

QUICK START USER GUIDE - Laboratory

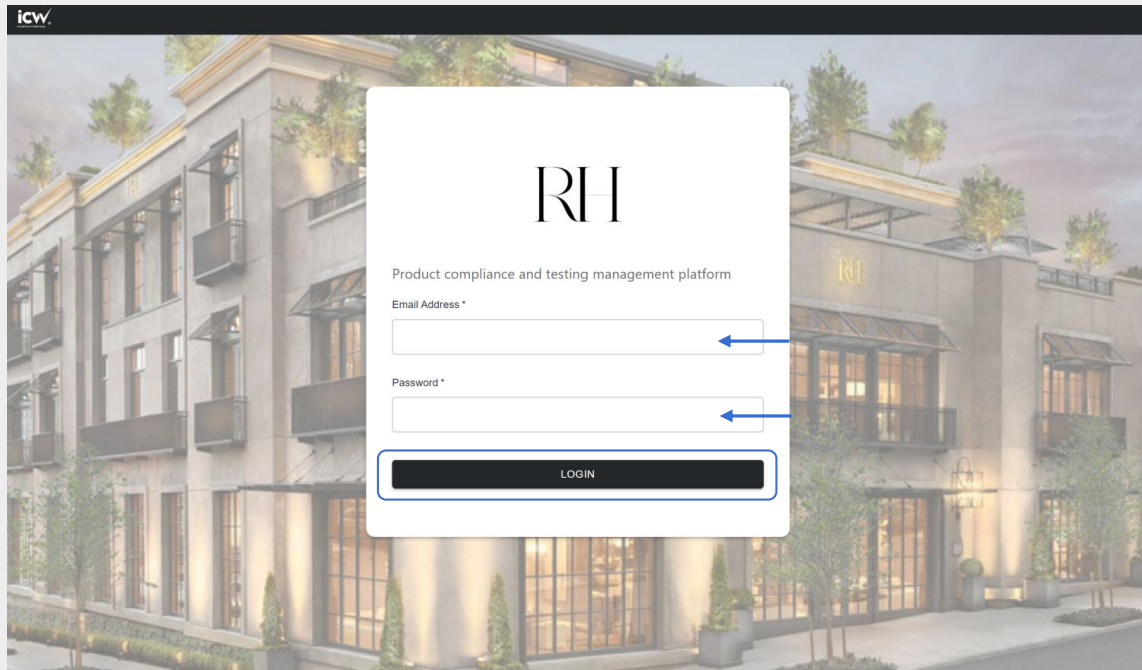
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V6

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2 Login



icw

RH

Product compliance and testing management platform

Email Address *

Password *

LOGIN

Log in to the platform: rh.icw.io

You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

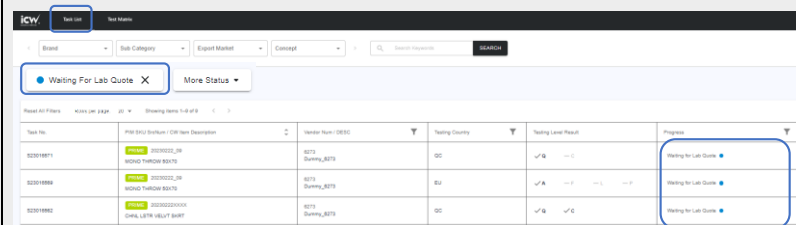
1. Enter the **E-mail Address**.
2. Enter the **Password**.
3. Select **LOGIN** button.

3 Make a Quote

(Task List page)

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

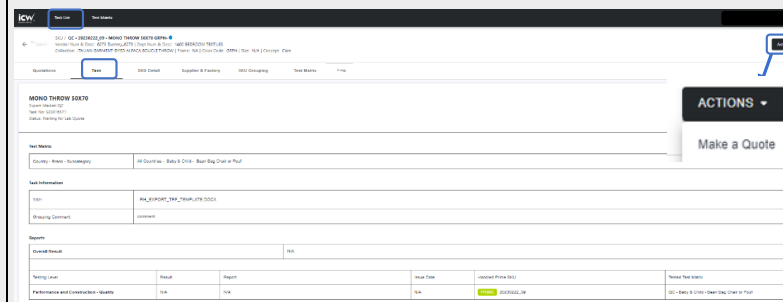
Select specific task to continue.



| Task No. | Task Description | Vendor Name | Testing Country | Testing Lab | Progress |
|-----------|-------------------|-----------------|-----------------|-------------|-----------------------|
| 823018871 | MONRO THROW 50070 | 8273 Summy,8273 | SG | ✓/B | Waiting For Lab Quote |
| 823018880 | MONRO THROW 50070 | 8273 Summy,8273 | SG | ✓/B | Waiting For Lab Quote |
| 823018882 | MONRO THROW 50070 | 8273 Summy,8273 | SG | ✓/B | Waiting For Lab Quote |

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

Note: You can export Test Matrix for each task.



MONRO THROW 50070

Country: Monro - 8273 Summy,8273

Test Information

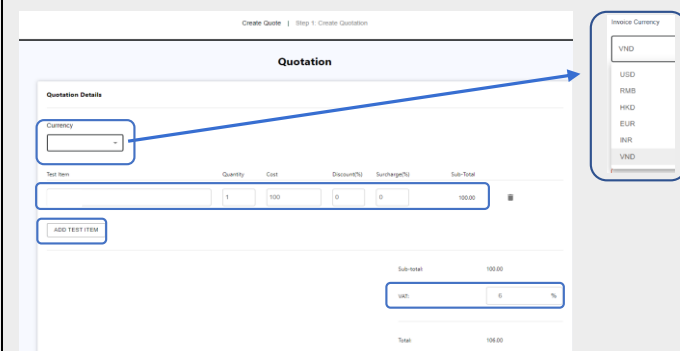
Test: 8273 Summy,8273

Test Results

| Test Item | Result | Pass | Fail |
|--|--------|------|------|
| Performance and Construction - Quality | 100 | 100 | 0 |

Fill in the **Quote**.

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



Create Quote | Step 1: Create Quotation

Quotation Details

Currency: VND

| Test Item | Quantity | Cost | Discount(%) | Surcharge(%) | Sub-Total |
|-----------|----------|------|-------------|--------------|-----------|
| | 1 | 100 | 0 | 0 | 100.00 |

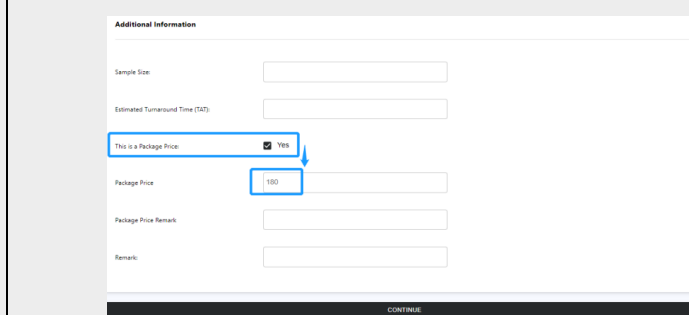
Sub-Total: 100.00

VAT: 0 %

Total: 100.00

Fill in the **Package Price** if applicable, that will overwrite the calculated Sub-total.

Select **CONTINUE**.



Additional Information

Sample Size:

Estimated Turnaround Time (TAT):

This is a Package Price: ☒ Yes

Package Price: 180

Package Price Remark:

Remark:

CONTINUE

Commented [A3]: 20230208 Updated image for Tested Test Matrix

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

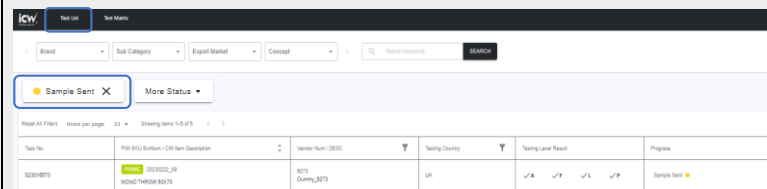
Commented [A7]: 20221205 Added currency INR and VND

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

4 Update Task Status: Samples Received

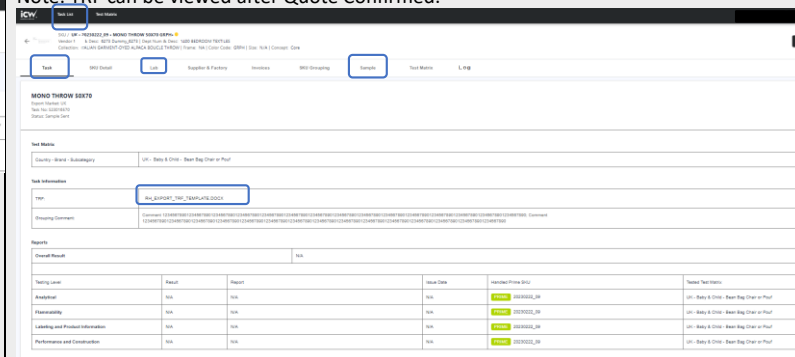
(Task List page)

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



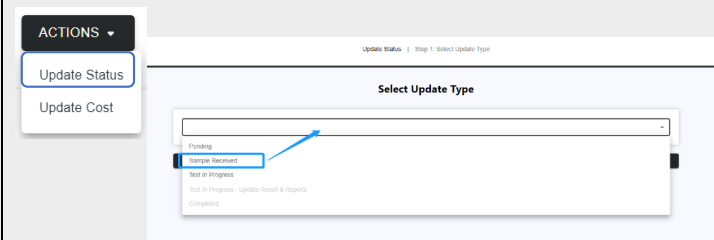
The screenshot shows the 'Task List' page with the 'Sample Sent' status filter selected. The table displays a list of tasks with columns for Task No., Task Name, Vendor Name, Testing Country, Testing Level, Result, and Progress. The first task is highlighted.

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.



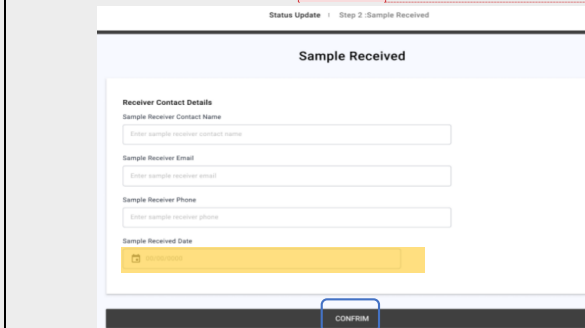
The screenshot shows the 'Task' page for a specific task. It includes fields for Task No., Task Name, Vendor Name, Testing Country, Testing Level, Result, and Progress. It also displays a table of results and a 'Confirm' button.

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



The screenshot shows the 'Update Status' dialog box with the 'Sample Received' option selected. The dialog box also includes a 'Confirm' button.

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



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

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

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**.

ACTIONS ▾

Update Status

Update Cost

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

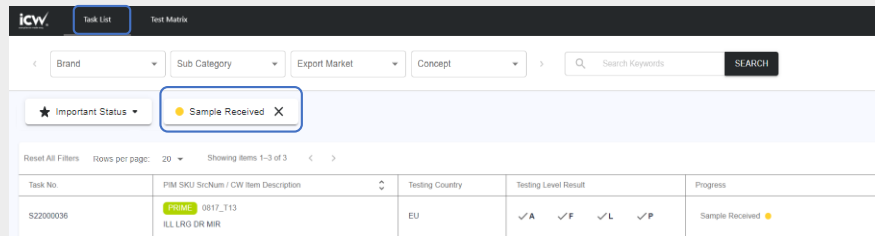
CONTINUE

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

6 Update Task Status: In Progress

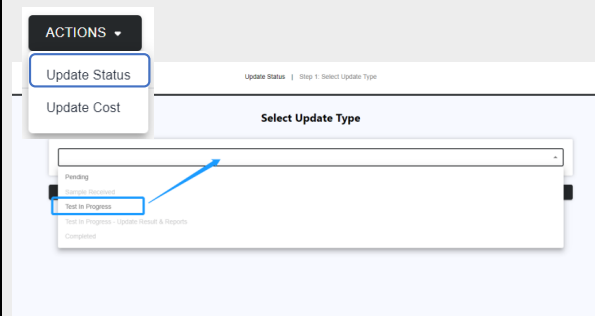
(Task List page)

Select **More Status>Sample received /Pending**.
Select specific task to continue.

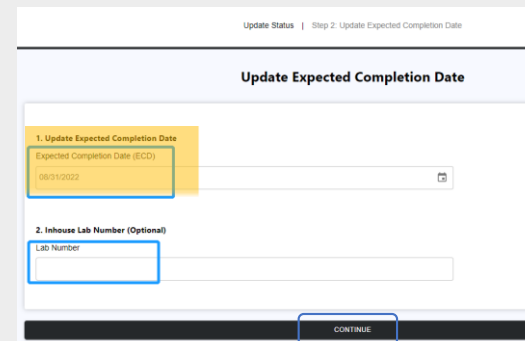


| Task No. | PIM SKU / Item Description | Testing Country | Testing Level Result | Progress |
|-----------|----------------------------------|-----------------|----------------------|-----------------|
| S22000036 | PRIME 0817_T13 ILL LRG DR MIR | EU | ✓A ✓F ✓L ✓P | Sample Received |

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



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



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

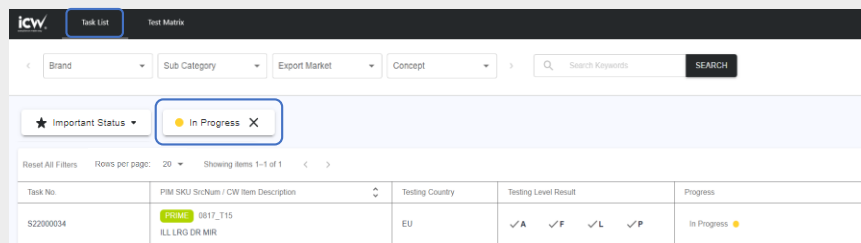
Commented [A15]: 20231009 ECD is mandatory when LAB updated status to "In Progress".

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

(Task List page)

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

Select specific task to continue.

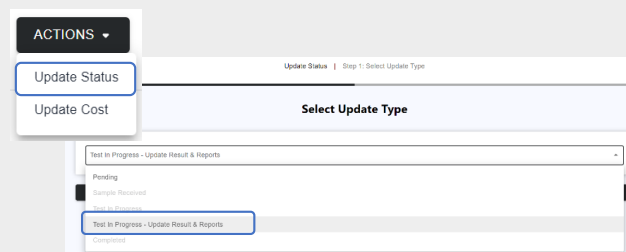


The screenshot shows the 'Task List' page with filters for Brand, Sub Category, Export Market, and Concept. The 'Important Status' filter is set to 'In Progress'. A table lists tasks with columns: Task No., PIM SKU / CW Item Description, Testing Country, Testing Level Result, and Progress. The task S22000034 is highlighted with a yellow 'In Progress' status.

| Task No. | PIM SKU / CW Item Description | Testing Country | Testing Level Result | Progress |
|-----------|-------------------------------|-----------------|----------------------|-------------|
| S22000034 | 0817_T15 ILLING DR MR | EU | ✓A ✓F ✓L ✓P | In Progress |

Select **Actions>Update Status**.

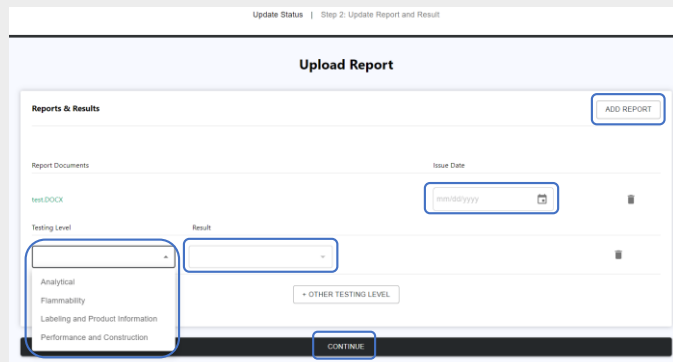
Select **Test In Progress – Update Result & Report** and **CONTINUE**.



The screenshot shows the 'Update Status' modal with the 'Update Status' button selected. The 'Select Update Type' dropdown is open, showing options: Pending, Sample Received, Test In Progress, Test In Progress - Update Result & Reports (highlighted), and Completed.

Select **ADD REPORT**.

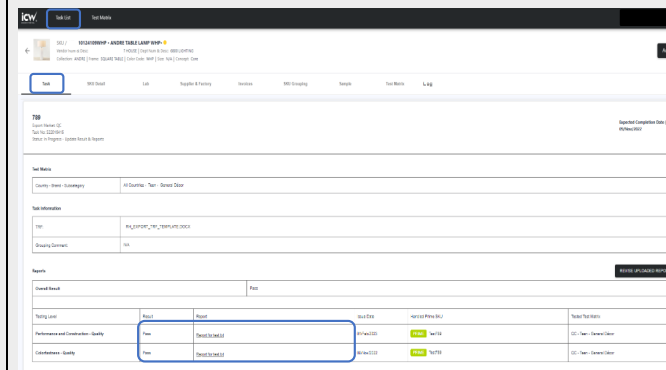
Fill in **Issue Date**, **Result** by **Testing Level** and **CONTINUE**.



The screenshot shows the 'Upload Report' modal with the 'ADD REPORT' button. The 'Report Documents' section shows a file 'test.DOCX'. The 'Issue Date' field is set to 'mm/dd/yyyy'. The 'Testing Level' dropdown is open, showing options: Analytical, Flammability, Labeling and Product Information, and Performance and Construction. The 'Result' field is empty. The 'CONTINUE' button is at the bottom.

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

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



The screenshot shows the 'Task' page for task S22000034. It displays the 'Test Matrix' and 'Reports' sections. The 'Test Matrix' shows the test level 'Performance and Construction - Quality'. The 'Reports' section shows the test result 'Pass'.

| Test Level | Pass/Fail | Result | Test Date | Tested By | Tested For |
|--|-----------|------------|------------|-----------|------------|
| Performance and Construction - Quality | Pass | 2023/03/01 | 2023/03/01 | Tested By | Tested For |

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

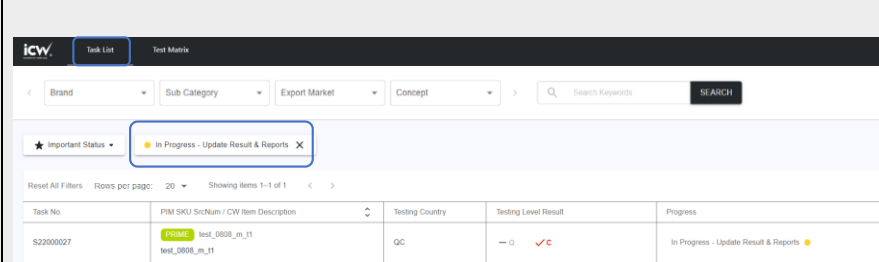
Commented [A17]: 20230217 Updated image to show Grouping Comment

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

8 Update Task Status: Completed

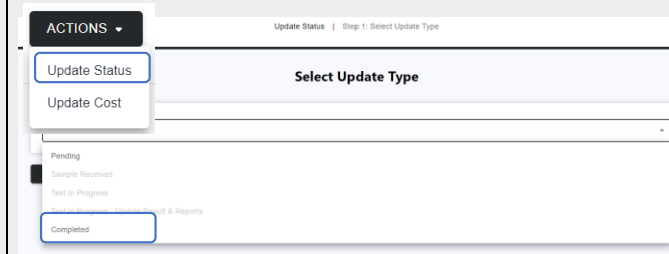
(Task List page)

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



| Task No. | PIM SKU / Item Description | Testing Country | Testing Level Result | Progress |
|-----------|----------------------------|-----------------|----------------------|---------------------------------------|
| S22000027 | test_0808_m_11 | QC | ✓ | In Progress - Update Result & Reports |

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



Update Status | Step 1: Select Update Type

Select Update Type

Update Status

Update Cost

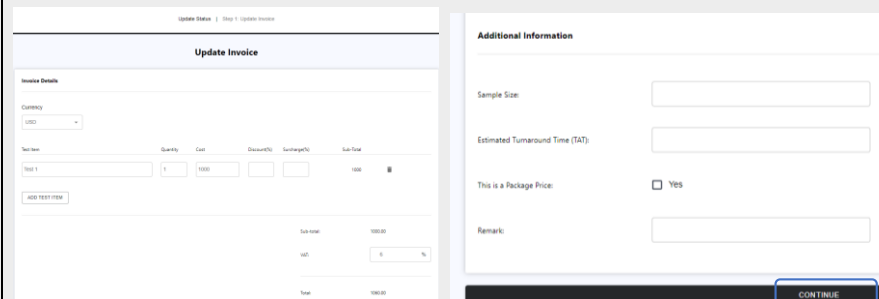
Pending

Sample Received

Test In Progress

Completed

Update and Confirm invoice details, select CONTINUE.



Update Status | Step 2: Update Invoice

Update Invoice

Invoice Details

Currency: USD

| Test Item | Quantity | Cost | Discount(%) | Surcharge(%) | Sub-Total |
|-----------|----------|------|-------------|--------------|-----------|
| Test 1 | 1 | 1000 | | | 1000 |

Sub-Total: 1000.00

VAT: 5 %

Total: 1050.00

Additional Information

Sample Size:

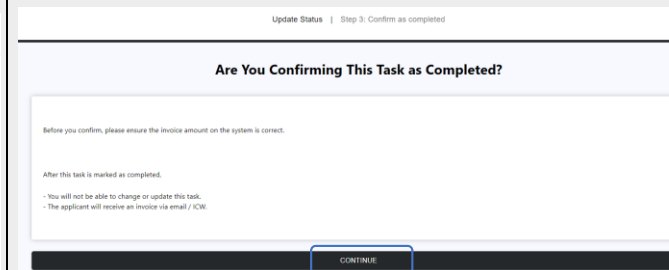
Estimated Turnaround Time (TAT):

This is a Package Price: ☐ Yes

Remark:

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 / iCwv.

CONTINUE

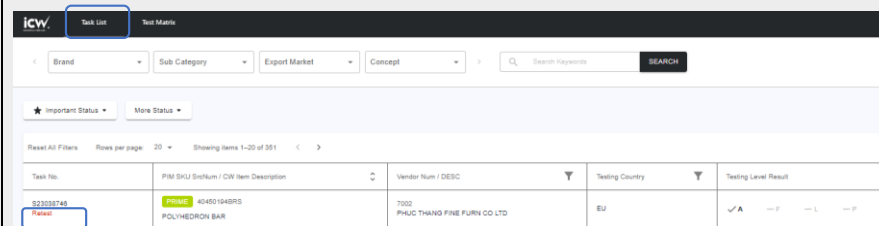
Once the task is completed, RH can make approval.

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 the icw Task List interface. At the top, there are tabs for 'Task List' and 'Test Matrix'. Below the tabs are filters for Brand, Sub-Category, Export Market, and Concept, along with a search bar. A table below shows a list of tasks. The first task is highlighted with a red box around the 'Task No.' column, which contains the value '923030748'. The 'Task No.' column also has a 'Retest' label next to it. The table has columns for Task No., PIM SKU / Item Description, Vendor Name / Desc, Testing Country, and Testing Level Result.

| Task No. | PIM SKU / Item Description | Vendor Name / Desc | Testing Country | Testing Level Result |
|---------------------|------------------------------|--------------------------------------|-----------------|----------------------|
| 923030748 Retest | 404501048RS POLYMERON BAR | 7502 PHUC THANG FINE PAPER CO LTD | EU | ✓ A |

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 the 'Task List' page with the 'Important Status' dropdown menu open. The menu lists several status options: 'Waiting for Lab Quote (5)', 'Sample Sent (3)', 'Quote Confirmed (0)', and 'Rejected - Update Report (1)'. The 'Rejected - Update Report (1)' option is highlighted with a blue box. A blue arrow points from this option to the corresponding task in the task list table below.

| Task ID | Task Name | Status | Progress |
|-----------|--------------------------|--------------------------|----------|
| 522019411 | Waiting for Lab Quote | Waiting for Lab Quote | 0% |
| 522019410 | Sample Sent | Sample Sent | 100% |
| 522019409 | Quote Confirmed | Quote Confirmed | 100% |
| 522019408 | Rejected - Update Report | Rejected - Update Report | 0% |
| 522019407 | Rejected - Update Report | Rejected - Update Report | 0% |

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.

The screenshot shows the 'Upload Report' form. The 'ADD REPORT' button is highlighted with a blue box. The form contains the following fields: 'Report Documents' with a file upload button, 'Issue Date' set to 08/22/2022, 'Testing Level' set to 'Analytical', and 'Result' set to 'Flammability'. The 'CONTINUE' button is at the bottom of the form.

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

The screenshot shows the 'Approval Details' page. The 'Reports' tab is selected, showing a list of reports. The 'Rejected - Update Report' report is highlighted with a blue box. A blue arrow points from the 'RE-UPLOAD REPORT' button to the 'Rejected - Update Report' report.

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

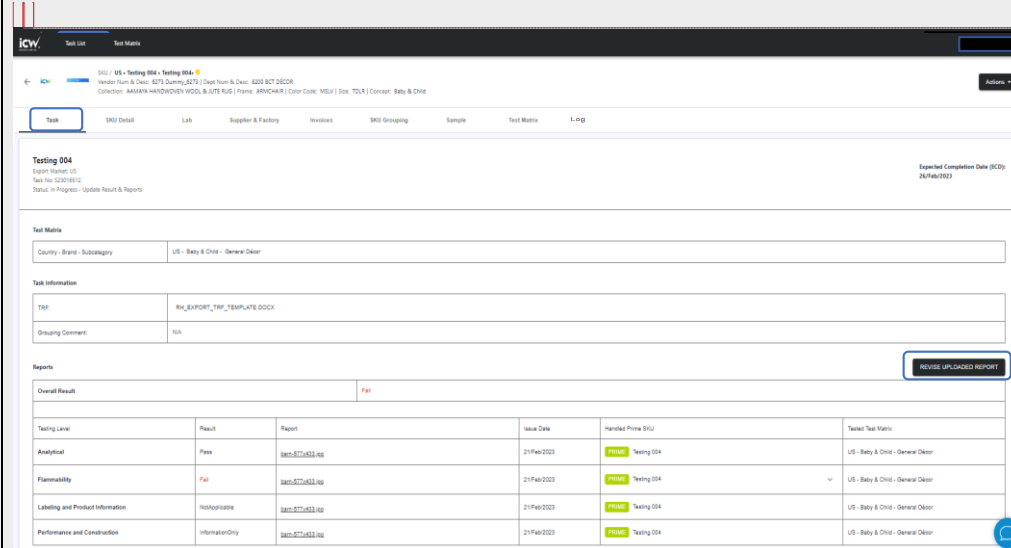
Commented [A21R20]: 20230411 Enable "Log" in Task List

Note:

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

(Continued on next page)

Revise Report



Task List | **Test Matrix**

icvw | 001 / 004 - Testing 004 - Testing 004 - 001
Vendor Item & Desc: 001 - Testing 004 - 001 | Unit Num & Desc: 001 - Testing 004 - 001
Collection: AMARIA HANDMADE WOOD, B. JUTE RUG | Frame: AMARIA | Color Code: MSU | Size: TOLR | Concept: Baby & Child

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

Testing 004
Export Market: US
Task No: 001-001-001
Status: In Progress - Update Result & Reports

Test Matrix
Country - Brand - Subcategory: US - Baby & Child - General Decor

Task Information
Task: 001_EXPORT_TEMPLATE.DOCX
Grouping Comment: NA

Reports
Overall Result: **Fail**

REVISE UPLOADED REPORT

| Testing Level | Result | Report | Issue Date | Handled Prime SKU | Tasked Test Matrix |
|----------------------------------|------------------|-----------------|-------------|-------------------|-----------------------------------|
| Analytical | Pass | 001-001-001-001 | 21-Feb-2023 | 001-001-001-001 | US - Baby & Child - General Decor |
| Flammability | Fail | 001-001-001-001 | 21-Feb-2023 | 001-001-001-001 | US - Baby & Child - General Decor |
| Labeling and Product Information | Not Applicable | 001-001-001-001 | 21-Feb-2023 | 001-001-001-001 | US - Baby & Child - General Decor |
| Performance and Construction | Information Only | 001-001-001-001 | 21-Feb-2023 | 001-001-001-001 | US - Baby & Child - General Decor |

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.

ACTIONS ▾

Make a Quote

Update Cost when Quote is CONFIRMED but Task is not COMPLETED:

Select specific task, select **ACTIONS>Update Cost** in **Task**.
Submitted Quote cannot be updated.
However, you can review and update Invoice directly, you can further review and update the cost before you complete the task.

ACTIONS ▾

Update Status

Update Cost

Update Cost when Task is COMPLETED:

Select specific task, select **ACTIONS>New Invoice** in **Task**.
Submitted Quote and Invoice cannot be updated.
However, you can create additional invoice to debit / credit the invoice amount.

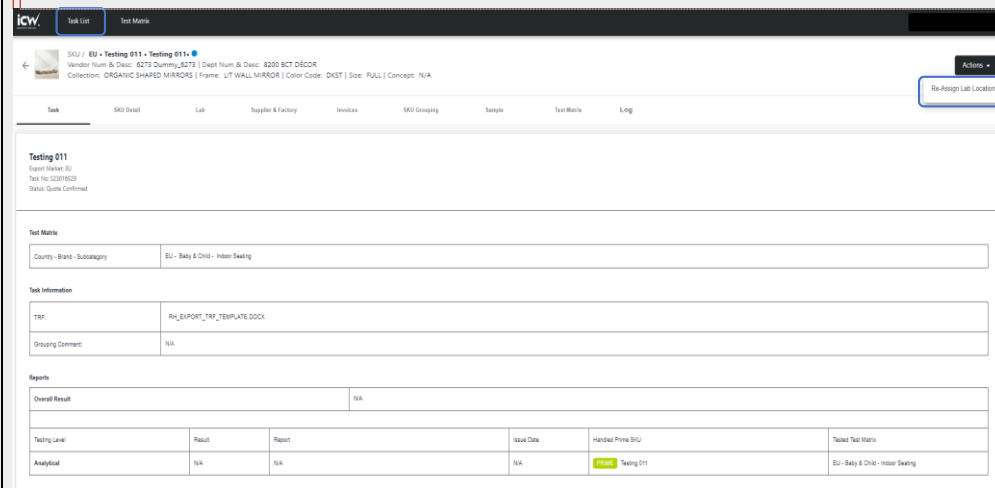
ACTIONS ▾

New Invoice

11 Lab Admin: Re-Assign Lab Location

(Task List page)

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



The screenshot shows the icwv Task List page for a specific task. The 'Task List' tab is selected. The task details are as follows:

- Task:** Testing 011
- Report Number:** EU
- Task No:** 52301829
- Status:** Quote Confirmed

The 'Test Matrix' section shows the following details:

- Country - Brand - Subcategory:** EU - Baby & Child - Indoor Sealing

The 'Task Information' section shows the following details:

- TRF:** RH_EXPORT_TRF_TEMPLATE.DOCX
- Grouping Comment:** N/A

The 'Reports' section shows the following details:

- Overall Result:** N/A

The 'Testing Level' table shows the following details:

| Testing Level | Result | Report | Issue Date | Handled Prime (G) | Tasked Test Matrix |
|---------------|--------|--------|------------|-------------------|------------------------------------|
| Analysical | N/A | N/A | N/A | Prime Testing 011 | EU - Baby & Child - Indoor Sealing |

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

Select Assign Lab

Lab

CANCEL

CONFIRM

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

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)

icw

Task List

Test Matrix

Brand

Sub Category

Export Market

Concept

Search Keywords

SEARCH

★ Important Status

More Status

Reset All Filters

Rows per page: 20

Showing items 1–20 of 1147

| 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_1215_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.
















Task List
Test Matrix



Test Matrix

SEARCH
RESET

Test Matrix
ARCHIVED

Rows per page: 20 Showing items 1–20 of 168

| 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 |   |

 change log
  export

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

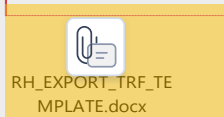
Commented [A35]: 20230214 Added Fabric Program - UK/EU Test Matrix

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

| | |
|--------------|---|
| TRF Template |  RH_EXPORT_TRF_TEMPL MPLATE.docx |
|--------------|---|

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