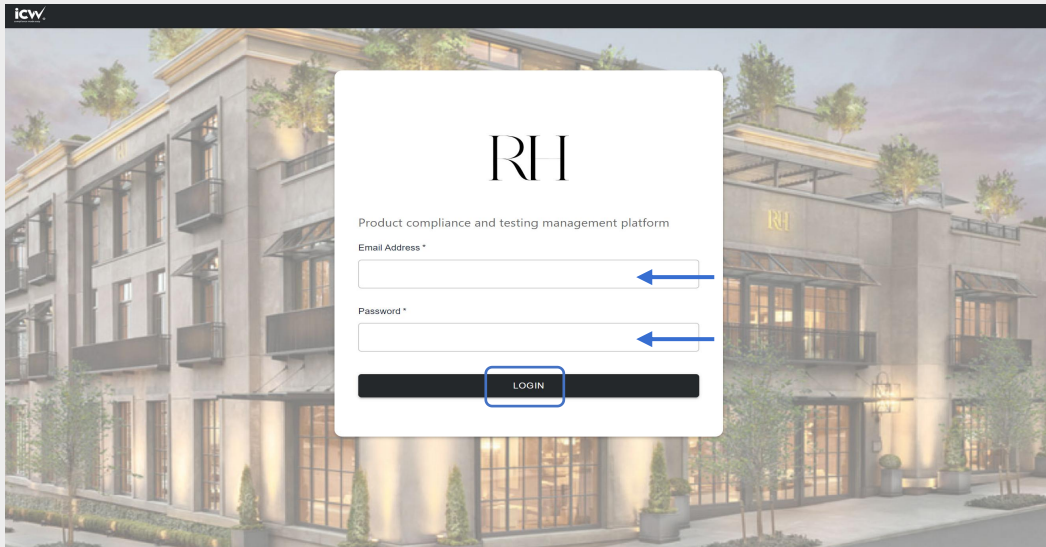


# QUICK START USER GUIDE - Vendor

## 1 Contents

2	Login .....	2
3	Acknowledge and Quote .....	3
4	Confirm Quotation .....	5
5	Sample Submission .....	6
6	CAP Submission .....	7
7	Retest .....	8
8	Exceptional Handling .....	9
9	Task Status Overview .....	11
10	Test Matrix .....	13
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## 2 Login

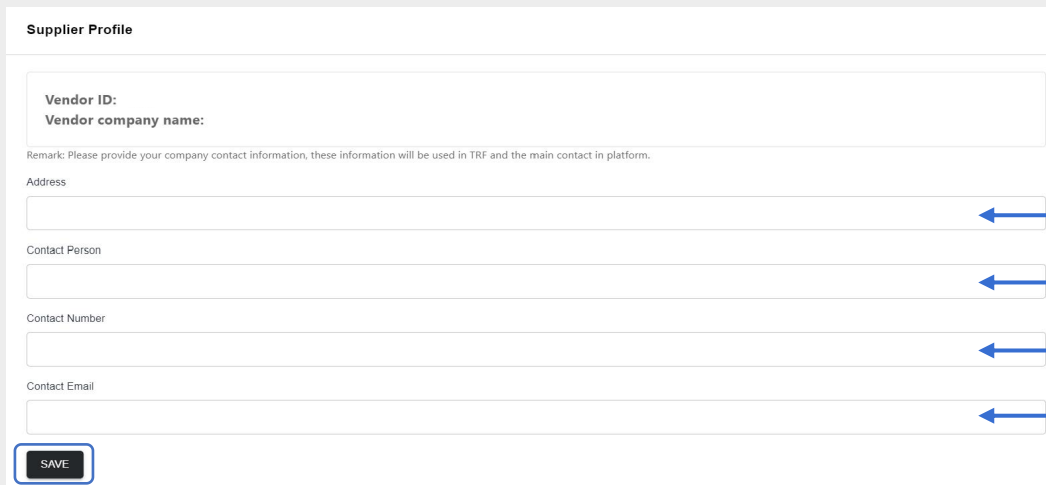


The login form is overlaid on a background image of a modern building. It features the 'RH' logo at the top, followed by the text 'Product compliance and testing management platform'. Below this are two input fields: 'Email Address \*' and 'Password \*', each with a blue arrow pointing to the right. At the bottom is a black button labeled 'LOGIN' with a blue border.

Log in to the platform: [rh.icvw.io](https://rh.icvw.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**.



The 'Supplier Profile' form contains the following fields: 'Vendor ID:' and 'Vendor company name:' (grouped together), a 'Remark' line, 'Address', 'Contact Person', 'Contact Number', and 'Contact Email'. Each of the last four fields has a blue arrow pointing to the right. At the bottom left is a black button labeled 'SAVE' with a blue border.

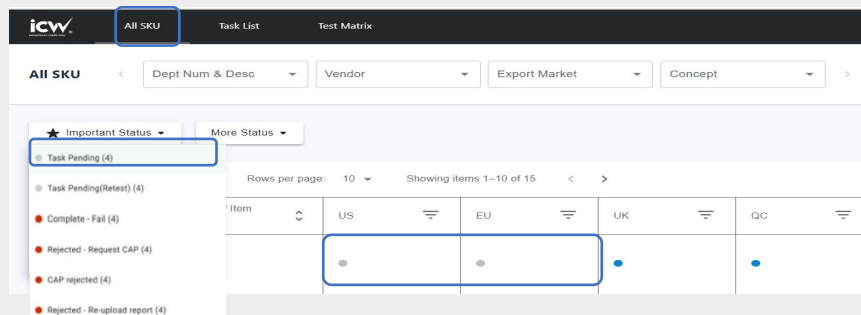
Fill in the **Supplier Profile** at first time login.

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)

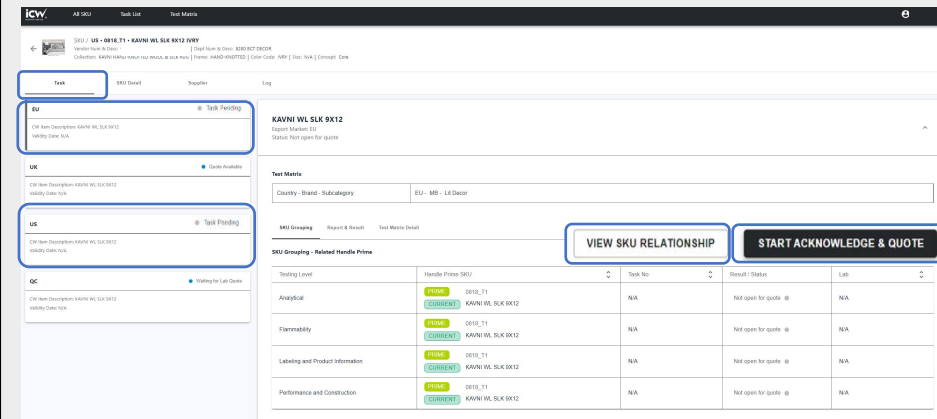
Select **Important Status**>**Task Pending**.  
Select specific SKU to continue.



Rows per page: 10 Showing items 1–10 of 15

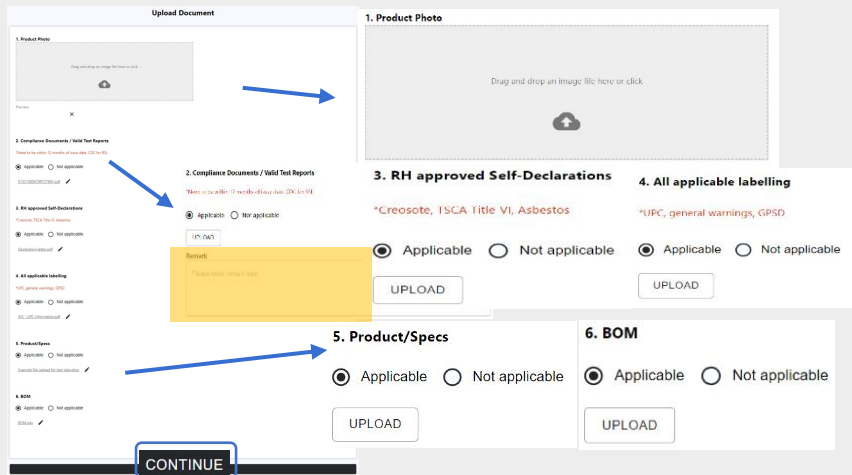
Item	US	EU	UK	QC

Select **VIEW SKU RELATIONSHIP** to view SKU Grouping details on Prime/PIM SKU.  
Select **START ACKNOWLEDGE & QUOTE** to process next step.



Testing Level	Handle Prime SKUs	Task No.	Result / Status	Lab
Analysis	CURRENT	0818_T1	KAVNI WL SLK 9X12	N/A
Flammability	CURRENT	0818_T1	KAVNI WL SLK 9X12	N/A
Labeling and Product Information	CURRENT	0818_T1	KAVNI WL SLK 9X12	N/A
Performance and Construction	CURRENT	0818_T1	KAVNI WL SLK 9X12	N/A

Upload Document and **Remark** when applicable, select **CONTINUE**.



1. Product Photo

2. Compliance Documents / Valid Test Reports

3. RH approved Self-Declarations

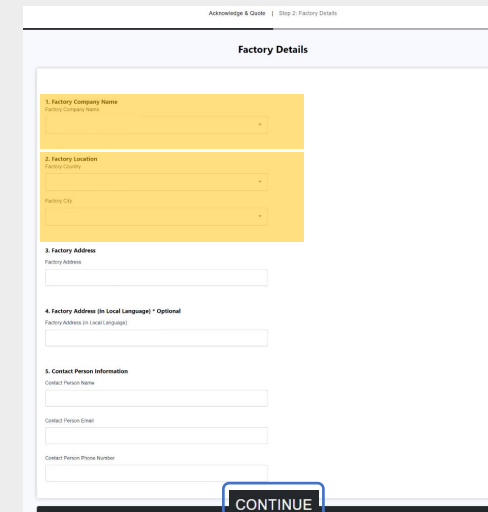
4. All applicable labelling

5. Product/Specs

6. BOM

CONTINUE

Fill in **Factory Details**, select **CONTINUE**.



1. Factory Company Name

2. Factory Location

3. Factory Address

4. Factory Address in Local Language \* Optional

5. Contact Person Information

CONTINUE

(Continued on next page)

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

### Select Lab

1. Selecting Testing Level

Testing level

Colorfastness / Quality

1. Selecting Testing Level

Lab A	UL HK _ UL SZ
Lab B	BV HK

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**.

Acknowledge & Quote | Step 4: Fill Billing Information

### Fill Billing Information

1. Invoice Detail

Invoice Currency

2. Billing Detail

Billing Company Name

11)

Billing Address

BK

Billing Contact Person Name

Contact Person Email

Contact Person Phone Number

3. Billing Location

Billing Country

Billing City

Invoice Currency

VND

USD

RMB

HKD

EUR

INR

VND

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.

icwv

All SKU 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 16

Task No.	PIM SKU SrcNum / CW Item Description	Testing Country	Testing Level Result	Progress	LAB
S22000031	PRIME 123456 test	QC	✓ q ✓ c	Waiting for Lab Quote	N/A

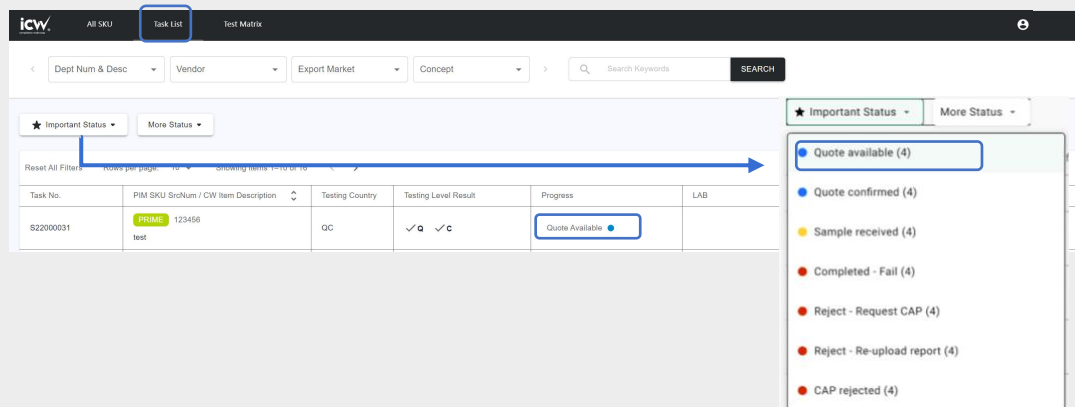
More Status

- Waiting for lab quote (4)
- Test in progress (4)
- Pending (4)
- Sample Sent (4)
- In progress - Update result & reports (4)
- Completed (4)
- Completed - Conditional approved (4)
- CAP pending approval (4)
- CAP approved (4)
- Cancelled (4)

## 4 Confirm Quotation

(Task List page)

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



icwv All SKU Task List Test Matrix

Dept Num & Desc Vendor Export Market Concept Search Keywords SEARCH

★ Important Status More Status

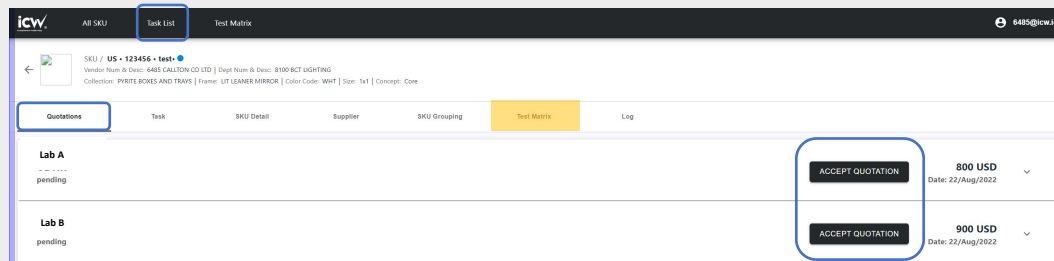
Reset All Filters Rows per page: 10 Showing items 1-10 of 10

Task No.	PIM SKU / BroNum / CW Item Description	Testing Country	Testing Level Result	Progress	LAB
S22000031	PRIME 123456 test	QC	✓ q ✓ c	Quote Available	

★ Important Status More Status

- Quote available (4)
- Quote confirmed (4)
- Sample received (4)
- Completed - Fail (4)
- Reject - Request CAP (4)
- Reject - Re-upload report (4)
- CAP rejected (4)

View the quotation by expanding it and select **ACCEPT QUOTATION**.



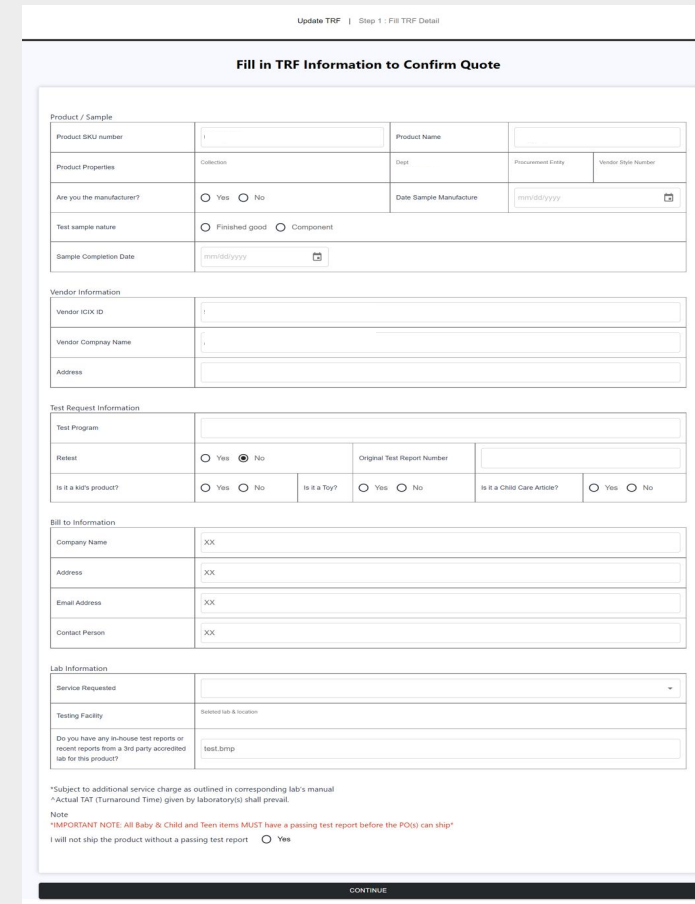
icwv All SKU Task List Test Matrix 6485@icw.io

SKU / US - 123456 - test Vendor Num & Desc: 6485 CALLION CO LTD | Dept Num & Desc: R100 RCT LIGHTING | Collection: PIRATE BONES AND TRAYS | Frame: UT LEANER MIRROR | Color Code: WHT | Size: 1x1 | Concept: Core

Quotations Task SKU Detail Supplier SKU Grouping Test Matrix Log

Lab A pending	ACCEPT QUOTATION	800 USD Date: 22/Aug/2022
Lab B pending	ACCEPT QUOTATION	900 USD Date: 22/Aug/2022

Fill in TRF and **CONTINUE**.



Update TRF | Step 1 : Fill TRF Detail

Fill in TRF Information to Confirm Quote

Product / Sample

Product SKU number		Product Name	
Product Properties	Collection	Dept	Procurement Entry
Are you the manufacturer?	<input type="radio"/> Yes <input checked="" 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 ICX ID	
Vendor Company Name	
Address	

Test Request Information

Test Program	
Retest	<input type="radio"/> Yes <input checked="" type="radio"/> No
Original Test Report Number	
Is it a kid's product?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is it a Toy?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is it a Child Care Article?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Bill to Information

Company Name	XX
Address	XX
Email Address	XX
Contact Person	XX

Lab Information

Service Requested	
Testing Facility	Selected lab & location
Do you have any in-house test reports or recent reports from a 3rd party accredited lab for this product?	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 this product without a passing test report ☐ Yes

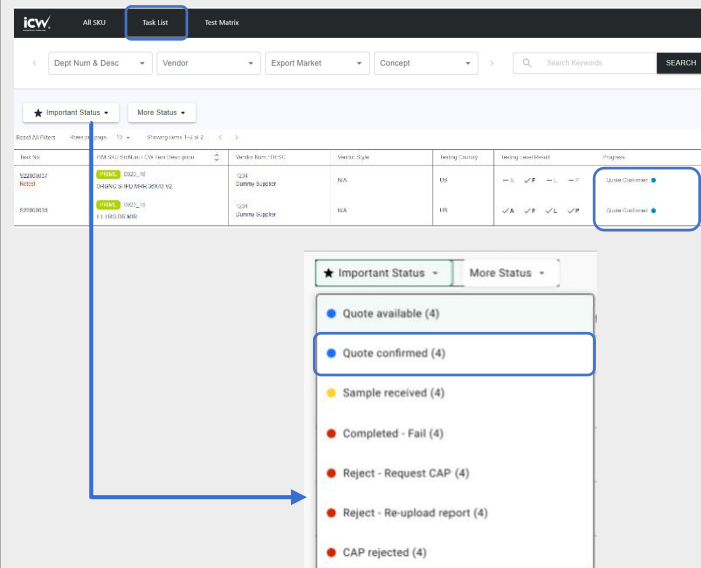
CONTINUE

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)

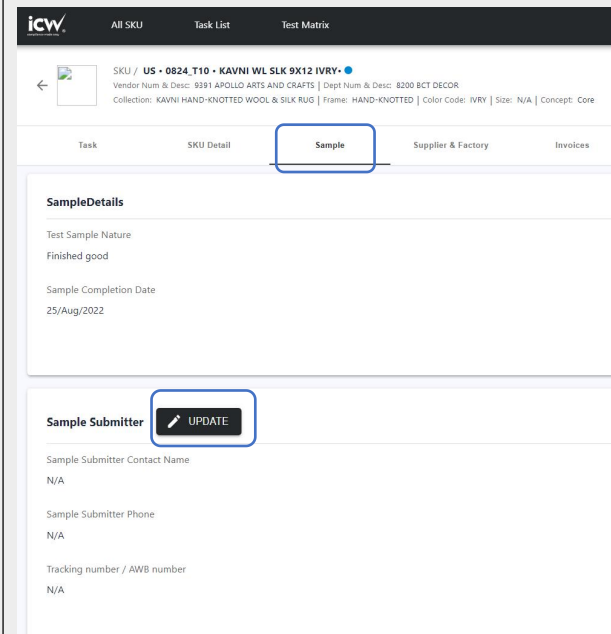
Select **Important Status**>**Quote Confirmed**.



The screenshot shows the icvw Task List page. The 'Important Status' dropdown menu is open, displaying a list of status options. A blue arrow points from the 'Quote Confirmed' option in the dropdown to the 'Quote Confirmed' status in the task list table.

Item No.	Item Name	Vendor Name	Vendor Type	Testing Category	Testing Method	Progress
02280827	02280827	02280827	02280827	02280827	02280827	Quote Confirmed
02280827	02280827	02280827	02280827	02280827	02280827	Quote Confirmed

Select **UPDATE** in **Sample**.



The screenshot shows the icvw Sample Details page. The 'Sample' tab is selected, and the 'UPDATE' button is highlighted with a blue box.

**SampleDetails**

Test Sample Nature  
Finished good

Sample Completion Date  
25/Aug/2022

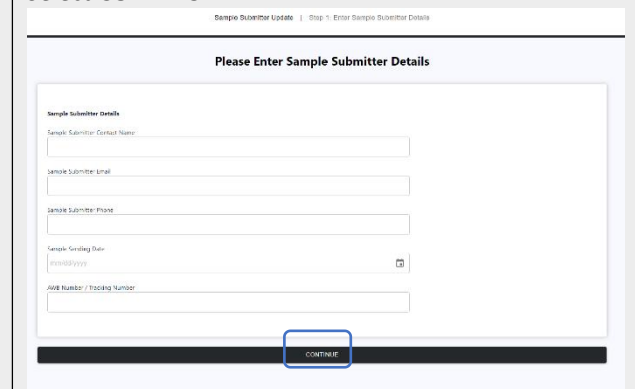
**Sample Submitter** **UPDATE**

Sample Submitter Contact Name  
N/A

Sample Submitter Phone  
N/A

Tracking number / AWB number  
N/A

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



The screenshot shows the icvw Sample Submitter Details form. The 'CONTINUE' button is highlighted with a blue box.

**Please Enter Sample Submitter Details**

Sample Submitter Contact Name

Sample Submitter Email

Sample Submitter Phone

Sample Sending Date

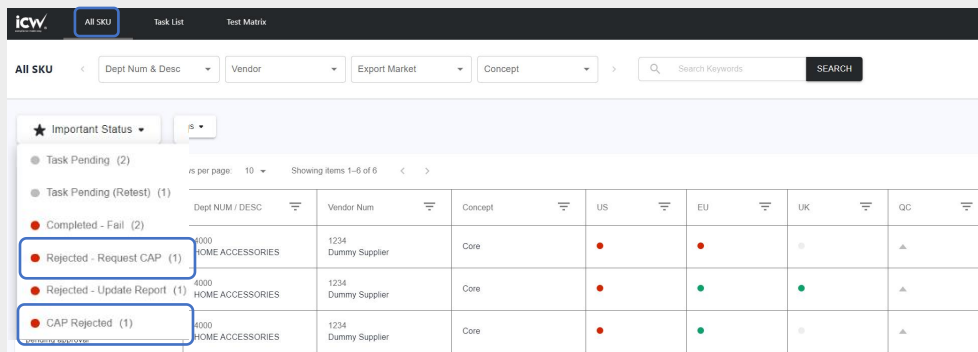
AWB Number / Tracking Number

**CONTINUE**

## 6 CAP Submission

(All SKU page)

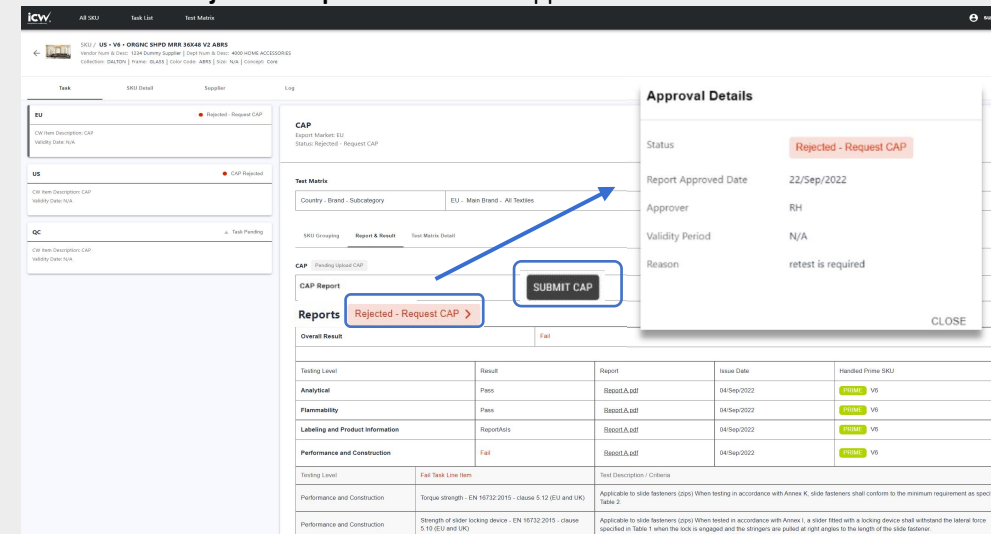
Select **Important Status**>**Rejected-Request CAP** or **Important Status**>**CAP Rejected**.  
Select specific task to continue.



The screenshot shows the 'All SKU' page with the 'Important Status' filter set to 'Rejected - Request CAP (1)'. The table below lists the tasks:

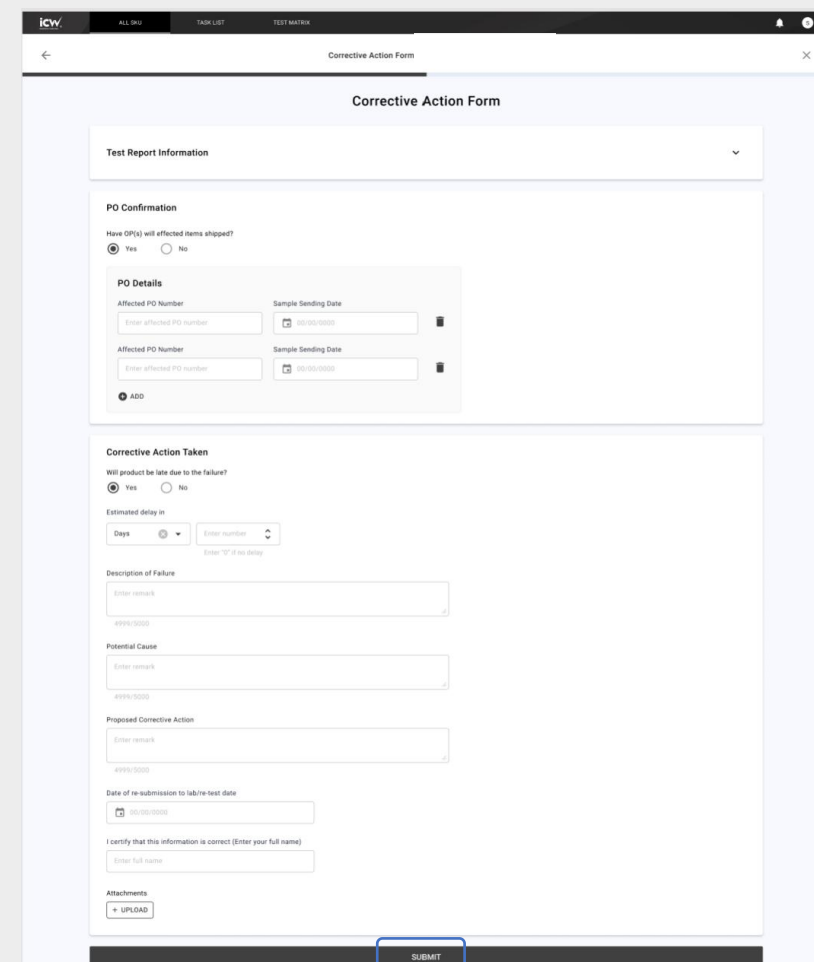
Task	Dept Num / Desc	Vendor Num	Concept	US	EU	UK	QC
Task Pending (2)							
Task Pending (Retest) (1)							
Completed - Fail (2)							
Rejected - Request CAP (1)	4000 HOME ACCESSORIES	1234 Dummy Supplier	Core	●	●	●	▲
Rejected - Update Report (1)	4000 HOME ACCESSORIES	1234 Dummy Supplier	Core	●	●	●	▲
CAP Rejected (1)	4000 HOME ACCESSORIES	1234 Dummy Supplier	Core	●	●	●	▲

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



The screenshot shows the 'CAP Report' page for 'Rejected - Request CAP'. The 'Approval Details' modal is open, showing the status 'Rejected - Request CAP', the report approved date '22/Sep/2022', the approver 'RH', the validity period 'N/A', and the reason 'retest is required'. The 'Submit CAP' button is highlighted in the bottom right corner of the modal.

Fill in **CAP** and **Submit**.



The screenshot shows the 'Corrective Action Form' with the following sections:

- Test Report Information**: A dropdown menu.
- PO Confirmation**: A section with a radio button for 'Yes' and a radio button for 'No'.
- PO Details**: A section with input fields for 'Affected PO Number' and 'Sample Sending Date'.
- Corrective Action Taken**: A section with a radio button for 'Yes' and a radio button for 'No', an 'Estimated delay in' field, a 'Description of Failure' field, a 'Potential Cause' field, a 'Proposed Corrective Action' field, a 'Date of re-submission to lab/re-test date' field, and a 'I certify that this information is correct' checkbox.
- Attachments**: A section with an 'UPLOAD' button.

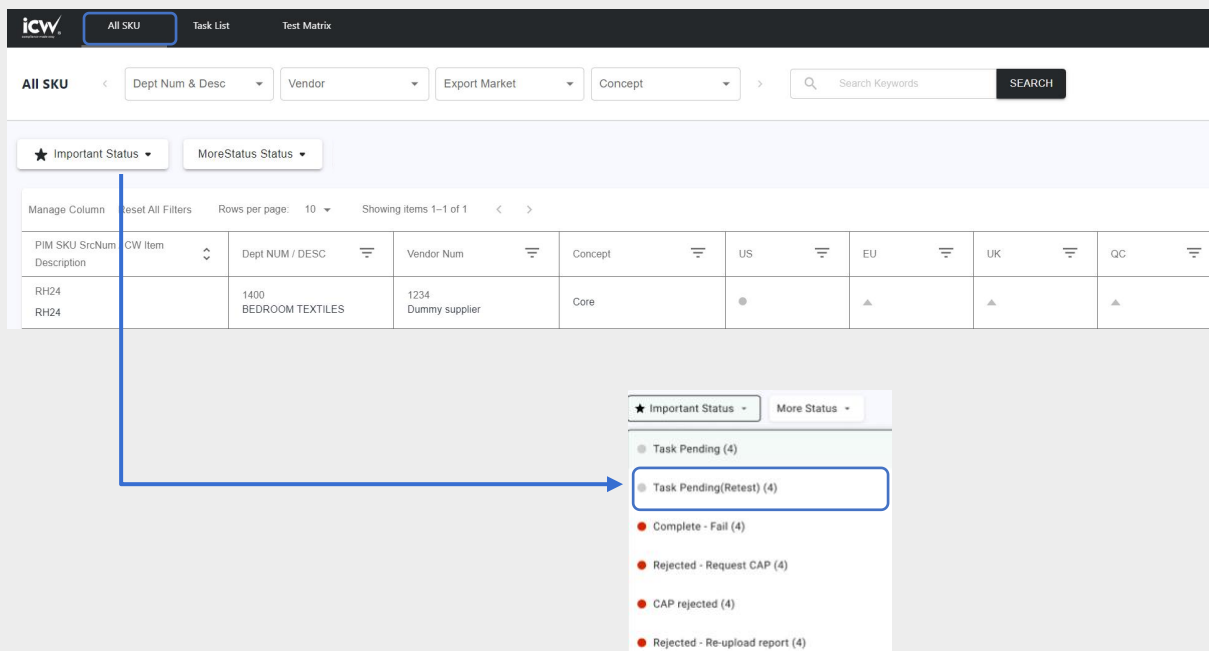
The 'SUBMIT' button is highlighted at the bottom right of the form.



## 7 Retest

(All SKU page)

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



The screenshot shows the 'All SKU' page with the following table:

PIM SKU SrcNum Description	CW Item	Dept NUM / DESC	Vendor Num	Concept	US	EU	UK	QC
RH24 RH24		1400 BEDROOM TEXTILES	1234 Dummy supplier	Core	●	▲	▲	▲

The 'Important Status' dropdown menu is open, showing the following options:

- Task Pending (4)
- Task Pending(Retest) (4)**
- Complete - Fail (4)
- Rejected - Request CAP (4)
- CAP rejected (4)
- Rejected - Re-upload report (4)

Note:

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

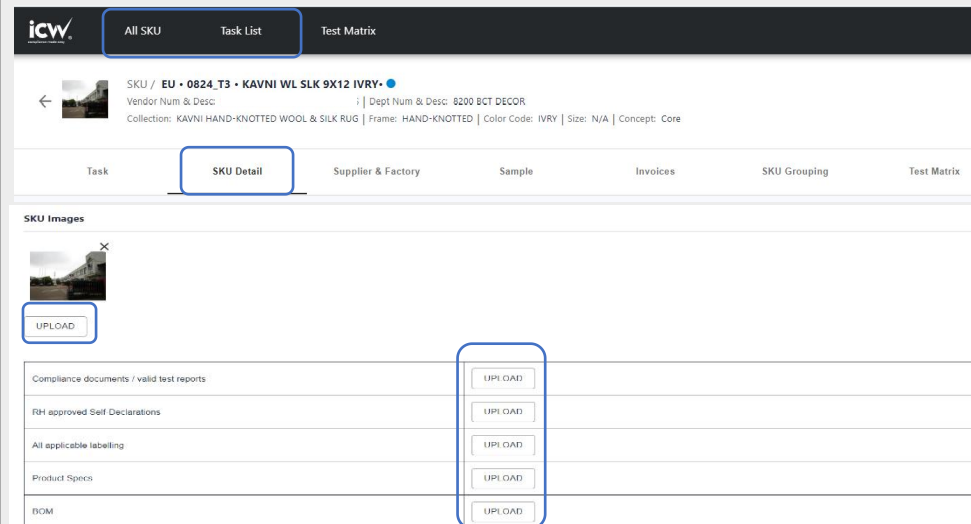
## 8 Exceptional Handling

(All SKU 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.



icwv

All SKU Task List Test Matrix

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

Vendor Num & Desc: | 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

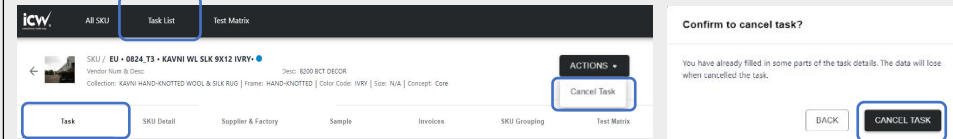
Compliance documents / valid test reports	UPLOAD
RH approved Self Declarations	UPLOAD
All applicable labelling	UPLOAD
Product Specs	UPLOAD
BOM	UPLOAD

(Task List page)

### 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.



icwv

All SKU Task List Test Matrix

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

Vendor Num & Desc: | Dept: 8200 BCT DECOR

Collection: KAVNI HAND-KNOTTED WOOL & SILK RUG | Frame: HAND-KNOTTED | Color Code: IVRY | Size: N/A | Concept: Core

ACTIONS

Cancel Task

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

Confirm to cancel task?

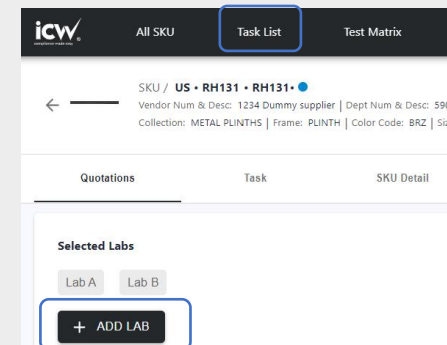
You have already filled in some parts of the task details. The data will lose when cancelled the task.

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.



icwv

All SKU Task List Test Matrix

SKU / US • RH131 • RH131 •

Vendor Num & Desc: 1234 Dummy supplier | Dept Num & Desc: 5900 L

Collection: METAL PLINTHS | 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.



All SKU
Task List
Test Matrix

SKU / **US**

← Vendor Num & Desc: | Dept Num & Desc:

Collection: Z BAR | Frame: SWING-ARM TASK FLOOR | Color Code: BRZ | Size: 44 IN | Concept: Core

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

Billing Details
EDIT
















Billing Company Name
Billing Address

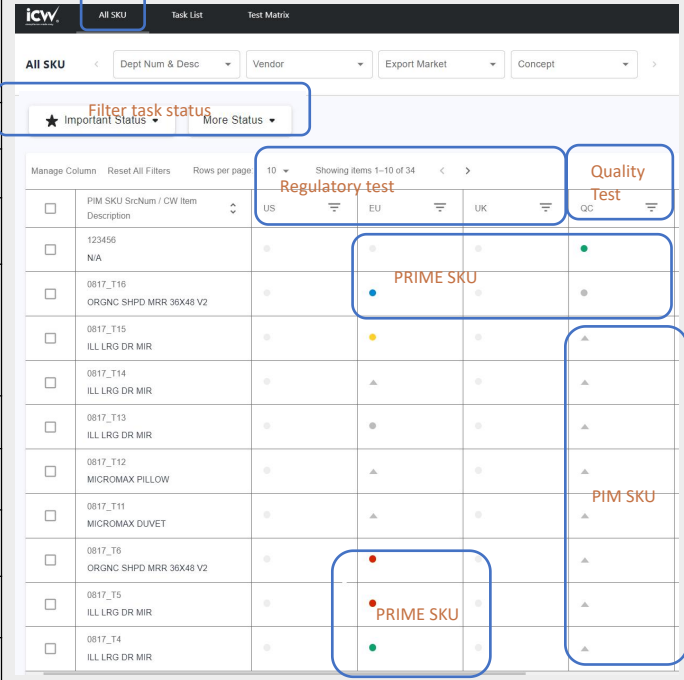
Billing Contact Person Name
Currency

Contact Person Email
Contact Person Phone Number











## 9 Task Status Overview

(ALL SKU page)

SKU	Traffic Light	Task / Test Status
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 



The screenshot shows the 'ALL SKU' page in the icvw system. It includes filters for 'All SKU', 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. A 'Filter task status' dropdown is highlighted. The table displays items with columns for 'PIM SKU SrcNum / CW Item Description', 'US', 'EU', 'UK', and 'QC'. Annotations highlight the 'Regulatory test' column, a 'PRIME SKU' row, and a 'PIM SKU' row.

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 Keywords

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.

## 10 Test Matrix

(Test Matrix page)

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

icwv

All SKU

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	<div>🕒</div> <div>📄</div>
US	Teen	Battery Powered Product	Active	12/Sep/2022 12:38 pm	68	<div>🕒</div> <div>📄</div>
US	Teen	Bean Bag Chair or Pouf	Active	12/Sep/2022 12:38 pm	90	<div>🕒</div> <div>📄</div>
US	Teen	Beds	Active	12/Sep/2022 12:38 pm	94	<div>🕒</div> <div>📄</div>
US	Teen	Bunk Bed	Active	12/Sep/2022 12:38 pm	47	<div>🕒</div> <div>📄</div>
US	Teen	Casegoods	Active	12/Sep/2022 12:38 pm	77	<div>🕒</div> <div>📄</div>
US	Teen	Desk	Active	12/Sep/2022 12:38 pm	95	<div>🕒</div> <div>📄</div>
US	Teen	Desk Chair	Active	12/Sep/2022 12:38 pm	124	<div>🕒</div> <div>📄</div>
US	Teen	Floor Coverings	Active	12/Sep/2022 12:38 pm	55	<div>🕒</div> <div>📄</div>
US	Teen	Footwear	Active	12/Sep/2022 12:38 pm	89	<div>🕒</div> <div>📄</div>

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