



QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

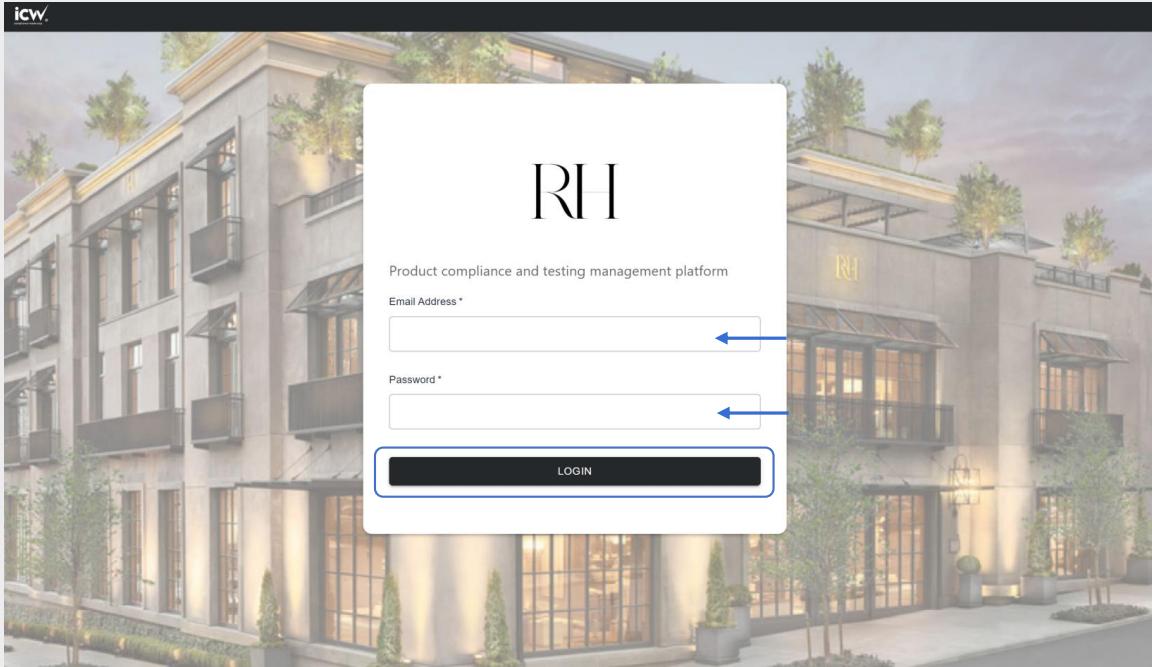
INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V4



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2 Login



The image shows a login screen for the RH platform. The background is a photograph of a modern, multi-story building with large windows and a prominent entrance. A white login box is overlaid on the image. The box contains the text "RH" at the top, followed by "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 of the box is a "LOGIN" button, which is also highlighted with a blue border.

Log in to the platform: 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.

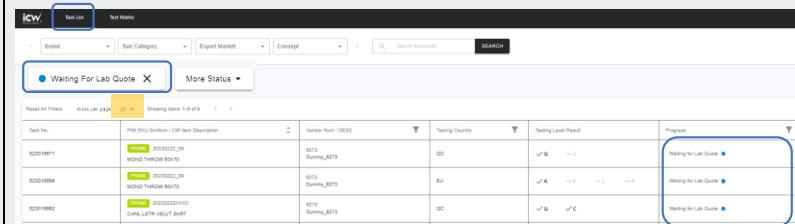
1. Enter the **E-mail Address**.
2. Enter the **Password**.
3. Select **LOGIN** button.

3 Make a Quote

(Task List page)

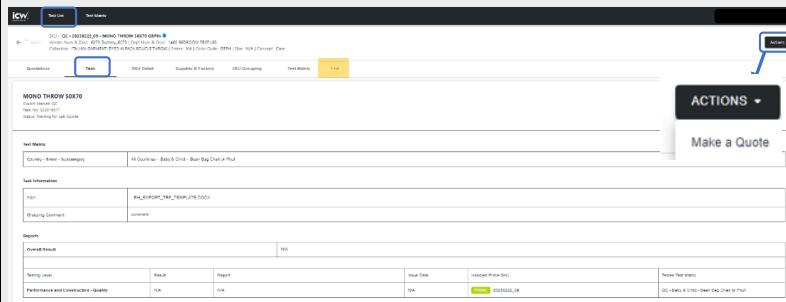
Select **Important Status>Waiting for Lab Quote**.

Select specific task to continue.



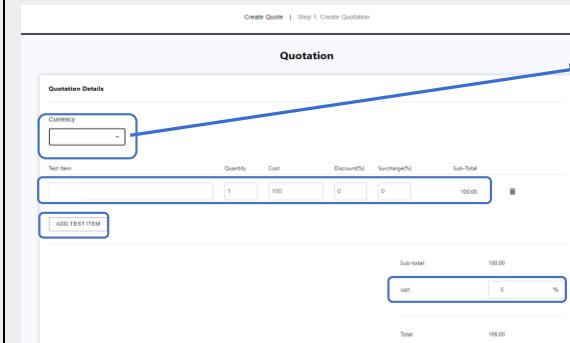
Review **task details**, Select **Actions>Make a Quote**.

Note: You can export Test Matrix for each task.

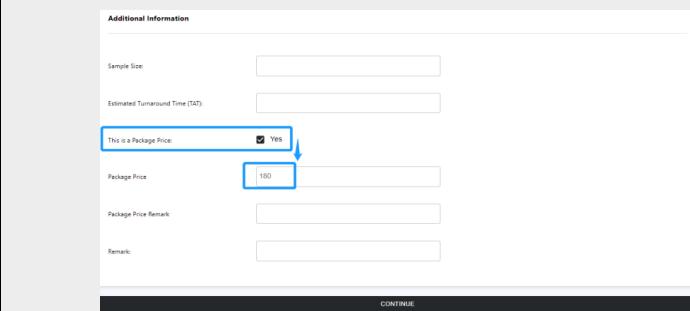


Fill in the **Quote**.

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 [A3]: 20230208 Updated image for Tested Test Matrix

Commented [A4]: 20230217 Display SKU Grouping Comment when available.

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

Commented [A2]: 20230411 Updated the number of display rows per page in all listing tables

Commented [A5]: 20221205 Added export Test Matrix feature at task

Commented [A6]: 20230411 Enable "Log" in Task List

Commented [A7]: 20221205 Added currency INR and VND

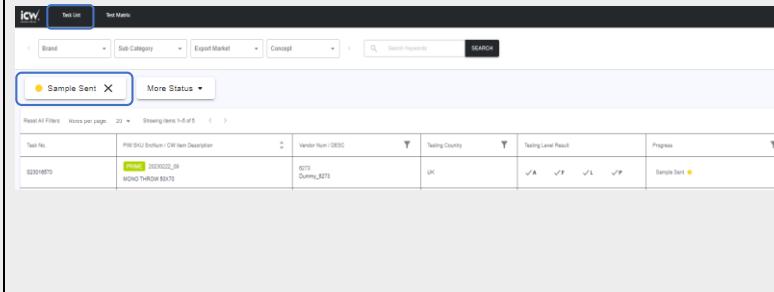
Commented [A8]: 20230208 Added **Discount(%)** and **Surcharge(%)** in Quotation process with updated note

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 [A9]: 20230217 Display SKU Grouping Comment when available.

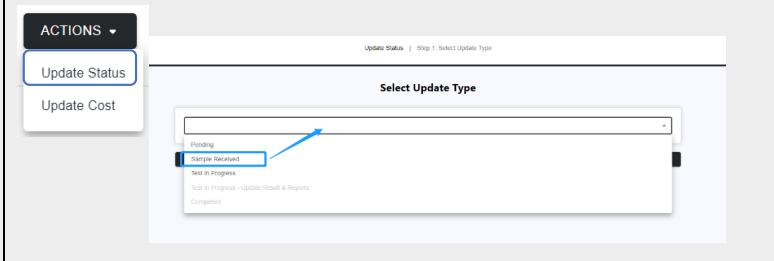
Commented [A10R9]: 20230411 Enable "Log" in Task List

Commented [A11]: 20230208 Updated image for Tested Test Matrix

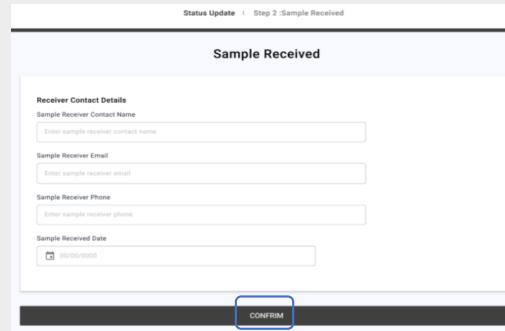
Commented [A12]: 20221205 Added "Lab" page

Select **Actions>Update Status**.

Select **Sample Received** and **CONTINUE**.



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



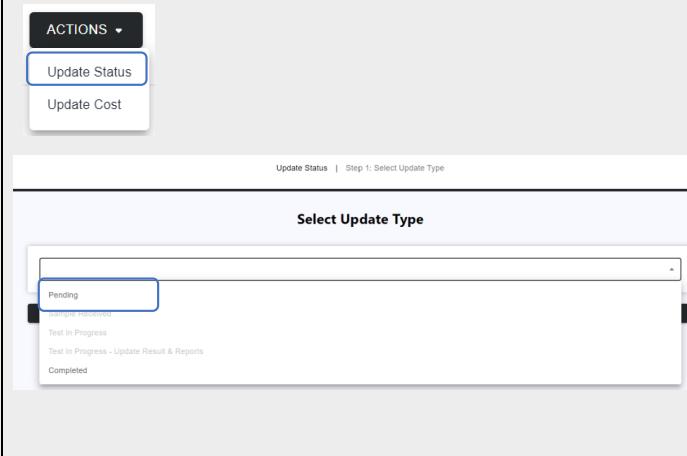
5 Update Task Status: Pending

(Task List page)

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

Select **Actions>Update Status**.

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

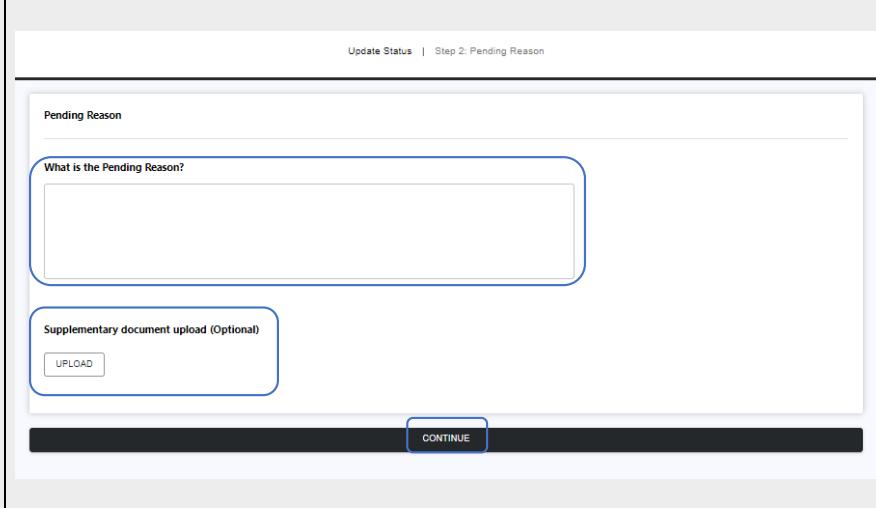


Update Status | Step 1: Select Update Type

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

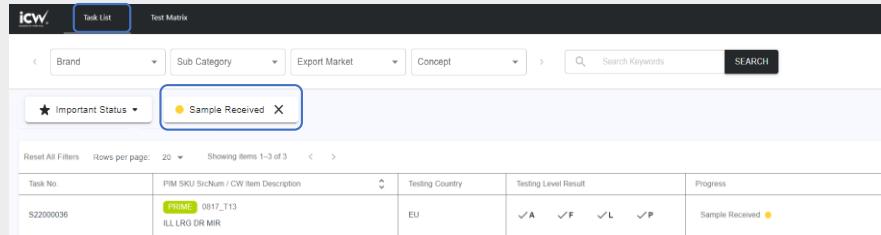
Commented [A13]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

6 Update Task Status: In Progress

(Task List page)

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

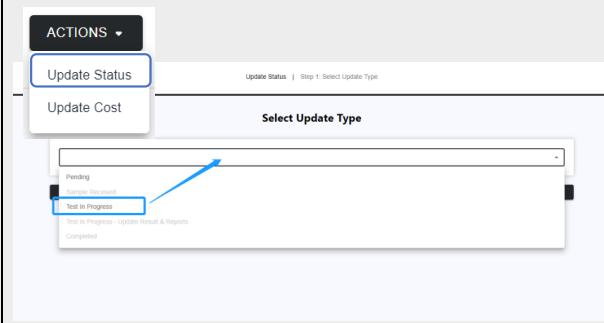
Select specific task to continue.



| 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**.



Update Status | Step 1: Select Update Type

Select Update Type

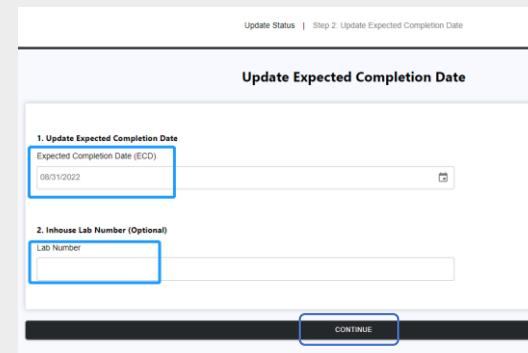
Pending

Test In Progress

Completed

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

Select **CONTINUE**.



Update Status | Step 2: Update Expected Completion Date

Update Expected Completion Date

1. Update Expected Completion Date

Expected Completion Date (ECD)
08/31/2022

2. Inhouse Lab Number (Optional)

Lab Number

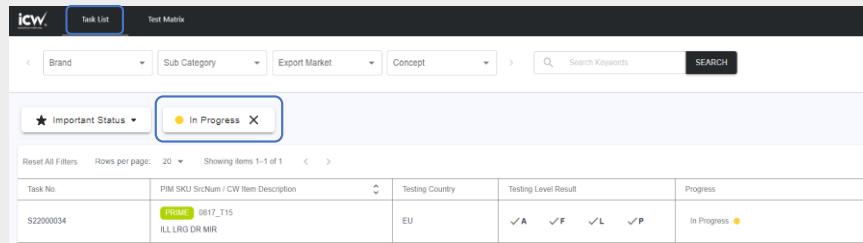
CONTINUE

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

(Task List page)

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

Select specific task to continue.



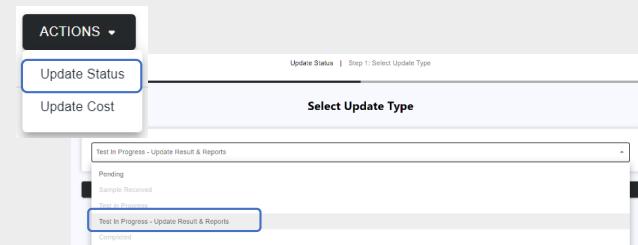
Task List

Important Status: In Progress

| Task No. | PIM SKU/SrcNum / CW Item Description | Testing Country | Testing Level Result | Progress |
|----------|--------------------------------------|-----------------|----------------------|-------------|
| S2200034 | PRIME 0817_T15 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

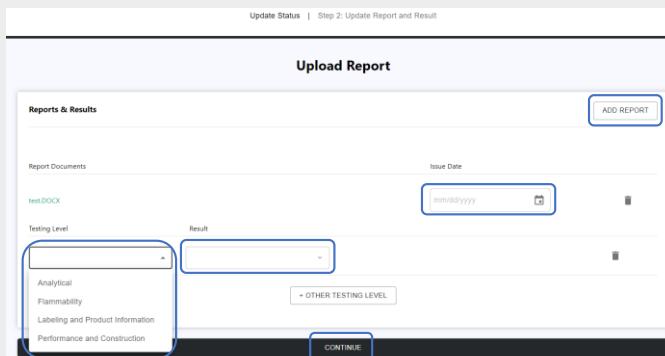
Update Status

Select Update Type

Test In Progress - Update Result & Report

Select **ADD REPORT**.

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



Upload Report

Reports & Results

Report Documents

Issue Date: 2023/04/20

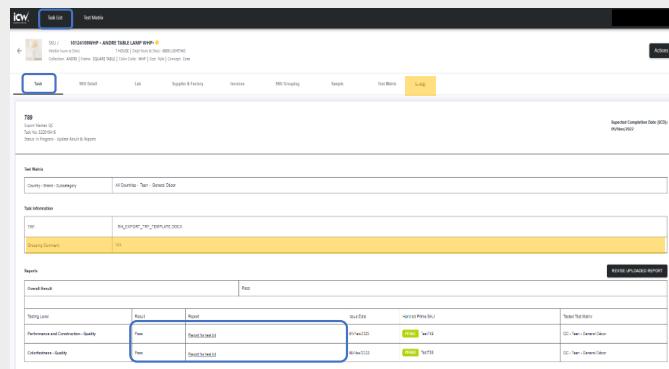
Testing Level: Analytical

Result:

CONTINUE

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

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



Task Details

Task Information

| Testing Level | Result | Issue Date | Applies To (u) | Notes (u) |
|--|--------|------------|-------------------|-----------|
| Performance and Construction - Quality | Pass | 2023/04/20 | CC: New - General | |
| Other - Quality | Pass | 2023/04/20 | CC: New - General | |

Commented [A14]: 20230208 Updated image for Tested Test Matrix and REVISE UPLOADED REPORT

Commented [A15]: 20230217 Updated image to show Grouping Comment

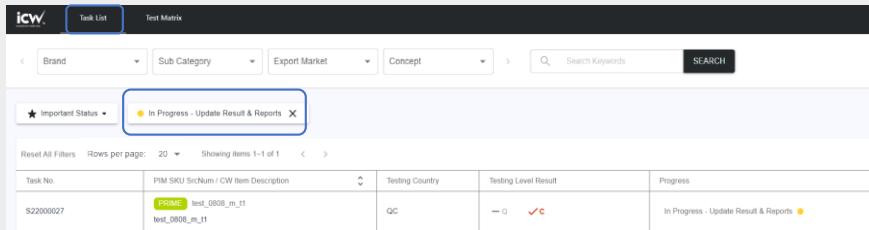
Commented [A16R15]: 20230411 Enable "Log" in Task List

8 Update Task Status: Completed

(Task List page)

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

Select specific task to continue.

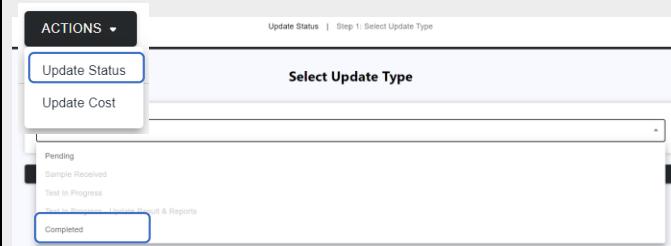


Task List

Task No: S22000027 PIM SKU/SrcNum / CW Item Description: PRIME test_0808_m_11 test_0908_m_11 Testing Country: QC Progress: In Progress - Update Result & Reports

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS ▾

Update Status

Update Cost

Pending

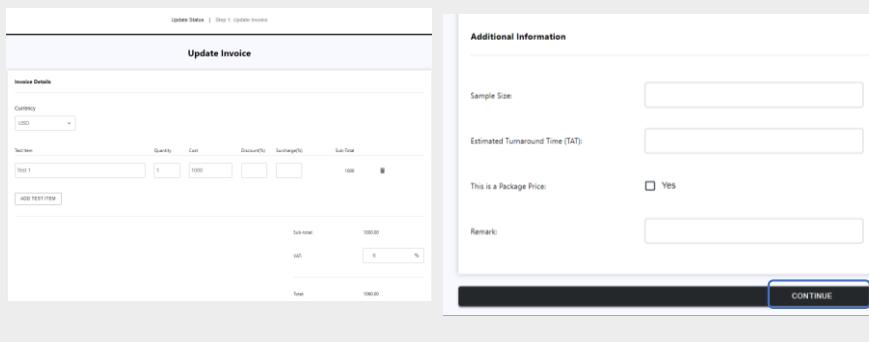
Sample Received

Test 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

Currency: USD

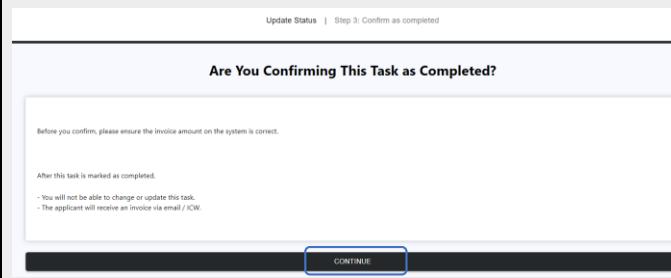
Test 1: Quantity: 1 Cost: 1000 Discount(%): 0 Surcharge(%): 0 Sub-Total: 1000

Sub-Total: 1000.00 VAT: 0 %

Total: 1000.00

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 [A17]: 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 | | | | |
|---------------------|---|-------------------------------------|-----------------|----------------------|
| Task No. | PIM SKU/Serialnum / CW Item Description | Vendor Num / DESC | Testing Country | Testing Level Result |
| 923008748 Retest | PIME 404601948RS POLYHEDRON BAR | 7002 PHUC THANG FINE FURN CO LTD | EU | ✓ 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.

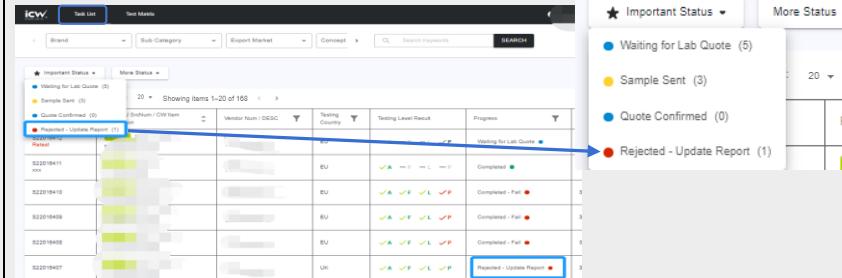
10 Exceptional Handling

(Task List page)

Update Rejected Report

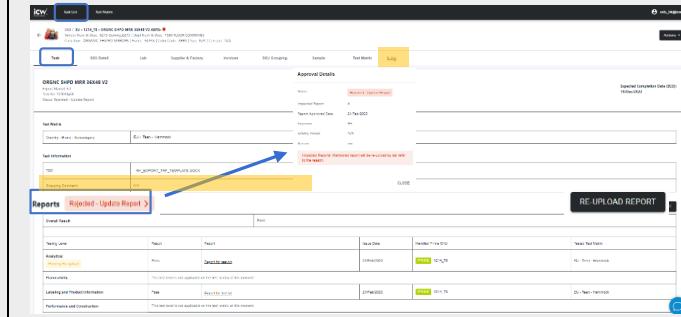
Select **Important Status>Rejected – Update Report**.

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. The table has 20 rows, with the first 10 visible and the last 10 indicated by a '20 > Showing Items 1-20 of 188' message.

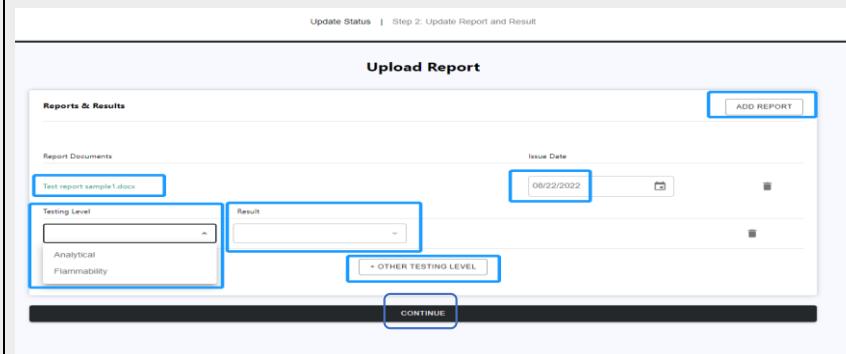
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



The screenshot shows the 'Approval Details' section of a report. It includes fields for 'Report Name', 'Approval Status', 'Approval Date', and 'Approval Details'. A red box highlights the 'RE-UPLOAD REPORT' button, and a red arrow points to it from the text above.

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



The screenshot shows the 'Upload Report' step. It includes fields for 'Report Document' (containing 'Test report sample1.docx'), 'Issue Date' (set to '08/22/2022'), 'Testing Level' (containing 'Analytical'), 'Result' (containing 'Flammability'), and a 'CONTINUE' button. A red box highlights the 'Report Document' field, and a red arrow points to it from the text above.

Note:

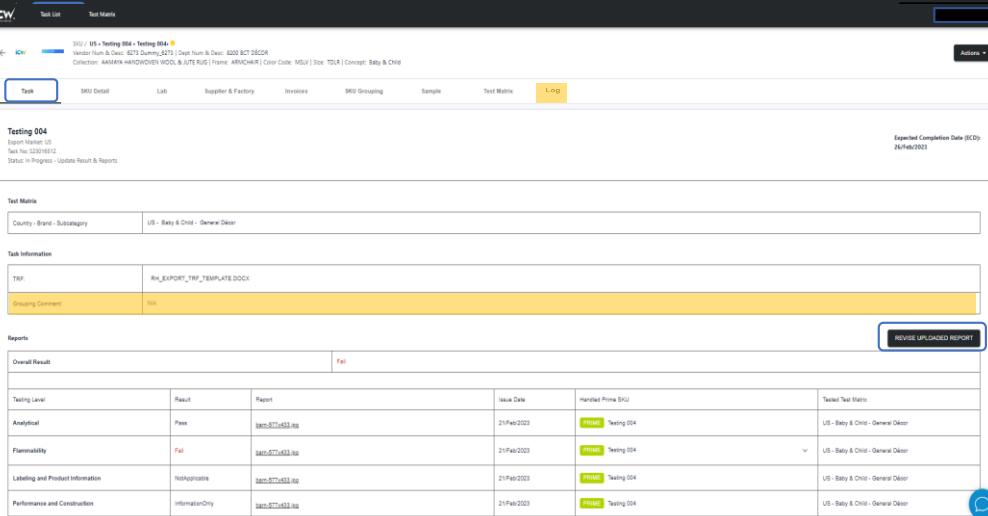
New uploaded report will replace the previous rejected report.
You cannot revise report after submission unless RH rejects it.

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

Commented [A19R18]: 20230411 Enable "Log" in Task List

(Continued on next page)

Revise Report



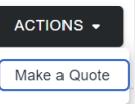
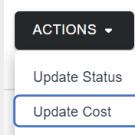
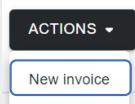
When the task status is **In Progress - Update Result & Reports**, you can revise uploaded report/result before you complete the test task.

Select specific task, select **REVISE UPLOADED REPORT**. Then upload the revise report / result.

Commented [A20]: 20230208 Updated image for Tested Test Matrix

Commented [A21]: 20230217 Updated image to show Grouping Comment

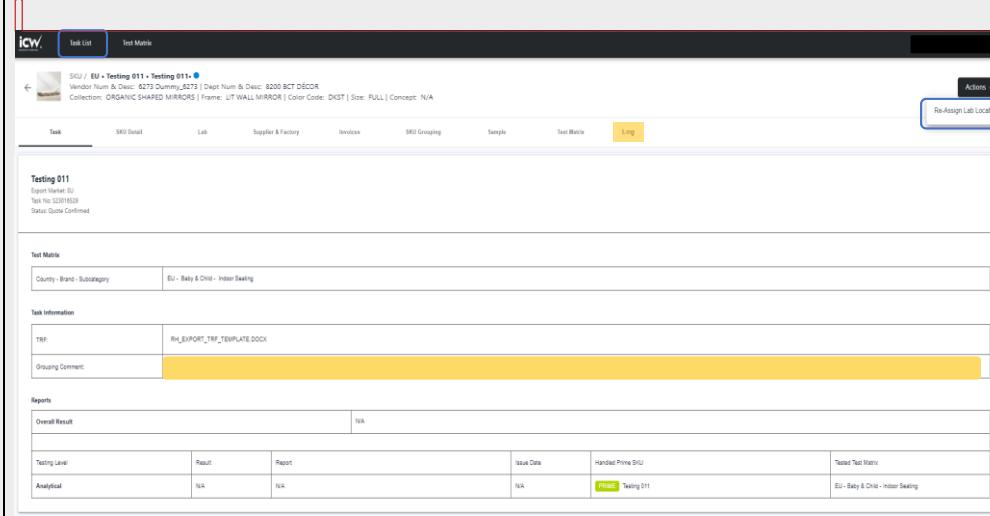
Commented [A22R21]: 20230411 Enable "Log" in Task List

| | | |
|---|---|---|
| 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.  | 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.  |
|---|---|---|

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_A273 | 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 Invoices SKU Grouping Sample Test Matrix Log

Testing 011
Status: Quoted
Type: N/A
Status: Quoted Confirmed

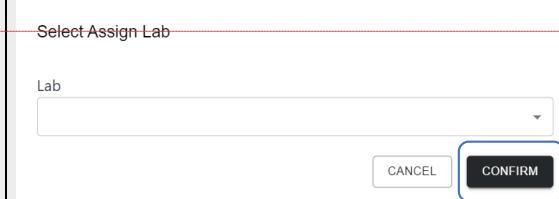
Test Matrix
Country - Brand - Subcategory: EU - Baby & Child - Indoor Seating

Task Information
TRF: RH_EXPORT_TRF_TEMPLATE.DOCX
Grouping Comment: **Re-Assign Lab Location**

Reports
Overall Result: N/A

Testing Level
Analytical: N/A Result: N/A Report: N/A Issue Date: N/A Handled By: Prime SHU: Testing 011 Tested Test Matrix: 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 [A23]: 20230208 Updated image for Tested Test Matrix

Commented [A24]: 20230217 Updated image to show Grouping Comment

Commented [A25R24]: 20230411 Enable "Log" in Task List

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: 20 Showing items 1-20 of 168

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 MAYAARM CHR | | US | ✓A ✓F ✓L ✓P | Completed |
| S23036225 | PRIME 10105355TEAK MAYAARM CHR | | UK | ✓A ✓F ✓L ✓P | Completed |
| S23036224 | PRIME 10105355TEAK MAYAARM 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.

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

Commented [A26]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A27]: 20221205 Updated from "Not applicable" to "Not requested"

Commented [A28]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for Vendor Num / DESC table filter.

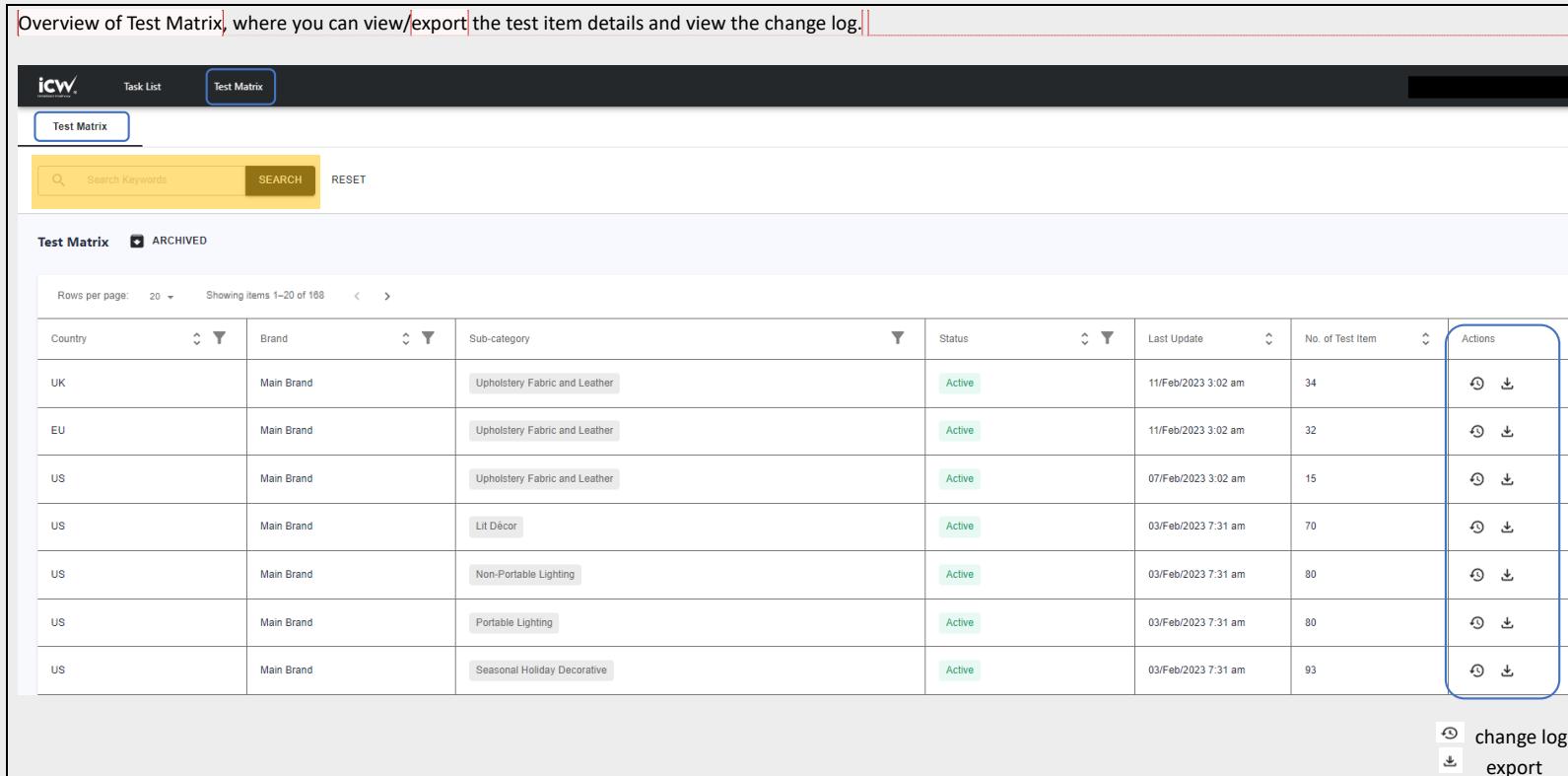
Commented [A29]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating SKU Grouping Comment and TRF

Commented [A30R29]: 20230411 Enable "Log" in Task List

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: 20 Showing Items 1–20 of 168 < >

change log
 export

Commented [A31]: 20230208 Added Fabric Program-US Test Matrix

Commented [A32]: 20230214 Added Fabric Program - UK/EU Test Matrix

Commented [A33]: 20221205 Added "Export" test matrix feature

Commented [A34]: 20230411 Allow the search of Test Items by Test Code (unique ID generated by system automatically for each Test Item)

13 Appendix

| | |
|--------------|--|
| TRF Template |  RH_EXPORT_TRF_TE MPLATE.docx |
|--------------|--|