

# QUICK START USER GUIDE - Laboratory

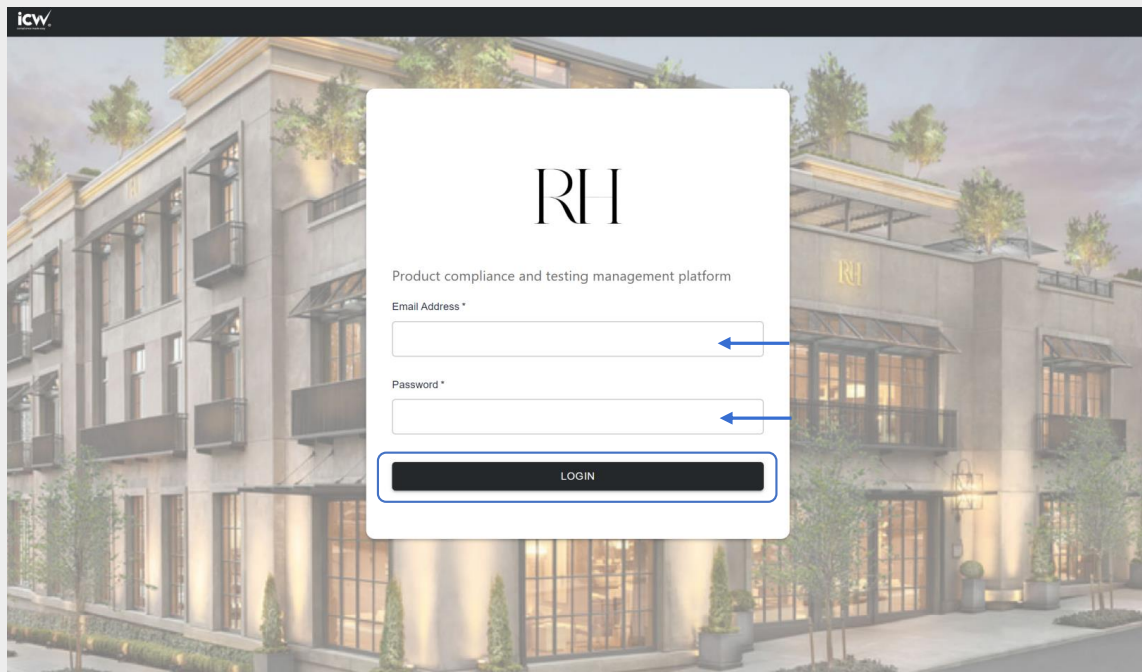
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V4

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## 2 Login



icw

**RH**

Product compliance and testing management platform

Email Address \*

Password \*

LOGIN

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

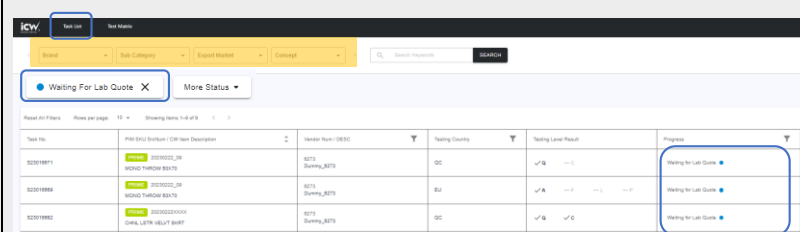
You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

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

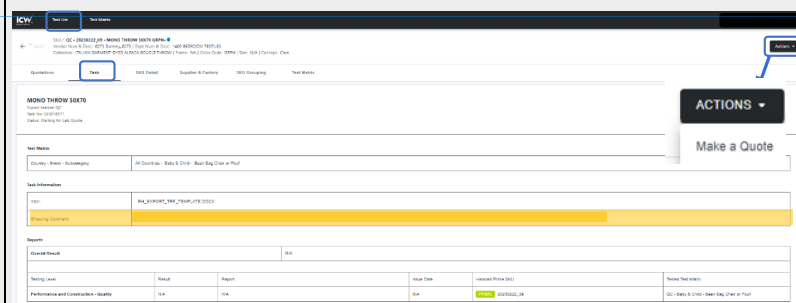
### 3 Make a Quote

(Task List page)

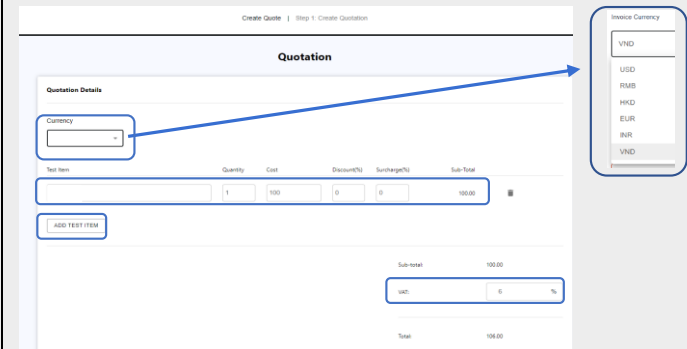
Select **Important Status**>Waiting for Lab Quote.  
Select specific task to continue.



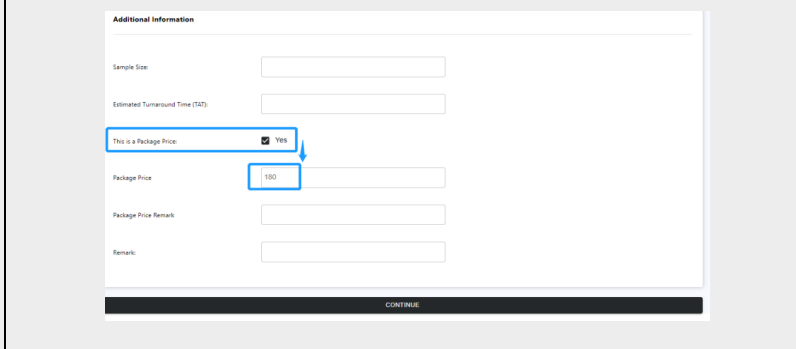
Review task details, Select **Actions**>Make a Quote.  
Note: You can export Test Matrix for each task.



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.

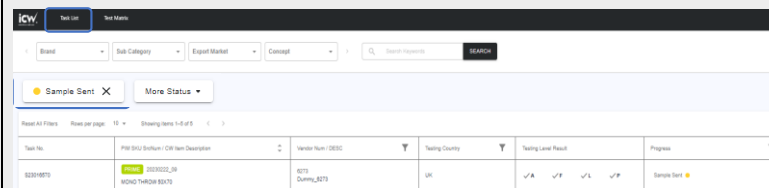
Commented [A5]: 20221205 Added currency INR and VND

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

## 4 Update Task Status: Samples Received

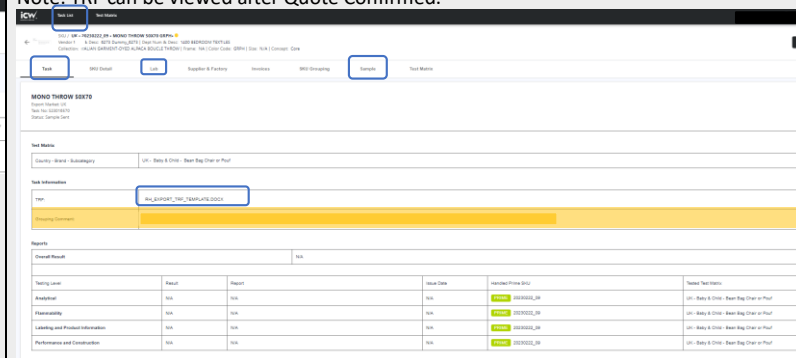
(Task List page)

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



Task No.	Task Name	Vendor Name	Testing Country	Testing Level	Progress
20230217	20230217_20 Mango Throwing Tests	20230217_20 Mango Throwing Tests	UK	✓A ✓F ✓L ✓P	Sample Test

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.



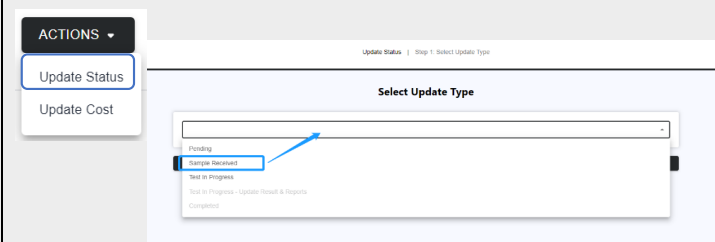
Task No.	Task Name	Vendor Name	Testing Country	Testing Level	Progress
20230217	20230217_20 Mango Throwing Tests	20230217_20 Mango Throwing Tests	UK	✓A ✓F ✓L ✓P	Sample Test

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**.



Update Status | Step 1: Select Update Type

Select Update Type

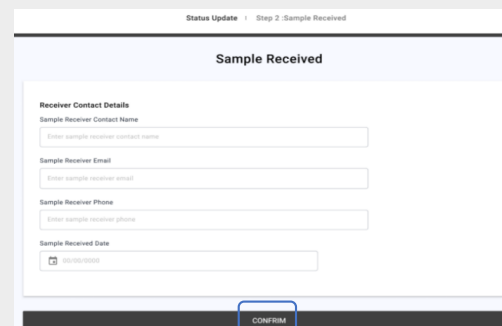
Pending

Sample Received

Test in Progress

Completed

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



Status Update | Step 2: Sample Received

Sample Received

Receiver Contact Details

Sample Receiver Name

Sample Receiver Email

Sample Receiver Phone

Sample Received Date

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**.

**ACTIONS** ▾

Update Status

Update Cost

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

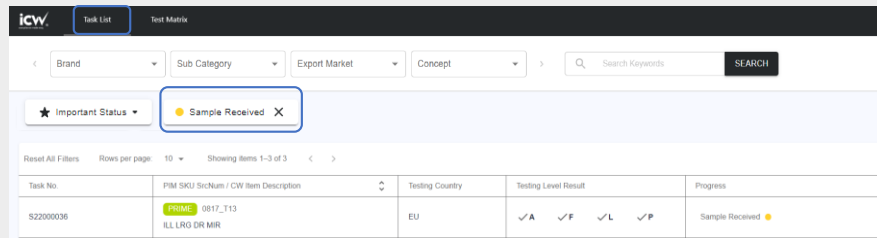
CONTINUE

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

## 6 Update Task Status: In Progress

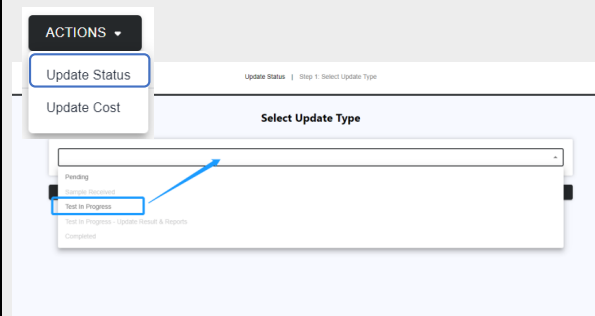
(Task List page)

Select **More Status**>**Sample received /Pending**.  
Select specific task to continue.

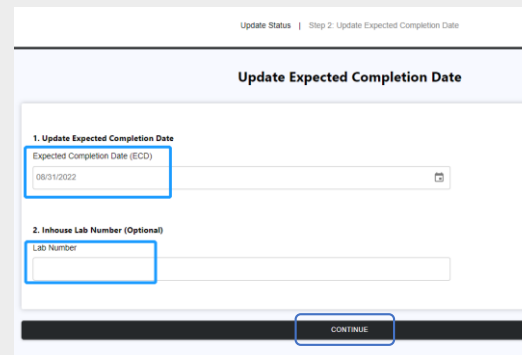


Task No.	PIM SKU / CW Item Description	Testing Country	Testing Level Result	Progress
S22000036	PRIME 0817_T13 ILLRG DR MIR	EU	✓A ✓F ✓L ✓P	Sample Received

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



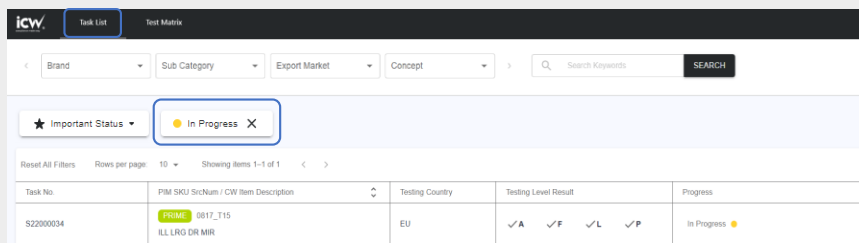
Provide **ECD** and **Lab Number (optional)**.  
Select **CONTINUE**.



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

(Task List page)

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



icwv Task List Test Matrix

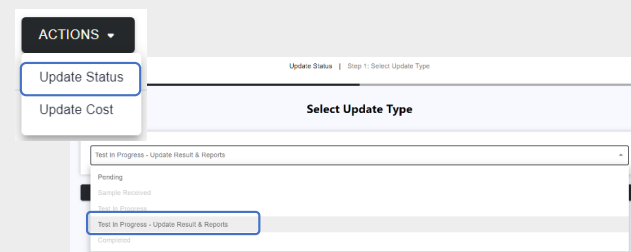
Brand Sub Category Export Market Concept Search Keywords SEARCH

Important Status In Progress X

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

Task No.	PIM SKU / CW Item Description	Testing Country	Testing Level Result	Progress
S22000034	PIM 0817_T15 ILLUNG DR MR	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

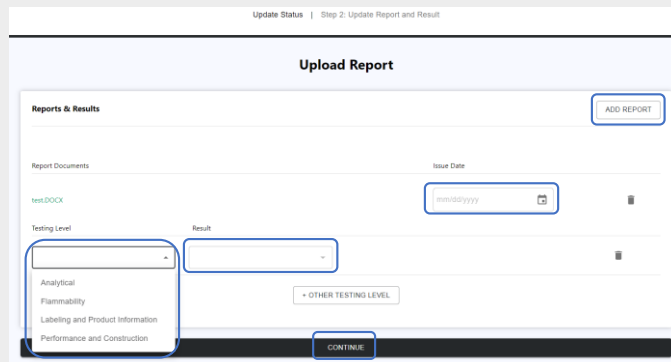
Sample Received

Test In Progress

Test In Progress - Update Result & Reports

Completed

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

test.DOCX

mm/dd/yyyy

Testing Level

Result

Analytical

Flammability

Labeling and Product Information

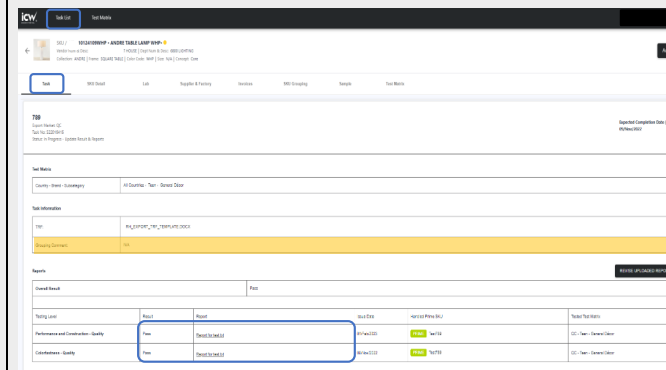
Performance and Construction

OTHER TESTING LEVEL

CONTINUE

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

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



icwv Task List Test Matrix

Task Matrix

Task No. S22000034

Task Name: ILLUNG DR MR

Task Status: Test In Progress

Task Details

Task Information

Task ID: S22000034

Task Name: ILLUNG DR MR

Task Status: Test In Progress

Task Matrix

Testing Level	Result	Test Date	Tested By	Tested By Name
Performance and Construction - Quality	Pass	2023/03/08	ICW User	ICW User - Admin
Performance - Quality	Pass	2023/03/08	ICW User	ICW User - Admin

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

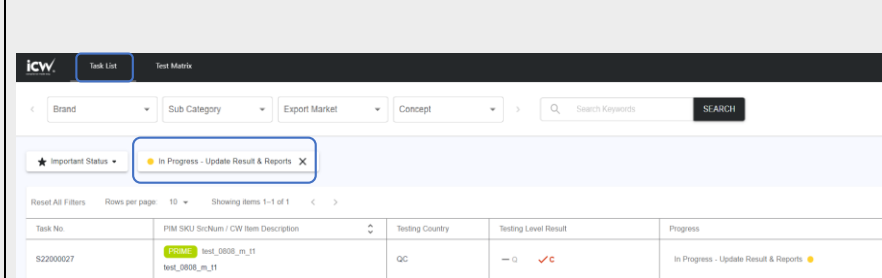
Commented [A12]: 20230217 Updated image to show Grouping Comment



## 8 Update Task Status: Completed

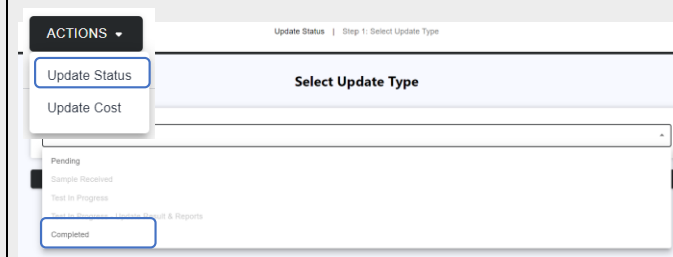
(Task List page)

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



Task No.	PIM SKU / Item Description	Testing Country	Testing Level Result	Progress
S22000027	test_0808_m_11	QC	— C ✓ C	In Progress - Update Result & Reports

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



Update Status

Update Cost

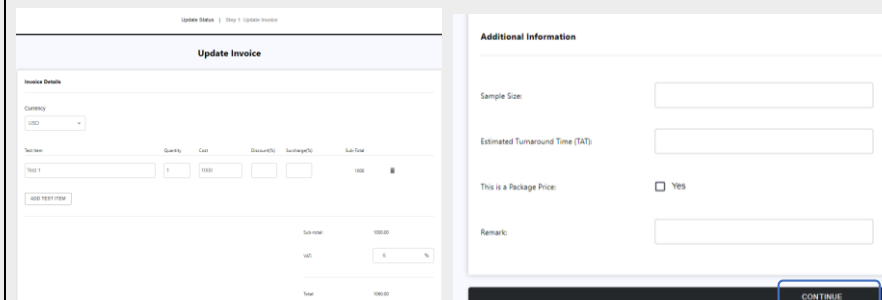
Pending

Sample Received

Test In Progress

Completed

**Update and Confirm invoice details, select CONTINUE.**



**Update Invoice**

Invoice Details

Currency: USD

Test Item	Quantity	Cost	Discount(%)	Surcharge(%)	Sub-Total
Test 1	1	1000			1000

Sub-Total: 1000.00

Tax: 0.00

Total: 1000.00

**Additional Information**

Sample Size:

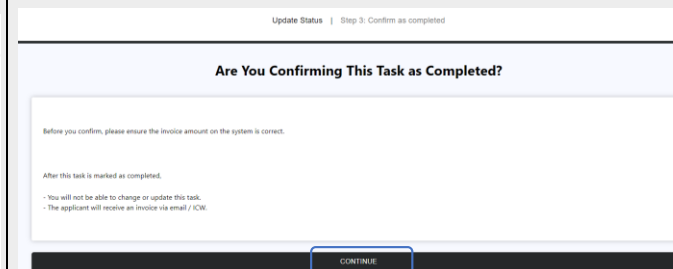
Estimated Turnaround Time (TAT):

This is a Package Price: ☐ Yes

Remark:

CONTINUE

Select **CONTINUE.**



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 / iCwv.

CONTINUE

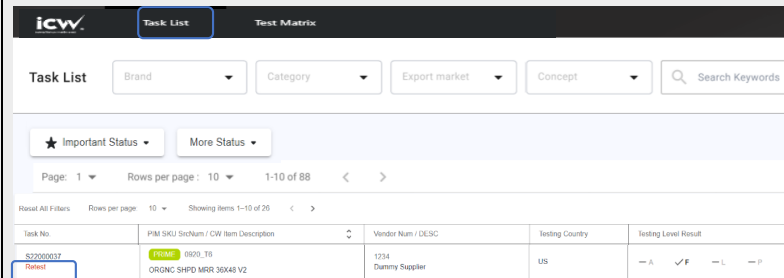
Once the task is completed, RH can make approval.

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.



The screenshot shows the 'Task List' tab selected in the icwv interface. It includes filters for Brand, Category, Export market, and Concept, along with a search bar. Below the filters, there are buttons for 'Important Status' and 'More Status'. The table below shows a list of tasks, with the first task highlighted as a 'Retest'.

Task No	PIM SKU / Item Description	Vendor Num / DESG	Testing Country	Testing Level Result
4220000037 Retest	ORGANIC 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

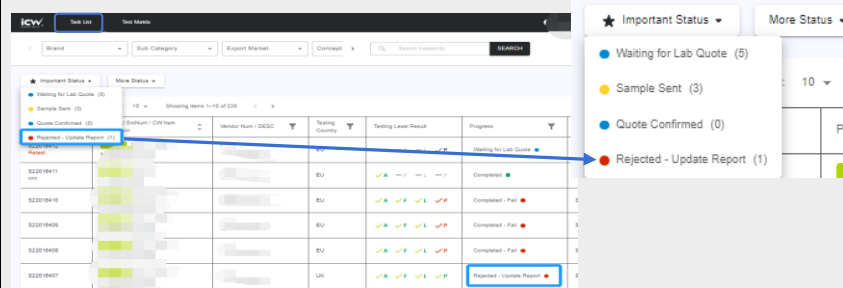
Lab can update the sample receiving status and arrange the retest accordingly.

## 10 Exceptional Handling

(Task List page)

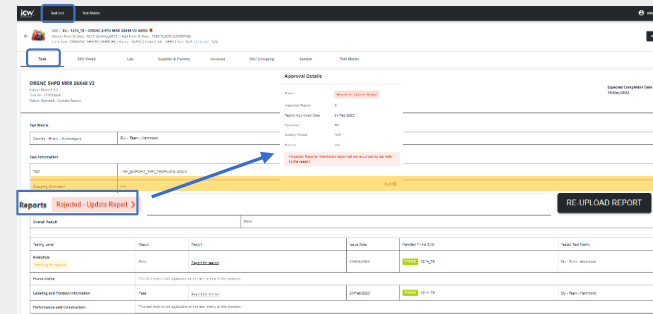
### Update Rejected Report

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



Task ID	Task Name	Vendor Name / DESC	Testing Country	Testing Level/Result	Progress
522019411	Waiting for Lab Quote (5)				Waiting for Lab Quote
522019410	Sample Sent (3)		EU	Completed - Fail	Completed - Fail
522019409	Quote Confirmed (0)		EU	Completed - Fail	Completed - Fail
522019408	Rejected - Update Report (1)		EU	Completed - Fail	Completed - Fail
522019407	Rejected - Update Report		UK	Completed - Fail	Completed - Fail

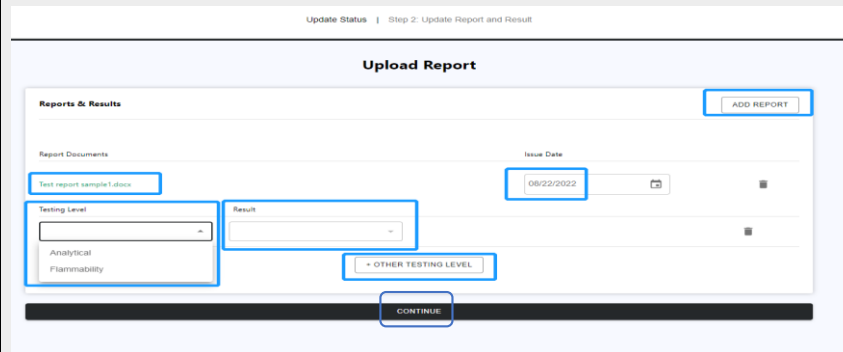
Select **Rejected-Update Report** to view Approval Details.  
Select **RE-UPLOAD REPORT**.



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

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.




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](#)

---

**Testing 004**

Report Number: US  
 Test No: 004-0002  
 Status: In Progress - Update Result & Reports

Task
SMS Detail
Lab
Supplier & Factory
Invoices
SMS Grouping
Sample
Test Matrix

**US - Testing 004 - Testing 004**

Version Num & Desc: 6279 Dummy\_2273 | Dept Num & Desc: 6203 ICT DECOA  
 Collection: AMANDA HANCOCK@US WOOD, B-LITE RUG | Name: ANNCHAMR | Color Code: MSU | Size: TOLX | Concept: Baby & Child

[Actions](#)

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**Testing 004**

Report Number: US  
 Test No: 004-0002  
 Status: In Progress - Update Result & Reports

Expected Completion Date (EDD)  
26/Feb/2023

**Test Matrix**

Country - Brand - Subcategory	US - Baby & Child - General Decor
-------------------------------	-----------------------------------

**Task Information**

TSP	#us_EXPORT_TSP_TEMPLATE.DOCX
Shipping Comment	N/A

**Reports**

[REFUSE UPLOADED REPORT](#)

Overall Result		Fal
Testing Level	Result	Report
Analytical	Pass	<a href="#">View 677x433.jpg</a>
Flammability	Fal	<a href="#">View 677x433.jpg</a>
Labeling and Product Information	NotApplicable	<a href="#">View 677x433.jpg</a>
Performance and Construction	InformationOnly	<a href="#">View 677x433.jpg</a>

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

**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.

**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.

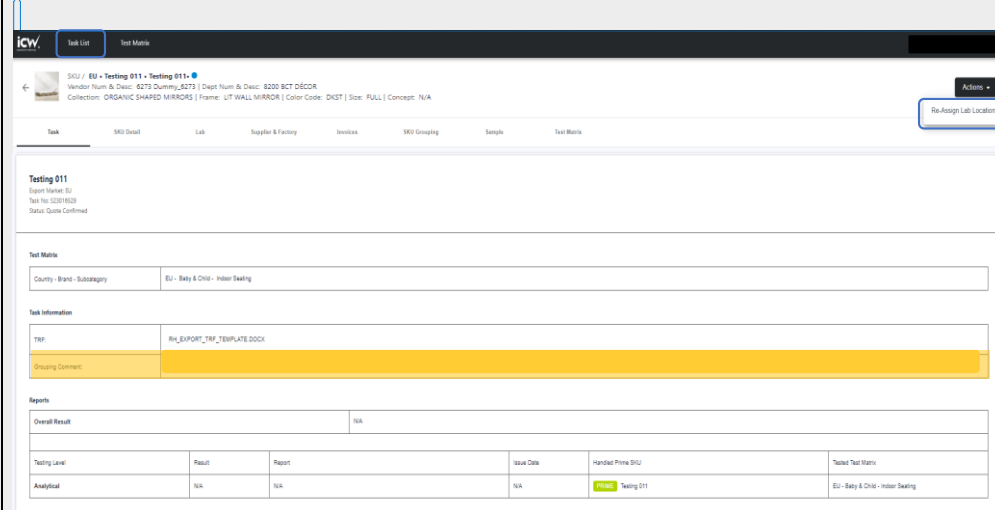
**ACTIONS** ▾

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 'Testing 011'. The 'Re-Assign Lab Location' button is highlighted in the top right corner. The page displays task details for 'Testing 011', including the task name, vendor, collection, and a table of results.

Task	SKU Detail	Lab	Supplier & Factory	Invoice	SKU Grouping	Sample	Test Matrix
Testing 011	SKU / EU - Testing 011 - Testing 011						

Vendor Num & Desc: 6273 Dummy\_8273 | Dept Num & Desc: 8200 BCT DECOR  
Collection: ORGANIC SHAPED MIRRORS | Frame: LIT WALL MIRROR | Color Code: DKST | Size: FULL | Concept: N/A

Task Information

TRF	TRF Template
TRF	TRF_EXPORT_TRF_TEMPLATE.DOCX

Grouping Comment

Reports

Overall Result	Result	Report	Issue Date	Handled Price (EU)	Tasked Test Matrix
N/A					
Testing Level	Result	Report	Issue Date	Handled Price (EU)	Tasked Test Matrix
Analytical	N/A	N/A	N/A	Price: Testing 011	EU - Baby & Child - Indoor Sealing

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 [A17]: 20230208 Updated image for Tested Test Matrix

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

## 12 Task Status Overview

(Task list)

icwv

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 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 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.

icw

Task List

Test Matrix

Test Matrix

Q

Search Keywords

SEARCH

RESET

Test Matrix

ARCHIVED

Rows per page: 10

Showing items 1–10 of 374

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	<div>↺</div> <div>↻</div>
EU	Main Brand	Upholstery Fabric and Leather	Active	11/Feb/2023 3:02 am	32	<div>↺</div> <div>↻</div>
US	Main Brand	Upholstery Fabric and Leather	Active	07/Feb/2023 3:02 am	15	<div>↺</div> <div>↻</div>
US	Main Brand	Lit Décor	Active	03/Feb/2023 7:31 am	70	<div>↺</div> <div>↻</div>
US	Main Brand	Non-Portable Lighting	Active	03/Feb/2023 7:31 am	80	<div>↺</div> <div>↻</div>
US	Main Brand	Portable Lighting	Active	03/Feb/2023 7:31 am	80	<div>↺</div> <div>↻</div>
US	Main Brand	Seasonal Holiday Decorative	Active	03/Feb/2023 7:31 am	93	<div>↺</div> <div>↻</div>

↺

↻

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

TRF Template	 RH_EXPORT_TRF_TE MPLATE.docx
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