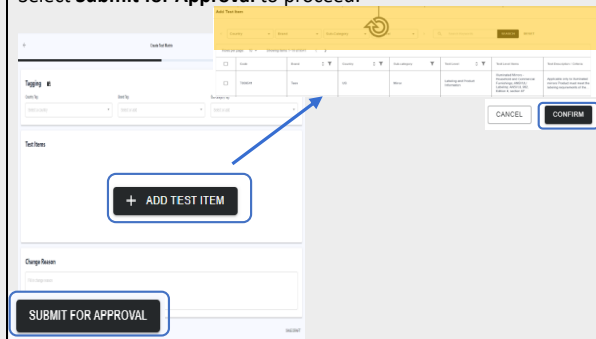
**Test Matrix** **ARCHIVED** Select ARCHIVED to view archived test items **+ CREATE TEST MATRIX**

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

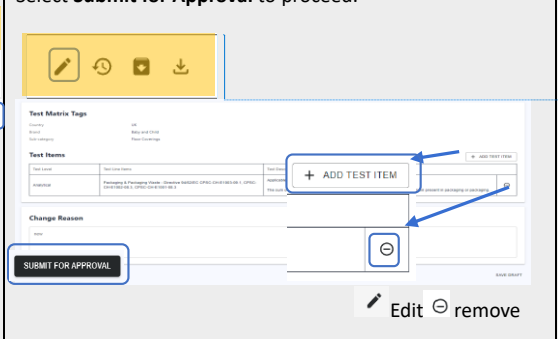
Country	Brand	Sub-category	Status	Last Update	No. of Test Item	Actions
US	Teen	All Textiles	Active	12/Sep/2022 12:38 pm	100	   
US	Teen	Battery Powered Product	Active	12/Sep/2022 12:38 pm	68	   

**edit** **change log** **archive** **export**

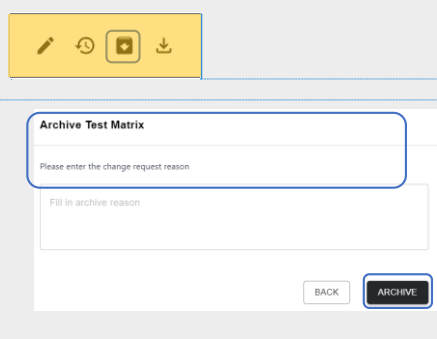
Create test item by filling in **Country, Brand, Sub-categories**. Select **+ ADD TEST ITEM** and provide **Change Reason**. Select **Submit for Approval** to proceed.




Select **Edit** from Action. Select **+ ADD TEST ITEM** or **remove**, if applicable. Select **Submit for Approval** to proceed.



Select **Archive** from Action. Provide change reason and **ARCHIVE** to proceed.



Select  to export test matrix. Or go to a specific test matrix, select **Export** to export the test matrix.

**Test Matrix** **Active**

Country: | Brand: | Sub-category: **EDIT** **CHANGE LOG** **ARCHIVE** **EXPORT**

Commented [A28]: 20221205 Added "Export" feature

Commented [A29]: 20221205 Added filter and search feature when creating Test Matrix

Commented [A31]: 20221205 Updated image

Commented [A30]: 20221205 Updated image

Commented [A32]: 20221205 Added "Export" feature



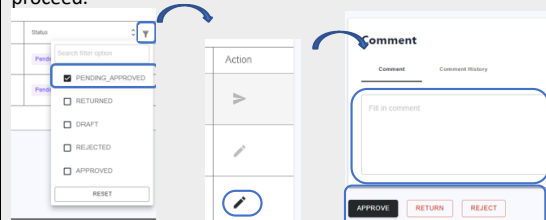
## 11 Test Matrix > Change Request

Overview of Change Request for Test Items, Test Matrix and Sub-categories, where you can **view, edit (approve, reject, return) or publish**.

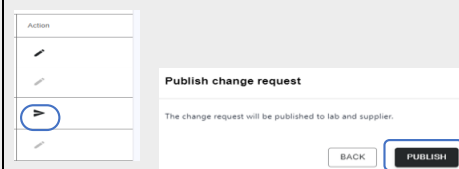
Task Code	Change Type	Country	Brands	Sub-categories	Test Level	Status	Editor	Approver	Action
CR00000403	Sub-Category Edit	US	Test	Test	N/A	Pending Approval	rh@icw.io	N/A	
CR00000402	Test Matrix Archive	US	Test	All Textiles	N/A	Pending Approval	rh@icw.io	N/A	
CR00000400	Test Item Archive	US	Test	Mirror	Labeling and Product Information	Pending Approval	rh@icw.io	N/A	
CR00000399	Test Item Archive	US	Test	Mirror	Performance and Construction	Pending Approval	rh@icw.io	N/A	
CR00000391	Test Matrix Archive	US	Test	Test	N/A	Pending Approval	alice.lam@icw.io	N/A	
CR00000387	Brand Create	US	Test 2	No tags found	N/A	Pending Approval	rh@icw.io	N/A	
CR00000384	Test Item Archive	US	Test	Footwear	Performance and Construction - Quality	Approved	rh@icw.io	rh@icw.io	

edit (make approval) publish

Focus on status **PENDING APPROVAL** for making approval.  
Select **Edit** from Action to review.  
Provide comment and select **APPROVE, RETURN or REJECT** to proceed.



Select **Publish** from Action.  
Select **Publish** in the pop up to proceed.



Note:

- Publish is applicable for all change type.
- Email notification is sent automatically to all Agent, Vendor, Lab Admin and Lab Location when published for change type related to Test Item and Test Matrix only.

Commented [A33]: 20221101 Updated publish handling

## 12 Test Matrix > Sub-Categories

Overview of Country, Brand, and Sub-Category combination, where you can **view, create, edit, or export**.

Commented [A34]: 20221205 Adding "Export" feature

icwv New SKU All SKU Task List Test Matrix										
Test Items Test Matrix Sub-Categories Change Requests										
<div> <input type="text" value="Search Keywords"/> <input type="button" value="SEARCH"/> <input type="button" value="RESET"/> </div> <div> <input type="button" value="EXPORT"/> <input type="button" value="Actions"/> </div>										
Sub-Categories TAG VIEW										
Rows per page: 10 Showing items 1-8 of 8										
Task Code	Change Type	Country	Brands	Sub-categories	Test Level	Status	Editor	Approver	Action	
CR00000403	Sub-Category Edit	US	Test	Test	N/A	Pending Approval	rh@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000407	Test Matrix Archive	US	Test	All Test Items	N/A	Pending Approval	rh@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000409	Test Item Archive	US	Test	Mirror	Labeling and Product Information	Pending Approval	rh@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000398	Test Item Archive	US	Test	Mirror	Performance and Construction	Pending Approval	rh@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000391	Test Matrix Archive	US	Test	Test	N/A	Pending Approval	alice.barn@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000387	Brand Create	US	Test 2	No tags found	N/A	Pending Approval	rh@icwv.io	N/A	<input type="button" value="edit"/>	
CR00000384	Test Item Archive	US	Test	Footwear	Performance and Construction - Quality	Approved	rh@icwv.io	rh@icwv.io	<input type="button" value="publish"/>	

**Create Brand** by filling in **Country**, new **Brand** and **Change Reason**.

Select **SUBMIT FOR APPROVAL** to proceed.

Create Brand

Country

Brand

Change Reason

**Create Sub-category** by filling in **Country**, **Brand**, new **Sub-Category**, **Product Example** and **Change Reason**.

Select **SUBMIT FOR APPROVAL** to proceed.

Create Sub-category

Country

Brand

Sub-category

Product Example

Change Reason

Select **Edit** from Action to change the Brand / Sub-category with change reason.

Select **Submit for Approval** to proceed.

Action





Change Reason

Select **EXPORT** to export sub-categories.

EXPORT

Commented [A35]: 20221205 Added "Export" feature

## 13 Appendix

Monday Feed Template	 RH_IMPORT_MOND AY_FEED_TEMPLATE.x
TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
CAP Template	 RH_EXPORT_CAP_TE MPLATE.png
Status Definition	 Status.docx