QUICK START USER GUIDE – RH

Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V4

1 Contents

2 Login 2

3 Create SKU 3

4 Create SKU Grouping 4

5 Approval of Test Report and Result 6

6 Approval of CAP and Retest 7

7 Exceptional Handling 9

8 Task Status Overview 11

9 Test Matrix > Test Item 14

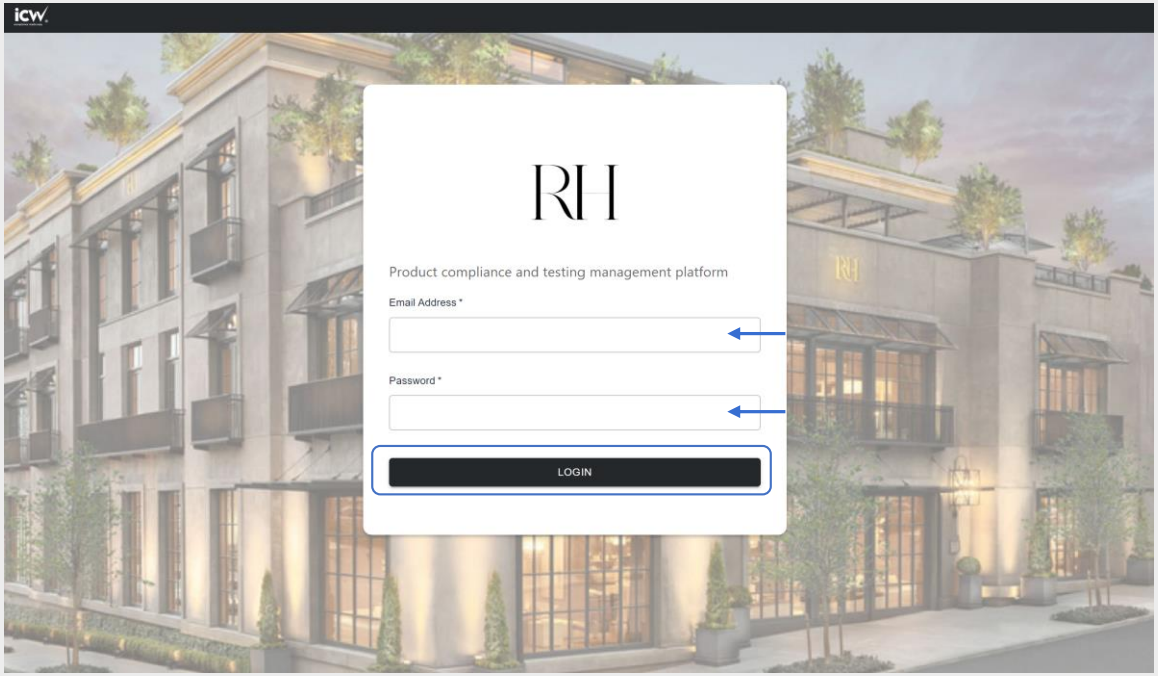
10 Test Matrix > Test Matrix 15

11 Test Matrix > Change Request 16

12 Test Matrix > Sub-Categories 17

13 Appendix 18

2 Login



Log in to the platform: rh.icw.io

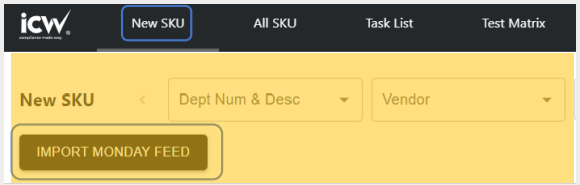
You can now start managing product testing process and test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

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

3 Create SKU

(New SKU page)

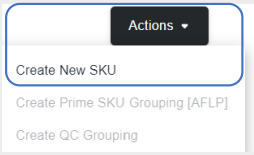
Select **UPLOAD MONDAY FEED**



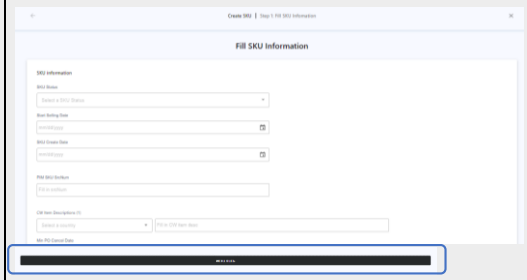
Note:

- Regulatory test and quality test are created automatically as separate lines.
- Quality test level for same SKU would be created when it was not created in the past.
- Regulatory test level for same SKU for US market would be created when DC Code is 89/95/97/98 and the SKU for that market was not created in the past.
- Regulatory test level for same SKU for EU market would be created when DC Code is 99 and country code is 2 and the SKU for that market was not created in the past.
- Regulatory test level for same SKU for UK market will be created when DC Code is 99 and country code is GBR and the SKU for that market was not created in the past.
- **Import Monday Feed** supports NEW SKU creation for NEW export market. It also supports SKU creation for the export market when there is cancelled task associated with that SKU for that export market.

Alternatively, select **ACTIONS** > **Create New SKU**.

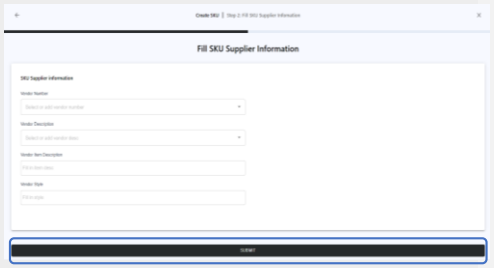


Fill in the **SKU details** as required. Select **NEXT STEP**.



Note:
Indicate **Has prop 65 label** and **Remark for prop 65 label** if any

Fill in the **Vendor details** as required. Select **Submit**.



Commented [A1]: 20230208 Enhanced **IMPORT MONDAY FEED** able to map DC 99 to 099; map Concept "B&C", "BC", "Baby and Child" to Baby & Child

Commented [A2]: 20221101 Updated image with "Task List" page

Commented [A3]: 20230208 Sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter, with updated image

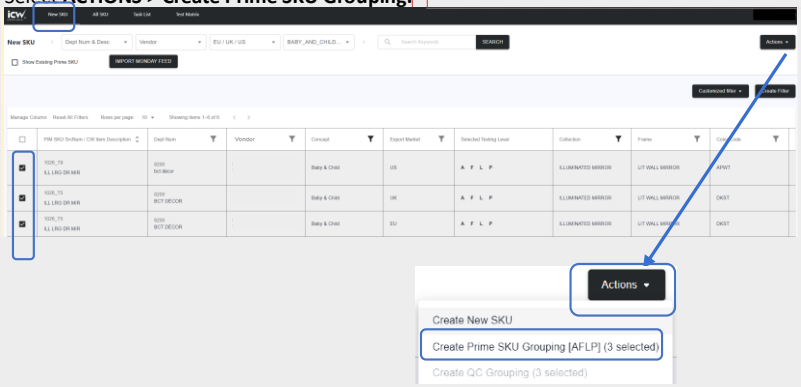
Commented [A4]: 20221205 Enhanced Monday Feed Import feature to support SKU creation for export market when there's cancelled task

Commented [A5]: 20221101 New fields in SKU details page

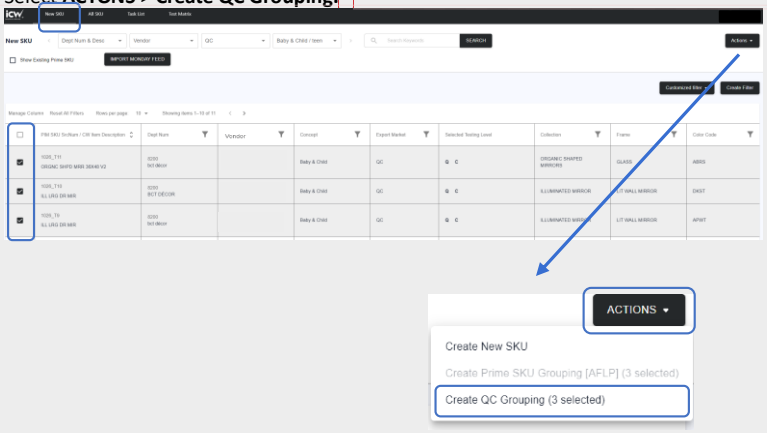
4 Create SKU Grouping

(New SKU page)

For **Regulatory test** SKU grouping, select the SKU(s) that you want to group.
Select **ACTIONS** > **Create Prime SKU Grouping.**



For **Quality test** SKU grouping, select the SKU(s) that you want to group.
Select **ACTONS** > **Create QC Grouping.**

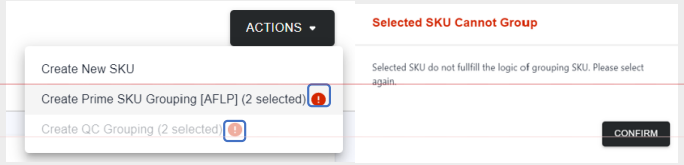


SKU Grouping Logic:

- Same Vendor
- Same test natures: Regulatory test line (A F L P) cannot be grouped with Quality test line (Q C).

Note: You can create bulk SKU grouping for multiple export markets.

You will see following alert and pop up when grouping logic is not fulfilled.



Commented [A6]: 20221101 Moved Dept Num, Vendor, Concept columns to front; Updated image to show grouping of 2 more PEs are possible, with "create/customized filter" feature

Commented [A7]: 20221101 Moved Dept Num, Vendor, Concept columns to front; Updated image with "create/customized filter" feature

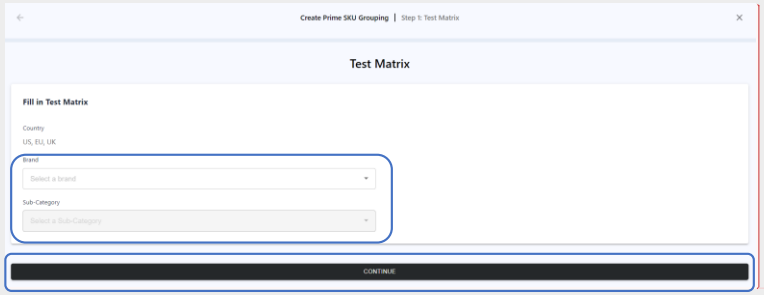
Commented [A8]: 20230208 Update grouping logic by removing Same Concept and Same Department

Commented [A9]: 20221101 Updated SKU grouping logic by removing same export market requirement

(Continued on next page)

Select the Test Matrix for Prime SKU

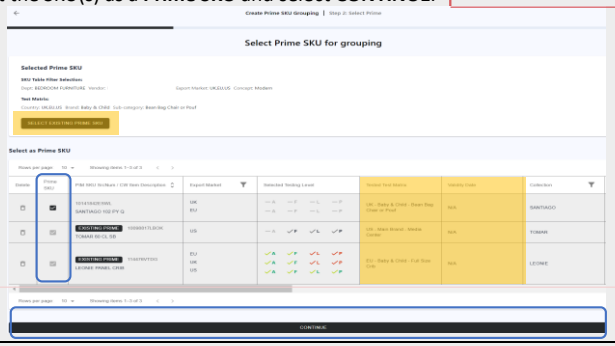
Fill in the applicable test matrix, select **SUBMIT**.



Decide the Prime SKU

Assign New SKU as a Prime SKU:

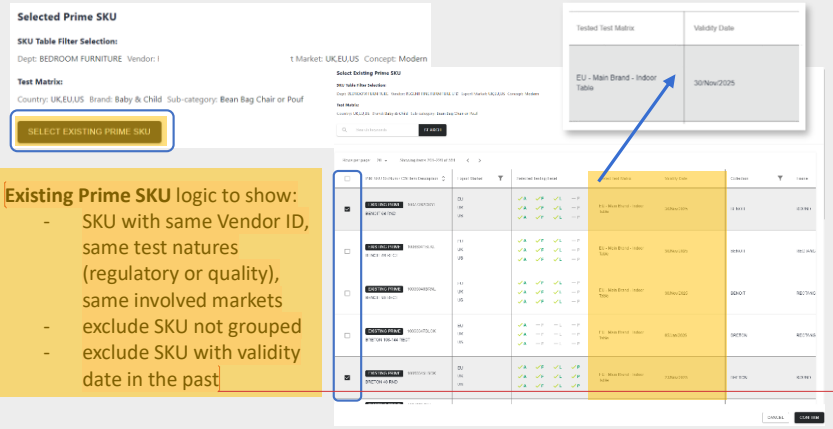
Select the SKU(s) as a **Prime SKU** and select **CONTINUE**.



Decide the Prime SKU

Alternatively, **assign the existing Prime SKU for new SKU Grouping:**

Select **SELECT EXISTING PRIME SKU** and select the SKU(s) as a **Prime SKU**, then select **CONFIRM**.



Existing Prime SKU logic to show:

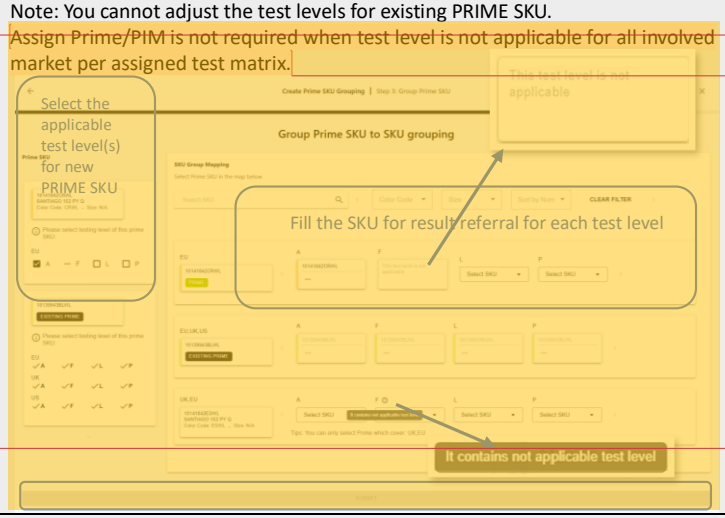
- SKU with same Vendor ID, same test natures (regulatory or quality), same involved markets
- exclude SKU not grouped
- exclude SKU with validity date in the past

Build Prime-PIM SKU relationship at test level

Fill in the Prime/PIM details and select **SUBMIT**.

Note: You cannot adjust the test levels for existing PRIME SKU.

Assign Prime/PIM is not required when test level is not applicable for all involved market per assigned test matrix.



Commented [A10]: 20221101 Moved from step 3 to step 1

Commented [A12]: 20221101 Moved from step 1 to step 2. Updated image to show bulk sku grouping case

Commented [A13]: 20230208 Rename to **SELECT EXISTING PRIME**. Updated image to show **Tested Test Matrix** and **Validity Date**

Commented [A11]: 20221101 Moved from step 3 to step 1

Commented [A17]: 20221101 Moved from step 2 to step 3; Updated from "Continue" to "Submit"

Commented [A14]: 20221101 Moved from step 1 to step 2; added the test level result for existing prime SKU

Commented [A15]: 20230208 Rename to **SELECT EXISTING PRIME**. Updated image to show **Tested Testing Level** and **Validity date**

Commented [A18]: 20230208

-Indicate **This test level is not applicable** per assigned test matrix when it's applicable for all involved export markets. Assign Prime/Pim is not required.

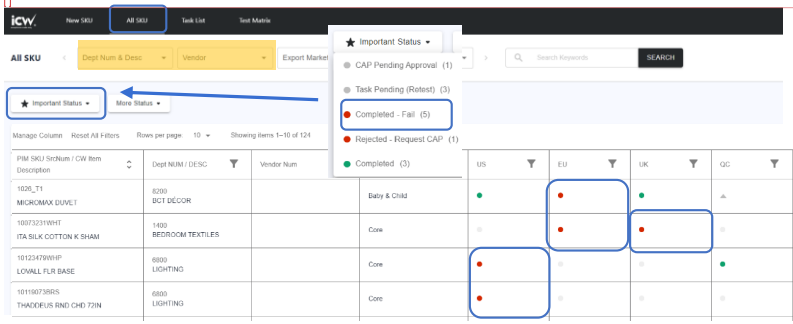
-Indicate **It contains not applicable test level** per assigned test matrix when it's applicable for some of the involved export markets. Assign Prime/PIM is required for applicable export market.

Commented [A16]: 20230208 Updated Existing Prime SKU logic

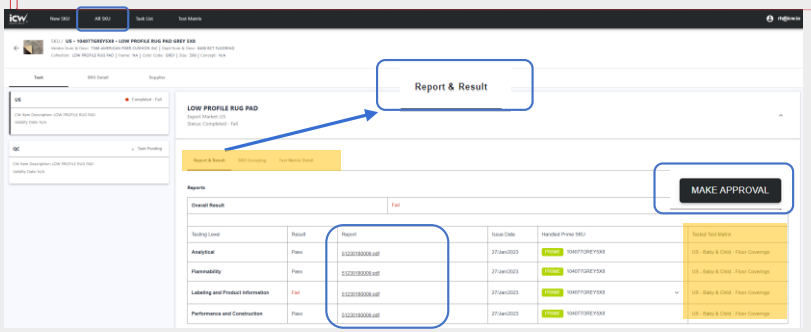
5 Approval of Test Report and Result

(All SKU page)

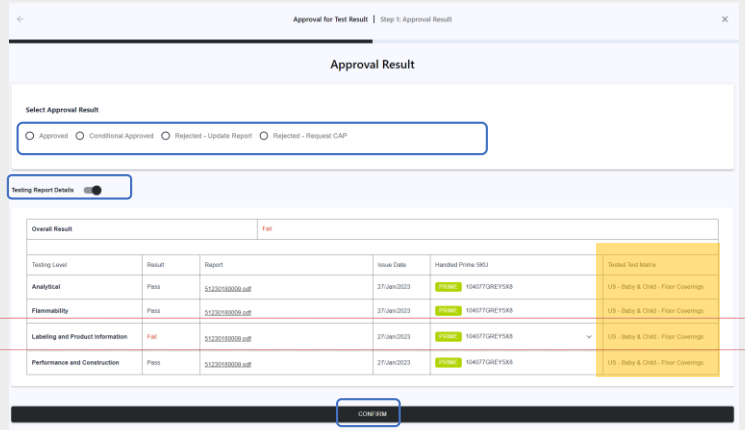
Select **Important Status>Completed**, or **Important Status>Completed-Fail**.
Select specific test task to continue.



Select Report to view.
Select **Make Approval** to approve or reject the test result in **Report & Result**.



Select the **approval result**, fill in the required details and select **CONFIRM**.
Toggle Testing Report Details to show/hide the result details.



Commented [A20]: 20221101 Updated image to show Approval Result is renamed from "Concessional Approved" to "Conditional Approved"; Test level result is renamed from ReportAsIs to Information Only

Commented [A21]: 20230208 Updated image to show **Tested Test Matrix**

Commented [A19]: 20230208 Sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter

Commented [A22]: 20221101 Swap page of Report & Result & SKU Grouping; Updated image to show test level result is renamed from ReportAsIs to Information Only

Commented [A23]: 20230208 Updated image for **Tested Test Matrix**

Commented [A24]: 20230208 Updated Report&Result and SKU Grouping and Test Matrix Detail

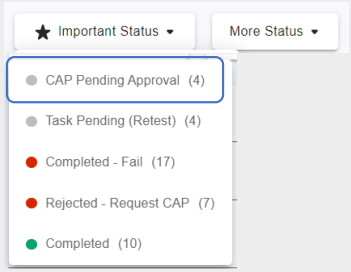
-**This test level is not applicable on the test matrix at the moment** will show in related test level in Report&Result and SKU Grouping session when applicable.

-Update **Test Matrix Detail** to show the test matrix for applicable test levels for current Prime SKU only. **Test Matrix Detail** will not be shown for full PIM SKU.

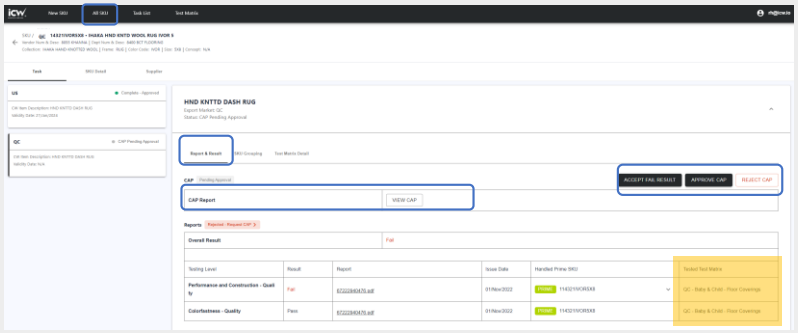
6 Approval of CAP and Retest

(ALL SKU page)

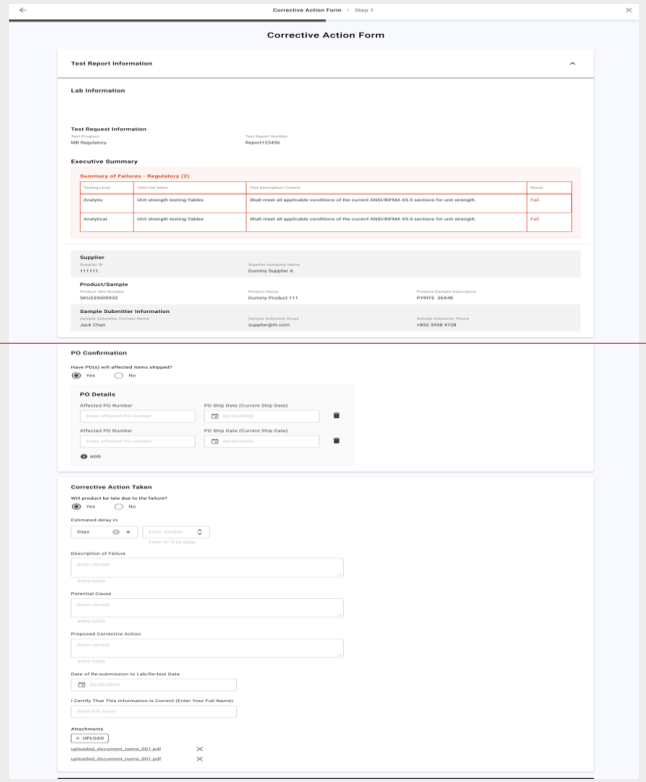
Select **Important Status>CAP pending approval**. Select specific test task to continue.



Select **ACCEPT FAIL RESULT** or **APPROVE CAP** or **REJECT CAP** in **Report & Result**.



Select **VIEW CAP**.



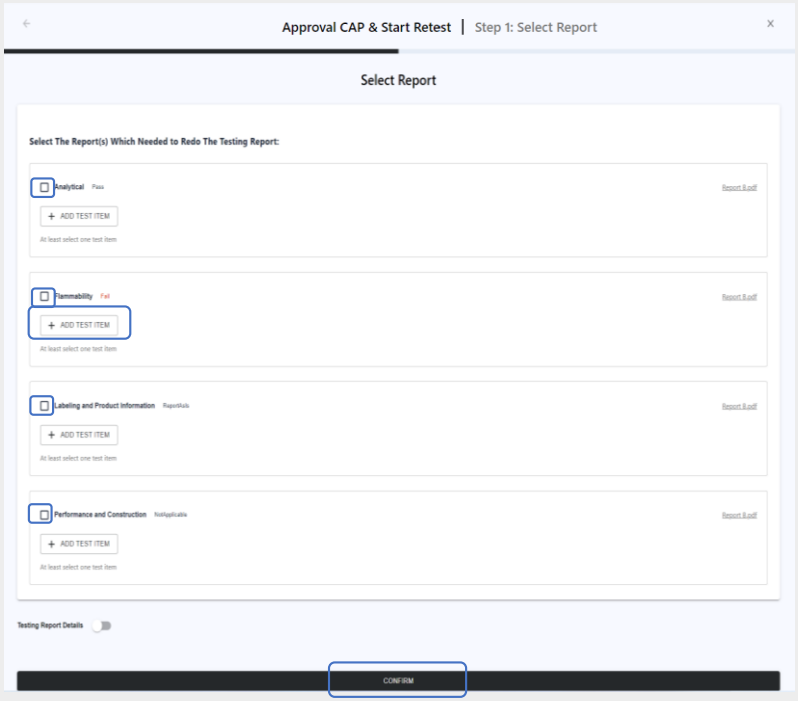
Commented [A25]: 20221101 Updated wording from "CAP Report" to "VIEW CAP" in user guide, no change in UI

Commented [A26]: 20230208 Updated image for **Tested Test Matrix**

(Continued on next page)

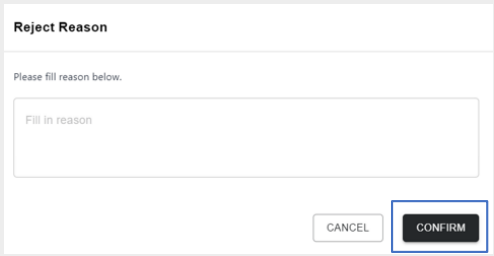
Approve CAP

Select the **test level** that require retest. Select **+ ADD TEST ITEM.**
Select **CONFIRM** to proceed.
Task status is updated to Task Pending (Retest).



Reject CAP

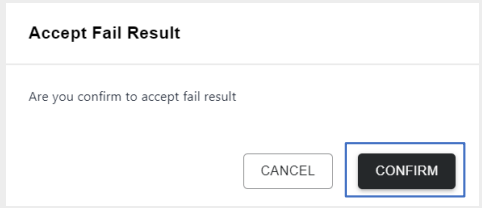
Provide the **reject reason** and select **CONFIRM** to proceed.
Task status is updated to Rejected-Request CAP.



ACCEPT FAIL RESULT

Select **CONFIRM** to accept fail result.
Task status is updated to Complete-Conditional Approved.
Retest is not required.

Note: **ACCEPT FAIL RESULT** is applicable for Quality Test Task only.



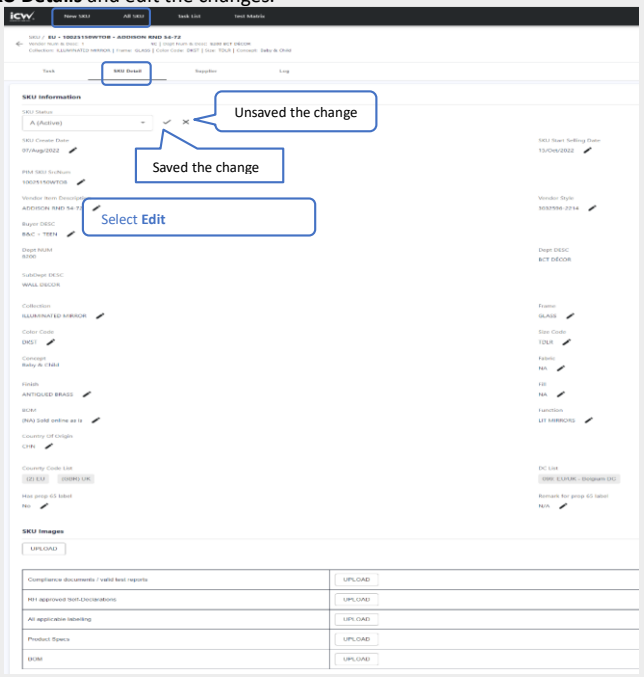
7 Exceptional Handling

(NEW SKU page / ALL SKU page)

(ALL SKU page)

Edit SKU Details

Select the SKU that you would like to make changes.
Select **SKU Details** and edit the changes.

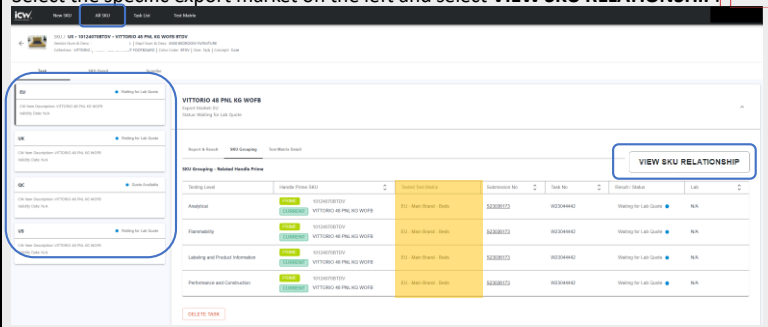


Note: Changes will be applied to all the related export markets for same SKU.
You can also update **Has prop 65 label** (default as N) and **Prop 65 Remark** (default as N/A).

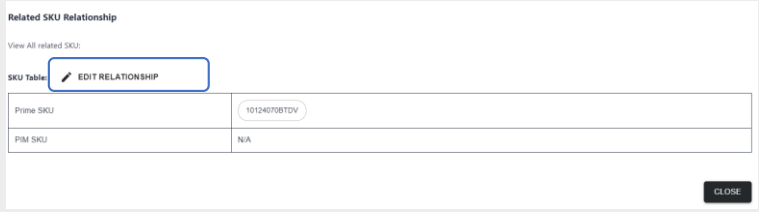
edit

Edit SKU Grouping

Select the SKU that you would like to make changes.
Select the specific export market on the left and select **VIEW SKU RELATIONSHIP**.



Select EDIT RELATIONSHIP.



Then, follow the same steps as SKU grouping by rearranging the Prime/PIM for each test level and review the applicable test matrix.

edit

Commented [A28]: 20230208 Updated image to show **Tested Test Matrix**

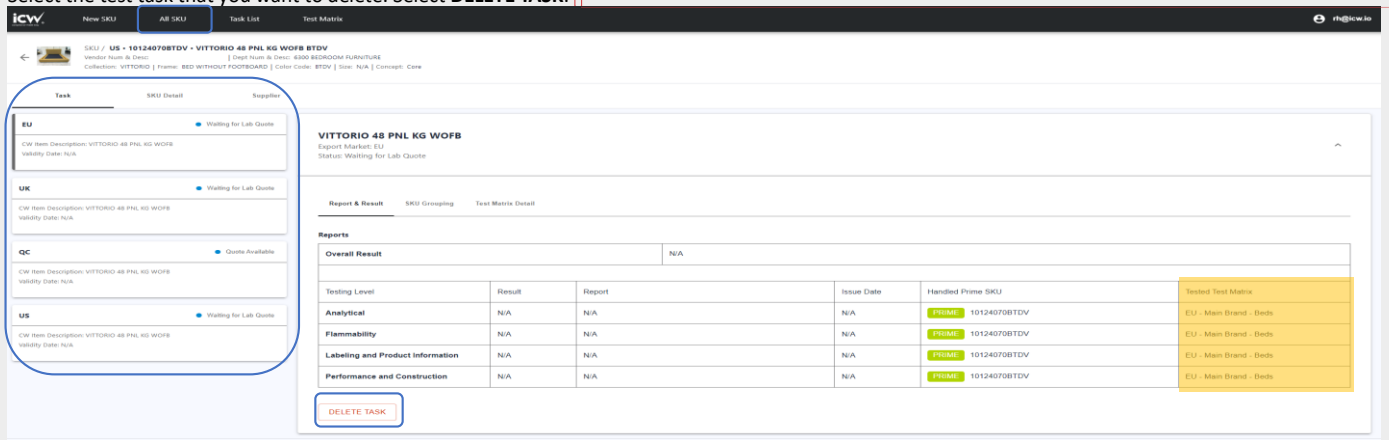
Commented [A27]: 20221101 Added Prop 65 handling; Updated image.

(Continued on next page)

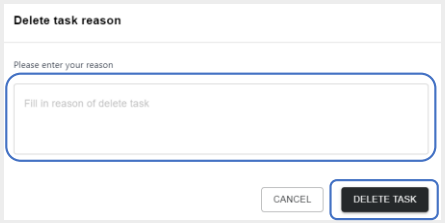
(ALL SKU page)

Delete Task

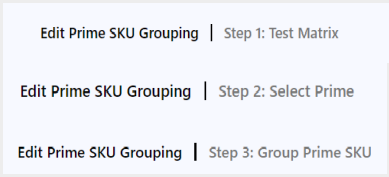
Select the test task that you want to delete. Select **DELETE TASK**.



Provide **Delete task reason** and select **DELETE TASK** to proceed.



Following screen would pop up when the task cannot be deleted and require SKU re-grouping i.e. a PRIME SKU with PIM SKU linked to it.



Note: **DELETE TASK** will be disabled for PRIME SKU when all the test tasks are completed regardless of test result.

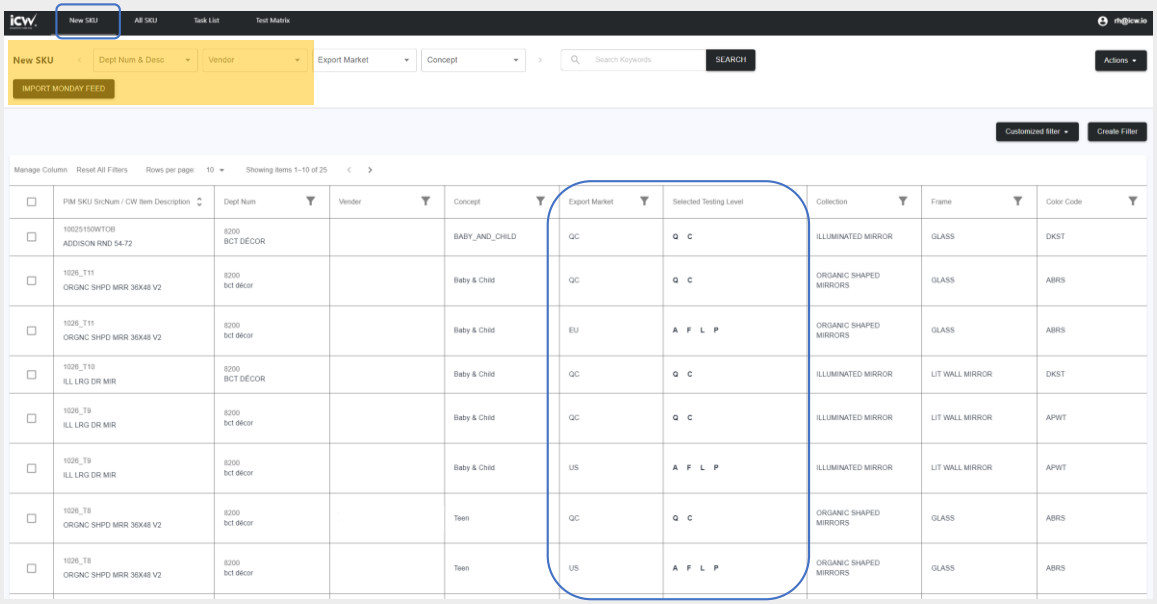
Commented [A29]: 20230208 Updated image for **Tested Test Matrix**

Commented [A30]: 20221101 Added Delete Task Reason

Commented [A31]: 20221101 Updated image for task require SKU re-grouping

8 Task Status Overview

(New SKU page)



You can view any created SKU that are pending for SKU Grouping and to create SKU Grouping.

SKU for regulatory test level (by export market) and quality test level are created as separate lines.

Once SKU Grouping is done, SKU will no longer be here.

You can create **Customized filter**.

You can sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter.

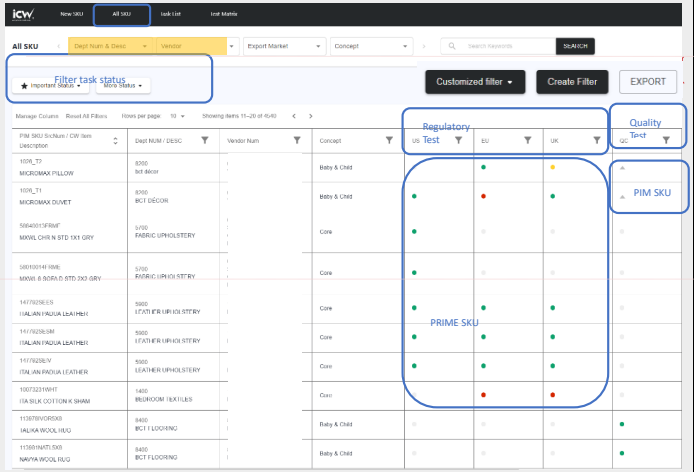
Commented [A32]: 20221101 Add the wording and updated image with "Create/Customized Filter" feature

Commented [A33]: 20230208 Sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter, with updated image

(All SKU page)

SKU	Traffic Light	Task / Test Status
Prime	🔴	Completed test status with Fail Test Result / Completed test status and Reject-Reupload Report / Completed test status and Reject-Request CAP / Completed test status with CAP rejected
	⚪	Task Pending / Task Pending (Retest) / CAP Pending Approval / Cancelled / Rejected
	🔵	Wait For Quote / Quote Available / Quote Confirmed
	🟡	Pending / Sample Received / In Progress / In Progress – Update Result & Reports
	🟢	Completed test status with Non-Fail Test Result / Completed test status and Approved Pass Test Result Completed test status and Approved Conditional Pass Test Result
PIM	🔺	Any involved PRIME SKU with status 🔴
	🔺	Any involved PRIME SKU with status ⚪
	🔺	Any involved PRIME SKU with status 🔵
	🔺	Any involved PRIME SKU with status 🟡
	🔺	All involved PRIME SKU with status 🟢

You can filter on Important Status for Report and CAP Approval.
You can create **Customized filter** and export data.
You can sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter.



Overall task status for regulatory tests of each export market and quality tests are based on the priority of each task status for the involved test tasks.

SKU/Priority Level	1	2	3	4	5
Prime	🔴	⚪	🔵	🟡	🟢
PIM	🔺	🔺	🔺	🔺	🔺

Commented [A34]: 20230208 Sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter, with updated image

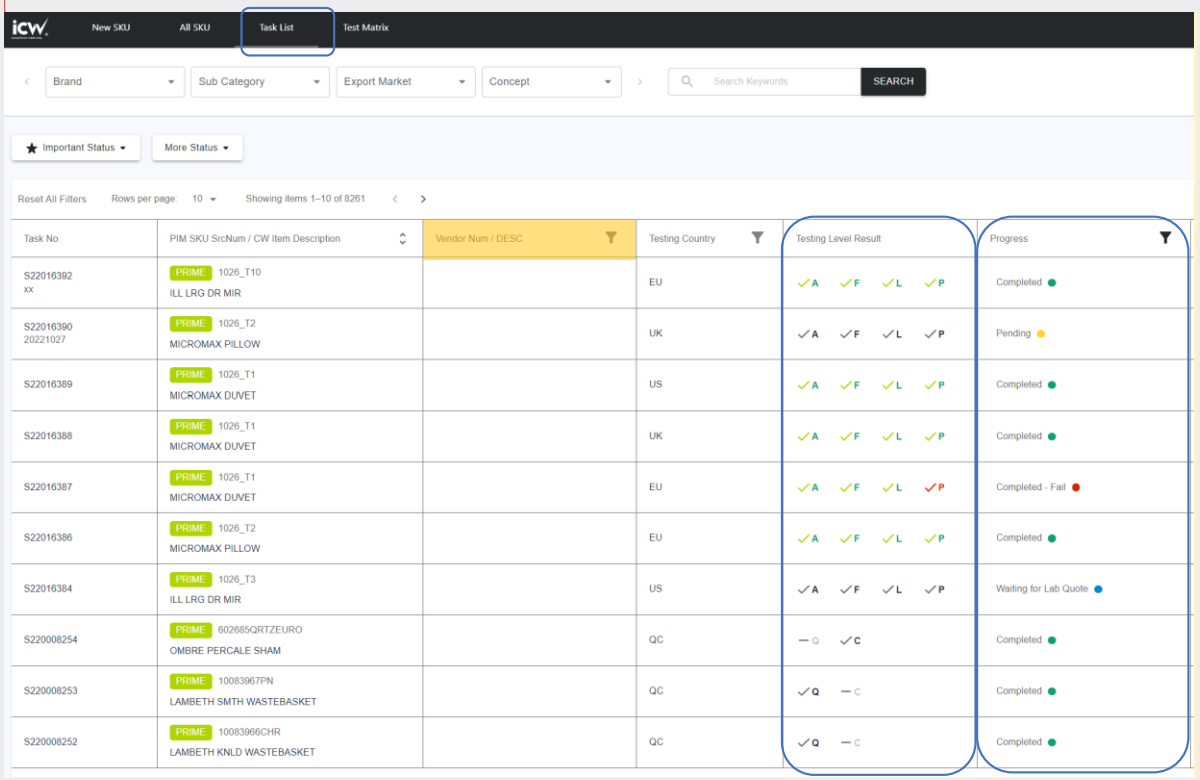
Commented [A35]: 20221101 Added the wording and updated image with "Create/Customized Filter" and "Export" feature

Commented [A36]: 20221205 Enhanced "Export" feature: export one after another

Commented [A37]: 20221101 Updated from "Pass" to "Non-Fail"

Commented [A38]: 20221101 Updated PIM SKU status to follow the same as Prime SKU (during pilot only have red, green and grey for PIM)

(Task List page)



Test task is created after vendors acknowledge and quote for Prime 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 [A39]: 20221101 Updated image to show "Completed-Fail" when test level result is fail

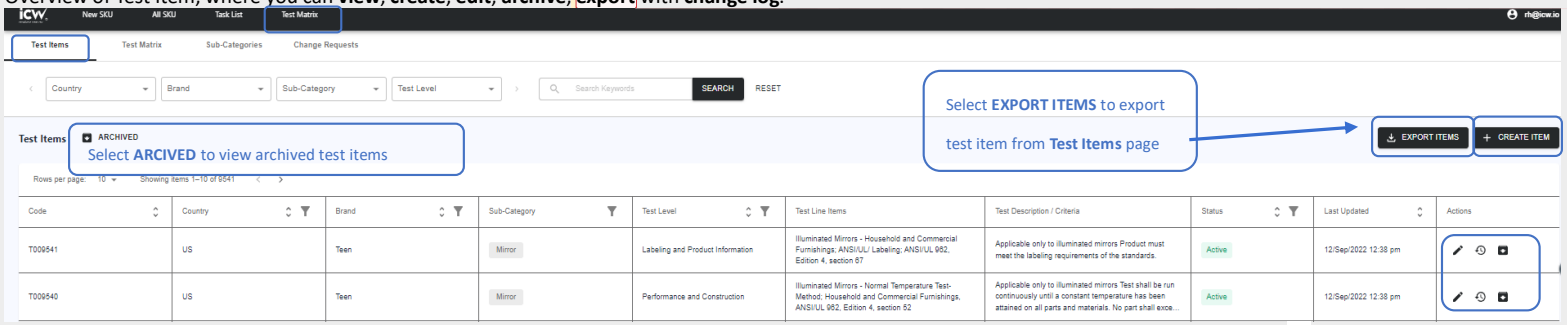
Commented [A40]: 20221101 Updated from "Pass" to "Non-Fail" result

Commented [A41]: 20221101 Updated from "Not applicable" to "Not requested"

Commented [A42]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for **Vendor Num / DESC** table filter.

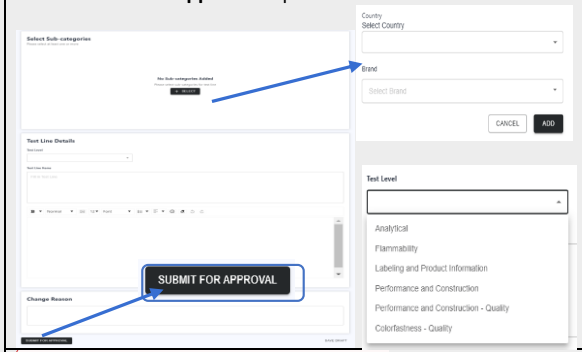
9 Test Matrix > Test Item

Overview of Test Item, where you can **view, create, edit, archive, export** with **change log**.

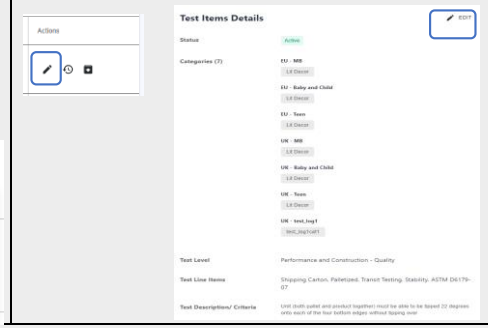


edit | change log | archive

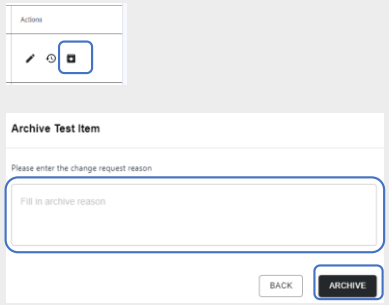
Create test item by filling in **Country**, **Brand**, **Test Level**, **Test Line Details**, **Change Reason**.
Select **Submit for Approval** to proceed.



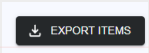
Select **Edit** from Action to change the details with change reason.
Select **Submit for Approval** to proceed.



Select **Archive** from Action.
Provide change reason and **ARCHIVE** to proceed.



Select **EXPORT ITEMS** to export test items.
Note: **Export** view is fixed, it doesn't change along with filter

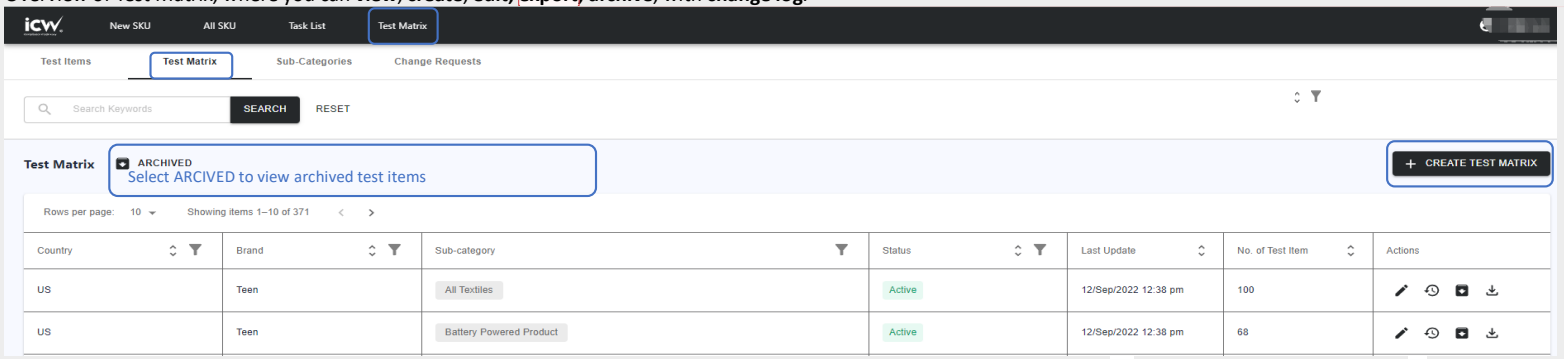


Commented [A43]: 20221205 Added "Export" feature

Commented [A44]: 20221205 Added "Export" feature

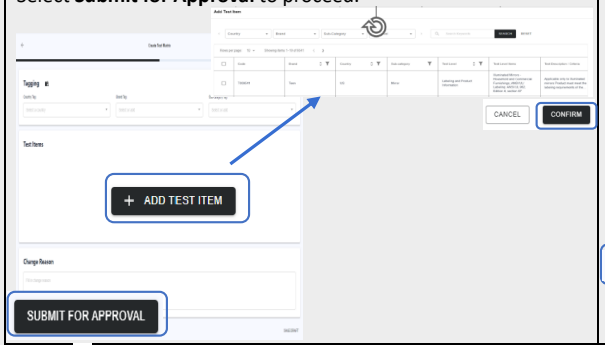
10 Test Matrix > Test Matrix

Overview of Test Matrix, where you can **view**, **create**, **edit**, **export**, **archive**, with **change log**.

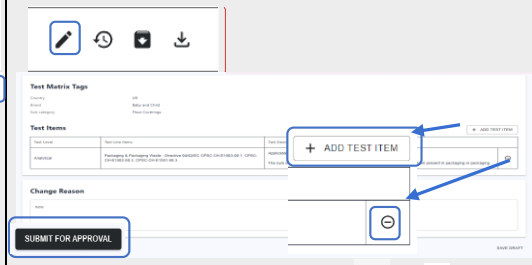


edit change log archive export

Create test matrix by filling in **Country**, **Brand**, **Sub-categories.**
Select **+ ADD TEST ITEM** and provide **Change Reason**.
Select **Submit for Approval** to proceed.

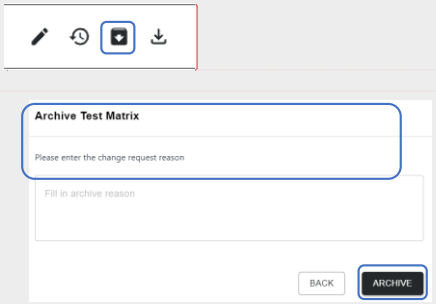


Select **Edit** from Action.
Select **+ ADD TEST ITEM** or **remove**, if applicable.
Select **Submit for Approval** to proceed.



Edit remove

Select **Archive** from Action.
Provide change reason and **ARCHIVE** to proceed.



Select to export test matrix.
Or go to a specific test matrix, select **Export** to export the test matrix.

Commented [A45]: 20221205 Added "Export" feature

Commented [A46]: 20221205 Added filter and search feature when creating Test Matrix

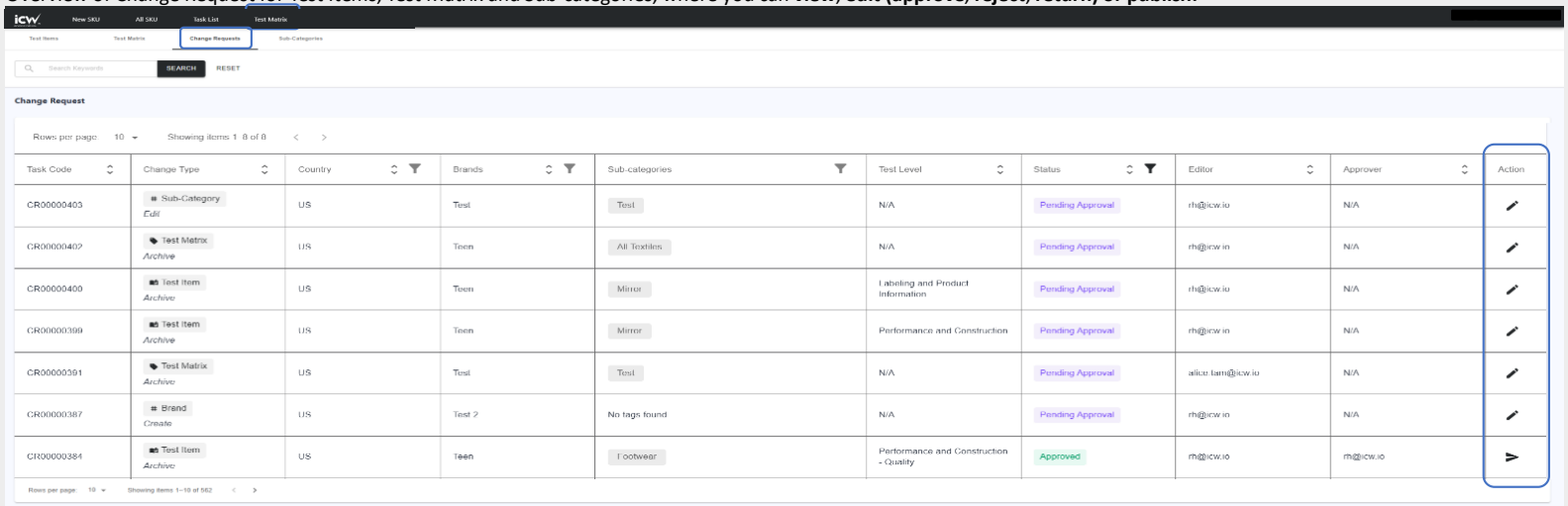
Commented [A48]: 20221205 Updated image

Commented [A47]: 20221205 Updated image

Commented [A49]: 20221205 Added "Export" feature

11 Test Matrix > Change Request

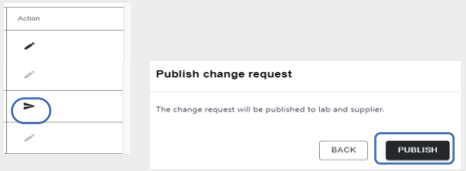
Overview of Change Request for Test Items, Test Matrix and Sub-categories, where you can **view, edit (approve, reject, return) or publish.**



edit (make approval) publish

Focus on status **PENDING APPROVAL** for making approval.
Select **Edit** from Action to review**.**
Provide comment and select **APPROVE**, **RETURN** or **REJECT** to proceed.

Select **Publish** from Action.
Select **Publish** in the pop up to proceed.



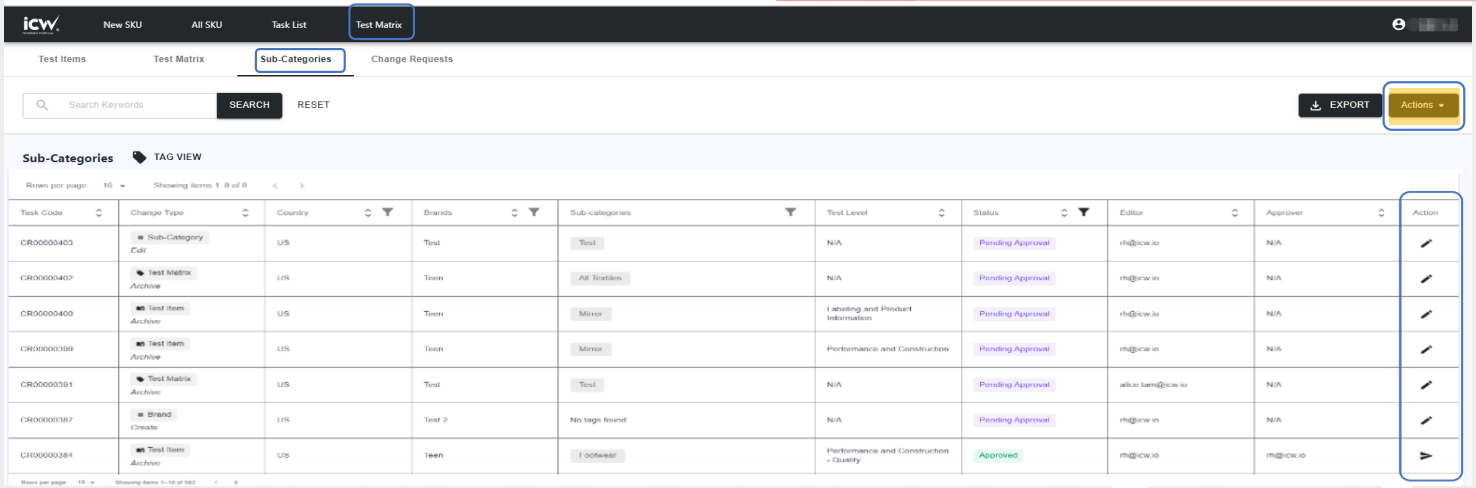
Note:

- Publish is applicable for all change type.
- Email notification is sent automatically to all Agent, Vendor, Lab Admin and Lab Location when published for change type related to Test Item and Test Matrix only.

Commented [A50]: 20221101 Updated publish handling

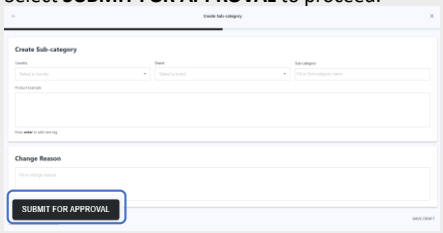
12 Test Matrix > Sub-Categories

Overview of Country, Brand, and Sub-Category combination, where you can **view**, **create**, **edit,** or **export**.

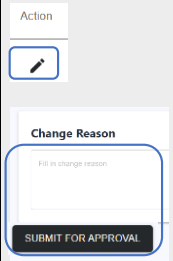


edit (make approval) publish

Create Sub-category by select **Actions**, filling in **Country**, **Brand**, new **Sub-Category**, **Product Example** and **Change Reason**.
Select **SUBMIT FOR APPROVAL** to proceed.



Select **Edit** from Action to change the Brand / Sub-category with change reason.
Select **Submit for Approval** to proceed.



Select **EXPORT** to export sub-categories. EXPORT

Commented [A51]: 20230208 Remove Create Brand feature

Commented [A52]: 20221205 Adding "Export" feature

Commented [A53]: 20221205 Added "Export" feature

13 Appendix

Monday Feed Template	RH_IMPORT_MONDAY FEED_TEMPLATE.x
TRF Template	RH_EXPORT_TRF_TEMPLATE.docx
CAP Template	RH_EXPORT_CAP_TEMPLATE.png
Status Definition	Status.docx