



# QUICK START USER GUIDE - Laboratory

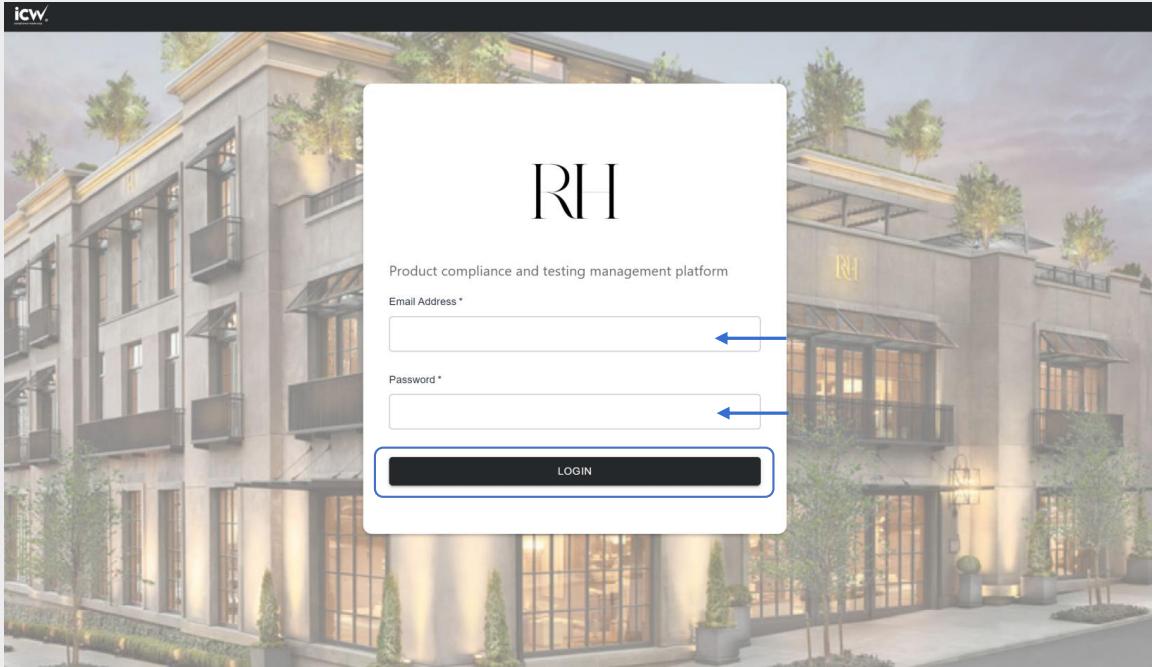
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V4

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## 2 Login



The image shows the RH login screen. The background is a photograph of a modern building with large windows and a prominent RH logo. A white login box is overlaid. It contains the text "RH" and "Product compliance and testing management platform". Below this 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 is a "LOGIN" button, which is also highlighted with a blue border and a blue arrow pointing to it.

Log in to the platform: [rh.icw.io](http://rh.icw.io)

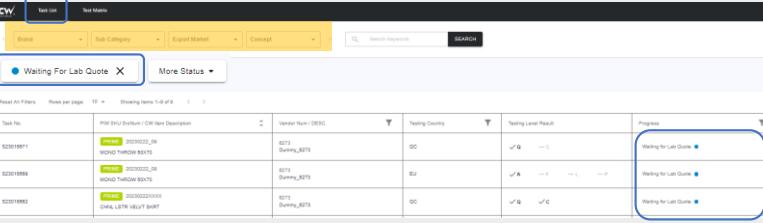
You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

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

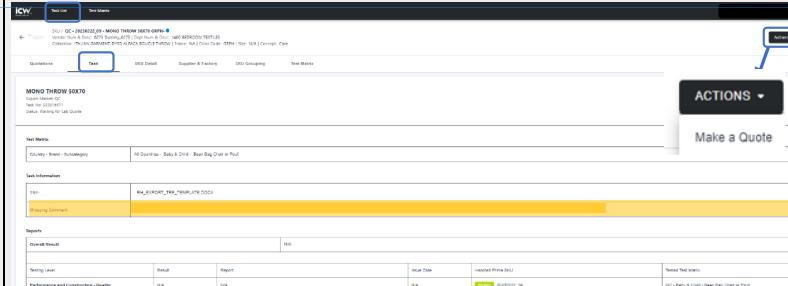
### 3 Make a Quote

(Task List page)

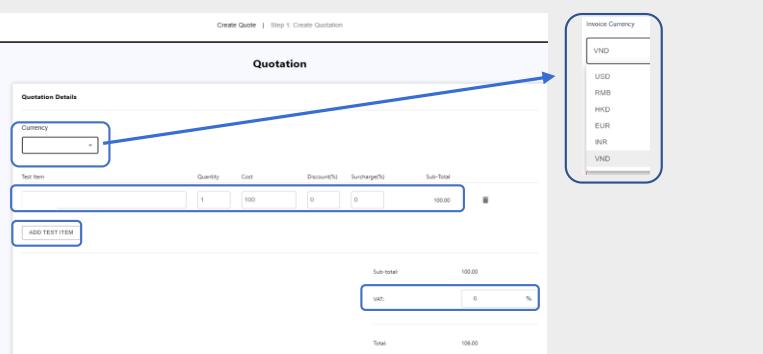
Select **Important Status>Waiting for Lab Quote**.  
Select specific task to continue. [ ]



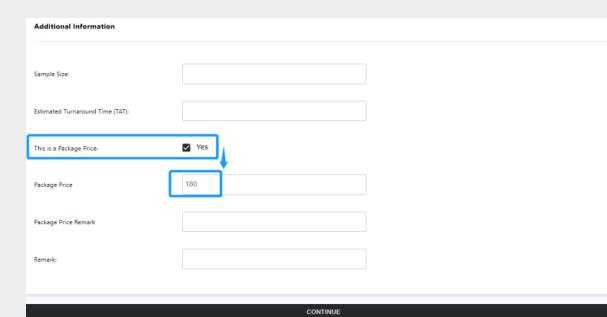
Review [task details] | Select Actions > Make a Quote.  
Note: You can export Test Matrix for each task.



Fill in the **Quote**.  
Note: You can indicate Discount(%), Surcharge(%) and VAT(%).



Fill in the **Package Price** if applicable, that will overwrite the calculated Sub-total. Select **CONTINUE**.



Commented [A2]: 20230208 Updated image for Tested Test Matrix

Commented [A3]: 20230217 Display SKU Grouping Comment when available.

Commented [A4]: 20221205 Added export Test Matrix feature at task

Commented [A1]: 20230217 Enhanced header filter by adding "search" feature.

Commented [A5]: 20221205 Added currency INR and VND

Commented [A6]: 20230208 Added Discount(%) and Surcharge(%) in Quotation process with updated note

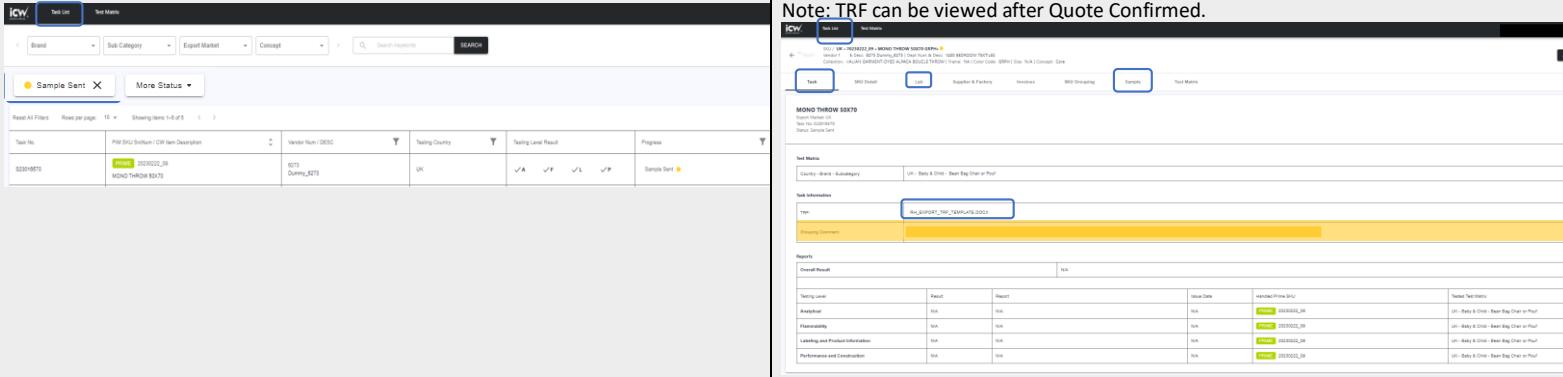
## 4 Update Task Status: Samples Received

(Task List page)

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



You can view the TRF and **Grouping Comment** 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.

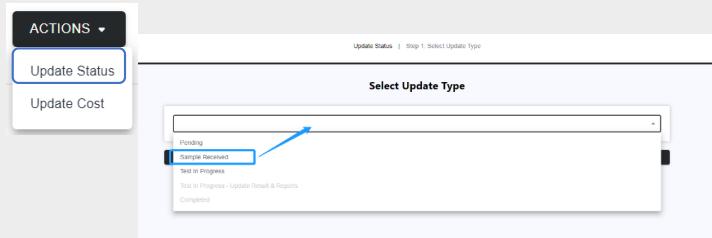


Commented [A7]: 20230217 Display SKU **Grouping Comment** when available.

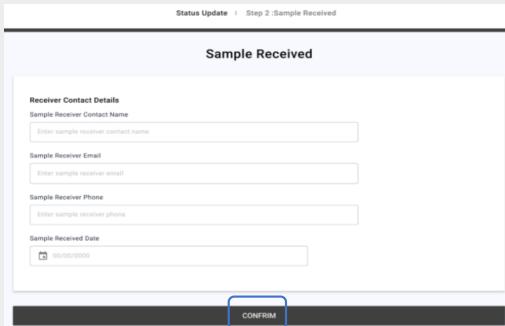
Commented [A8]: 20230208 Updated image for **Tested Test Matrix**

Commented [A9]: 20221205 Added "Lab" page

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



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



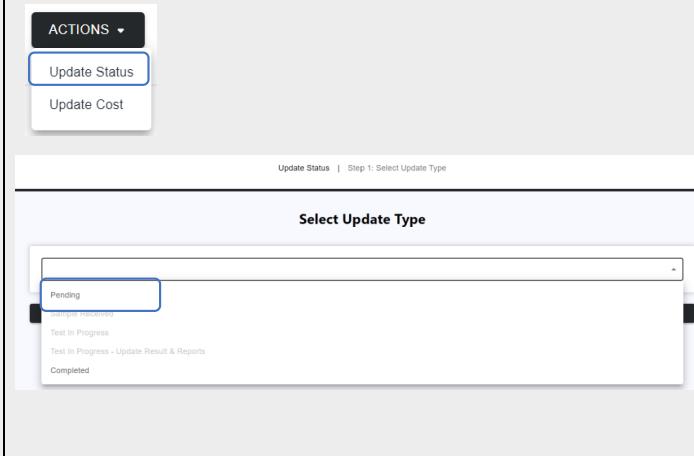
## 5 Update Task Status: Pending

(Task List page)

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

Select **Actions>Update Status**.

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

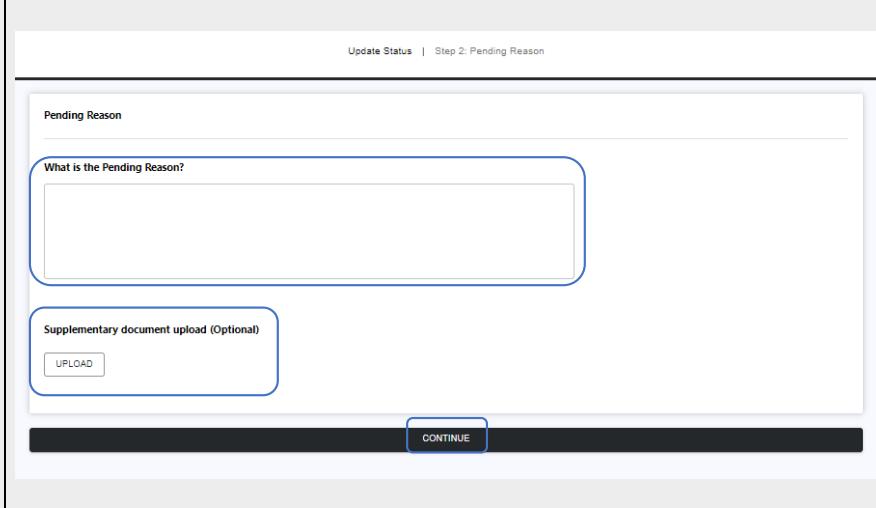


Update Status | Step 1: Select Update Type

**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

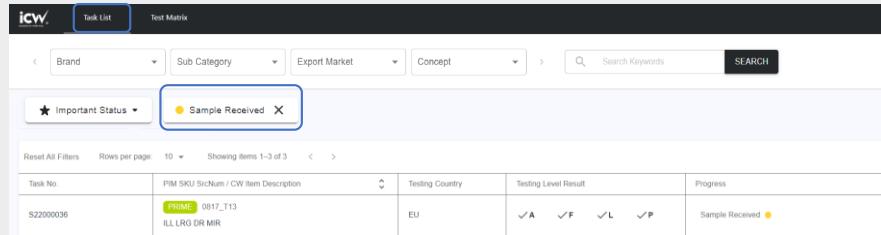
Commented [A10]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

## 6 Update Task Status: In Progress

(Task List page)

Select **More Status>Sample received /Pending**.

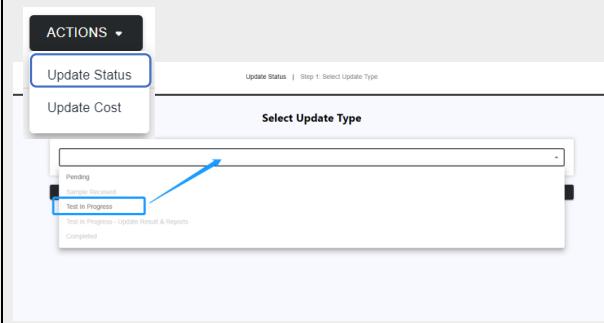
Select specific task to continue.



Task No.	PIM SKU SrNum / CW Item Description	Testing Country	Testing Level Result	Progress
S22000036	PRIME 0817_113 ILLRQ DR MIR	EU	✓A ✓F ✓L ✓P	Sample Received

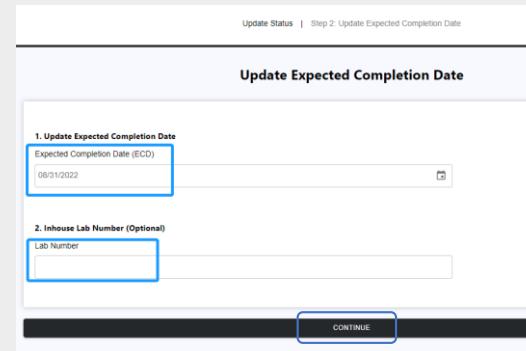
Select **Actions>Update Status**.

Select **Test In Progress** and **CONTINUE**.



Provide **ECD** and **Lab Number (optional)**.

Select **CONTINUE**.



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

(Task List page)

Select **More Status>Test In Progress.**

Select specific task to continue.

ICW Task List Test Matrix

Brand Sub Category Export Market Concept >  **SEARCH**

★ Important Status **In Progress** X

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

Task No.	PM SKU SrtNum / CW Item Description	Testing Country	Testing Level Result	Progress
S22000034	0817_15 ILL LRG DR MIR	EU	✓ A ✓ F ✓ L ✓ P	In Progress

Select **Actions>Update Status**.

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

ACTIONS ▾
Update Status
Update Cost

Update Status | Step 1: Select Update Type

Select Update Type

Test In Progress - Update Result & Reports

Pending

Sample Received

Completed

Test In Progress - Update Result & Reports

Select **ADD REPORT**.

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

Update Status | Step 2: Update Report and Result

## Upload Report

Reports & Results

[ADD REPORT](#)

---

Report Documents

Issue Date

testDOCX

X

Testing Level

Result

Analytical

Flammability

Labeling and Product Information

Performance and Construction

▼

▼

+ OTHER TESTING LEVEL

X

[CONTINUE](#)

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

IQW Test Case - Test Matrix

10240100010P - ANDIS TABLE LAMP (MP-1)

Model: 10240100010P | Color: White | Material: Plastic | Dimensions: 300x300x450mm | Weight: 1.5kg | Collection: ANDIS | Name: SQUARE TABLE | Unit: Piece | Test Suite: Core

**Task**

WIP Board | List | Test Plan & Factory | Versions | MBD Grouping | Sample | Test Results

708  
Last updated: 12:59 PM on 10/20/2023  
Task ID: 10240100010P  
Status: In Progress - Create Report & Report

Searched Component Data (0/0)  
0/0 New (0/0)

**Test Matrix**

Country	Brand	Category	Alt Countries	Team	Server	Device
Country	Brand	Category	Alt Countries	Team	Server	Device

**Test Information**

Test ID	Test Description
10240100010P	10240100010P - ANDIS TABLE LAMP (MP-1)

Assigned To: No one

**Reports**

Overall Result: Pass

**Testing Level**

Performance and Conformance - Quality	Functionality	Reliability	Usability	Acceptance Criteria	Notes
Pass	Details to be filled	Notes to be filled			

**Performance and Conformance - Quality**

**Functionality**

**Reliability**

**Usability**

**Acceptance Criteria**

**Notes**

**Color Accuracy - Quality**

**Functionality**

**Reliability**

**Usability**

**Acceptance Criteria**

**Notes**

**REVERSE UPLOADED REPORT**

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

Commented [A11]: 20230208 Updated image for Tested Test  
Matrix and REVISE UPLOADED REPORT

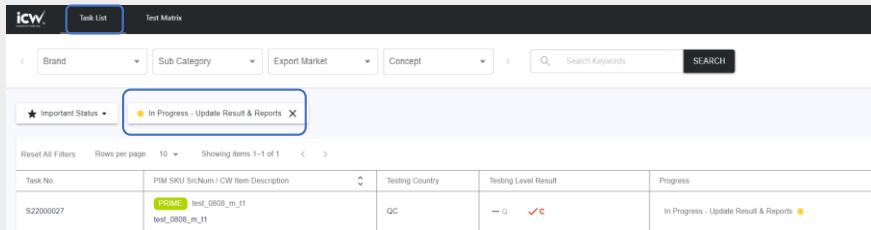
Commented [A12]: 20230217 Updated image to show Grouping Comment

## 8 Update Task Status: Completed

(Task List page)

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

Select specific task to continue.



Task List

Task No: S22000027

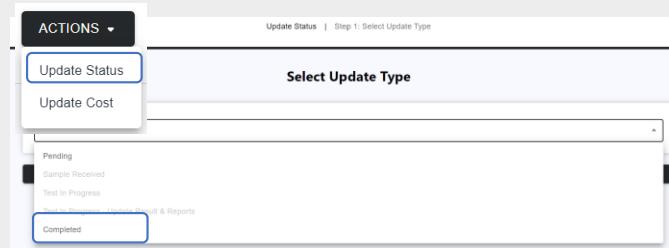
PIM SKU/SrcNum / CW Item Description: PRIME test\_0808\_m\_11

Testing Country: QC

Testing Level Result: In Progress - Update Result & Reports

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS

Update Status

Update Cost

Pending

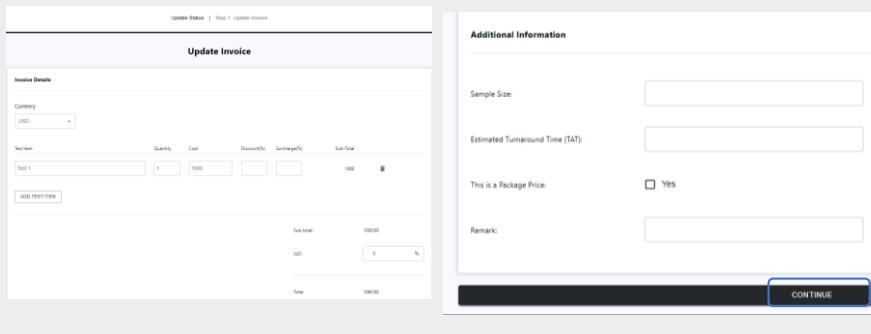
Sample Received

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

Current: USD

Test 1

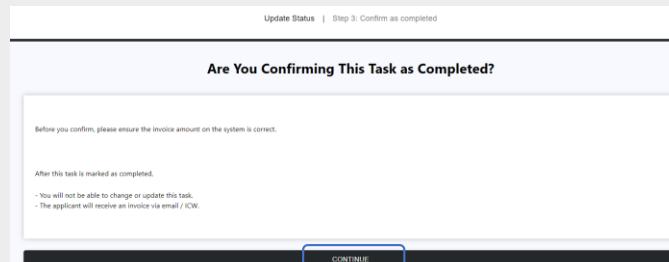
Sub Total: 1000.00

VAT: 6 %

Total: 1060.00

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 [A13]: 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.

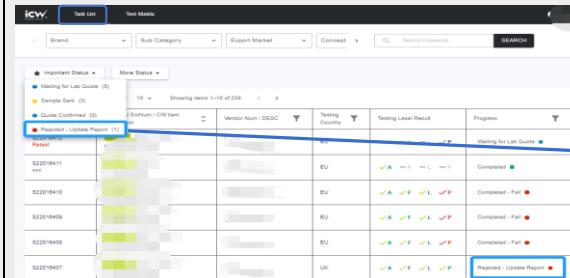
## 10 Exceptional Handling

(Task List page)

### Update Rejected Report

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

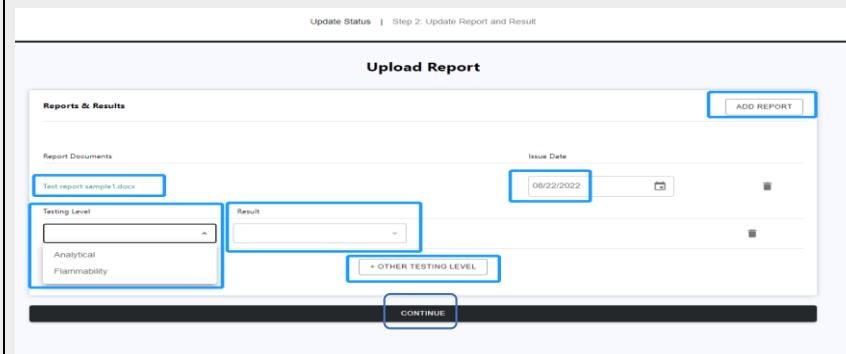
Select specific task to continue.



The screenshot shows a list of tasks in a table format. The columns include Task Name, Status, and Progress. One task, 'Rejected - Update Report (1)', is highlighted with a blue box and a red arrow pointing to it.

Select **ADD REPORT**.

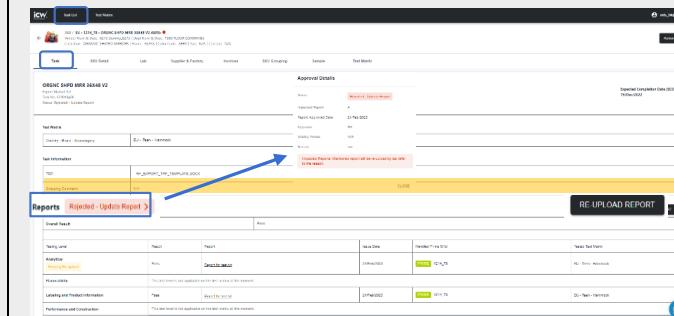
Fill in required details and **CONTINUE**.



The screenshot shows the 'Upload Report' step. It includes fields for 'Report Documents' (with a file named 'Test report sample1.docx'), 'Issue Date' (set to '08/22/2022'), 'Testing Level' (set to 'Analytical'), and 'Result' (a dropdown menu). There is also a 'CONTINUE' button at the bottom.

Select **Rejected-Update Report** to view Approval Details.

Select **RE-UPLOAD REPORT**.



The screenshot shows the 'Rejected-Update Report' approval details page. It includes sections for 'Approval Details', 'Rejected Report', 'Rejected Report Details', and 'Rejected Report History'. The 'RE-UPLOAD REPORT' button is highlighted with a blue box and a red arrow pointing to it.

Commented [A14]: 20230217 Updated image to show Grouping Comment

(Continued on next page)

**Revise Report**

SKU / US / Testing 004 • Testing 004 

Vendor Num & Desc: 6373 Dummy ACT3 | Dust Num & Desc: 6200 BCT DECOR  
Collection: AMARKA HANDWOVEN WOOL & JUTE RUG | Frame: ARWCHAR | Color Code: NS01 | Size: TD14 | Concept: Baby & Child

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

**Testing 004**  
Report Version: 0.0  
Task No: 523016112  
Status: In Progress - Update Result & Reports

**Test Matrix**  
Country - Brand - Subcategory: US - Baby & Child - General Décor

**Task Information**  
TRF: RH\_EXPORT\_TRF\_TEMPLATE.DOCK  
Grouping Comment: Test

**Reports**  
Overall Result: Fail 

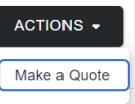
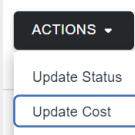
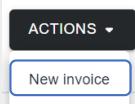
Testing Level	Result	Report	Issue Date	Handled Prime SKU	Tested Test Matrix
Anesthetic	Pass	item-0771x132.ip	21/Feb/2023	 Testing 004	US - Baby & Child - General Décor
Flammability	Fail	item-0771x132.ip	21/Feb/2023	 Testing 004	US - Baby & Child - General Décor
Labeling and Product Information	NotApplicable	item-0771x132.ip	21/Feb/2023	 Testing 004	US - Baby & Child - General Décor
Performance and Construction	InformationOnly	item-0771x132.ip	21/Feb/2023	 Testing 004	US - Baby & Child - General Décor

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 [A15]: 20230208 Updated image for Tested Test Matrix

Commented [A16]: 20230217 Updated image to show Grouping Comment

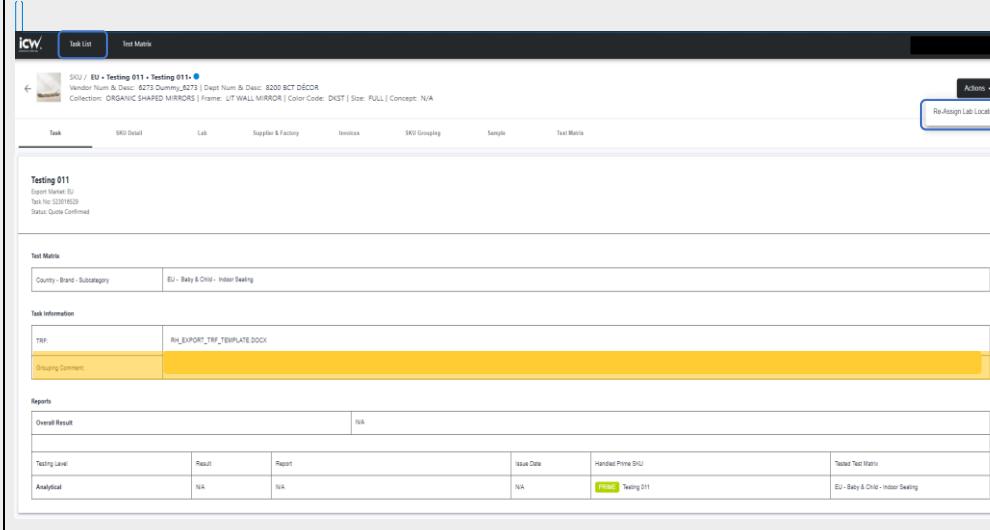
<b>Update Cost when Task Progress is Quote Available:</b>  Select specific task, select <b>ACTIONS&gt;Make a Quote</b> in Task. You can review and update previous submitted Quote.  	<b>Update Cost when Quote is CONFIRMED but Task is not COMPLETED:</b>  Select specific task, select <b>ACTIONS&gt;Update Cost in Task</b> . 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.  	<b>Update Cost when Task is COMPLETED:</b>  Select specific task, select <b>ACTIONS&gt;New Invoice</b> in Task. Submitted Quote and Invoice cannot be updated. However, you can create additional invoice to debit / credit the invoice amount.  
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## 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 / EU • Testing 011 • Testing 011+ •  
Vendor Num & Desc: 6273 Dummy\_A373 | Dept Num & Desc: 8200 BCT DECOR  
Collection: ORGANIC SHAPED MIRRORS | Frame: UT WALL MIRROR | Color Code: DK37 | Size: FULL | Concept: N/A

Actions  **Re-Assign Lab Location**

Task	SKU Detail	Lab	Supplier & Factory	Issues	SKU Grouping	Sample	Test Matrix
Testing 011	EU - Baby & Child - Indoor Seating						

Test Matrix

Country - Brand - Subcategory	EU - Baby & Child - Indoor Seating
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Task Information

TRF	RH_EXPORT_TRF_TEMPLATE.DOCX
Grouping Comment: 	

Reports

Overall Result	N/A				
Testing Level	Result	Report	Issue Date	Handled Prime SKU	Tested Test Matrix
Analytical	N/A	N/A	N/A	 Testing 011	EU - Baby & Child - Indoor Seating

Select another **Lab Location** and **CONFIRM**.

Select Assign Lab

Lab 

**CONFIRM** 

Note: Lab Admin can re-assign lab location only after quotation is confirmed by vendor.

Commented [A17]: 20230208 Updated image for Tested Test Matrix

Commented [A18]: 20230217 Updated image to show Grouping Comment

## 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 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 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 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 view SKU Grouping Comment (if available) and TRF (after Quote Confirmed) for each test task.

You can search in header filter. Vendor Name is sorted in alphabetical order.

Commented [A19]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A20]: 20221205 Updated from "Not applicable" to "Not requested"

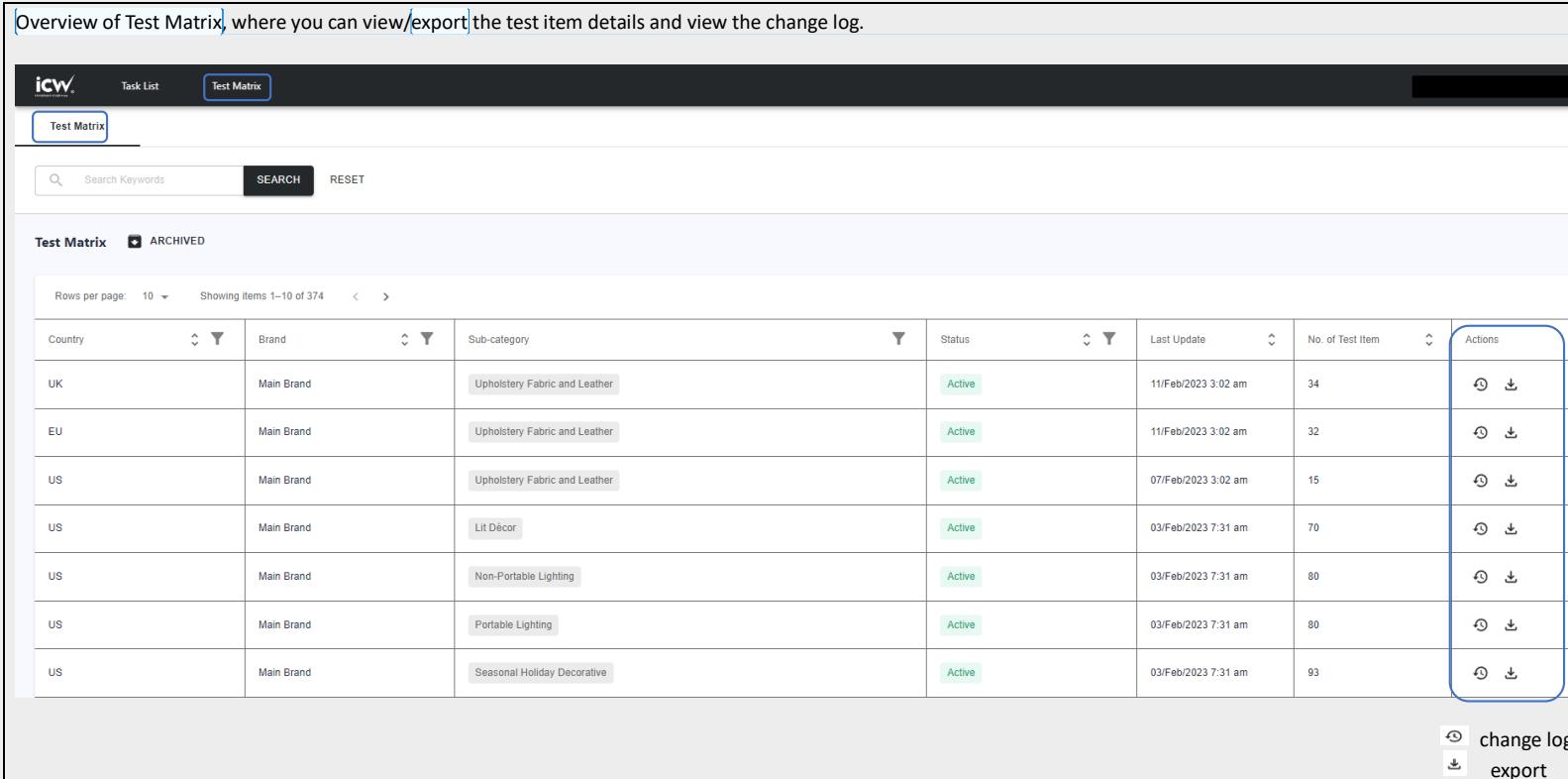
Commented [A21]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for Vendor Num / DESC table filter.

Commented [A22]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating SKU Grouping Comment and TRF

## 13 Test Matrix

(Test Matrix page)

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



Country	Brand	Sub-category	Status	Last Update	No. of Test Item	Actions
UK	Main Brand	Upholstery Fabric and Leather	Active	11/Feb/2023 3:02 am	34	 
EU	Main Brand	Upholstery Fabric and Leather	Active	11/Feb/2023 3:02 am	32	 
US	Main Brand	Upholstery Fabric and Leather	Active	07/Feb/2023 3:02 am	15	 
US	Main Brand	Lit Décor	Active	03/Feb/2023 7:31 am	70	 
US	Main Brand	Non-Portable Lighting	Active	03/Feb/2023 7:31 am	80	 
US	Main Brand	Portable Lighting	Active	03/Feb/2023 7:31 am	80	 
US	Main Brand	Seasonal Holiday Decorative	Active	03/Feb/2023 7:31 am	93	 

Rows per page: 10 Showing items 1–10 of 374 < >

 [change log](#)  
 [export](#)

Commented [A23]: 20230208 Added Fabric Program-US Test Matrix

Commented [A24]: 20230214 Added Fabric Program - UK/EU Test Matrix

Commented [A25]: 20221205 Added "Export" test matrix feature

## 13 Appendix

