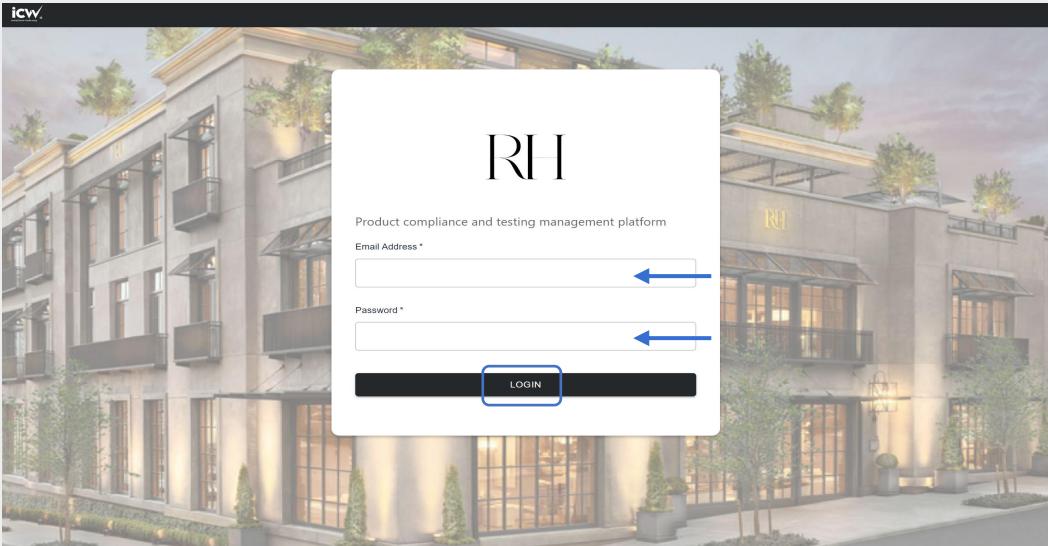


QUICK START USER GUIDE - Vendor

1 Contents

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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**.

Supplier Profile

Vendor ID:
Vendor company name:
Remark: Please provide your company contact information, these information will be used in TRF and the main contact in platform.

Address
Contact Person
Contact Number
Contact Email

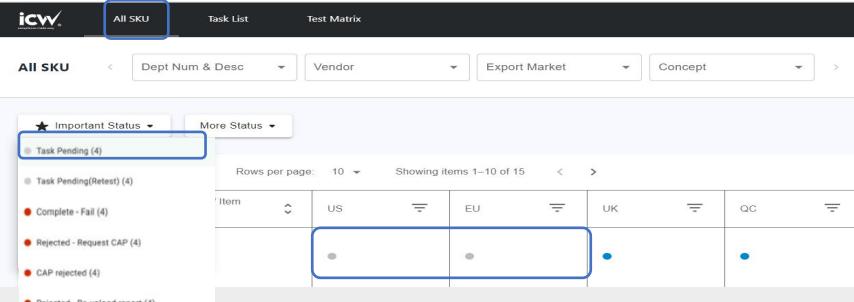
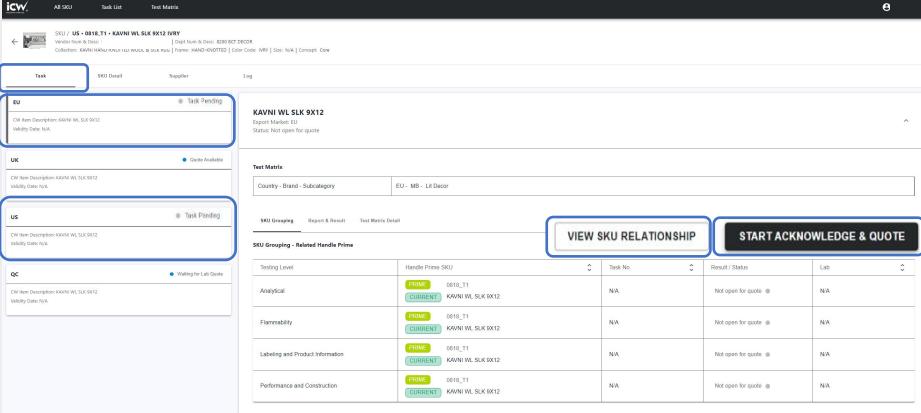
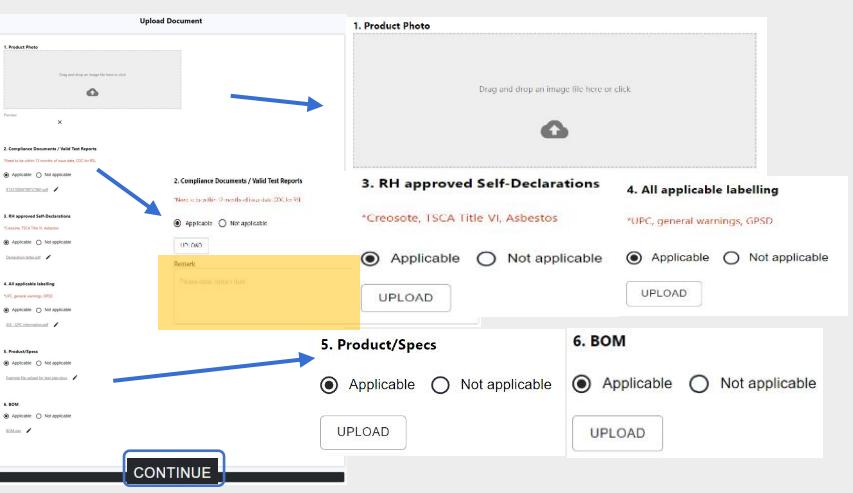
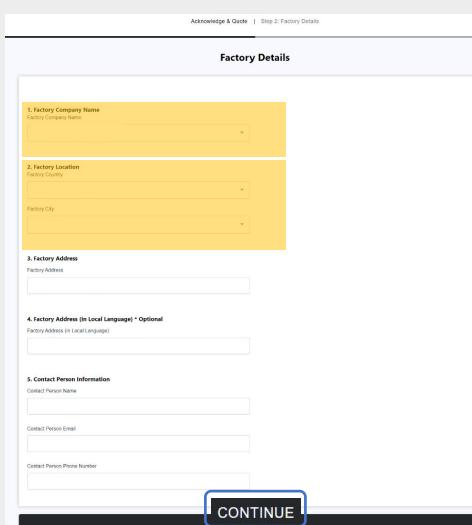
SAVE

Fill in the **Supplier Profile** at first time login.

1. Enter the **Address**.
2. Enter the **Contact Person**.
3. Enter the **Contact Number**.
4. Enter the **Contact Email**.
5. Select **SAVE**.

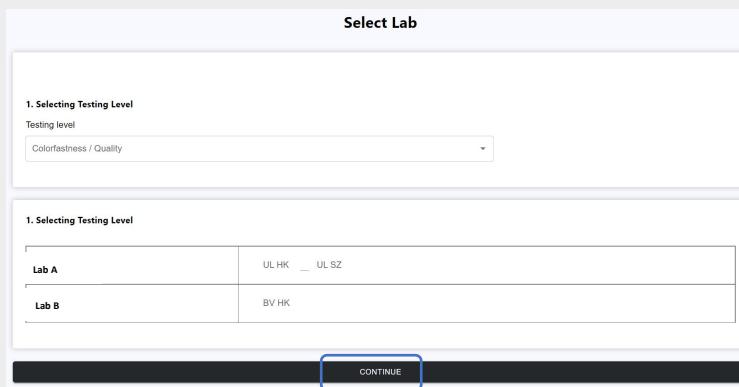
3 Acknowledge and Quote

(All SKU page)

<p>Select Important Status>Task Pending. Select specific SKU to continue.</p> 	<p>Select VIEW SKU RELATIONSHIP to view SKU Grouping details on Prime/PIM SKU. Select START ACKNOWLEDGE & QUOTE to process next step.</p> 
<p>Upload Document and Remark when applicable, select CONTINUE.</p> 	<p>Fill in Factory Details, select CONTINUE.</p> 

(Continued on next page)

 Select Lab for requesting quotation and **CONTINUE**.



Alternatively, you can choose to **Skip Quote** when only one lab location is selected.
 Note: Task progress is changed to **Quote Confirmed** automatically.

Do You Wish to Skip Quote? (Please Select)

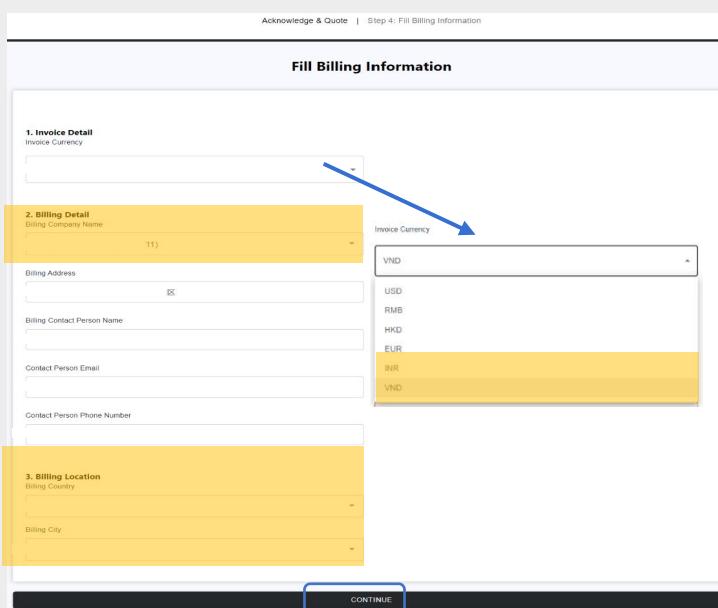
Since you have only chosen 1 lab, did you intend to skip quote?

Skip Quote
 No, I need a quotation

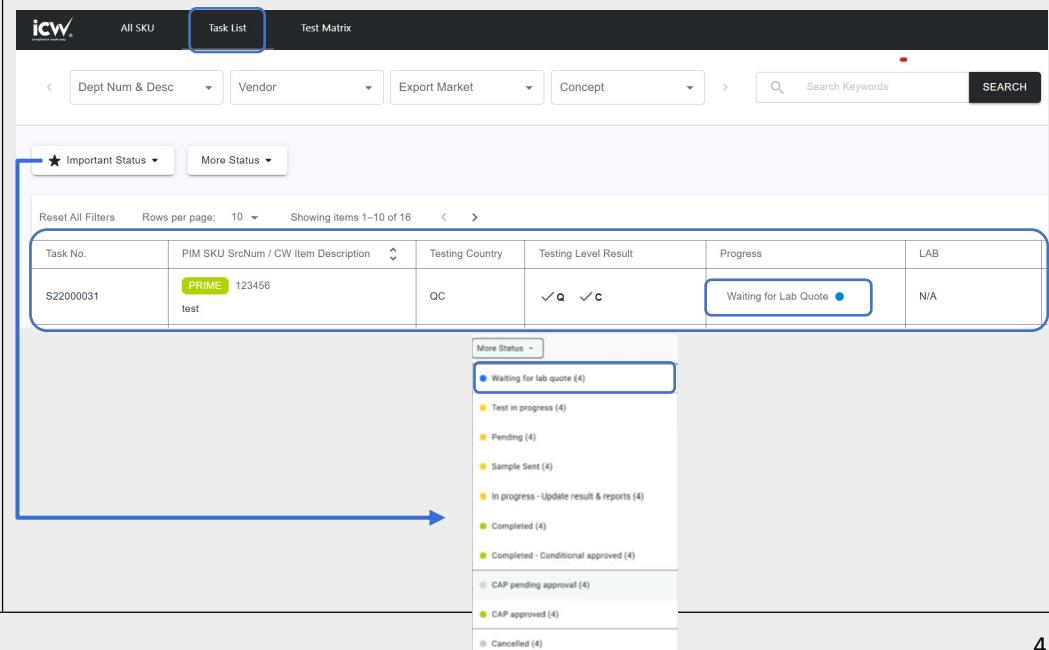
CANCEL

CONFIRM

 Provide **Billing Information** and **CONTINUE**.



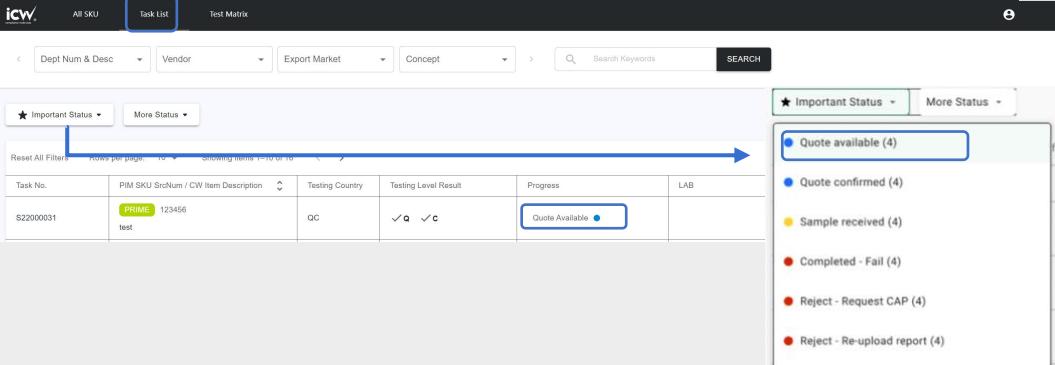
Test Task is created and can be found in **Task List**, Progress is **Waiting for Lab Quote**
 Select **More Status>Waiting for lab quote** to view all related test task.



4 Confirm Quotation

(Task List page)

Select **Important Status>Quote available.**
Select specific task to continue.



Fill in **TRF** and **CONTINUE**.

Fill in TRF Information to Confirm Quote

Product / Sample

Product SKU number	1	Product Name	2
Product Properties	Collection	Dept	Procurement Entity
Are you the manufacturer?	<input type="radio"/> Yes <input type="radio"/> No	Date Sample Manufacture	mm/dd/yyyy
Test sample nature	<input type="radio"/> Finished good <input type="radio"/> Component		
Sample Completion Date	mm/dd/yyyy		

Vendor Information

Vendor ICIX ID	1
Vendor Company Name	2
Address	3

Test Request Information

Test Program	4		
Re-test	<input type="radio"/> Yes <input checked="" type="radio"/> No	Original Test Report Number	5
Is it a Kid's product?	<input type="radio"/> Yes <input type="radio"/> No	Is it a Toy?	<input type="radio"/> Yes <input type="radio"/> No
Is it a Child Care Article?		<input type="radio"/> Yes <input type="radio"/> No	

Bill to Information

Company Name	XX
Address	XX
Email Address	XX
Contact Person	XX

Lab Information

Service Requested	6
Testing Facility	7 Selected lab & location
Do you have any inhouse test reports or recent reports from a 3rd party accredited lab for this product?	8 test.bmp

*Subject to additional service charge as outlined in corresponding lab's manual
^Actual TAT (Turnaround Time) given by laboratory(s) shall prevail.
Note
*IMPORTANT NOTE: All Baby & Child and Teen items MUST have a passing test report before the PO(s) can ship!
I will not ship the product without a passing test report Yes

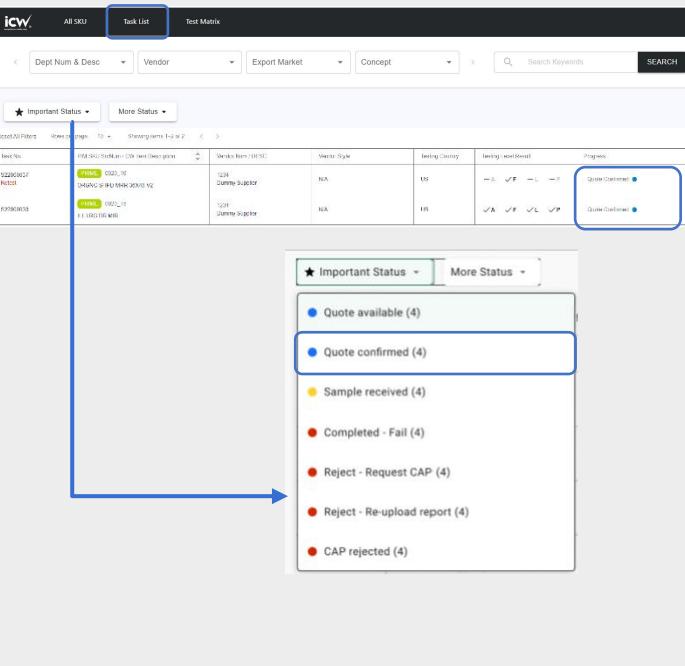
CONTINUE

Note: "Lab" tab will be created after Quote Confirmed.
Lab address can be viewed on TRF and "Lab" tab.

5 Sample Submission

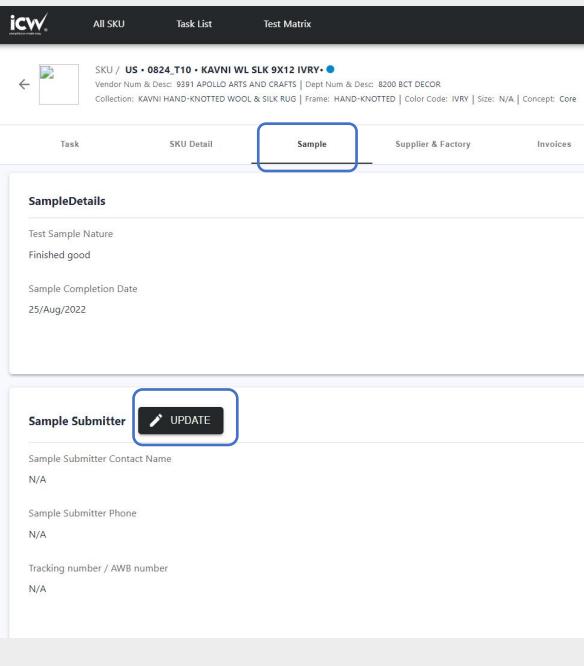
(Task List page)

Select Important Status>Quote Confirmed.



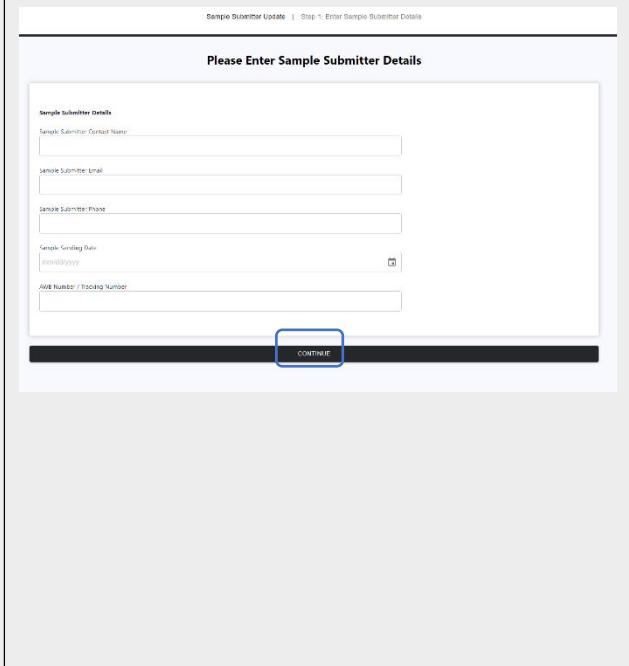
The screenshot shows the 'Important Status' dropdown open, with 'Quote confirmed' selected. A blue box highlights this selection, and a blue arrow points from the previous step to this one.

Select UPDATE in Sample.



The screenshot shows the 'Sample' tab selected. The 'Quote confirmed' status is selected in the dropdown menu. A blue box highlights the 'Sample' tab and the 'Quote confirmed' status.

Provide Sample Submitter details.
Select **CONTINUE**.

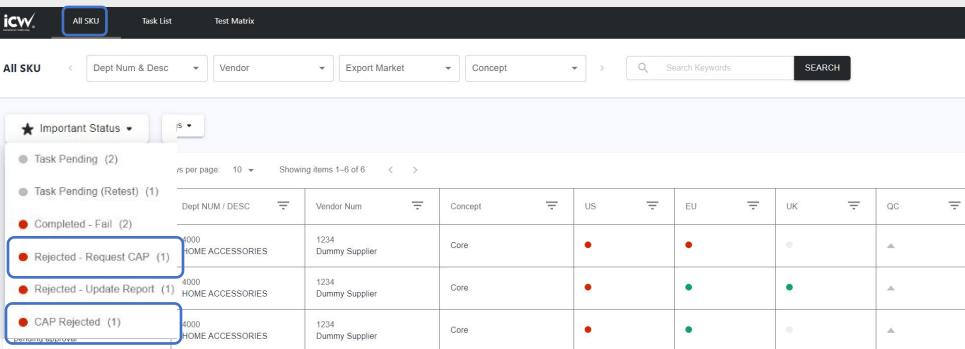


The screenshot shows the 'Sample Submitter Details' page. The 'Sample Submitter Contact Name' field is populated with 'N/A'. The 'Sample Submitter Phone' field is also populated with 'N/A'. The 'Tracking number / AWB number' field is empty. A blue box highlights the 'CONTINUE' button.

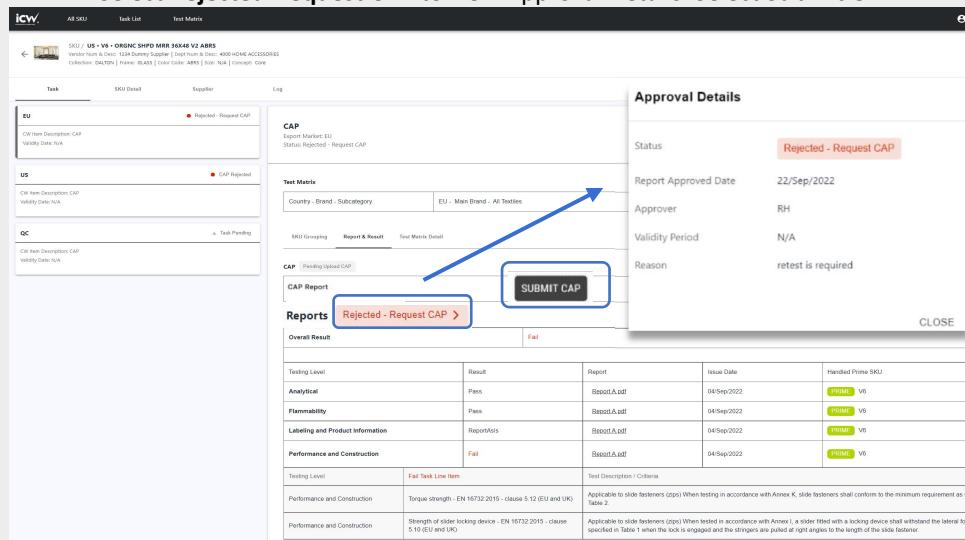
6 CAP Submission

(All SKU page)

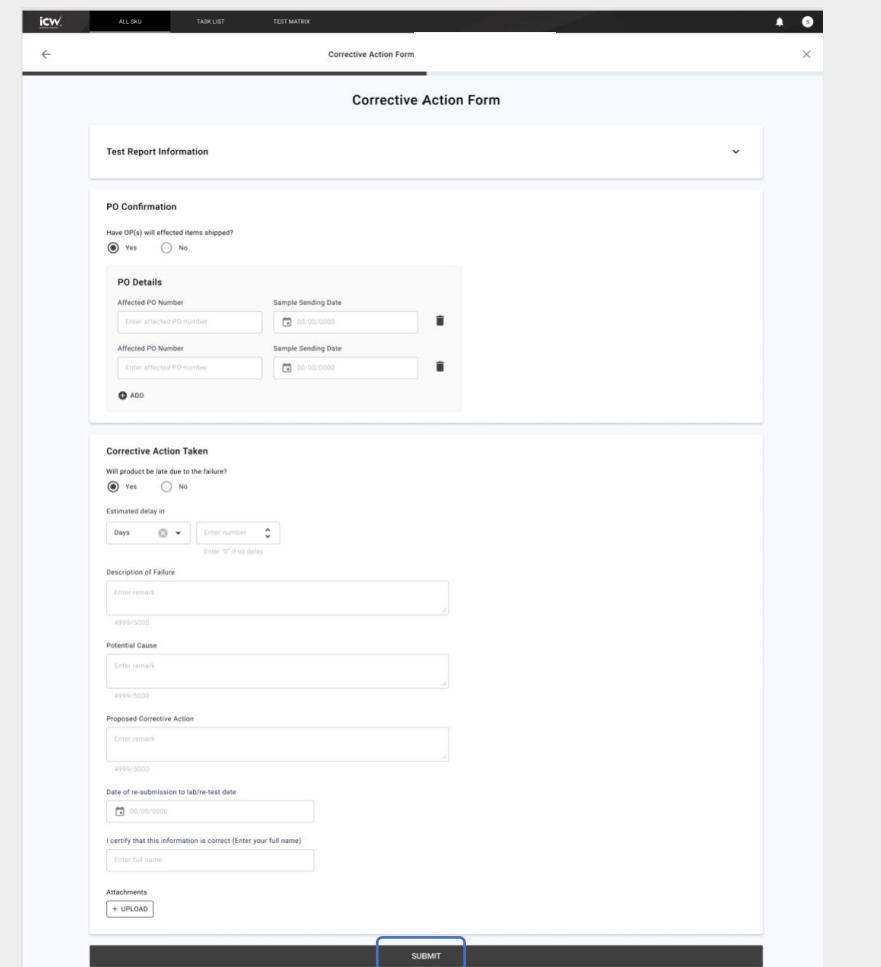
Select **Important Status>Rejected-Request CAP or Important Status>CAP Rejected.**
Select specific task to continue.



Select **Rejected-Request CAP** to view Approval Details. Select **Submit CAP**.



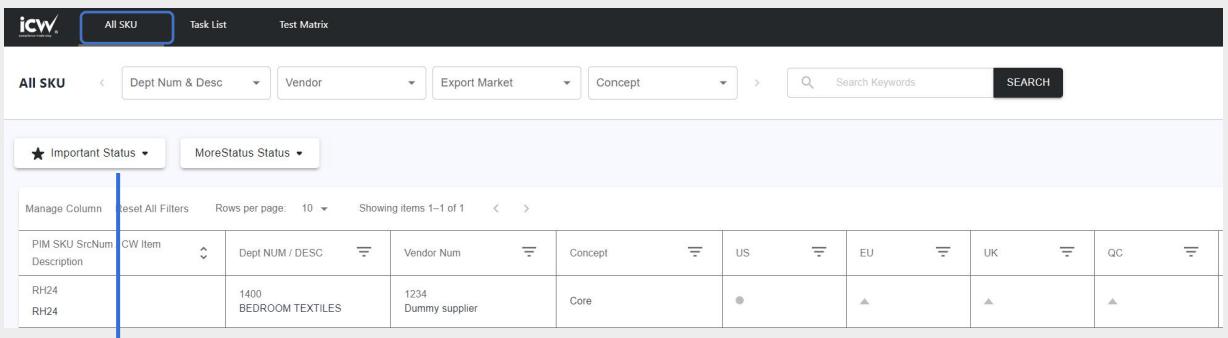
Fill in **CAP and Submit.**



7 Retest

(All SKU page)

Select **Important Status>Task Pending - Retest.**
Select specific task to continue.



A blue arrow points from the 'Important Status' dropdown on the All SKU page to the 'Task Pending(Retest)' option in the dropdown menu.

Note:

Follow steps of **ACKNOWLEDGE & QUOTE** illustrated above to initiate / skip quotation for retest.

8 Exceptional Handling

(All SKU page / Task List page)

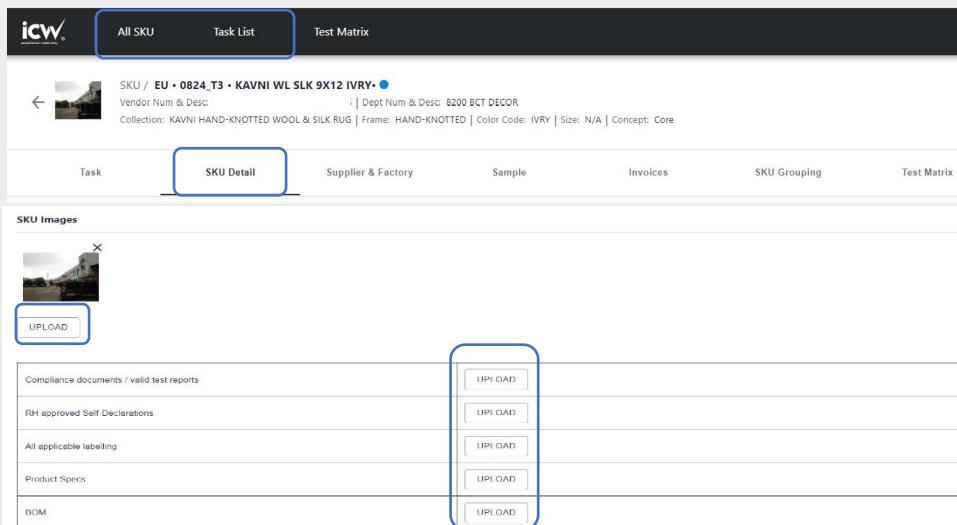
(Task List page)

Edit Document / SKU Images in SKU Details

Select the SKU that you would like to make changes.

Select **SKU Details** and **edit/upload SKU Images or Documents**.

Note: Changes will be applied to all the related export markets for same SKU.



All SKU Task List Test Matrix

SKU / EU • 0824_T3 • KAVNI WL SLK 9X12 IVRY•

Vendor Num & Desc: 8200 BCT DECOR
Dept Num & Desc: 8200 BCT DECOR
Collection: KAVNI HAND-KNOTTED WOOL & SILK RUG | Frame: HAND-KNOTTED | Color Code: IVRY | Size: N/A | Concept: Core

Task **SKU Detail** Supplier & Factory Sample Invoices SKU Grouping Test Matrix

SKU Images

UPLOAD

Compliance documents / valid test reports

RH approved Self Declarations

All applicable labelling

Product Specs

BOM

UPLOAD

UPLOAD

UPLOAD

UPLOAD

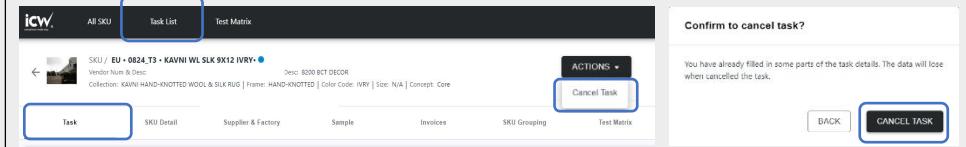
Cancel Task

Select the **Task** that you would like to cancel.

Select **ACTIONS>Cancel Task**.

Select **CANCEL TASK**.

Note: You need to go back to All SKU page to start acknowledging and quote for that SKU.



All SKU **Task List** Test Matrix

SKU / EU • 0824_T3 • KAVNI WL SLK 9X12 IVRY•

Vendor Num & Desc: 8200 BCT DECOR
Dept Num & Desc: 8200 BCT DECOR
Collection: KAVNI HAND-KNOTTED WOOL & SILK RUG | Frame: HAND-KNOTTED | Color Code: IVRY | Size: N/A | Concept: Core

Task SKU Detail Supplier & Factory Sample Invoices SKU Grouping Test Matrix

ACTIONS • Cancel Task

Confirm to cancel task?

You have already filled in some parts of the task details. The data will lose when cancelled the task.

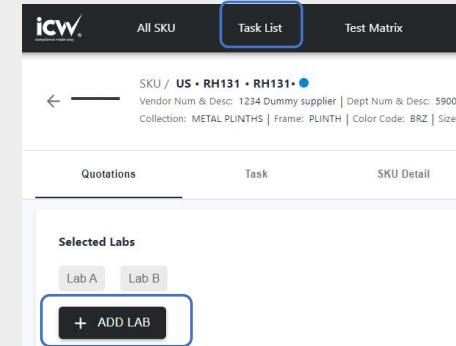
BACK **CANCEL TASK**

Add Lab

Select the **Task** that you would like to add more lab to quote.

Select **Quotations**. Select **+ ADD LAB**, then select the lab(s) that you would like to add.

Note: You can only add lab when the status is Wait for Lab Quote or Quote Available, i.e. before Quote Confirmed.



All SKU **Task List** Test Matrix

SKU / US • RH131 • RH131•

Vendor Num & Desc: 1234 Dummy supplier | Dept Num & Desc: 5900 L
Collection: METAL PLINTH | Frame: PLINTH | Color Code: BRZ | Size:

Quotations Task SKU Detail

Selected Labs

Lab A Lab B

+ ADD LAB

(Task List page)

Edit Billing Details

Select the **Task** that you would like to edit **Billing Details**.
Select **EDIT**.

Note: You can edit Billing Details after quote confirmed and before task complete.

SKU / US •

← Vendor Num & Desc: | Dept Num & Desc:
Collection: Z BAR | Frame: SWING-ARM TASK FLOOR | Color Code: BRZ | Size: 44 IN | Concept: Core

All SKU Task List Test Matrix

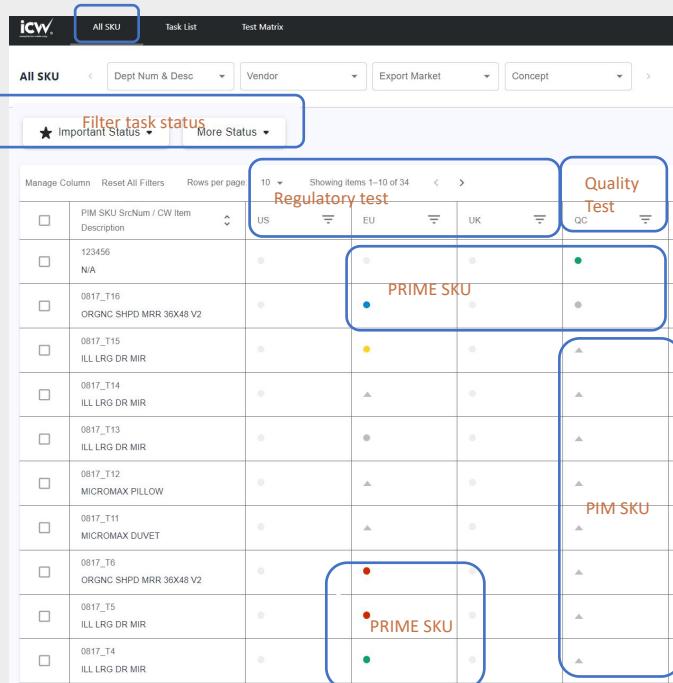
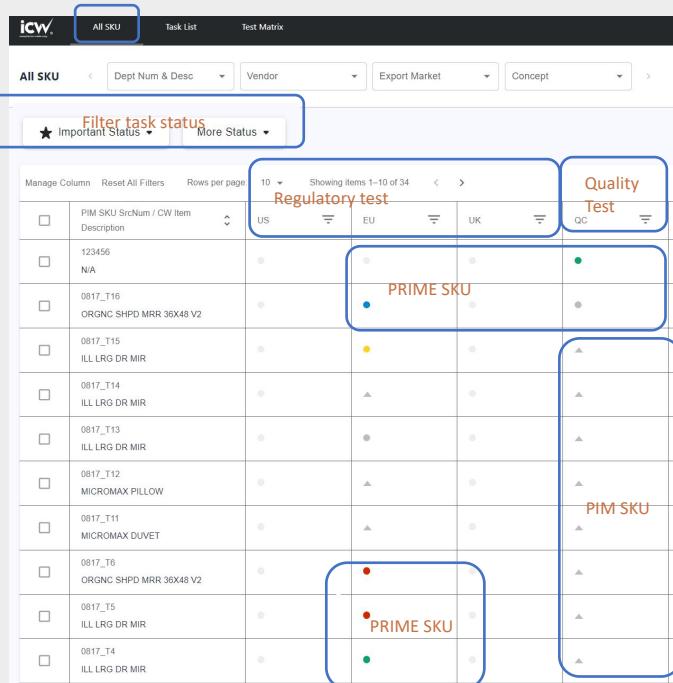
Quotations Task SKU Detail Supplier & Factory Lab SKU Grouping **Invoices** Test Matrix Sample Log

Billing Details  EDIT

Billing Company Name	Billing Address
Billing Contact Person Name	Currency
Contact Person Email	Contact Person Phone Number
....	

9 Task Status Overview

(ALL SKU page)

SKU	Traffic Light	Task / Test Status	Screenshot of Task Status Overview
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	
	🔵	Wait For Quote / Quote Available / Quote Confirmed	
	🟡	Pending / Sample Sent / Sample Received / Test in Progress / Test in Progress – Update Result & Reports	
	🟢	Completed test status with Pass Test Result / Completed test status and Approved Pass Test Result Completed test status and Approved Conditional Pass Test Result Completed test status with CAP approved	
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 🟢	

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	🔴	🟡	🔵	🟡	🟢

(Continued on next page)

(Task List page)

icw All SKU Task List Test Matrix

Dept Num & Desc Vendor Export Market Concept > Search

Important Status More Status

Reset All Filters Rows per page: 10 Showing items 1–10 of 24 < >

Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Vendor Style	Testing Country	Testing Level Result	Progress
S22000043 xxx	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Completed - Fail ●
S22000042	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Cancelled ●
S22000041	PRIME Testing 002 Testing 002		N/A	US	✓A ✓F ✓L ✓P	Cancelled ●
S22000040	PRIME 0920_T2 MICROMAX PILLOW		N/A	US	✓A ✓F ✓L ✓P	Quote Available ●
S22000039 123	PRIME 0920_T4 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Rejected - Request CAP ●
S22000038 XXX	PRIME Testing 002 Testing 002		N/A	QC	✓Q ✓C	In Progress ●
S22000037 Retest	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	US	—A ✓F —L —P	Quote Confirmed ●
S22000036	PRIME RH131 RH131		N/A	UK	—A —F ✓L ✓P	Waiting for Lab Quote ●
S22000035	PRIME 0920_T5 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Cancelled ●
S22000034	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	QC	✓Q ✓C	Complete - Conditional Approved ●

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

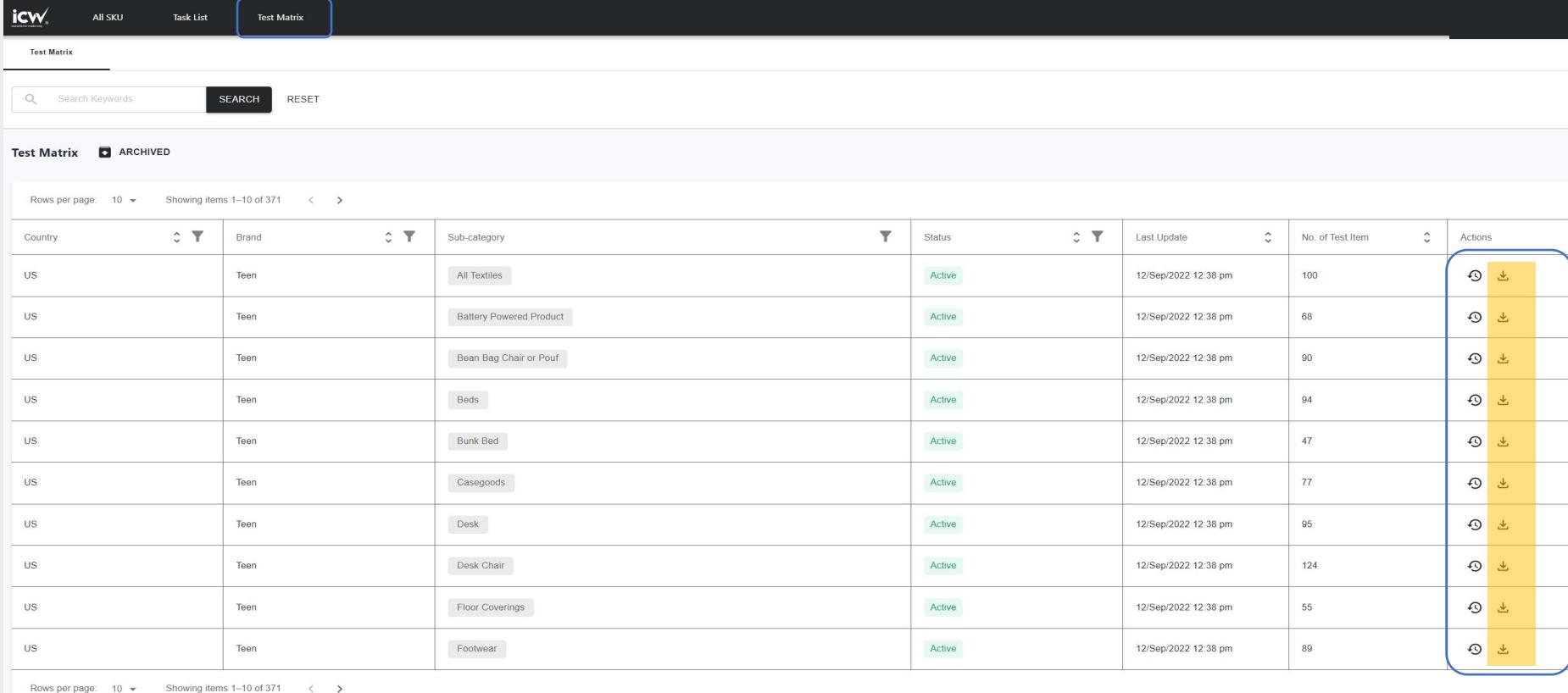
You can view the **Progress** for each test task.

12

10 Test Matrix

(Test Matrix page)

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



The screenshot shows a table of test items with the following columns:

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
 download

11 Appendix

TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
CAP Template	 RH_EXPORT_CAP_TE MPLATE.png