



QUICK START USER GUIDE - Vendor

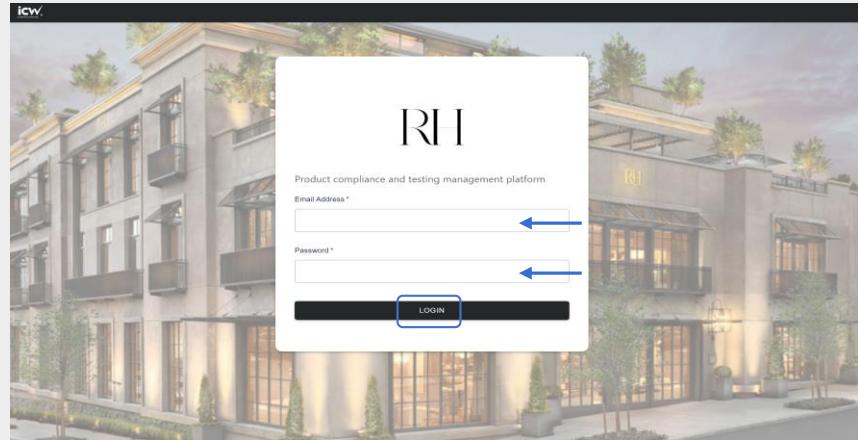
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V3

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2 Login



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**.

Supplier Profile

Vendor ID:
Vendor company name:
Remark: Please provide your company contact information, these information will be used in TRF and the main contact in platform.

Address
Contact Person
Contact Number
Contact Email

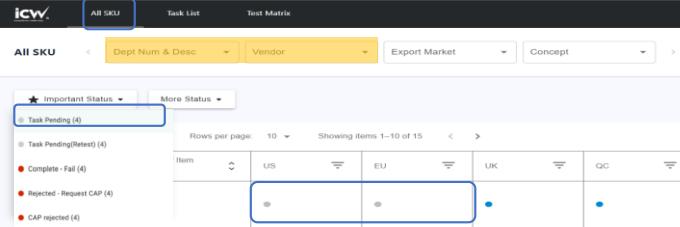
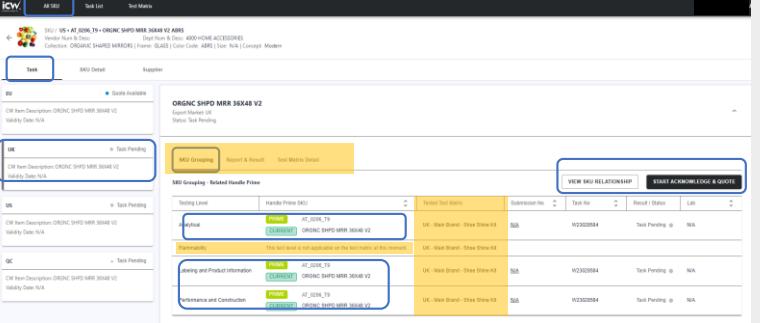
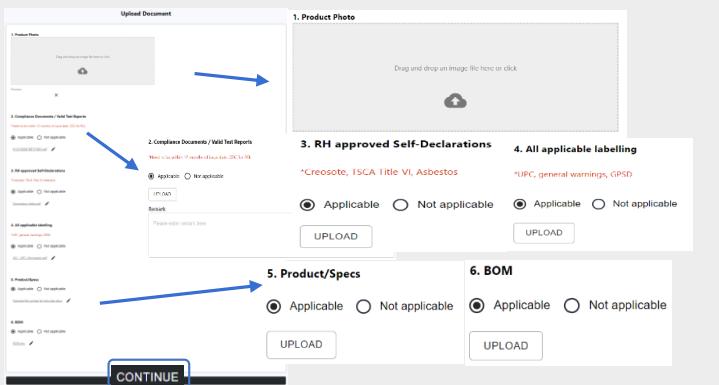
SAVE

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)

<p>Select Important Status>Task Pending. Select specific SKU to [continue].</p> 	<p>Select VIEW SKU RELATIONSHIP to view SKU Grouping details on Prime/PIM SKU. Select START ACKNOWLEDGE & QUOTE to process next step.</p> 
<p>Upload Document and [Remark] when applicable, select CONTINUE.</p> 	<p>Fill in [Factory Details], select CONTINUE.</p> 

(Continued on next page)

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

Commented [A2]: 20230208

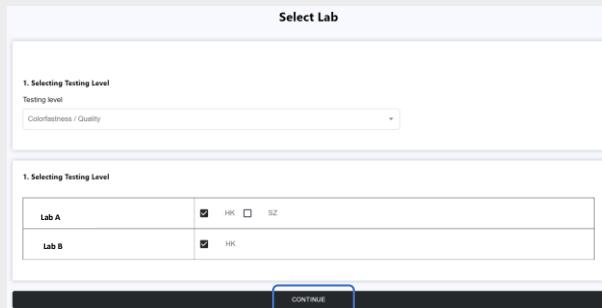
Updated Report&Result, SKU Grouping and Test Matrix Detail
-This test level is not applicable on the test matrix at the moment will show in related test level in Report&Result and SKU Grouping session when applicable.
-Update Test Matrix Detail to show the test matrix for applicable test levels for current 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.

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



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

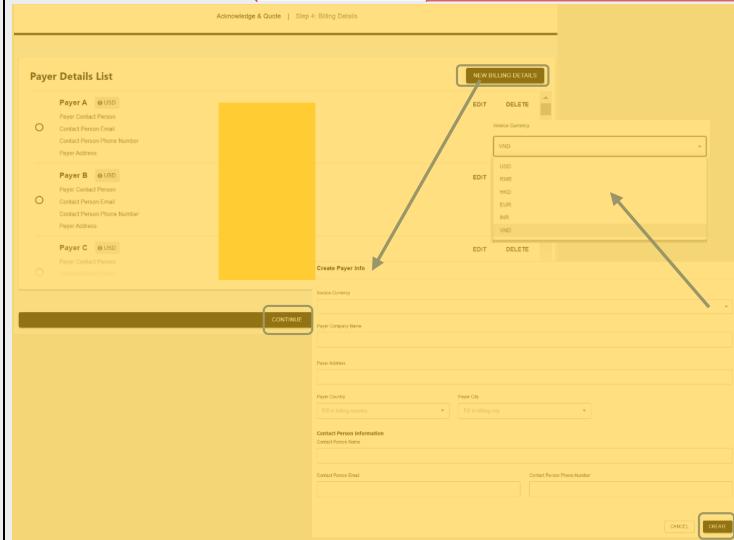
Do You Wish to Skip Quote? (Please Select)

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

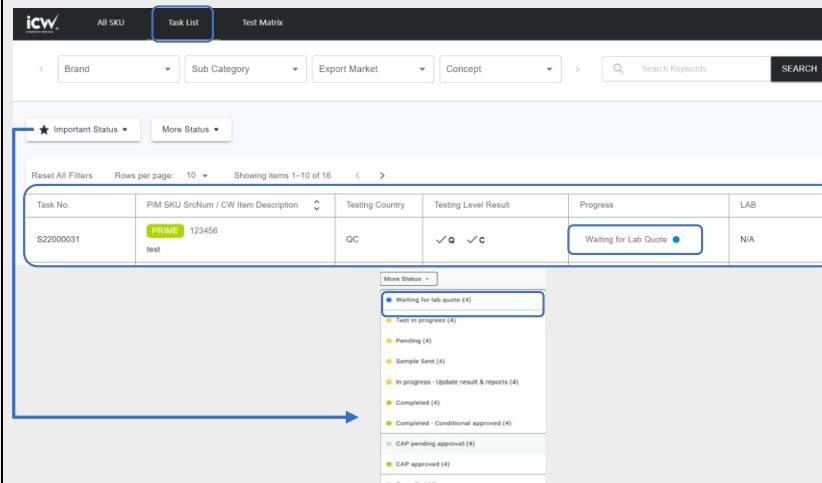
Skip Quote
 No, I need a quotation

CANCEL CONFIRM

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



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.



Commented [A6]: 20221205 Added currency "INR" and "VND";

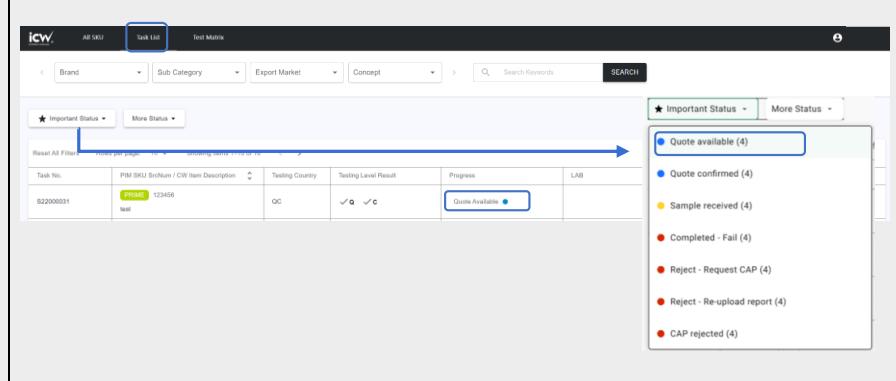
Enhanced Billing Detail saved history and added Billing Location dropdown.

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

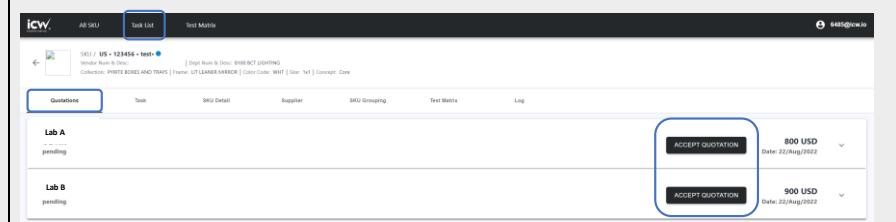
4 Confirm Quotation

(Task List page)

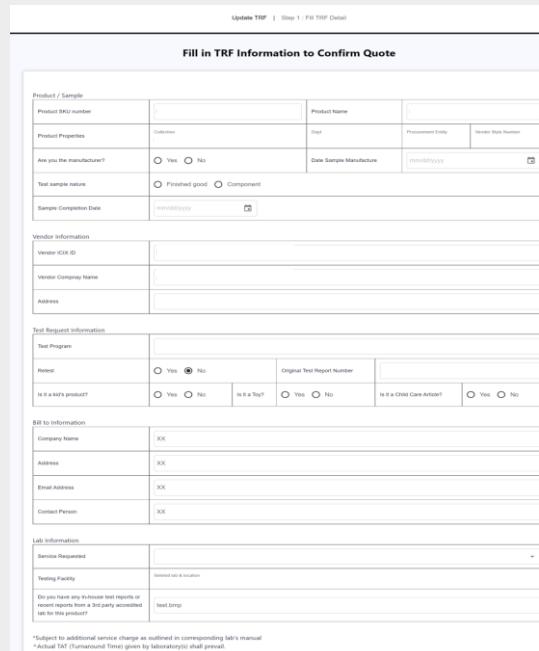
Select **Important Status>Quote available.**
Select specific task to continue.



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.

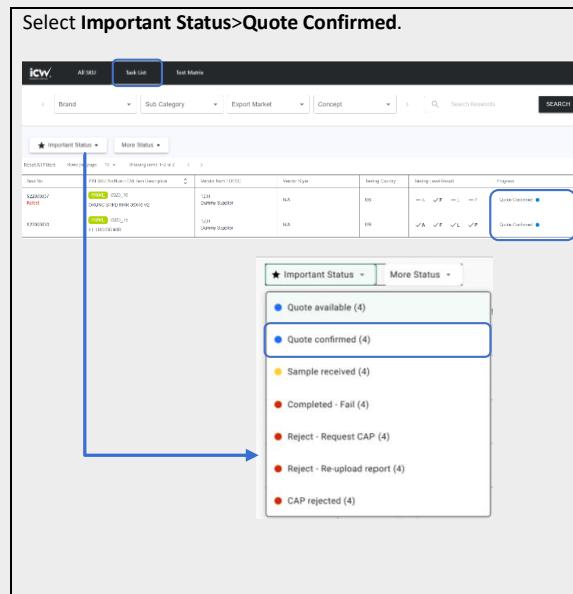
Commented [A9]: 20221205 Added export "Test Matrix" feature in task

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

5 Sample Submission

(Task List page)

Select **Important Status>Quote Confirmed.**

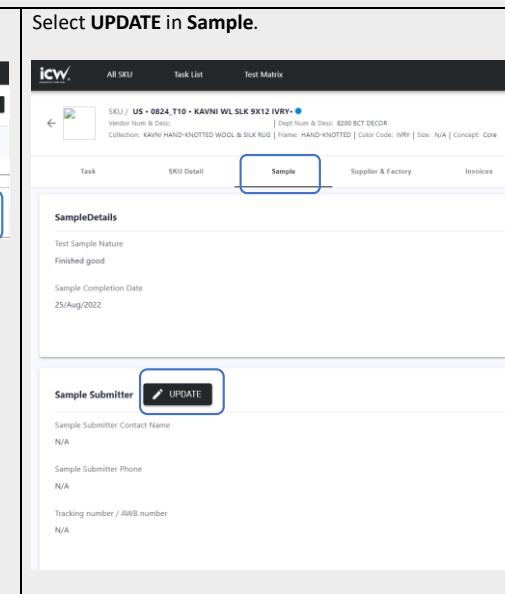


Select Important Status>Quote Confirmed.

Important Status: **Quote Confirmed**

- Quote available (4)
- Quote confirmed (4)**
- Sample received (4)
- Completed - Fail (4)
- Reject - Request CAP (4)
- Reject - Re-upload report (4)
- CAP rejected (4)

Select **UPDATE in Sample.**



Select UPDATE in Sample.

Task Detail: **Sample**

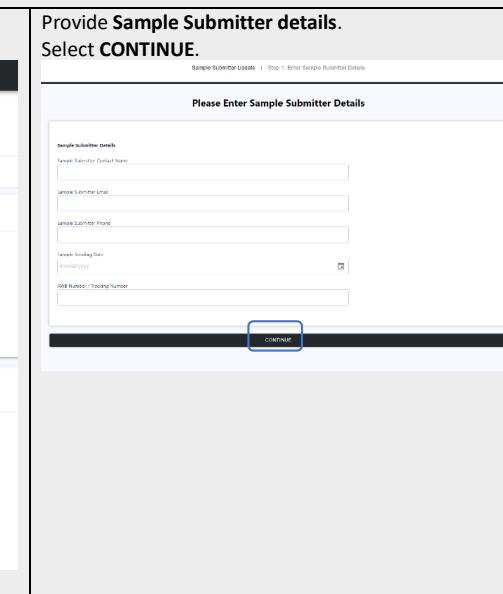
Sample Details

Sample Nature: Finished good

Sample Completion Date: 25/Aug/2022

Sample Submitter: **UPDATE**

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



Please Enter Sample Submitter Details

Sample Submitter Details

Sample Submitter Contact Name:

Sample Submitter Email:

Sample Submitter Phone:

Sample Tracking Date:

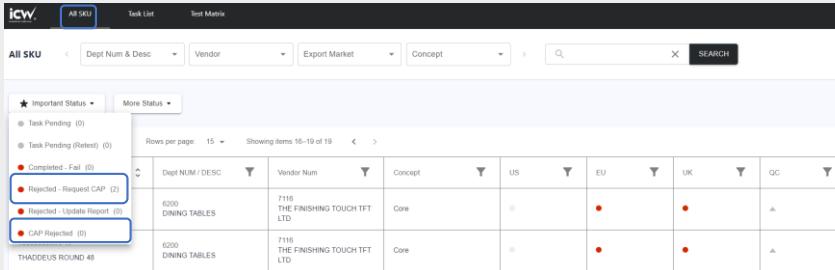
Job Number / File No:

CONTINUE

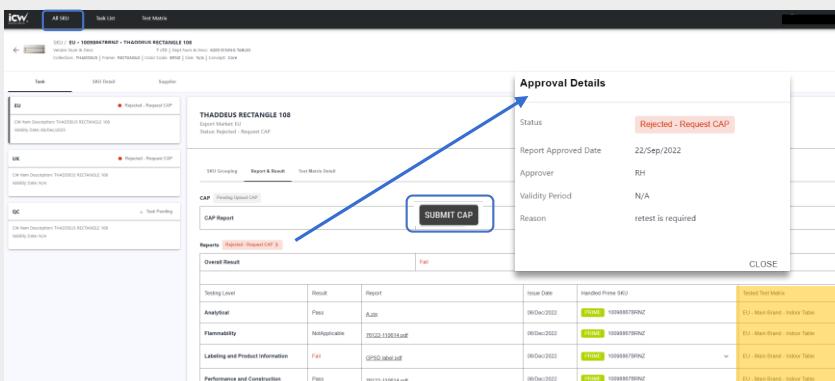
6 CAP Submission

(All SKU page)

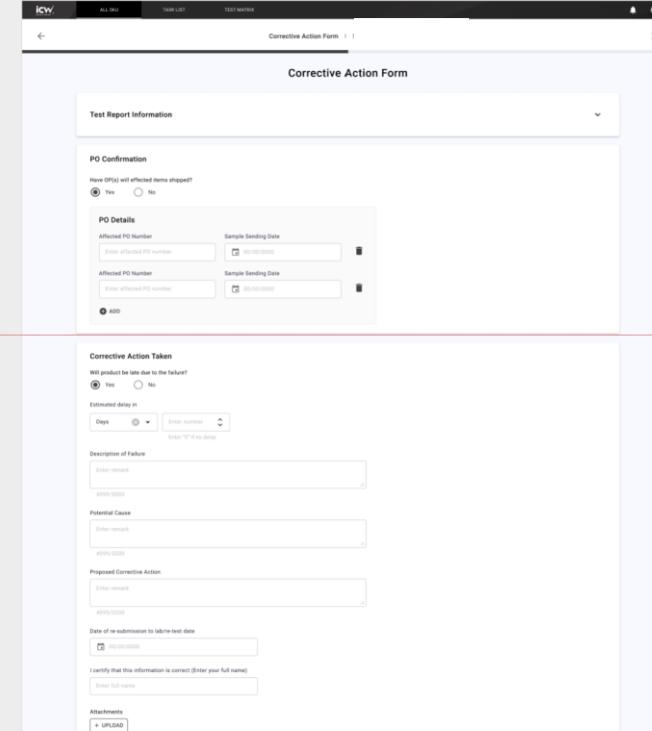
Select Important Status>Rejected-Request CAP or Important Status>CAP Rejected.
Select specific task to continue.



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



Fill in CAP and Submit.

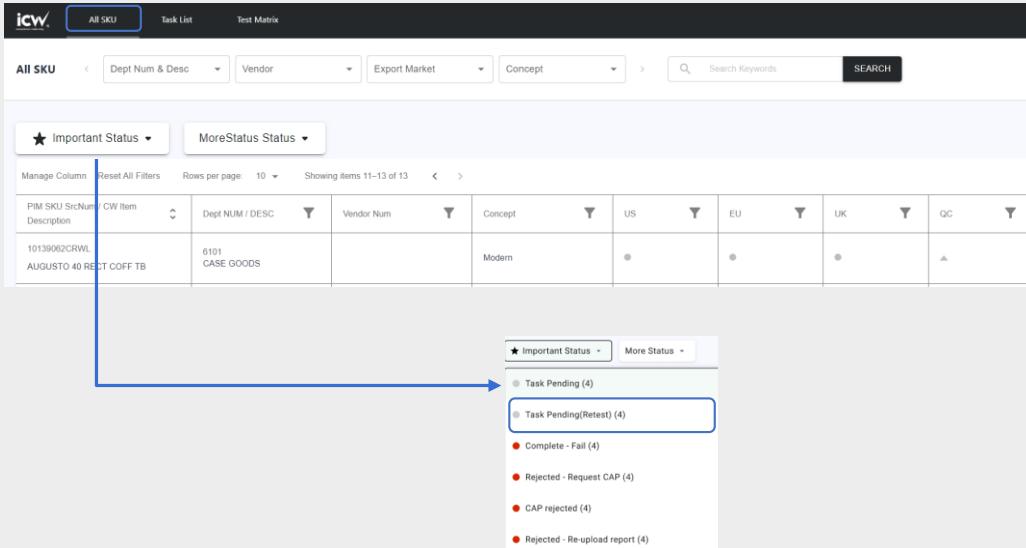


Commented [A10]: 20230208 Updated image for Tested Test Matrix

7 Retest

(All SKU page)

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



Important Status ▾ More Status Status ▾

Manage Columns Reset All Filters Rows per page: 10 Showing items 11-13 of 13

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

★ Important Status ▾ More Status Status ▾

Task Pending (4)
Task Pending(Retest) (4)
Complete - Fail (4)
Rejected - Request CAP (4)
CAP rejected (4)
Rejected - Re-upload report (4)

Note:

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

8 Exceptional Handling

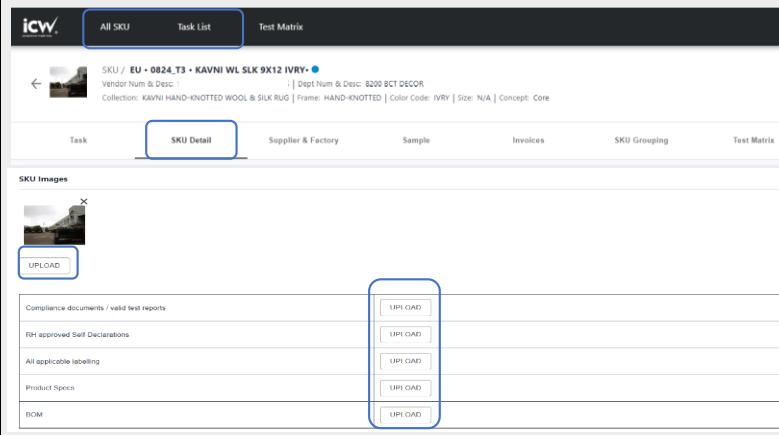
(All SKU page / Task List page)

(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**.

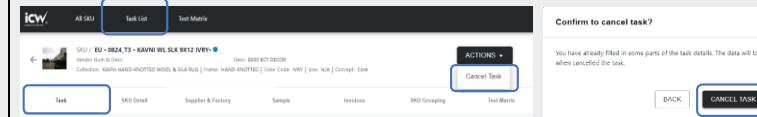
Note: Changes will be applied to all the related export markets for same SKU.



Cancel Task

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

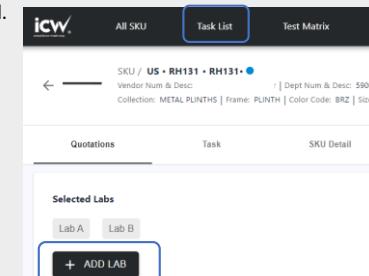
Note: You need to go back to All SKU page to start acknowledging and quote for that SKU.



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.



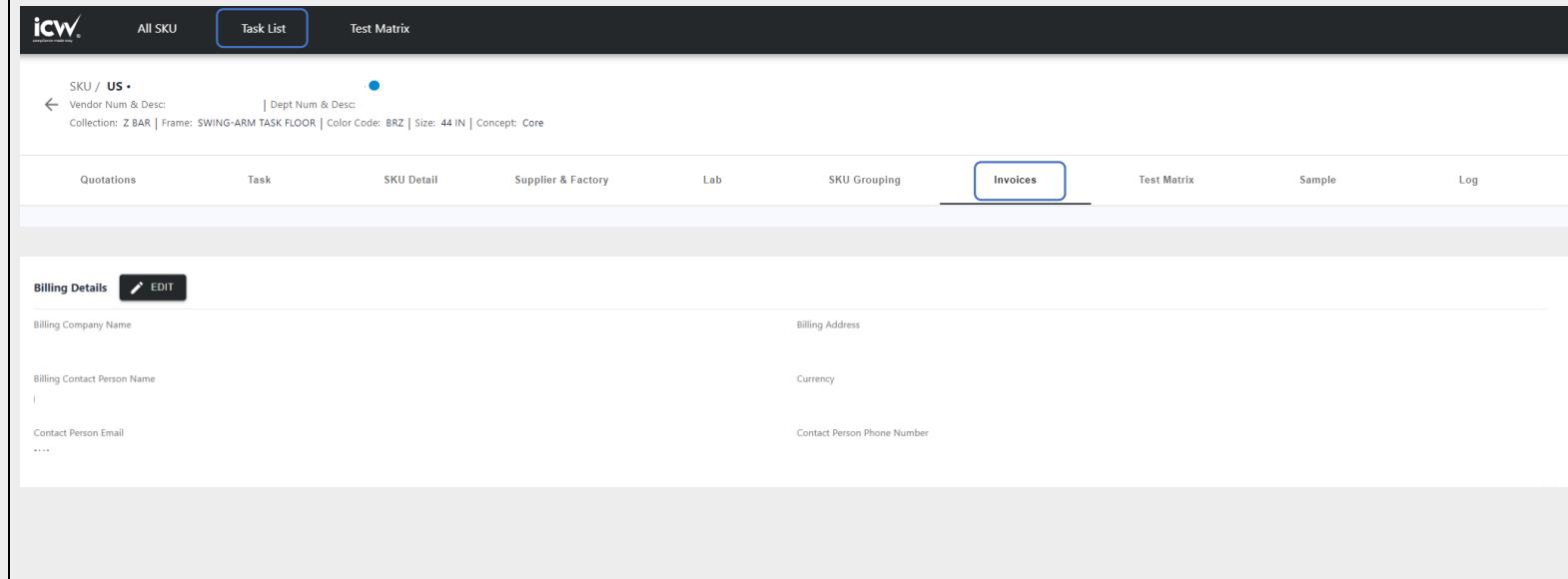
(Task List page)

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.



SKU / US •

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

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

Billing Details

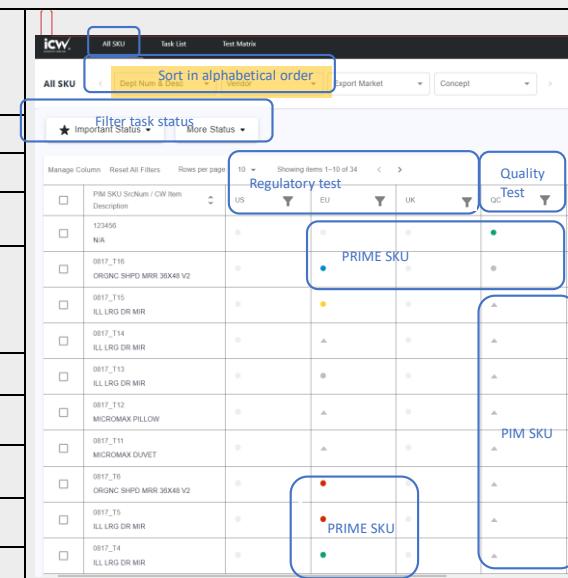
Billing Company Name	Billing Address
Billing Contact Person Name	Currency
Contact Person Email	Contact Person Phone Number

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 🟢

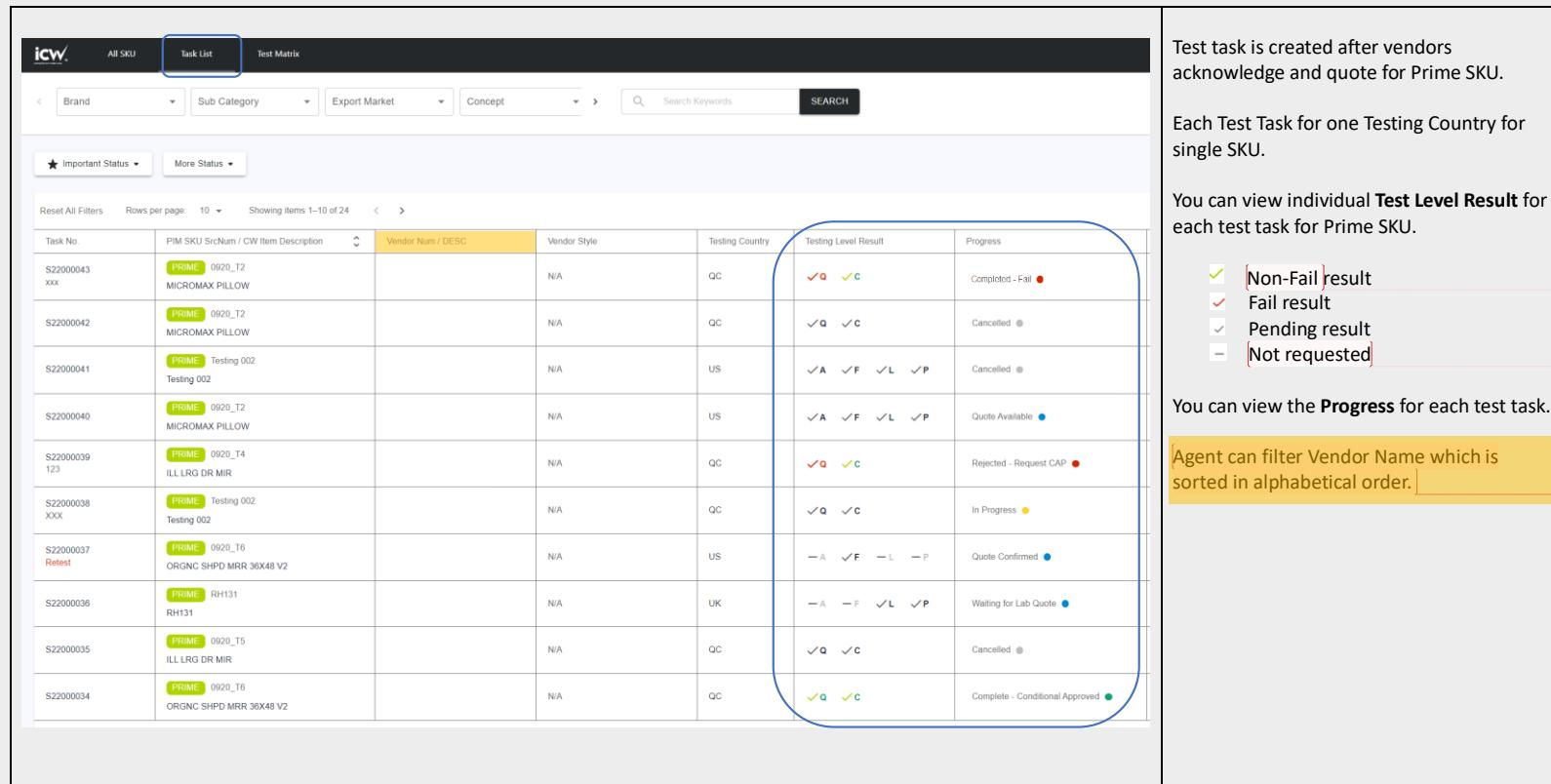


Commented [A12]: 20230208 Sort in alphabetical order for
Dept Num & Desc and Vendor header filter

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)



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.

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 ⓘ

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

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

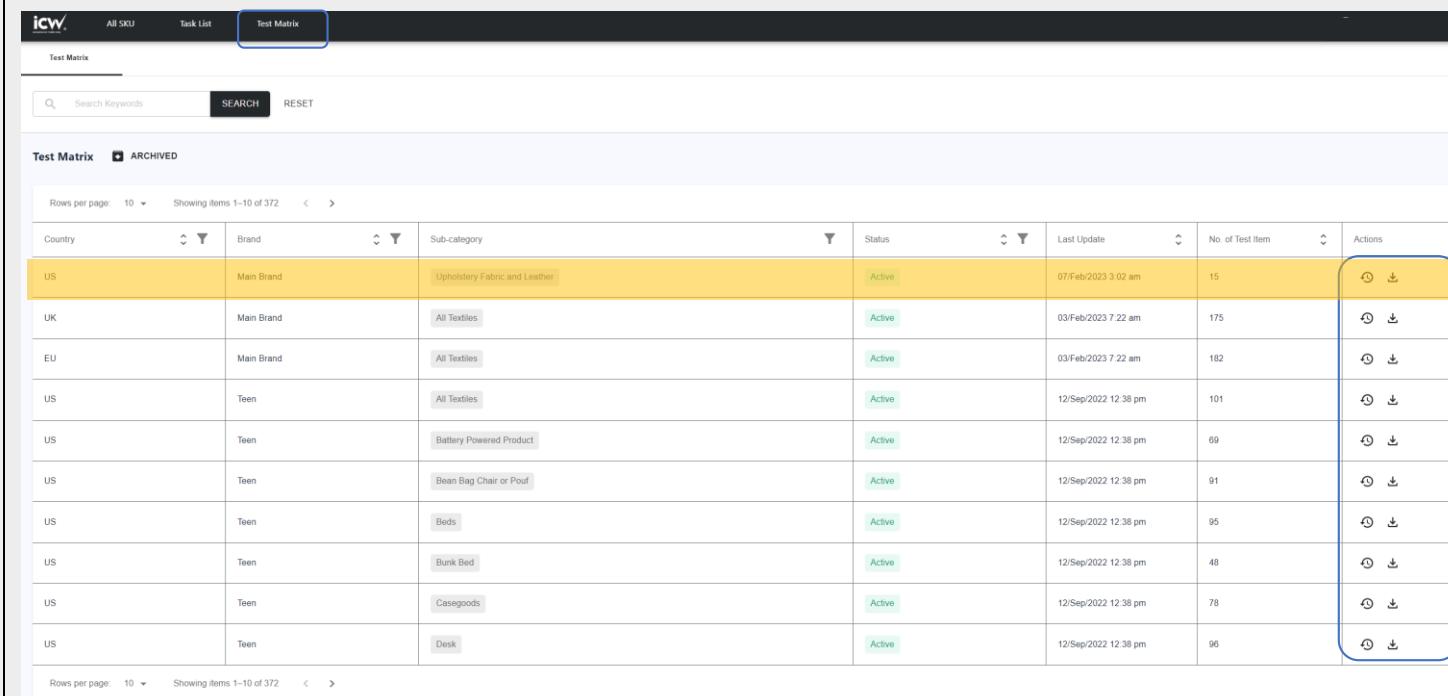
Commented [A14]: 20221205 Updated from "Not applicable" to "Not requested"

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.



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 < >

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

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

 change log
 export

11 Appendix

TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
CAP Template	 RH_EXPORT_CAP_TE MPLATE.png