



QUICK START USER GUIDE - Laboratory

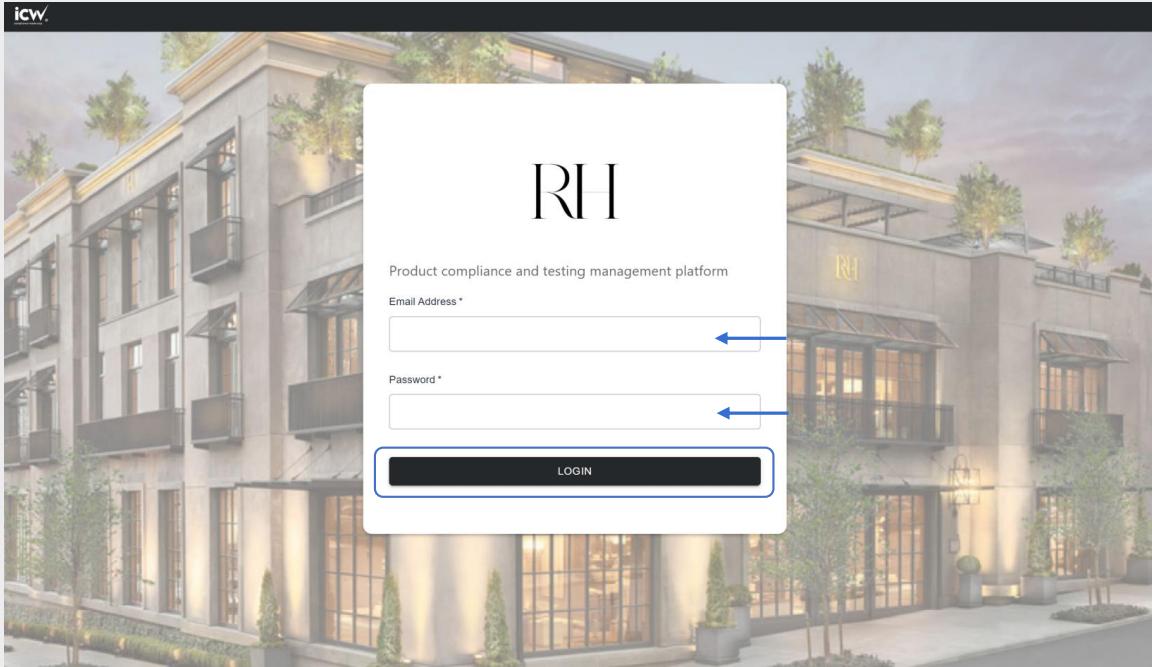
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V3

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2 Login



The image shows a login screen for the RH platform. The background is a photograph of a modern, multi-story building with large windows and a prominent entrance. A white login overlay is centered. The overlay features the letters 'RH' in a large serif font at the top. Below it is the text 'Product compliance and testing management platform'. There are two input fields: 'Email Address *' and 'Password *'. A blue arrow points to the 'Email Address' field. Another blue arrow points to the 'Password' field. At the bottom of the overlay is a black 'LOGIN' button with white text. A blue arrow points to this button.

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.

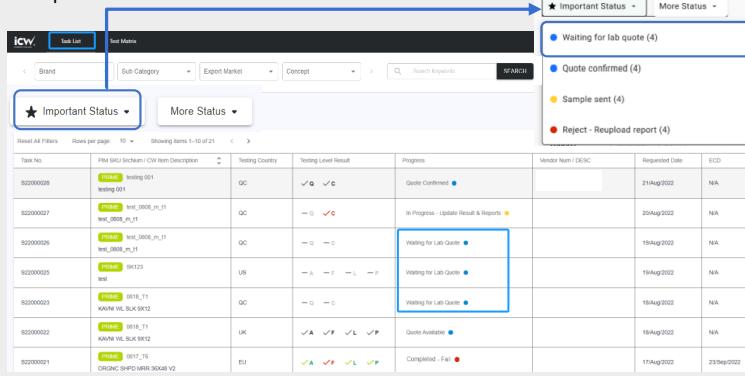
1. Enter the **E-mail Address**.
2. Enter the **Password**.
3. Select **LOGIN** button.

3 Make a Quote

(Task List page)

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

Select specific task to continue.



Task List

Important Status

Waiting for Lab Quote (4)

Quote confirmed (4)

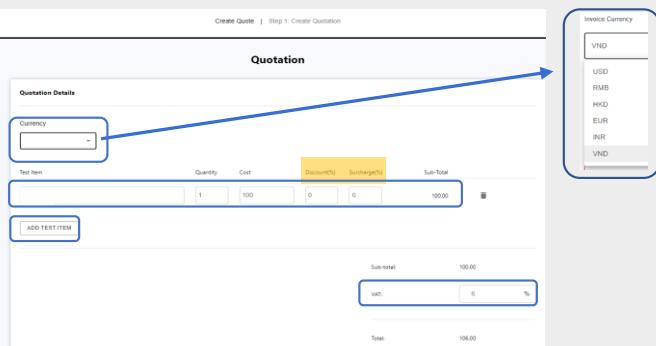
Sample sent (4)

Reject - Reupload report (4)

Task No	Part Number / ICW Item Description	Testing Country	Testing Level Result	Progress	Request Date	ECN
82200008	ICW_0001 testing 001	QC	✓ Q ✓ C	Quote Confirmed	21Aug2022	N/A
82200027	ICW_0008 test_0008_m_1	QC	— Q ✓ C	In Progress - Update Result & Reports	20Aug2022	N/A
82200026	ICW_0008 test_0008_m_1	QC	— Q — C	Waiting for Lab Quote	19Aug2022	N/A
82200029	ICW_0012 test	US	— A — F — L — P	Waiting for Lab Quote	19Aug2022	N/A
82200023	ICW_0018_T1 ICW_0018_SLK_SX12	QC	— Q — C	Waiting for Lab Quote	18Aug2022	N/A
82200022	ICW_0018_T1 ICW_0018_SLK_SX12	UK	✓ A ✓ F ✓ L ✓ P	Quote Available	18Aug2022	N/A
82200021	ICW_0017_76	EU	✓ A ✓ F ✓ L ✓ P	Completed - Fail	17Aug2022	23Sep2022

Fill in the **Quote**.

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



Create Quote | Step 1: Create Quotation

Quotation

Quotation Details

Currency:

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

Sub-Total: 100.00

VAT: 0 %

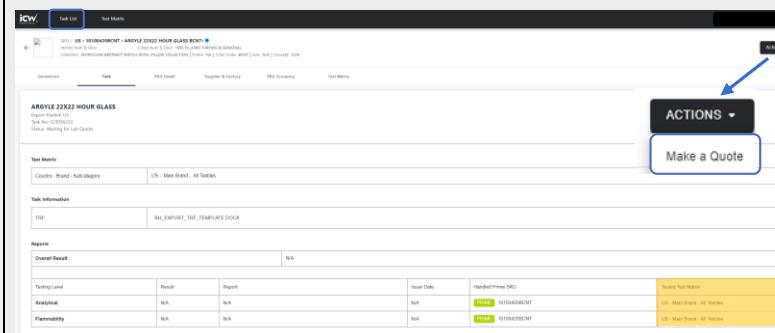
Total: 100.00

Invoice Currency:

VND
USD
RMB
HKD
EUR
INR

Review task details, Select Actions>Make a Quote.

Note: You can export Test Matrix for each task.



ARGYLE 22X22 HOUR GLASS

Argyle 22x22

Task Matrix

ACTIONS

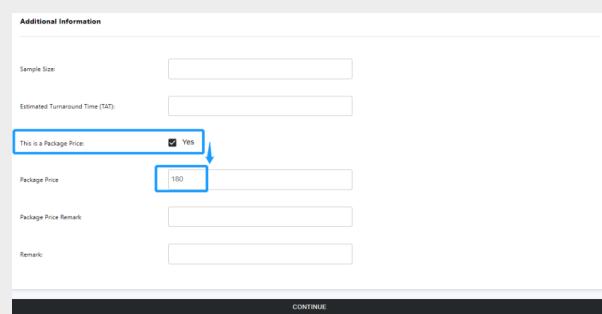
Make a Quote

Commented [A1]: 20230208 Updated image for Tested Test Matrix

Commented [A2]: 20221205 Added export Test Matrix feature at 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:

Package Price Remark:

Remark:

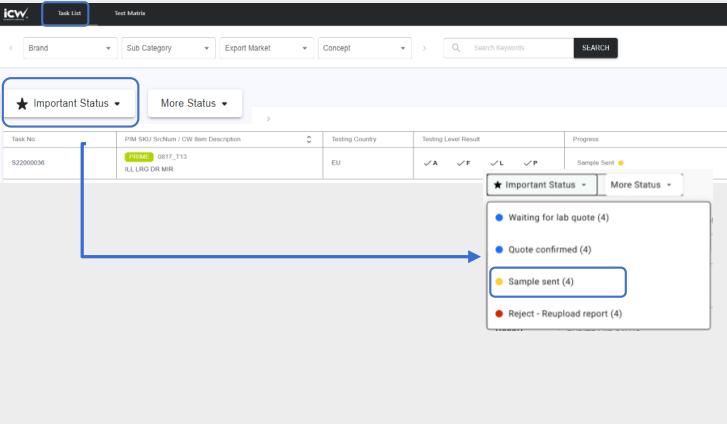
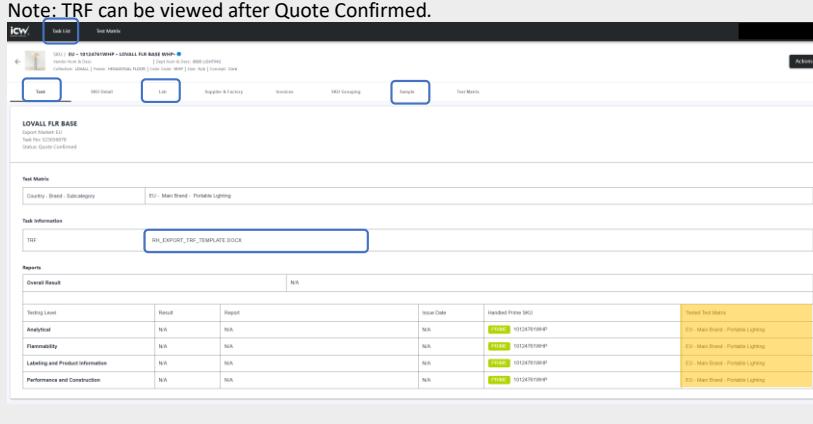
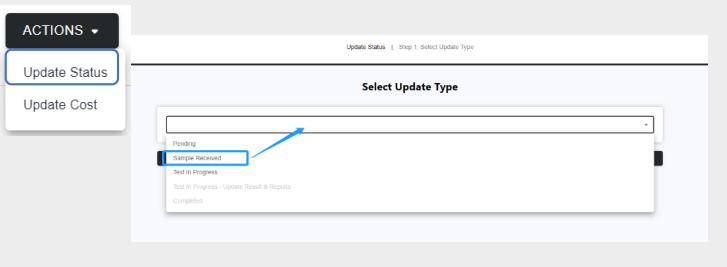
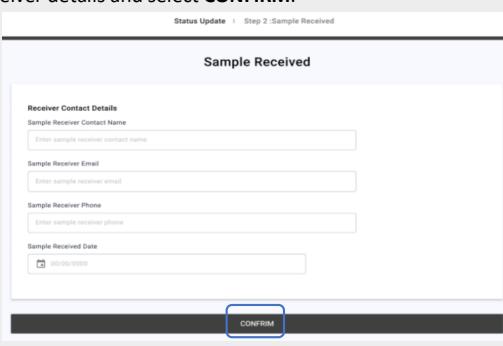
CONTINUE

Commented [A3]: 20221205 Added currency INR and VND

Commented [A4]: 20230208 Added **Discount(%)** and **Surcharge(%)** in Quotation process with updated note

4 Update Task Status: Samples Received

(Task List page)

<p>Select Important Status>Sample sent. Select specific task to continue.</p> 	<p>You can view the TRF 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.</p> 
<p>Select Actions>Update Status. Select Sample Received and CONTINUE.</p> 	<p>Fill in receiver details and select CONFIRM.</p> 

Commented [A5]: 20230208 Updated image for [Tested Test Matrix](#)

Commented [A6]: 20221205 Added "Lab" page

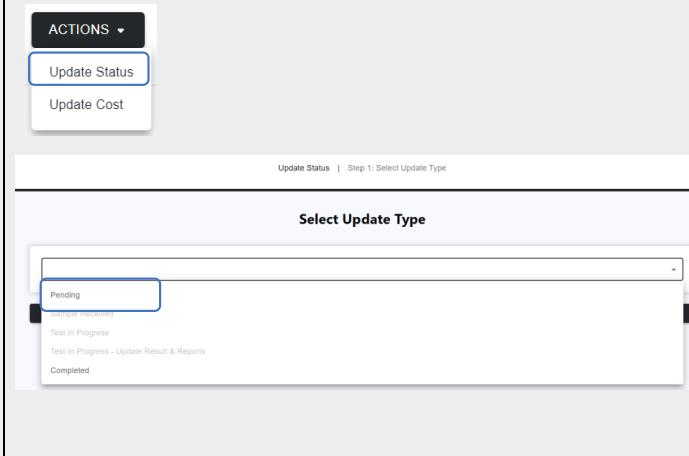
5 Update Task Status: Pending

(Task List page)

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

Select **Actions>Update Status**.

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



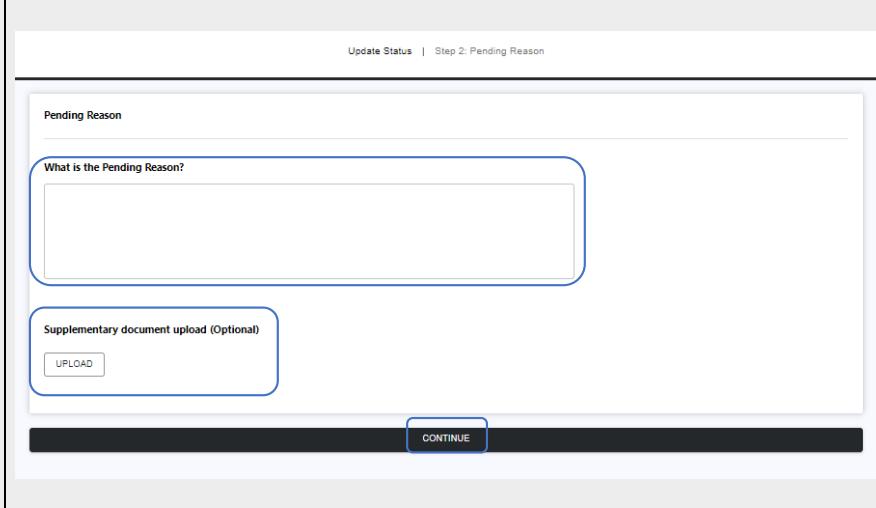
Update Status | Step 1: Select Update Type

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

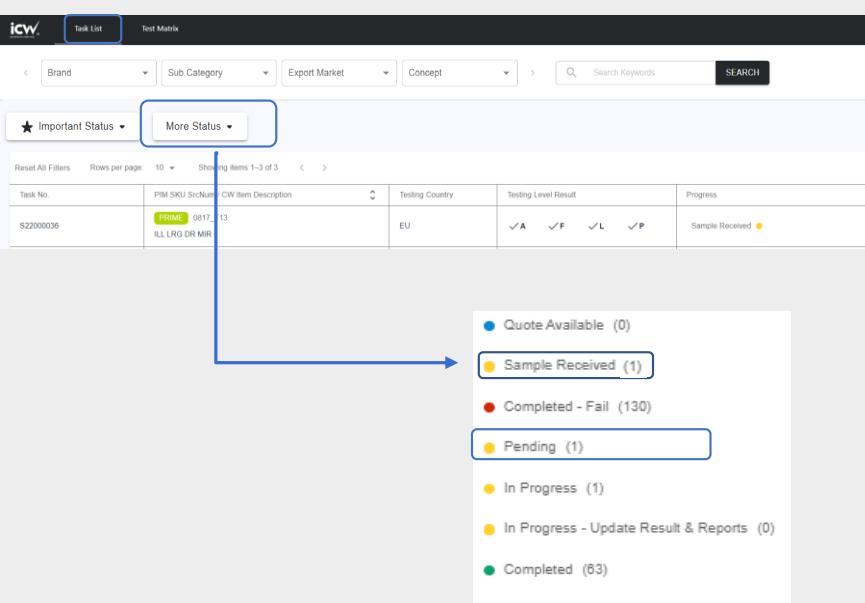
CONTINUE

Commented [A7]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

6 Update Task Status: In Progress

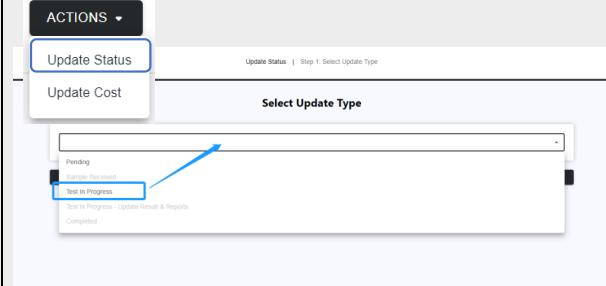
(Task List page)

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



Task List page screenshot showing the 'More Status' dropdown menu with various status options like Sample Received, Pending, and In Progress.

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

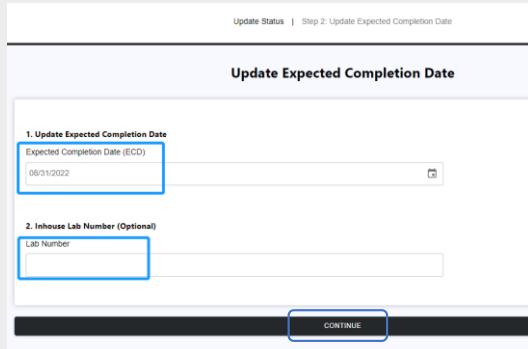


Update Status | Step 1: Select Update Type

Select Update Type

- Pending
- Test In Progress**
- Test In Progress - Update Result & Reports
- 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)

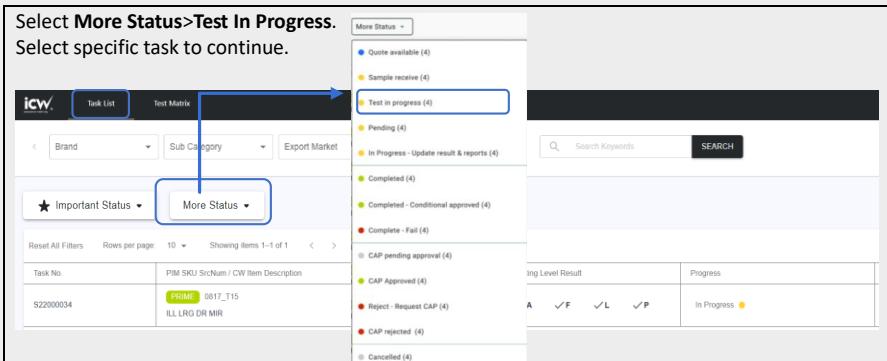
Lab Number

CONTINUE

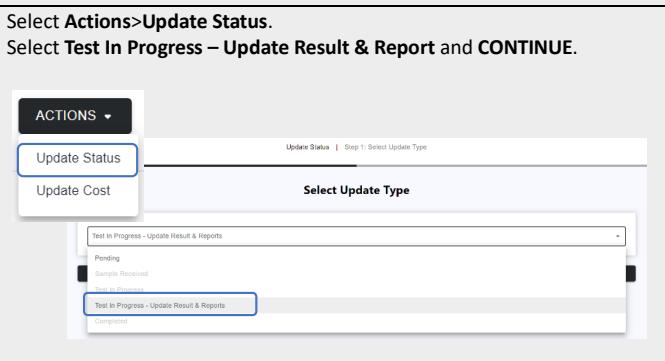
7 Update Task Status: In Progress – Update Result & Reports

(Task List page)

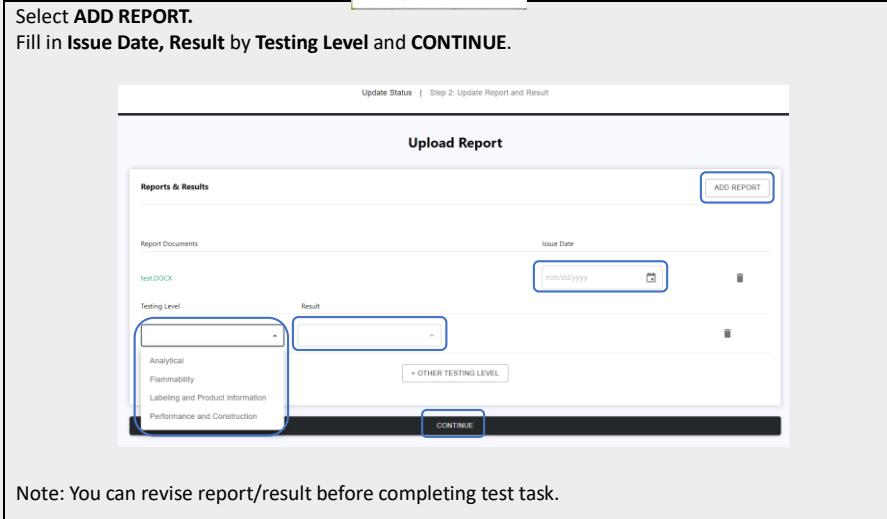
Select **More Status>Test In Progress**.
Select specific task to continue.



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

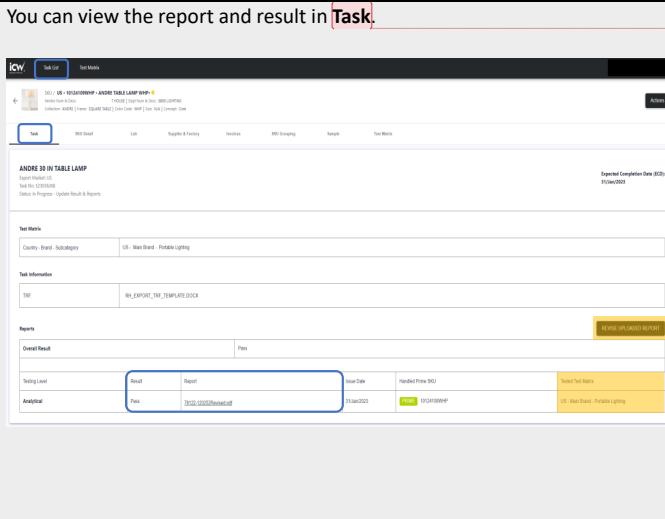


Select **ADD REPORT**.
Fill in **Issue Date**, **Result** by **Testing Level** and **CONTINUE**.



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

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



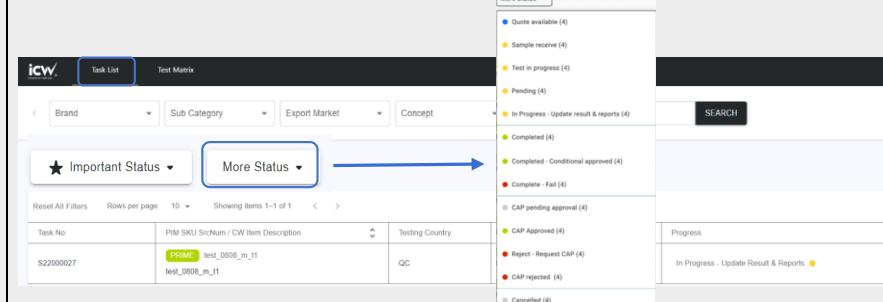
Commented [A8]: 20230208 Updated image for **Tested Test Matrix** and **REVISE UPLOADED REPORT**

8 Update Task Status: Completed

(Task List page)

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

Select specific task to continue.



Task List

More Status

SEARCH

Important Status

More Status

Task No PIM SKU/SrcNum / CW Item Description Testing Country

S22000027 PRIME test_0808_m_11 test_0908_m_11 QC

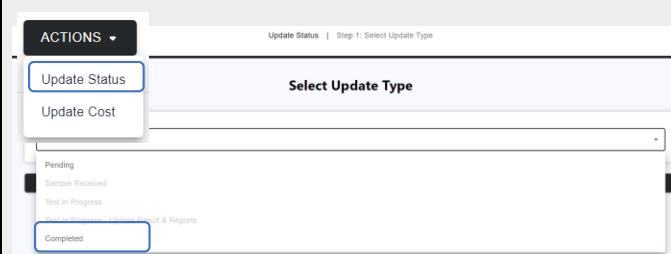
Reset All Filters Rows per page: 10 Showing Items 1-1 of 1

More Status

- Quote available (4)
- Sample receive (4)
- Test in progress (4)
- Pending (4)
- In Progress - Update result & reports (4)
- Completed (4)
- Completed - Conditional approved (4)
- Complete - Fail (4)
- CAP pending approval (4)
- CAP Approved (4)
- Reject - Request CAP (4)
- CAP rejected (4)
- Canceled (4)

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS

Update Status

Update Cost

Pending

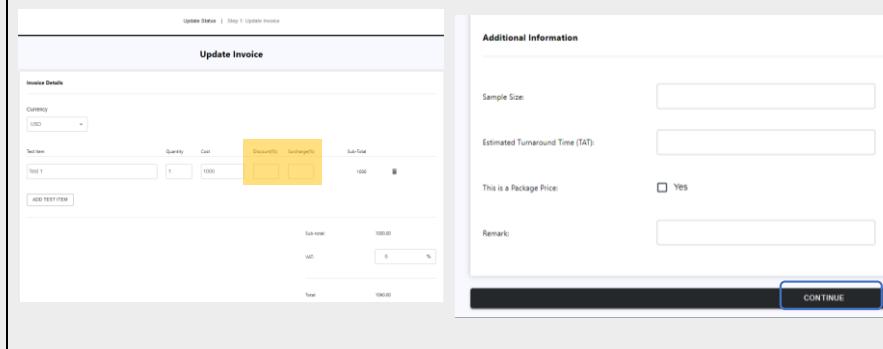
Sample Received

Test 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

Country: USA

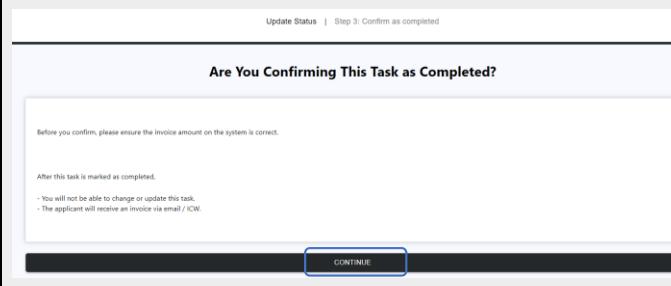
Test 1: Quantity: 1 Cost: 1000.00

Discount(%): 1000.00 Sub Total: 1000.00

VAT: % 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 [A9]: 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.

Task List					TEST MATRIX
Task List	Brand	Category	Export market	Concept	Search Keywords
★ Important Status	More Status				
Page: 1	Rows per page: 10	1-10 of 88	<	>	
Reset All Filters	Rows per page: 10	Showing items 1-10 of 26	<	>	
Task No	PIM SKU/SrcNam / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	
S22000037 Retest	FORM 0020.TB ORGNC SHPD MRR 36X48 V2	1234 Dummy Supplier	US	— A ✓ F — L — P	

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.

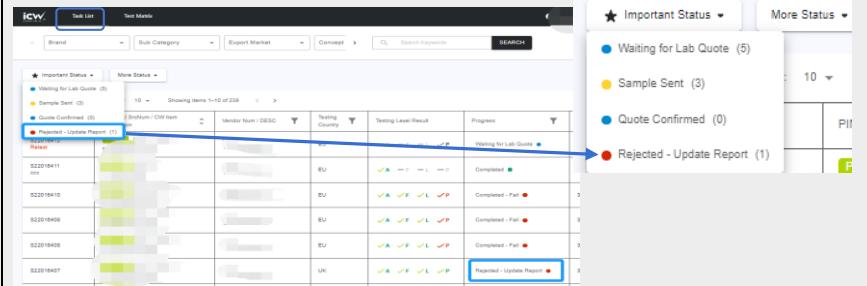
10 Exceptional Handling

(Task List page)

Update Rejected Report

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

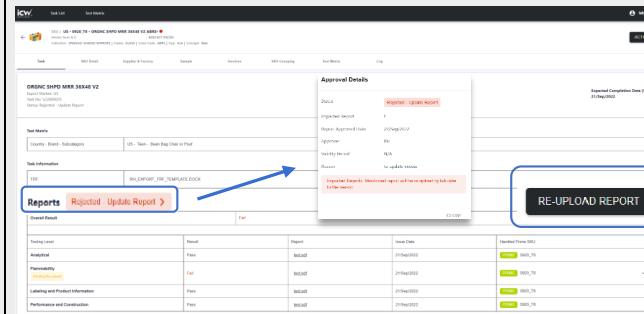
Select specific task to continue.



The screenshot shows a list of tasks in the 'Task List' section. One task, 'Rejected - Update Report (1)', is highlighted with a blue box and an arrow pointing to it. The task details are as follows:

- Task Name: Rejected - Update Report
- Task Status: Rejected
- Task Description: Rejected - Update Report
- Task Details: (1)
- Task Status: Rejected
- Task Progress: 0%

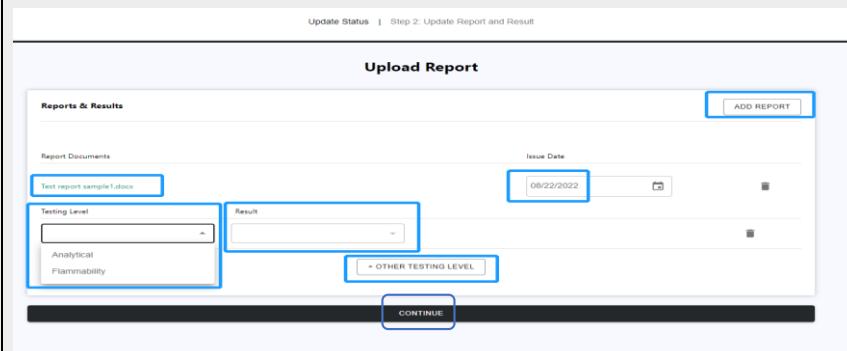
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



The screenshot shows the 'Rejected-Update Report' page. The 'RE-UPLOAD REPORT' button is highlighted with a blue box and an arrow pointing to it. The page also displays approval details and a table of report results.

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



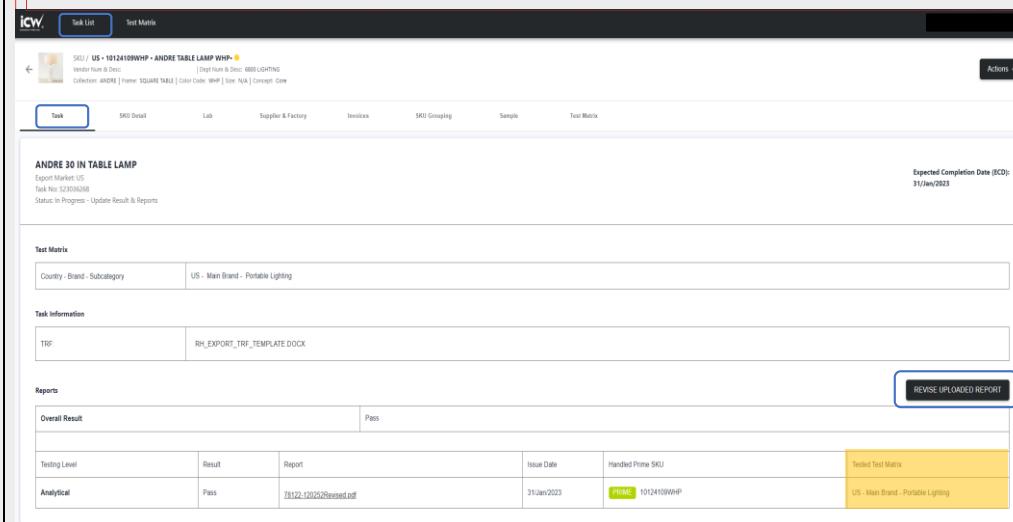
The screenshot shows the 'Upload Report' page. The 'Report Documents' and 'Testing Level' fields are highlighted with blue boxes and an arrow pointing to the 'CONTINUE' button. The page also includes fields for 'Issue Date' and 'Result'.

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



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

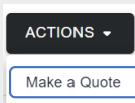
Select specific task, select **REVISE UPLOADED REPORT**. Then upload the revise report / result.

Commented [A10]: 20230208 Updated image for Tested Test Matrix

Update Cost when Task Progress is Quote Available:

Select specific task, select **ACTIONS>Make a Quote** in Task.

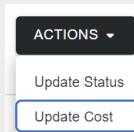
You can review and update previous submitted Quote.



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.

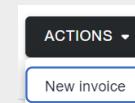
However, you can review and update Invoice directly, you can further review and update the cost before you complete the task.



Update Cost when Task is COMPLETED:

Select specific task, select **ACTIONS>New Invoice in Task**. Submitted Quote and Invoice cannot be updated.

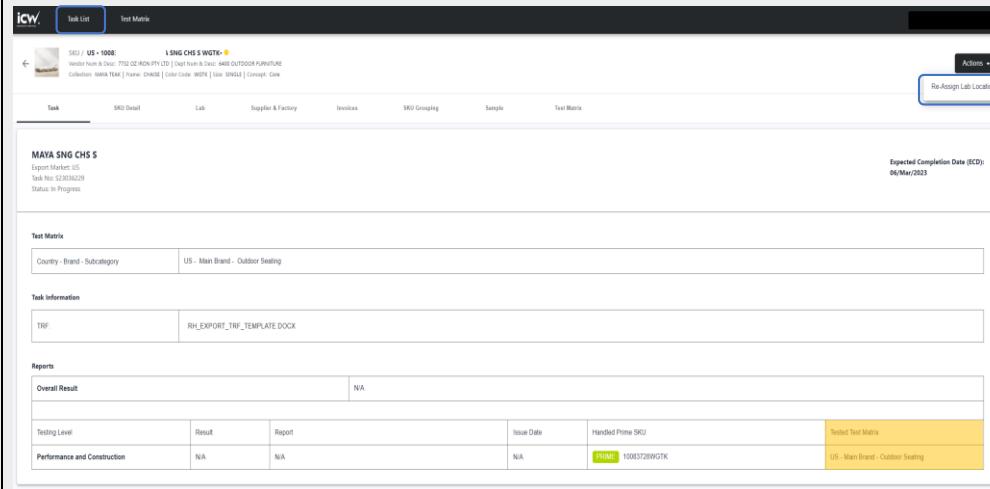
However, you can create additional invoice to debit / credit the invoice amount.



11 Lab Admin: Re-Assign Lab Location

(Task List page)

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



SKU / US • 1008 I SING CHS S WTRG-#
Vendor Num & Desc: 752 02 400-PIY LTD Capt Num & Desc: 5400 OUTDOOR FURNITURE
Collection: MAIA TEAM Frame: CH408 Color Code: WTRG | Size: SINGLE | Connect: Cane

Actions: Re-Assign Lab Location

MAIA SNG CHS S
Last Update: 04/03/2023
Status: In Progress

Test Matrix
Country - Brand - Sub-category: US - Men Brand - Outdoor Seating

Task information
TRF: RH_EXPORT_TRF_TEMPLATE.DOCX

Reports
Overall Result: N/A
Testing Level: Handled Prime SKU: Tested Test Matrix
Performance and Construction: N/A N/A N/A 1008372009GTRK US - Men Brand - Outdoor Seating

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 [A11]: 20230208 Updated image for Tested Test Matrix

12 Task Status Overview

(Task list)

Task List Test Matrix

Brand Sub Category Export Market Concept > Search Keywords SEARCH

Important Status More Status

Reset All Filters Rows per page: 10 Showing items 1-10 of 842 < >

Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress
S23036867 Retest	PRIME 10105356TEAK MAYA SIDE CHR		US	—A —F —L ✓P	Pending ●
S23036285 Retest	PRIME 10083713WGTK AEGTAK LX SWVL LNG CHR S		US	—A —F —L ✓P	In Progress ●
S23036284 Retest	PRIME 10083712WGTK AEGTAK ARM CHR S		US	—A —F ✓L —P	In Progress ●
S23036237	PRIME 106642VOL E NTL SHPSKIN WOOL DBL PLT		US	✓A ✓F ✓L ✓P	Waiting for Lab Quote ●
S23036236	PRIME 109191IVOR SHEEPSKIN DOUBLE RUG		US	✓A ✓F ✓L ✓P	Waiting for Lab Quote ●
S23036229 Retest	PRIME 10083728WGTK MAYA SNG CHS S		US	—A —F —L ✓P	In Progress ●
S23036226	PRIME 10105355TEAK MAYAARM CHR		US	✓A ✓F ✓L ✓P	Completed ●
S23036225	PRIME 10105355TEAK MAYAARM CHR		UK	✓A ✓F ✓L ✓P	Completed ●
S23036224	PRIME 10105355TEAK MAYAARM CHR		EU	✓A ✓F ✓L ✓P	Completed ●
S23036176 Retest	PRIME 10083712WGTK AEGTAK ARM CHR S		UK	—A —F ✓L —P	In Progress ●

Rows per page: 10 Showing items 1-10 of 842 < >

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

Commented [A12]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A13]: 20221205 Updated from "Not applicable" to "Not requested"

You can view the Progress for each test task.

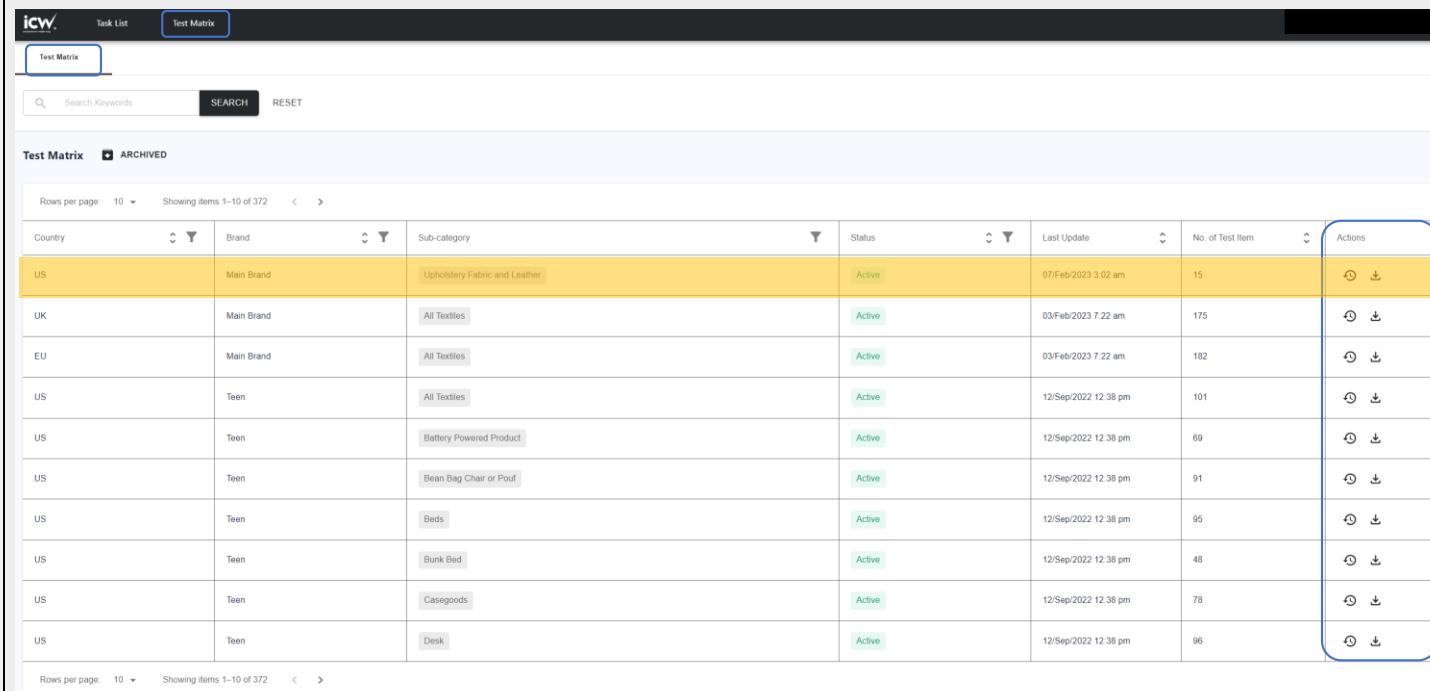
You can filter Vendor Name which is sorted in alphabetical order.

Commented [A14]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for Vendor Num / DESC table filter.

13 Test Matrix

(Test Matrix page)

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



Test Matrix ARCHIVED

Rows per page: 10 Showing items 1–10 of 372 < >

Country	Brand	Sub-category	Status	Last Update	No. of Test Item	Actions
US	Main Brand	Upholstery Fabric and Leather	Active	07/feb/2023 3:02 am	15	 
UK	Main Brand	All Textiles	Active	03/feb/2023 7:22 am	175	 
EU	Main Brand	All Textiles	Active	03/feb/2023 7:22 am	182	 
US	Teen	All Textiles	Active	12/sep/2022 12:38 pm	101	 
US	Teen	Battery Powered Product	Active	12/sep/2022 12:38 pm	69	 
US	Teen	Bean Bag Chair or Pouf	Active	12/sep/2022 12:38 pm	91	 
US	Teen	Beds	Active	12/sep/2022 12:38 pm	95	 
US	Teen	Bunk Bed	Active	12/sep/2022 12:38 pm	48	 
US	Teen	Casegoods	Active	12/sep/2022 12:38 pm	78	 
US	Teen	Desk	Active	12/sep/2022 12:38 pm	96	 

Rows per page: 10 Showing items 1–10 of 372 < >

 change log
 export

Commented [A15]: 20230208 Added Fabric Program-US Test Matrix

Commented [A16]: 20221205 Added "Export" test matrix feature

13 Appendix

TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
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