

QUICK START USER GUIDE - Laboratory

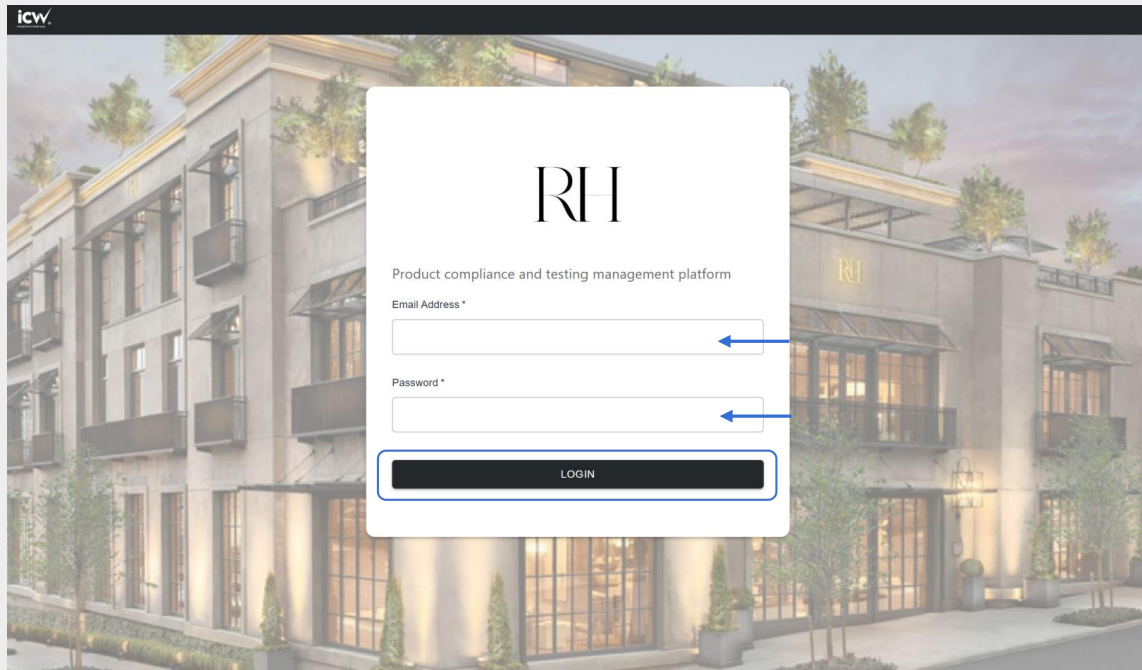
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V3

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



icw

RH

Product compliance and testing management platform

Email Address *

Password *

LOGIN

Log in to the platform: rh.icw.io

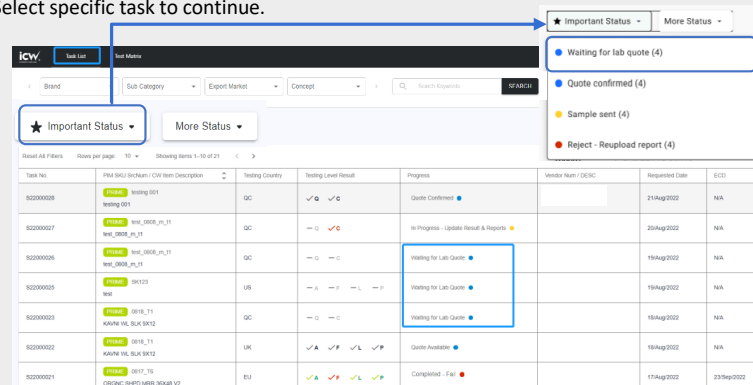
You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

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

3 Make a Quote

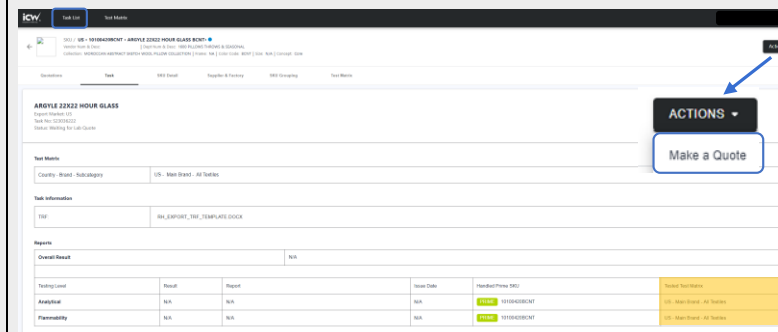
(Task List page)

Select **Important Status**>**Waiting for Lab Quote**.
Select specific task to continue.



Task No.	Item Description	Testing Country	Testing Level Result	Progress	Vendor Num / DESC	Requested Date	ECD
S22000008	PMMA (SG) Injection + CM Item Description	QC	✓	Quote Confirmed		21Aug2022	N/A
S22000027	WML_2008_P1_11	QC	→	In Progress - Update Result & Report		20Aug2022	N/A
S22000006	WML_2008_P1_11	QC	→	Waiting for Lab Quote		19Aug2022	N/A
S22000025	WML_2008_P1_11	US	→	Waiting for Lab Quote		19Aug2022	N/A
S22000023	WML_2008_P1_11	QC	→	Waiting for Lab Quote		19Aug2022	N/A
S22000022	WML_2008_P1_11	UK	✓	Quote Available		19Aug2022	N/A
S22000021	WML_2008_P1_11	EU	✓	Completed - Fail		17Aug2022	23Sep2022

Review task details, Select **Actions**>**Make a Quote**.
Note: You can export Test Matrix for each task.



ANOTYLE 23022 HOUR GLASS

Export Test Matrix

Test Matrix

Country - Brand - Subcategory

Task Information

Task

Report

Overall Result

Testing Level

Analysis

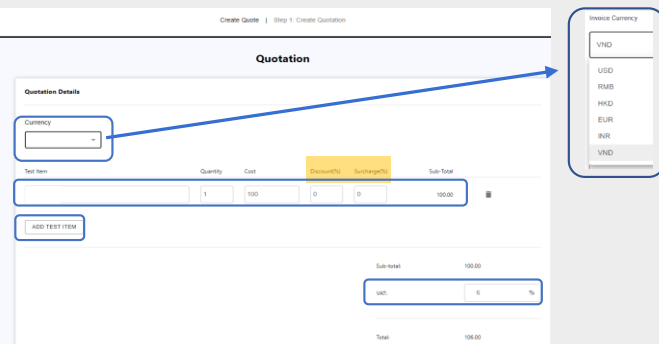
Flammability

Actions

Make a Quote

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(%)

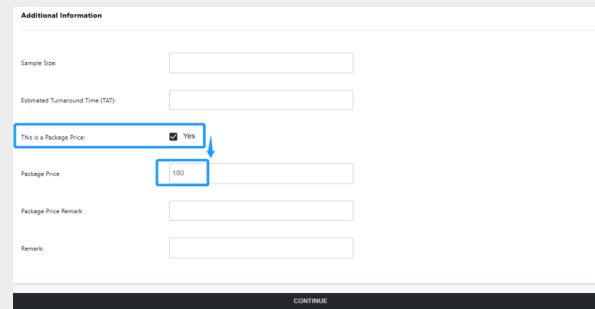
Sub-Total

Sub-total

VAT

Total

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

Package Price

Package Price Remark

Remark

CONTINUE

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

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

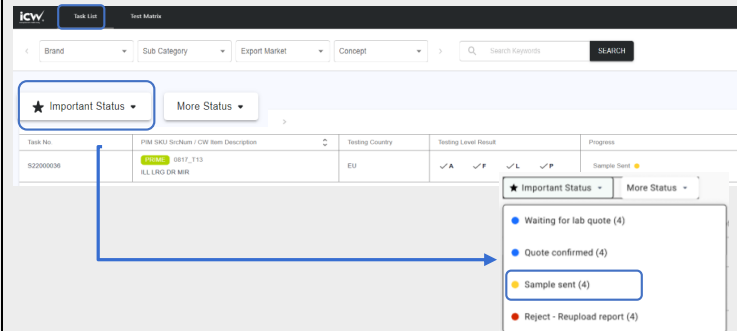
Commented [A3]: 20221205 Added currency INR and VND

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

4 Update Task Status: Samples Received

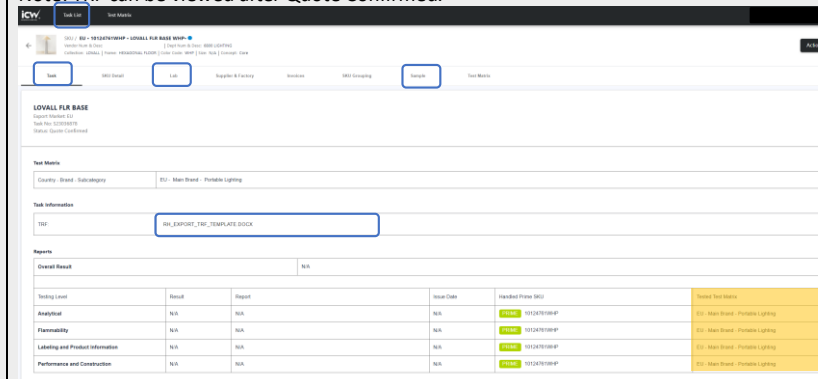
(Task List page)

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



The screenshot shows the 'Task List' page with a search bar and filters. The 'Important Status' dropdown is open, showing options: 'Waiting for lab quote (4)', 'Quote confirmed (4)', 'Sample sent (4)', and 'Reject - Reupload report (4)'. The 'Sample sent (4)' option is highlighted with a blue box and an arrow pointing to it.

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.

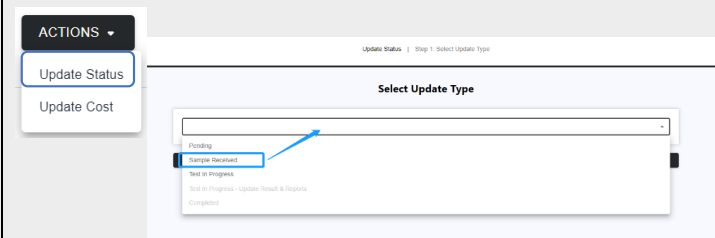


The screenshot shows the 'Task page' for 'LOVALL FLR BASE'. It includes tabs for 'Task', 'Lab', 'Supplier & Factory', 'Invoice', 'MSI Grouping', 'Sample', and 'Test Matrix'. The 'Task Matrix' tab is active, showing a table with columns: 'Country - Brand - Subcategory', 'Task Information', 'Reports', 'Overall Result', 'Testing Level', 'Result', 'Report', 'Issue Date', 'Handled (Pilot MS)', and 'Tested Test Matrix'. The table contains data for 'EU - Main Brand - Portable Lighting'.

Commented [A5]: 20230208 Updated image for **Tested Test Matrix**

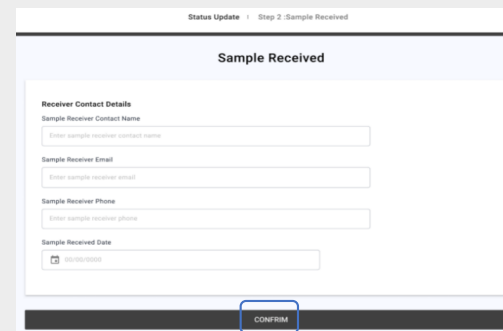
Commented [A6]: 20221205 Added "Lab" page

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



The screenshot shows the 'Update Status' page with a dropdown menu for 'Select Update Type'. The options are: 'Pending', 'Sample Received', 'Test In Progress', 'Test In Progress - Update Result & Reports', and 'Completed'. The 'Sample Received' option is highlighted with a blue box and an arrow pointing to it.

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



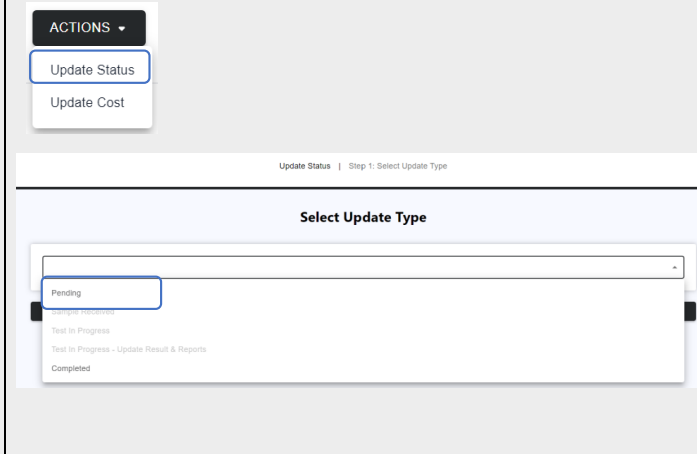
The screenshot shows the 'Sample Received' form with fields for 'Receiver Contact Details', 'Sample Receiver Contact Name', 'Sample Receiver Email', 'Sample Receiver Phone', and 'Sample Received Date'. A 'CONFIRM' button is at the bottom.

5 Update Task Status: Pending

(Task List page)

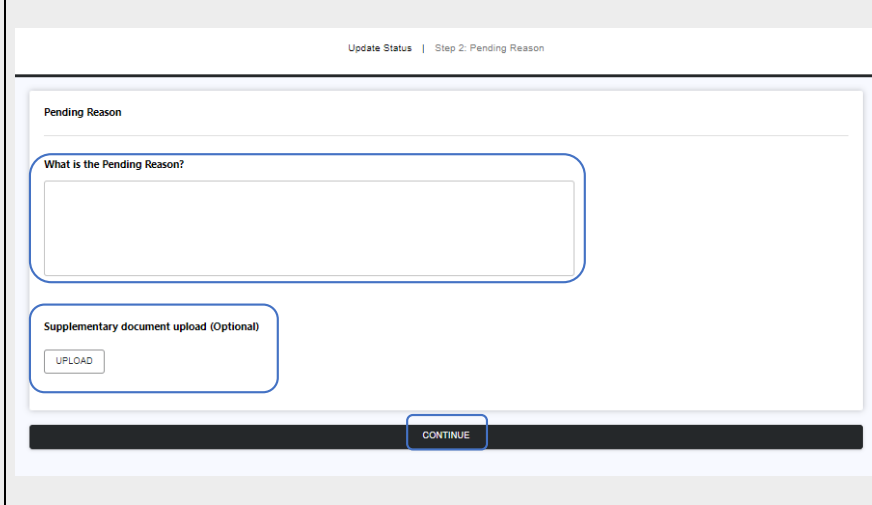
Test Status can be updated to **Pending** before task completion, if required.

Select **Actions>Update Status**.
Select **Pending** and **CONTINUE**.



The screenshot shows the 'Update Status' interface. At the top, there's a header 'Update Status | Step 1: Select Update Type'. Below it, a section titled 'Select Update Type' contains a dropdown menu. The dropdown is open, showing options: 'Pending' (highlighted), 'Test in Progress', 'Test in Progress - Update Result & Reports', and 'Completed'. To the left of the dropdown, there's a sidebar with an 'ACTIONS' dropdown menu, which has 'Update Status' and 'Update Cost' options. 'Update Status' is selected and highlighted.

Provide **Pending Reason** and **add Supplementary document** if required.
Select **CONTINUE**.



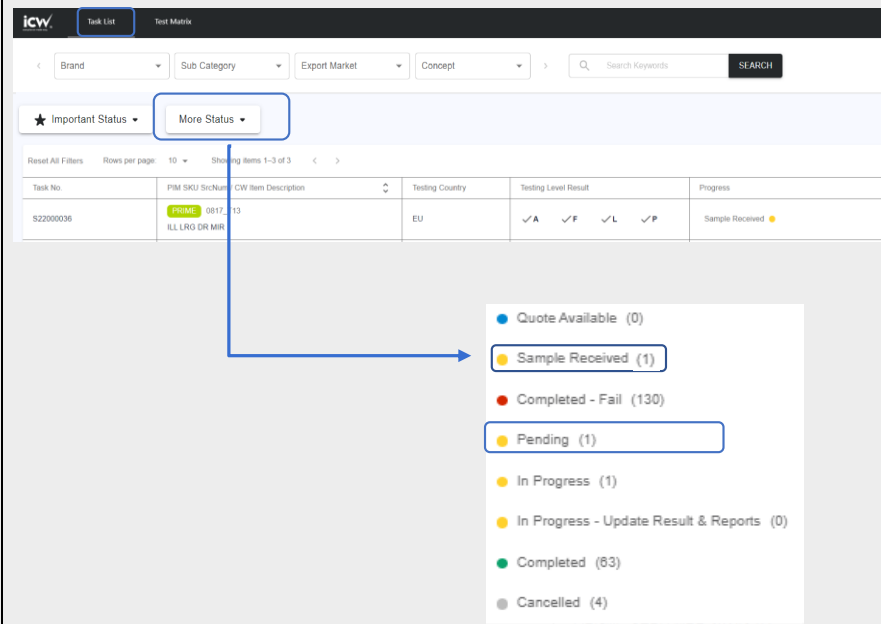
The screenshot shows the 'Update Status' interface, Step 2: Pending Reason. The header is 'Update Status | Step 2: Pending Reason'. Below it, a section titled 'Pending Reason' contains a text input field with the placeholder 'What is the Pending Reason?'. Below this, there's a section titled 'Supplementary document upload (Optional)' with an 'UPLOAD' button. At the bottom, there's a 'CONTINUE' button.

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.



icvw Task List Test Matrix

Brand Sub Category Export Market Concept Search Keywords SEARCH

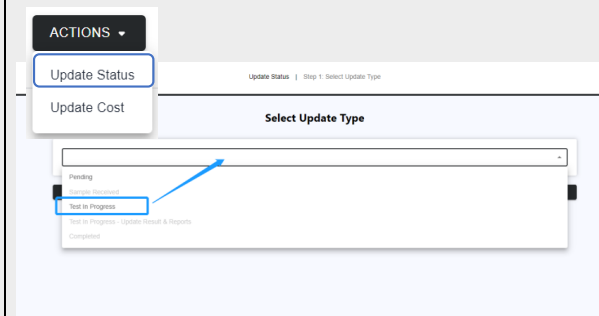
★ Important Status More Status

Reset All Filters Rows per page: 10 Showing items 1-3 of 3

Task No.	PIM SKU	Item Description	Testing Country	Testing Level Result	Progress
S22000036	PRIME 0817 13	ILLRG DR MIR	EU	✓A ✓F ✓L ✓P	Sample Received

- Quote Available (0)
- Sample Received (1)
- Completed - Fail (130)
- Pending (1)
- In Progress (1)
- In Progress - Update Result & Reports (0)
- Completed (63)
- Cancelled (4)

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



ACTIONS

Update Status

Update Cost

Update Status | Step 1: Select Update Type

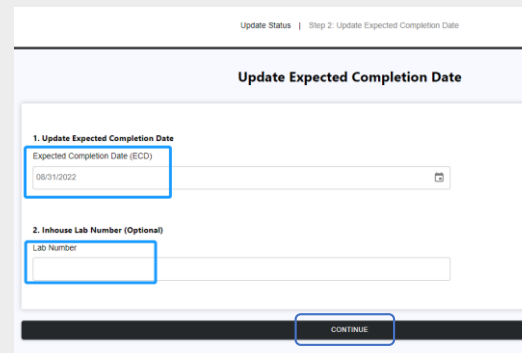
Select Update Type

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)

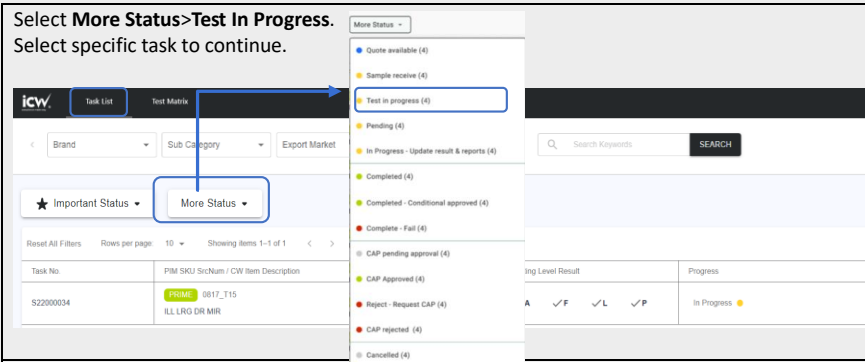
Lab Number

CONTINUE

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

(Task List page)

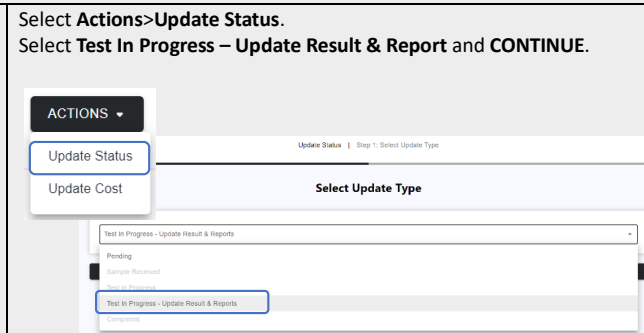
Select **More Status>Test In Progress**.
Select specific task to continue.



The screenshot shows the 'Task List' page with a 'More Status' dropdown menu open. The 'Test In Progress' option is highlighted. The task list table below shows a task with ID 'S22000034' and status 'In Progress'.

Select **Actions>Update Status**.

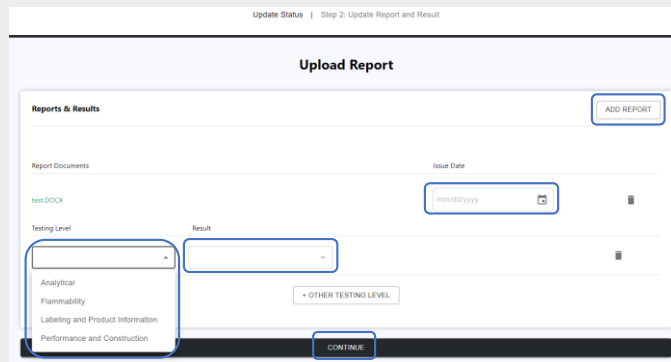
Select **Test In Progress – Update Result & Report** and **CONTINUE**.



The screenshot shows the 'Update Status' dialog box with the 'Test In Progress - Update Result & Reports' option selected under the 'Select Update Type' section.

Select **ADD REPORT**.

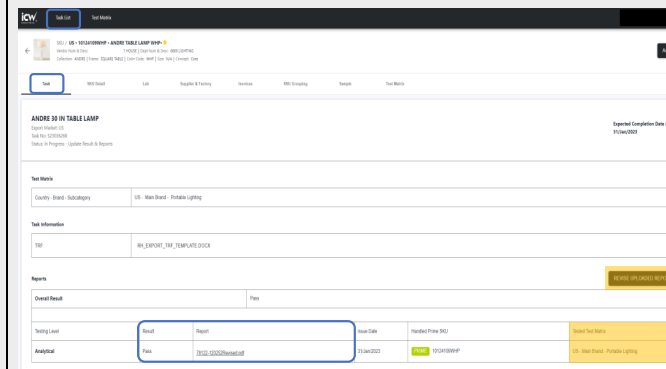
Fill in **Issue Date**, **Result** by **Testing Level** and **CONTINUE**.



The screenshot shows the 'Upload Report' form with the 'ADD REPORT' button highlighted. The 'Issue Date' field is set to 'mm/dd/yyyy'.

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

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



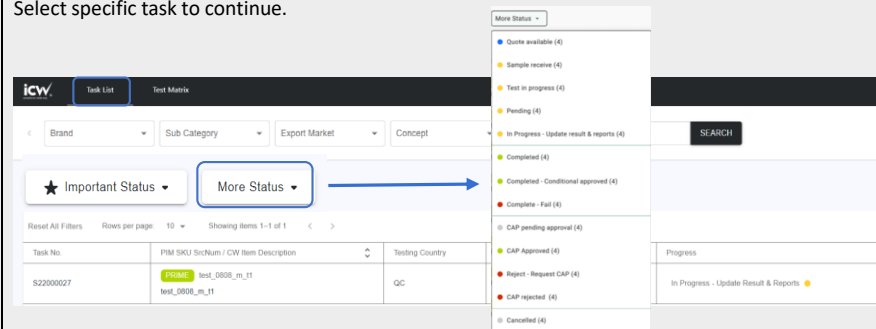
The screenshot shows the 'Task' page for 'ANDRE 30 IN TABLE LAMP'. It displays the 'Test Results' section with a table showing the testing level, result, and status.

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

8 Update Task Status: Completed

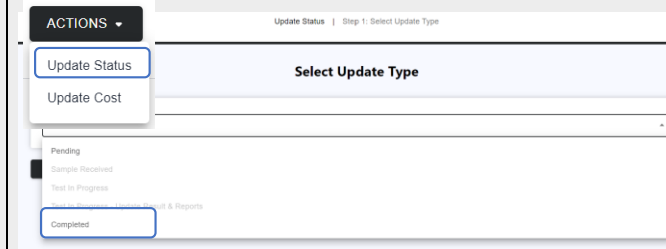
(Task List page)

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



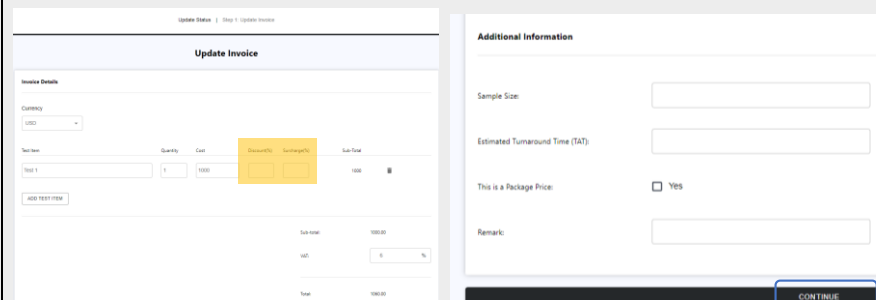
The screenshot shows the 'Task List' page with a 'More Status' dropdown menu open. The menu lists various status options, including 'In Progress - Update result & reports (4)'. A blue arrow points from the 'More Status' dropdown to the 'In Progress - Update result & reports (4)' option.

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



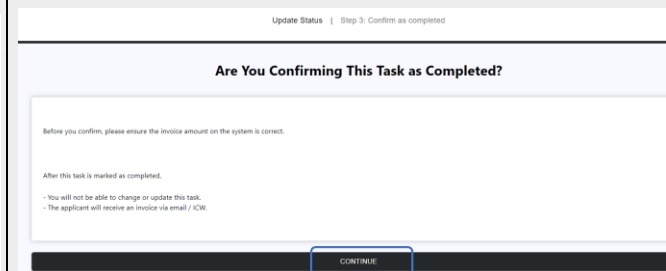
The screenshot shows the 'Update Status' page with the 'Completed' option selected in the 'Update Status' dropdown menu. The page title is 'Update Status | Step 1: Select Update Type'.

Update and Confirm invoice details, select CONTINUE.



The screenshot shows the 'Update Invoice' page with the 'CONTINUE' button highlighted. The page title is 'Update Invoice | Step 2: Update Invoice'.

Select **CONTINUE.**



The screenshot shows the 'Are You Confirming This Task as Completed?' page with the 'CONTINUE' button highlighted. The page title is 'Update Status | Step 3: Confirm as completed'.

Commented [A9]: 20230208 Update **Discount(%)** and **Surcharge(%)** in Invoices when applicable.

Once the task is completed, RH can make approval.

9 Retest

(Task List page)

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

icw

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 / Item Description	Vendor Name / DESG	Testing Country	Testing Level Result
5220000037 Retest	FRASE 6900 T6 ORGNC SHPD MRR 36X45 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

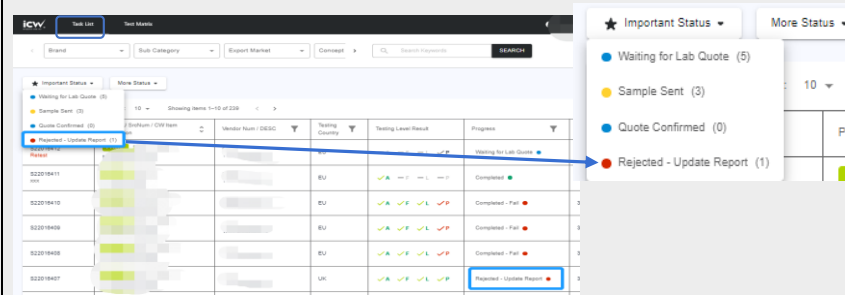
Lab can update the sample receiving status and arrange the retest accordingly.

10 Exceptional Handling

(Task List page)

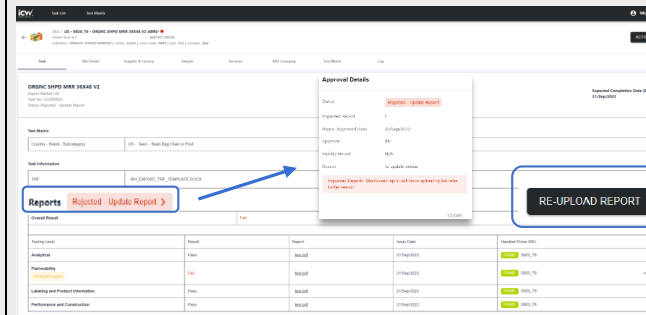
Update Rejected Report

Select **Important Status**>**Rejected – Update Report**.
Select specific task to continue.



The screenshot shows the ICW Task List interface. A dropdown menu for 'Important Status' is open, showing options: 'Waiting for Lab Quote (5)', 'Sample Sent (3)', 'Quote Confirmed (0)', and 'Rejected - Update Report (1)'. The 'Rejected - Update Report (1)' option is selected. A blue arrow points from this option to a task in the table below. The table has columns for 'Task ID', 'Status', 'Priority', 'Testing Level', 'Testing Level Result', and 'Progress'. The task with ID 'S22019407' is highlighted, showing a status of 'Rejected - Update Report'.

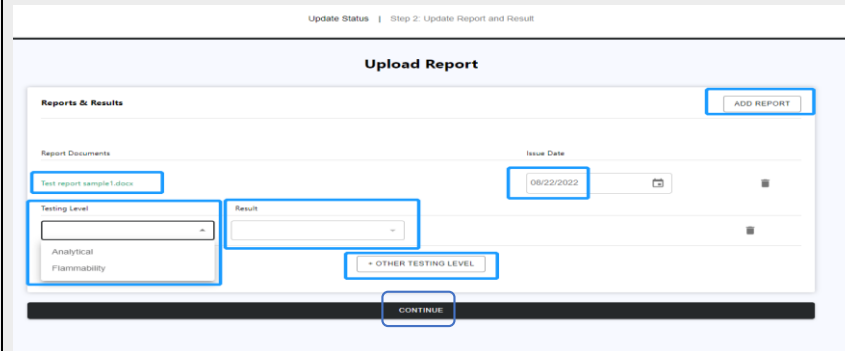
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



The screenshot shows the 'Approval Details' page for a rejected report. A blue arrow points from the 'Rejected - Update Report' link in the 'Reports' section to the 'RE-UPLOAD REPORT' button. The page displays various details including 'Status', 'Approval Details', 'Approval History', 'Approval Date', 'Approval By', 'Approval Reason', and 'Approval Comments'. The 'RE-UPLOAD REPORT' button is highlighted with a blue box.

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 includes fields for 'Report Documents', 'Issue Date', 'Testing Level', and 'Result'. The 'Testing Level' dropdown is set to 'Analytical'. The 'Result' dropdown is set to 'Flammability'. The 'CONTINUE' button is highlighted with a blue box.

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

SKU / US - 10124109WHP - ANDRE TABLE LAMP WHP

Test Matrix & Desc

Collection: ANDRE

Test Item & Desc: 4800 LIGHTING

Test Date: 2023

Test Item: 10124109WHP

Test Date: 2023

Actions

Task

SKU Detail

Lab

Supplier & Factory

Invoice

SKD Grouping

Sample

Test Matrix

ANDRE 30 IN TABLE LAMP

Export Market: US

Task No: 10124109WHP

Status: In Progress - Update Result & Reports

Expected Completion Date (ECD): 31/Jan/2023

Test Matrix

Country - Brand - Subcategory

US - Main Brand - Portable Lighting

Task Information

TRF

RH_EXPORT_TRF_TEMPLATE.DOCX

Reports

Overall Result

Pass

Testing Level

Result

Report

Issue Date

Handled Prime SKD

Tested Test Matrix

Analytical

Pass

78122-10124109WHP.pdf

31/Jan/2023

PRIME 10124109WHP

US - Main Brand - Portable Lighting

REVISE UPLOADED 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.

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.

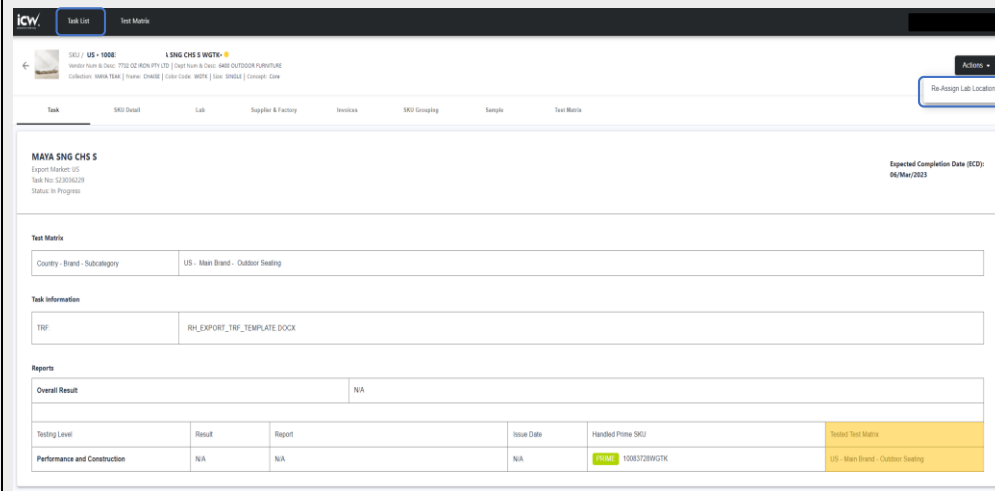
ACTIONS

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 task named 'MAYA SNO CHS 5'. The 'Re-Assign Lab Location' button is highlighted in the top right corner. The page displays various details about the task, including the task name, status, and a table of test results.

Task	SKU Detail	Lab	Supplier & Factory	Invoice	SKU Grouping	Sample	Test Matrix
MAYA SNO CHS 5	Export Market US	US - Main Brand - Outdoor Sealing					

Test Matrix

Country - Brand - Subcategory	US - Main Brand - Outdoor Sealing
TRF	RH_EXPORT_TRF_TEMPLATE.DOCK

Reports

Overall Result	N/A
Testing Level	Result
Performance and Construction	N/A

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)

icwv

Task List

Test Matrix

<

Brand

>

Sub Category

Export Market

Concept

>

Q

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 AEGTK LX SWVL LNG CHR S		US	— A — F — L ✓ P	In Progress ●
S23036284 Retest	PRIME 10083712WGTK AEGTK ARM CHR S		US	— A — F ✓ L — P	In Progress ●
S23036237	PRIME 109642VOLE 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 MAYA ARM CHR		US	✓ A ✓ F ✓ L ✓ P	Completed ●
S23036225	PRIME 10105355TEAK MAYA ARM CHR		UK	✓ A ✓ F ✓ L ✓ P	Completed ●
S23036224	PRIME 10105355TEAK MAYA ARM CHR		EU	✓ A ✓ F ✓ L ✓ P	Completed ●
S23036176 Retest	PRIME 10083712WGTK AEGTK 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

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

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

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"

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.

icwv

Task List

Test Matrix

Test Matrix

Search Keywords

SEARCH





















RESET

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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