



QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

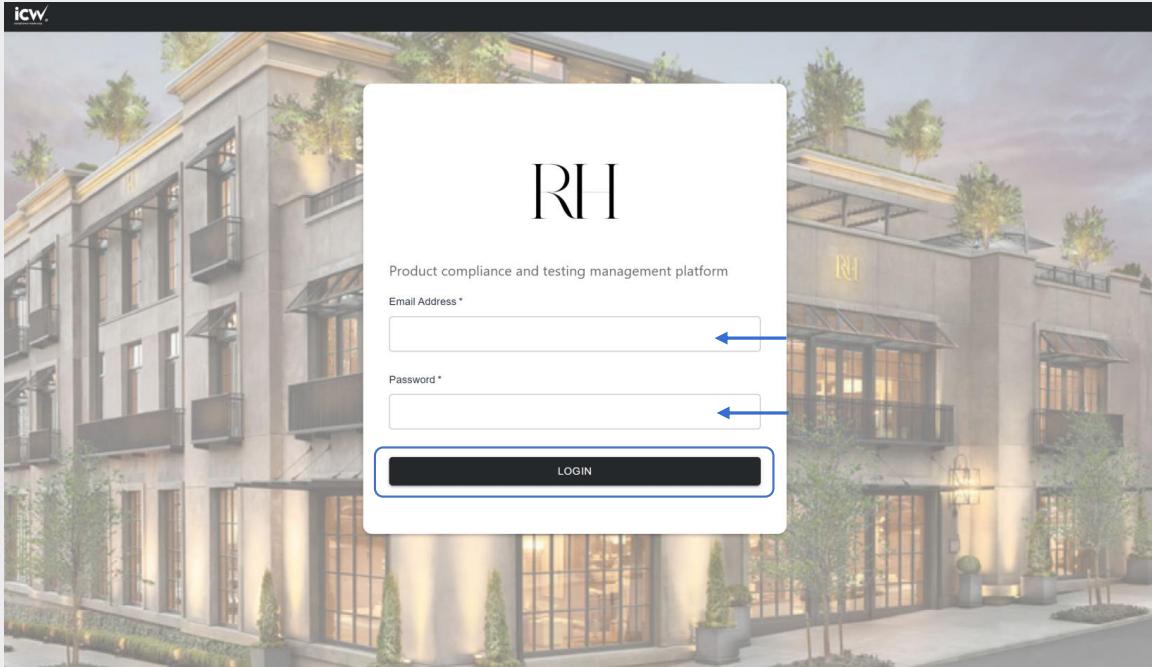
INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V6



1 Table of Contents

2	Login.....	2
3	Make a quote	3
4	Update Task Status: Samples Received.....	4
5	Update Task Status: Pending.....	5
6	Update Task Status: In Progress.....	6
7	Update Task Status: In Progress – Update Result & Reports	7
8	Update Task Status: Completed	8
9	Retest	9
10	Exceptional Handling.....	10
11	Lab Admin: Re-Assign Lab Location	12
12	Task Status Overview	13
13	Test Matrix	14
14	Appendix	15

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** button.

3 Make a Quote

(Task List page)

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

Select specific task to continue. 

Task No.	PIER SKU / Synonym / C/W Name Description	Vendor Name (DEIC)	Trading Country	Trading Level Result	Progress
S202108171	MONO THINWALL 93176 [PIER] 20020222_06	S272 Suning_B2B	EE	✓ Q = L	Waiting for Lab Quo. ●
S202108888	MONO THINWALL 93176 [PIER] 20020222_06	S272 Suning_B2B	EU	✓ Q = P = L = P	Waiting for Lab Quo. ●
S202108882	CHAL LTRN ALLOY SHFT [PIER] 2002022000H	S272 Suning_B2B	EE	✓ Q = C	Waiting for Lab Quo. ●

Fill in the **Quote**.

Note: You can indicate Discount(%), Surcharge(%) and VAT(%).

Create Quote | Step 1: Create Quotation

Quotation

Quotation Details

Currency

USD

Text Item	Quantity	Cost	Discount(%)	Surcharge(%)	Sub-Total
	1	100	0	0	100.00
ADD ITEM					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					
 					

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

Note: You can export Test Matrix for each task.

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:

Commented [A3]: 20230208 Updated image for Tested Test

Commented [A4]: 20230217 Display SKU Grouping Comment when available.

Commented [A1]: 20230217 Enhanced header filter by adding “search” feature.

Commented [A2]: 20230411 Updated the number of display rows per page in all listing tables

Commented [A5]: 20221205 Added export Test Matrix feature at task

Commented [A6]: 20230411 Enable "Log" in Task List

Commented [A7]: 20221205 Added currency INR and V

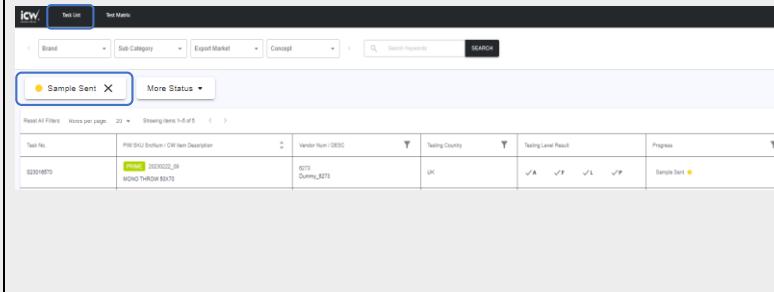
Commented [A8]: 20230208 Added **Discount(%)** and **Surcharge(%)** in Quotation process with updated note

4 Update Task Status: Samples Received

(Task List page)

Select **Important Status>Sample sent**.

Select specific task to continue.



You can view the TRF and **Grouping Comment** 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 [A9]: 20230217 Display SKU **Grouping Comment** when available.

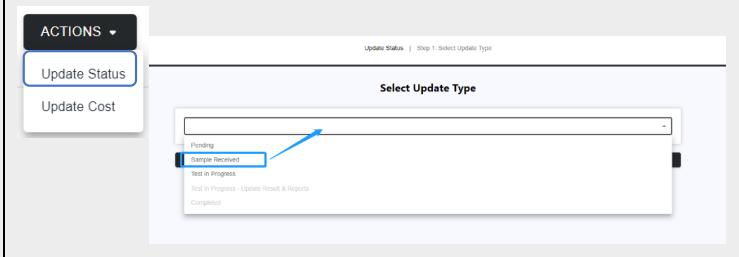
Commented [A10R9]: 20230411 Enable "Log" in **Task List**

Commented [A11]: 20230208 Updated image for **Tested Test Matrix**

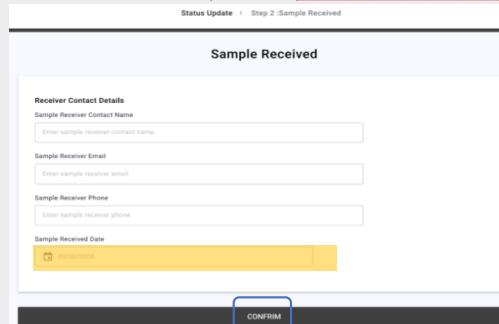
Commented [A12]: 20221205 Added "Lab" page

Select **Actions>Update Status**.

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



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



Commented [A13]: 20230911 User can only select the date from calendar, manual input is disabled.

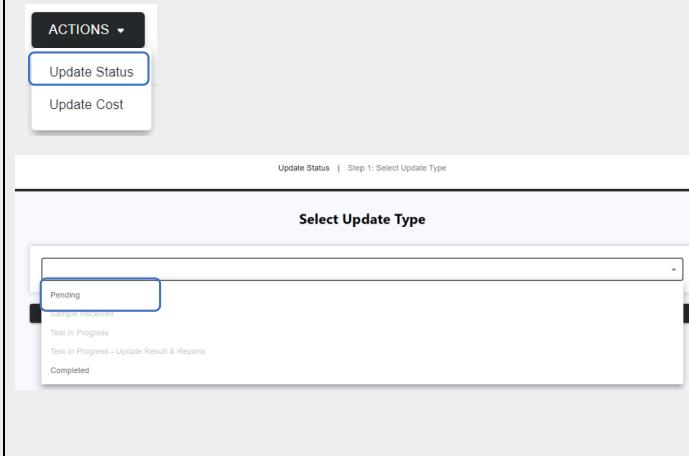
5 Update Task Status: Pending

(Task List page)

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

Select **Actions>Update Status**.

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



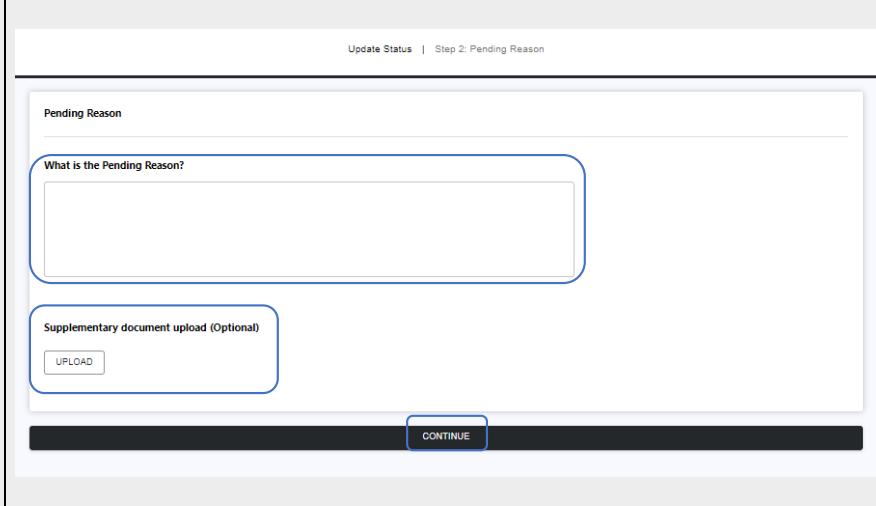
Update Status | Step 1: Select Update Type

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

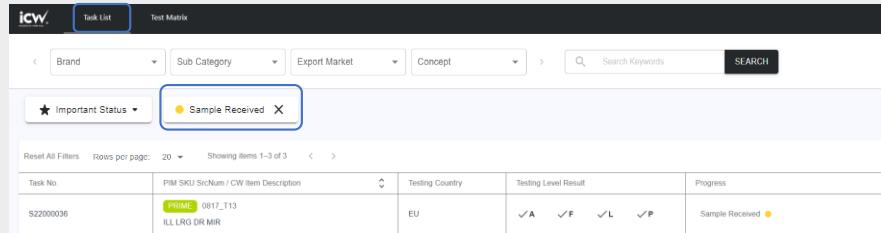
Commented [A14]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

6 Update Task Status: In Progress

(Task List page)

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

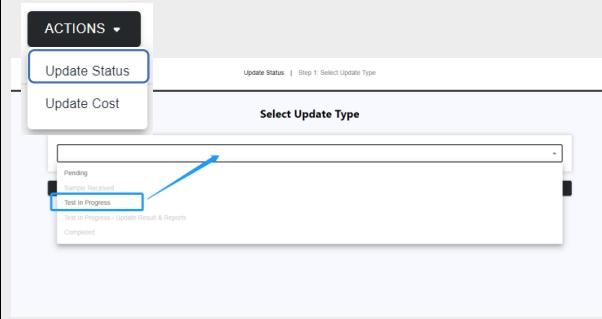
Select specific task to continue.



Task List page screenshot showing a table with a row for task S22000036. A 'Sample Received' status filter is selected in the filter bar.

Select **Actions>Update Status**.

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



Update Status | Step 1: Select Update Type

Select Update Type

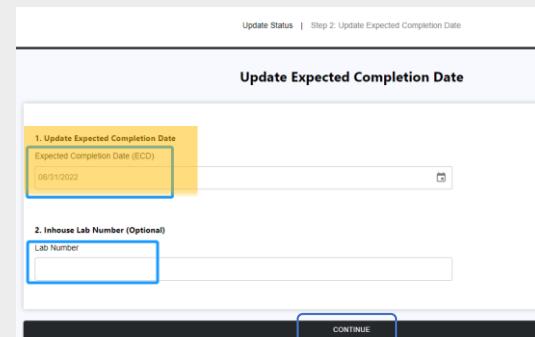
Pending

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

Note: Expected Completion Date (ECD) is mandatory when Lab updates status to "In Progress"

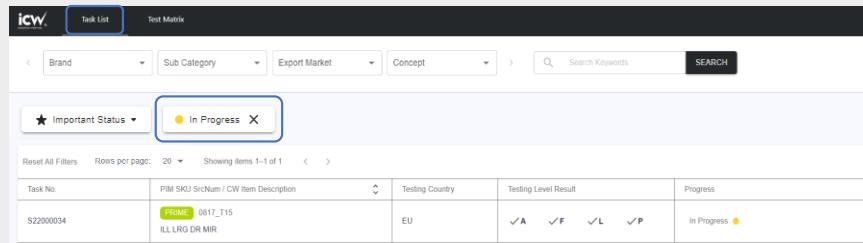
Commented [A15]: 20231009 ECD is mandatory when LAB updated status to "In Progress".

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

(Task List page)

Select **More Status>Test In Progress**.

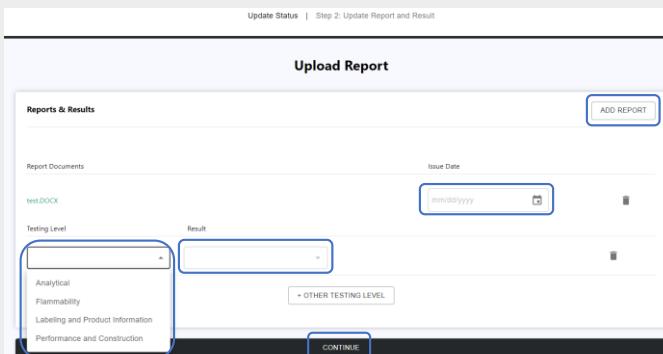
Select specific task to continue.



Task No.	PIM SKU/SrcNum/CW Item Description	Testing County	Testing Level Result	Progress
S2200034	PRIME 0817_T15 ILL LRG DR MIR	EU	✓A ✓F ✓L ✓P	In Progress

Select **ADD REPORT**.

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



Update Status | Step 2: Update Report and Result

Upload Report

Reports & Results

Report Documents

Issue Date

Result

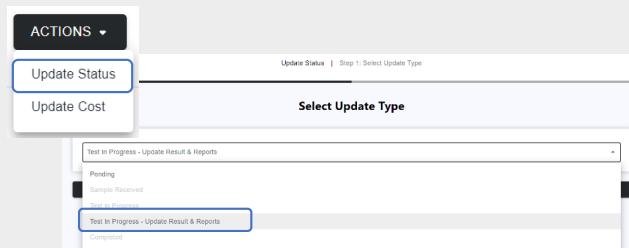
Testing Level

CONTINUE

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

Select **Actions>Update Status**.

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



ACTIONS

Update Status

Select Update Type

Test In Progress - Update Result & Reports

Pending

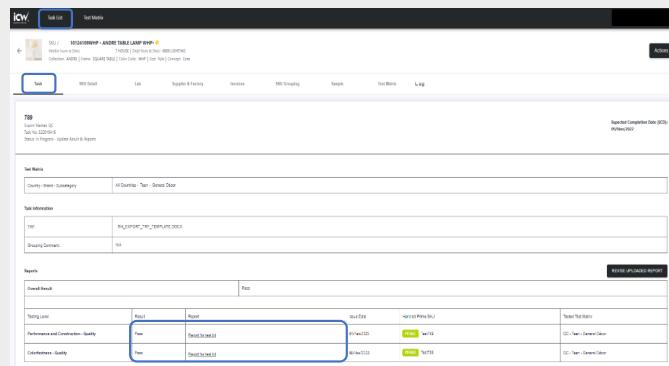
Sample Received

In Progress

Test In Progress - Update Result & Reports

Completed

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



Testing Level	Result	Issue Date	Approved Date (AU)	Notes/Task Notes
Performance and Construction - Quality	Pass	2023-04-11	2023-04-11	Pass - General Clear
Colorfastness - Quality	Pass	2023-04-11	2023-04-11	Pass - General Clear

Commented [A16]: 20230208 Updated image for Tested Test Matrix and REVISE UPLOADED REPORT

Commented [A17]: 20230217 Updated image to show Grouping Comment

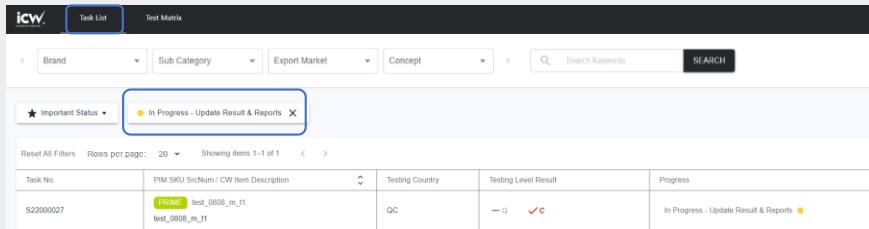
Commented [A18R17]: 20230411 Enable "Log" in Task List

8 Update Task Status: Completed

(Task List page)

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

Select specific task to continue.



Task List

Test Matrix

Brand: Sub Category: Export Market: Concept: Search Keywords: SEARCH

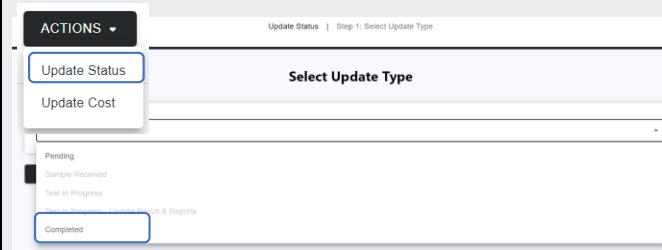
Important Status: In Progress - Update Result & Reports

Reset All Filters Rows per page: 20 Showing Items 1-1 of 1

Task No.	PIM SKU/SrcNum / CW Item Description	Testing Country	Testing Level Result	Progress
S22000027	PRIME test_0808_m_11 test_0808_m_11	QC	— ✓c	In Progress - Update Result & Reports

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS

Update Status

Select Update Type

Update Cost

Pending

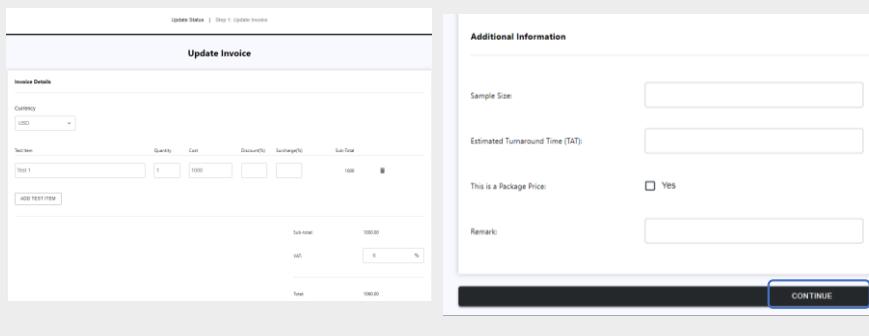
Sample Received

In Progress

In Progress - Update Result & Reports

Completed

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



Update Status | Step 1: Update Invoice

Update Invoice

Invoice Details

Current: USD

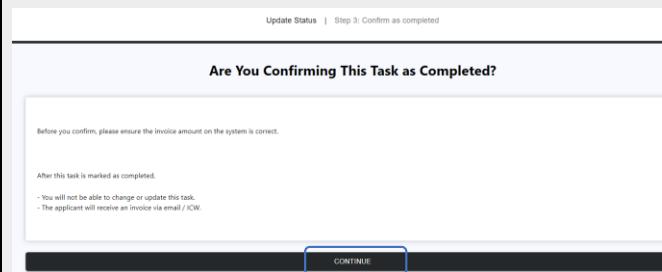
Test 1: Quantity: 1 Cost: 1000 Discount(%): 0 Surcharge(%): 0 Sub Total: 1000

Sub Total: 1000.00 VAT: 0 %

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

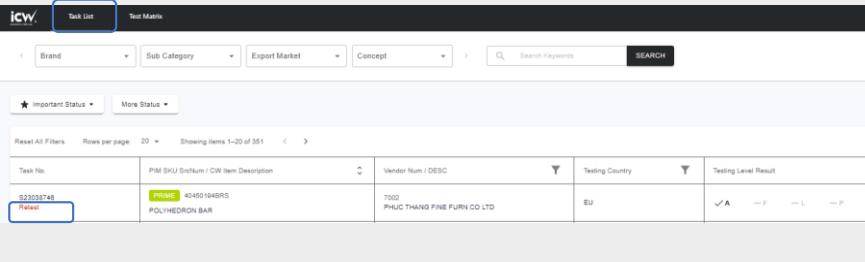
Once the task is completed, RH can make approval.

Commented [A19]: 20230208 Update Discount(%) and Surcharge(%) in Invoices when applicable.

9 Retest

(Task List page)

Retest is shown below Task No. when it is a retest task.



The screenshot shows a table with columns: Task No., PIM SKU/SinName / CW Item Description, Vendor Num / DESG, Testing Country, and Testing Level Result. A row is selected with Task No. 523008748, PIM SKU 404601948RS, Vendor Num 7002, Testing Country EU, and Testing Level Result A. The 'Retest' status is highlighted with a red box.

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.

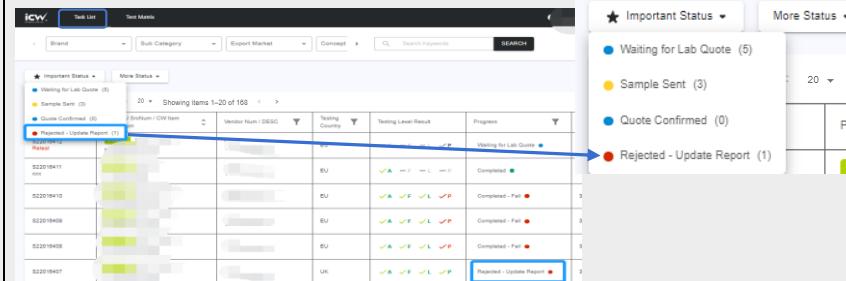
10 Exceptional Handling

(Task List page)

Update Rejected Report

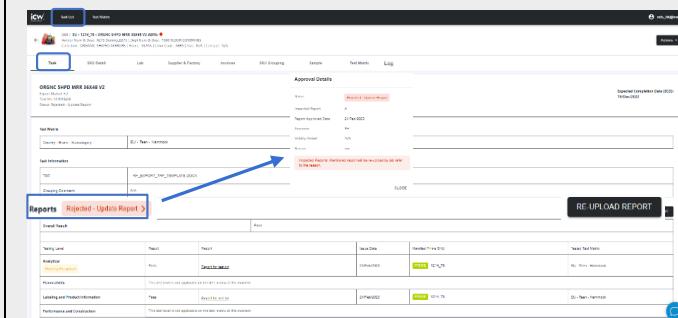
Select **Important Status>Rejected – Update Report**.

Select specific task to continue.



The screenshot shows a task list interface with a sidebar for 'Important Status' and a main table. The 'Rejected - Update Report' task is highlighted with a blue box and a red arrow pointing to it. The table columns include Brand, Sub Category, Export Market, Concept, and a search bar.

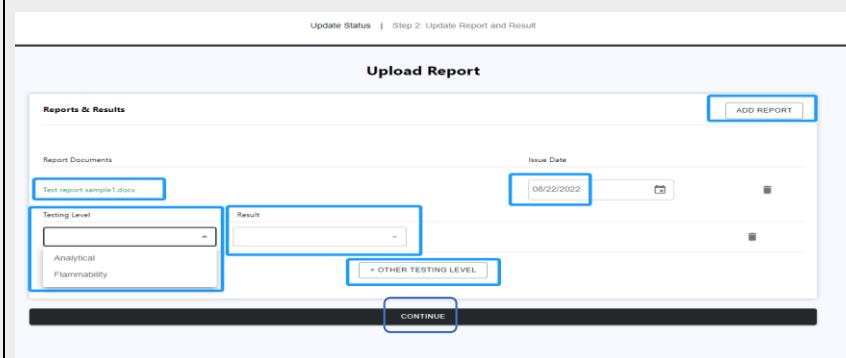
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.
[]



The screenshot shows an 'Approval Details' page for a rejected report. The 'Rejected - Update Report' task is highlighted with a blue box and a red arrow pointing to it. The page includes sections for 'Approval Details', 'Rejected Details', and 'Report'.

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



The screenshot shows an 'Upload Report' page. The 'Report Documents' section shows a file 'Test report sample1.docx'. The 'Testing Level' section shows 'Analytical' and 'Flammability' dropdowns. A red arrow points from the 'Report Documents' section to the 'CONTINUE' button at the bottom.

Note:
New uploaded report will replace the previous rejected report.
You cannot revise report after submission unless RH rejects it.

Commented [A20]: 20230217 Updated image to show
Grouping Comment

Commented [A21R20]: 20230411 Enable "Log" in Task List

(Continued on next page)

Revise Report

SKU / US - Testing 004 - Testing 004

Task List Test Matrix

Task

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

Testing 004

Report Version: 0.0
Task No: 523016112
Status: In Progress - Update Result & Reports

Task Matrix

Country - Brand - Subcategory: US - Baby & Child - General Décor

Task Information

TRF: RH_EXPORT_TRF__TEMPLATE.DOCX

Grouping Comment: N/A

Reports

Overall Result: Fail

REVISE UPLOADED REPORT

Testing Level	Result	Report	Issue Date	Handled Prime SKU	Tested Test Matrix
Aeroplane	Pass	item-0771x132.ip	21/Feb/2023	PRIME Testing 004	US - Baby & Child - General Décor
Flammability	Fail	item-0771x132.ip	21/Feb/2023	PRIME Testing 004	US - Baby & Child - General Décor
Labeling and Product Information	NotApplicable	item-0771x132.ip	21/Feb/2023	PRIME Testing 004	US - Baby & Child - General Décor
Performance and Construction	InformationOnly	item-0771x132.ip	21/Feb/2023	PRIME Testing 004	US - Baby & Child - General Décor

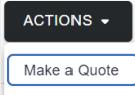
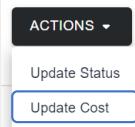
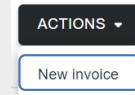
When the task status is **In Progress - Update Result & Reports**, you can revise uploaded report/result before you complete the test task.

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

Commented [A22]: 20230208 Updated image for Tested Test Matrix

Commented [A23]: 20230217 Updated image to show Grouping Comment

Commented [A24R23]: 20230411 Enable "Log" in Task List

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. 
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11

11 Lab Admin: Re-Assign Lab Location

(Task List page)

Select specific task to re-assign lab location.

Select **ACTIONS>Re-Assign Lab Location**.

icw.
Task List
Test Matrix

SKU / EU - Testing 011 - Testing 011-1
Actions

Vendor Num & Desc: 6273 Dummy_6273 | Dept Num & Desc: 8200 BCT DÉCOR
Collection: ORGANIC SHAPED MIRRORS | Frame: LT WALL MIRROR | Color Code: DNST | Size: FULL | Concept: N/A

←
Re-Assign Lab Location

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

Testing 011

Supplier Name: EU
Part No: 322016529
Status: Quote Confirmed

Test Matrix

Country - Brand - Subcategory	EU - Baby & Child - Indoor Seating
-------------------------------	------------------------------------

Task Information

TRF	RH_EXPORT_TRF_TEMPLATE.DOCX
Grouping Comment:	

Reports

Overall Result	N/A
----------------	-----

Testing Level

Result	Report	Issue Date	Handled Prime SKU	Tested Test Matrix
N/A	N/A	N/A	Passed	Testing 011

Analytical

Result	Report	Issue Date	Handled Prime SKU	Tested Test Matrix
N/A	N/A	N/A	Passed	Testing 011

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

Select Assign Lab

La

CANCEL

CONFIRM

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

Commented [A25]: 20230208 Updated image for **Tested Test**

Matrix

Commented [A26]: 20230217 Updated image to show Grouping Comment

Commented [A27R26]: 20230411 Enable "Log" in Task List

12 Task Status Overview

(Task list)

Task List					
Test Matrix					
Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress
S23042085	PRIME Test_1208_3 LUILOR LRG DIAMOND 13X21		US	— A ✓ F ✓ L ✓ P	In Progress - Update Result & Reports ●
S23042084	PRIME Test_1208_1 LUILOR LRG DIAMOND 13X21		US	— A ✓ F ✓ L ✓ P	Quote Confirmed ●
S23042083	PRIME Test_20231027_2 LUILOR LRG DIAMOND 13X21		QC	✓ Q — C	In Progress ●
S23042082	PRIME Test_20231027_1 LUILOR LRG DIAMOND 13X21		QC	✓ Q — C	Sample Sent ●
S23042081	PRIME Mtest_1218_06 Generic Description		US	✓ A ✓ F ✓ L ✓ P	Waiting for Lab Quote ●
S23042089	PRIME Test_1218_11 LUILOR LRG DIAMOND 13X21		EU	✓ A — F ✓ L — P	Complete - Approved ●
S23042078	PRIME Mtest_1218_02 Generic Description		US	— A ✓ F — L — P	CAP Approved ●
S23042077	PRIME Mtest_1218_01 Generic Description		US	✓ A — F — L — P	Complete - Conditional Approved ●
S23042075	PRIME Test_1215_1 LUILOR LRG DIAMOND 13X21		EU	✓ A ✓ F ✓ L ✓ P	Completed ●

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.

You can view **SKU Grouping Comment** (if available) and **TRF** (after Quote Confirmed) for each test task.

You can search in header filter. Vendor Name is sorted in alphabetical order.

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

Commented [A28]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A29]: 20221205 Updated from "Not applicable" to "Not requested"

Commented [A30]: 20231227 The Approval status: **CAP approved / Complete – Approved / Complete – Conditional**

Approved are reflected in **Progress** in **Task list**. The **Completed** status icon is changed from green to orange.

Commented [A31]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for **Vendor Num / DESC** table filter.

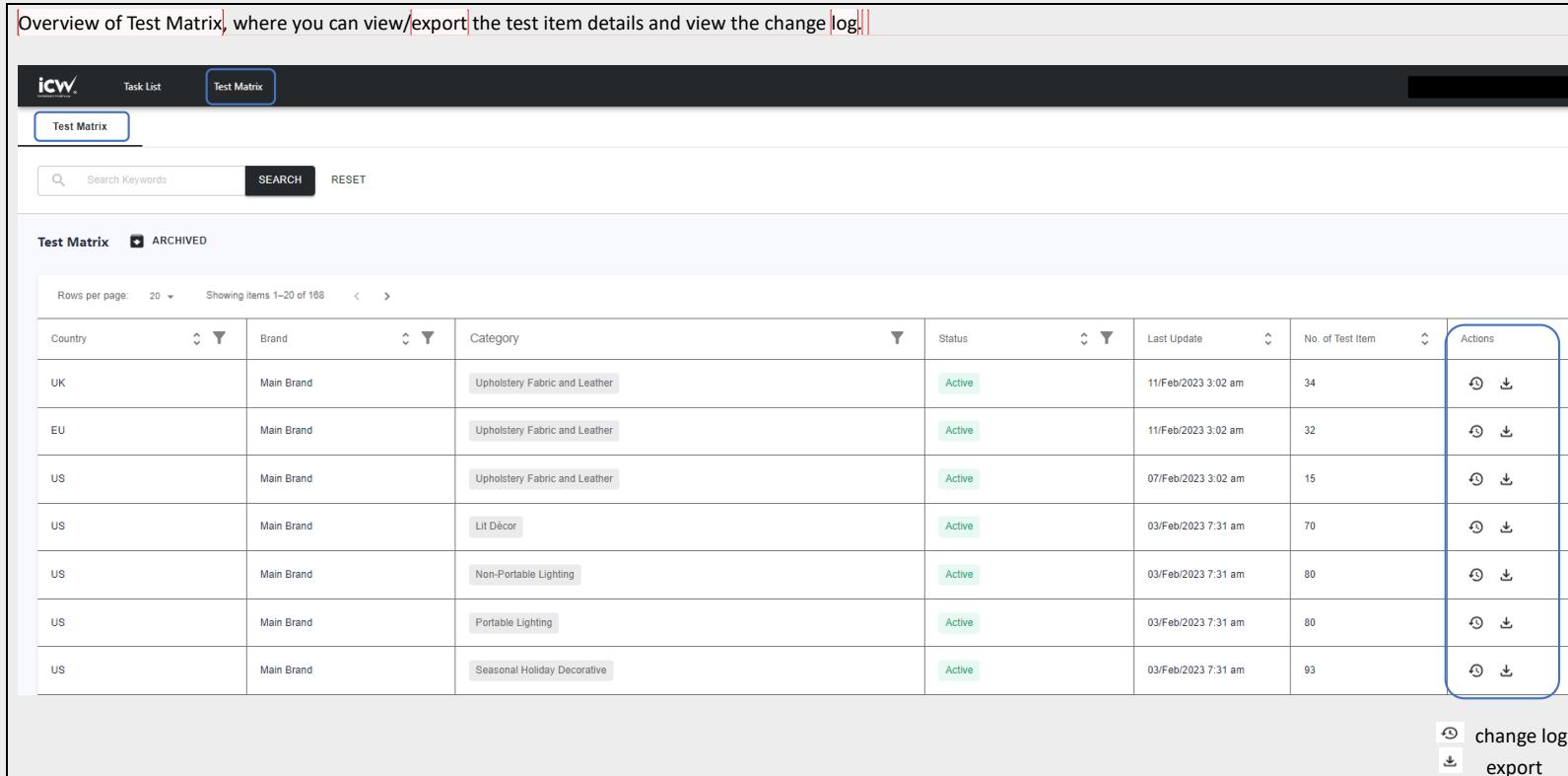
Commented [A32]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating **SKU Grouping Comment** and **TRF**

Commented [A33R32]: 20230411 Enable "Log" in Task List

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	Category	Status	Last Update	No. of Test Item	Actions
UK	Main Brand	Upholstery Fabric and Leather	Active	11/Feb/2023 3:02 am	34	 
EU	Main Brand	Upholstery Fabric and Leather	Active	11/Feb/2023 3:02 am	32	 
US	Main Brand	Upholstery Fabric and Leather	Active	07/Feb/2023 3:02 am	15	 
US	Main Brand	Lit Décor	Active	03/Feb/2023 7:31 am	70	 
US	Main Brand	Non-Portable Lighting	Active	03/Feb/2023 7:31 am	80	 
US	Main Brand	Portable Lighting	Active	03/Feb/2023 7:31 am	80	 
US	Main Brand	Seasonal Holiday Decorative	Active	03/Feb/2023 7:31 am	93	 

Rows per page: 20 Showing Items 1–20 of 168 < >

change log
export

Commented [A34]: 20230208 Added Fabric Program-US Test Matrix

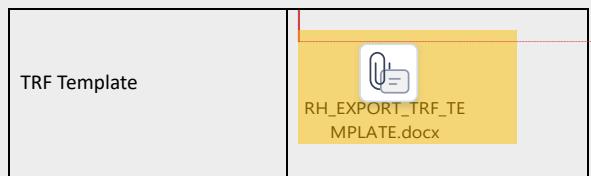
Commented [A35]: 20230214 Added Fabric Program - UK/EU Test Matrix

Commented [A36]: 20221205 Added "Export" test matrix feature

Commented [A37]: 20230911 change wording from Sub-category to Category

Commented [A38]: 20230411 Allow the search of Test Items by Test Code (unique ID generated by system automatically for each Test Item)

13 Appendix



Commented [A39]: 20231227 Adding 2 questions on the TRF.
Added Testing PO Number in the TRF.