

ADMIN USER GUIDE – RH

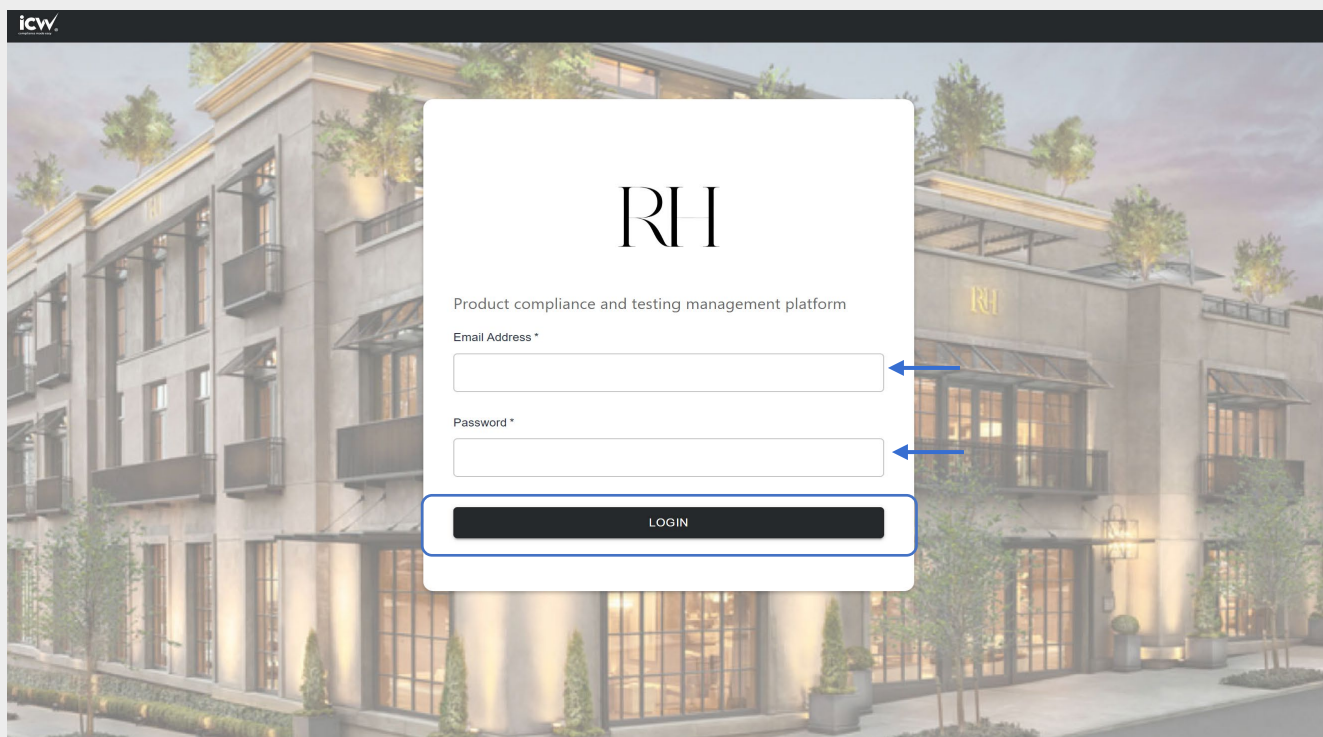
Product Compliance and Testing Management Platform – Admin

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2 Login



Log in to the platform:

<https://admin.rh.icw.io/login>

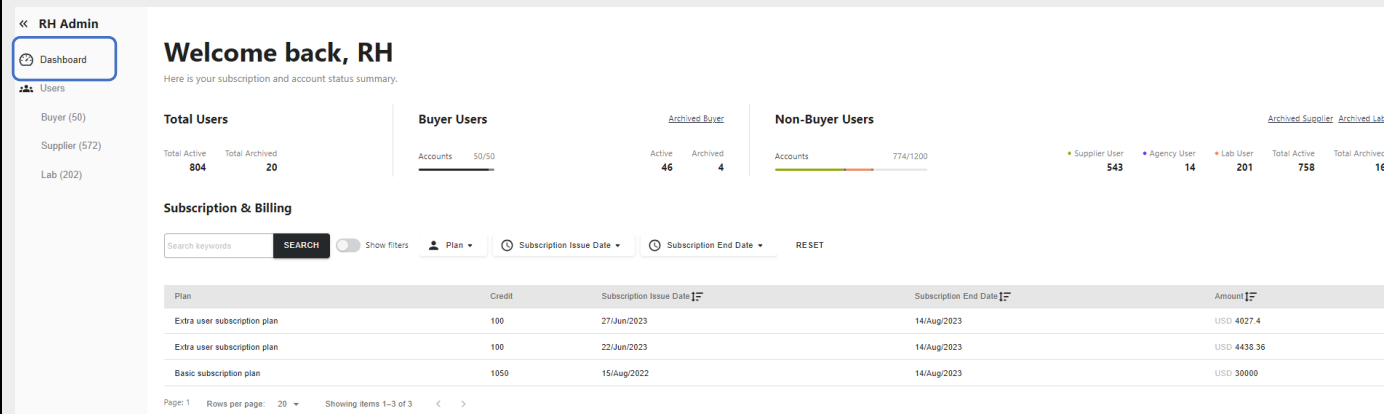
You can now start managing users of RH, agents, vendors, and laboratories.

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

Should you require Admin access right, please send your request to support_rh@icw.io.

3 Dashboard

Select Dashboard



Welcome back, RH
Here is your subscription and account status summary.

Total Users
Total Active: 804, Total Archived: 20

Buyer Users
Accounts: 50/50, Active: 46, Archived: 4

Non-Buyer Users
Accounts: 774/1200, Supplier User: 543, Agency User: 14, Lab User: 201, Total Active: 758, Total Archived: 16

Subscription & Billing

Search keywords: [] SEARCH Show filters: [] Plan: [] Subscription Issue Date: [] Subscription End Date: [] RESET

Plan	Credit	Subscription Issue Date	Subscription End Date	Amount
Extra user subscription plan	100	27/Jun/2023	14/Aug/2023	USD 4927.4
Extra user subscription plan	100	22/Jun/2023	14/Aug/2023	USD 4438.36
Basic subscription plan	1050	15/Aug/2022	14/Aug/2023	USD 30000

Page: 1 Rows per page: 20 Showing items 1-3 of 3

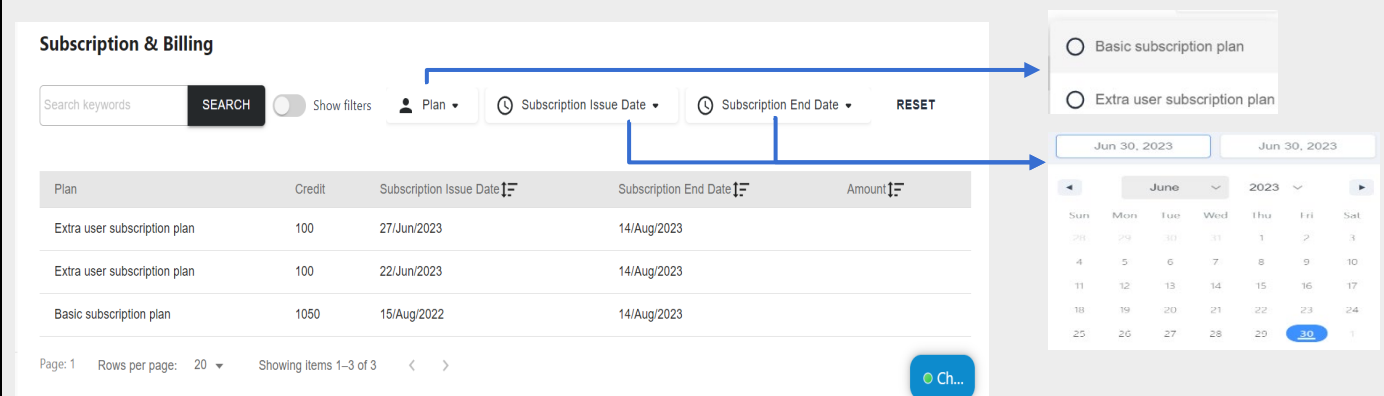
A **Dashboard** shows the subscription and account status summary.

Total users: list Total Active and Total Archived users, composed of Buyer and Non-Buyer users.
Buyer users: list RH Active and Archived users.
Non-Buyer users: list Active and Archived users for Supplier, Agency and Lab and lab admin users.

Notes:

- Active user:** user who has access to the platform for current subscription period.
- Archived user:** user without access to the platform in current subscription period.
- Archived Buyer:** all the archived RH users.
- Archived Supplier:** all the archived Supplier and Agency users in current subscription period.
- Archived Lab:** all the archived Lab location and admin users in current subscription period.

View Subscription & Billing details. You can apply filter or sorting.



Subscription & Billing

Search keywords: [] SEARCH Show filters: [] Plan: [] Subscription Issue Date: [] Subscription End Date: [] RESET

Plan	Credit	Subscription Issue Date	Subscription End Date	Amount
Extra user subscription plan	100	27/Jun/2023	14/Aug/2023	
Extra user subscription plan	100	22/Jun/2023	14/Aug/2023	
Basic subscription plan	1050	15/Aug/2022	14/Aug/2023	

Page: 1 Rows per page: 20 Showing items 1-3 of 3

Calendar overlay: June 2023, 30th selected.

Subscription & Billing shows the basic subscription plan and extra user subscription plan.

Notes:

- Basic subscription plan:** list the annual basic subscription fee by subscription period (covering 50 buyer user accounts and 1000 non-buyer user accounts. Additional buyer user accounts will count towards non-buyer user accounts limit).
- Extra user subscription plan:** list the subscription fee in pro-rata by subscription period, for each additional 100 user accounts.

4 Buyer User Account Maintenance

4.1 Buyer: Users Overview

An overview of all the active and archived buyer user accounts.

Notes:

- You can search the buyer user by login name or login email address using the **search keywords** bar.
- You can use table search, filter, and sorting function. You can reset or remove the setting that you have applied.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Search keywords
 SEARCH
 Hide filters
 Created Date
 Archived Date
 RESET

Sort By: User Name X

<input type="checkbox"/>	User Name	Login Email	Role	Status	Created Date	Archived Date	Updated Date	Valid Date	Departments
<input type="checkbox"/>	Alisa Cunningham	alisac@rh.com	Quality	Archived	26/Oct/2022	17/Jul/2023	19/Dec/2022	14/Aug/2023	1200 WINDOW HW & C... 4
<input type="checkbox"/>	Anthony Yuen	ayuen@rh.com	Quality	Active	26/Oct/2022	N/A	19/Dec/2022	14/Aug/2023	5700 Fabric & leat... 1
<input type="checkbox"/>	Bennie Zhong	bzhong@rh.com	Compliance	Active	14/Mar/2023	N/A	14/Mar/2023	14/Aug/2023	4200 GARDEN & ACCE... 4
<input type="checkbox"/>	Benny Putra	bputra@rh.com	Quality	Active	21/Jun/2023	N/A	21/Jun/2023	14/Aug/2023	6400 OUTDOOR FURNI... 4
<input type="checkbox"/>	Bill Lin	blin@rh.com	Quality	Active	26/Oct/2022	N/A	21/Jun/2023	14/Aug/2023	6400 OUTDOOR FURNI... 4
<input type="checkbox"/>	Brian Chia	bchia@rh.com	Quality	Active	26/Oct/2022	N/A	07/Jul/2023	14/Aug/2023	6200 DINING TABLES 4
<input type="checkbox"/>	Callie Mandrell	cmandrell@rh.com	Compliance	Active	26/Oct/2022	N/A	30/May/2023	14/Aug/2023	1500 FLOOR COVERINGS 2

4.2 Buyer: Create Users

Select Buyer > Create

<< RH Admin

Dashboard

Users

Buyer (50)

Buyer

Search keywords

SEARCH

Hide filters

Created Date

Archived Date

RESET

+ CREATE

Input User Info and Access Right

Create Buyer

Access Right

Role *

Select role

Compliance

Compliance Main

Quality

Quality Main

User Info

Login Email *

Enter login email

User Name *

Enter user name

Notification Email *

Enter notification email

Access Right

Role *

Select role

Department

User will get email notification from the select department.

+ SELECT DEPARTMENT

Select at least one department that you wanted to add to this buyer.

CANCEL

CREATE ACCOUNT

Select Department

Search department

1200 WINDOW HWY & COVERINGS

NumID

Department

☒

1200WINDOW HWY & COVERINGS

☐

1400BEDROOM TEXTILES

☐

1500FLOOR COVERINGS

☐

1600PILLOWS THROWS & SEASONAL

CANCEL

SAVE

Role Description

Compliance

Right to approve both compliance & quality task
Edit right of test matrix module

Compliance Main

Right to approve both compliance & quality task
Edit & Approve right of test matrix module

Quality

Right to approve quality task

Quality Main

Right to approve quality task
Edit right of quality test item

Cannot Find The Department?

The department may not exist, you may create this user for first, then go to user detail to add the department.

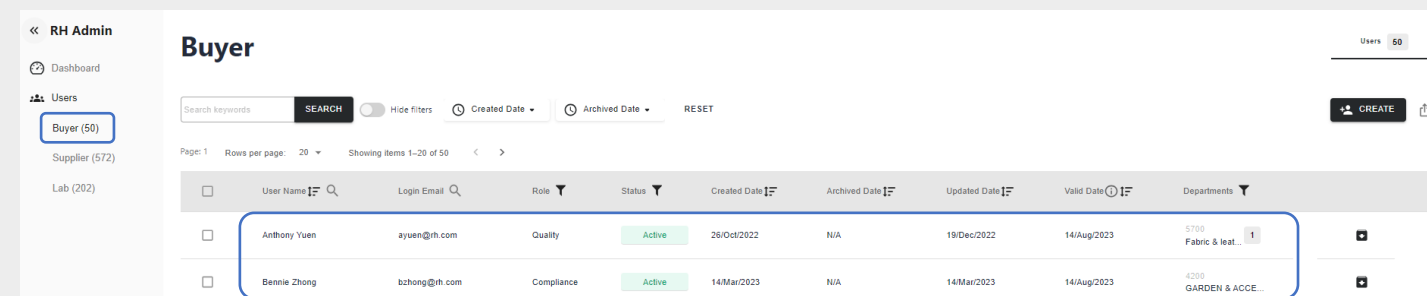
OKAY

Notes:

- There are four Access Right for Buyer user which is Compliance / Compliance Main / Quality /Quality Main, refer to **Role description** for details.
- You will receive email notifications for your selected departments.
- Select department is optional, if the buyer user doesn't need to handle any department, please leave it as blank.
- Should you require to add a new department, please send your request to support_rh@icw.io.
- After an account is created, a system notification email with re-set password link will be sent to the user to activate the account.

4.3 Buyer: Edit Users

Click onto the buyer user profile



Buyer

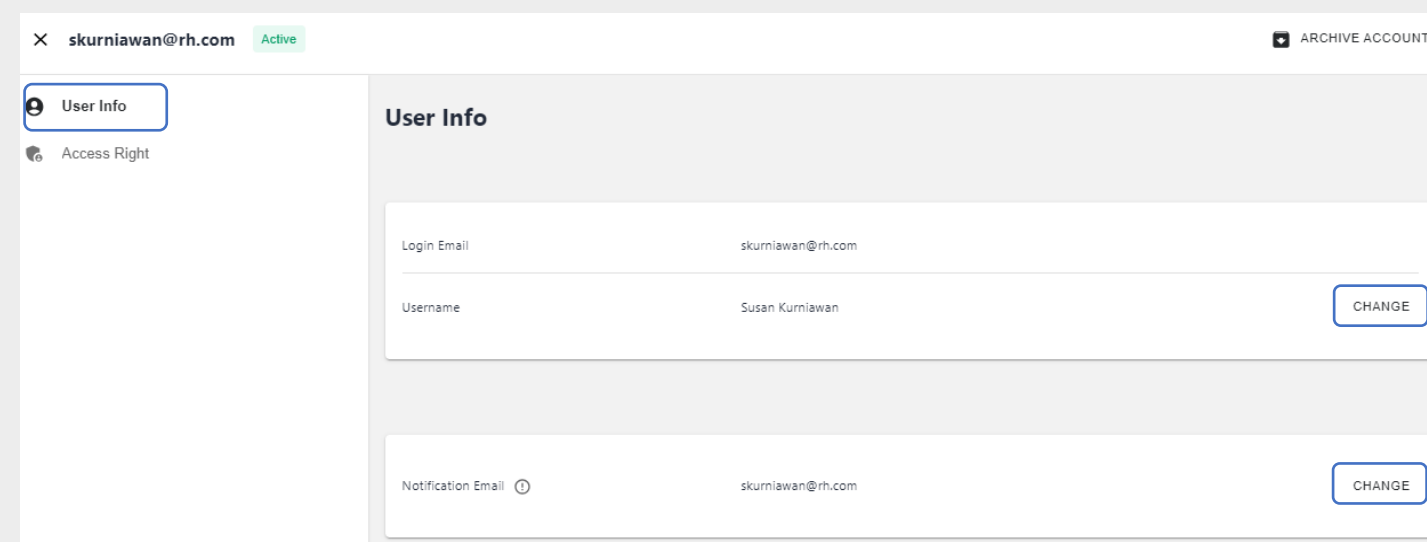
Users 60

Search keywords **SEARCH** Hide filters Created Date Archived Date RESET

Page: 1 Rows per page: 20 Showing items 1-20 of 50

	User Name	Login Email	Role	Status	Created Date	Archived Date	Updated Date	Valid Date	Departments
<input type="checkbox"/>	Anthony Yuen	ayuen@rh.com	Quality	Active	26/Oct/2022	N/A	19/Dec/2022	14/Aug/2023	5706 Fabric & leat... 1
<input type="checkbox"/>	Bennie Zhong	bzhong@rh.com	Compliance	Active	14/Mar/2023	N/A	14/Mar/2023	14/Aug/2023	4256 GARDEN & ACCE...

User info > Select **CHANGE** to update Username or Notification Email.



User Info

skurniawan@rh.com Active ARCHIVE ACCOUNT

User Info

Login Email skurniawan@rh.com

Username Susan Kurniawan **CHANGE**

Notification Email skurniawan@rh.com **CHANGE**

Notes:

- Once a user account is created, you cannot change the Login Email.
- Notification email is the email for receiving notifications.

Access Right > Select **CHANGE** to update user role. Select **+ ADD DEPARTMENT** or **remove** department.

×

skurniawan@rh.com

Active

ARCHIVE ACCOUNT

User Info

Access Right

Role ⓘ

Compliance Main

CHANGE

Department

+ ADD DEPARTMENT

1500	FLOOR COVERINGS	
2301	HARDWARE	
4000	HOME ACCESSORIES	

Role Description

Compliance

- Right to approve both compliance & quality task
- Edit right of test matrix module

Compliance Main

- Right to approve both compliance & quality task
- Edit & Approve right of test matrix module

Quality

- Right to approve quality task

Quality Main

- Right to approve quality task
- Edit right of quality test item

Select Department

Search keyword

1400 BEDROOM TEXTILES ⓘ

1500 FLOOR COVERINGS ⓘ

Num	Department
<input type="checkbox"/> 1200	WINDOW FRM & COVERINGS
<input checked="" type="checkbox"/> 1400	BEDROOM TEXTILES
<input checked="" type="checkbox"/> 1500	FLOOR COVERINGS
<input type="checkbox"/> 1600	PILLOWS THROWS & SEASONAL

CANCEL

SAVE

Notes:

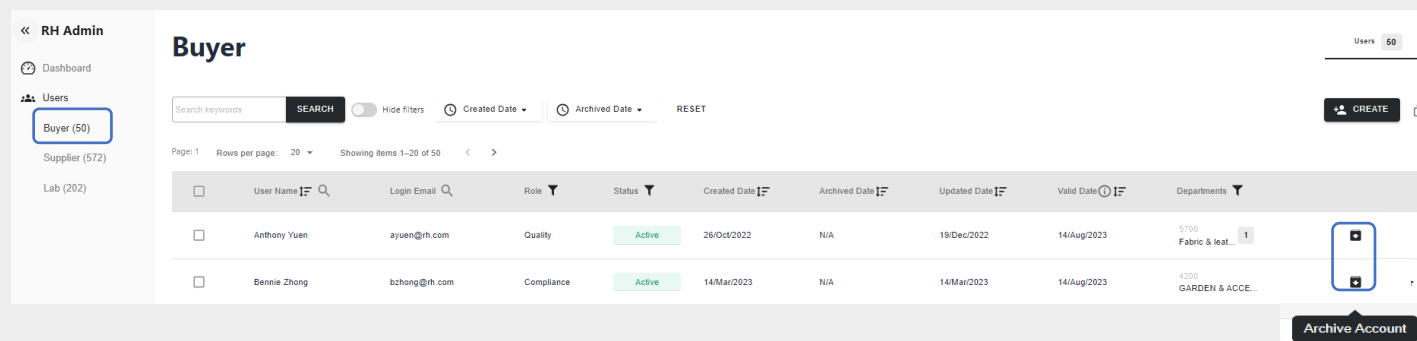
- Should you require to add a new department, please send your request to support_rh@icw.io.

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4.4 Buyer: Archive and Unarchive Users

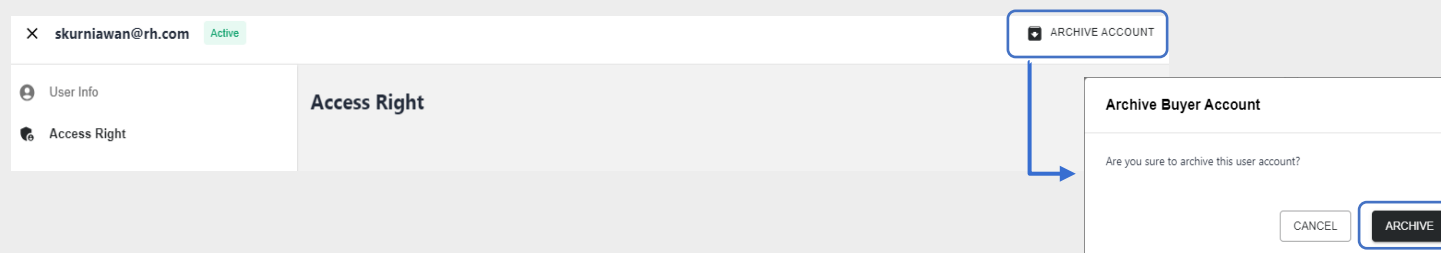
Archive user

Select **Archive Account** from **Buyer>Users** page.



The screenshot shows the 'Buyer' section of the system. On the left, there's a sidebar with 'RH Admin', 'Dashboard', and 'Users'. Under 'Users', 'Buyer (50)' is selected. The main area shows a table of users with columns: User Name, Login Email, Role, Status, Created Date, Archived Date, Updated Date, Valid Date, and Departments. Two users are listed: Anthony Yuen (Quality, Active) and Bennie Zhong (Compliance, Active). The 'Archive Account' button is highlighted for Anthony Yuen.

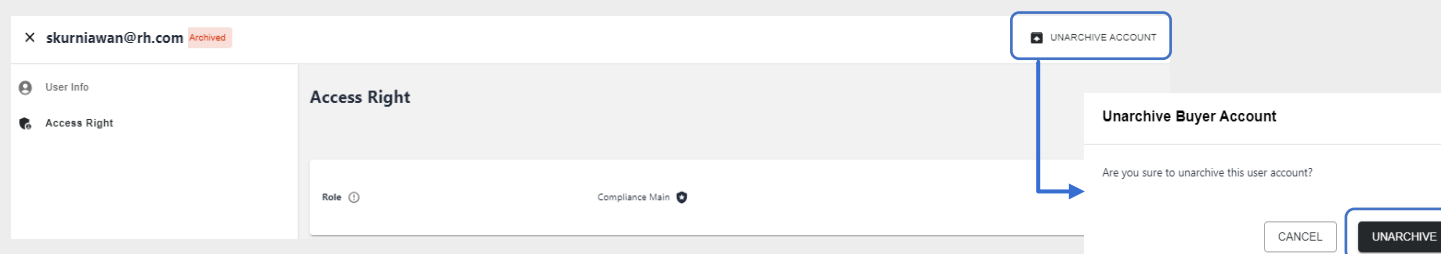
Alternatively, click onto a specific user profile, select **ARCHIVE ACCOUNT**.



The screenshot shows the user profile for 'skurniawan@rh.com' with status 'Active'. The 'Access Right' tab is selected. The 'ARCHIVE ACCOUNT' button is highlighted. A confirmation dialog 'Archive Buyer Account' is shown with the question 'Are you sure to archive this user account?' and 'CANCEL' and 'ARCHIVE' buttons.

Unarchive user

Click onto a specific user profile, select **UNARCHIVE ACCOUNT**.



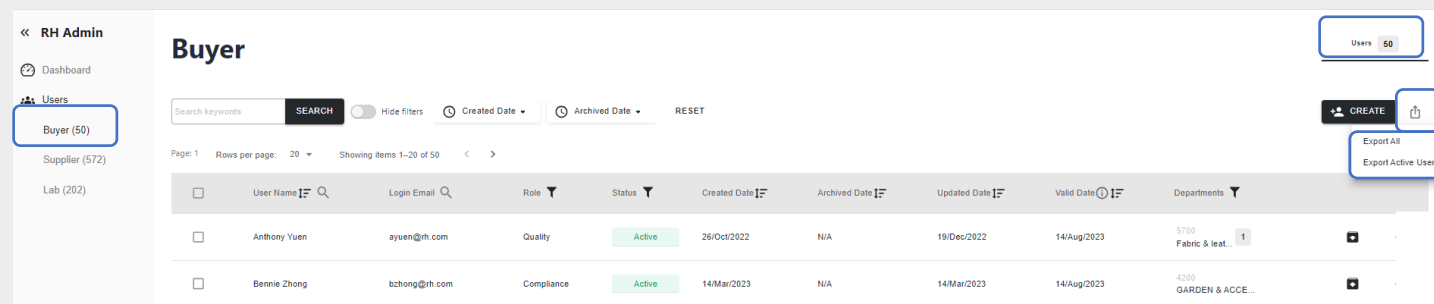
The screenshot shows the user profile for 'skurniawan@rh.com' with status 'Archived'. The 'Access Right' tab is selected. The 'UNARCHIVE ACCOUNT' button is highlighted. A confirmation dialog 'Unarchive Buyer Account' is shown with the question 'Are you sure to unarchive this user account?' and 'CANCEL' and 'UNARCHIVE' buttons.

Notes:

- The archived users will be counted as subscription users within the current subscription period.
- You can archive an active user account. Or you can unarchive an archived user account.
- No notification email will be sent to an archived user.

4.5 Buyer: Export Users

Select Buyer > Export All or Export Active Users



Buyer

Search keywords **SEARCH** ☐ Hide filters Created Date Archived Date **RESET**

Page: 1 Rows per page: 20 Showing items 1-20 of 50

<input type="checkbox"/>	User Name	Login Email	Role	Status	Created Date	Archived Date	Updated Date	Valid Date	Departments
<input type="checkbox"/>	Anthony Yuen	ayuen@rh.com	Quality	Active	26/Oct/2022	N/A	19/Dec/2022	14/Aug/2023	6789 Fabric & leat... 1
<input type="checkbox"/>	Bennie Zhong	bzhong@rh.com	Compliance	Active	14/Mar/2023	N/A	14/Mar/2023	14/Aug/2023	4389 GARDEN & ACCE...

Notes:

Export All: All the buyer users include active and archived users will be exported.

Export Active users: Archived buyer users will be excluded from the export.

5 Supplier and Agency User Account Maintenance

5.1 Supplier and Agency: Companies and Users Overview

An overview of all the active and archived supplier and agency companies.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Supplier

☐ Hide filters

Page: 2 Rows per page: 20 Showing items 21–40 of 77

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
5351 DECO TEXTIL	FLATWORLD	Supplier Company	Active	25/Oct/2022	22/Jun/2023	1
3017 DELTA EXPORTS INTERNATIONAL	FLATWORLD	Supplier Company	Archived	25/Oct/2022	21/Jun/2023	1
SUPPLIER_AGENCY FLATWORLD	FLATWORLD	Agency Company	Active	26/Oct/2022	21/Jun/2023	9

An overview of all the active and archived supplier and agency users.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Supplier

☐ Hide filters

Sort By: Created Date

Page: 1 Rows per page: 20 Showing items 1–20 of 572

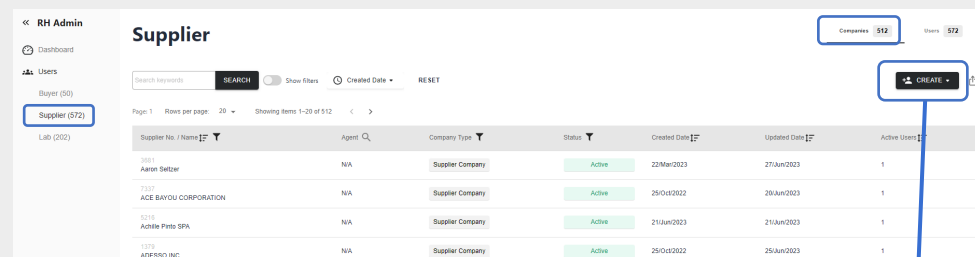
Supplier No. / Name	Login Email	Notification Email	User Name	Agent	User Type	Status	Created Date	Archived Date	Updated Date	Valid Date
5374 LIBECO-LEGAE	compliance@libeco.com	compliance@libeco.com	Compliance	N/A	Supplier User	Active	17/Jul/2023	N/A	17/Jul/2023	14/Aug/2023
7886 Savema SpA	compliance@savema.com	compliance@savema.com	Andrea Lazzarini	N/A	Supplier User	Archived	16/Jul/2023	N/A	16/Jul/2023	14/Aug/2023

Notes:

- You can search the supplier/agency by using the **search keywords** bar.
- You can use table search, filter, and sorting function. You can reset or remove the setting that you have applied.

5.2 Supplier: Create company

Select **Supplier** > On **Companies** page, select **CREATE**, then select **Supplier company**.



Supplier

Search keywords **SEARCH** ☐ Show filters

Page 1 Rows per page: 20 Showing items 1-20 of 912

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
1291 Aaron Seltzer	N/A	Supplier Company	Active	22/Mar/2023	27/Jun/2023	1
7337 ACE BAYOU CORPORATION	N/A	Supplier Company	Active	25/Oct/2022	29/Jun/2023	1
5216 Achille Pinto SPA	N/A	Supplier Company	Active	21/Jun/2023	21/Jun/2023	1
1379 ADESSO INC	N/A	Supplier Company	Active	25/Oct/2022	25/Jun/2023	1

Supplier Company
Agency Company

Input Supplier **Company Info**, link it with Agency (if applicable) and **CREATE USER**.

Company Info

Supplier ID * Enter supplier ID

Supplier Name * Enter supplier name

Sub Supplier ID Enter Supplier ID

Press **enter** to add new tag

Agency Company Select agency company

Cannot find the agent?

Supplier is required to update these information for TRF when 1st login.

Supplier Address
(I) Supplier is required to update these information for TRF when 1st login
 Enter supplier address

Contact Name
(I) Supplier is required to update these information for TRF when 1st login
 Enter contact name

Contact Number
(I) Supplier is required to update these information for TRF when 1st login
 Enter contact number

Contact Email
(I) Supplier is required to update these information for TRF when 1st login
 Enter contact email

Users
Create user for this company.

No user created for this company

Agency Company
Select agency company

FLATWORLD
WAK ASSOCIATES
Sheikh Orientals

Cannot Find The Agent?
The Agency Company may not exist, you may create the Supplier first, and add the Agency linkage later.

Login Email Enter login email

User Name Enter user name

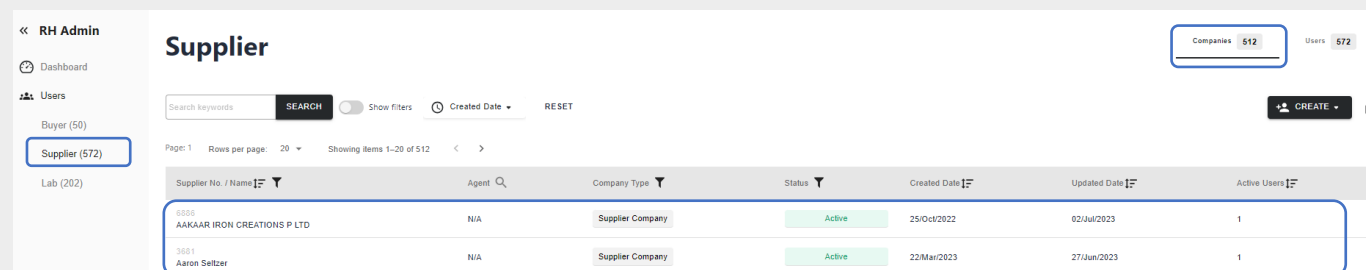
Email Notification ☐ Enter email notifica

Notes:

Sub Supplier ID should be different from Supplier ID.
One Supplier can be linked to one Agency Company only.
Please leave Agency Company blank if Agency linkage is not required.

5.3 Supplier: Edit Users

Select **Supplier** > on **Companies** page, select the Supplier Company that you would like to edit.



Supplier

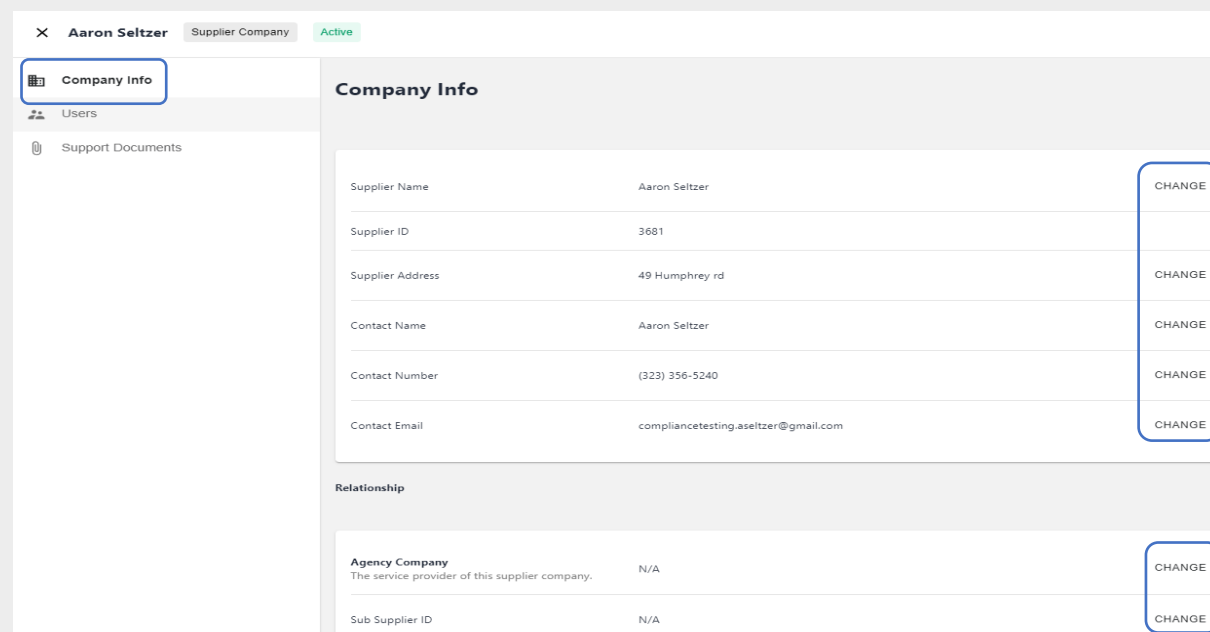
Companies: 512 Users: 572

Search keywords **SEARCH** ☐ Show filters Created Date **RESET** **CREATE**

Page: 1 Rows per page: 20 Showing items 1-20 of 512

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
6858 AAKAAR IRON CREATIONS P LTD	N/A	Supplier Company	Active	25/Oct/2022	02/Jul/2023	1
5681 Aaron Seltzer	N/A	Supplier Company	Active	22/Mar/2023	27/Jun/2023	1

Select **Company info** to change supplier name, supplier contact information, the linked agency company and sub supplier ID.



Aaron Seltzer Supplier Company Active

Company Info

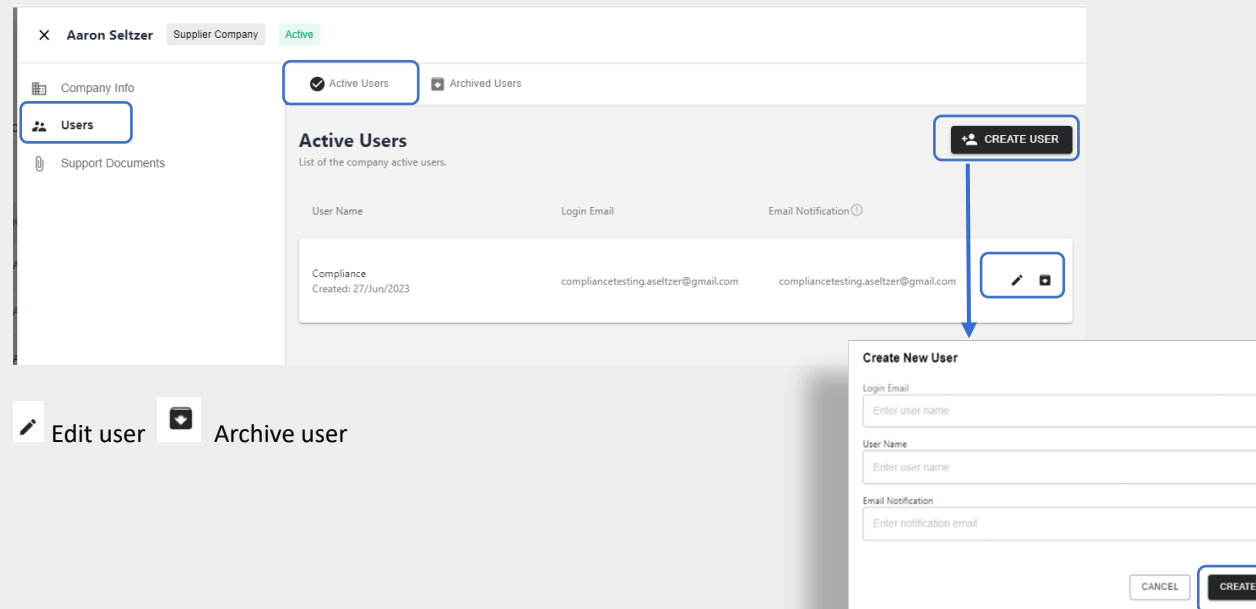
Users Support Documents

Company Info	
Supplier Name	Aaron Seltzer CHANGE
Supplier ID	3681 CHANGE
Supplier Address	49 Humphrey rd CHANGE
Contact Name	Aaron Seltzer CHANGE
Contact Number	(323) 356-5240 CHANGE
Contact Email	compliancetesting.aseltzer@gmail.com CHANGE



Relationship

Agency Company The service provider of this supplier company.	N/A CHANGE
Sub Supplier ID	N/A CHANGE

Select **Users** > On **Active Users** page, Select **CREATE USER**, **Archive** or **Edit** to change the users.



Active Users
List of the company active users.

User Name	Login Email	Email Notification ⓘ	
Compliance Created: 27/Jun/2023	compliancetesting.aseltzer@gmail.com	compliancetesting.aseltzer@gmail.com	 



Create New User

Login Email
Enter user name

User Name
Enter user name

Email Notification
Enter notification email

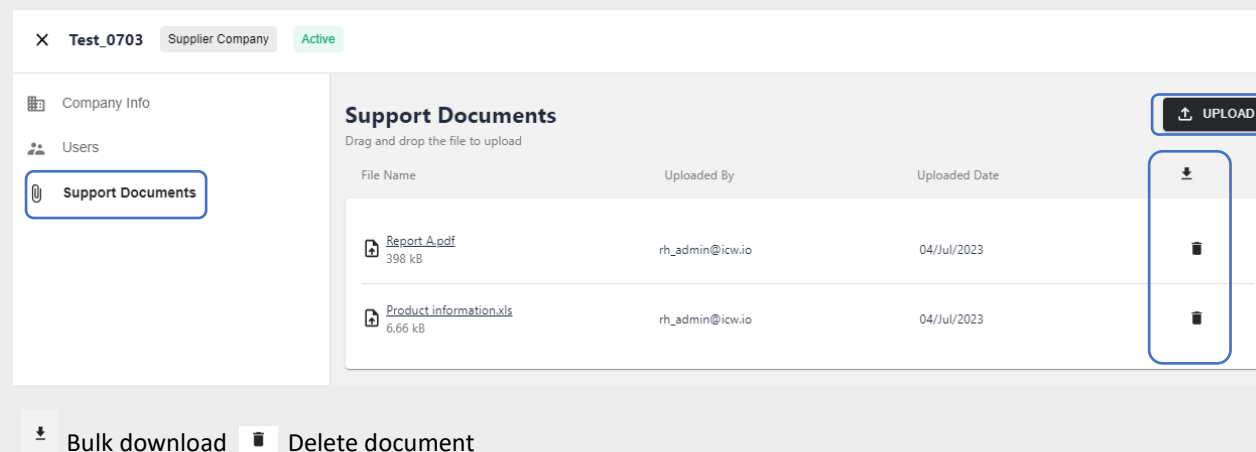
CANCEL **CREATE**

 **Edit user**  **Archive user**






Notes:

When supplier users are listed in the Archived Users list, it is not possible to create users with the same login email address. Please unarchive the user directly.



Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



Support Documents
Drag and drop the file to upload

File Name	Uploaded By	Uploaded Date	
 Report A.pdf 398 kB	rh_admin@icw.io	04/Jul/2023	  
 Product information.xls 6.66 kB	rh_admin@icw.io	04/Jul/2023	

UPLOAD

 **Bulk download**  **Delete document**

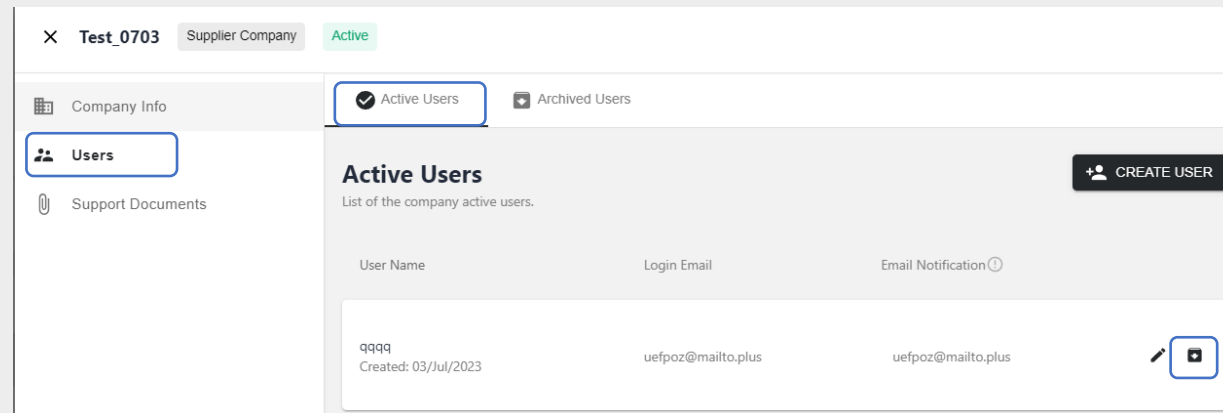
(Continued on next page)

5.4 Supplier: Archive and Unarchive

Select **Supplier** > On **Companies** page, select the Supplier to continue.

Archive User:


Select **Users** > On **Active Users** page, select **Archive**.




Company Info | **Active Users** | Archived Users

Active Users
List of the company active users.

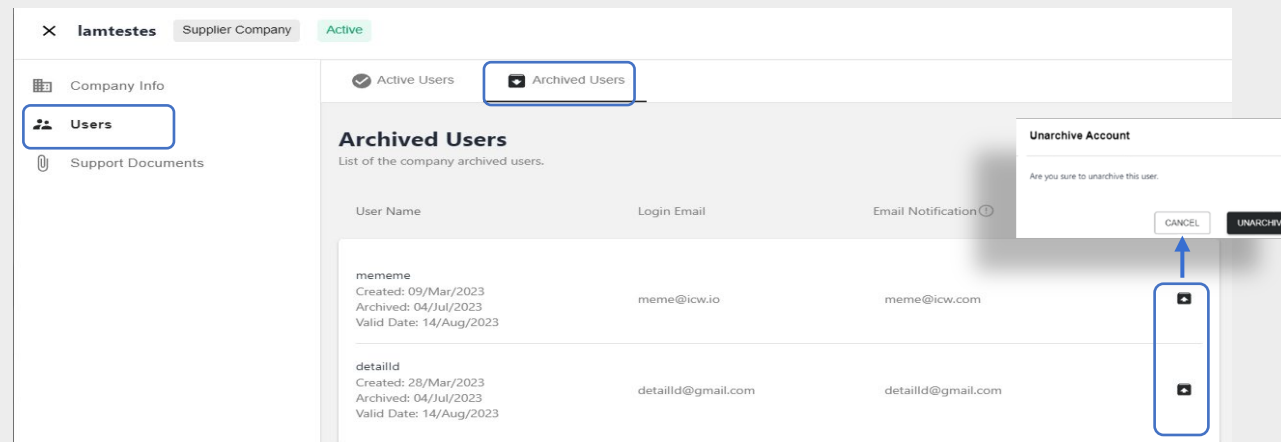
CREATE USER

User Name	Login Email	Email Notification ⓘ	
qqqq Created: 03/Jul/2023	uefpoz@mailto.plus	uefpoz@mailto.plus	

 Archive user

Unarchive User:

Select **Users** > On **Archived Users** page, select **Unarchive**.





Company Info | Active Users | **Archived Users**


Archived Users
List of the company archived users.

Unarchive Account

Are you sure to unarchive this user.

CANCEL UNARCHIVE

User Name	Login Email	Email Notification ⓘ	
mememe Created: 09/Mar/2023 Archived: 04/Jul/2023 Valid Date: 14/Aug/2023	mememe@icw.io	mememe@icw.com	
detailld Created: 28/Mar/2023 Archived: 04/Jul/2023 Valid Date: 14/Aug/2023	detailld@gmail.com	detailld@gmail.com	

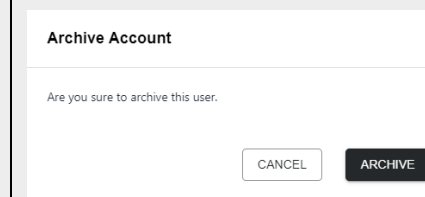
 Unarchive user

Notes:

- The archived users will be counted as subscription users within the current subscription period.
- If the supplier has outstanding tasks, the last supplier user cannot be archived.
- If the supplier does not have any outstanding task, the supplier company will also be deactivated once the last supplier user is archived.
- Create a SKU or Import Monday Feed is workable when supplier is active with active user.

Some tips when archiving Supplier users:

1. More than one existing Supplier users

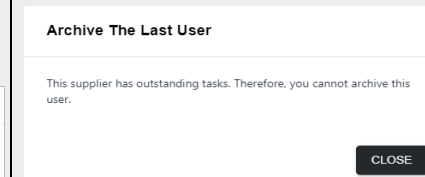


Archive Account

Are you sure to archive this user.

CANCEL ARCHIVE

2. Archive the last Supplier user with outstanding tasks

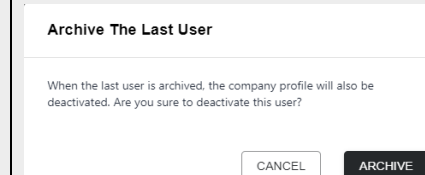


Archive The Last User

This supplier has outstanding tasks. Therefore, you cannot archive this user.

CLOSE

3. Archive the last Supplier user without outstanding task



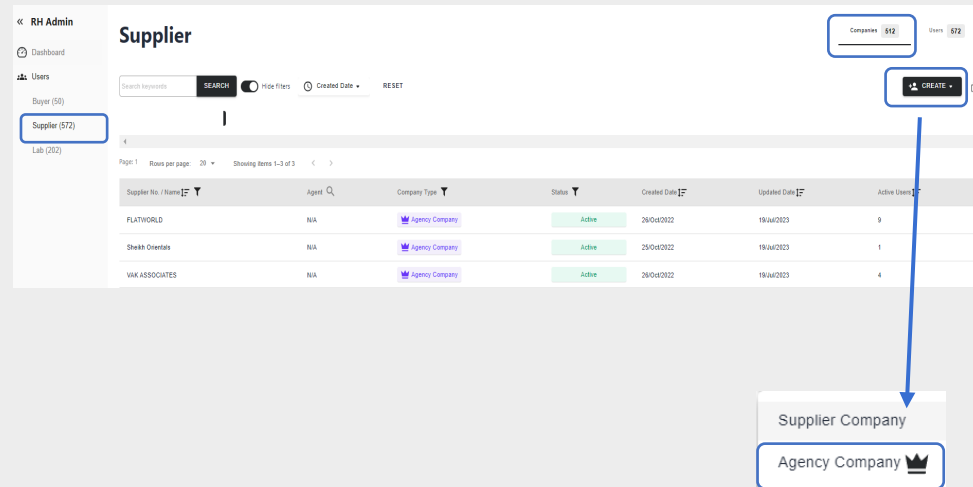
Archive The Last User

When the last user is archived, the company profile will also be deactivated. Are you sure to deactivate this user?

CANCEL ARCHIVE


5.5 Agency: Create Company

Select **Supplier** > On **Companies** page, select **CREATE**, then select **Agency company**.

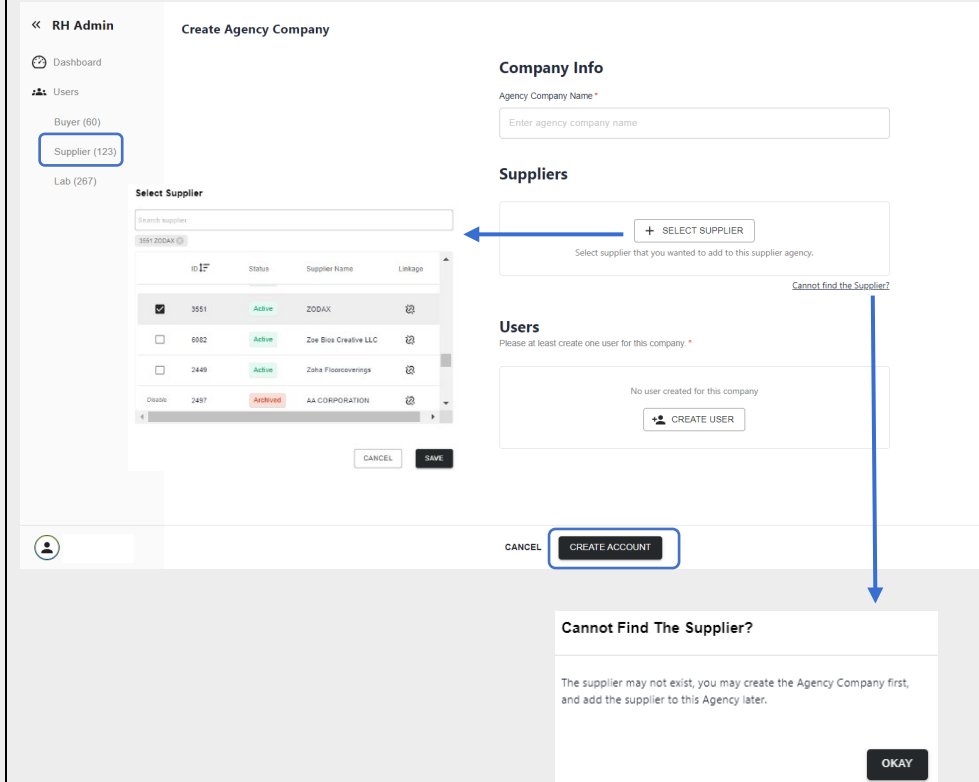


Supplier Companies

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
FLATWORLD	N/A	Agency Company	Active	28/04/2022	19/04/2023	9
Sheikh Orientale	N/A	Agency Company	Active	29/04/2022	19/04/2023	1
VIK ASSOCIATES	N/A	Agency Company	Active	28/04/2022	19/04/2023	4

Supplier Company
Agency Company 

Input Agency **Company Info**, + **SELECT SUPPLIER** to link it with Suppliers and **CREATE USER**.



Create Agency Company

Company Info

Agency Company Name *

Suppliers

+ SELECT SUPPLIER

Select supplier that you wanted to add to this supplier agency.

Cannot find the Supplier?

Users

Please at least create one user for this company. *

CREATE USER

CREATE ACCOUNT

Cannot Find The Supplier?

The supplier may not exist, you may create the Agency Company first, and add the supplier to this Agency later.

OKAY

Notes:

One Supplier can be linked to one Agency Company only.
If the supplier is linked to an existing Agency Company, you cannot link with others.
Please go to the Supplier/Agency profile to change the Agency linkage first.

5.6 Agency: Edit Users

Select **Supplier** > On **Companies** page, select the Agency Company that you would like to edit.

<< RH Admin

Dashboard
Users

Buyer (50)

Supplier (572)
Lab (202)

Supplier

Search keywords

SEARCH

Hide filters

Created Date

RESET

Company Type: Agency Company

CREATE

Page: 1
Rows per page: 20
Showing items 1–3 of 3

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
FLATWORLD	N/A	Agency Company	Active	26/Oct/2022	19/Jul/2023	9
Sheikh Orientals	N/A	Agency Company	Active	25/Oct/2022	19/Jul/2023	1
VAK ASSOCIATES	N/A	Agency Company	Active	26/Oct/2022	19/Jul/2023	4

Select **Company info** to change Agency Company Name.

X FLATWORLD
Agency Company
Active


Company Info
Users
Supplier List
Support Documents

Company Info

Agency Company Name
FLATWORLD

CHANGE

Select **Users** > On **Active Users** page, select **CREATE USER**, **Archive** or **Edit** to change the users.



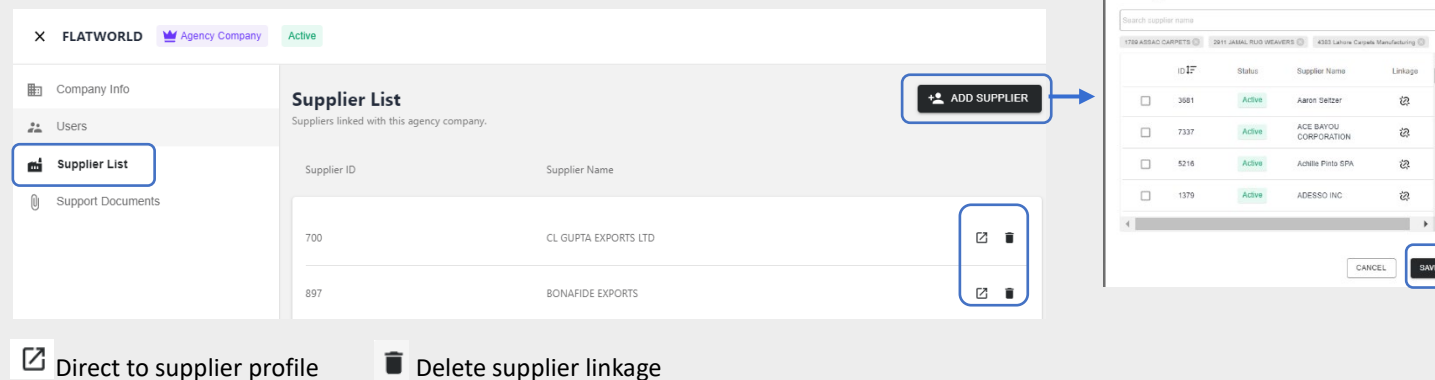
The screenshot shows the 'Active Users' page for 'FLATWORLD' (Agency Company). The left sidebar has 'Users' selected. The main area shows a table of active users with columns: User Name, Login Email, and Email Notification. A user 'Suresh' is listed, created on 25/Oct/2022. Annotations include:

- A blue box around the 'CREATE USER' button in the top right of the table.
- A blue box around the 'Edit user' icon (pencil) in the bottom right of the table.
- A blue box around the 'Archive user' icon (archive symbol) in the bottom right of the table.

 To the right, two modal windows are shown:

- Create New User:** Fields for Login Email, User Name, and Email Notification. Buttons: CANCEL, CREATE.
- Edit User:** Fields for Login Email, User Name, and Email Notification. Buttons: CANCEL, SAVE.

Select **Supplier list** > select **ADD SUPPLIER** or **Delete** to change the supplier linkage.



The screenshot shows the 'Supplier List' page for 'FLATWORLD' (Agency Company). The left sidebar has 'Supplier List' selected. The main area shows a table of suppliers with columns: Supplier ID, Supplier Name, and Linkage. Two suppliers are listed: 'CL GUPTA EXPORTS LTD' (ID 700) and 'BONAFIDE EXPORTS' (ID 897). Annotations include:

- A blue box around the 'ADD SUPPLIER' button in the top right of the table.
- A blue box around the 'Direct to supplier profile' icon (link) in the bottom right of the table.
- A blue box around the 'Delete supplier linkage' icon (trash) in the bottom right of the table.

 To the right, the 'Add Supplier' modal is shown with a search bar and a list of suppliers. The 'SAVE' button is highlighted with a blue box.

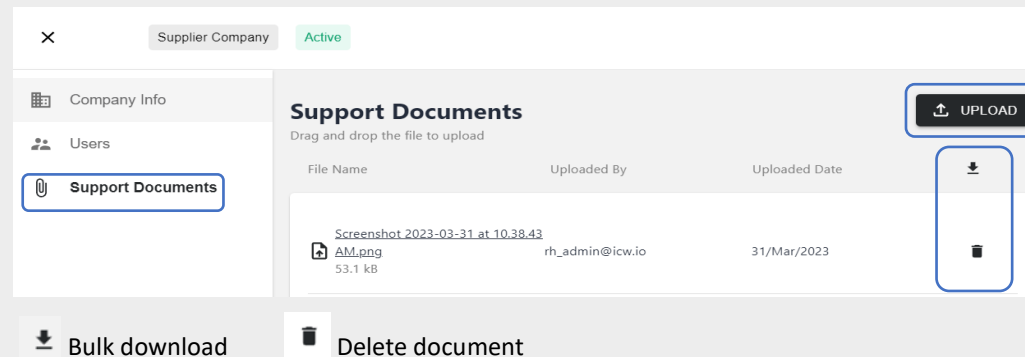
Notes:

Criteria to **Add Supplier** to an Agency:

- The supplier is active with an active user account.
- The supplier is not linked to another Agency Company.

Otherwise, **Disable** will be displayed next to the supplier user in the **Add Supplier** window.

Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



The screenshot shows the 'Support Documents' page for 'Supplier Company' (Active). The left sidebar has 'Support Documents' selected. The main area shows a table of support documents with columns: File Name, Uploaded By, and Uploaded Date. One document is listed: 'Screenshot 2023-03-31 at 10.38.43 AM.png' (53.1 kB), uploaded by 'rh_admin@icw.io' on 31/Mar/2023. Annotations include:

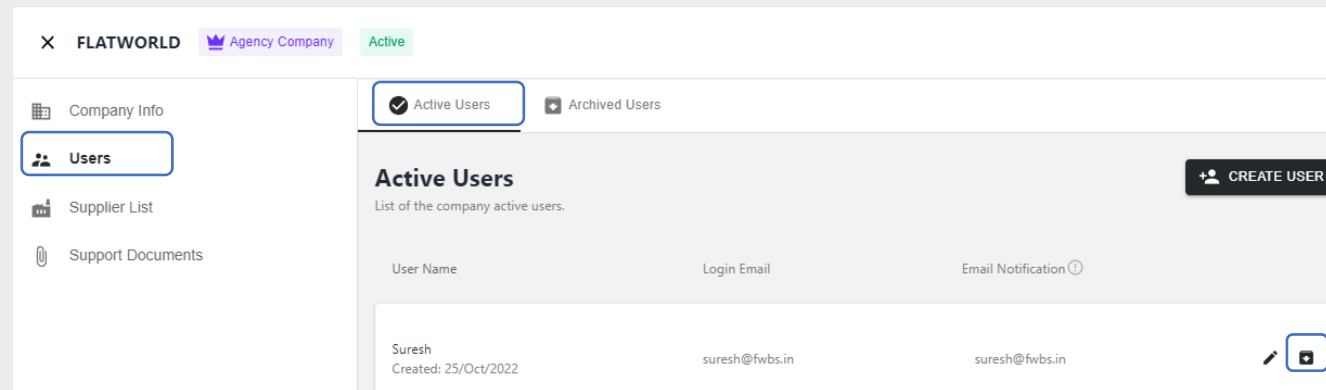
- A blue box around the 'UPLOAD' button in the top right of the table.
- A blue box around the 'Bulk download' icon (download symbol) in the bottom right of the table.
- A blue box around the 'Delete document' icon (trash) in the bottom right of the table.

5.7 Agency: Archive and Unarchive

Select **Supplier** > On **Companies** page, select the Agency to continue.

Archive User:

Select **Users** > On **Active Users** page, select **Archive**.



FLATWORLD Agency Company Active

Company Info

Users

Supplier List

Support Documents

Active Users

List of the company active users.

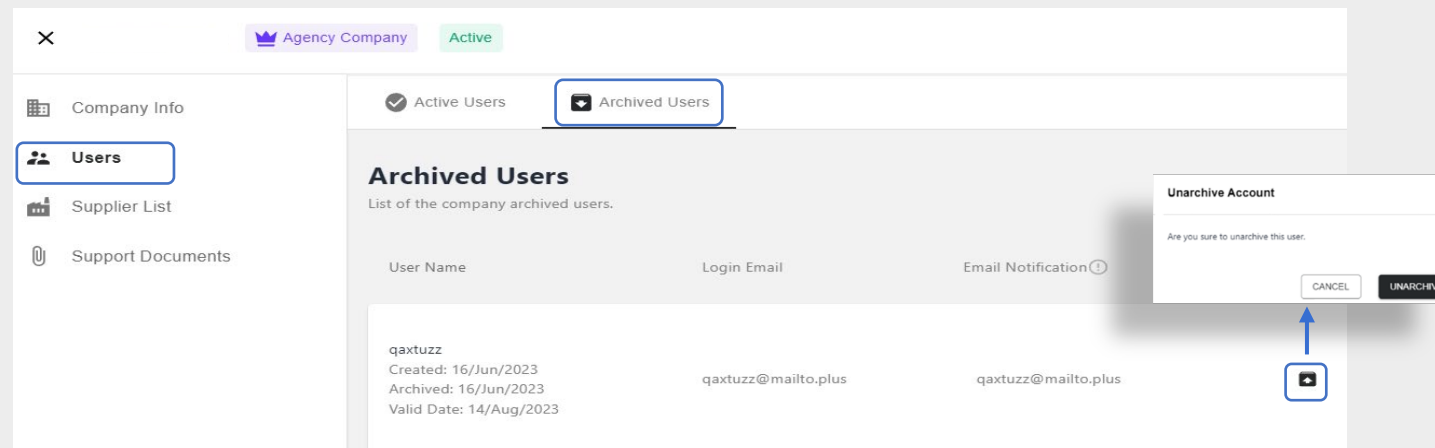
CREATE USER

User Name	Login Email	Email Notification ⓘ
Suresh Created: 25/Oct/2022	suresh@fwbs.in	suresh@fwbs.in

Archive user

Unarchive User:

Select **Users** > On **Archived Users** page, select **Unarchive**.



FLATWORLD Agency Company Active

Company Info

Users

Supplier List

Support Documents

Active Users

Archived Users

List of the company archived users.

User Name	Login Email	Email Notification ⓘ
qaxtuzz Created: 16/Jun/2023 Archived: 16/Jun/2023 Valid Date: 14/Aug/2023	qaxtuzz@mailto.plus	qaxtuzz@mailto.plus

Unarchive Account

Are you sure to unarchive this user.

CANCEL UNARCHIVE

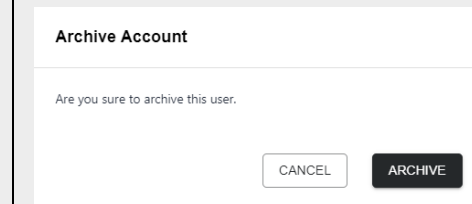
Unarchive user

Notes:

- The archived users will be counted as subscription users within the current subscription period.
- No notification email will be sent to an archived user.

Some tips when archiving Agency users:

1. More than one existing Agency users

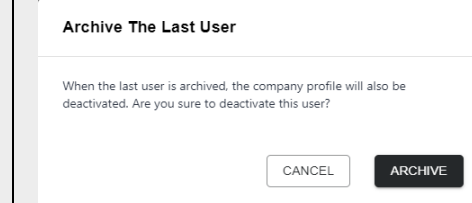


Archive Account

Are you sure to archive this user.

CANCEL ARCHIVE

2. Archive the last Agency user



Archive The Last User

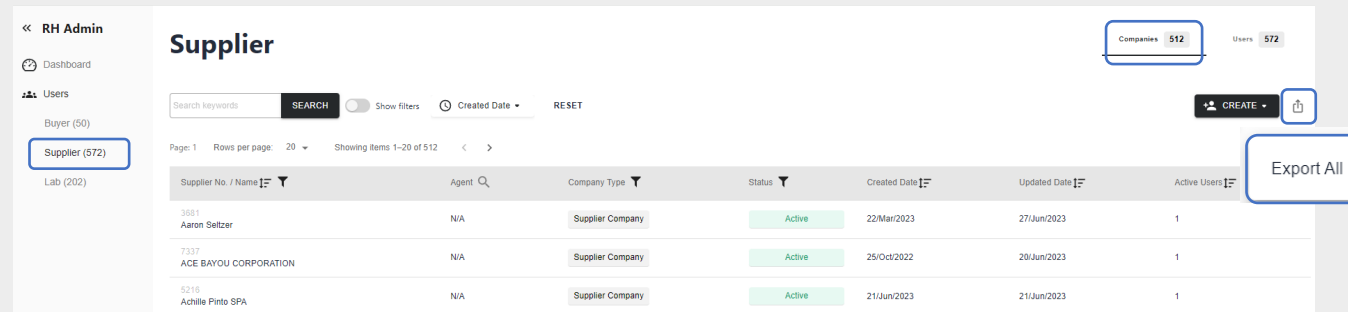
When the last user is archived, the company profile will also be deactivated. Are you sure to deactivate this user?

CANCEL ARCHIVE

5.8 Export Companies and Users

Export Supplier and Agency Company

Select **Supplier** > On **Companies** page, select **Export All**.



Supplier (572)

Companies 512 Users 572

Search keywords SEARCH Show filters Created Date RESET

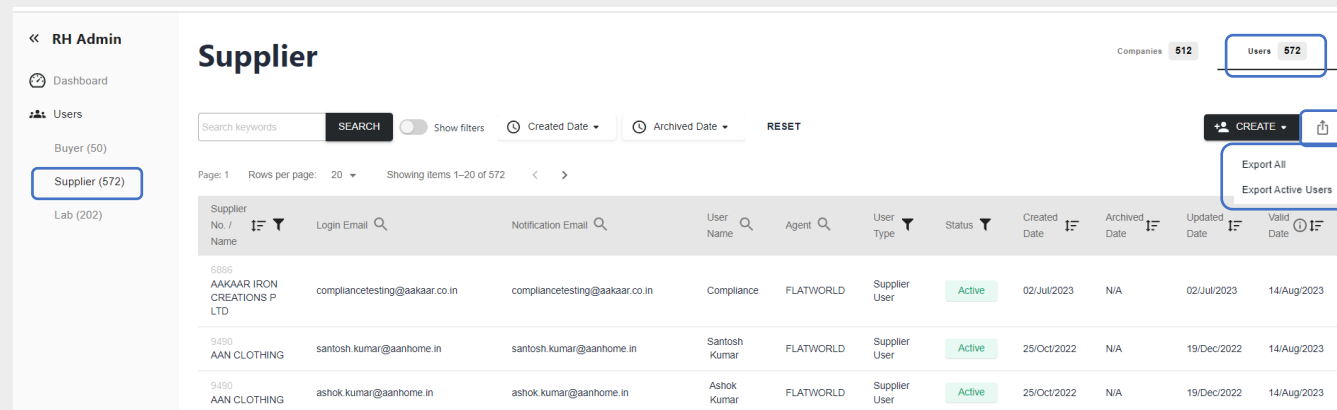
Page: 1 Rows per page: 20 Showing items 1-20 of 512

Supplier No. / Name	Agent	Company Type	Status	Created Date	Updated Date	Active Users
3581 Aaron Seltzer	N/A	Supplier Company	Active	22/Mar/2023	27/Jun/2023	1
7317 ACE BAYOU CORPORATION	N/A	Supplier Company	Active	25/Oct/2022	20/Jun/2023	1
5216 Achille Pinto SPA	N/A	Supplier Company	Active	21/Jun/2023	21/Jun/2023	1

Export All

Export Supplier and Agency Users

Select **Supplier** > On **Users** page, select **Export All** or **Export Active Users**.



Supplier (572)

Companies 512 Users 572

Search keywords SEARCH Show filters Created Date Archived Date RESET

Page: 1 Rows per page: 20 Showing items 1-20 of 572

Supplier No. / Name	Login Email	Notification Email	User Name	Agent	User Type	Status	Created Date	Archived Date	Updated Date	Valid Date
5095 AAKAAR IRON CREATIONS P LTD	compliancetesting@aakaar.co.in	compliancetesting@aakaar.co.in	Compliance	FLATWORLD	Supplier User	Active	02/Jul/2023	N/A	02/Jul/2023	14/Aug/2023
9490 AAN CLOTHING	santosh.kumar@aanhome.in	santosh.kumar@aanhome.in	Santosh Kumar	FLATWORLD	Supplier User	Active	25/Oct/2022	N/A	19/Dec/2022	14/Aug/2023
9490 AAN CLOTHING	ashok.kumar@aanhome.in	ashok.kumar@aanhome.in	Ashok Kumar	FLATWORLD	Supplier User	Active	25/Oct/2022	N/A	19/Dec/2022	14/Aug/2023

Export All
Export Active Users

Notes:

Supplier and Agency Company

- **Companies > Export All:** Both Supplier and Agency company will be exported.

Supplier and Agency Users

- **Users > Export All:** Both active and archive users will be exported.
- **Users > Export Active Users:** Archived users will be excluded from the export.

Export

6 Lab User Account Maintenance

6.1 Lab: Groups, Locations and Users Overview

An overview of all the active Lab Groups.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords

SEARCH

Hide filters

Created Date

RESET

Sort By: Active Users

Page: 1

Rows per page: 20

Showing items 1–12 of 12

Lab Group	Company Type	Updated Date	Created Date	Active Users
TUV SUD	Lab Group	10/Jul/2023	25/Oct/2022	2

CREATE LAB GROUP

An overview of all the active Lab Locations.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords

SEARCH

Show filters

Created Date

RESET

CREATE LAB LOCATION

Lab Group	Lab Location	Company Type	Status	Created Date	Updated Date	Active Users
API LAB TESTING	API LAB TESTING	Lab Location	Active	23/Oct/2022	19/Jul/2023	5

An overview of all the active and archived Lab Location and Lab Admin users.

<< RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords

SEARCH

Show filters

Created Date

Archived Date

RESET

Page: 1

Rows per page: 20

Showing items 1–20 of 202

Lab Group	Lab Location	User Name	User Type	Login Email	Status	Created Date	Archived Date	Updated Date	Valid Date
TUV SUD	TUV SUD Shenzhen	David Zhao	Lab	david.zhao@tuvusd.com	Active	13/Jul/2023	N/A	19/Jul/2023	14/Aug/2023

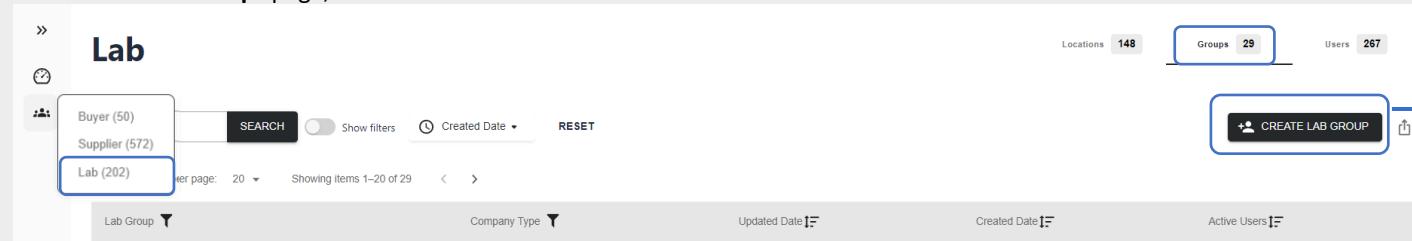
Notes:

- You can search the Lab by using the **search keywords** bar.
- You can use table search, filter, and sorting function. You can reset or remove the setting that you have applied

6.2 Lab: Create Lab Group

Create Lab Group

Select **Lab** > On **Groups** page, select **CREATE LAB GROUP**.



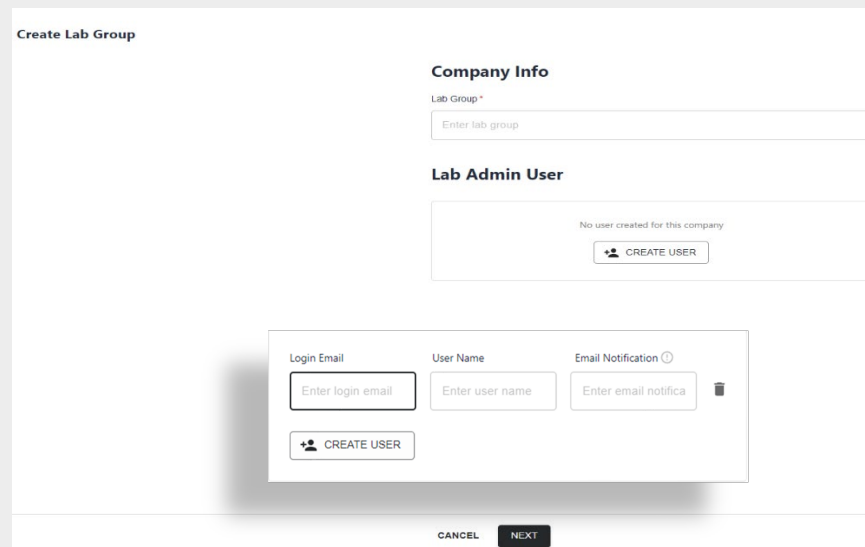
» **Lab** Locations 148 Groups 29 Users 267

Buyer (50) Supplier (572) Lab (202)

SEARCH Show filters Created Date RESET

Lab Group Company Type Updated Date Created Date Active Users

Input **Company Info** and select **CREATE USER** to create Lab Admin User, then select **NEXT**.



Create Lab Group

Company Info

Lab Group *

Enter lab group

Lab Admin User

No user created for this company

CREATE USER

Login Email User Name Email Notification

Enter login email Enter user name Enter email notifica

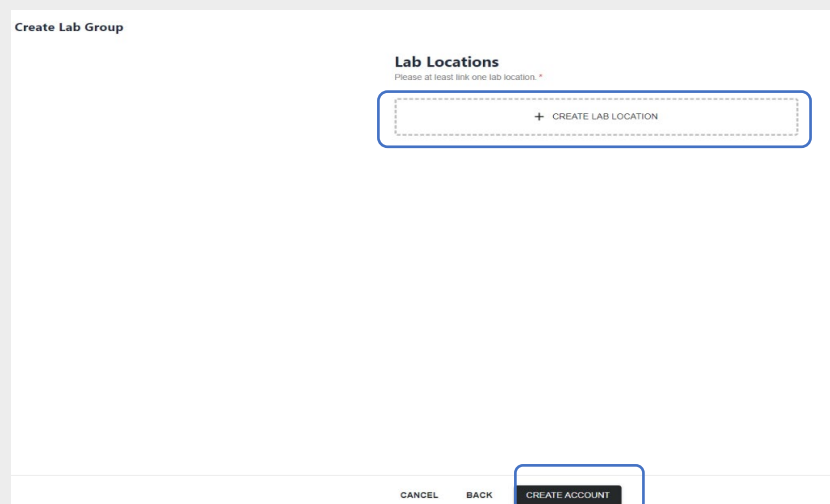
CREATE USER

CANCEL NEXT

Notes:

You can create multiple Lab Admin Users.

Select **+ CREATE LAB LOCATION** to add Lab Location Profile.



Create Lab Group

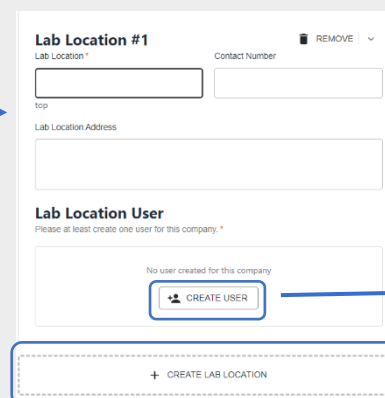
Lab Locations
Please at least link one lab location. *

+ CREATE LAB LOCATION

CANCEL BACK CREATE ACCOUNT

Select **CREATE USER** to add Lab Location users.

Select **+ CREATE LAB LOCATION** to add more Lab Locations under the same Lab Group.



Lab Location #1

Lab Location * Contact Number REMOVE

top

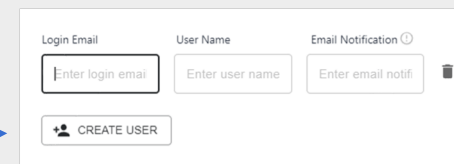
Lab Location Address

Lab Location User
Please at least create one user for this company. *

No user created for this company

+ CREATE USER

+ CREATE LAB LOCATION



Login Email User Name Email Notification

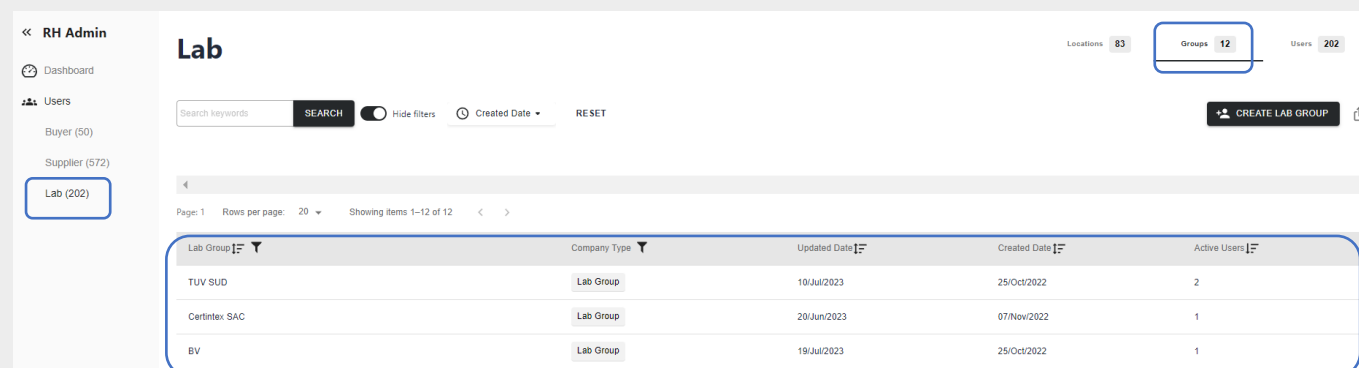
Enter login email Enter user name Enter email noti

+ CREATE USER

Select **CREATE ACCOUNT** to complete the creation.

6.3 Lab: Manage Lab Group

Select **Lab** > On **Groups** page, select a specific lab group to manage the profile.



Lab

Locations 83 Groups 12 Users 202

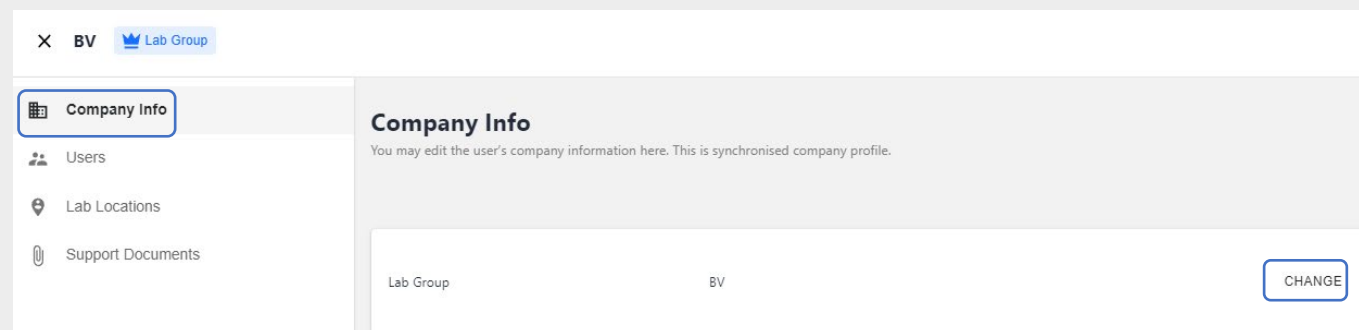
SEARCH Hide filters Created Date RESET

CREATE LAB GROUP

Page: 1 Rows per page: 20 Showing items 1-12 of 12

Lab Group	Company Type	Updated Date	Created Date	Active Users
TUV SUD	Lab Group	10/Jul/2023	25/Oct/2022	2
Certintex SAC	Lab Group	20/Jun/2023	07/Nov/2022	1
BV	Lab Group	19/Jul/2023	25/Oct/2022	1

Select **Company Info** to **CHANGE** Lab Group name.



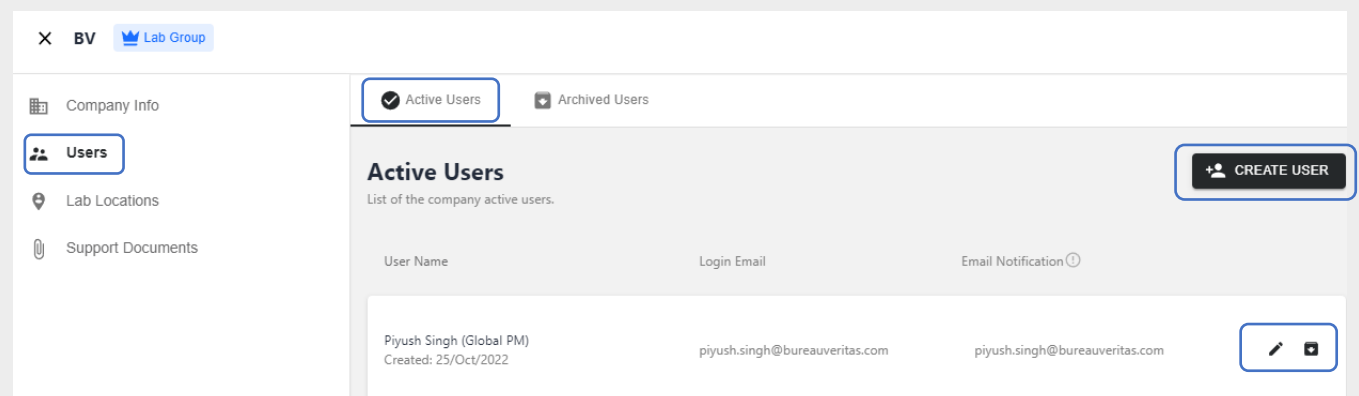
Company Info

You may edit the user's company information here. This is synchronised company profile.

Lab Group BV CHANGE

Select **Users** > On **Active Users** page, select **CREATE USERS** to add new Lab Admin user to an existing Lab Group.

Select **Users** > On **Active Users** page, select **Edit User** to change Lab Admin user details.



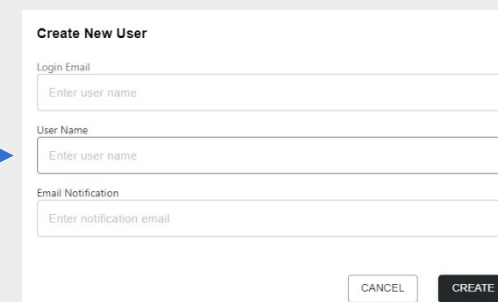
Active Users

List of the company active users.

CREATE USER

User Name	Login Email	Email Notification ⓘ
Piyush Singh (Global PM) Created: 25/Oct/2022	piyush.singh@bureauveritas.com	piyush.singh@bureauveritas.com

Edit user Archive user Bulk download Delete document



Create New User

Login Email
Enter user name

User Name
Enter user name

Email Notification
Enter notification email

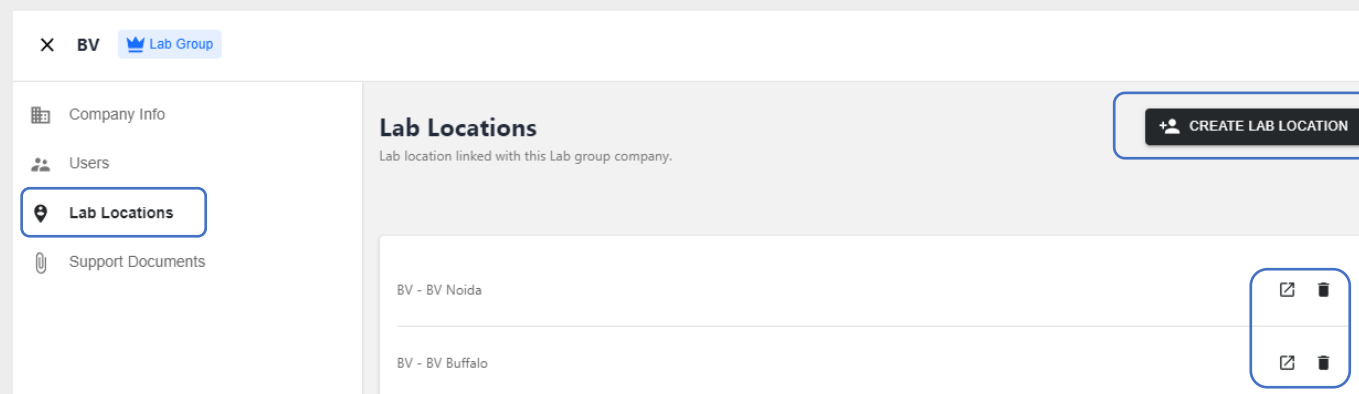
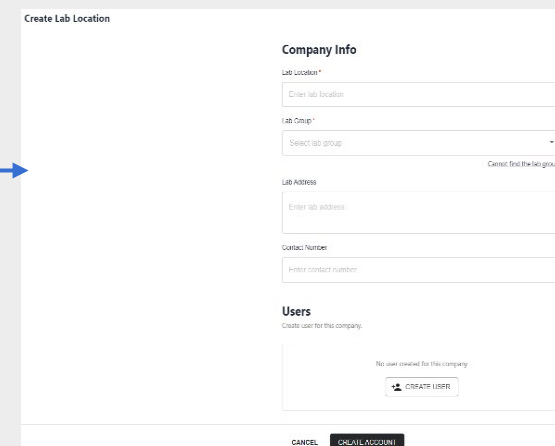
CANCEL CREATE



Select **Lab Locations** > Select **CREATE LAB LOCATION** to create new Lab Location for existing Lab Group.

Select **Lab Locations** > Select **Delete LAB LOCATION** to remove the linkage between existing Lab Location and Lab Group.

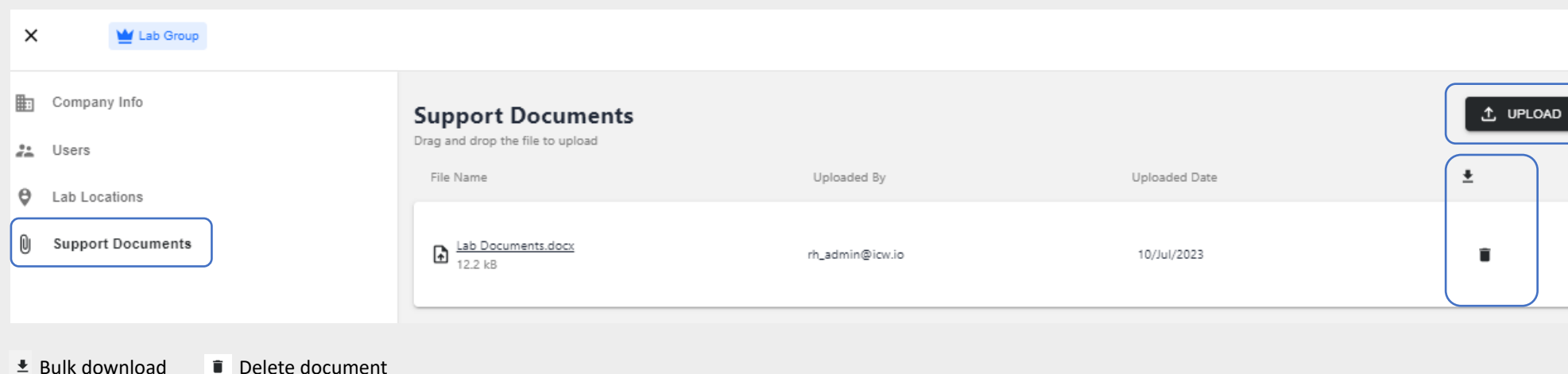
Notes:

Please go back to **Lab > Locations** page to update the Lab Group for that Lab Location, otherwise, it cannot be selected by Supplier during Acknowledge and Quote flow.

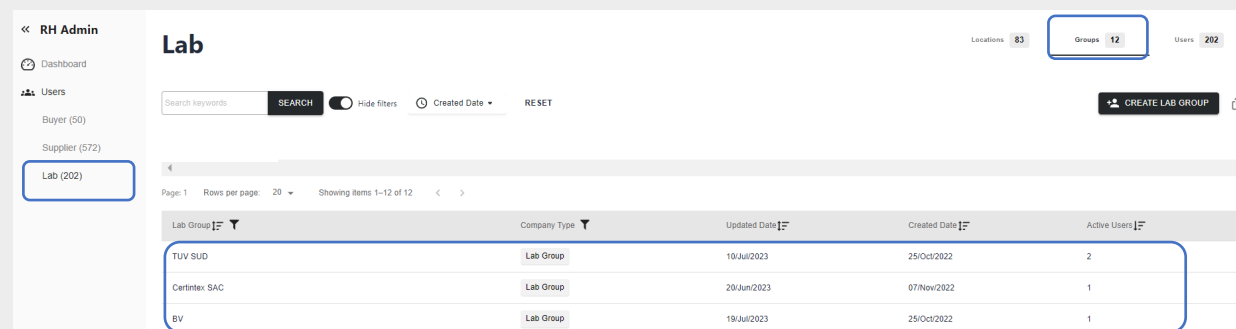
 Direct to lab location profile  Delete lab location linkage

Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



6.4 Lab: Archive and Unarchive Lab Group

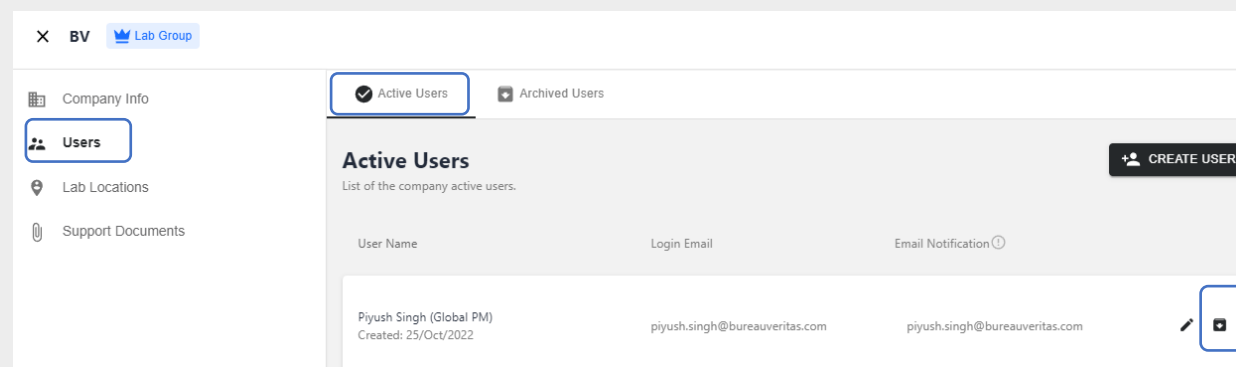
Select **Lab** > On **Groups** page, select the Lab Group to continue.



Lab Group	Company Type	Updated Date	Created Date	Active Users
TUV SUD	Lab Group	10/Jul/2023	25/Oct/2022	2
Certintex SAC	Lab Group	20/Jun/2023	07/Nov/2022	1
BV	Lab Group	19/Jul/2023	25/Oct/2022	1

Archive User

Select **Users** > On **Active Users** page, select **Archive**.

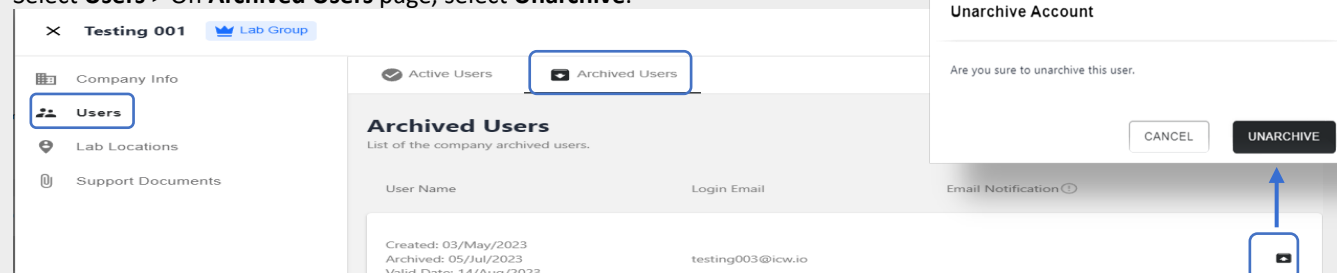


User Name	Login Email	Email Notification
Piyush Singh (Global PM) Created: 25/Oct/2022	piyush.singh@bureauveritas.com	piyush.singh@bureauveritas.com

Archive user  Unarchive user 

Unarchive User

Select **Users** > On **Archived Users** page, select **Unarchive**.



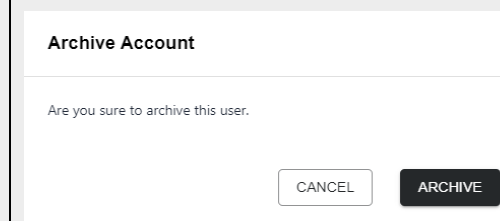
User Name	Login Email	Email Notification
Created: 03/May/2023 Archived: 05/Jul/2023 Valid Date: 14/Aug/2023	testing003@icw.io	

Notes:

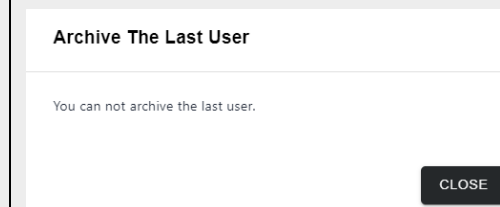
- The archived users will be counted as subscription users within the current subscription period.

Some tips when archiving Lab Admin users:

1. More than one Lab Admin users

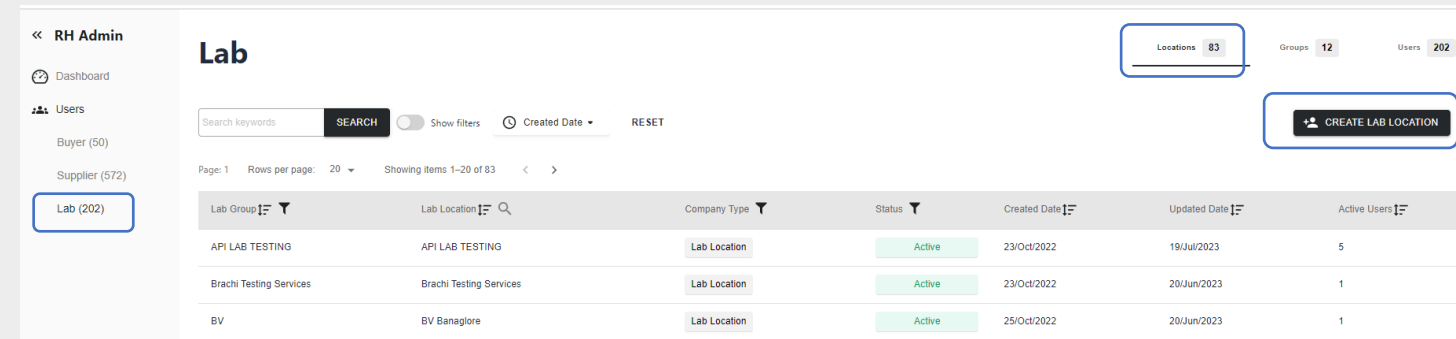


2. Not allow to archive the last Lab Admin user



6.5 Lab: Create Lab Location

Select **Lab** > On **Locations** page, select **CREATE LAB LOCATION** > **CREATE ACCOUNT**



Lab

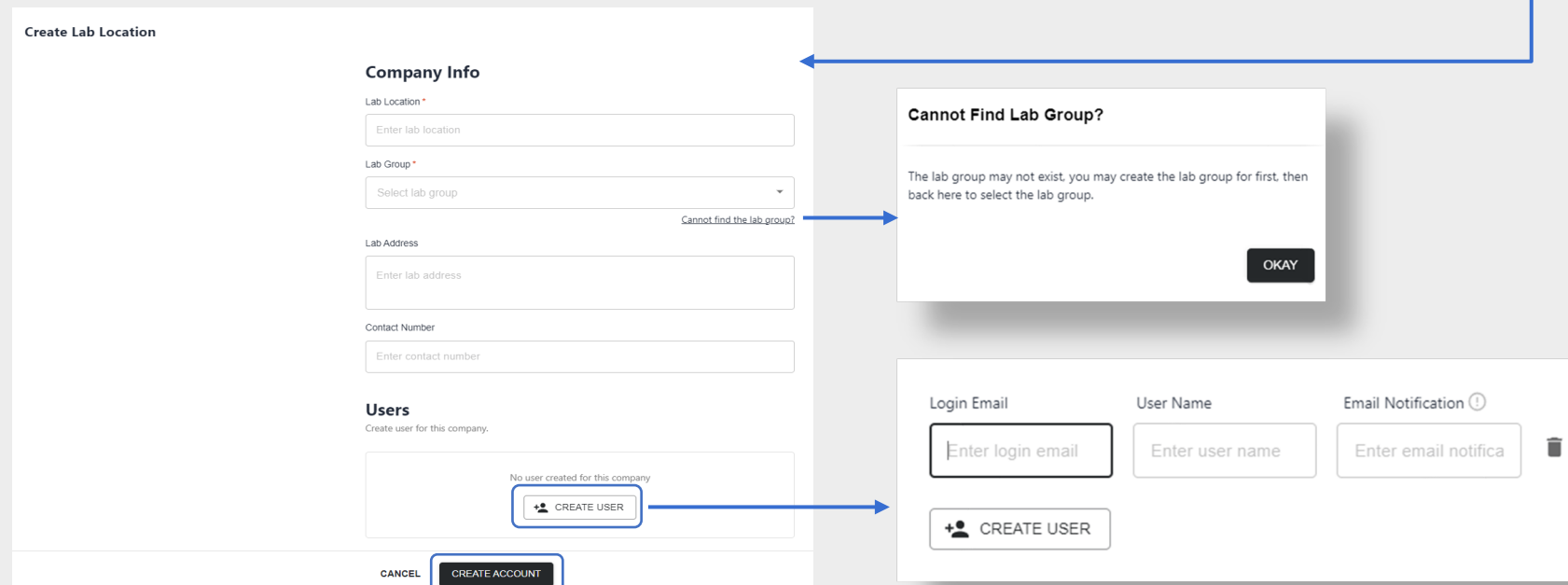
Locations: 83 Groups: 12 Users: 202

Search keywords **SEARCH** ☐ Show filters Created Date **RESET**

Page: 1 Rows per page: 20 Showing items 1-20 of 83

Lab Group	Lab Location	Company Type	Status	Created Date	Updated Date	Active Users
API LAB TESTING	API LAB TESTING	Lab Location	Active	23/Oct/2022	19/Jul/2023	5
Brachi Testing Services	Brachi Testing Services	Lab Location	Active	23/Oct/2022	20/Jun/2023	1
BV	BV Bangalore	Lab Location	Active	25/Oct/2022	20/Jun/2023	1

Input **Company Info** and select **CREATE USER** to create Lab Location User, then select **CREATE ACCOUNT**.



Create Lab Location

Company Info

Lab Location *

Lab Group *

Lab Address

Contact Number

Users

Create user for this company.

No user created for this company

CREATE USER

Cannot Find Lab Group?

The lab group may not exist, you may create the lab group for first, then back here to select the lab group.

OKAY

Login Email

User Name

Email Notification

CREATE USER

CREATE ACCOUNT

6.6 Lab: Manage Lab Location

Select **Lab** > On **Locations** page, select a specific lab location to manage the profile.

<< RH Admin

Dashboard

Users


Buyer (50)

Supplier (572)

Lab (202)

Lab

Locations **83** Groups **12** Users **202**

Search keywords **SEARCH** ☐ Show filters Created Date **RESET** **CREATE LAB LOCATION** 

Page: 1 Rows per page: 20 Showing items 1-20 of 83 < >

Lab Group	Lab Location	Company Type	Status	Created Date	Updated Date	Active Users
API LAB TESTING	API LAB TESTING	Lab Location	Active	23/Oct/2022	21/Jun/2023	5
Brachi Testing Services	Brachi Testing Services	Lab Location	Active	23/Oct/2022	21/Jun/2023	1
BV	BV Banaglore	Lab Location	Active	25/Oct/2022	21/Jun/2023	1

Select **Company Info** to **CHANGE** the Lab Location, Lab Group or contact details.

X BV Banaglore Lab Location **Active**

Company Info

Users

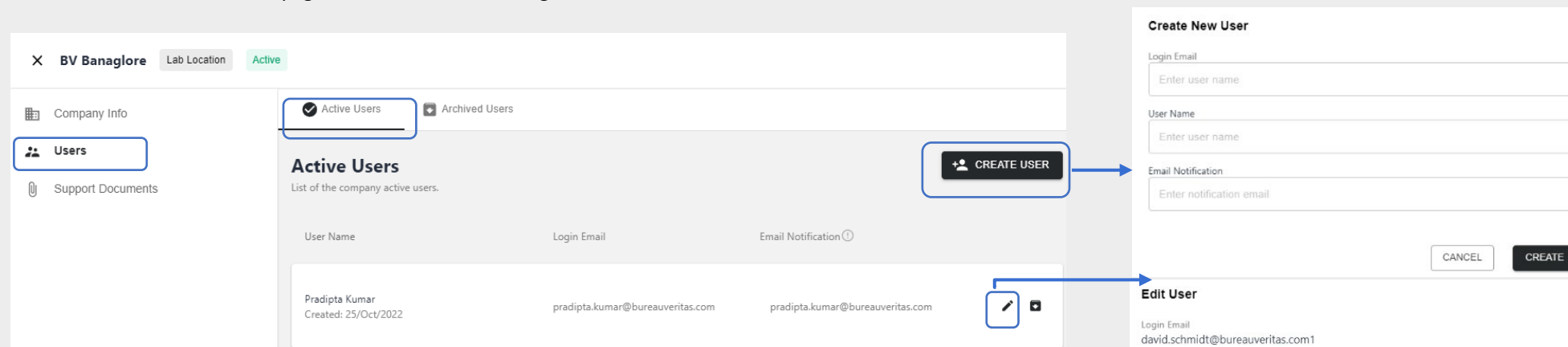
Support Documents

Company Info

You may edit the user's company information here.

Lab Location	BV Banaglore	CHANGE
Lab Group	BV	CHANGE
Contact Number	N/A	CHANGE
Company Address	Bureau Veritas Consumer Products Services (I) Pvt. Ltd. AKR Tech Park, Ground floor, C Block, Survey no 112, Krishna Reddy Ind. Area, 7th Mile Hosur Road, BANGALORE - 560068 Telephone-91-080-40701600	CHANGE

Select **Users** > On **Active Users** page, select **CREATE USER** to add new Lab Location user to an existing Lab Location.
 Select **Users** > On **Active Users** page, select **Edit User** to change Lab Location user details.



The screenshot shows the 'Active Users' page for 'BV Banaglore'. The left sidebar has 'Users' selected. The main area shows a table of active users. A blue box highlights the 'CREATE USER' button, with an arrow pointing to the 'Create New User' form. Another blue box highlights the 'Edit User' icon (pencil) next to a user, with an arrow pointing to the 'Edit User' form.

Active Users
List of the company active users.

User Name	Login Email	Email Notification
Pradipta Kumar Created: 25/Oct/2022	pradipta.kumar@bureauveritas.com	pradipta.kumar@bureauveritas.com

Create New User

Login Email
Enter user name

User Name
Enter user name

Email Notification
Enter notification email

CANCEL CREATE

Edit User

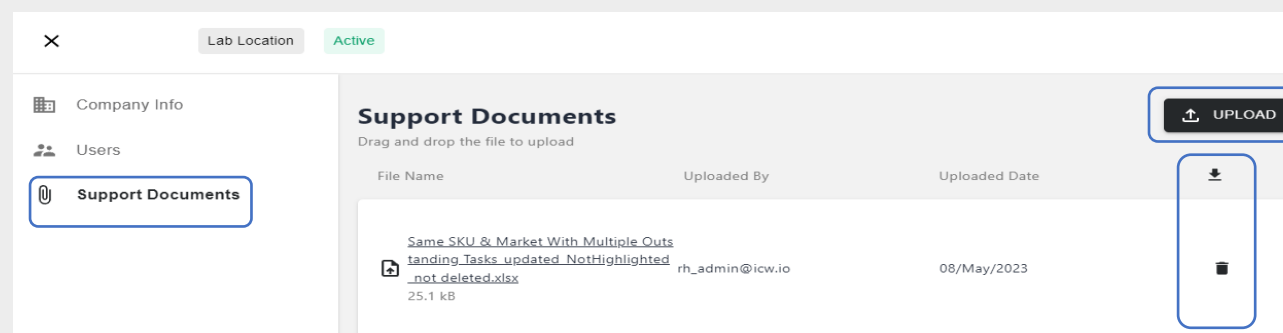
Login Email
david.schmidt@bureauveritas.com1

User Name

Email Notification

CANCEL SAVE

Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



The screenshot shows the 'Support Documents' page for 'BV Banaglore'. The left sidebar has 'Support Documents' selected. The main area shows a table of support documents. A blue box highlights the 'UPLOAD' button. Another blue box highlights a download icon (downward arrow) next to a document.

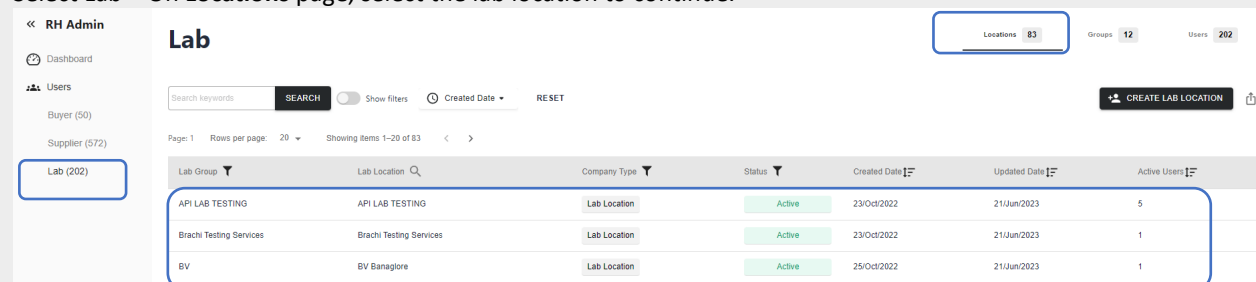
Support Documents
Drag and drop the file to upload

File Name	Uploaded By	Uploaded Date
Same SKU & Market With Multiple Outstanding Tasks updated NotHighlighted not deleted.xlsx 25.1 kB	rh_admin@icw.io	08/May/2023

Edit user Archive user Bulk download Delete document

6.7 Lab: Archive and Unarchive Lab Location

Select Lab > On **Locations** page, select the lab location to continue.



Lab

Locations: 83 Groups: 12 Users: 202

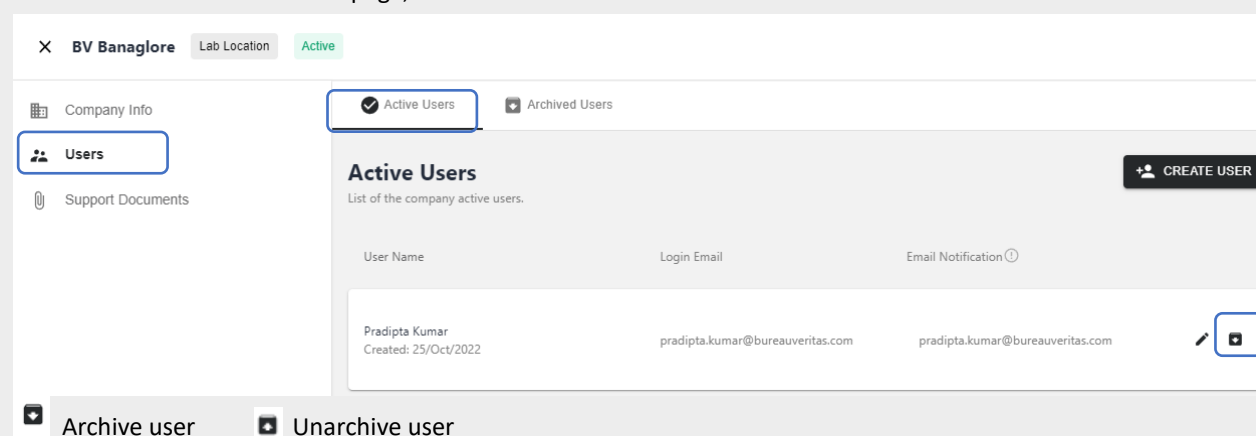
Search keywords: [] Show filters Created Date: [] RESET

Page: 1 Rows per page: 20 Showing items 1-20 of 83

Lab Group	Lab Location	Company Type	Status	Created Date	Updated Date	Active Users
API LAB TESTING	API LAB TESTING	Lab Location	Active	23/Oct/2022	21/Jun/2023	5
Brachi Testing Services	Brachi Testing Services	Lab Location	Active	23/Oct/2022	21/Jun/2023	1
BV	BV Bangalore	Lab Location	Active	25/Oct/2022	21/Jun/2023	1

Archive User

Select Users > On **Active Users** page, select **Archive**.



BV Bangalore Lab Location Active

Company Info Users Support Documents

Active Users
List of the company active users.

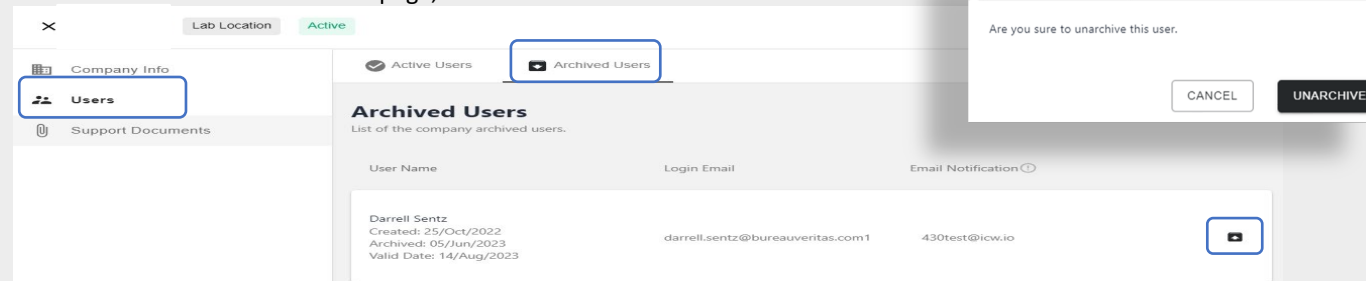
CREATE USER

User Name	Login Email	Email Notification
Pradipta Kumar Created: 25/Oct/2022	pradipta.kumar@bureauveritas.com	pradipta.kumar@bureauveritas.com

Archive user Unarchive user

Unarchive User

Select Users > On **Archived Users** page, select **Unarchive**.



BV Bangalore Lab Location Active

Company Info Users Support Documents

Archived Users
List of the company archived users.

Unarchive Account

Are you sure to unarchive this user.

CANCEL UNARCHIVE

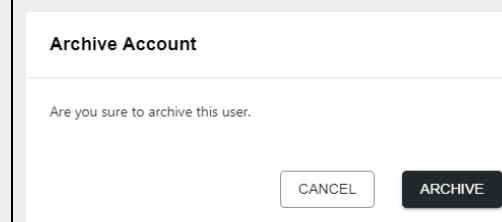
User Name	Login Email	Email Notification
Darrell Sentz Created: 25/Oct/2022 Archived: 05/Jun/2023 Valid Date: 14/Aug/2023	darrell.senz@bureauveritas.com1	430test@icvw.io

Notes:

- The archived users will be counted as subscription users within the current subscription period.
- No notification email will be sent to an archived user.

Some tips when archiving Lab Location users:

1. More than one Lab location users

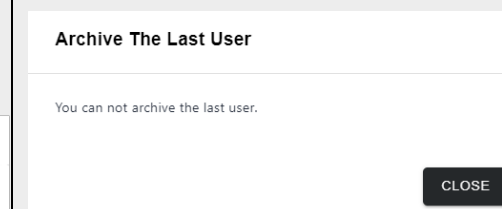


Archive Account

Are you sure to archive this user.

CANCEL ARCHIVE

2. Not allow to archive the last Lab location user



Archive The Last User

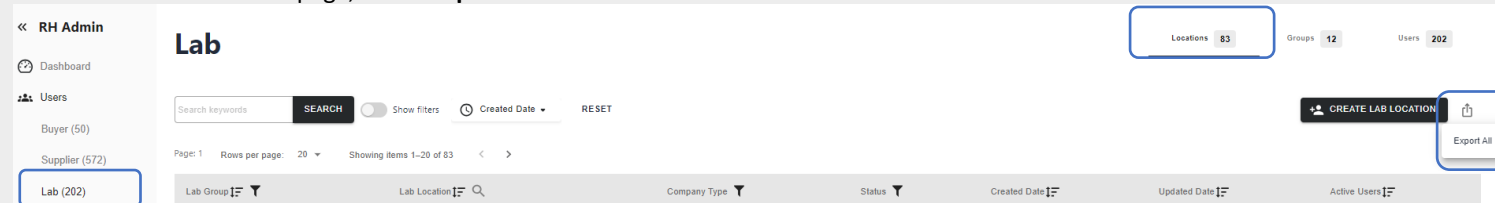
You can not archive the last user.

CLOSE

6.8 Lab: Export Groups, Locations and Users

Export Lab Locations

Select Lab > On Locations page, select **Export All**.



« RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords SEARCH Show filters Created Date RESET

Page: 1 Rows per page: 20 Showing items 1–20 of 83

Lab Group Company Type Status Created Date Updated Date Active Users

CREATE LAB LOCATION Export All

Export Lab Groups

Select Lab > On Groups page, select **Export All**.



« RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords SEARCH Show filters Created Date RESET

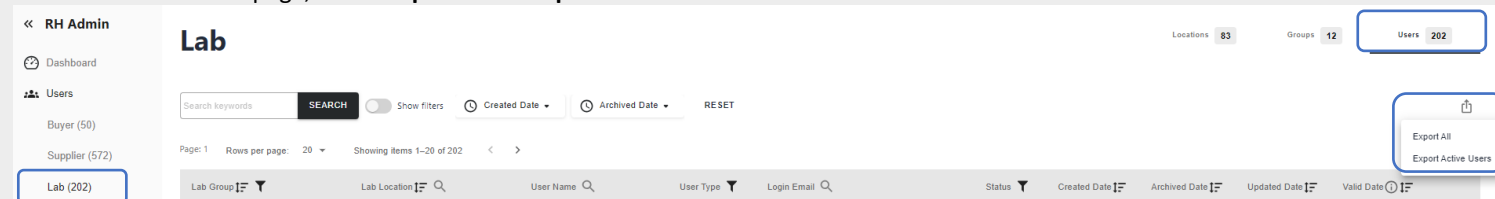
Page: 1 Rows per page: 20 Showing items 1–12 of 12

Lab Group Company Type Updated Date Created Date Active Users

CREATE LAB GROUP Export All

Export Lab users

Select Lab > On Users page, select **Export All** or **Export Active Users**.



« RH Admin

Dashboard

Users

Buyer (50)

Supplier (572)

Lab (202)

Lab

Search keywords SEARCH Show filters Created Date Archived Date RESET

Page: 1 Rows per page: 20 Showing items 1–20 of 202

Lab Group Lab Location User Name User Type Login Email Status Created Date Archived Date Updated Date Valid Date

Export All Export Active Users

Notes:

Lab Company:

- **Locations > Export All:** All Lab Location will be exported.
- **Groups > Export All:** All Lab Groups will be exported.

Lab Users:

- **Users> Export All:** Both active and archive Lab Location and Lab Admin users will be exported.
- **Users> Export Active Users:** Archived Lab Location and Lab Admin users will be excluded from the exported.

Export