

QUICK START USER GUIDE - Vendor

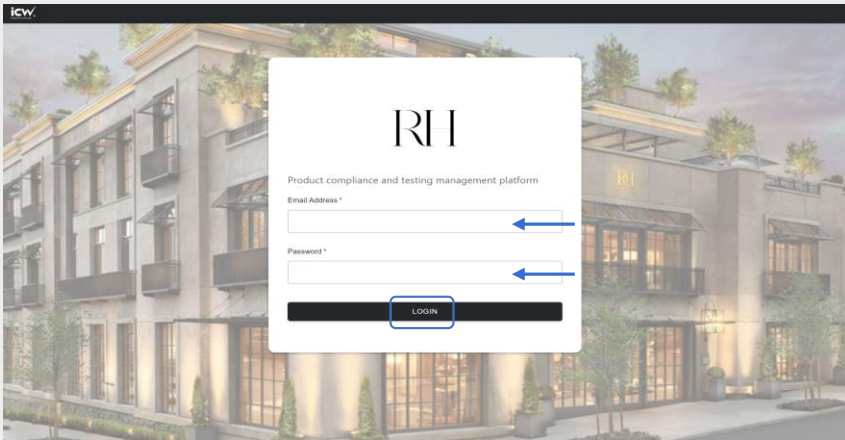
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V3

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2 Login

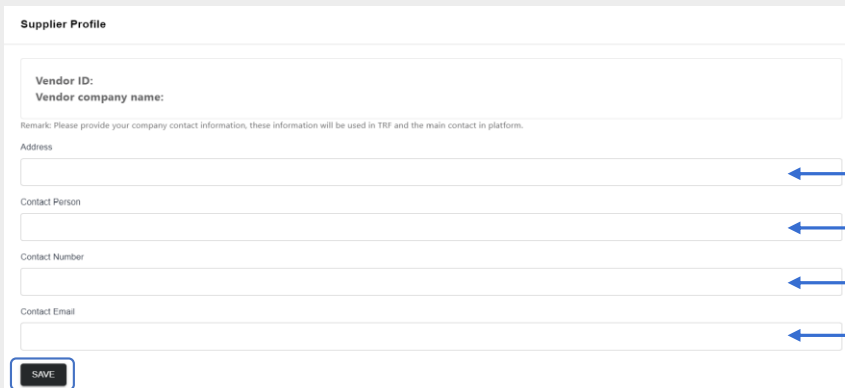


The login form is overlaid on a background image of a modern building. It features the 'RH' logo and the text 'Product compliance and testing management platform'. Below this, there are two input fields: 'Email Address *' and 'Password *'. A blue arrow points to the 'Email Address' field, and another blue arrow points to the 'Password' field. At the bottom of the form is a black button with the word 'LOGIN' in white, which is also highlighted with a blue border.

Log in to the platform: rh.icvw.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**.



The 'Supplier Profile' form is titled 'Supplier Profile' at the top. It contains a section for 'Vendor ID:' and 'Vendor company name:'. Below this, a small remark states: 'Remark: Please provide your company contact information, these information will be used in TRF and the main contact in platform.' The form then has four input fields: 'Address', 'Contact Person', 'Contact Number', and 'Contact Email'. Each of these four fields has a blue arrow pointing to it from the right. At the bottom left of the form is a black button with the word 'SAVE' in white, which is highlighted with a blue border.

Fill in the **Supplier Profile** at first time login.

1. Enter the **Address**.
2. Enter the **Contact Person**.
3. Enter the **Contact Number**.
4. Enter the **Contact Email**.
5. Select **SAVE**.

3 Acknowledge and Quote

(All SKU page)

Select Important Status>Task Pending.
Select specific SKU to continue.

Select VIEW SKU RELATIONSHIP to view SKU Grouping details on Prime/PIM SKU.
Select **START ACKNOWLEDGE & QUOTE** to process next step.

Upload Document and Remark when applicable, select CONTINUE.

Fill in Factory Details, select CONTINUE.

Commented [A1]: 20230208 Sort header filter in alphabetical order for Dept Num & Desc and Vendor header filter.

Commented [A2]: 20230208

Updated Report&Result, 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.

Commented [A3]: 20221205 Added "Remark" field for Compliance Documents / Valid Test Reports, which is required to provide when applicable.

Commented [A4]: 20221205 Enhanced Factory details saved history and added Factory Locations dropdown.

Commented [A5]: 20230208 Allow EDIT and DELETE in Factory Details with image updated.

(Continued on next page)

Select Lab for requesting quotation and **CONTINUE**.

Select Lab

1. Selecting Testing Level

Testing level

Colorfastness / Quality

1. Selecting Testing Level

Lab A	<input checked="" type="checkbox"/>	HK	<input type="checkbox"/>	SZ
Lab B	<input checked="" type="checkbox"/>	HK		

CONTINUE

Alternatively, you can choose to **Skip Quote** when only one lab location is selected.
Note: Task progress is changed to **Quote Confirmed** automatically.

Do You Wish to Skip Quote? (Please Select)

Since you have only chosen 1 lab, did you intend to skip quote?

- ☒ Skip Quote
- ☐ No, I need a quotation

CANCEL

CONFIRM

Provide **Billing Information** and **CONTINUE**.

Accounting & Quote

Step 4: Billing Details

Payer Details List

Payer A 1205

Payer Contact Person

Contact Person Email

Contact Person Phone Number

Payer Address

Payer B 1205

Payer Contact Person

Contact Person Email

Contact Person Phone Number

Payer Address

Payer C 1205

Payer Contact Person

Contact Person Email

Contact Person Phone Number

Payer Address

NEW BILLING DETAILS

EDIT DELETE

Source Company

Source Company Name

Payer Address

Payer Contact

Payer Email

Payer Phone

Contact Person Information

Contact Person Name

Contact Person Email

Contact Person Phone Number

CONTINUE

Test Task is created and can be found in **Task List**, Progress is **Waiting for Lab Quote**
Select **More Status** > **Waiting for lab quote** to view all related test task.

icwv

All SKU 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 16

Task No.	PIM SKU SrtNum / CW Item Description	Testing Country	Testing Level Result	Progress	LAB
S22000031	PRIME 123456 test	QC	✓ Q ✓ C	Waiting for Lab Quote	N/A

More Status

- Waiting for lab quote (4)
- Test in progress (8)
- Pending (4)
- Sample Sent (4)
- In progress - Update result & reports (4)
- Completed (4)
- Completed - Conditional approved (4)
- CAP pending approval (4)
- CAP approved (4)
- Cancelled (4)

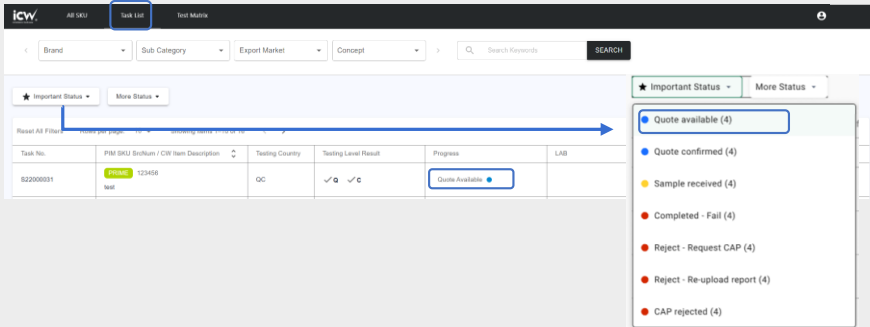
Commented [A6]: 20221205 Added currency "INR" and "VND";
Enhanced Billing Detail saved history and added Billing Location dropdown.

Commented [A7]: 20230208 Allow EDIT and DELETE in Billing Details with image updated.

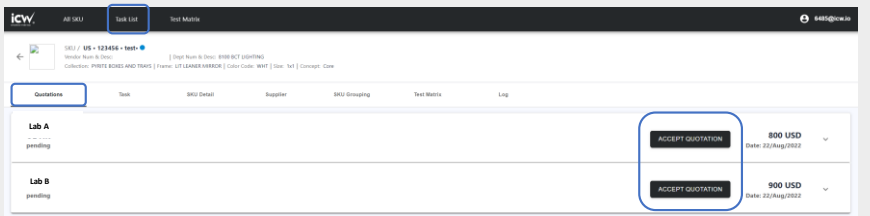
4 Confirm Quotation

(Task List page)


Select Important Status>Quote available.
Select specific task to continue.



View the quotation by expanding it and select ACCEPT QUOTATION.



Fill in TRF and CONTINUE.



Note: "Lab" tab will be created after Quote Confirmed.
Lab address can be viewed on TRF and "Lab" tab.

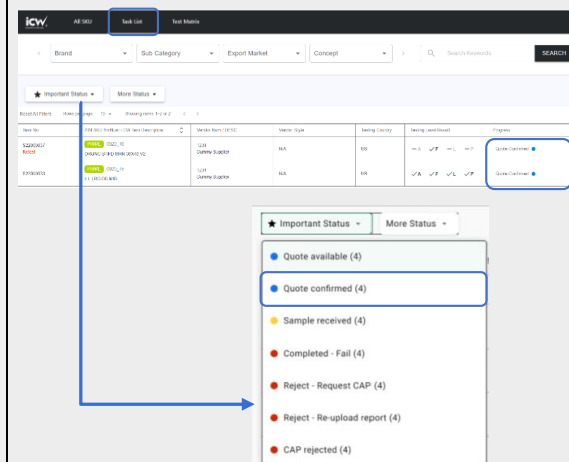
Commented [A9]: 20221205 Added export "Test Matrix" feature in task

Commented [A8]: 20221205 Added "Lab Address" onto TRF and "Lab" tab

5 Sample Submission

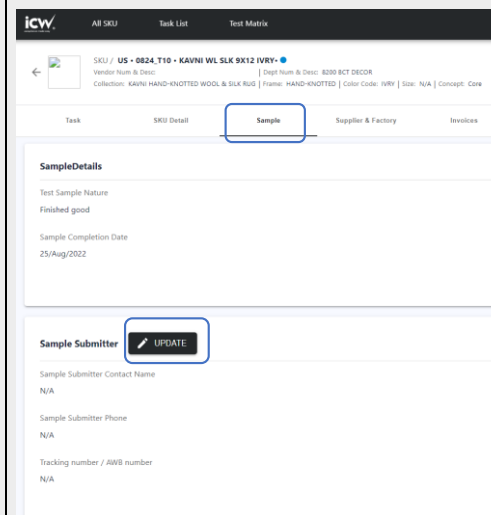
(Task List page)

Select **Important Status**>**Quote Confirmed**.



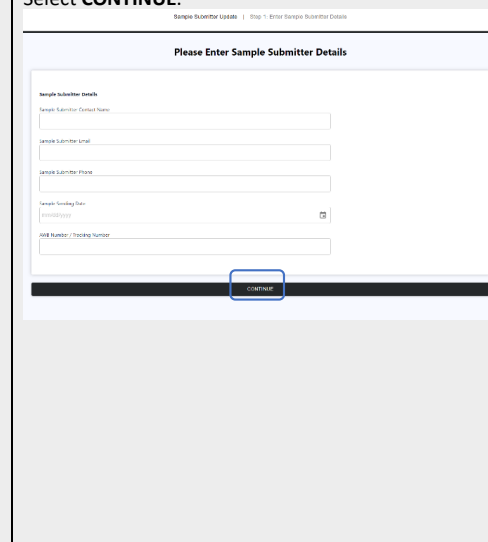
The screenshot shows the 'Task List' page with a table of tasks. The 'Important Status' dropdown is open, showing options: 'Quote available (4)', 'Quote confirmed (4)', 'Sample received (4)', 'Completed - Fail (4)', 'Reject - Request CAP (4)', 'Reject - Re-upload report (4)', and 'CAP rejected (4)'. The 'Quote confirmed (4)' option is highlighted. A blue arrow points from the 'Quote confirmed (4)' option to the 'Sample' tab in the next screenshot.

Select **UPDATE** in Sample.



The screenshot shows the 'Sample Details' page for SKU US • 0824_T10 • KAVNI WL SLK 9X12 IVRY. The 'Sample' tab is selected, and the 'UPDATE' button is highlighted. The page displays sample details and a 'Sample Submitter' section with an 'UPDATE' button.

Provide **Sample Submitter details**.
Select **CONTINUE**.

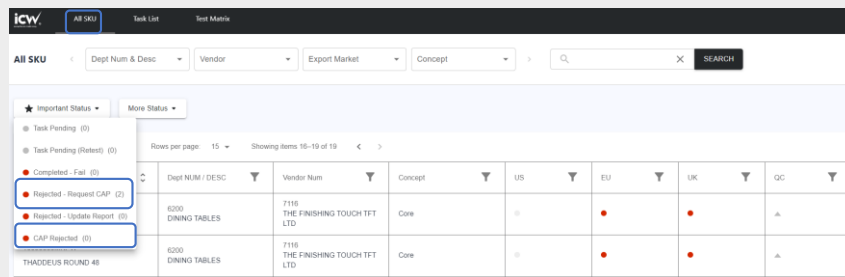


The screenshot shows the 'Please Enter Sample Submitter Details' form. The form includes fields for 'Sample Submitter Contact Name', 'Sample Submitter Email', 'Sample Submitter Phone', 'Sample Tracking Date', and 'AWB Number / Tracking Number'. The 'CONTINUE' button is highlighted at the bottom of the form.

6 CAP Submission

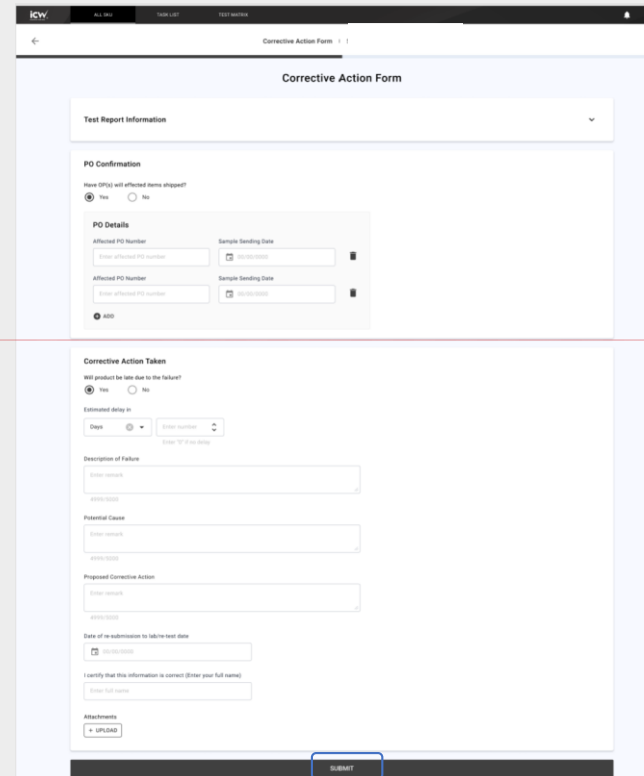
(All SKU page)

Select **Important Status>Rejected-Request CAP** or **Important Status>CAP Rejected**.
Select specific task to continue.



Task	Dept Num / Desc	Vendor Num	Concept	US	EU	UK	QC
Rejected - Request CAP (2)	6200 DINING TABLES	7116 THE FINISHING TOUCH TFT LTD	Core				
Rejected - Update Report (2)	6200 DINING TABLES	7116 THE FINISHING TOUCH TFT LTD	Core				
CAP Rejected (0)	THADDEUS ROUND 48						

Fill in CAP and Submit.



Corrective Action Form

Test Report Information

PO Confirmation

Have UP(s) will affected items shipped?

☒ Yes ☐ No

PO Details

Affected PO Number:

Sample Sending Date:

Affected PO Number:

Sample Sending Date:

Corrective Action Taken

Will product be late due to the failure?

☒ Yes ☐ No

Estimated delay in: Days

Description of Failure:

Potential Cause:

Proposed Corrective Action:

Date of re-submission to lab/re-test date:

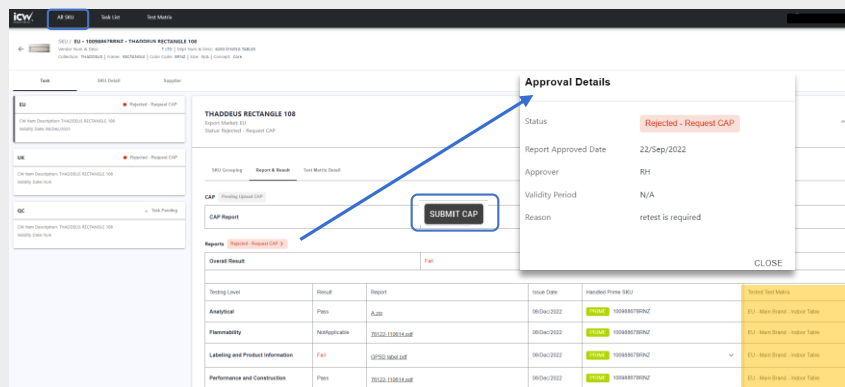
I certify that this information is correct (Enter your full name):

Attachments:

SUBMIT

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

Select **Rejected-Request CAP** to view Approval Details. Select **Submit CAP**.



THADDEUS RECTANGLE 108

Report & Result

CAP Report

Overall Result: **Fail**

Approval Details

Status: **Rejected - Request CAP**

Report Approved Date: 22/Sep/2022

Approver: RH

Validity Period: N/A

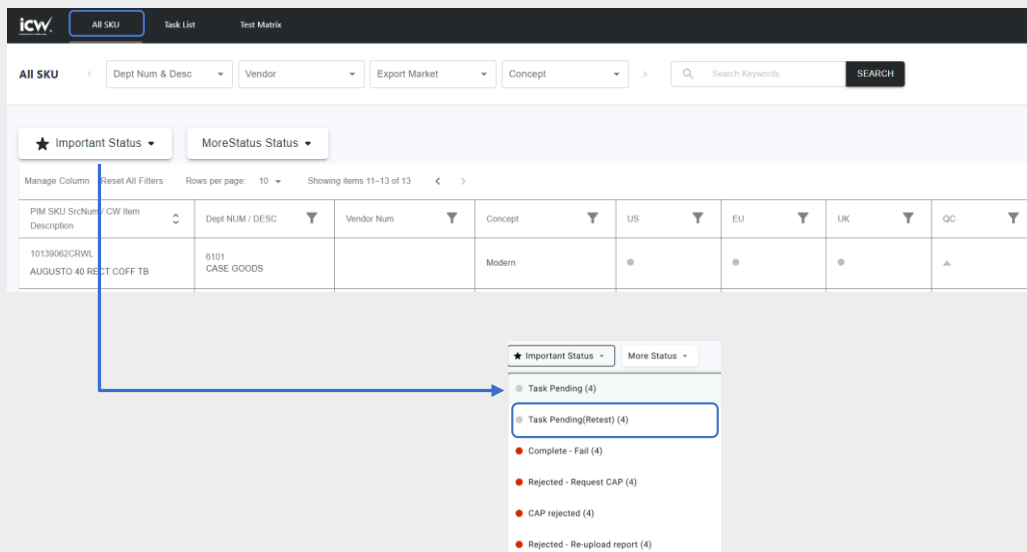
Reason: retest is required

SUBMIT CAP

7 Retest

(All SKU page)

Select **Important Status>Task Pending - Retest.**
Select specific task to continue.



The screenshot shows the 'All SKU' page with the 'Important Status' dropdown menu open. The menu lists several status options, with 'Task Pending(Retest) (4)' highlighted. A blue arrow points from the 'Important Status' dropdown in the main interface to the 'Task Pending(Retest) (4)' option in the dropdown menu.

PIM SKU SrchNum / CW Item Description	Dept NUM / DESC	Vendor Num	Concept	US	EU	UK	QC
10139062CRWL AUGUSTO 40 REST COFF TB	6101 CASE GOODS		Modern	●	●	●	▲

Note:

Follow steps of **ACKNOWLEDGE & QUOTE** illustrated above to initiate / skip quotation for retest.

8 Exceptional Handling

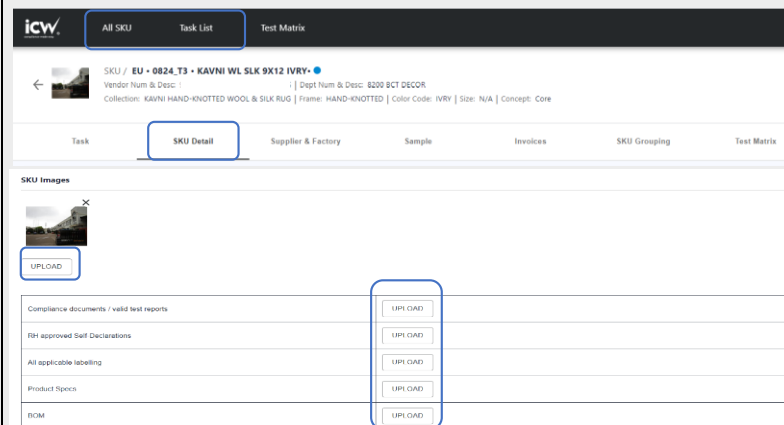
(All SKU page / Task List page)

(Task List page)

Edit Document / SKU Images in SKU Details

Select the SKU that you would like to make changes.
Select **SKU Details** and **edit/upload SKU Images** or **Documents**.

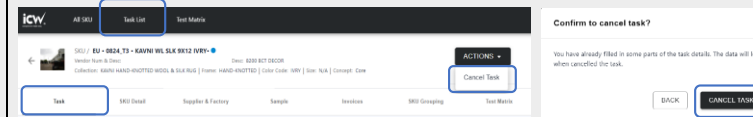
Note: Changes will be applied to all the related export markets for same SKU.



Cancel Task

Select the **Task** that you would like to cancel.
Select **ACTIONS>Cancel Task**.
Select **CANCEL TASK**.

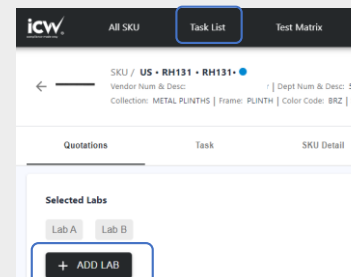
Note: You need to go back to All SKU page to start acknowledging and quote for that SKU.



Add Lab

Select the **Task** that you would like to add more lab to quote.
Select **Quotations**. Select **+ ADD LAB**, then select the lab(s) that you would like to add.

Note: You can only add lab when the status is Wait for Lab Quote or Quote Available, i.e. before Quote Confirmed.




(Task List page)

Edit Billing Details

Select the **Task** that you would like to edit **Billing Details**.
Select **EDIT**.

Note: You can edit Billing Details after quote confirmed and before task complete.

All SKU

Task List

Test Matrix

SKU / US •

← Vendor Num & Desc: | Dept Num & Desc:
Collection: Z BAR | Frame: SWING-ARM TASK FLOOR | Color Code: BRZ | Size: 44 IN | Concept: Core

QuotationsTaskSKU DetailSupplier & FactoryLabSKU Grouping

Invoices

Test MatrixSampleLog

Billing Details

EDIT

Billing Company NameBilling Address
















Billing Contact Person NameCurrency

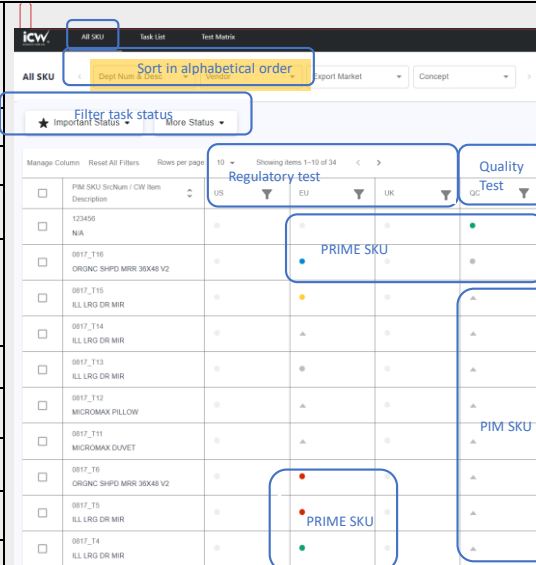
Contact Person EmailContact Person Phone Number

Commented [A11]: 20221205 Added "Edit" Billing Details handling

9 Task Status Overview











(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
		Wait For Quote / Quote Available / Quote Confirmed
		Pending / Sample Sent / Sample Received / Test in Progress / Test in Progress – Update Result & Reports
		Completed test status with Pass Test Result / Completed test status and Approved Pass Test Result Completed test status and Approved Conditional Pass Test Result Completed test status with CAP approved
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 



The screenshot shows the 'ALL SKU' page in the icvw system. It features a table with columns for 'PIM SKU', 'SKU', 'Description', and 'Status'. The table is filtered to show 'Regulatory test' items. A 'Filter task status' dropdown is visible, and a 'Sort in alphabetical order' button is highlighted. The table shows various tasks with status indicators (circles) and labels like 'PRIME SKU' and 'PIM SKU'.

Commented [A12]: 20230208 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					

(Continued on next page)

(Task List page)

icwv All SKU Task List Test Matrix						
<	Brand	>	Sub Category	Export Market	Concept	>
<input type="text" value="Search Keywords"/> SEARCH						
★ Important Status More Status						
Reset All Filters Rows per page: 10 Showing items 1–10 of 24						
Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Vendor Style	Testing Country	Testing Level Result	Progress
S22000043 xxx	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Completed - Fail ●
S22000042	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Cancelled ●
S22000041	PRIME Testing 002 Testing 002		N/A	US	✓A ✓F ✓L ✓P	Cancelled ●
S22000040	PRIME 0920_T2 MICROMAX PILLOW		N/A	US	✓A ✓F ✓L ✓P	Quote Available ●
S22000039 123	PRIME 0920_T4 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Rejected - Request CAP ●
S22000038 XXX	PRIME Testing 002 Testing 002		N/A	QC	✓Q ✓C	In Progress ●
S22000037 Retest	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	US	—A ✓F —L —P	Quote Confirmed ●
S22000036	PRIME RH131 RH131		N/A	UK	—A —F ✓L ✓P	Waiting for Lab Quote ●
S22000035	PRIME 0920_T5 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Cancelled ●
S22000034	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	QC	✓Q ✓C	Complete - Conditional Approved ●

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.

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

Commented [A13]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A14]: 20221205 Updated from "Not applicable" to "Not requested"

Commented [A15]: 20230208 Sort Vendor Name in alphabetical order for **Vendor Num / DESC** table filter for Agent only.

10 Test Matrix

(Test Matrix page)

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

icvw

All SKUs

Task List

Test Matrix

Test Matrix

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	<div> <div>🔄</div> <div>📄</div> </div>
UK	Main Brand	All Textiles	Active	03/Feb/2023 7:22 am	175	<div> <div>🔄</div> <div>📄</div> </div>
EU	Main Brand	All Textiles	Active	03/Feb/2023 7:22 am	182	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	All Textiles	Active	12/Sep/2022 12:38 pm	101	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Battery Powered Product	Active	12/Sep/2022 12:38 pm	69	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Bean Bag Chair or Pouf	Active	12/Sep/2022 12:38 pm	91	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Beds	Active	12/Sep/2022 12:38 pm	95	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Bunk Bed	Active	12/Sep/2022 12:38 pm	48	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Casestools	Active	12/Sep/2022 12:38 pm	78	<div> <div>🔄</div> <div>📄</div> </div>
US	Teen	Desk	Active	12/Sep/2022 12:38 pm	96	<div> <div>🔄</div> <div>📄</div> </div>

Rows per page: 10



Showing items 1-10 of 372

 change log
 export

Commented [A16]: 20230208 Updated image with Test Matrix for Fabric Program-US

Commented [A17]: 20221205 Added "Export" test matrix feature

11 Appendix

TRF Template	 RH_EXPORT_TRF_TEMPL ATE.docx
CAP Template	 RH_EXPORT_CAP_TEMPL ATE.png