

QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V4

1 Table of Contents

2	Login	2
3	Make a quote	3
4	Update Task Status: Samples Received	4
5	Update Task Status: Pending.....	5
6	Update Task Status: In Progress	6
7	Update Task Status: In Progress – Update Result & Reports	7
8	Update Task Status: Completed	8
9	Retest	9
10	Exceptional Handling.....	10
11	Lab Admin: Re-Assign Lab Location	12
12	Task Status Overview	13
13	Test Matrix	14
14	Appendix	15

2 Login

icw

RH

Product compliance and testing management platform

Email Address *

Password *

LOGIN

Log in to the platform: rh.icw.io

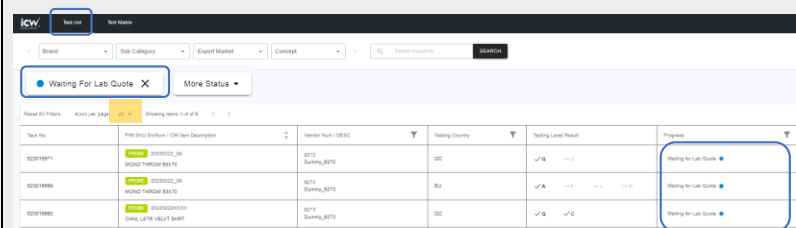
You can now start managing product testing process and view test matrix, with the collaboration of RH, agents, vendors, and authorized laboratories.

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

3 Make a Quote

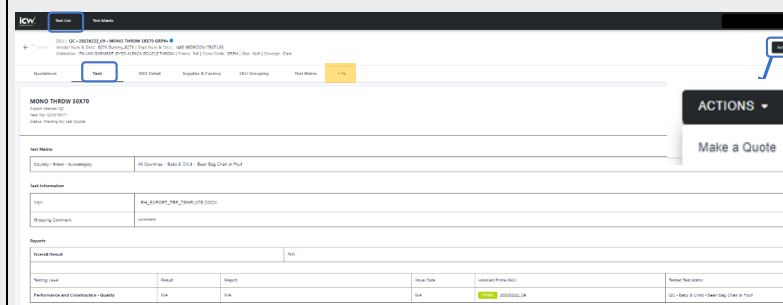
(Task List page)

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



Task No.	Task Description	Vendor Name	Testing Country	Testing Level	Progress
823018871	MONO THROW 18070	8273 Summy,8273	SG	✓/B	Waiting for Lab Quote
823018880	MONO THROW 18070	8273 Summy,8273	SG	✓/B	Waiting for Lab Quote
823018882	MONO THROW 18070	8273 Summy,8273	SG	✓/B	Waiting for Lab Quote

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



MONO THROW 18070

Test Matrix: All Quoted - Batch 8-2018 - Bear Bag Clear or Not

Sub Information: 823018880_MONO_THROW_18070

Shipping Contact: Summy

Report: Overall Result: NA

Sample Size: 1000

Estimated Turnaround Time (TAT): 1000

This is a Package Price: ☒ Yes

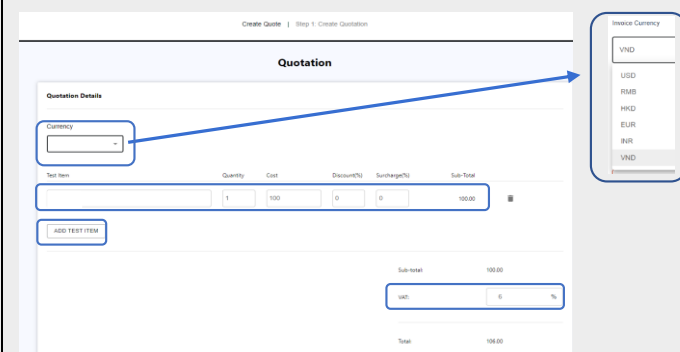
Package Price: 180

Package Price Remark:

Remark:

CONTINUE

Fill in the **Quote**.
Note: You can indicate Discount(%), Surcharge(%) and VAT(%).



Create Quote | Step 1: Create Quotation

Quotation

Quotation Details

Currency: VND

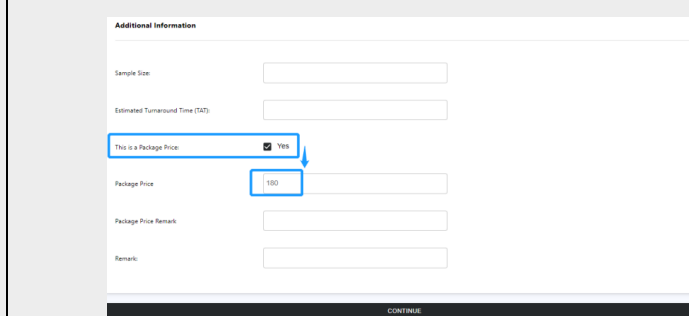
Test Item	Quantity	Cost	Discount(%)	Surcharge(%)	Sub-Total
MONO THROW 18070	1	180	0	0	180.00

Sub-total: 180.00

VAT: 0 %

Total: 180.00

Fill in the **Package Price** if applicable, that will overwrite the calculated Sub-total.
Select **CONTINUE**.



Additional Information

Sample Size: 1000

Estimated Turnaround Time (TAT): 1000

This is a Package Price: ☒ Yes

Package Price: 180

Package Price Remark:

Remark:

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

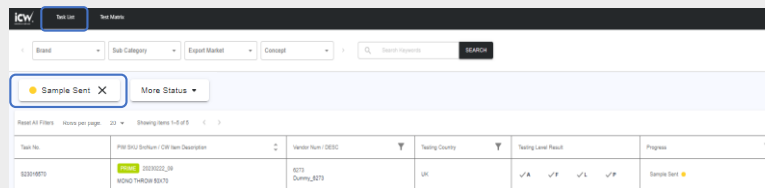
Commented [A7]: 20221205 Added currency INR and VND

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

4 Update Task Status: Samples Received

(Task List page)

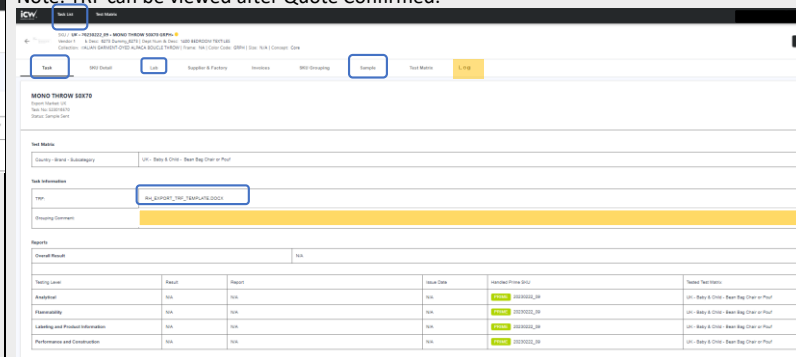
Select **Important Status**>**Sample sent**.
Select specific task to continue.



The screenshot shows the 'Task List' page with the 'Sample Sent' status filter selected. The table displays a list of tasks with columns for Task No., Task Name, Vendor Name, Testing Country, Testing Level, Result, and Progress. The first task is highlighted.

Task No.	Task Name	Vendor Name	Testing Country	Testing Level	Result	Progress
20230217	20230217_20230217_20230217_20230217_20230217	20230217_20230217_20230217_20230217_20230217	UK	✓A ✓F ✓L ✓F	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.



The screenshot shows the 'Task' page for a specific task. It includes fields for Task No., Task Name, Vendor Name, Testing Country, Testing Level, Result, and Progress. There are also sections for 'Task Information', 'Grouping Comment', and 'Reports'.

Task No.	Task Name	Vendor Name	Testing Country	Testing Level	Result	Progress
20230217	20230217_20230217_20230217_20230217_20230217	20230217_20230217_20230217_20230217_20230217	UK	✓A ✓F ✓L ✓F	Sample Test	

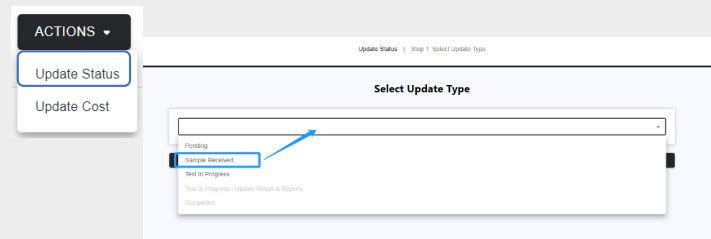
Commented [A9]: 20230217 Display SKU **Grouping**
Comment when available.

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

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

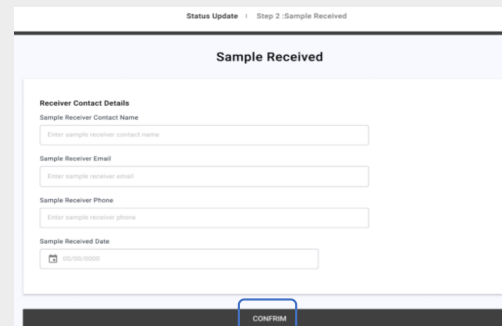
Commented [A12]: 20221205 Added "Lab" page

Select **Actions**>**Update Status**.
Select **Sample Received** and **CONTINUE**.



The screenshot shows the 'Update Status' dialog box. It has a dropdown menu for 'Update Status' with options: Pending, Sample Received, Test in Progress, Update Result & Report, and Completed. The 'Sample Received' option is selected.

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



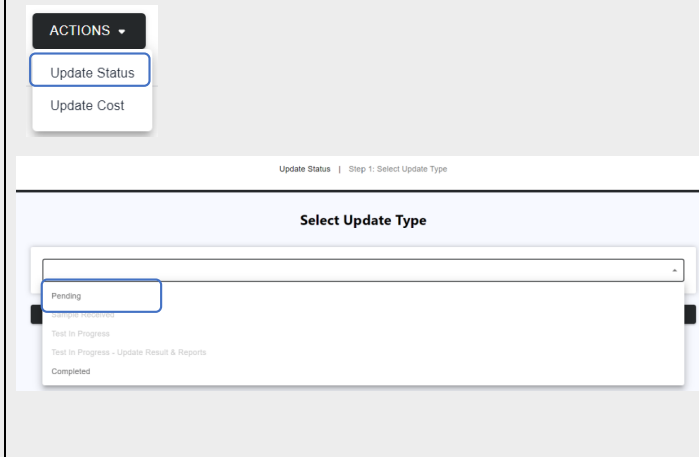
The screenshot shows the 'Sample Received' form. It includes fields for Receiver Contact Details (Sample Receiver Contact Name, Sample Receiver Email, Sample Receiver Phone), Sample Received Date, and a CONFIRM button.

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

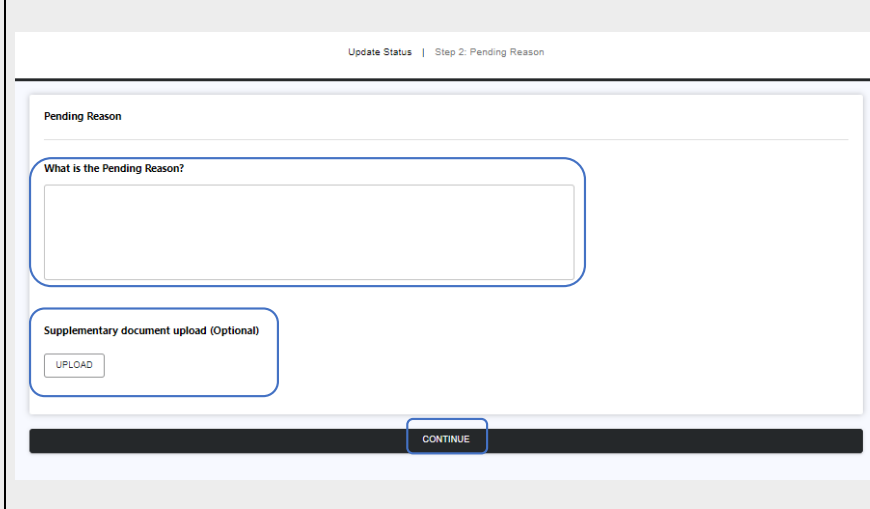
Pending

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

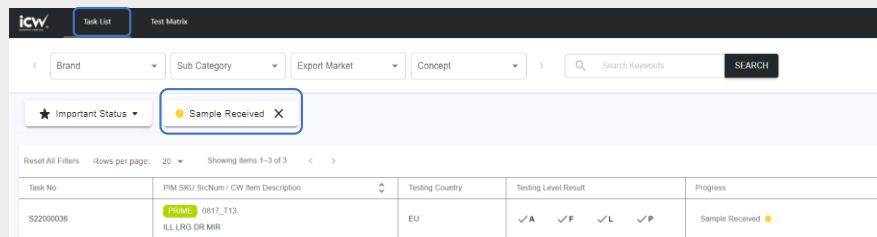
CONTINUE

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

6 Update Task Status: In Progress

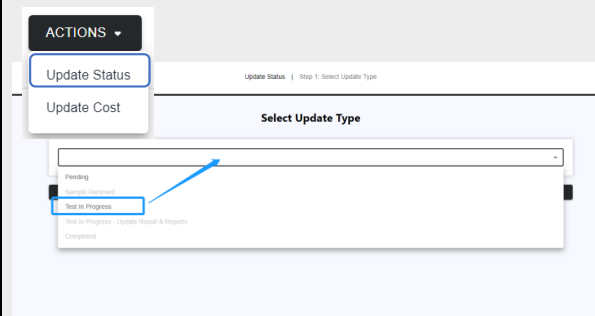
(Task List page)

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



Task No.	PIM SKU / 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**.



Update Status | Step 1: Select Update Type

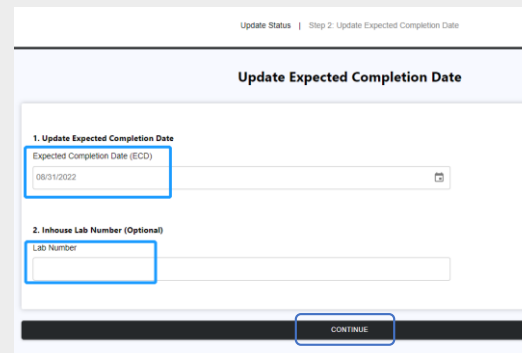
Select Update Type

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)

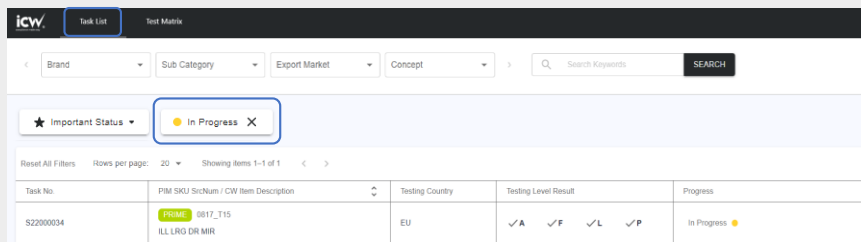
Lab Number

CONTINUE

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

(Task List page)

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



icwv Task List Test Matrix

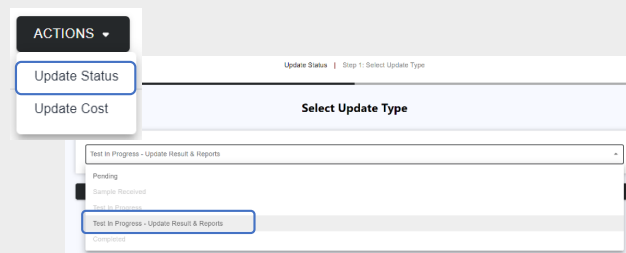
Brand Sub Category Export Market Concept Search Keywords SEARCH

Important Status In Progress X

Reset All Filters Rows per page: 20 Showing Items 1-1 of 1

Task No.	PIM SKU / Item Description	Testing Country	Testing Level Result	Progress
S22000034	PIM SKU / Item Description 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

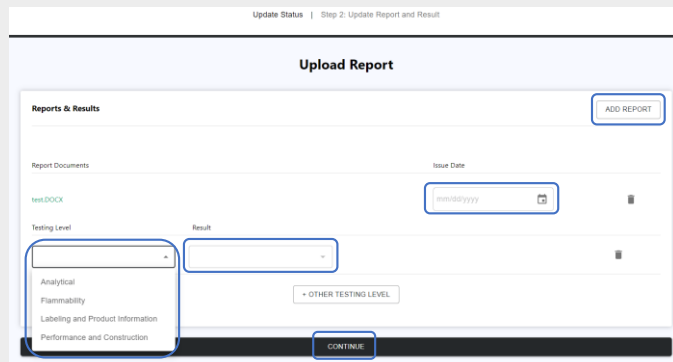
Sample Received

Test In Progress

Test In Progress - Update Result & Reports

Completed

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



Upload Report | Step 2: Update Report and Result

Upload Report

Reports & Results

ADD REPORT

Report Documents

Issue Date

test.DOCX

Testing Level

Result

ANALYTICAL

FLAMMABILITY

Labeling and Product Information

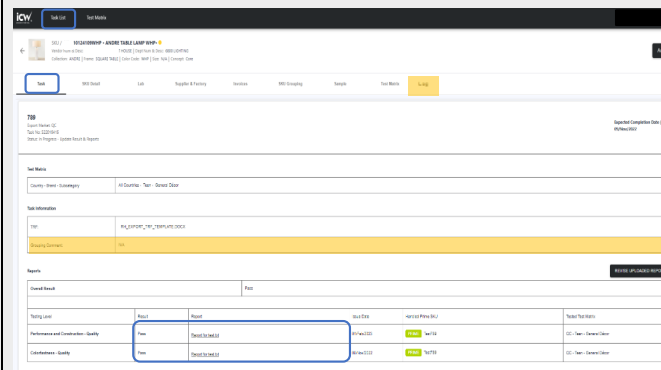
Performance and Construction

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

Issue Date

mm/dd/yyyy

Test Matrix

Quantity Item Category

Test Information

Test

Test Results

Test Level

Result

Test Date

Test Matrix

Performance and Construction - Quality

Test

Result

Test Date

Test Matrix

Continuation - Quality

Test

Result

Test Date

Test Matrix

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

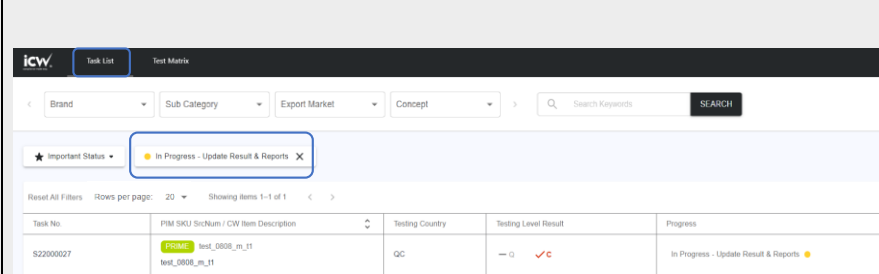
Commented [A15]: 20230217 Updated image to show Grouping Comment

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

8 Update Task Status: Completed

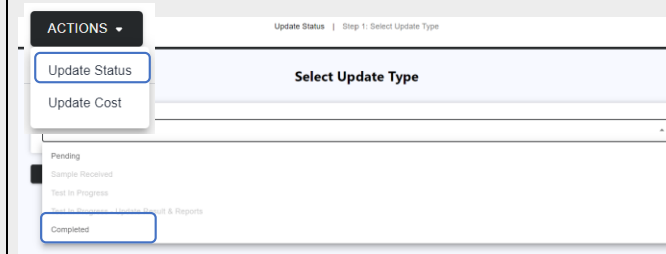
(Task List page)

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



Task 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

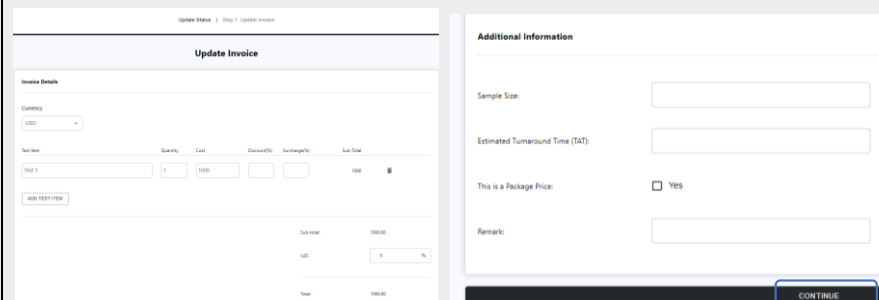
Pending

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

VAT: 5 %

Total: 1050.00

Additional Information

Sample Size:

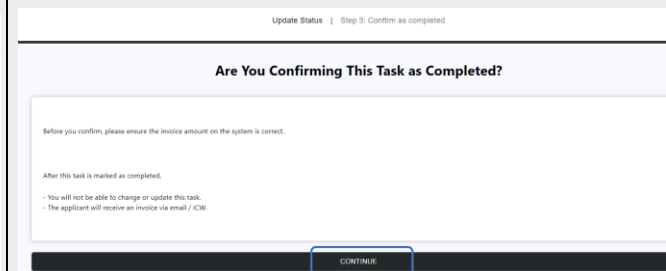
Estimated Turnaround Time (TAT):

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 / ICW.

CONTINUE

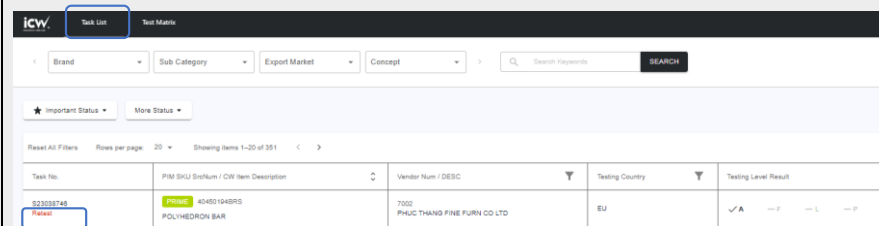
Once the task is completed, RH can make approval.

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.



The screenshot shows the icwv Task List interface. At the top, there are tabs for 'Task List' and 'Test Matrix'. Below the tabs are filters for Brand, Sub Category, Export Market, and Concept, along with a search bar. A table below shows a list of tasks. The first task is highlighted with a red box around the 'Task No.' column, which contains the value '923038748'. The 'Task No.' column also has a 'Retest' label next to it. The table has columns for Task No., PIM SKU Set/Num / QW Item Description, Vendor Num / DESC, Testing Country, and Testing Level Result.

Task No.	PIM SKU Set/Num / QW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result
923038748 Retest	404501048RS POLYMERON BAR	7002 PHUC THANG FINE PURN 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.

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

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

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

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

icvw

001 / 001 - Testing 004 - Testing 004 - 001
Vendor Item & Desc: 001 - Testing 004 - 001
Collection: AMARIA HANDMADE WOOD, B. JUTE RUG | Frame: ARVICHAR | Color Code: MSU | Size: TSLR | Concept: Baby & Child

Task

Testing 004
Export Market: US
Task No: 001-001-001
Status: In Progress - Update Result & Reports

Expected Completion Date (ICD): 04/04/2024

Test Matrix

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

Task Information

Task: Rev_EXPORT_TMP_TEMPLATE.DOCX

Revising Comment: N/A

Reports

Revised Uploaded Report

Overall Result: Fail

Testing Level	Result	Report	Issue Date	Reported Prime SKU	Tested Test Matrix
Analytical	Pass	001-001-001-001	21-Feb-2023	001-001-001-001	US - Baby & Child - General Decor
Flammability	Fail	001-001-001-001	21-Feb-2023	001-001-001-001	US - Baby & Child - General Decor
Labeling and Product Information	Not Applicable	001-001-001-001	21-Feb-2023	001-001-001-001	US - Baby & Child - General Decor
Performance and Construction	Information Only	001-001-001-001	21-Feb-2023	001-001-001-001	US - Baby & Child - General Decor

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.

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.

ACTIONS

Update Status

Update Cost

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.

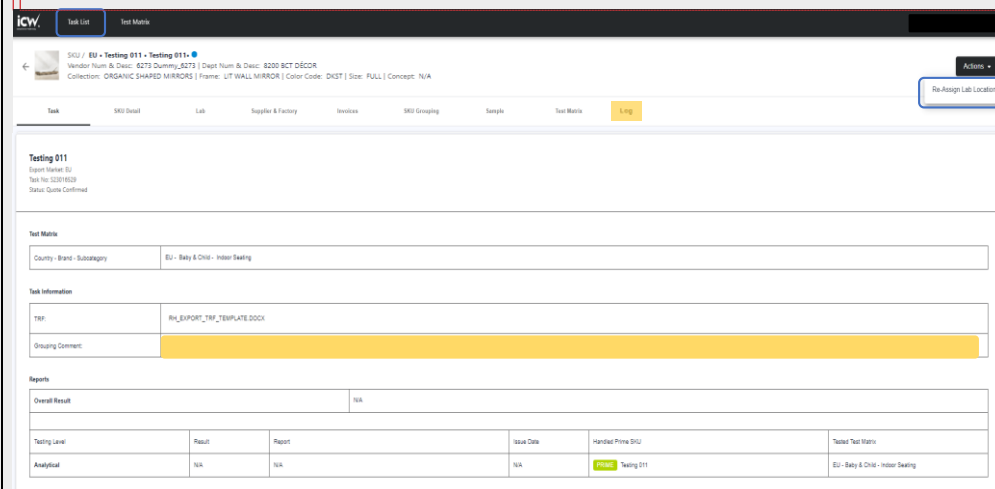
ACTIONS

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. The 'Task List' tab is selected. The task details for 'Testing 011' are displayed. The 'Re-Assign Lab Location' button is highlighted with a blue box. The task details include:

- Task:** Testing 011
- Report Number:** EU
- Task No:** 123456789
- Status:** Quote Confirmed
- Country - Brand - Subcategory:** EU - Baby & Child - Indoor Seating
- Task Information:**
 - TMR:** Rn_EXPORT_TEMPLATE.DOCX
 - Grouping Comment:** [Redacted]
- Reports:**
 - Overall Result:** N/A
 - Testing Level:**

Result	Report	Issue Date	Handled Price (\$U)	Tasked Test Matrix
N/A	N/A	N/A	10000	EU - Baby & Child - Indoor Seating

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 [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)

icwv

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 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.

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.

icwv

Task List

Test Matrix

Test Matrix

Q

Search Keywords

SEARCH

RESET

Test Matrix

ARCHIVED

Rows per page: 20

Showing items 1–20 of 168

<

>

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 [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_TEMPL ATE.docx
--------------	--