



QUICK START USER GUIDE – RH

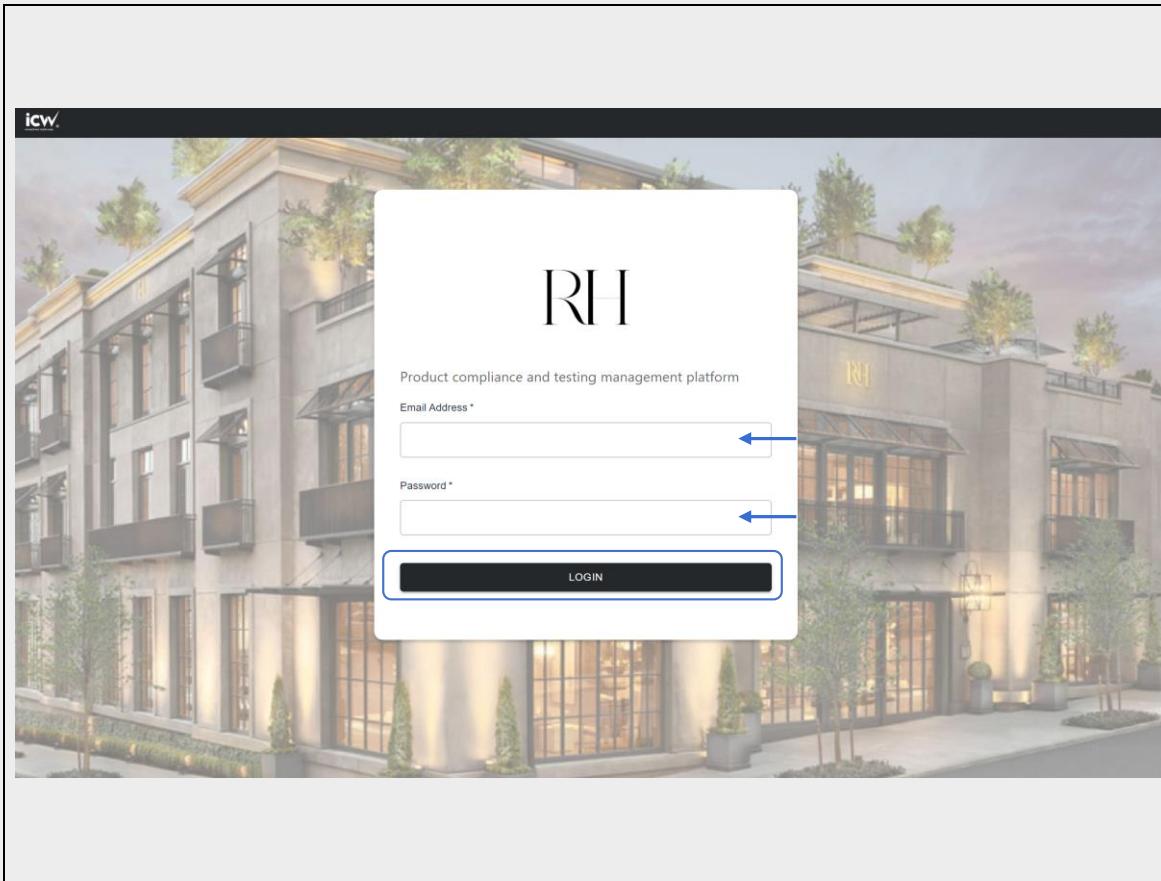
Product Compliance and Testing Management Platform

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



The image shows a login screen for a platform called RH. The screen is overlaid on a photograph of a modern, multi-story building with large windows and a balcony. The RH logo is visible on the building's facade. The login form includes fields for 'Email Address' and 'Password', and a 'LOGIN' button. Two blue arrows point to the 'Email Address' and 'Password' fields, indicating where user input is required. The 'icw' logo is in the top left corner of the image.

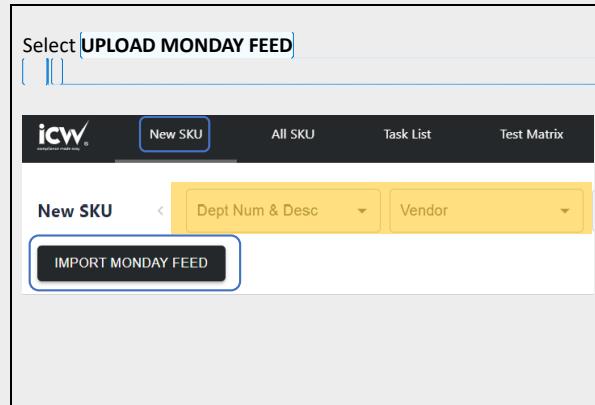
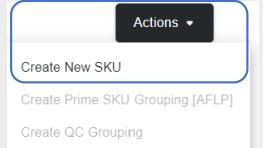
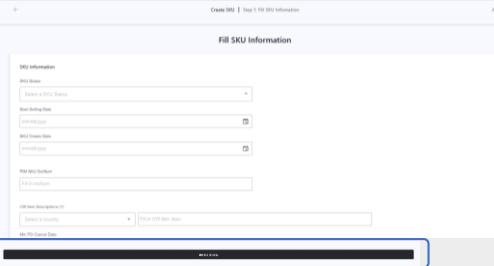
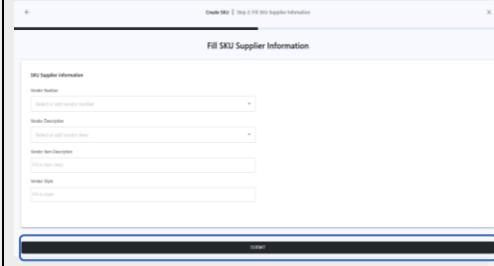
Log in to the platform: rh.icw.io

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)

	<p>Note:</p> <ul style="list-style-type: none"> 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.
<p>Alternatively, select ACTIONS > Create New SKU.</p> 	<p>Fill in the SKU details as required. Select NEXT STEP.</p>  <p>Fill in the Vendor details as required. Select Submit.</p>  <p>Note: Indicate Has prop 65 label and Remark for prop 65 label if any</p>

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]: 20230217 Enhanced Header Filter with "search" feature

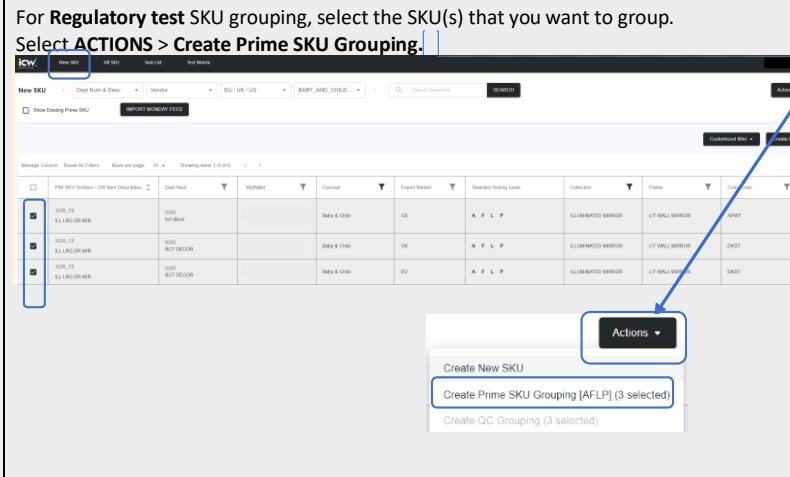
Commented [A5]: 20221205 Enhanced Monday Feed Import feature to support SKU creation for export market when there's cancelled task

Commented [A6]: 20221101 New fields in SKU details page

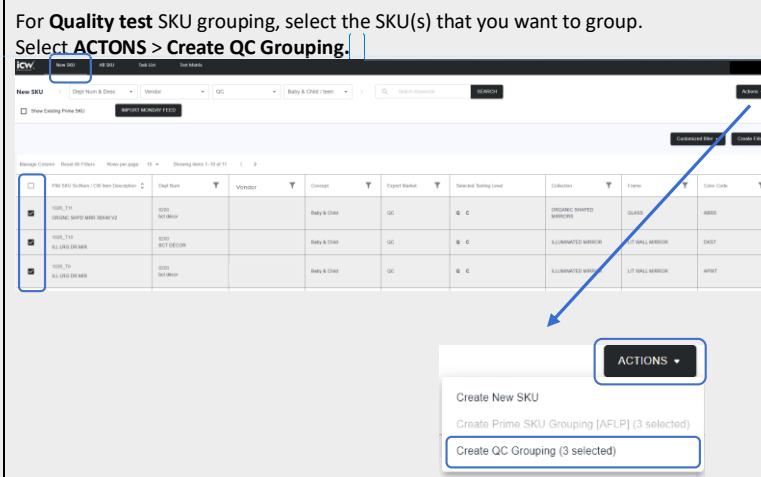
4 Create SKU Grouping

(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 **ACTIONS > Create QC Grouping**.

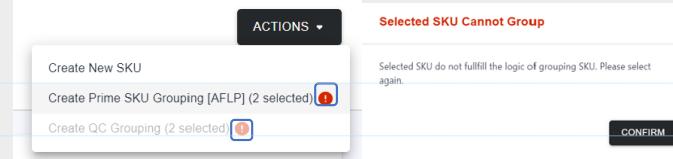


SKU Grouping Logic:

- 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.



(Continued on next page)

Commented [A7]: 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

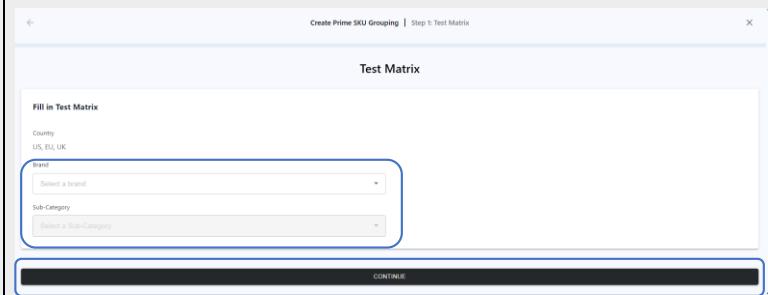
Commented [A8]: 20221101 Moved Dept Num, Vendor, Concept columns to front; Updated image with "create/customized filter" feature

Commented [A9]: 20230208 Update grouping logic by removing Same Concept and Same Department

Commented [A10]: 20221101 Updated SKU grouping logic by removing same export market requirement

Select the Test Matrix for Prime SKU

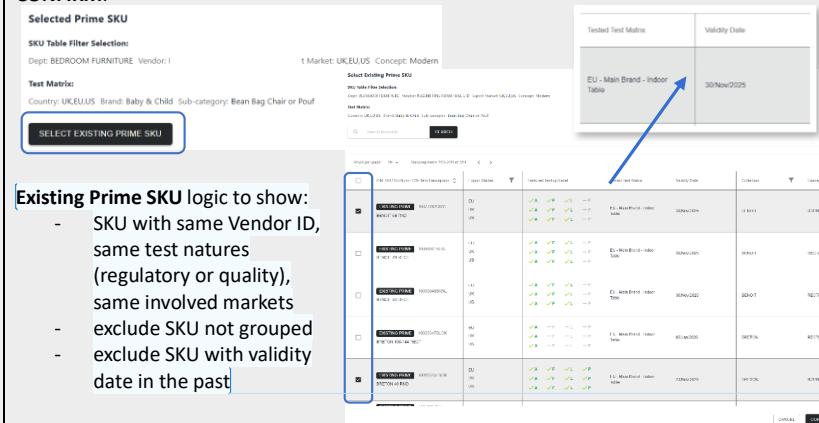
Fill in the applicable test matrix, select **SUBMIT**.



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**.



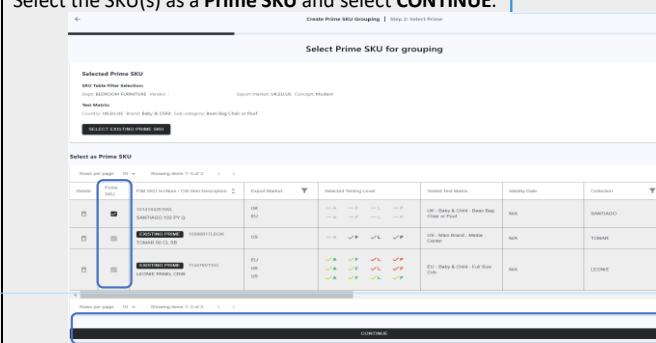
Existing Prime SKU logic to show:

- 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

Decide the Prime SKU

Assign New SKU as a Prime SKU:

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

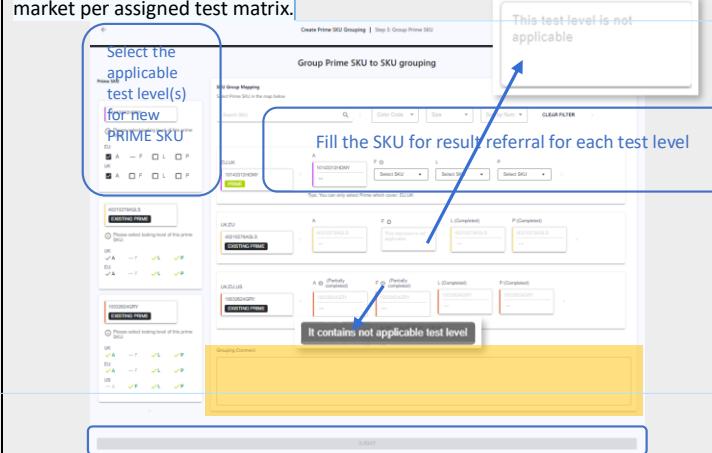


Build Prime-PIM SKU relationship at test level

Fill in the Prime/PIM details, **Grouping Comment**, 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 [A11]: 20221101 Moved from step 3 to step 1

Commented [A13]: 20221101 Moved from step 1 to step 2.

Updated image to show bulk sku grouping case

Commented [A14]: 20230208 Rename to **SELECT EXISTING**

PRIME. Updated image to show **Tested Test Matrix** and

Validity Date

Commented [A12]: 20221101 Moved from step 3 to step 1

Commented [A18]: 20221101 Moved from step 2 to step 3;

Updated from "Continue" to "Submit"

Commented [A15]: 20221101 Moved from step 1 to step 2;

added the test level result for existing prime SKU

Commented [A19]: 20230217 Added SKU Grouping Comment

Commented [A16]: 20230208 Rename to **SELECT EXISTING**

PRIME. Updated image to show **Tested Testing Level** and

Validity date

Commented [A20]: 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.

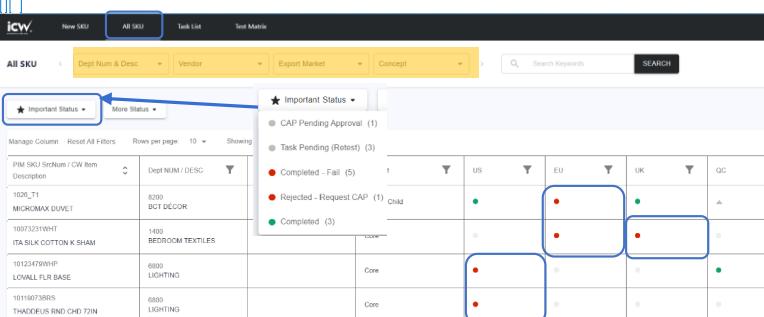
-Indicate **It contains not applicable test level** per assigned test matrix when it's applicable for some of the involved export markets. Assign Prime/PIM is required for applicable

Commented [A17]: 20230208 Updated Existing Prime SKU logic

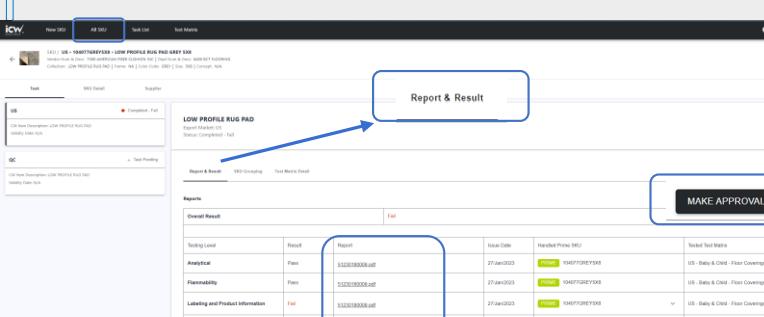
5 Approval of Test Report and Result

(All SKU page)

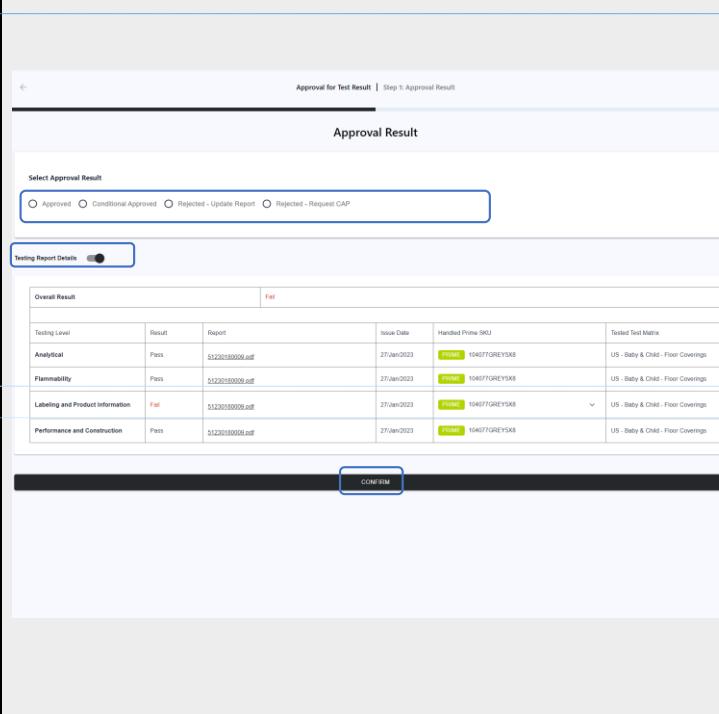
Select **Important Status>Completed**, or **Important Status>Completed-Fail**.
Select specific test task to continue.



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 [A23]: 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 [A24]: 20230208 Updated image to show **Tested Test Matrix**

Commented [A21]: 20230208 Sort in alphabetical order for **Dept Num & Desc** and **Vendor** header filter

Commented [A22]: 20230217 Enhanced Header Filter with "search" feature

Commented [A25]: 20221101 Swap page of Report & Result & SKU Grouping; Updated image to show test level result is renamed from ReportAsIs to Information Only

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

Commented [A27]: 20230208 Updated Report&Result and SKU Grouping and Test Matrix Detail

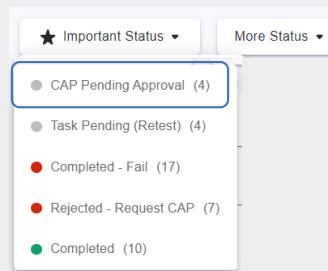
-This test level is not applicable on the test matrix at the moment will show in related test level in Report&Result and SKU Grouping session when applicable.

-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.

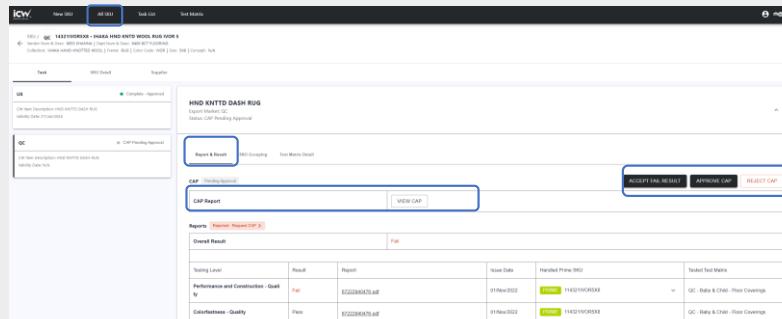
6 Approval of CAP and Retest

(ALL SKU page)

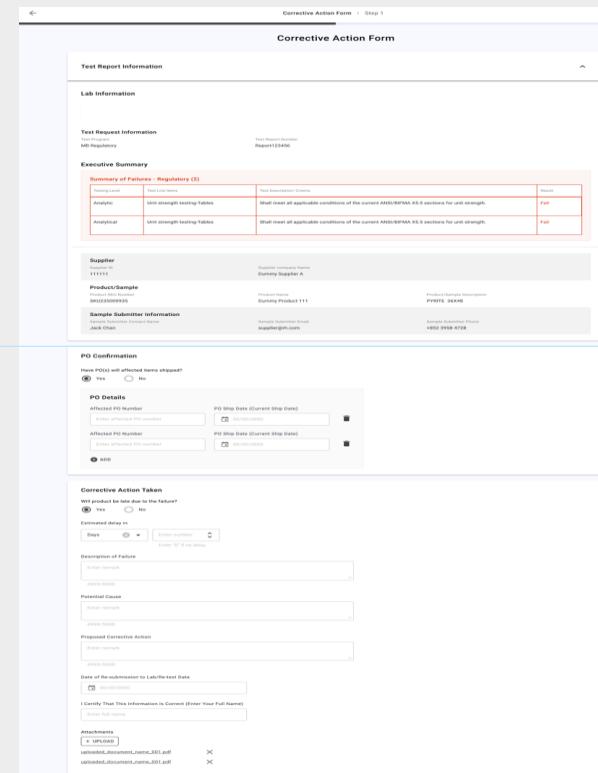
Select **Important Status>CAP pending approval**. Select specific test task to continue.



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



Select **VIEW CAP**,



Commented [A28]: 20221101 Updated wording from "CAP Report" to "VIEW CAP" in user guide, no change in UI

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

(Continued on next page)

Approve CAP

Select the **test level** that requires retest. Select + **ADD TEST ITEM**.

Select **CONFIRM** to proceed.

Task status is updated to Task Pending (Retest).

Approval CAP & Start Retest | Step 1: Select Report

Select Report

Select The Report(s) Which Needed to Redo The Testing Report:

Analytical - Pass

+ ADD TEST ITEM

All least select one test item

Flammability - Fail

+ ADD TEST ITEM

All least select one test item

Labeling and Product Information - Reports

+ ADD TEST ITEM

All least select one test item

Performance and Construction - NotApplicable

+ ADD TEST ITEM

All least select one test item

Testing Report Details

CONFIRM

Reject CAP

Provide the **reject reason** and select **CONFIRM** to proceed.

Task status is updated to Rejected-Request CAP.

Reject Reason

Please fill reason below.

Fill in reason

CANCEL **CONFIRM**

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.

Accept Fail Result

Are you confirm to accept fail result

CANCEL **CONFIRM**

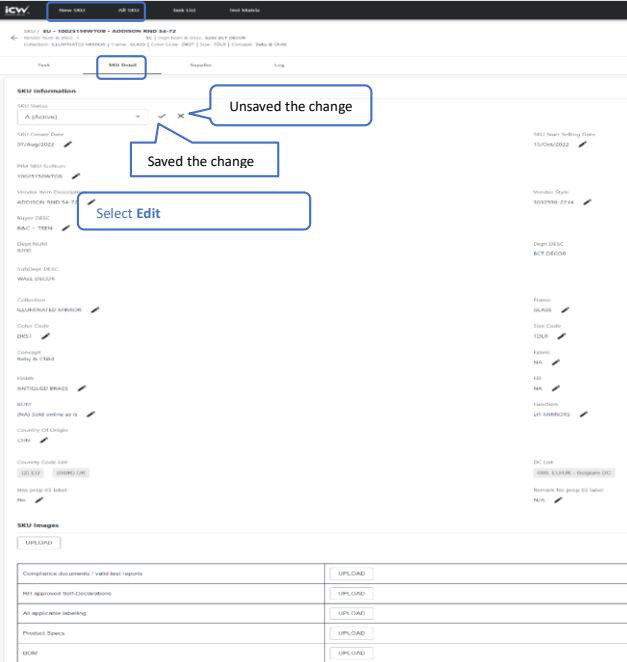
7 Exceptional Handling

(NEW 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.

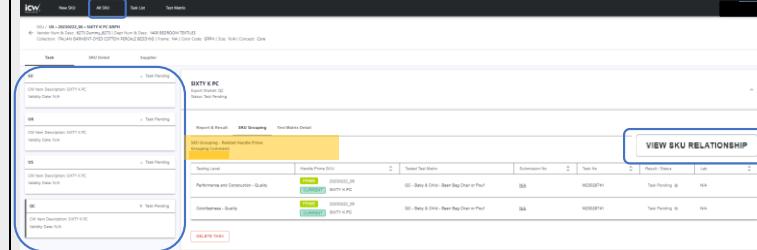


(ALL SKU page)

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**.



Commented [A31]: 20230208 Updated image to show Tested

Test Matrix

Commented [A32]: 20230217 Updated image for SKU Grouping Comment

Select EDIT RELATIONSHIP.

Related SKU Relationship

View All related SKU:

SKU Table: **EDIT RELATIONSHIP**

Prime SKU	10124070BTDV
PIM SKU	N/A

CLOSE

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

edit

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

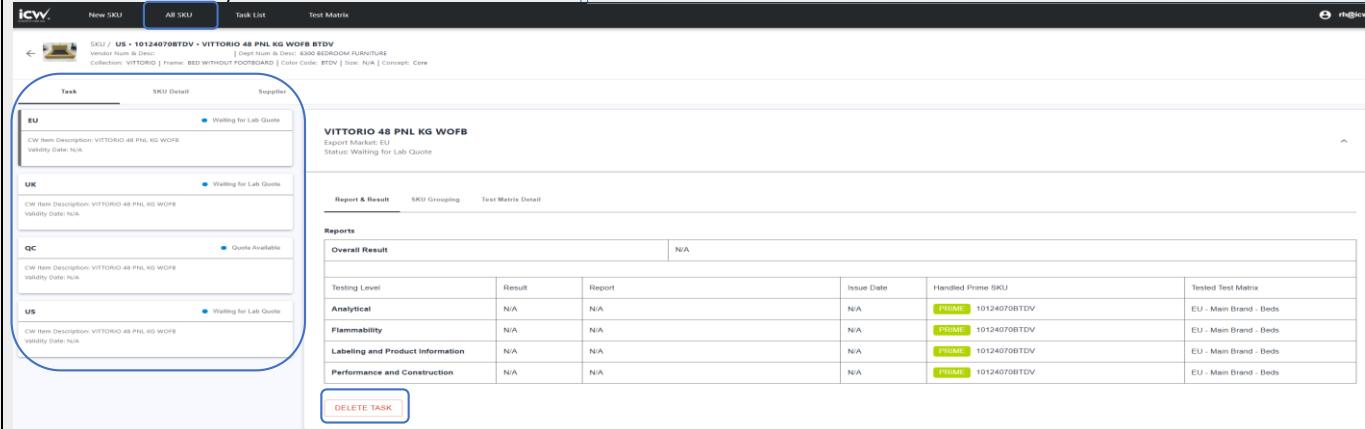
Commented [A30]: 20221101 Added Prop 65 handling; Updated image.

(Continued on next page)

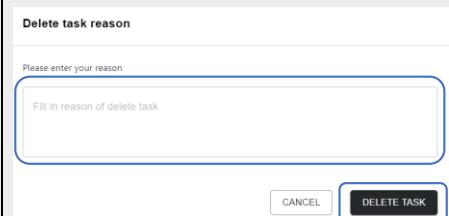
(ALL SKU page)

Delete Task

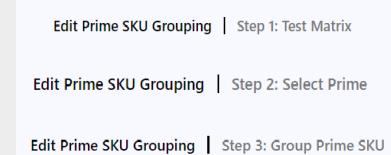
 Select the test task that you want to delete. Select **DELETE TASK**.



 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.

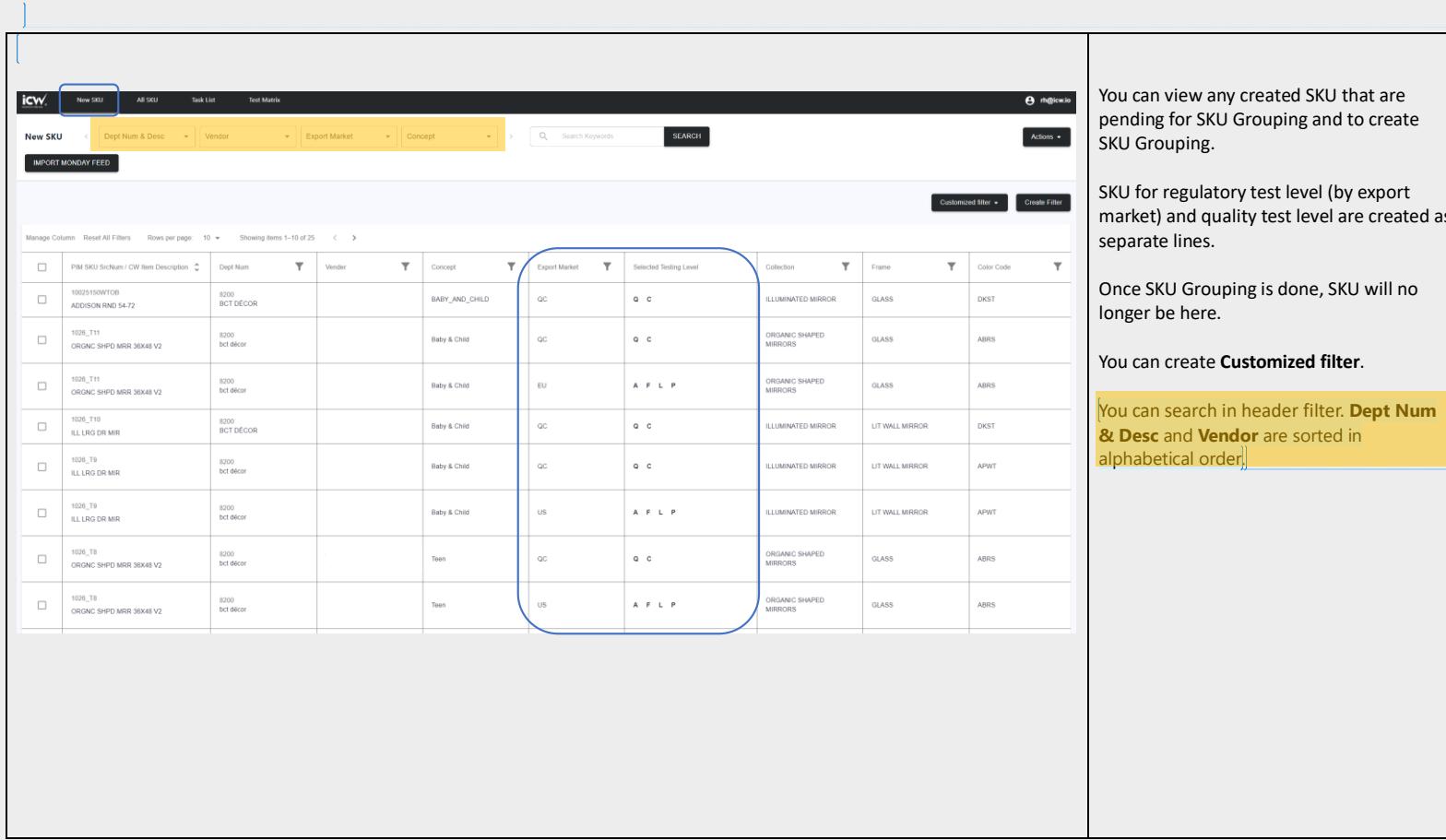
Commented [A33]: 20230208 Updated image for Tested Test Matrix

Commented [A34]: 20221101 Added Delete Task Reason

Commented [A35]: 20221101 Updated image for task require SKU re-grouping

8 Task Status Overview

(New SKU page)



The screenshot shows the 'New SKU' page with the following interface elements:

- Header:** 'New SKU' is selected in the navigation bar. Below it are filters for 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'.
- Search:** A search bar with 'Search Keywords' and a 'SEARCH' button.
- Actions:** A 'Actions' dropdown menu.
- Table:** A grid of product data with columns: PIM SKU/SkNum / CW Item Description, Dept Num, Vendor, Concept, Export Market, Selected Testing Level, Collection, Frame, and Color Code.
- Buttons:** 'Customized filter' and 'Create Filter'.
- Table Data:** The table lists 10 rows of product information, such as '10201150WT08 ADDISON RND 54-72' and '1020_111 ORGNC SHPD MRR 36X48 V2'.

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 search in header filter. **Dept Num & Desc** and **Vendor** are sorted in alphabetical order.

Commented [A36]: 20221101 Add the wording and updated image with "Create/Customized Filter" feature

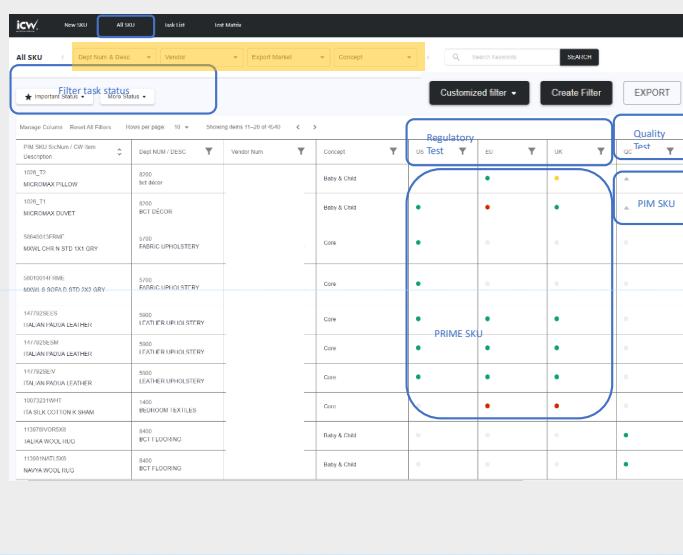
Commented [A37]: 20230217 Enhanced Header Filter with "search" feature

Commented [A38]: 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 search in header filter. **Dept Num & Desc** and **Vendor** are sorted in alphabetical order.



Commented [A39]: 20230217 Enhanced Header Filter with "search" feature

Commented [A40]: 20230208 Sort in alphabetical order for Dept Num & Desc and Vendor header filter, with updated image

Commented [A41]: 20221101 Added the wording and updated image with "Create/Customized Filter" and "Export" feature

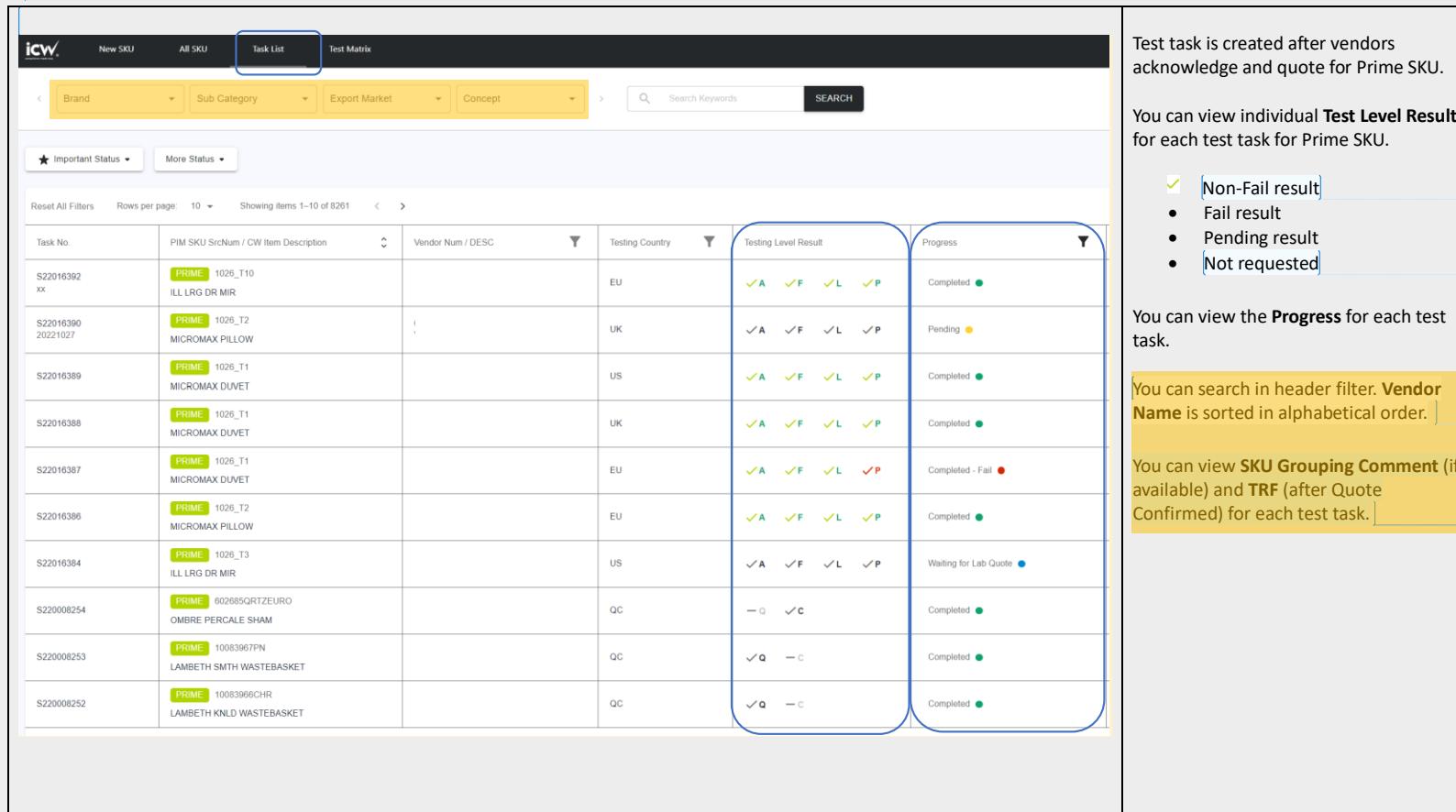
Commented [A42]: 20221205 Enhanced "Export" feature: export one after another

Commented [A43]: 20221101 Updated from "Pass" to "Non-Fail"

Commented [A44]: 20221101 Updated PIM SKU status to follow the same as Prime SKU (during pilot only have red, green and grey for PIM)

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

(Task List page)



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 8261

Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress
S22016392 xx	PRIME 1026_T10 ILL LRG DR MIR		EU	✓ A ✓ F ✓ L ✓ P	Completed
S22016390 20221027	PRIME 1026_T2 MICROMAX PILLOW		UK	✓ A ✓ F ✓ L ✓ P	Pending
S22016389	PRIME 1026_T1 MICROMAX DUVET		US	✓ A ✓ F ✓ L ✓ P	Completed
S22016388	PRIME 1026_T1 MICROMAX DUVET		UK	✓ A ✓ F ✓ L ✓ P	Completed
S22016387	PRIME 1026_T1 MICROMAX DUVET		EU	✓ A ✓ F ✓ L ✓ P	Completed - Fail
S22016386	PRIME 1026_T2 MICROMAX PILLOW		EU	✓ A ✓ F ✓ L ✓ P	Completed
S22016384	PRIME 1026_T3 ILL LRG DR MIR		US	✓ A ✓ F ✓ L ✓ P	Waiting for Lab Quote
S220008254	PRIME 602685QRTZEURO OMBRE PERCALE SHAM		QC	— Q ✓ C	Completed
S220008253	PRIME 10083967PN LAMBETH SMTH WASTEBASKET		QC	✓ Q — C	Completed
S220008252	PRIME 10083966CHR LAMBETH KNLD WASTEBASKET		QC	✓ Q — C	Completed

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 search in header filter. **Vendor Name** is sorted in alphabetical order.

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

Commented [A45]: 20221101 Updated image to show "Completed-Fail" when test level result is fail

Commented [A46]: 20221101 Updated from "Pass" to "Non-Fail" result

Commented [A47]: 20221101 Updated from "Not applicable" to "Not requested"

Commented [A48]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for Vendor Num / DESC table filter.

Commented [A49]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating SKU Grouping Comment and TRF

9 Test Matrix > Test Item

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

Commented [A50]: 20221205 Added "Export" feature

Test Items **Test Matrix** **Sub-Categories** **Change Requests**

Country Brand Sub-Category Test Level **SEARCH** **RESET**

Test Items **ARCHIVED** **Select ARCIVED to view archived test items**

Rows per page: 10 Showing items 1-10 of 9541

Code	Country	Brand	Sub-Category	Test Level	Test Line Items	Test Description / Criteria	Status	Last Updated	Actions
T009541	US	Teen	Mirror	Labeling and Product Information	Illuminated Mirrors - Household and Commercial Furnishings; ANSI/IUL Labeling; ANSI/IUL 952, Edition 4, section 57	Applicable only to illuminated mirrors Product must meet the labeling requirements of the standards.	Active	12/Sep/2022 12:38 pm	
T009540	US	Teen	Mirror	Performance and Construction	Illuminated Mirrors - Normal Temperature Test-Method; Household and Commercial Furnishings, ANSI/IUL 952, Edition 4, section 52	Applicable only to illuminated mirrors Test shall be run continuously until a constant temperature has been attained on all parts and materials. No part shall exce...	Active	12/Sep/2022 12:38 pm	

Select EXPORT ITEMS to export **test item from Test Items page** **EXPORT ITEMS** **CREATE ITEM**

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.

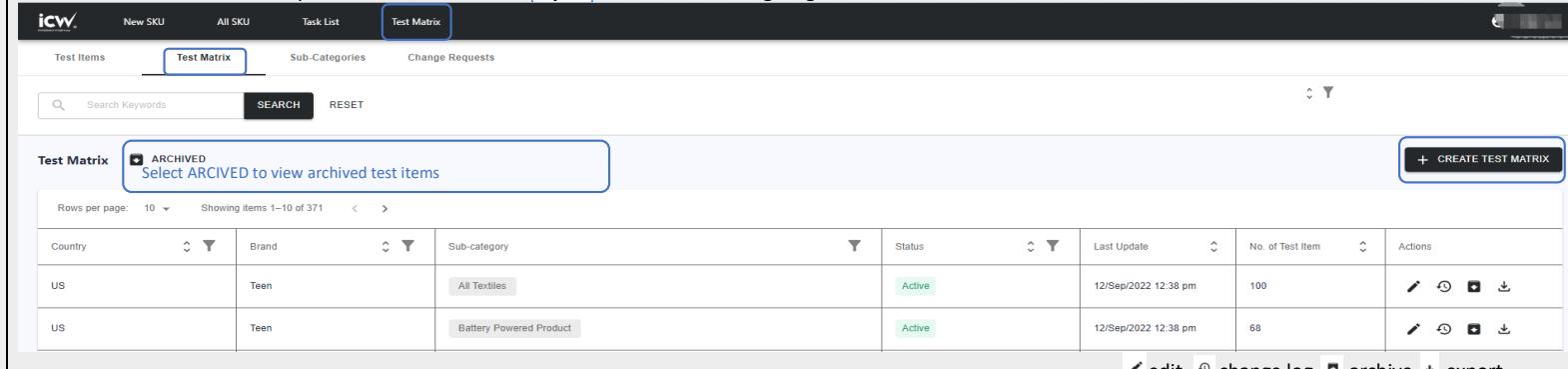
Select Archive from Action.
Provide change reason and **ARCHIVE** to proceed.

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

Commented [A51]: 20221205 Added "Export" feature

10 Test Matrix > Test Matrix

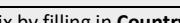
Overview of Test Matrix, where you can **view, create, edit, export, archive, with change log**.

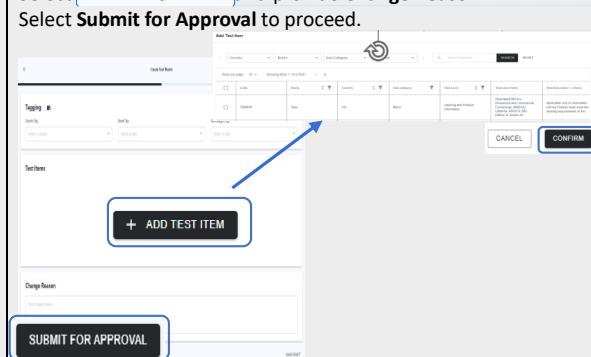


Test Matrix  Select ARCHIVED to view archived test items 

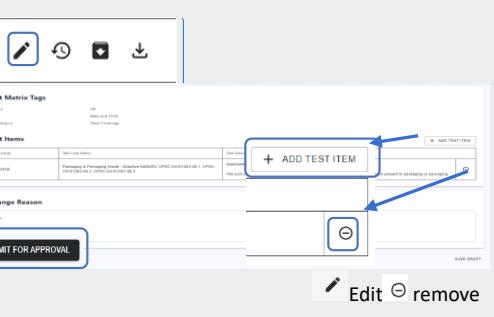
Rows per page: 10 Showing items 1–10 of 371

Country	Brand	Sub-category	Status	Last Update	No. of Test Item	Actions
US	Teen	All Textiles	Active	12/Sep/2022 12:38 pm	100	
US	Teen	Battery Powered Product	Active	12/Sep/2022 12:38 pm	68	

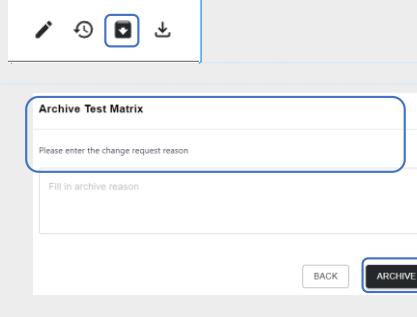
Create test matrix by filling in Country, Brand, Sub-categories.
 Select  and provide **Change Reason**.
 Select **Submit for Approval** to proceed.



Select Edit from Action.
 Select  or  if applicable.
 Select **Submit for Approval** to proceed.



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 [A52]: 20221205 Added "Export" feature

Commented [A53]: 20221205 Added filter and search feature when creating Test Matrix

Commented [A55]: 20221205 Updated image

Commented [A54]: 20221205 Updated image

Commented [A56]: 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**.

Test Items Test Matrix Change Requests Sub-Categories

SEARCH RESET

Change Request

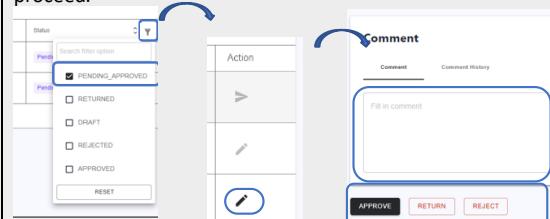
Rows per page: 10 Showing items 1-8 of 8

Task Code	Change Type	Country	Brands	Sub-categories	Test Level	Status	Editor	Approver	Action
CR00000403	Sub-Category Edit	US	Test	Test	N/A	Pending Approval	rh@icw.io	N/A	
CR00000407	Test Matrix Archive	US	Teen	All Textiles	N/A	Pending Approval	rh@icw.in	N/A	
CR00000400	Test Item Archive	US	Teen	Minor	Labeling and Product Information	Pending Approval	rh@icw.io	N/A	
CR00000399	Test Item Archive	US	Teen	Minor	Performance and Construction	Pending Approval	rh@icw.in	N/A	
CR00000391	Test Matrix Archive	US	Test	Test	N/A	Pending Approval	alice.lam@icw.io	N/A	
CR00000387	Brand Create	US	Test 2	No tags found	N/A	Pending Approval	rh@icw.in	N/A	
CR00000384	Test Item Archive	US	Teen	Footwear	Performance and Construction - Quality	Approved	rh@icw.io	rh@icw.io	

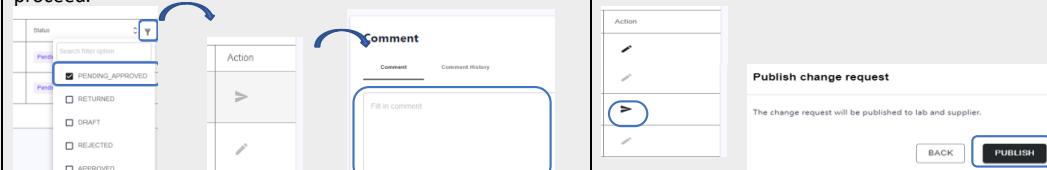
Rows per page: 10 Showing items 1-10 of 562

 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 [A57]: 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**.

Test Matrix > Sub-Categories

Sub-Categories TAG VIEW

Rows per page: 10 Showing items 1-8 of 8 < >

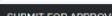
Task Code	Change Type	Country	Brands	Sub-categories	Test Level	Status	Editor	Approver	Action
CR00000403	Sub-Category Edit	US	Test	Test	N/A	Pending Approval	rh@icw.io	N/A	
CR00000402	Test Matrix Archive	US	Teen	All Textiles	N/A	Pending Approval	rh@icw.io	N/A	
CR00000400	Test Item Archive	US	Teen	Mirror	Labeling and Product Information	Pending Approval	rh@icw.io	N/A	
CR00000399	Test Item Archive	US	Teen	Mirror	Performance and Construction	Pending Approval	rh@icw.io	N/A	
CR00000391	Test Matrix Archive	US	Test	Test	N/A	Pending Approval	alice.lam@icw.io	N/A	
CR00000387	Brand Create	US	Test	No tags found	N/A	Pending Approval	rh@icw.io	N/A	
CR00000384	Test Item Archive	US	Teen	I do wear	Performance and Construction - Quality	Approved	rh@icw.io	rh@icw.io	

Rows per page: 10 Showing items 1-8 of 8 < >

 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.

Change Reason
 Fill in change reason


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

Commented [A58]: 20230208 Remove Create Brand feature

Commented [A59]: 20221205 Adding "Export" feature

Commented [A60]: 20221205 Added "Export" feature

13 Appendix

Monday Feed Template	 RH_IMPORT_MONDAY_FEED_TEMPLATE.xlsx
TRF Template	 RH_EXPORT_TRF_TEMPLATE.docx
CAP Template	 RH_EXPORT_CAP_TEMPLATE.png
Status Definition	 Status.docx