



# QUICK START USER GUIDE - Vendor

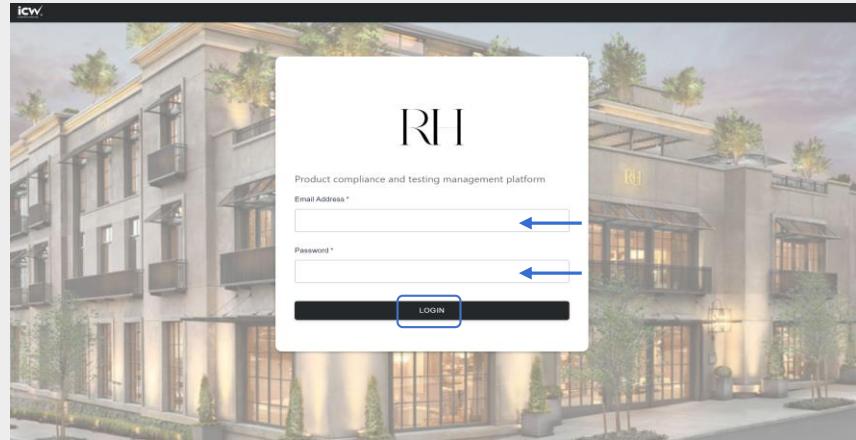
Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V4

## 1 Contents

2	Login .....	2
3	Acknowledge and Quote .....	3
4	Confirm Quotation .....	5
5	Sample Submission .....	6
6	CAP Submission .....	7
7	Retest .....	8
8	Exceptional Handling .....	9
9	Task Status Overview .....	11
10	Test Matrix .....	13
11	Appendix .....	14

## 2 Login



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**.

**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  
 ←

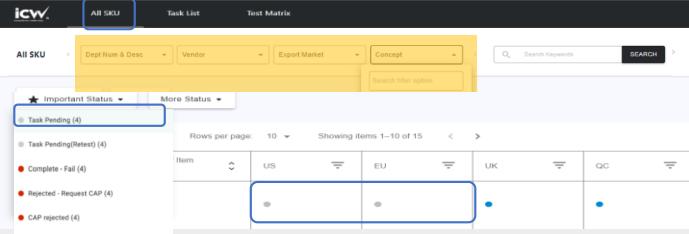
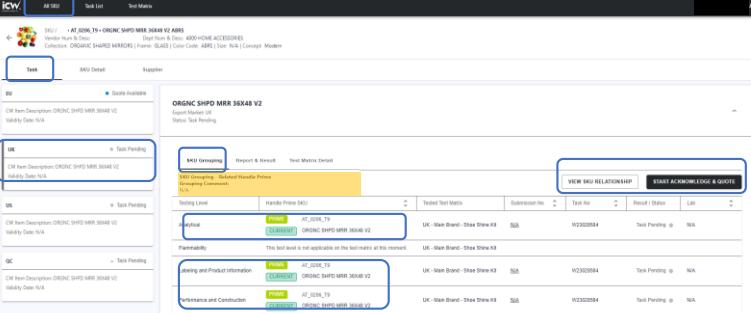
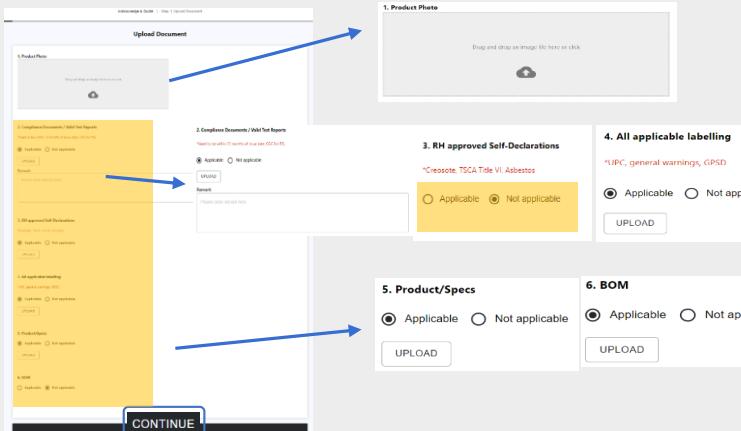
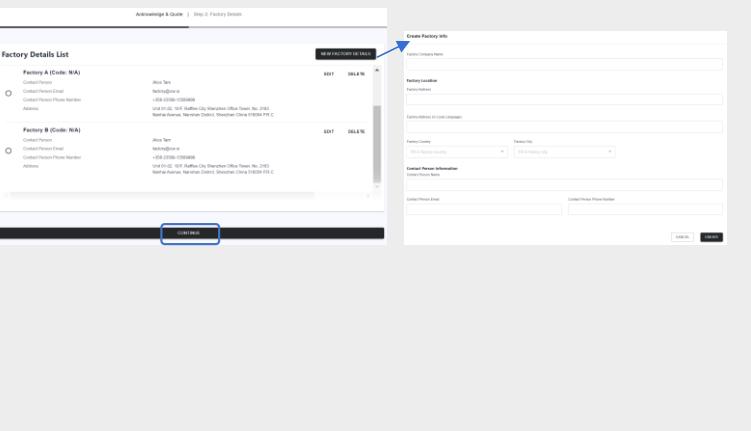
Contact Email  
 ←

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

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

Commented [A2]: 20230217 Enhanced Header Filter by adding "search" feature.

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

Commented [A4]: 20221205 Added "Remark" field for Compliance Documents / Valid Test Reports, which is required to provide when applicable.

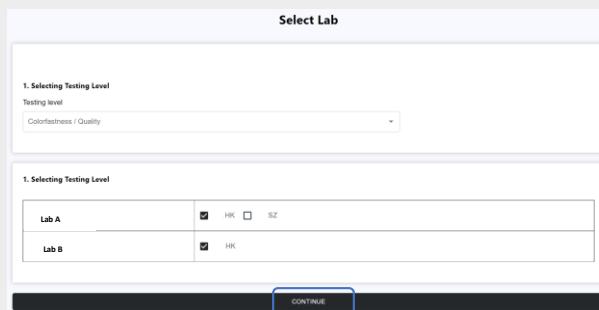
Commented [A5]: 20230217 Enhanced Upload Document by hidden "UPLOAD" when select "Not applicable" in Acknowledge and Quote.

Commented [A6]: 20221205 Enhanced Factory details saved history and added Factory Locations dropdown.

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

(Continued on next page)

 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)

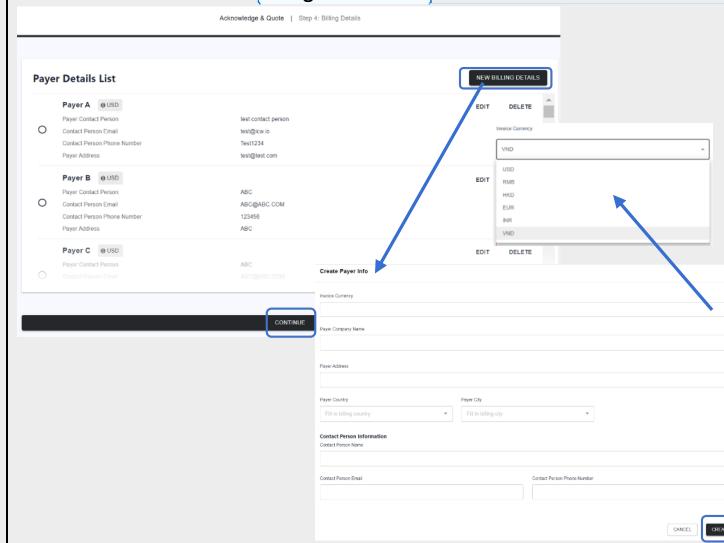
Since you have only chosen 1 lab, did you intend to skip quote?

- Skip Quote  
 No, I need a quotation

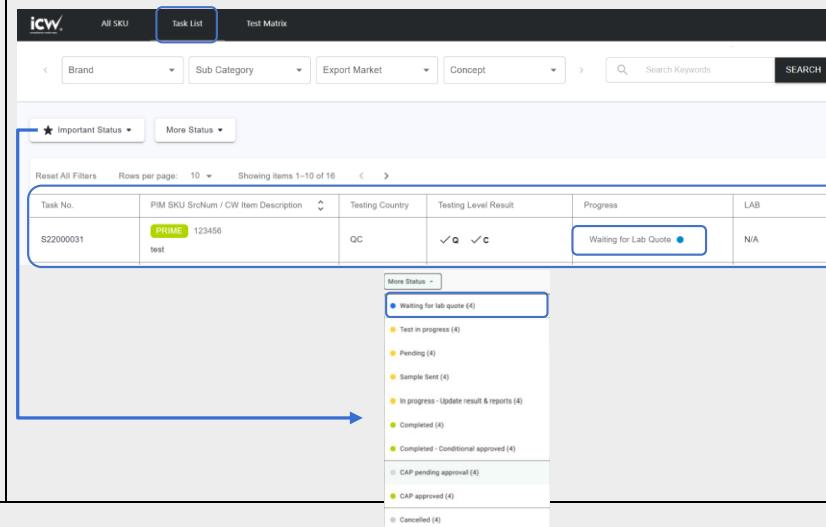
CANCEL

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 [A8]: 20221205 Added currency "INR" and "VND";

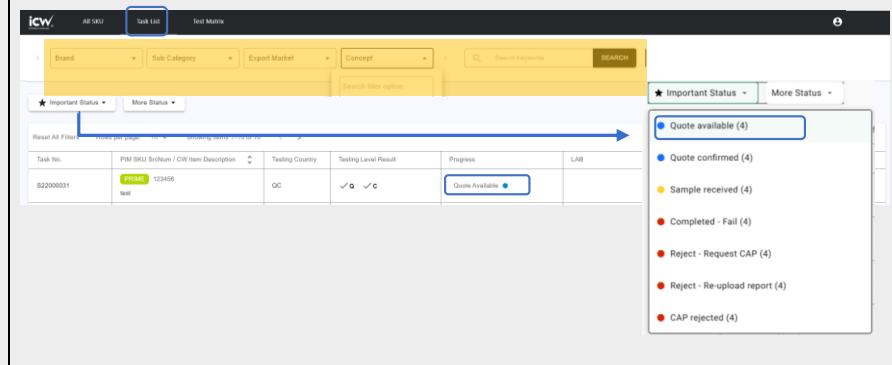
Enhanced Billing Detail saved history and added Billing Location dropdown.

Commented [A9]: 20230208 Allow EDIT and DELETE in Billing Details with image updated.

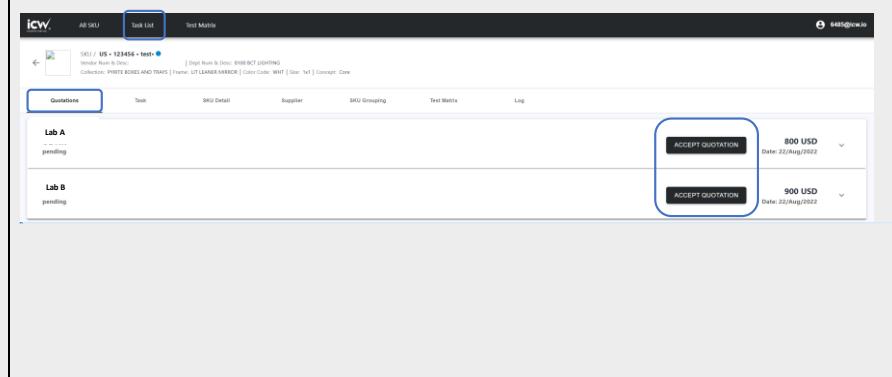
## 4 Confirm Quotation

(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.**

**Fill in TRF Information to Confirm Quote**

**Product / Sample**

Product SKU number		Product Name	
Product Properties	Collection	Unit	Measurement Unit
Are you the manufacturer?	<input type="radio"/> Yes <input type="radio"/> No	Date Sample Manufacture	2023/08/01
Test sample nature	<input type="radio"/> Finished good <input type="radio"/> Component		
Sample Completion Date	2023/08/01		

**Vendor Information**

Vendor ICKX ID	
Vendor Company Name	
Address	

**Test Request Information**

Test Program			
Reset	<input type="radio"/> Yes <input checked="" type="radio"/> No	Original Test Report Number	
Is it a KfW's product?	<input type="radio"/> Yes <input type="radio"/> No	Is it a Toy?	<input type="radio"/> Yes <input type="radio"/> No
Is it a Child Care Article?			

**Bill to Information**

Company Name	XX
Address	XX
Email Address	XX
Contact Person	XX

**Lab Information**

Service Requested	
Testing Facility	Submitted lab & location
Do you have any previous test reports or recent reports from a 3rd party accredited lab for this product?	testJump

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

Commented [A10]: 20230217 Enhanced Header Filter by adding "search" feature.

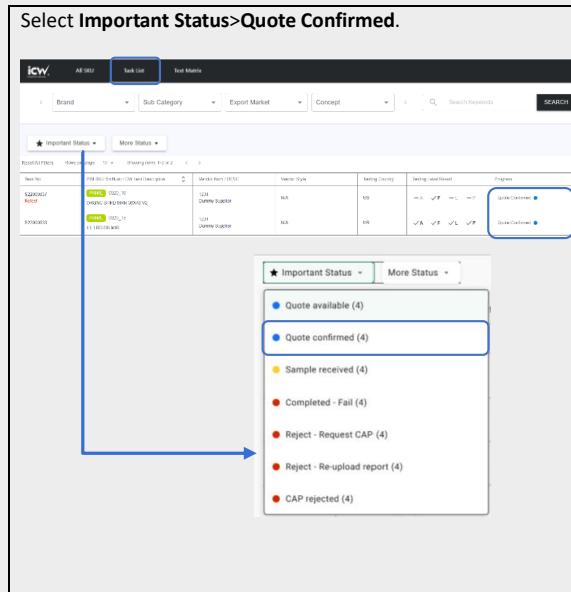
Commented [A12]: 20221205 Added export "Test Matrix" feature in task

Commented [A11]: 20221205 Added "Lab Address" onto TRF and "Lab" tab

## 5 Sample Submission

(Task List page)

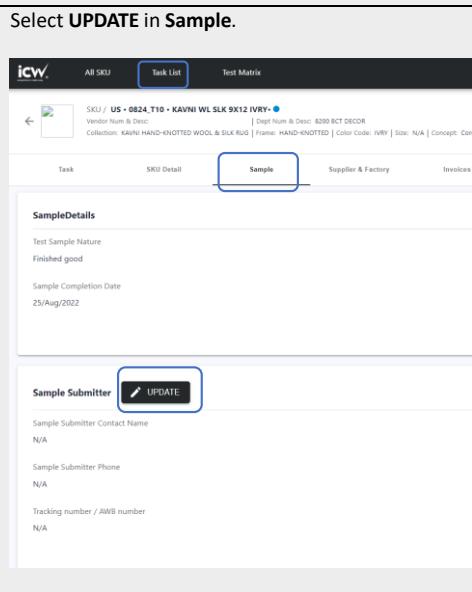
Select **Important Status>Quote Confirmed.**



**Important Status**

- 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.**



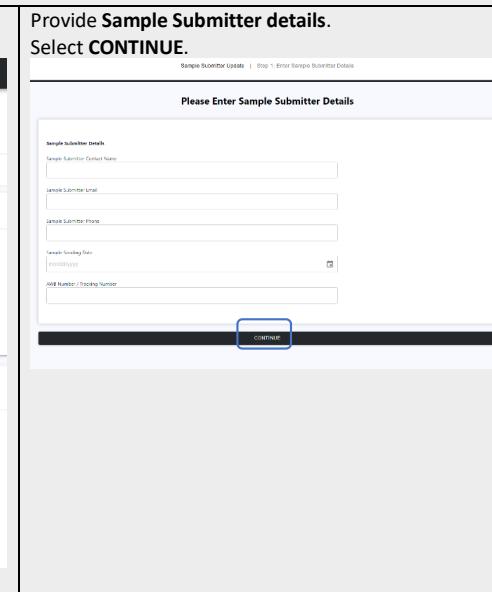
**Task**   **SKU Detail**   **Sample**   **Supplier & Factory**   **Invoices**

**Sample Details**

Test Sample Nature: Finished good  
Sample Completion Date: 25/Aug/2022

**Sample Submitter**   **UPDATE**

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



**Sample Submitter Details**

Sample Submitter Contact Name:   
Sample Submitter Email:   
Sample Submitter Phone:   
Sample Tracking Date:   
Job Number / File No:

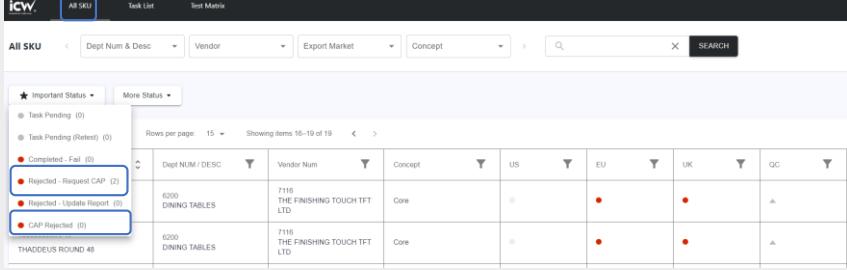
**CONTINUE**

## 6 CAP Submission

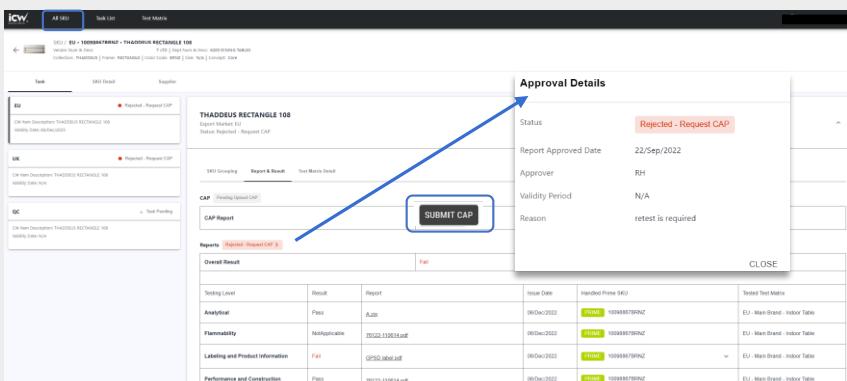
(All SKU page)

Select Important Status>Rejected-Request CAP or Important Status>CAP Rejected.

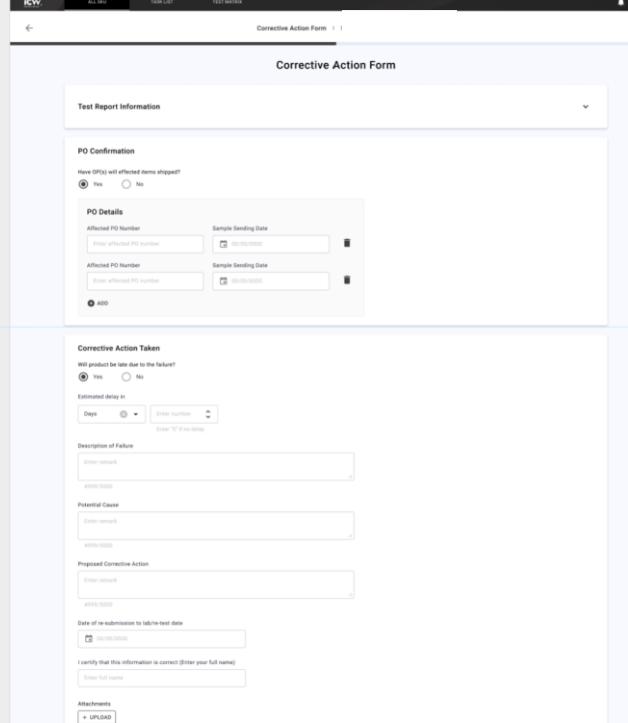
Select specific task to continue.



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



Fill in CAP and Submit.



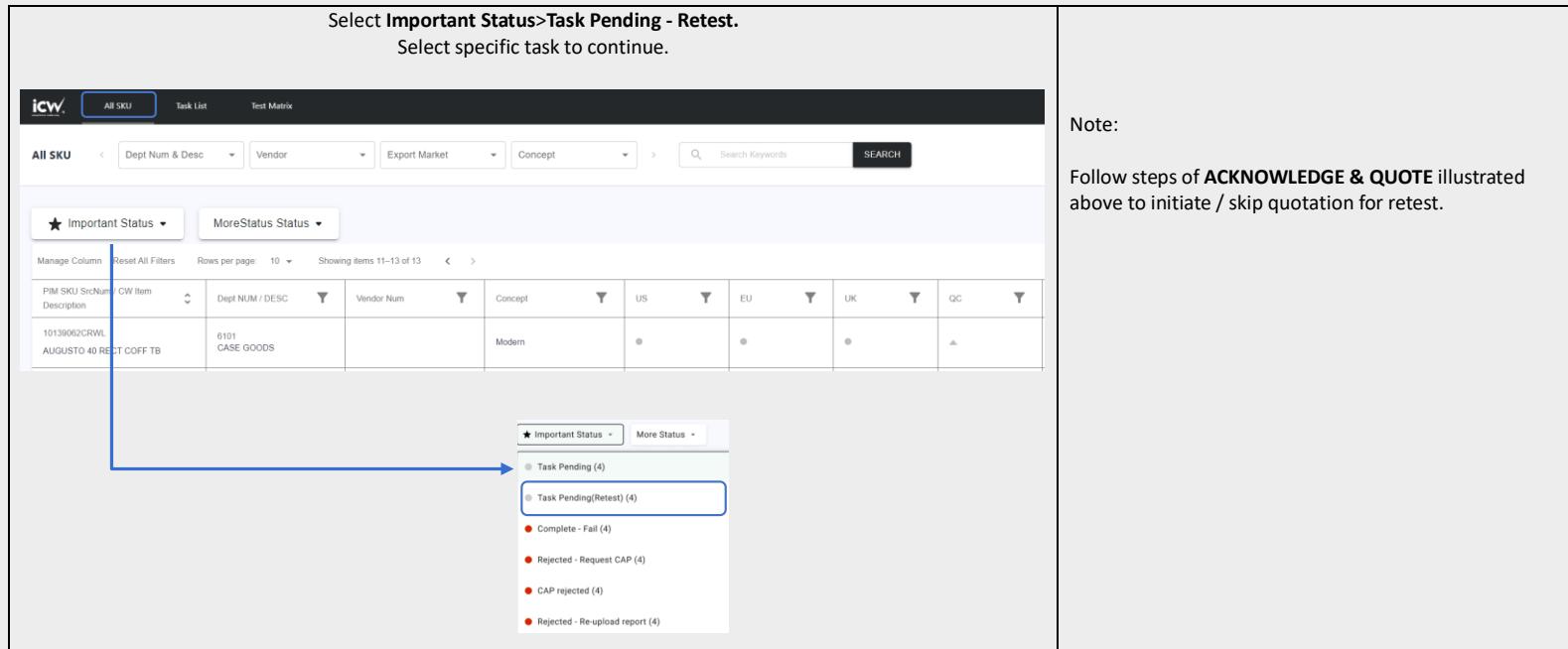
Commented [A13]: 20230208 Updated image for Tested Test Matrix

## 7 Retest

(All SKU page)

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

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



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

## 8 Exceptional Handling

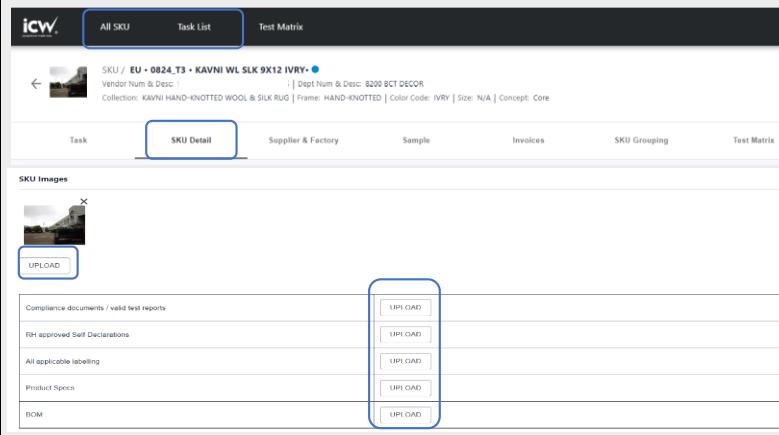
(All SKU page / Task List page)

(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**.

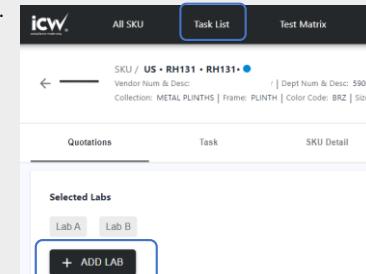
Note: You need to go back to All SKU page to start acknowledging and quote for that SKU.



### 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.



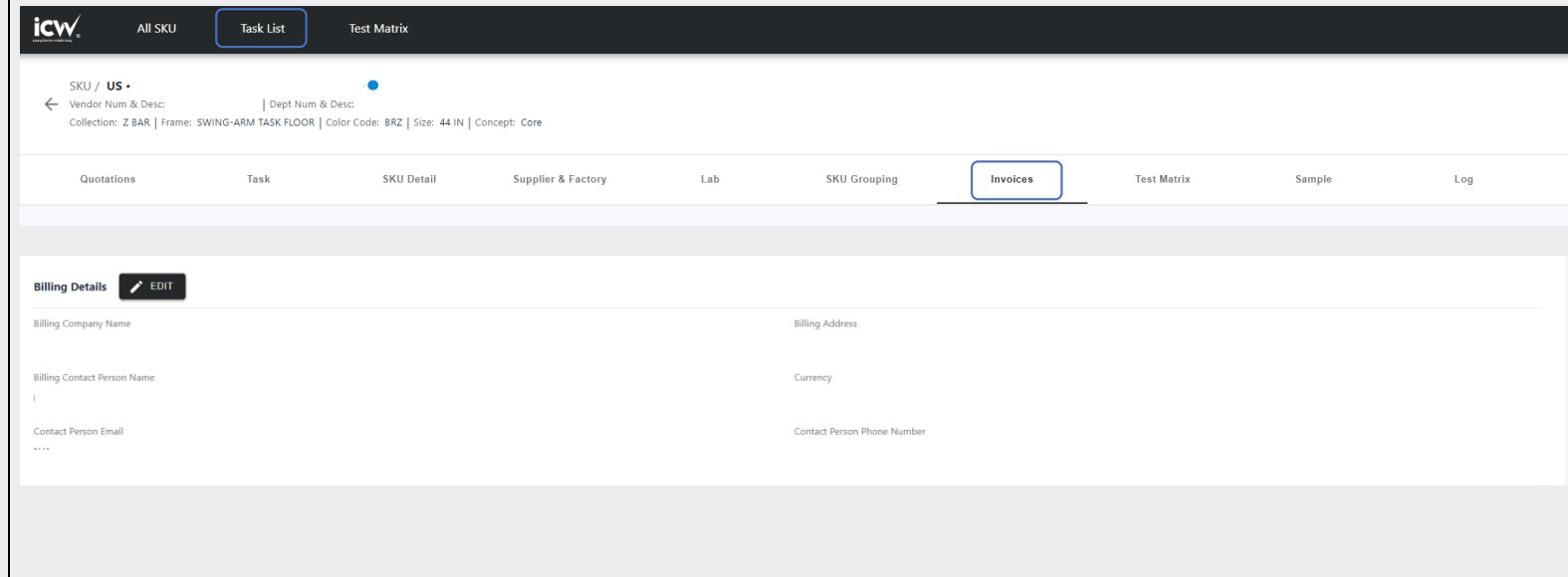
(Task List page)

### 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** **EDIT**

Billing Company Name

Billing Contact Person Name

Contact Person Email

Billing Address

Currency

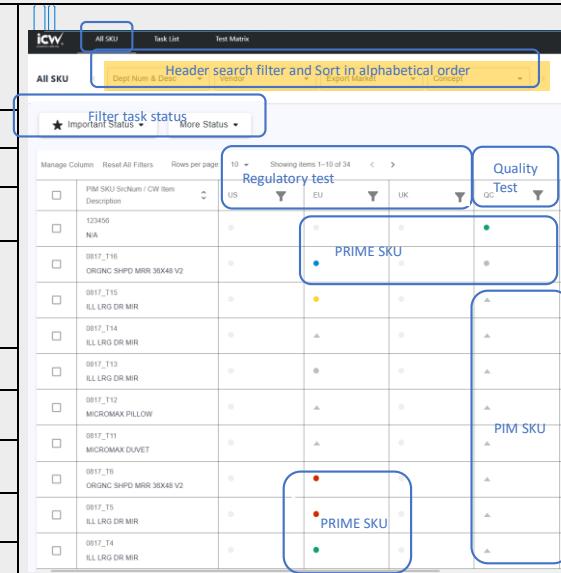
Contact Person Phone Number

Commented [A14]: 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 🟢



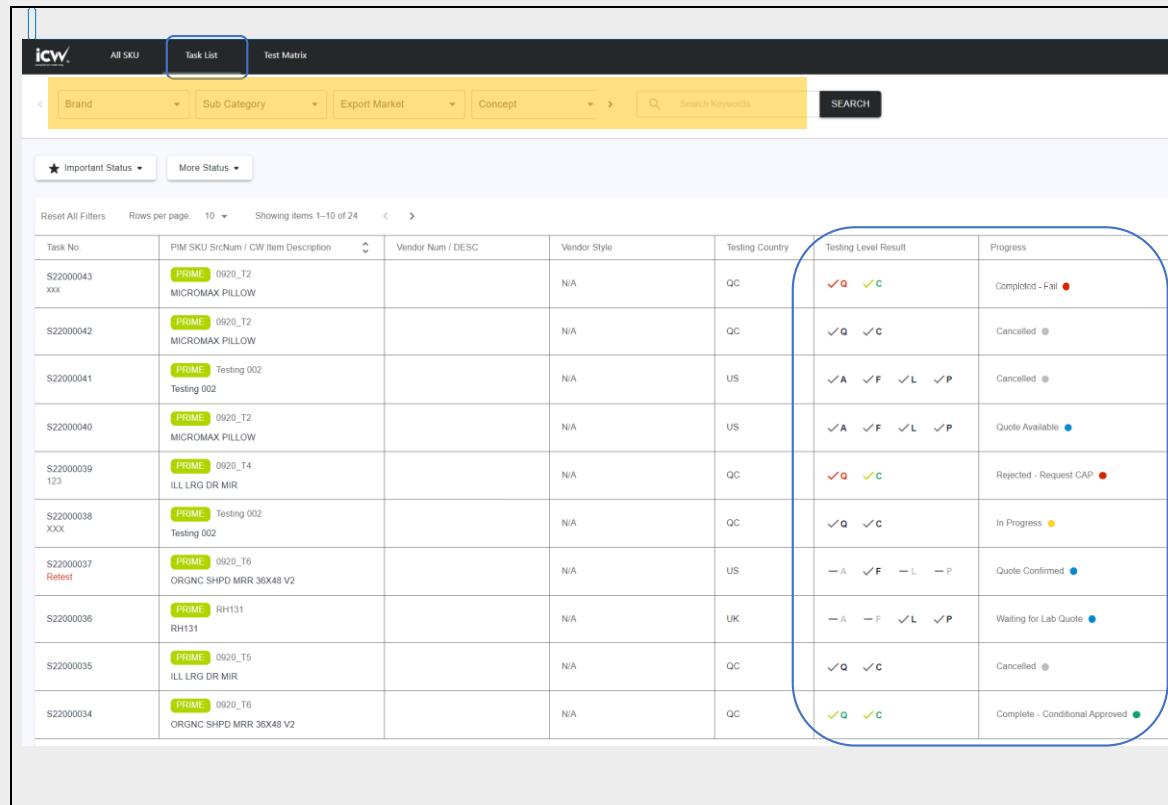
Commented [A15]: 20230208 Sort in alphabetical order for Dept Num & Desc and Vendor header filter

Commented [A16]: 20230217 Enhanced Header Filter by adding "search" feature.

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)



Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Vendor Style	Testing Country	Testing Level Result	Progress
S2200043 xxx	PRIME_0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Completed - Fail ●
S2200042	PRIME_0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Cancelled ⓘ
S2200041	PRIME_ Testing 002 Testing 002		N/A	US	✓A ✓F ✓L ✓P	Cancelled ⓘ
S2200040	PRIME_0920_T2 MICROMAX PILLOW		N/A	US	✓A ✓F ✓L ✓P	Quote Available ⓘ
S2200039 123	PRIME_0920_T4 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Rejected - Request CAP ●
S2200038 XXX	PRIME_ Testing 002 Testing 002		N/A	QC	✓Q ✓C	In Progress ⓘ
S2200037 Retest	PRIME_0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	US	—A —F —L —P	Quote Confirmed ⓘ
S2200036	PRIME_ RH131 RH131		N/A	UK	—A —F ✓L ✓P	Waiting for Lab Quote ⓘ
S2200035	PRIME_0920_T5 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Cancelled ⓘ
S2200034	PRIME_0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	QC	✓Q ✓C	Complete - Conditional Approved ⓘ

Test task is created after vendors acknowledge and quote for Prime SKU.

Each Test Task for one Testing Country for single SKU.

You can view individual **Test Level Result** for each test task for Prime SKU.

- ✓ **Non-Fail** result
- Fail result
- Pending result
- Not requested

You can view the **Progress** for each test task.

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

Agent can search in header filter. Vendor Name are sorted in alphabetical order.

Commented [A17]: 20230217 Enhanced Header Filter by adding "search" feature.

Commented [A18]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A19]: 20221205 Updated from "Not applicable" to "Not requested"

Commented [A20]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating SKU Grouping

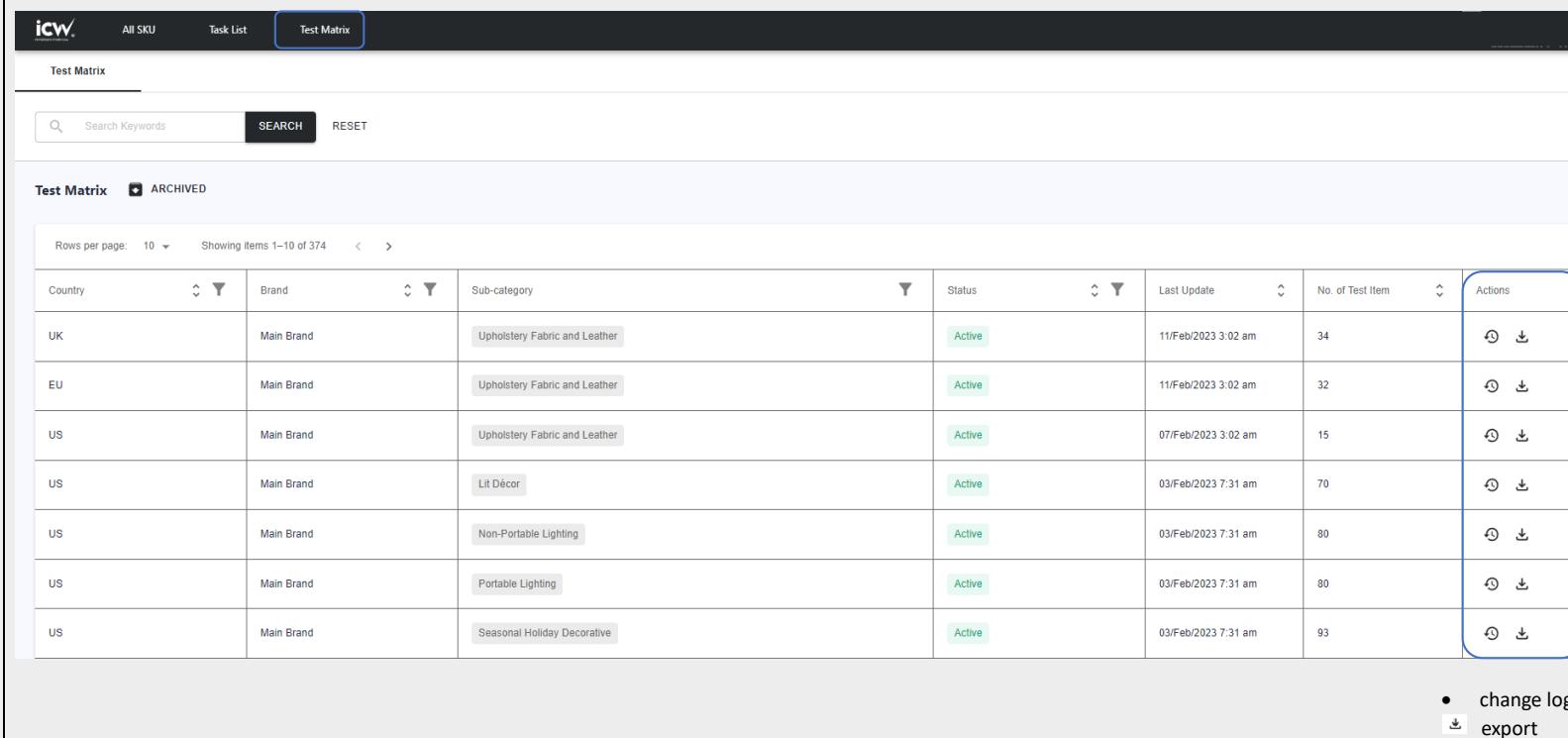
Comment and TRF

Commented [A21]: 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

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	 
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	 

• change log  
 • export

Commented [A22]: 20230208 Updated image with Test Matrix for Fabric Program

Commented [A23]: 20230214 Added Test matrix for EU/UK - Main Brand - Upholstery Fabric and Leather

Commented [A24]: 20221205 Added "Export" test matrix feature

## 11 Appendix

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