

# QUICK START USER GUIDE - Vendor

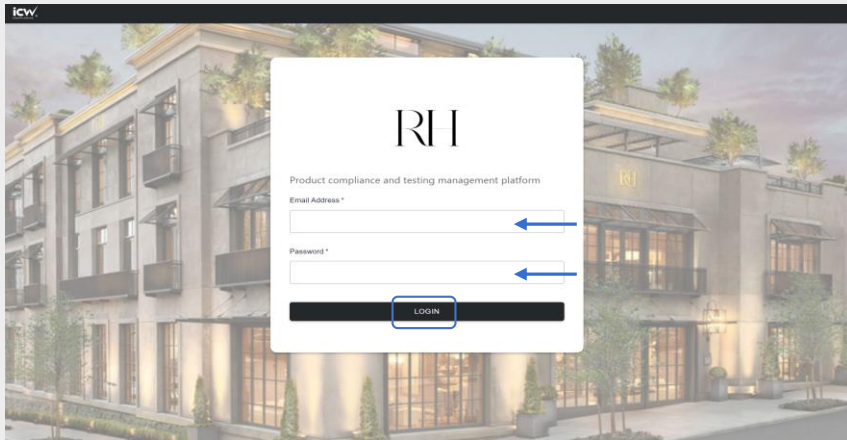
## Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH  
QUICK START USER GUIDE\_V4

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## 2 Login

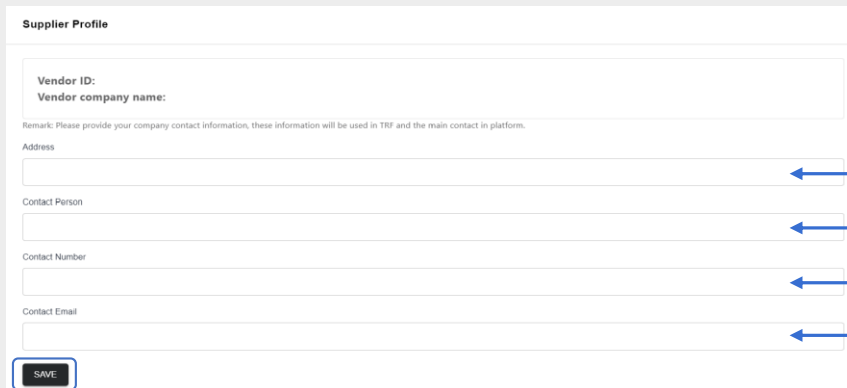


The login form is overlaid on a background image of a modern building. It features the 'RH' logo and the text 'Product compliance and testing management platform'. Below this, there are two input fields: 'Email Address \*' and 'Password \*'. A blue arrow points to the right of each field. At the bottom, there is a black 'LOGIN' button with a blue border.

Log in to the platform: [rh.icvw.io](https://rh.icvw.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**.



The 'Supplier Profile' form is titled 'Supplier Profile' and includes a 'Vendor ID' field. Below this is a section for 'Vendor company name:' with a text area. A remark states: 'Remark: Please provide your company contact information, these information will be used in TRF and the main contact in platform.' The form then lists four contact fields: 'Address', 'Contact Person', 'Contact Number', and 'Contact Email', each with a text input field and a blue arrow pointing to the right. At the bottom left, there is a black 'SAVE' button with a blue border.

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)

**Select Important Status>Task Pending.**  
Select specific SKU to continue.

**Select VIEW SKU RELATIONSHIP to view SKU Grouping details on Prime/PIM SKU.**  
Select **START ACKNOWLEDGE & QUOTE** to process next step.

**Upload Document and Remark when applicable, select CONTINUE.**

**Fill in Factory Details, select CONTINUE.**

Commented [A1]: 20230208 Sort header filter 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.

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

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.

All SKU
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 16

Task No.	PIM SKU SrchNum / CW Item Description	Testing Country	Testing Level Result	Progress	LAB
S22000031	<div>PRIME</div> 123456 test	QC	<div>✓</div> <div>Q</div> <div>✓</div> <div>C</div>	Waiting for Lab Quote	N/A

More Status

Waiting for lab quote (4)

Test in progress (4)

Pending (4)

Sample Sent (4)

In progress - Update result & reports (4)

Completed (4)

Completed - Conditional approved (4)

CAP pending approval (4)

CAP approved (4)

Cancelled (4)

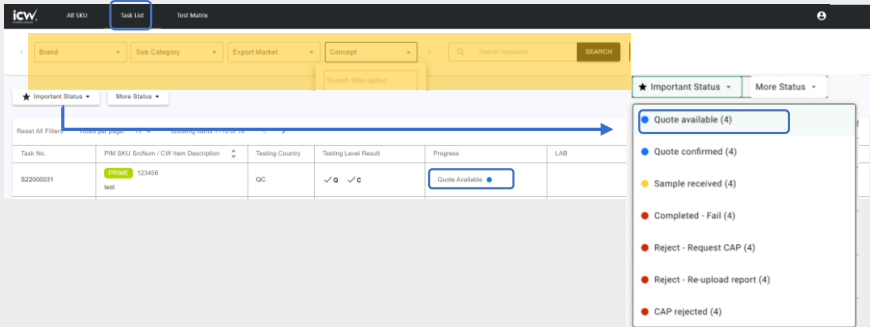
Enhanced Billing Detail saved history and added Billing Location dropdown.

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

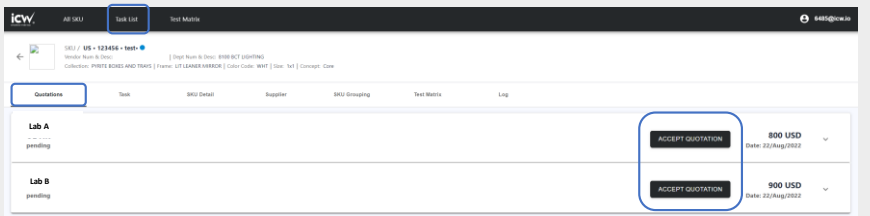
## 4 Confirm Quotation

(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**.



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.

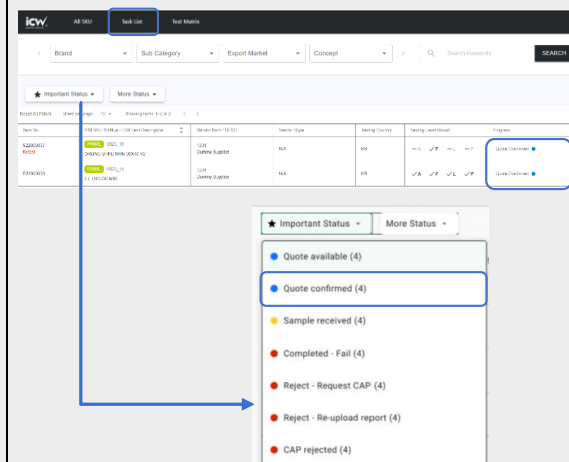
Commented [A12]: 20221205 Added export "Test Matrix" feature in task

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

## 5 Sample Submission

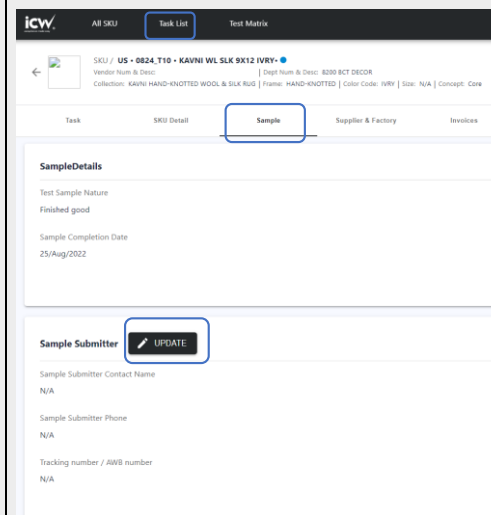
(Task List page)

Select **Important Status**>**Quote Confirmed**.



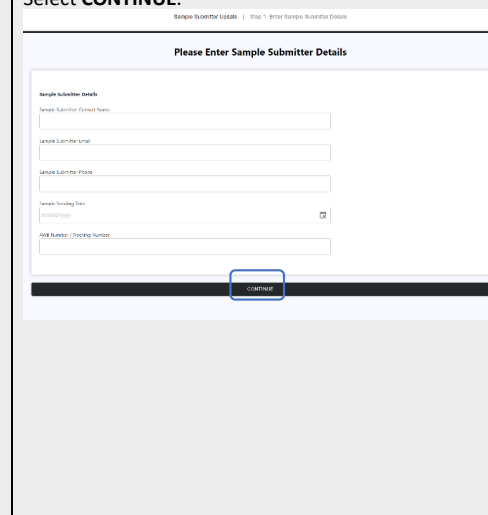
The screenshot shows the 'Task List' page with a table of tasks. The 'Important Status' dropdown is open, showing options: 'Quote available (4)', 'Quote confirmed (4)', 'Sample received (4)', 'Completed - Fail (4)', 'Reject - Request CAP (4)', 'Reject - Re-upload report (4)', and 'CAP rejected (4)'. The 'Quote confirmed (4)' option is highlighted. A blue arrow points from the 'Quote confirmed (4)' option to the 'Sample' tab in the next screenshot.

Select **UPDATE** in Sample.



The screenshot shows the 'Sample Details' page for SKU US • 0824\_T10 • KAVNI WL SLK 9X12 IVRY. The 'Sample' tab is selected, and the 'UPDATE' button is highlighted. The page also shows 'Sample Details' and 'Sample Submitter' sections.

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

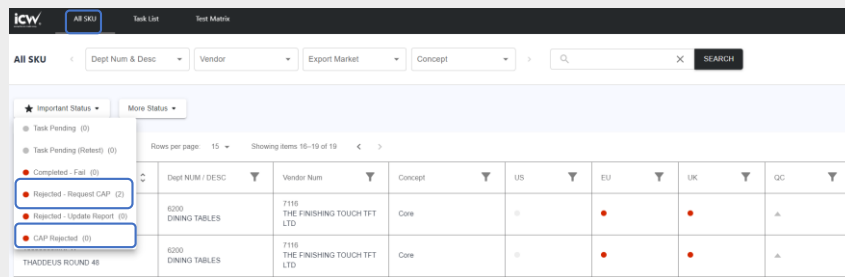


The screenshot shows the 'Please Enter Sample Submitter Details' form. The form includes fields for 'Sample Submitter Contact Name', 'Sample Submitter Email', 'Sample Submitter Phone', 'Sample Tracking Date', and 'AWB Number / Tracking Number'. The 'CONTINUE' button is highlighted at the bottom of the form.

## 6 CAP Submission

(All SKU page)

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



ICWV All SKU Task List Test Matrix

Dept Num & Desc Vendor Export Market Concept SEARCH

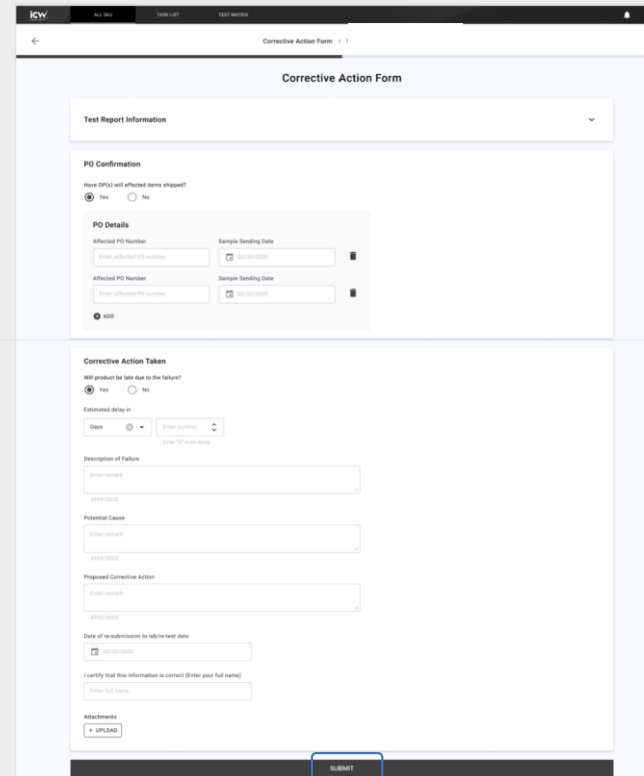
Important Status More Status

- Task Pending (0)
- Task Pending (Relat) (0)
- Completed - Fail (0)
- Rejected - Request CAP (2)**
- Rejected - Update Report (0)
- CAP Rejected (0)

Rows per page: 15 Showing items 16-19 of 19

Dept NUM / DESC	Vendor Num	Concept	US	EU	UK	QC
6200 DINING TABLES	7116 THE FINISHING TOUCH TFT LTD	Core				
6200 DINING TABLES	7116 THE FINISHING TOUCH TFT LTD	Core				
THADDEUS ROUND 48						

Fill in CAP and Submit.



ICWV All SKU Task List Test Matrix

Corrective Action Form

Test Report Information

PO Confirmation

Have UP(s) will affected items shipped?

Yes No

PO Details

Affected PO Number Sample Sending Date

Affected PO Number Sample Sending Date

ADD

Corrective Action Taken

Will product be late due to the failure?

Yes No

Estimated delay in

Days Enter number

Description of Failure

Potential Cause

Proposed Corrective Action

Date of re-submission to lab/re-test date

I certify that this information is correct (Enter your full name)

Enter full name

Attachments

UPLDAD

Submit

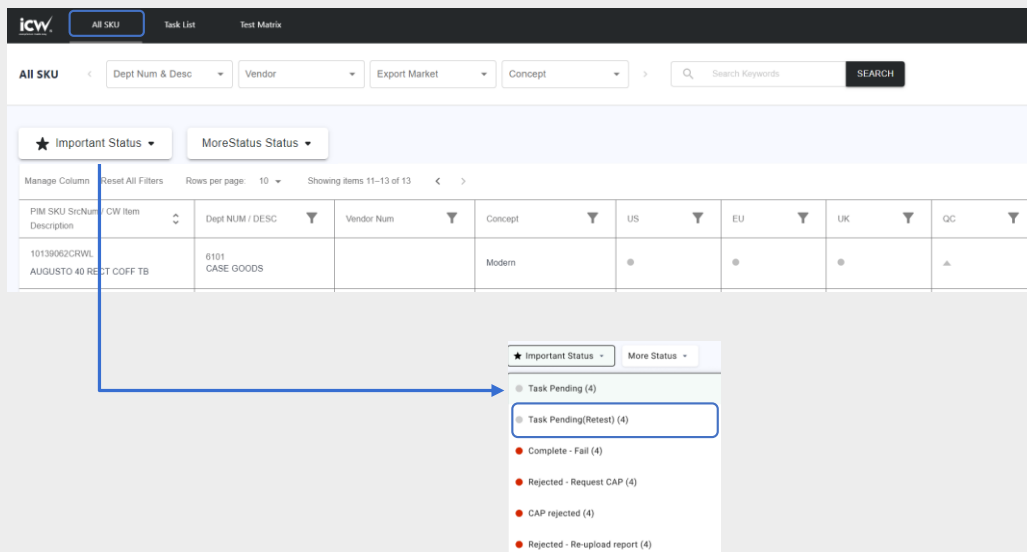
Commented [A13]: 20230208 Updated image for Tested Test Matrix



## 7 Retest

(All SKU page)

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



The screenshot shows the 'All SKU' page with the following elements:

- Navigation Bar:** icw logo, All SKU (selected), Task List, Test Matrix.
- Filters:** All SKU, Dept Num & Desc, Vendor, Export Market, Concept, Search Keywords, SEARCH.
- Status Dropdowns:** Important Status (selected), MoreStatus Status.
- Table:**

PIM SKU SrchNum / CW Item Description	Dept NUM / DESC	Vendor Num	Concept	US	EU	UK	QC
10139062CRWL AUGUSTO 40 REST COFF TB	6101 CASE GOODS		Modern	●	●	●	▲
- Important Status Dropdown Menu:**
  - Task Pending (4)
  - Task Pending(Retest) (4)** (highlighted with a blue box)
  - Complete - Fail (4)
  - Rejected - Request CAP (4)
  - CAP rejected (4)
  - Rejected - Re-upload report (4)

Note:

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

## 8 Exceptional Handling

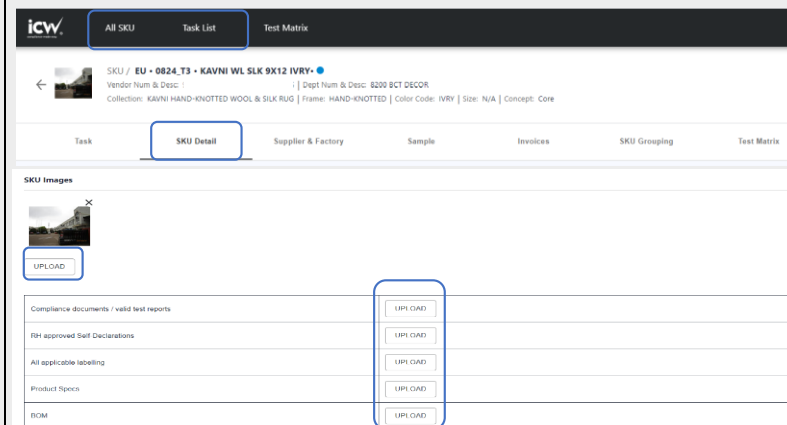
(All SKU page / Task List page)

(Task List page)

### Edit Document / SKU Images in SKU Details

Select the SKU that you would like to make changes.  
Select **SKU Details** and **edit/upload SKU Images** or **Documents**.

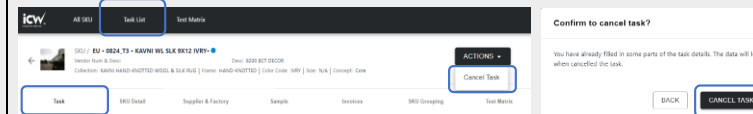
Note: Changes will be applied to all the related export markets for same SKU.



### Cancel Task

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

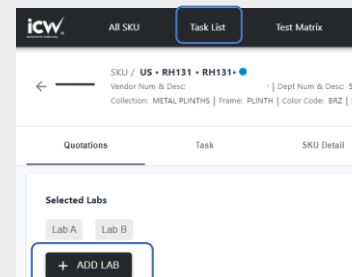
Note: You need to go back to All SKU page to start acknowledging and quote for that SKU.



### Add Lab

Select the **Task** that you would like to add more lab to quote.  
Select **Quotations**. Select **+ ADD LAB**, then select the lab(s) that you would like to add.

Note: You can only add lab when the status is Wait for Lab Quote or Quote Available, i.e. before Quote Confirmed.




(Task List page)

### Edit Billing Details

Select the **Task** that you would like to edit **Billing Details**.  
Select **EDIT**.

Note: You can edit Billing Details after quote confirmed and before task complete.

All SKU

Task List

Test Matrix

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

QuotationsTaskSKU DetailSupplier & FactoryLabSKU Grouping

Invoices

Test MatrixSampleLog

Billing Details

EDIT

Billing Company NameBilling Address
















Billing Contact Person NameCurrency

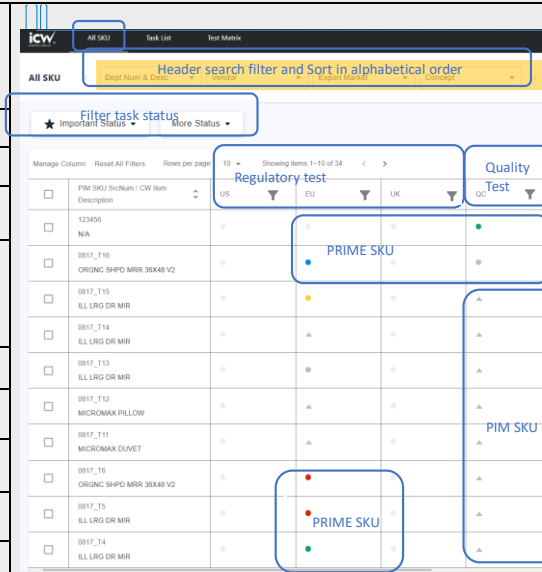
Contact Person EmailContact Person Phone Number

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 



The screenshot shows the 'ALL SKU' page in the icwv system. It features a table with columns for 'PIM SKU', 'SKU', 'Description', and 'Status'. The table is filtered by 'Regulatory test' and 'Quality Test'. The 'Status' column contains traffic lights corresponding to the task status. Annotations highlight the 'Header search filter and Sort in alphabetical order' and the 'Filter task status' dropdown.

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)

icwv All SKU Task List Test Matrix						
<div> <div>Brand</div> <div>Sub Category</div> <div>Export Market</div> <div>Concept</div> <div>Search Keywords</div> <div>SEARCH</div> </div>						
<div> <div>★ Important Status</div> <div>More Status</div> </div>						
<div> <div>Reset All Filters</div> <div>Rows per page: 10</div> <div>Showing items 1-10 of 24</div> </div>						
Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Vendor Style	Testing Country	Testing Level Result	Progress
S22000043 xxx	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Completed - Fail
S22000042	PRIME 0920_T2 MICROMAX PILLOW		N/A	QC	✓Q ✓C	Cancelled
S22000041	PRIME Testing 002 Testing 002		N/A	US	✓A ✓F ✓L ✓P	Cancelled
S22000040	PRIME 0920_T2 MICROMAX PILLOW		N/A	US	✓A ✓F ✓L ✓P	Quote Available
S22000039 123	PRIME 0920_T4 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Rejected - Request CAP
S22000038 XXX	PRIME Testing 002 Testing 002		N/A	QC	✓Q ✓C	In Progress
S22000037 Retest	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	US	—A ✓F —L —P	Quote Confirmed
S22000036	PRIME RH131 RH131		N/A	UK	—A —F ✓L ✓P	Waiting for Lab Quote
S22000035	PRIME 0920_T5 ILL LRG DR MIR		N/A	QC	✓Q ✓C	Cancelled
S22000034	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2		N/A	QC	✓Q ✓C	Complete - Conditional Approved

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.


All SKU
Task List
Test Matrix

Test Matrix

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



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_TEMPL ATE.docx
CAP Template	 RH_EXPORT_CAP_TEMPL ATE.png