ADMIN USER GUIDE – RH

Product Compliance and Testing Management Platform – Admin

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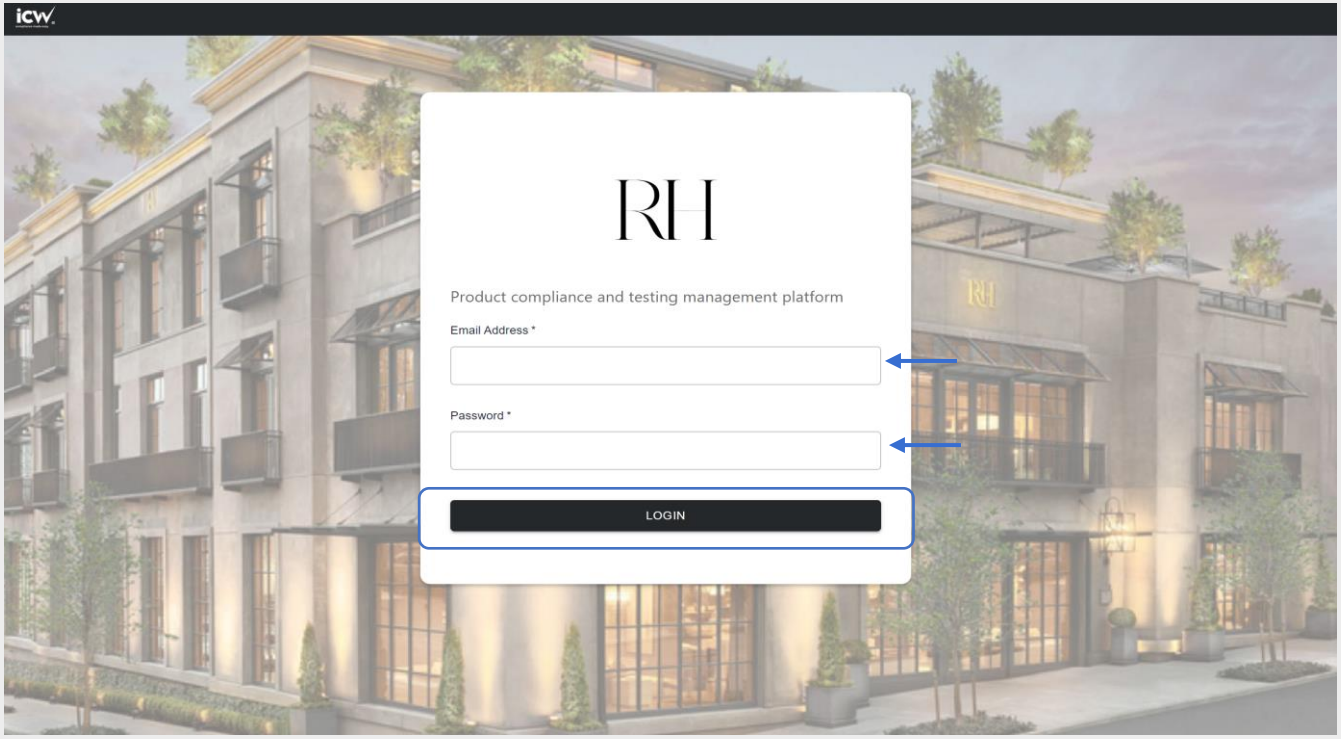
2 Login



Log in to the platform:
https://admin.rh.icw.io/login

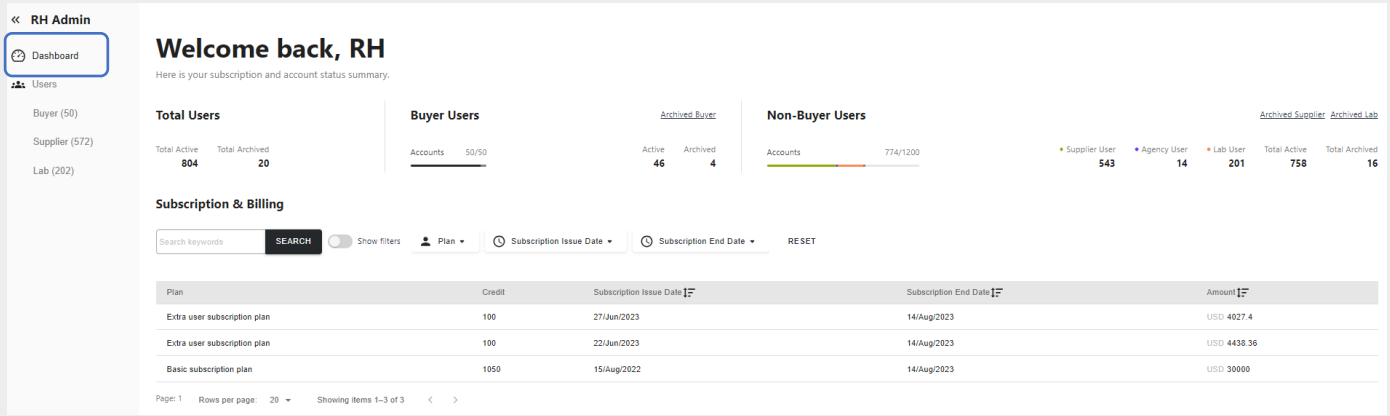
You can now start managing users of RH, agents, vendors, and laboratories.

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**

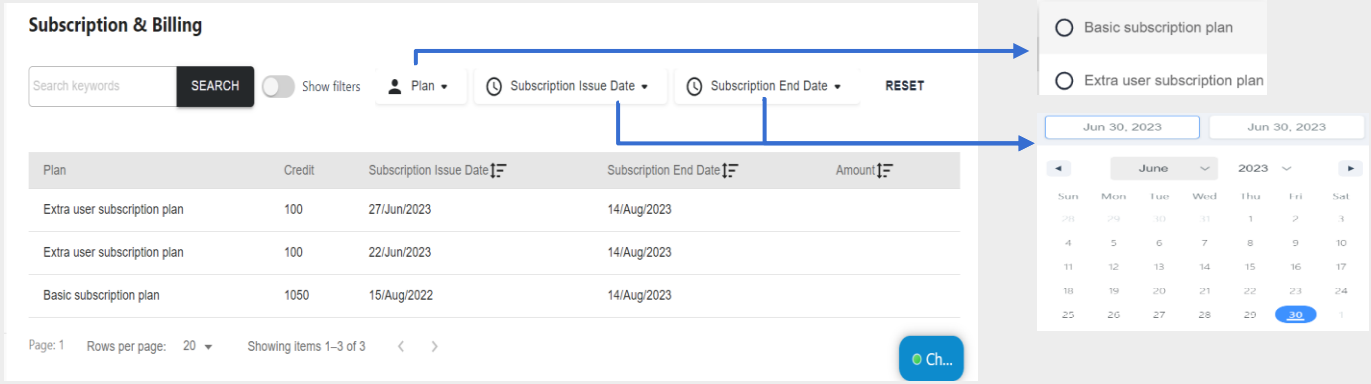


A **Dashboard** shows the subscription and account status summary.

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 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.

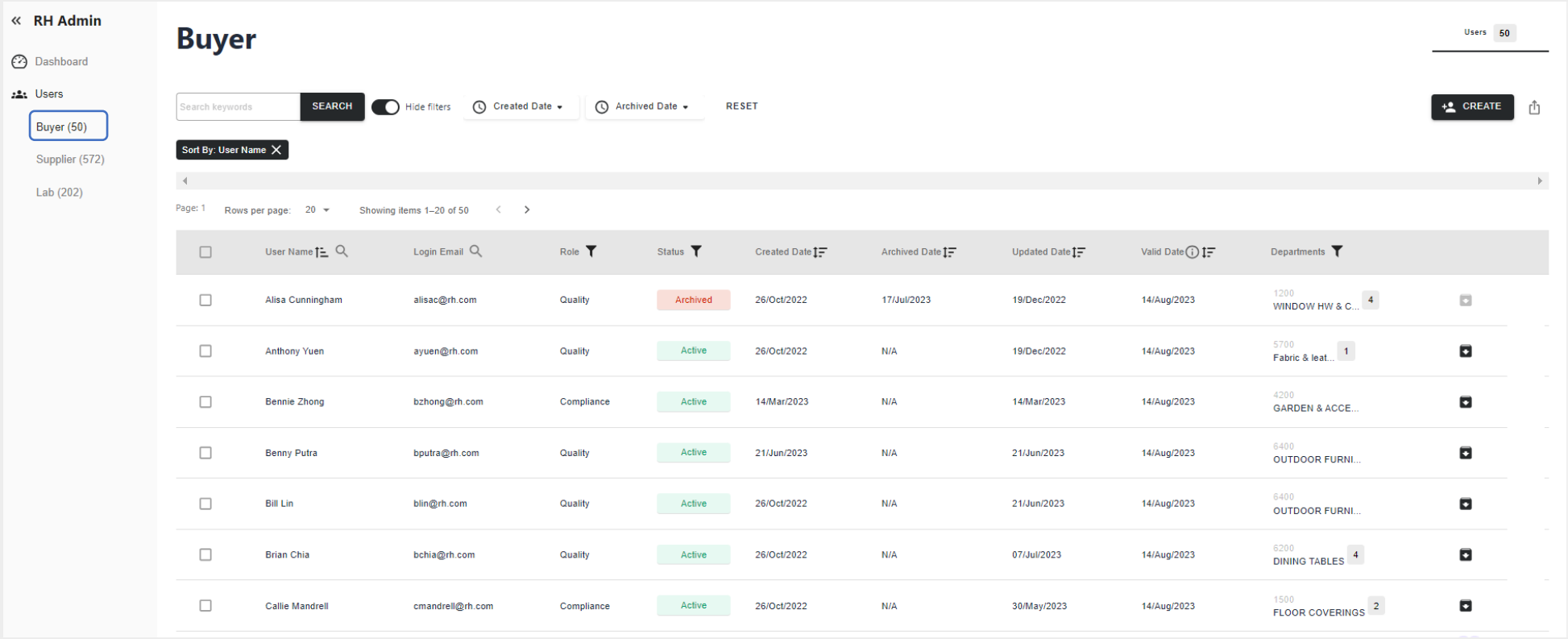
4 Buyer User Account Maintenance

4.1 Buyer: Users Overview

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

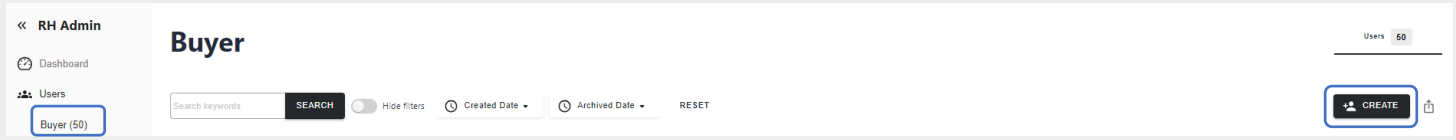
Notes:

- 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.

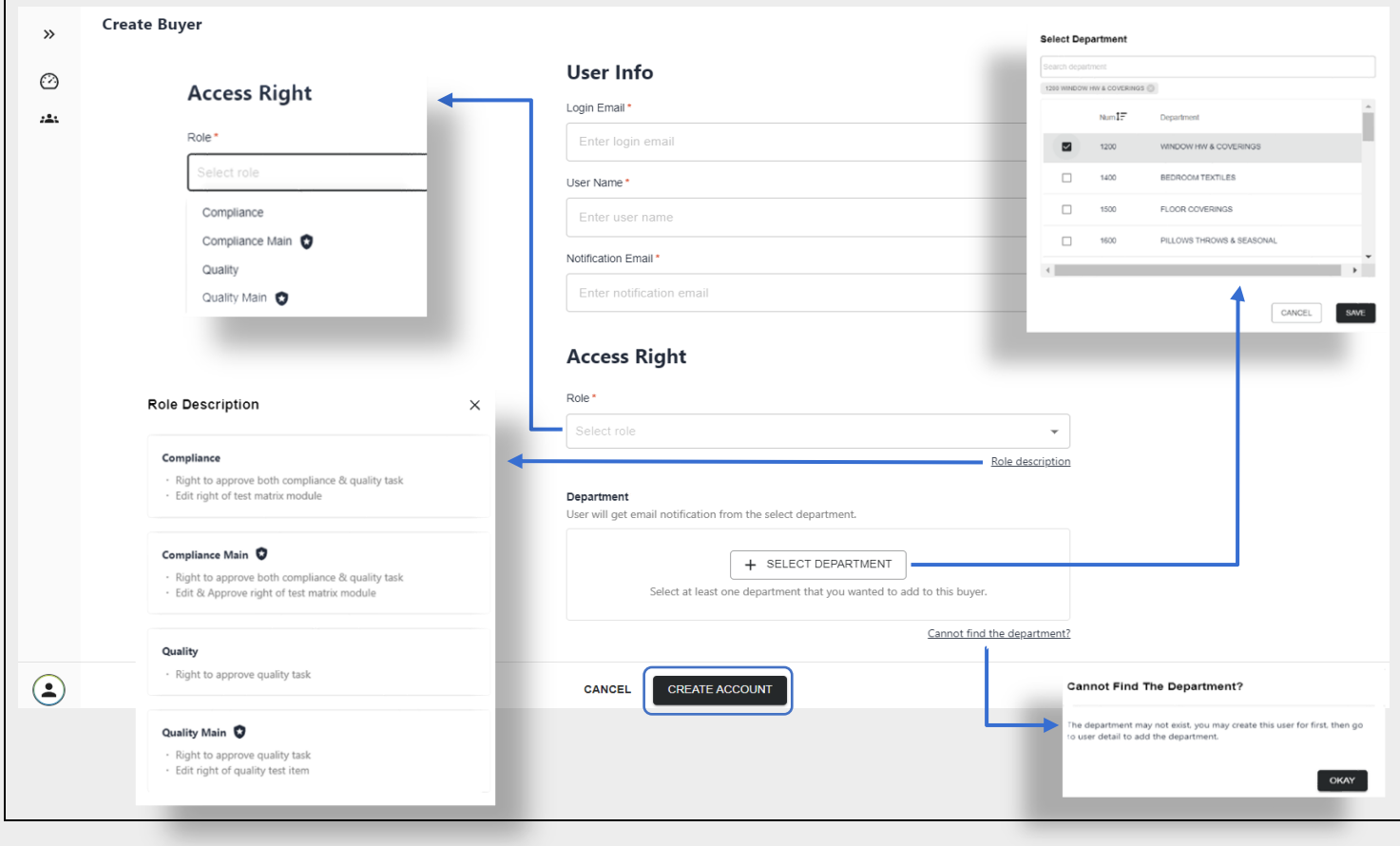


4.2 Buyer: Create Users

Select **Buyer** > **Create**



Input **User Info** and **Access Right**

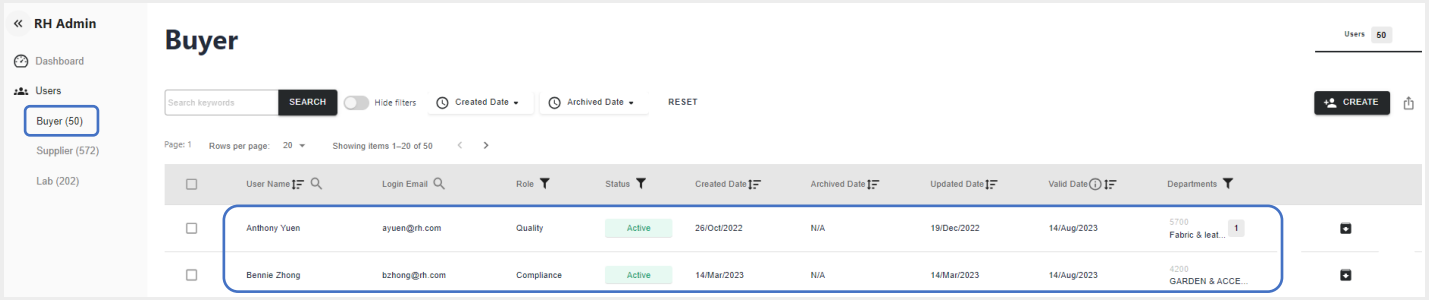


Notes:

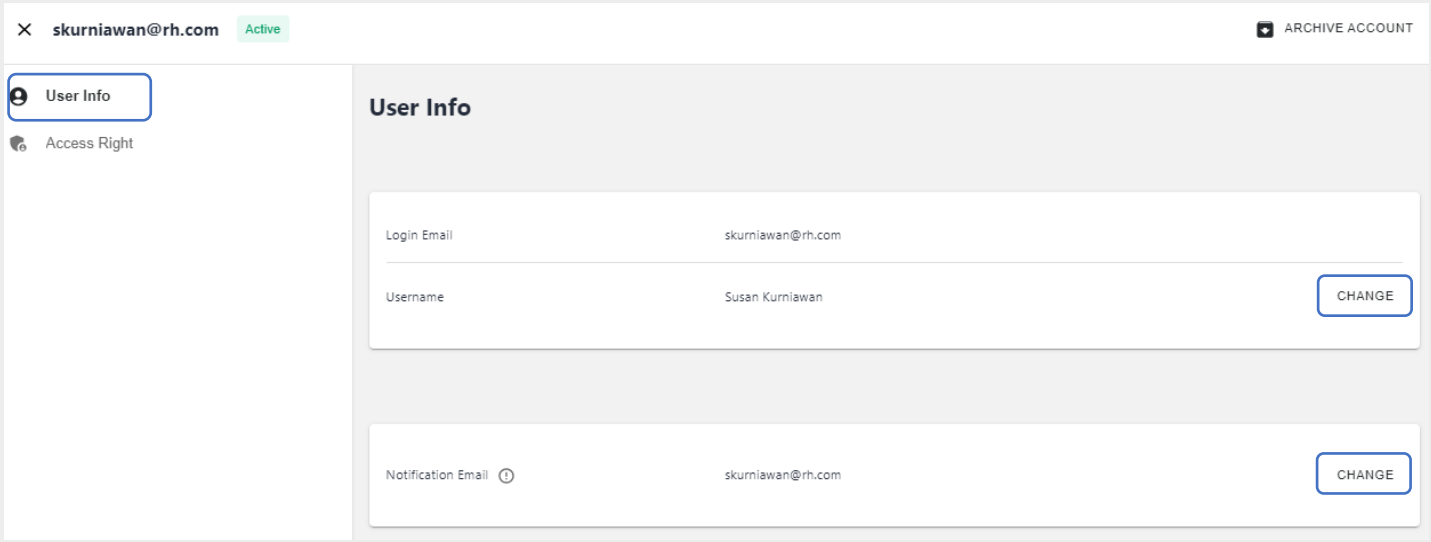
- There are four Access Right for Buyer user which is Compliance / Compliance Main / Quality /Quality Main, refer to **Role description** for details.
- You will receive email notifications for your selected departments.
- Select department is optional, if the buyer user doesn't need to handle any department, 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



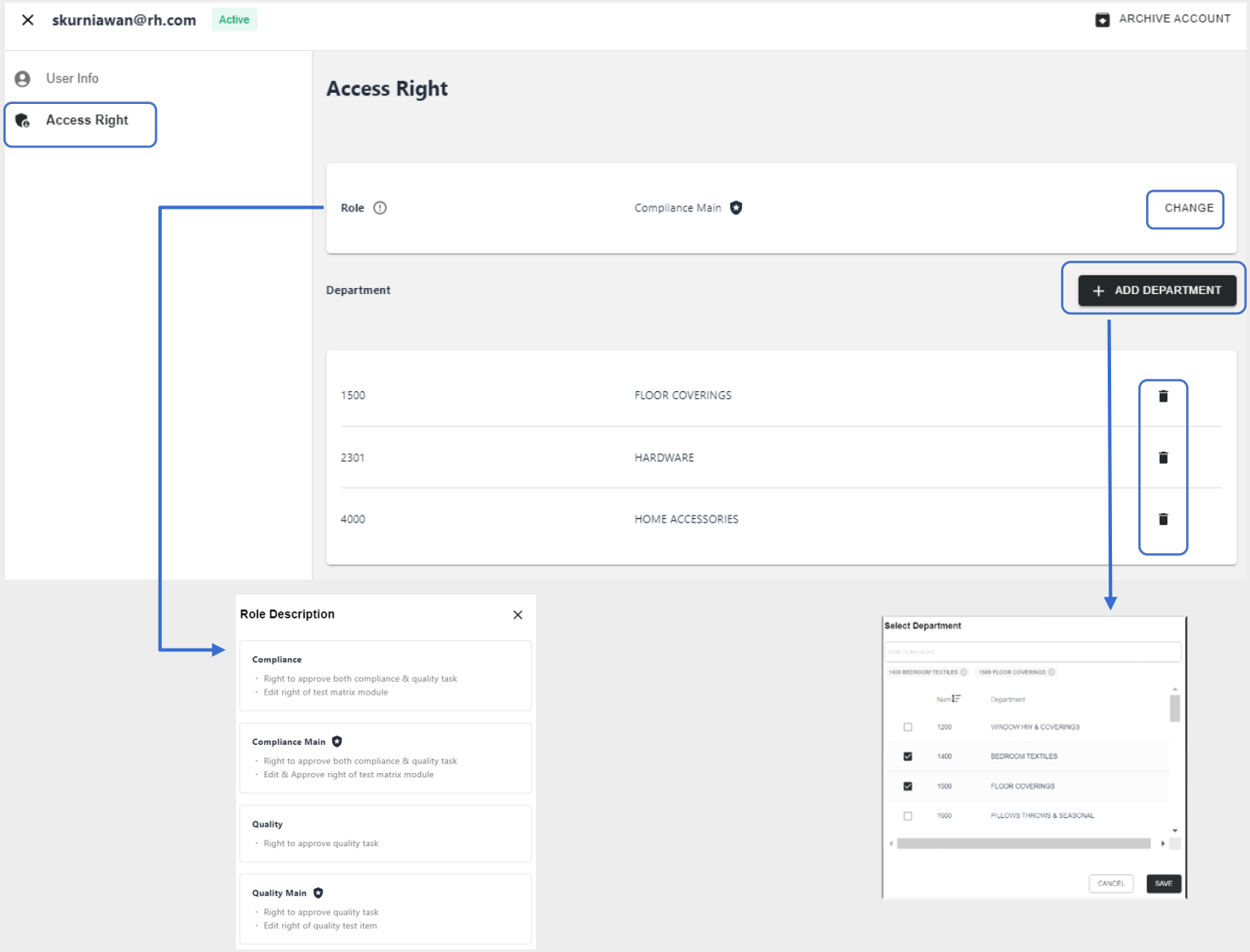
User info > Select **CHANGE** to update **Username** or **Notification Email**.



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 DEPARMENT** or **remove** department.



Notes:

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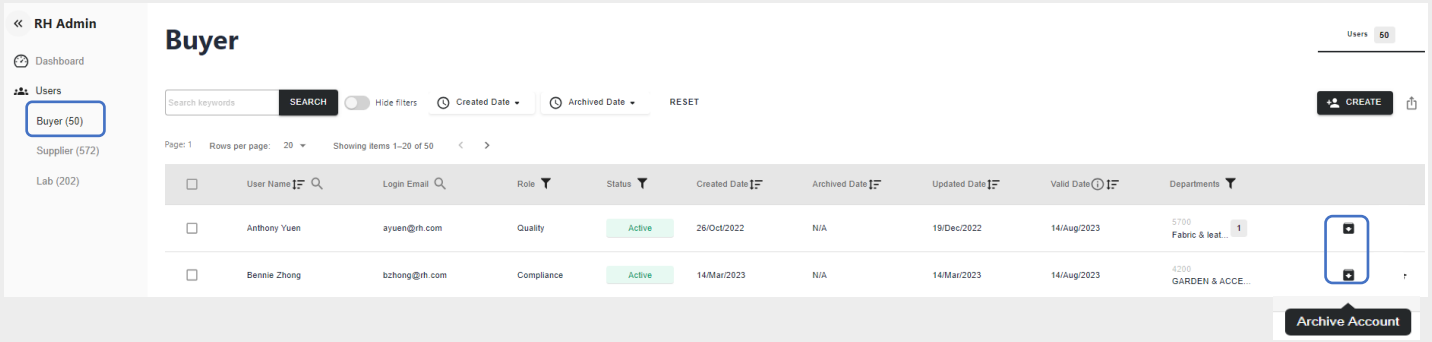
- Should you require to add a new department, please send your request to support_rh@icw.io.

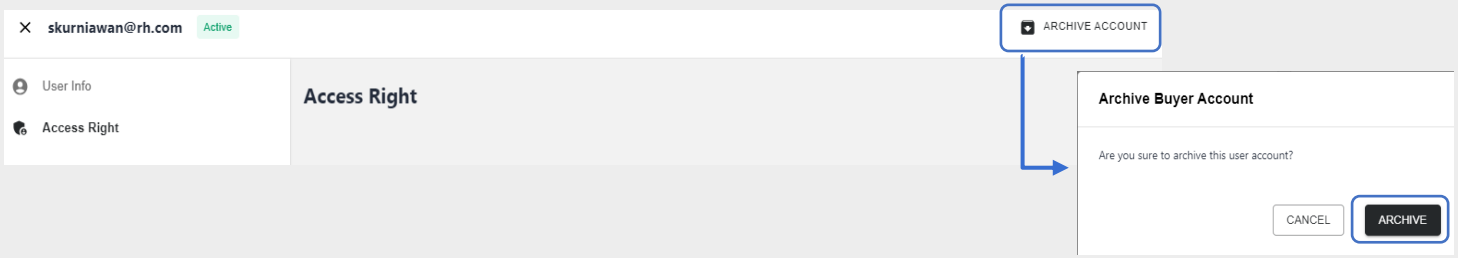
4.4 Buyer: Archive and Unarchive Users

Archive user

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

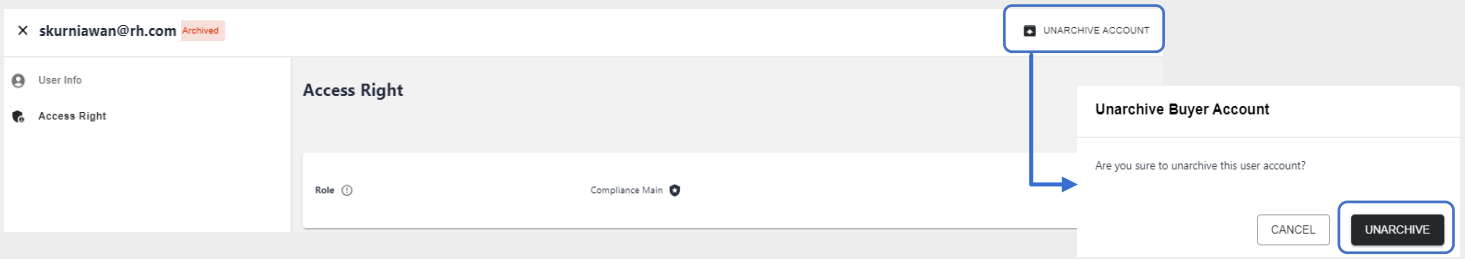


Alternatively, click onto a specific user profile, select **ARCHIVE ACCOUNT**.



Unarchive user

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

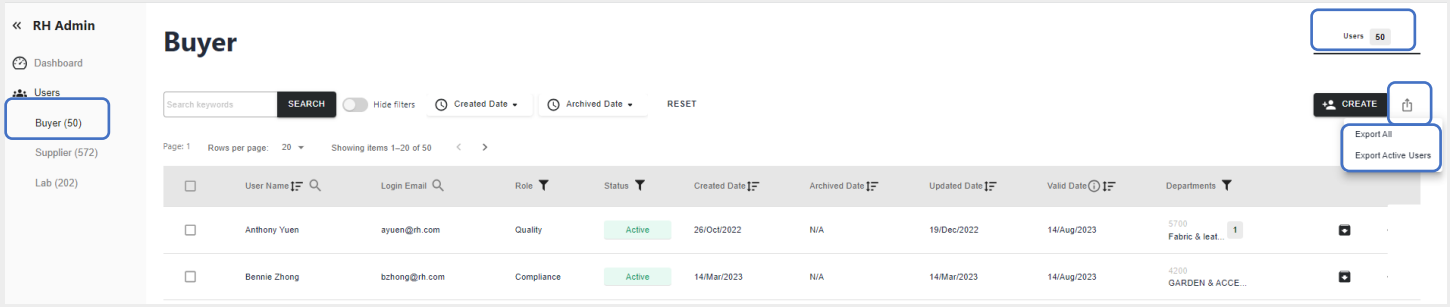


Notes:

- 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



Notes:

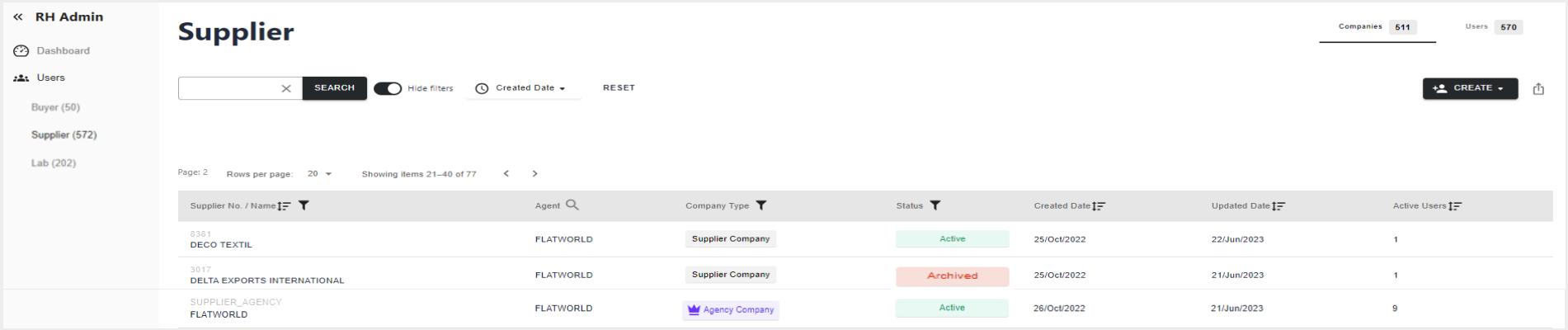
Export All: All the buyer users include active and archived users will be exported.

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

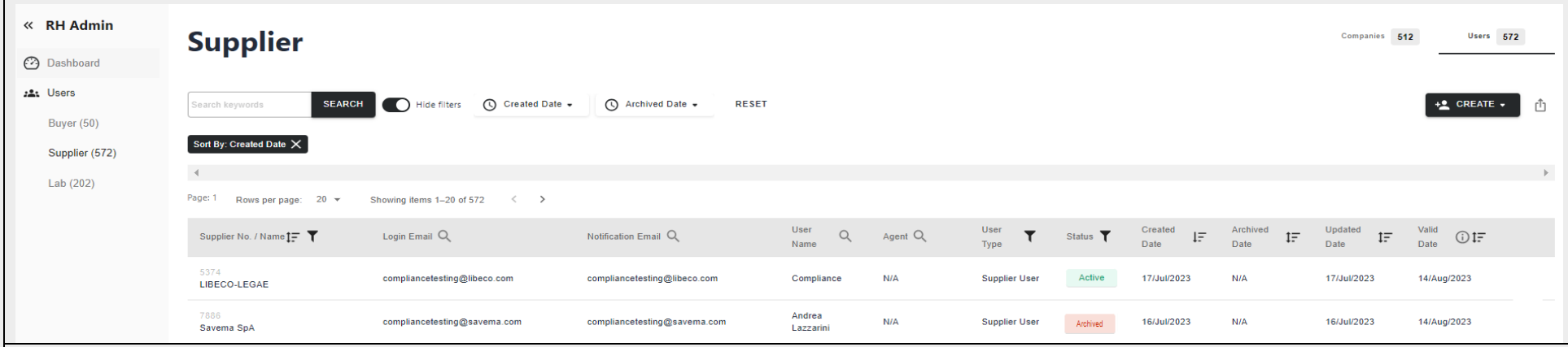
5 Supplier and Agency User Account Maintenance

5.1 Supplier and Agency: Companies and Users Overview

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



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

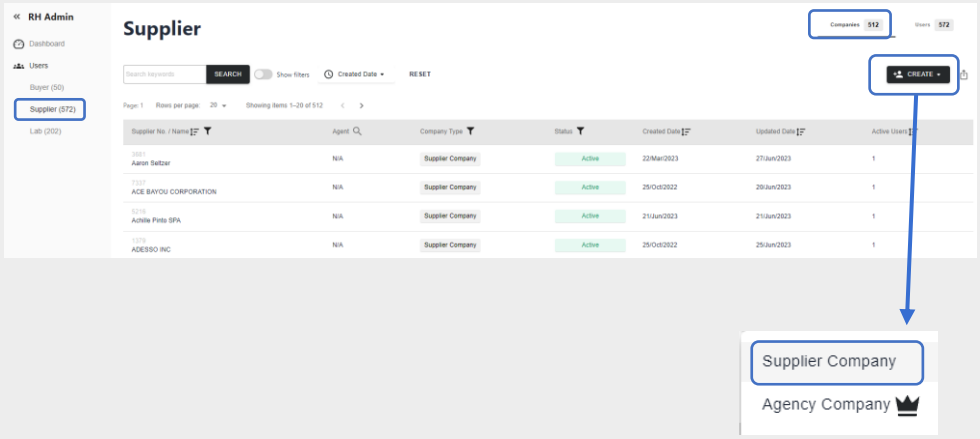


Notes:

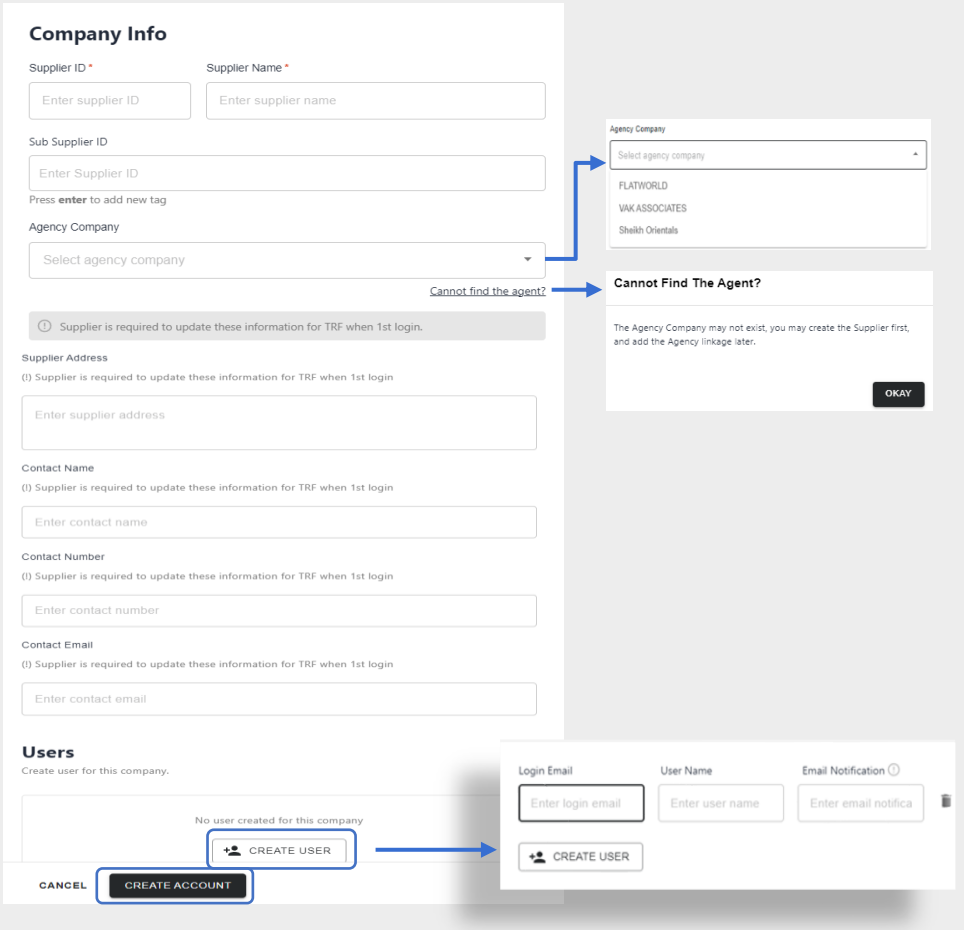
- You can search the supplier/agency by using the **search keywords** bar.
- You can use table search, filter, and sorting function. You can reset or remove the setting that you have applied.

5.2 Supplier: Create company

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



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



Notes:

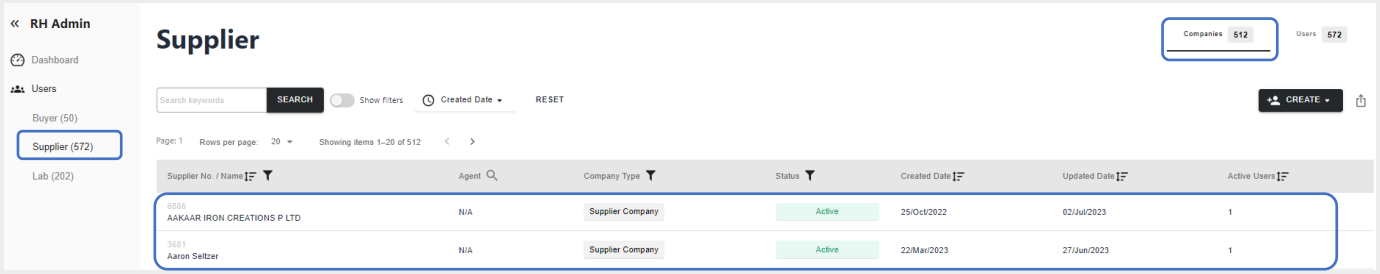
Sub Supplier ID should be different from Supplier ID.

One Supplier can be linked to one Agency Company only.

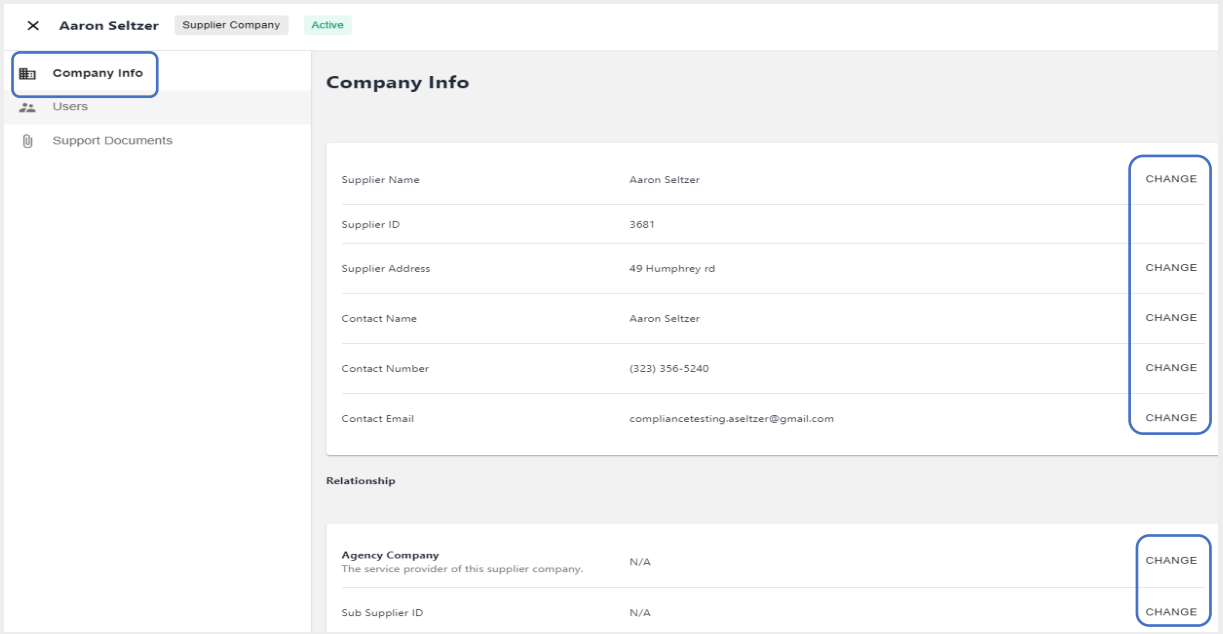
Please leave Agency Company blank if Agency linkage is not required.

5.3 Supplier: Edit Users

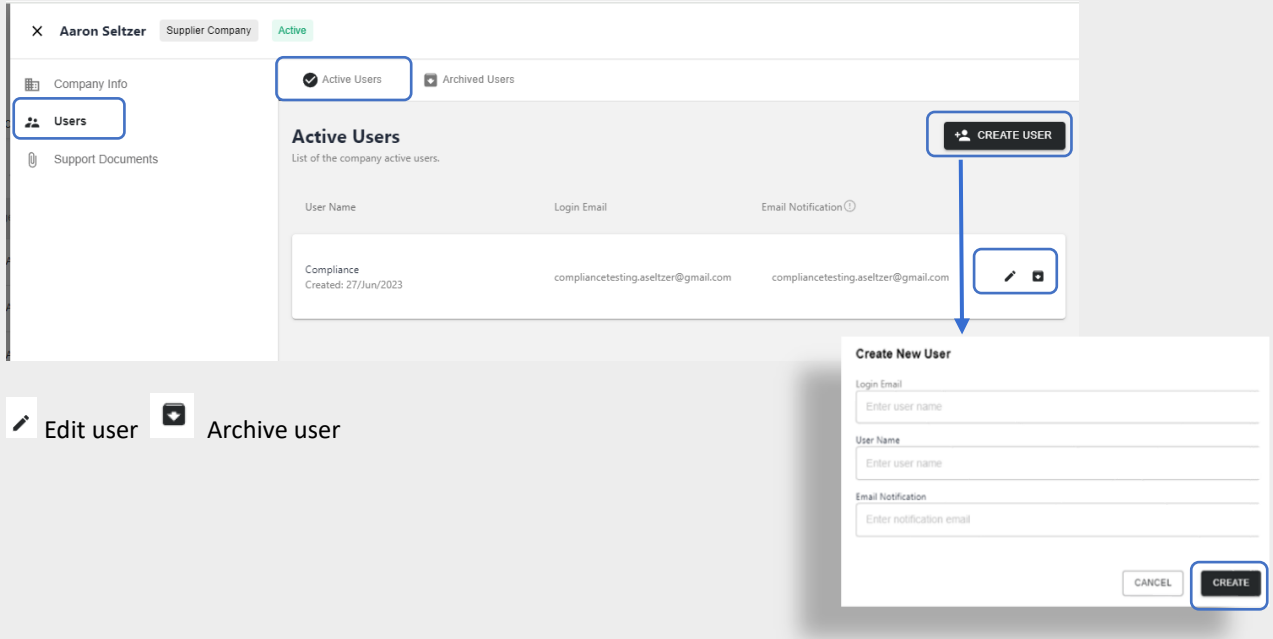
Select **Supplier** > on **Companies** page, select the Supplier Company that you would like to edit.



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

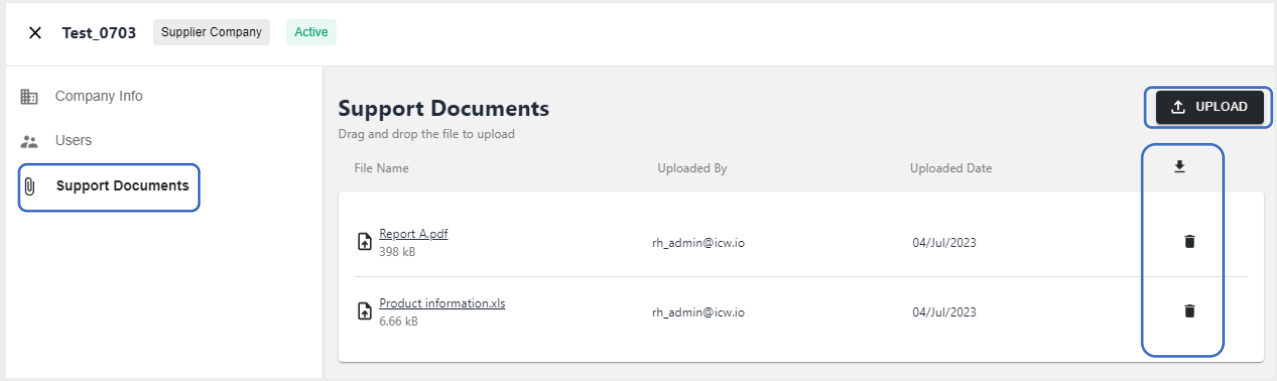


Select **Users** > On **Active Users** page, Select **CREATE USER**, **Archive** or **Edit** to change the users.



Edit user Archive user

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



Bulk download Delete document

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.

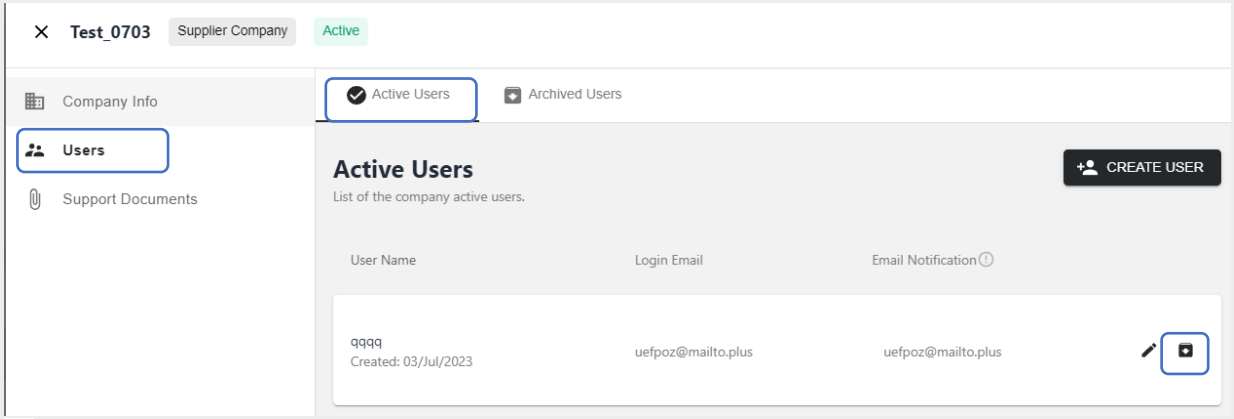
(Continued on next page)

5.4 Supplier: Archive and Unarchive

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

Archive User:

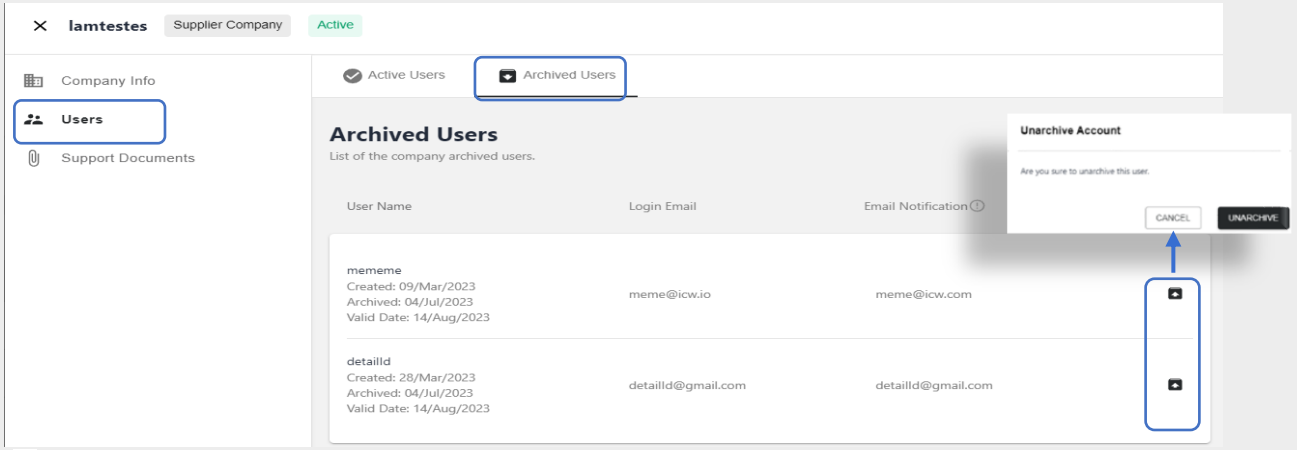
Select **Users** > On **Active Users** page, select **Archive**.



Archive user

Unarchive User:

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



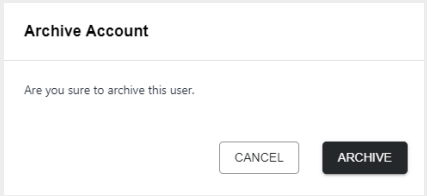
Unarchive user

Notes:

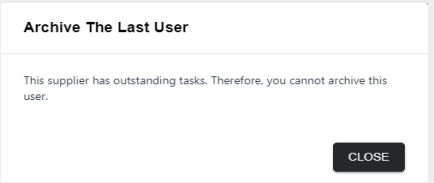
- The archived users will be counted as subscription users within the current subscription period.
- If the supplier has outstanding tasks, the last supplier user cannot be archived.
- If the supplier does not have any outstanding task, the supplier company will also be deactivated once the last supplier 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:

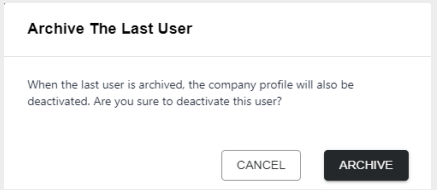
1. More than one existing Supplier users



2.Archive the last Supplier user with outstanding tasks

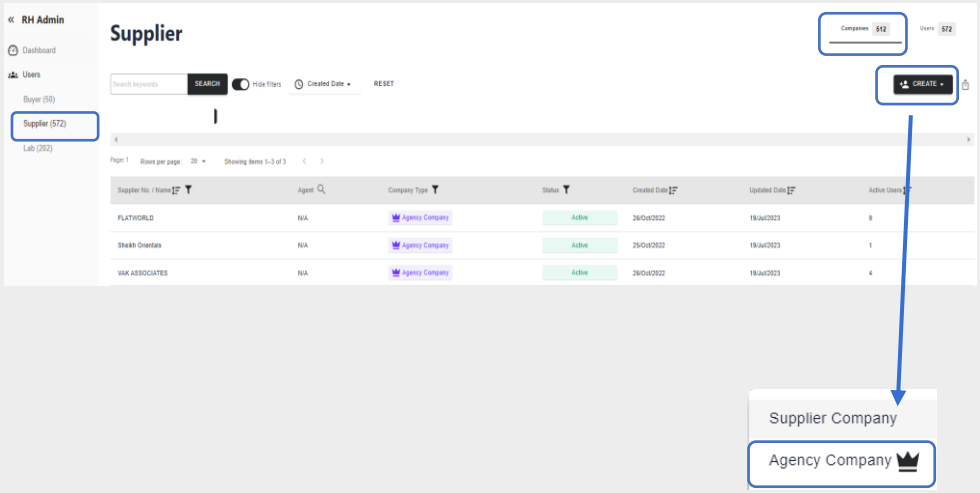


3.Archive the last Supplier user without outstanding task

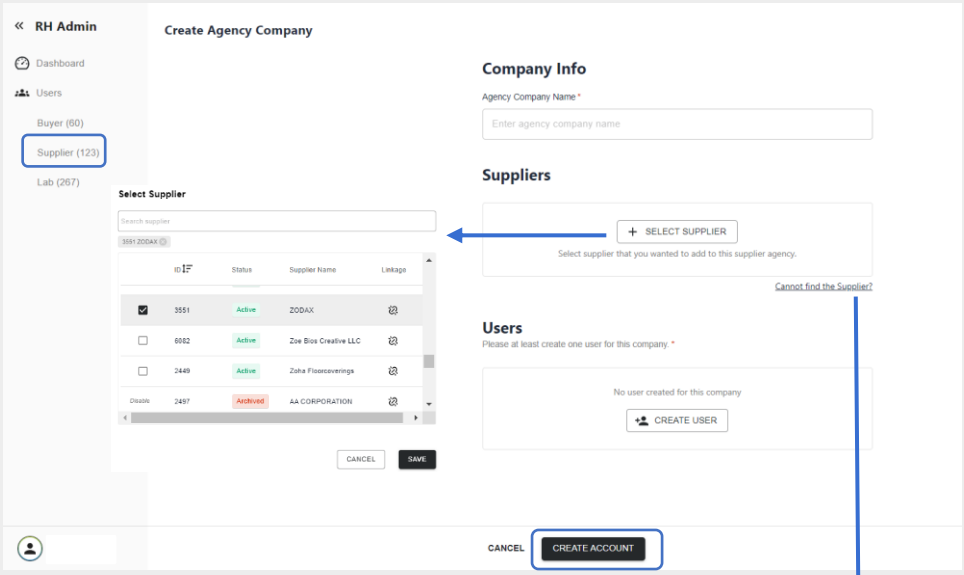


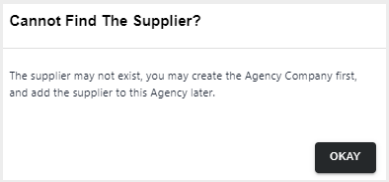
5.5 Agency: Create Company

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



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



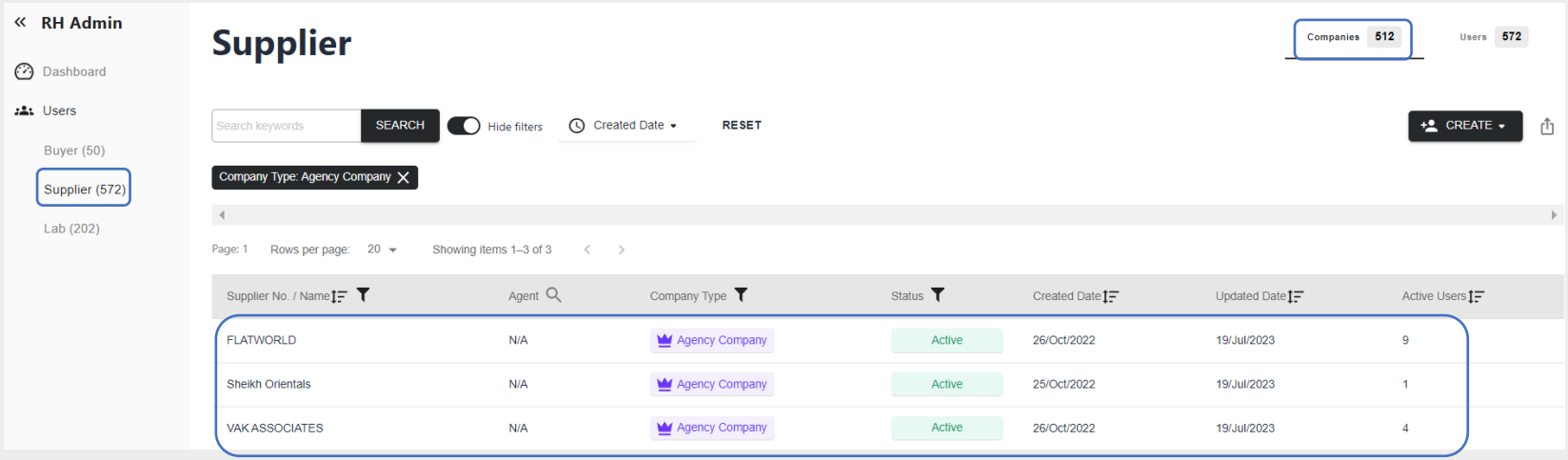


Notes:

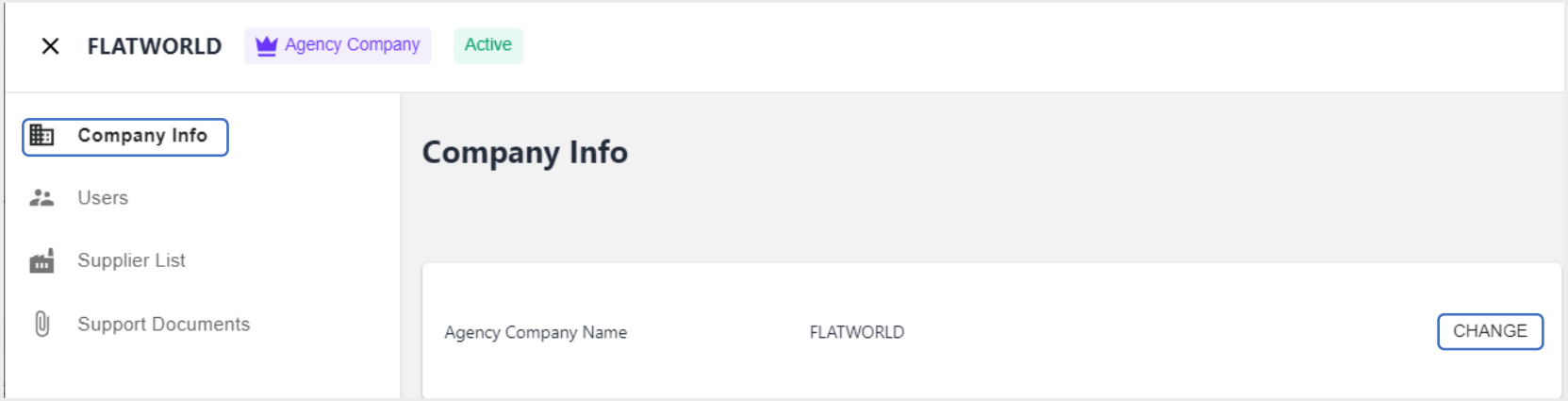
One Supplier can be linked to one Agency Company only.
If the supplier is linked to an existing Agency Company, you cannot link with others. Please go to the Supplier/Agency profile to change the Agency linkage first.

5.6 Agency: Edit Users

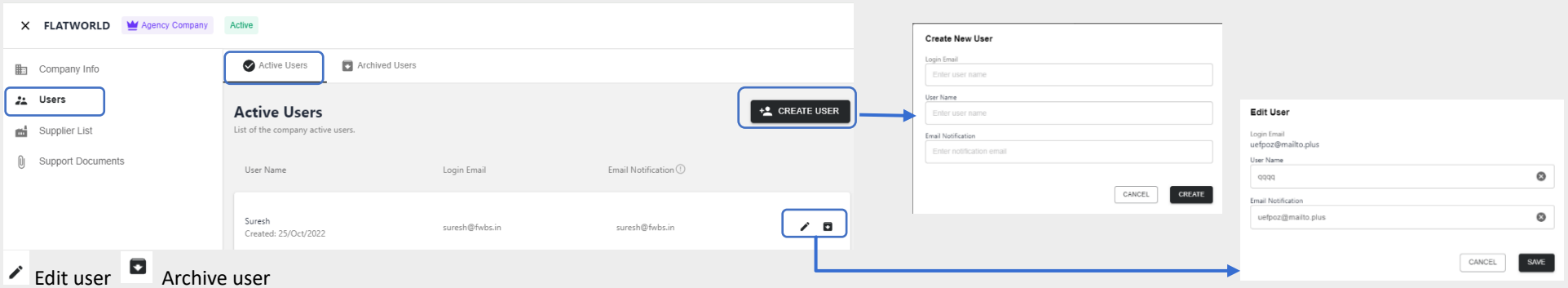
Select **Supplier** > On **Companies** page, select the Agency Company that you would like to edit.



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

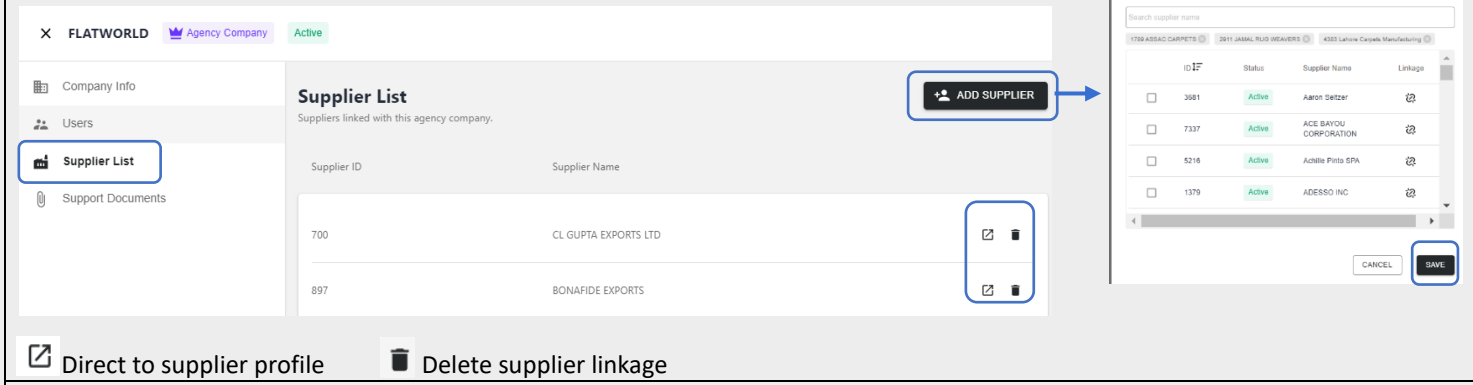


Select **Users** > On **Active Users** page, select **CREATE USER**, **Archive** or **Edit** to change the users.



Edit user Archive user

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



Direct to supplier profile Delete supplier linkage

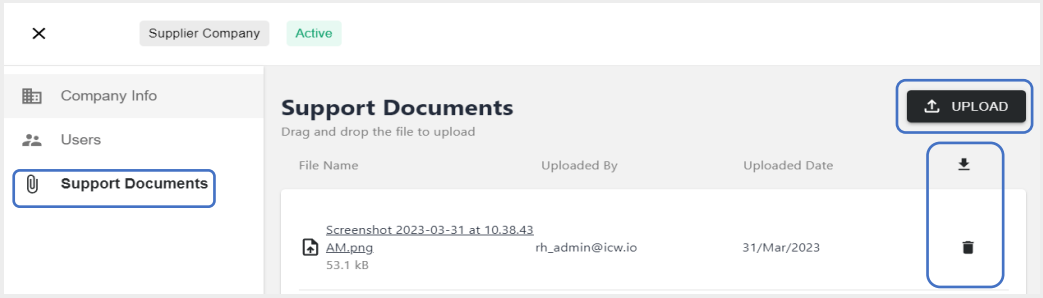
Notes:

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.



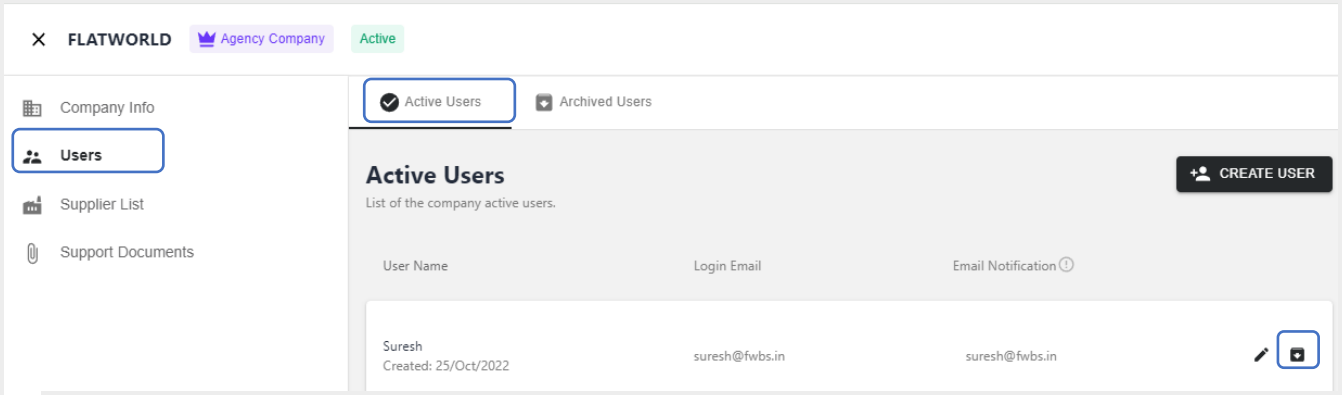
Bulk download Delete document

5.7 Agency: Archive and Unarchive

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

Archive User:

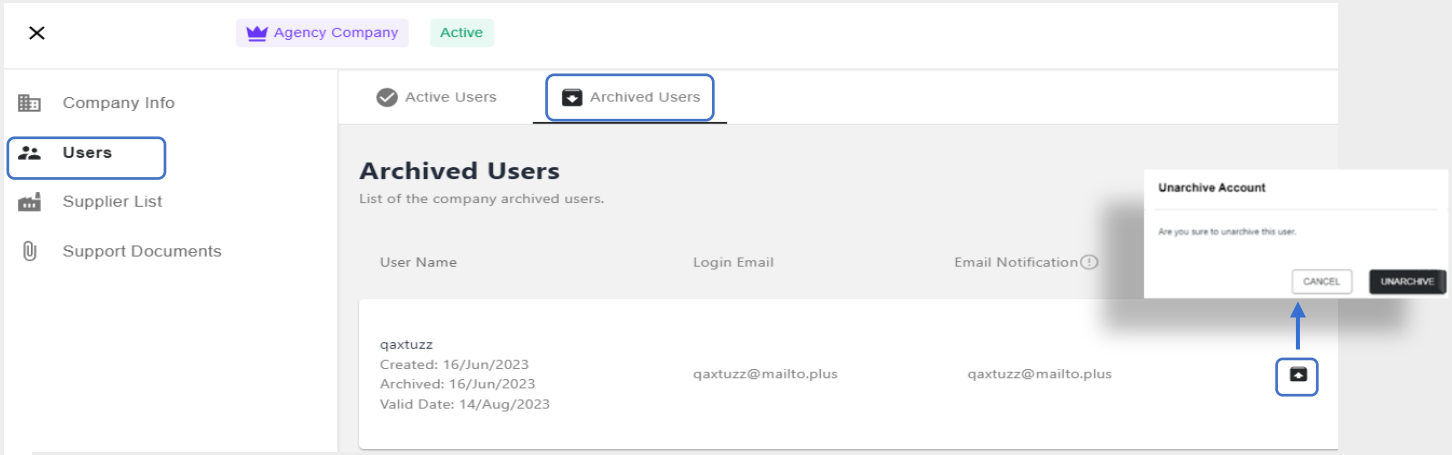
Select **Users** > On **Active Users** page, select **Archive**.



Archive user

Unarchive User:

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



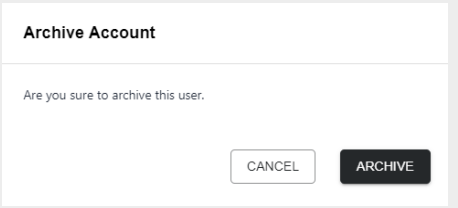
Unarchive user

Notes:

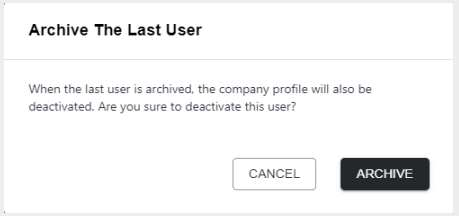
- The archived users will be counted as subscription users within the current subscription period.
- No notification email will be sent to an archived user.

Some tips when archiving Agency users:

1.More than one existing Agency users



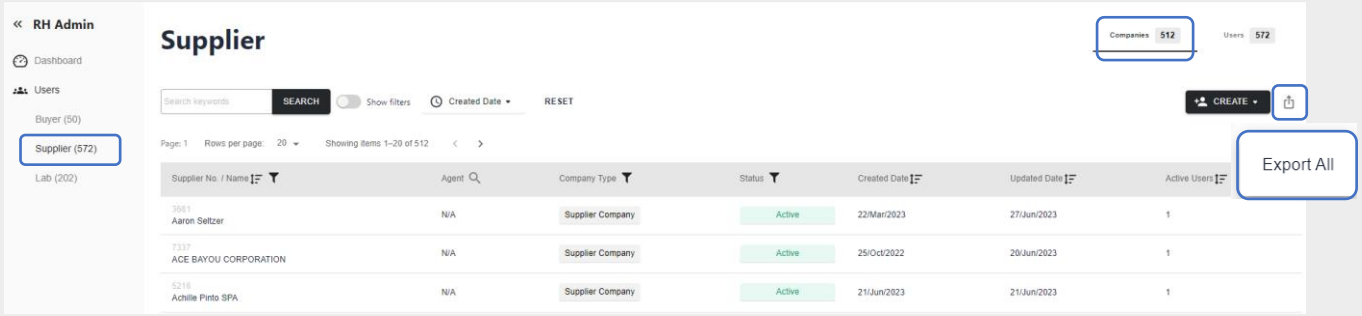
2.Archive the last Agency user



5.8 Export Companies and Users

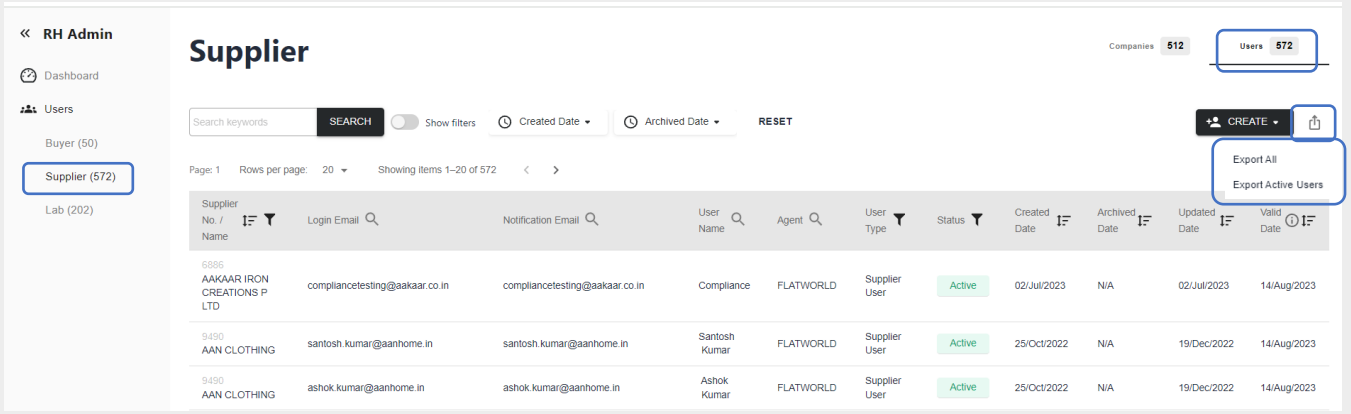
Export Supplier and Agency Company

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



Export Supplier and Agency Users

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



Export

Notes:

Supplier and Agency Company

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

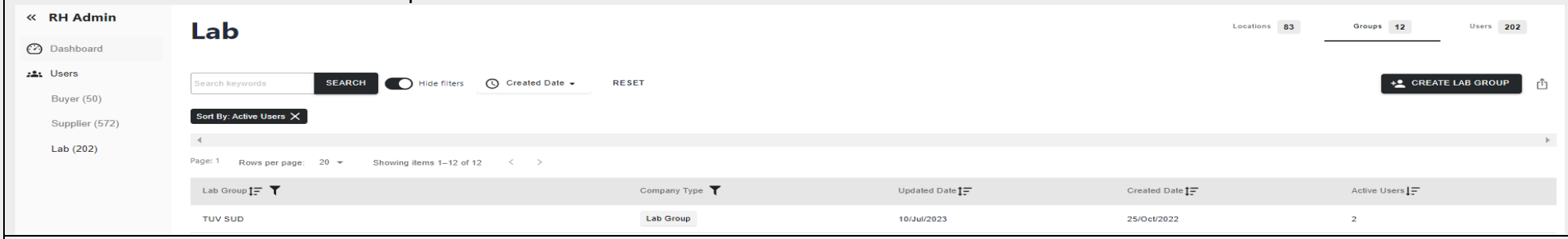
Supplier and Agency Users

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

6 Lab User Account Maintenance

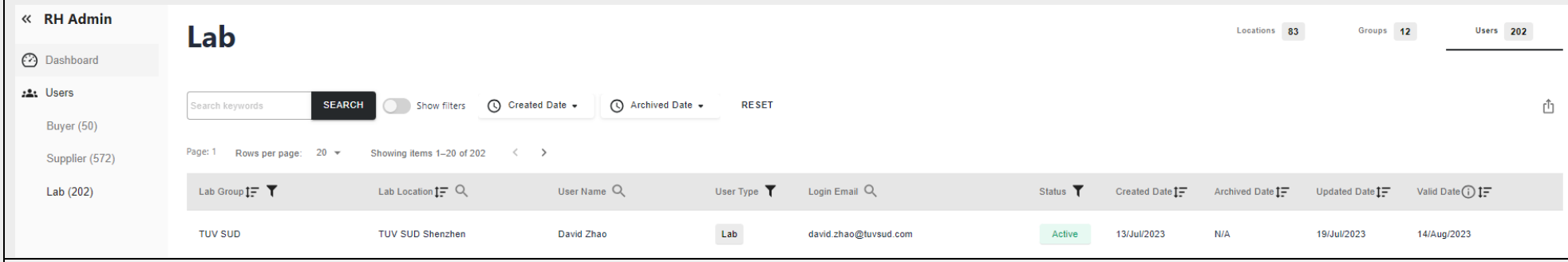
6.1 Lab: Groups, Locations and Users Overview

An overview of all the active Lab Groups.



An overview of all the active Lab Locations.

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



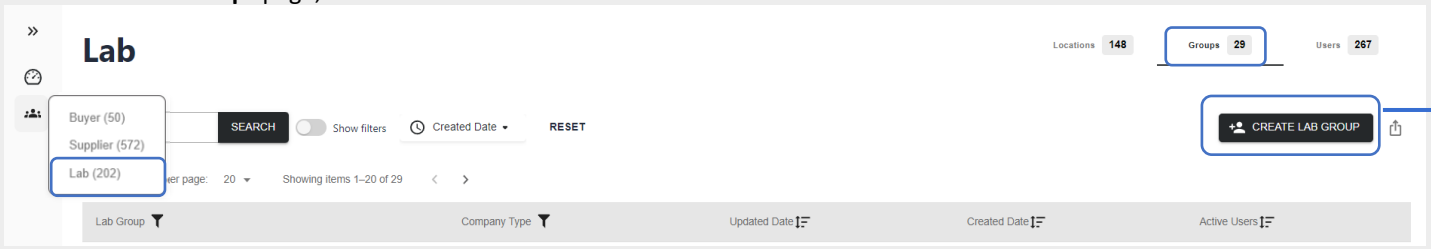
Notes:

- 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

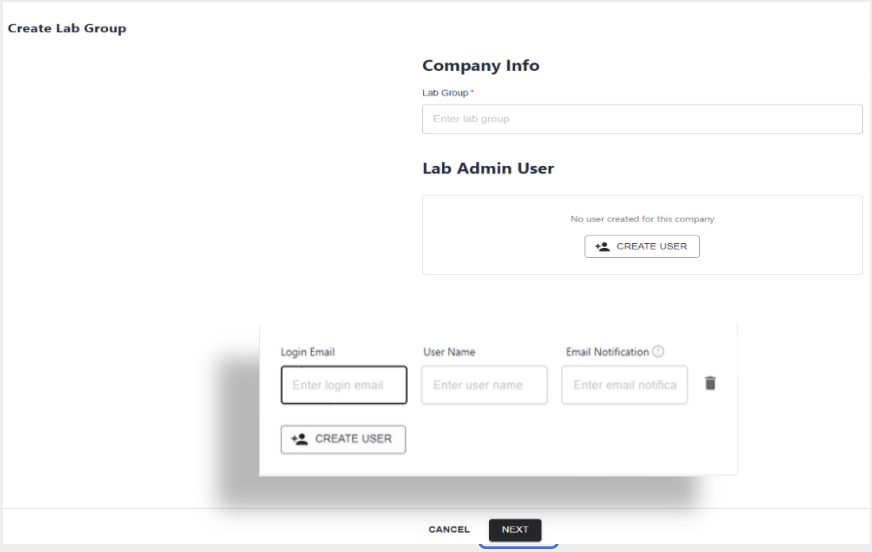
6.2 Lab: Create Lab Group

Create Lab Group

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



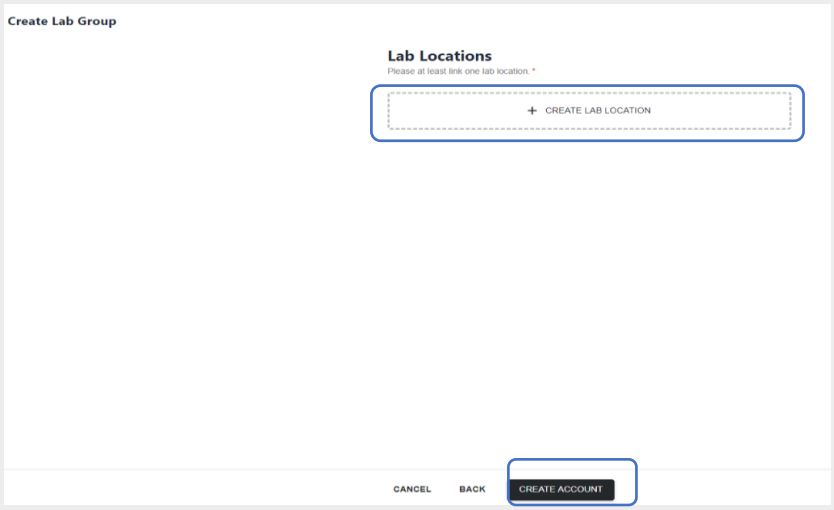
Input **Company Info** and select **CREATE USER** to create Lab Admin User, then select **NEXT**.



Notes:

You can create multiple Lab Admin Users.

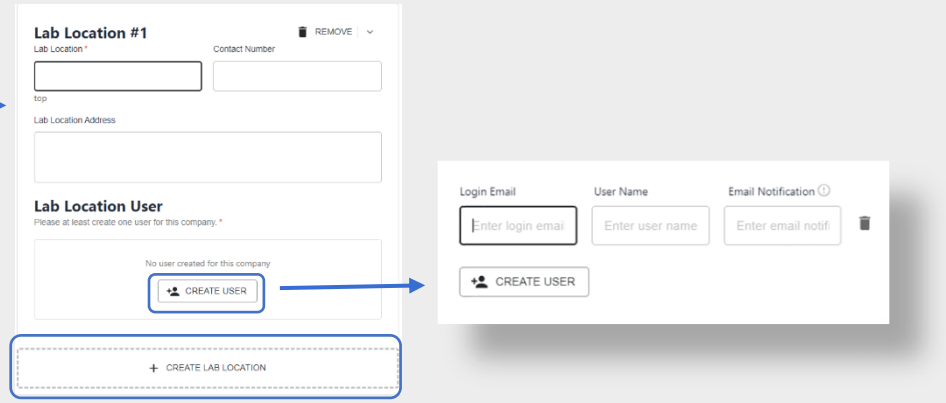
Select **+ CREATE LAB LOCATION** to add Lab Location Profile.



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

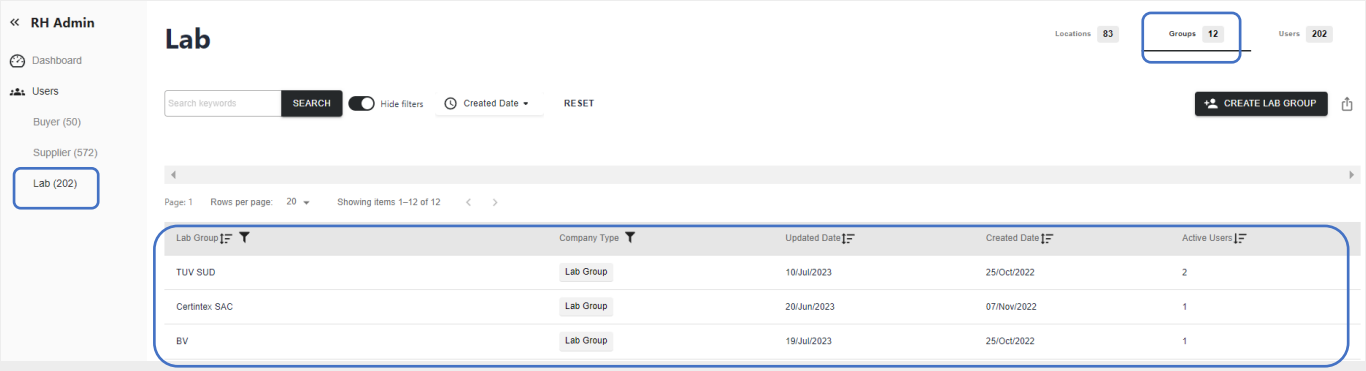
Select **CREATE USER** to add Lab Location users.

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

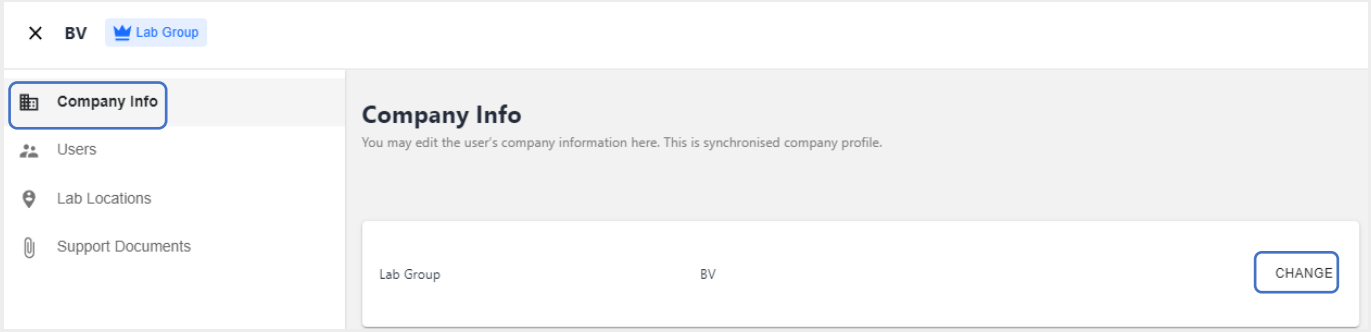


6.3 Lab: Manage Lab Group

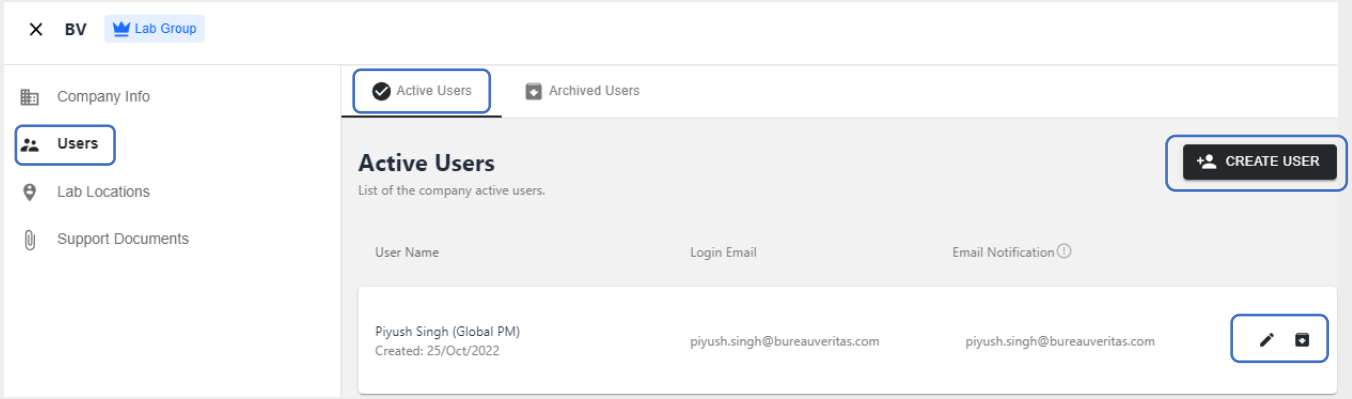
Select **Lab** > On **Groups** page, select a specific lab group to manage the profile.

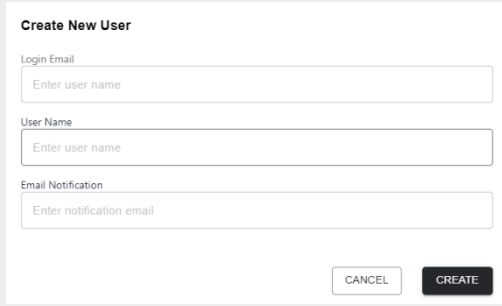


Select **Company Info** to **CHANGE** Lab Group name.



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.



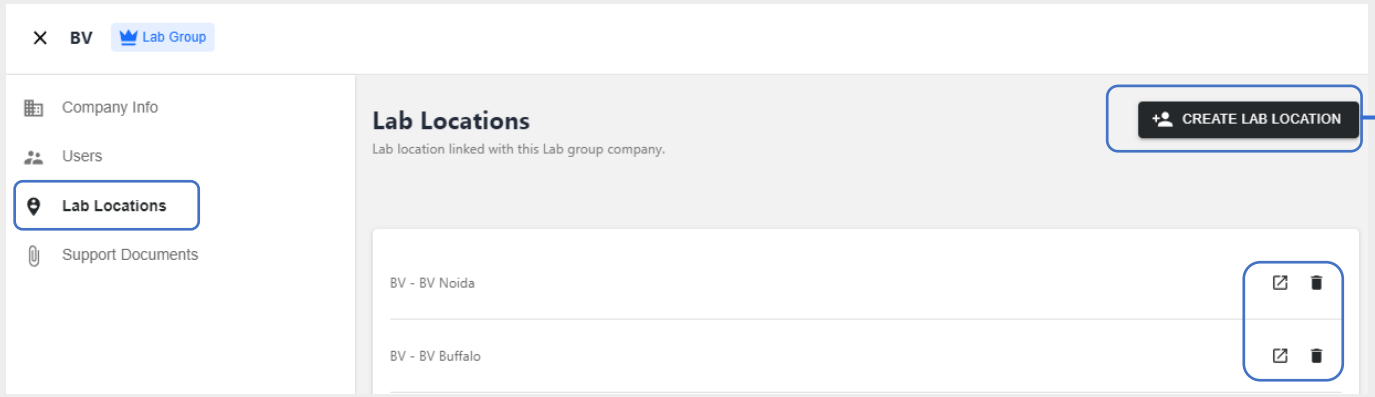


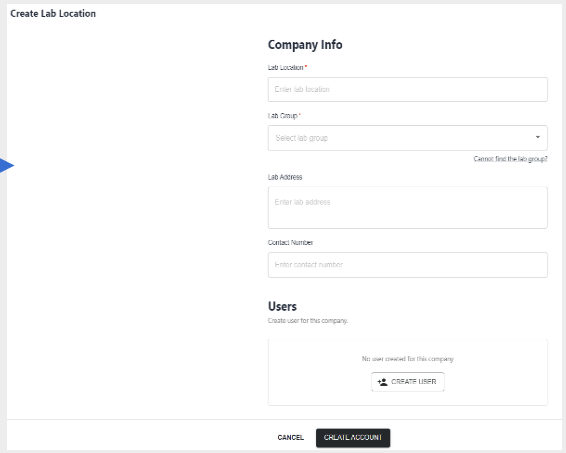
Edit user Archive user Bulk download Delete document

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:

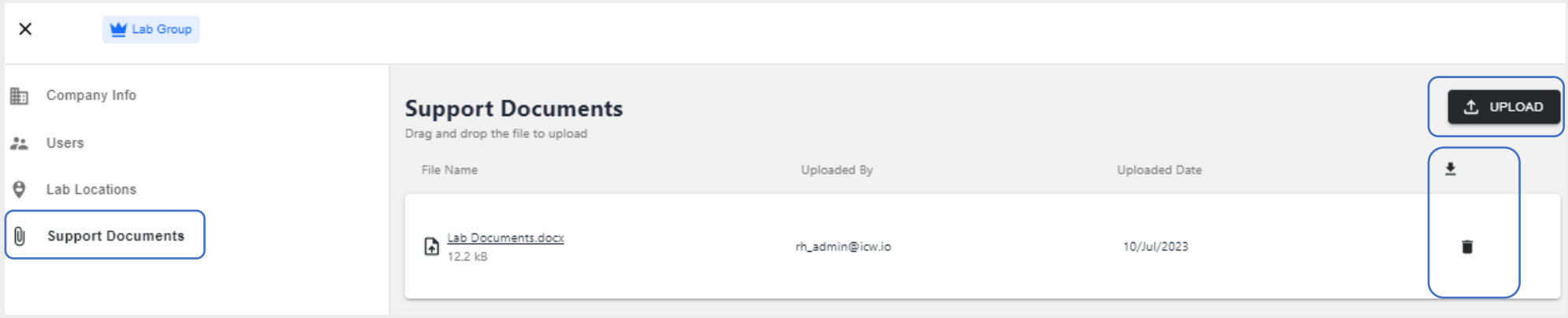
Please go back to **Lab** > **Locations** page to update the Lab Group for that Lab Location, otherwise, it cannot be selected by Supplier during Acknowledge and Quote flow.





Direct to lab location profile Delete lab location linkage

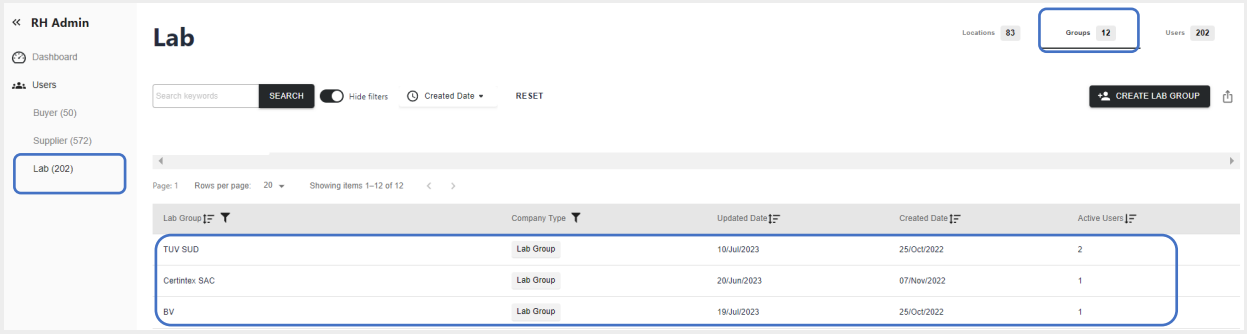
Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



Bulk download Delete document

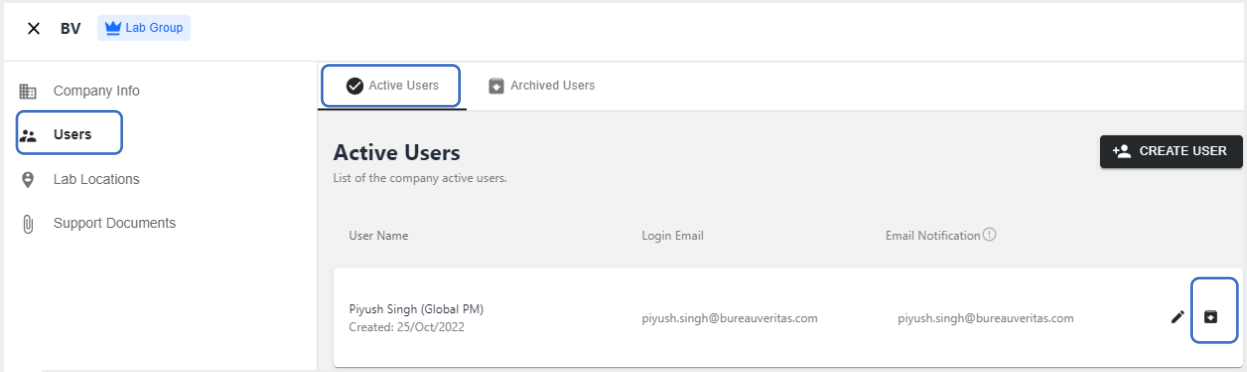
6.4 Lab: Archive and Unarchive Lab Group

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



Archive User

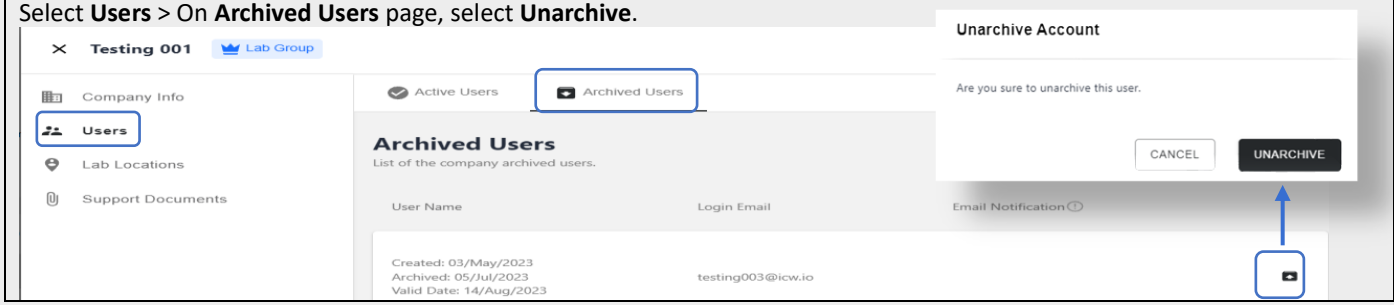
Select **Users** > On **Active Users** page, select **Archive**.



Archive user Unarchive user

Unarchive User

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

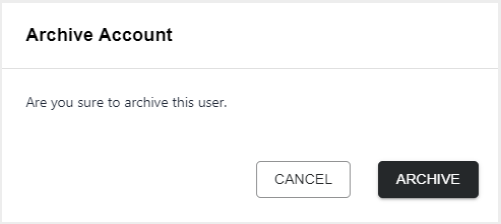


Notes:

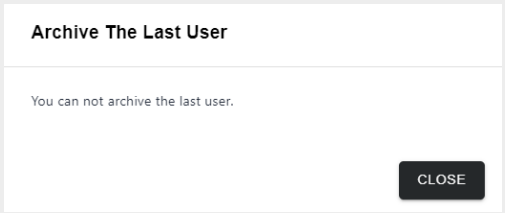
- The archived users will be counted as subscription users within the current subscription period.

Some tips when archiving Lab Admin users:

1.More than one Lab Admin users

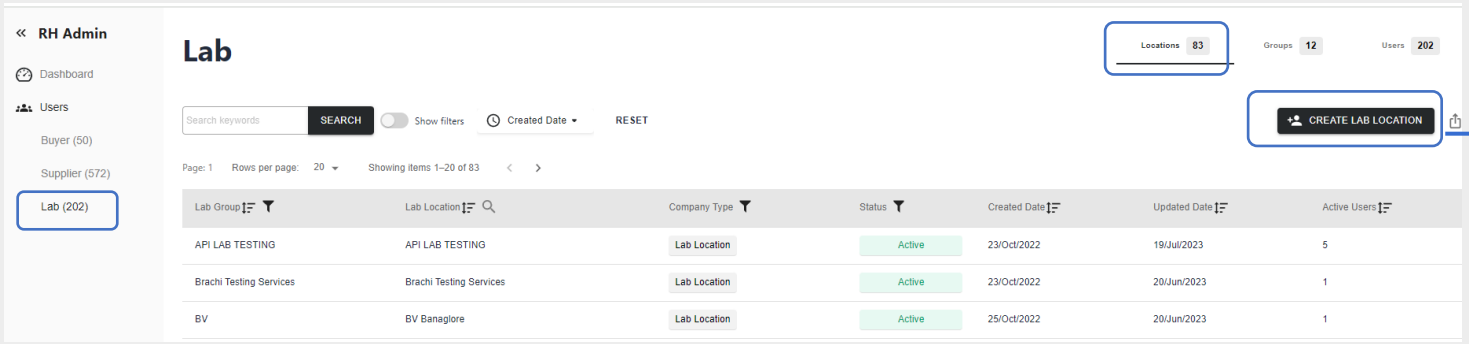


2.Not allow to archive the last Lab Admin user

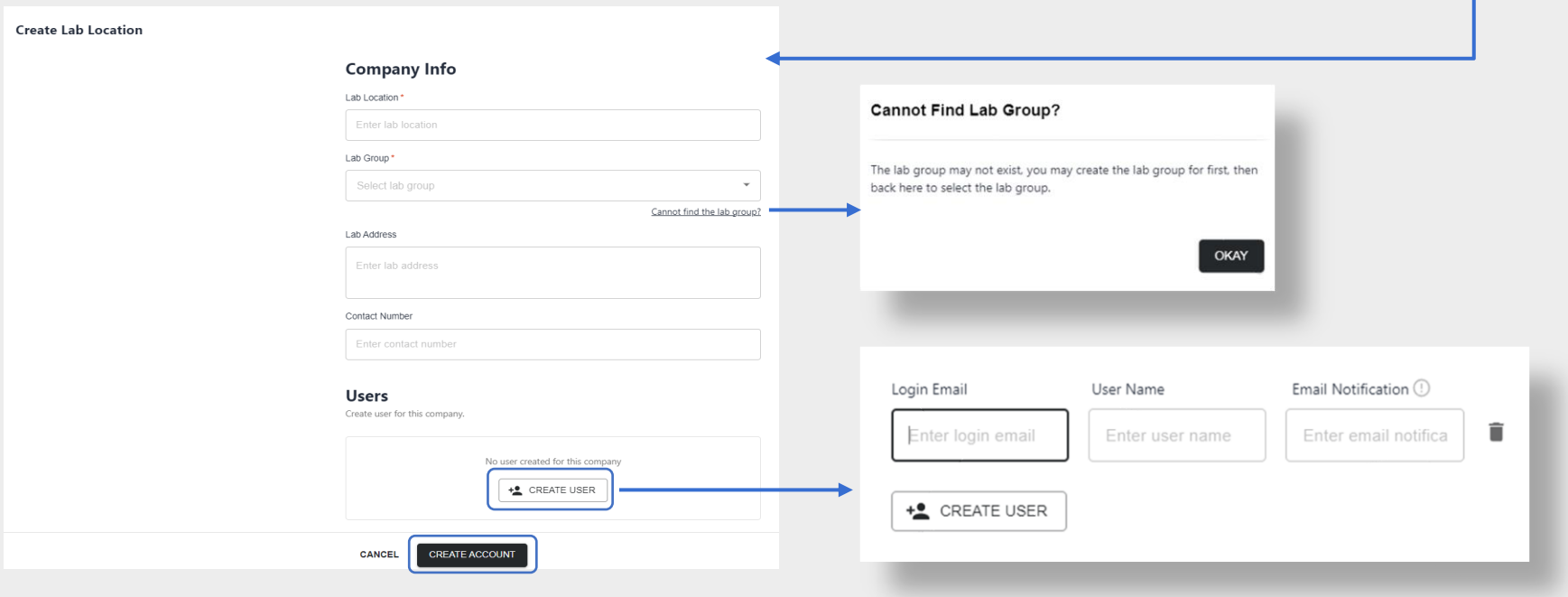


6.5 Lab: Create Lab Location

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

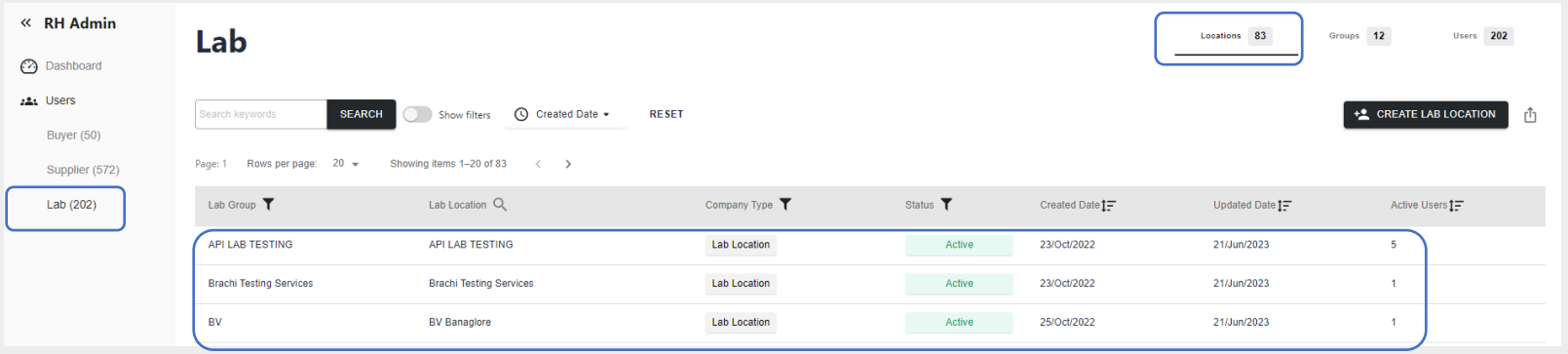


Input **Company Info** and select **CREATE USER** to create Lab Location User, then select **CREATE ACCOUNT**.

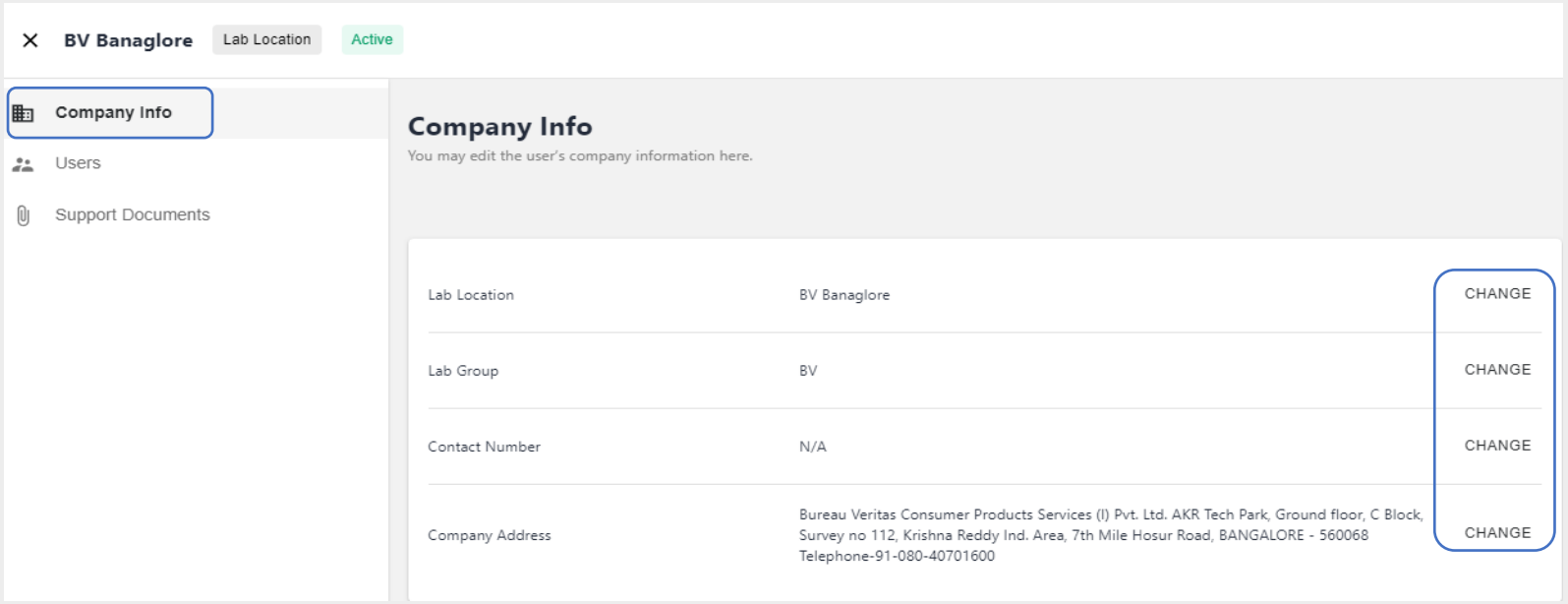


6.6 Lab: Manage Lab Location

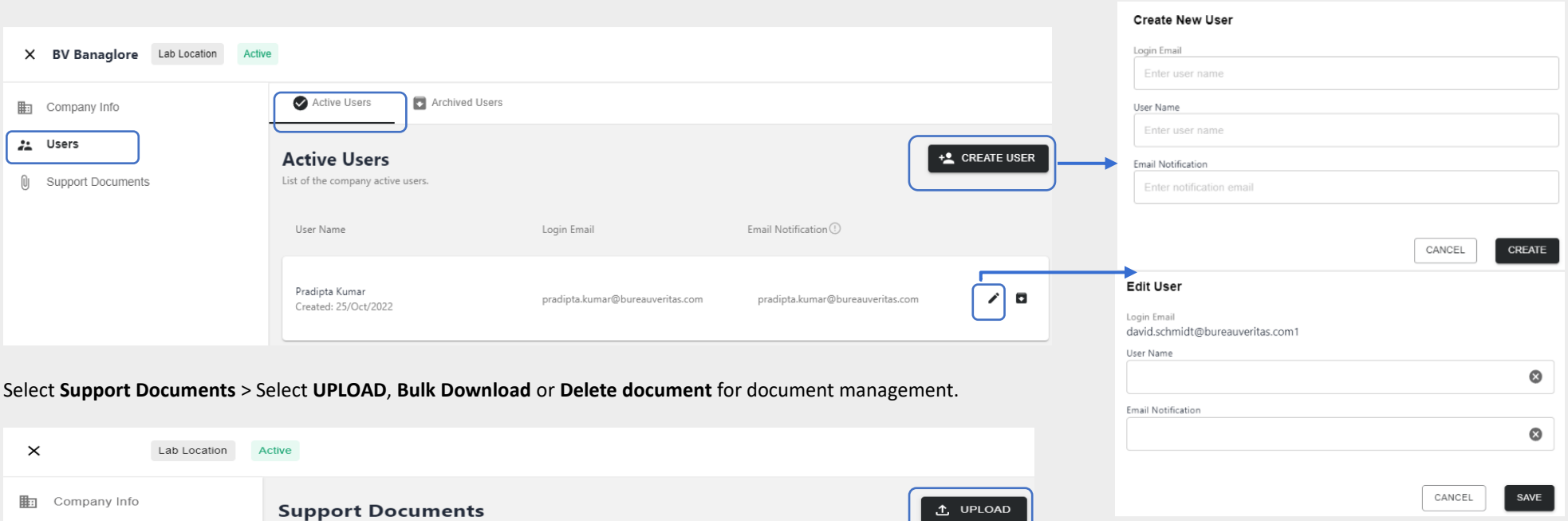
Select **Lab** > On **Locations** page, select a specific lab location to manage the profile.



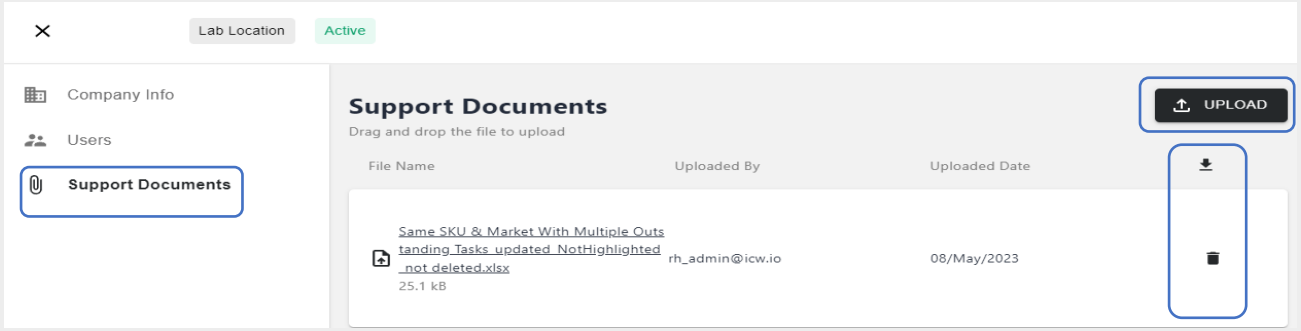
Select **Company Info** to **CHANGE** the Lab Location, Lab Group or contact details.



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.



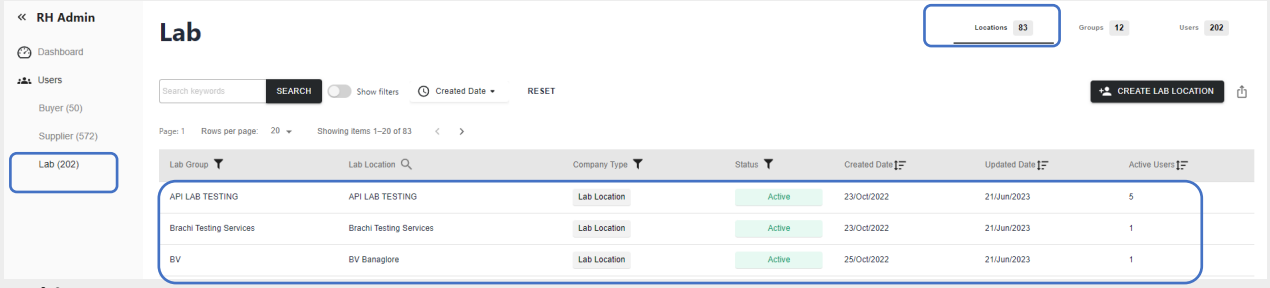
Select **Support Documents** > Select **UPLOAD**, **Bulk Download** or **Delete document** for document management.



Edit user Archive user Bulk download Delete document

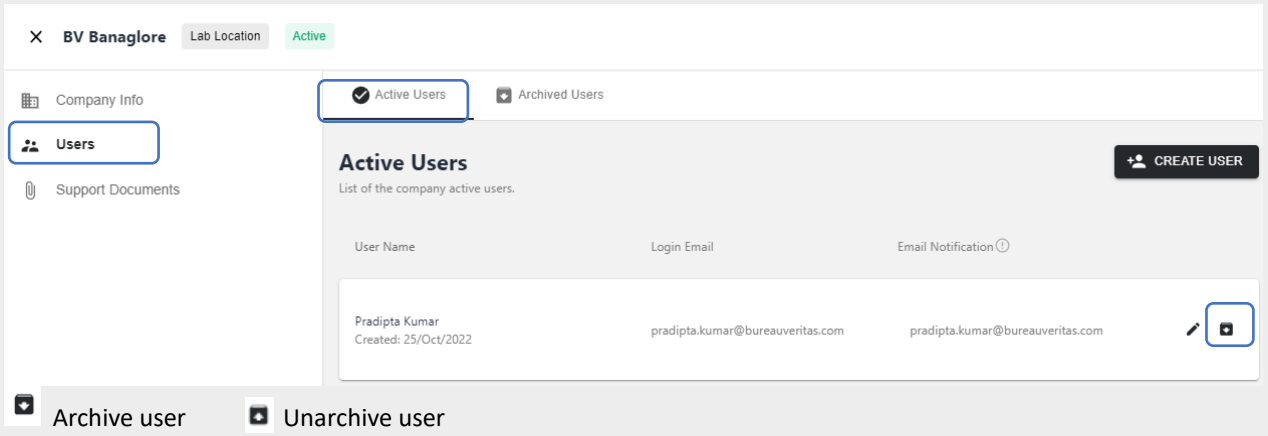
6.7 Lab: Archive and Unarchive Lab Location

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



Archive User

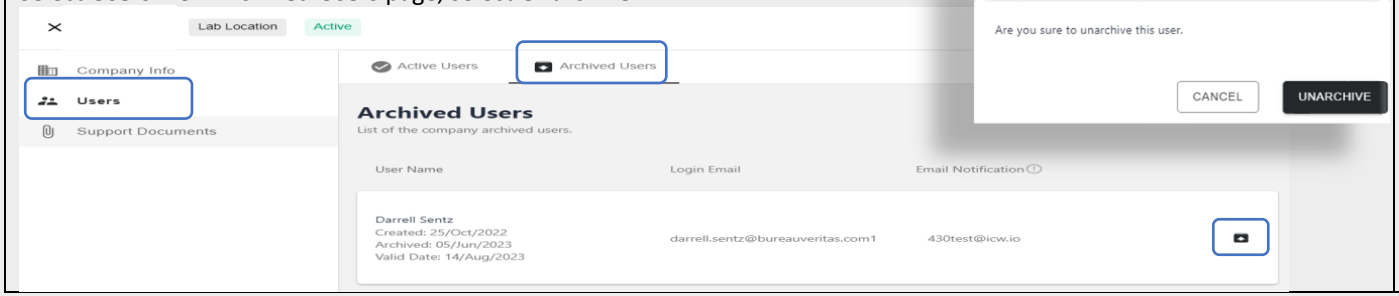
Select **Users** > On **Active Users** page, select **Archive**.



Archive user Unarchive user

Unarchive User

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

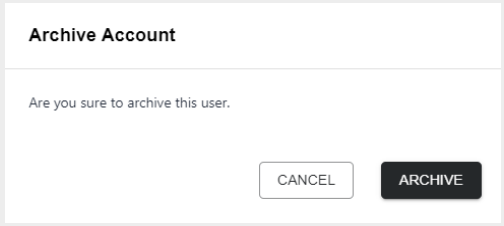


Notes:

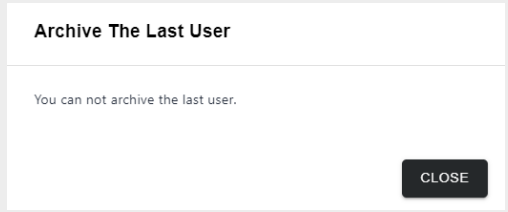
- The archived users will be counted as subscription users within the current subscription period.
- No notification email will be sent to an archived user.

Some tips when archiving Lab Location users:

1.More than one Lab location users



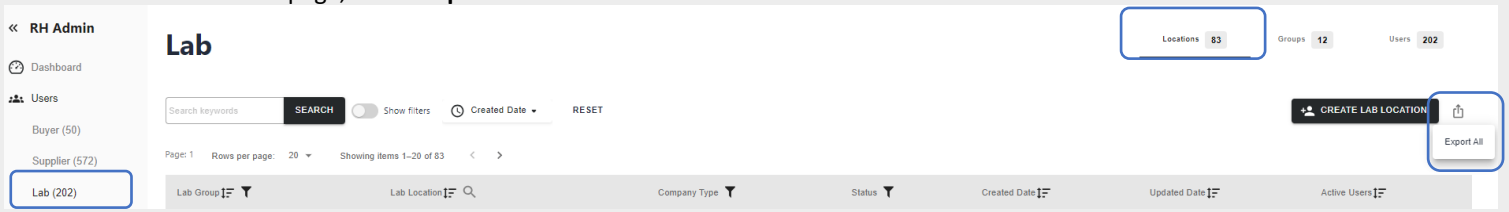
2.Not allow to archive the last Lab location user



6.8 Lab: Export Groups, Locations and Users

Export Lab Locations

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

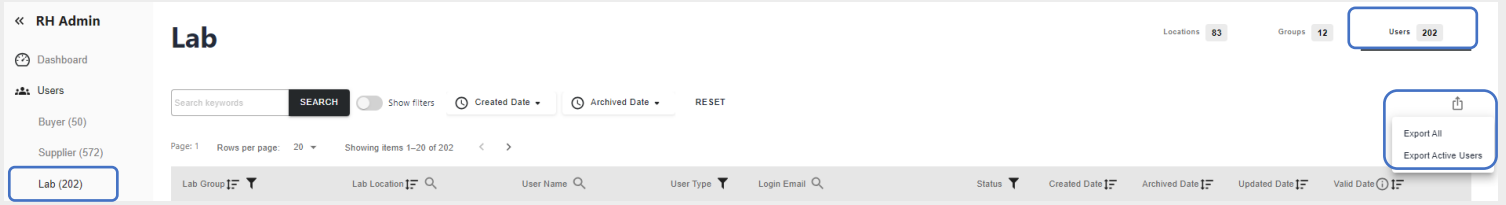


Export Lab Groups

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

Export Lab users

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



Export

Notes:

Lab Company:

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

Lab Users:

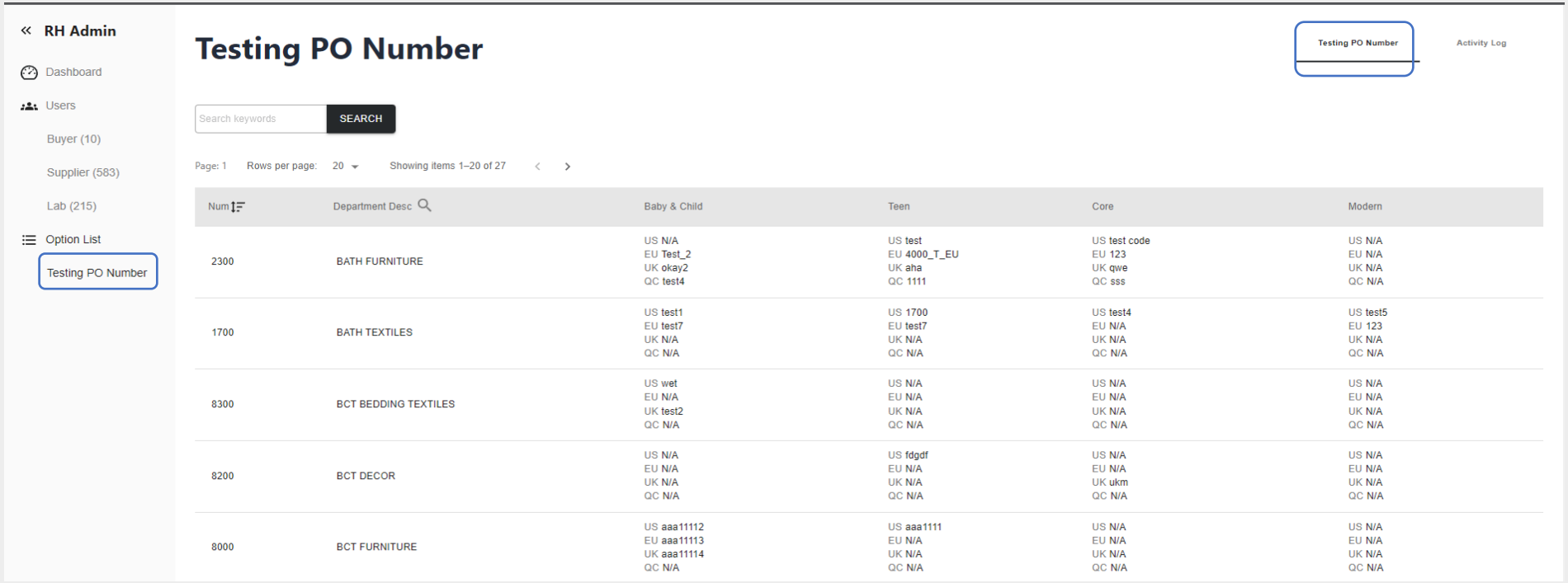
- **Users> Export All**: Both active and archive Lab Location and Lab Admin users will be exported.
- **Users> Export Active Users**: Archived Lab Location and Lab Admin users will be excluded from the exported.

7 Testing PO Number Maintenance

7.1 Buyer: Testing PO Number Database

Overall view of Testing PO Number

Assign Testing PO Number for each department by Concept and Export Market. Same Testing PO number can be applied to different Department, Concept, and Export Market.



Num	Department Desc	Baby & Child	Teen	Core	Modern
2300	BATH FURNITURE	US N/A EU Test_2 UK okay2 QC test4	US test EU 4000_T_EU UK aha QC 1111	US test code EU 123 UK qwe QC sss	US N/A EU N/A UK N/A QC N/A
1700	BATH TEXTILES	US test1 EU test7 UK N/A QC N/A	US 1700 EU test7 UK N/A QC N/A	US test4 EU N/A UK N/A QC N/A	US test5 EU 123 UK N/A QC N/A
8300	BCT BEDDING TEXTILES	US wet EU N/A UK test2 QC N/A	US N/A EU N/A UK N/A QC N/A	US N/A EU N/A UK N/A QC N/A	US N/A EU N/A UK N/A QC N/A
8200	BCT DECOR	US N/A EU N/A UK N/A QC N/A	US fdgdf EU N/A UK N/A QC N/A	US N/A EU N/A UK ukm QC N/A	US N/A EU N/A UK N/A QC N/A
8000	BCT FURNITURE	US aaa11112 EU aaa11113 UK aaa11114 QC N/A	US aaa1111 EU N/A UK N/A QC N/A	US N/A EU N/A UK N/A QC N/A	US N/A EU N/A UK N/A QC N/A

Note:

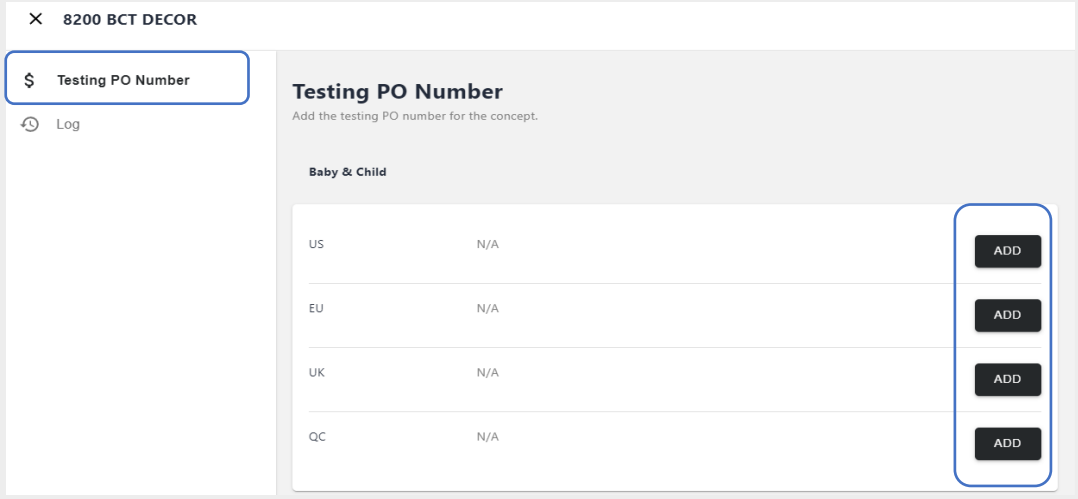
- Testing PO numbers are created to manage and identify invoices covered by RH.
- RH decides on the applicability of Testing PO numbers for selective suppliers.
- The Testing PO number is automatically applied to each TRF when the supplier confirms the quote, provided Testing PO number has been applied to the supplier.
- The Testing PO number is displayed in the TRF and Invoices sections of each task.
- The lab can include the Testing PO number in their invoice offline for RH payment processing.

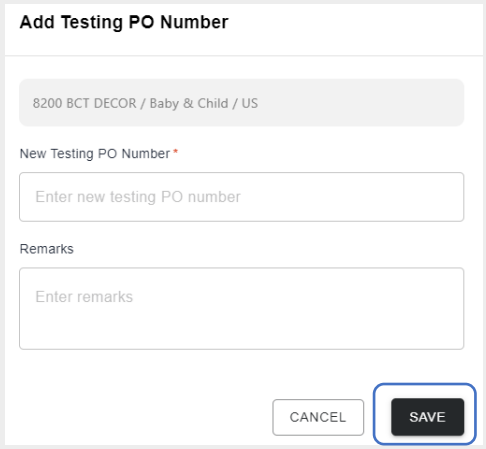
7.2 Buyer: Add and Edit Testing PO Number

Add Testing PO Number

Add Testing PO Number for each department by Concept and Export Market.

Select **Department Desc** > select **ADD** > input **New Testing PO Number** and **Remarks** (optional) > **SAVE**.

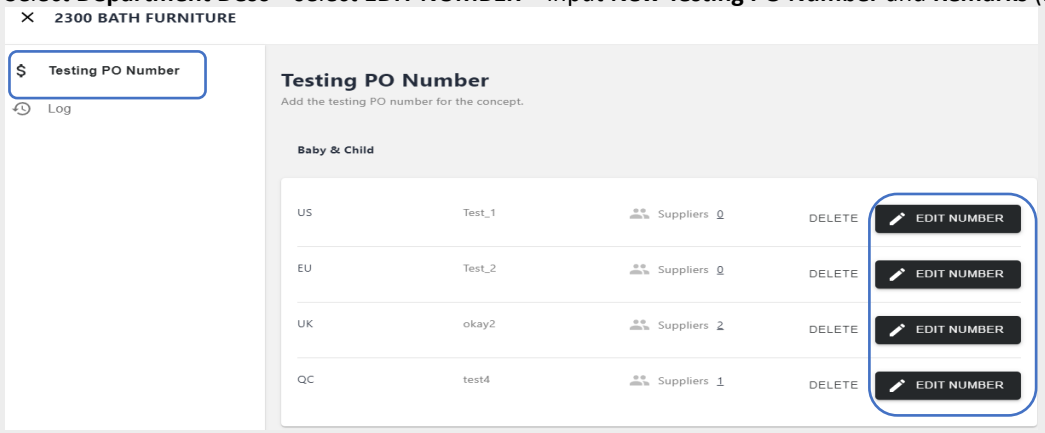


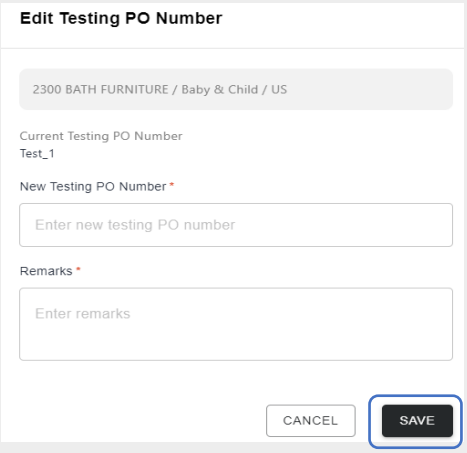


Edit Testing PO Number

Edit Testing PO Number for each department by Concept and Export Market.

Select **Department Desc** > select **EDIT NUMBER** > input **New Testing PO Number** and **Remarks** (mandatory) > **SAVE**.



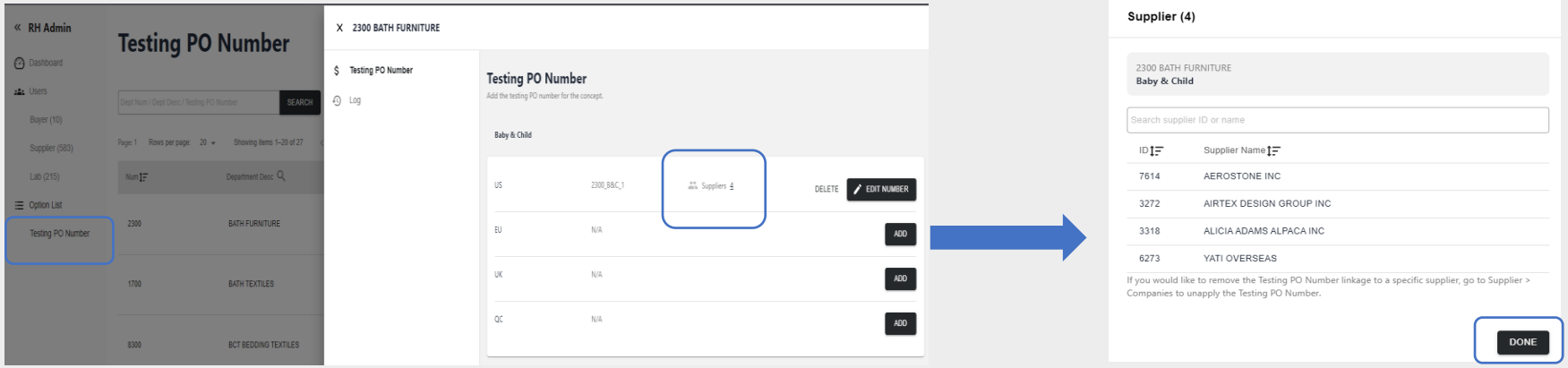


Note: An updated Testing PO Number will be applied when the supplier confirms a new quote.

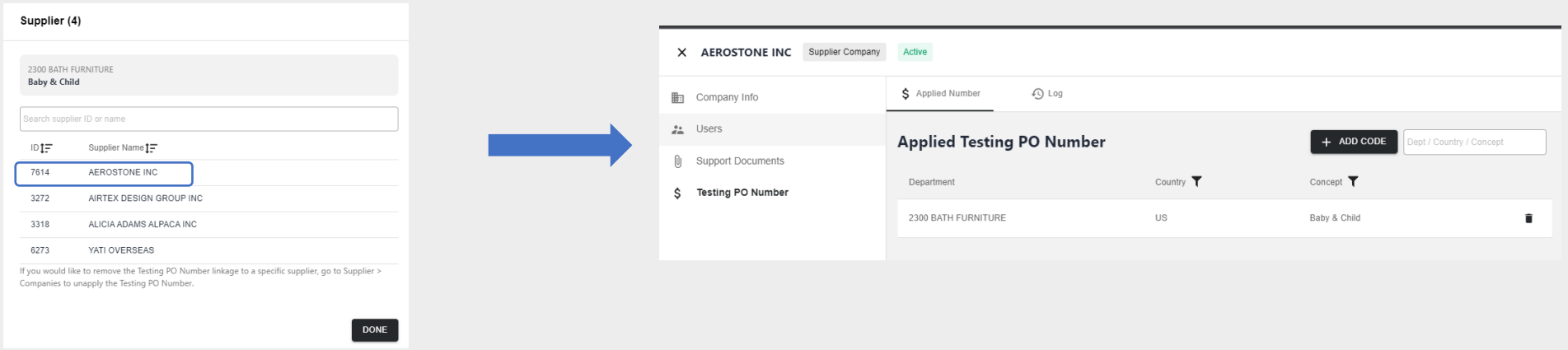
7.3 Buyer: View Testing PO Number Linkage to Suppliers

View Testing PO Number linkage to Suppliers

View the Suppliers with Testing PO Number applied, select the number with hyperlink next to **Suppliers**.
Input supplier ID or supplier name by searching bar to do searching.



Select specific linked supplier > It will direct to the specific supplier **Testing PO Number** > **Applied Testing PO Number**

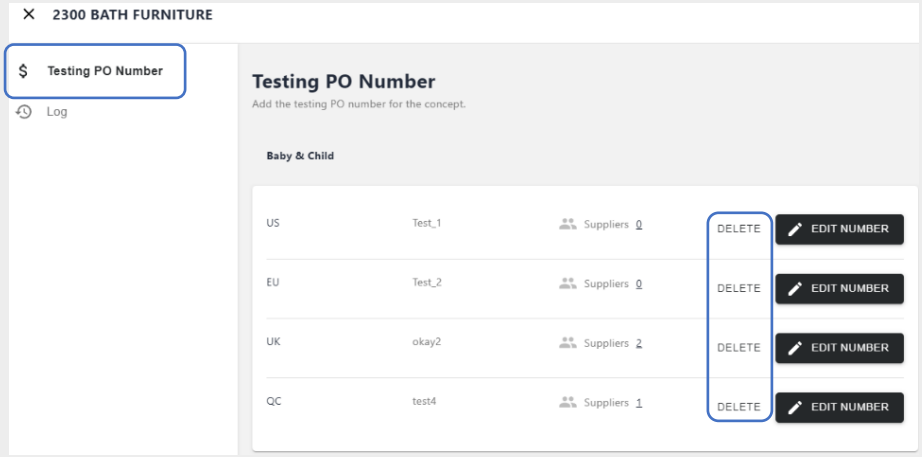


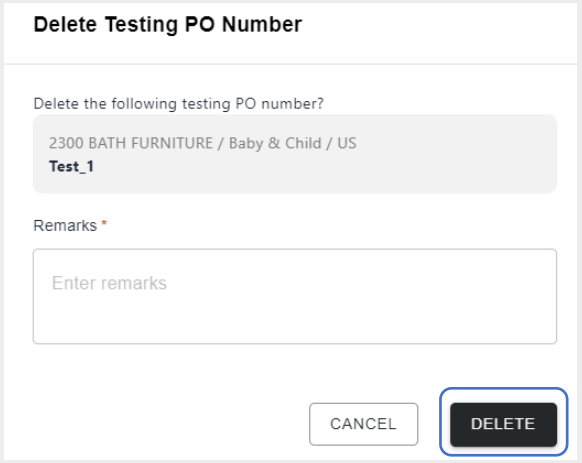
Note: If you would like to remove the Testing PO Number linkage to a specific supplier, go to **Supplier > Companies** to unapply the Testing PO Number.

7.4 Buyer: Delete Testing PO Number

Delete Testing PO Number

Delete the Testing PO Number for specific Department/Concept/Export Market, select **Department Desc** > go to the Concept/Export Market > select **DELETE** > Input Remarks (mandatory) > **DELETE**.





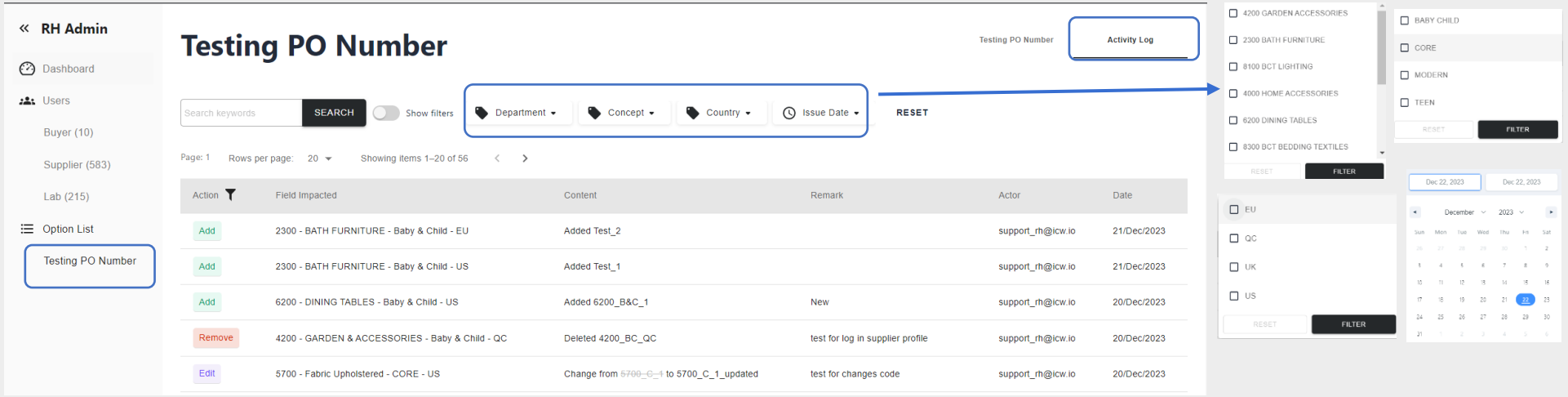
Note: Testing PO Number will not be applied to any Suppliers once it is deleted.

7.5 Buyer: View Testing PO Number Activity Log

Testing PO Number Activity Log (Overall)

View the overall **Activity Log** for all Departments related to Testing PO Number changes.

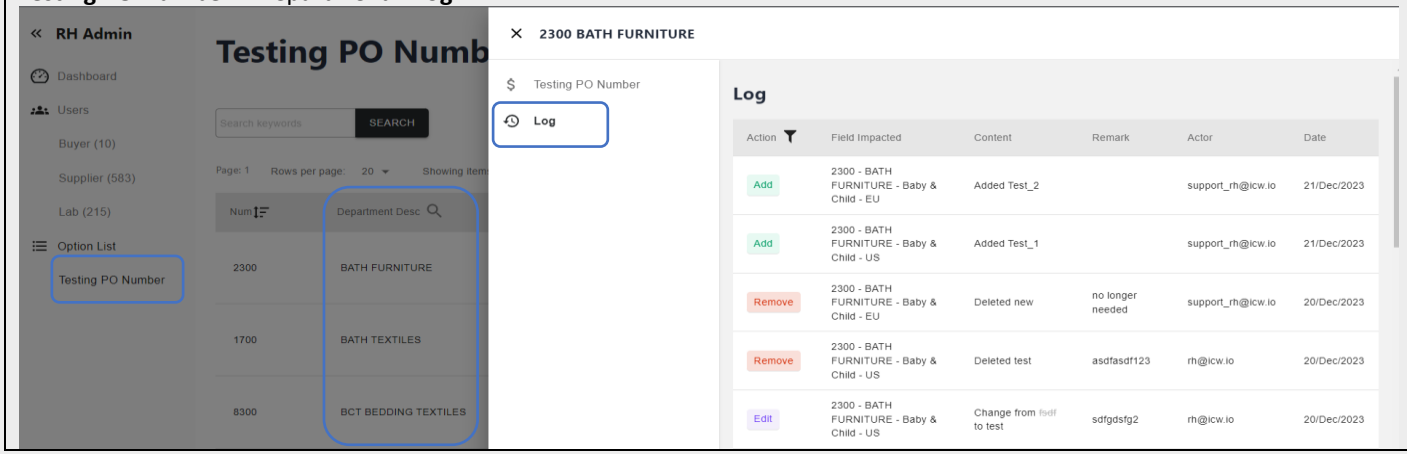
Filter **Activity Log** by **Department / Concept / Country / Issue Date**.



Testing PO Number Activity Log (Specific Department)

View the **Log** for specific Departments related to Testing PO Number changes.

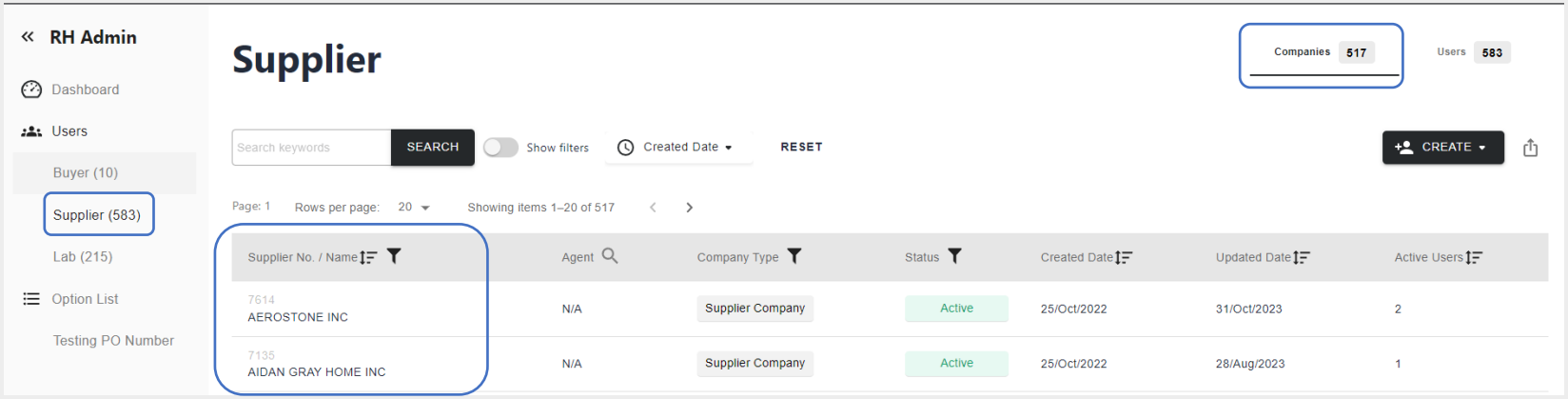
Testing PO Number > Department **> Log**



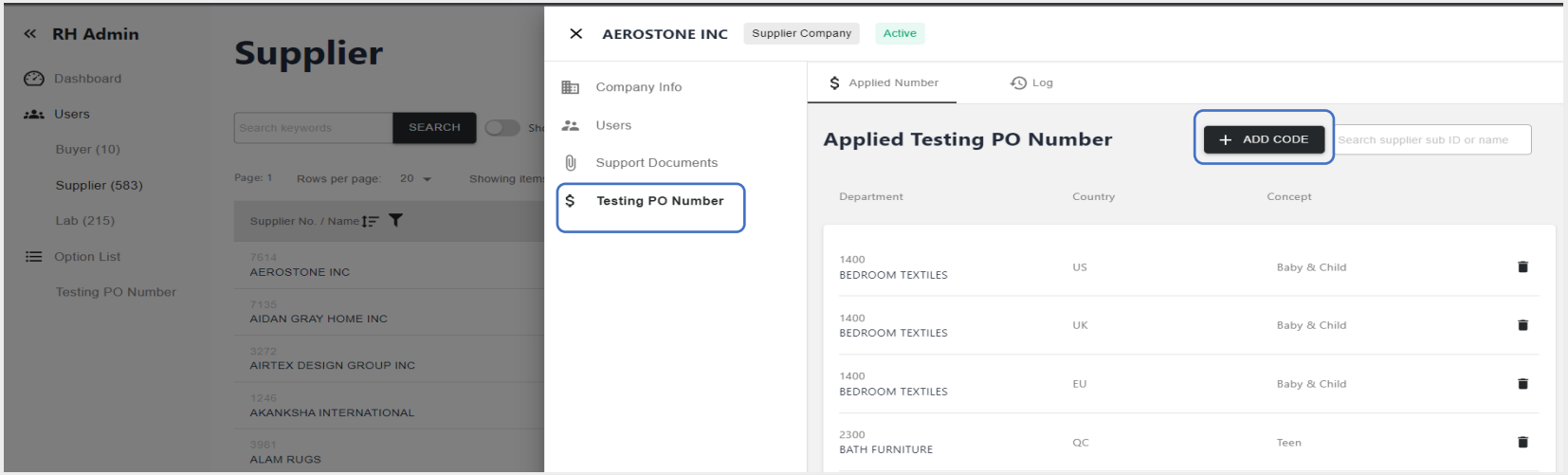
7.6 Buyer: Apply Testing PO Number to supplier

Apply Testing PO Number to Suppliers

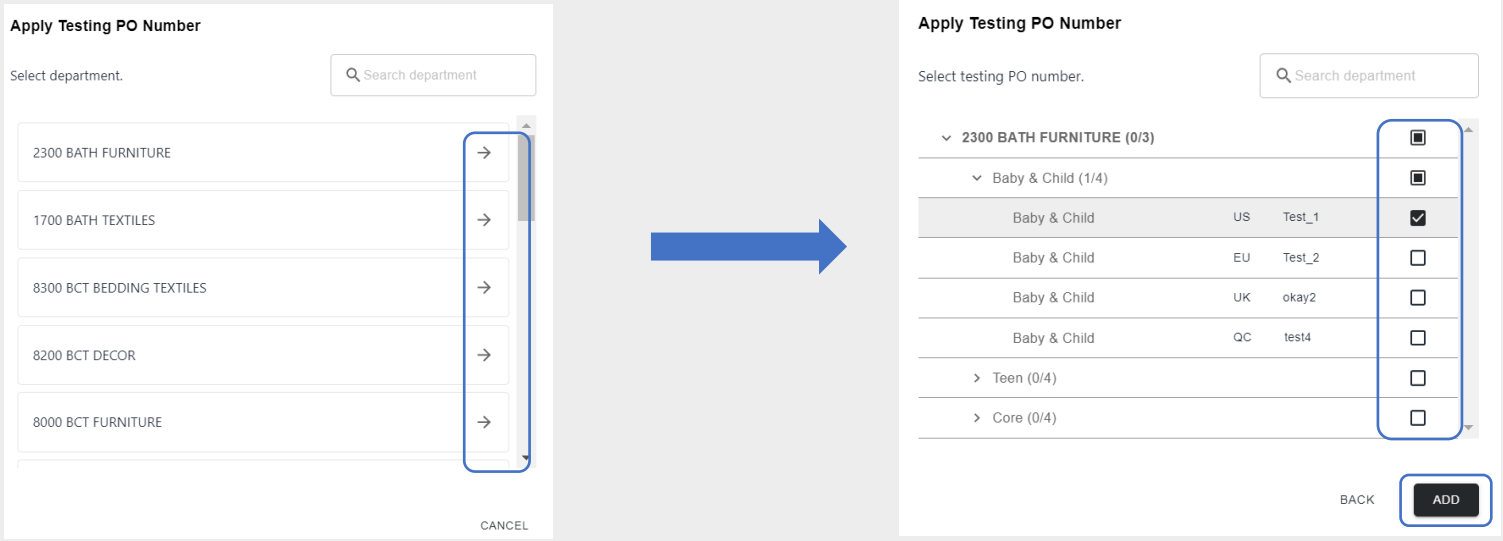
Select **Supplier** > **Companies** > Specific Supplier > **Testing PO Number** > **Applied Number**



Select **Testing PO Number** > **+ ADD CODE.**



Select → next to the Department > select **Checkmark** next to the Concept/Country > **ADD**

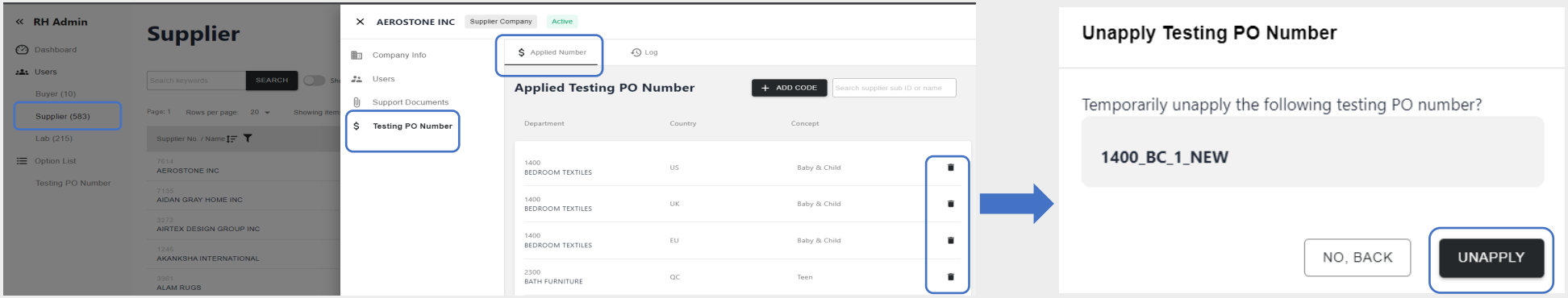


Note: Testing PO Number can be added to Supplier only if it exists in the Testing PO Number Database.
Testing PO Number will be applied on TRF and Invoices session of each Task when the supplier confirms a new quote.

7.7 Buyer: Unapply Testing PO Number to supplier

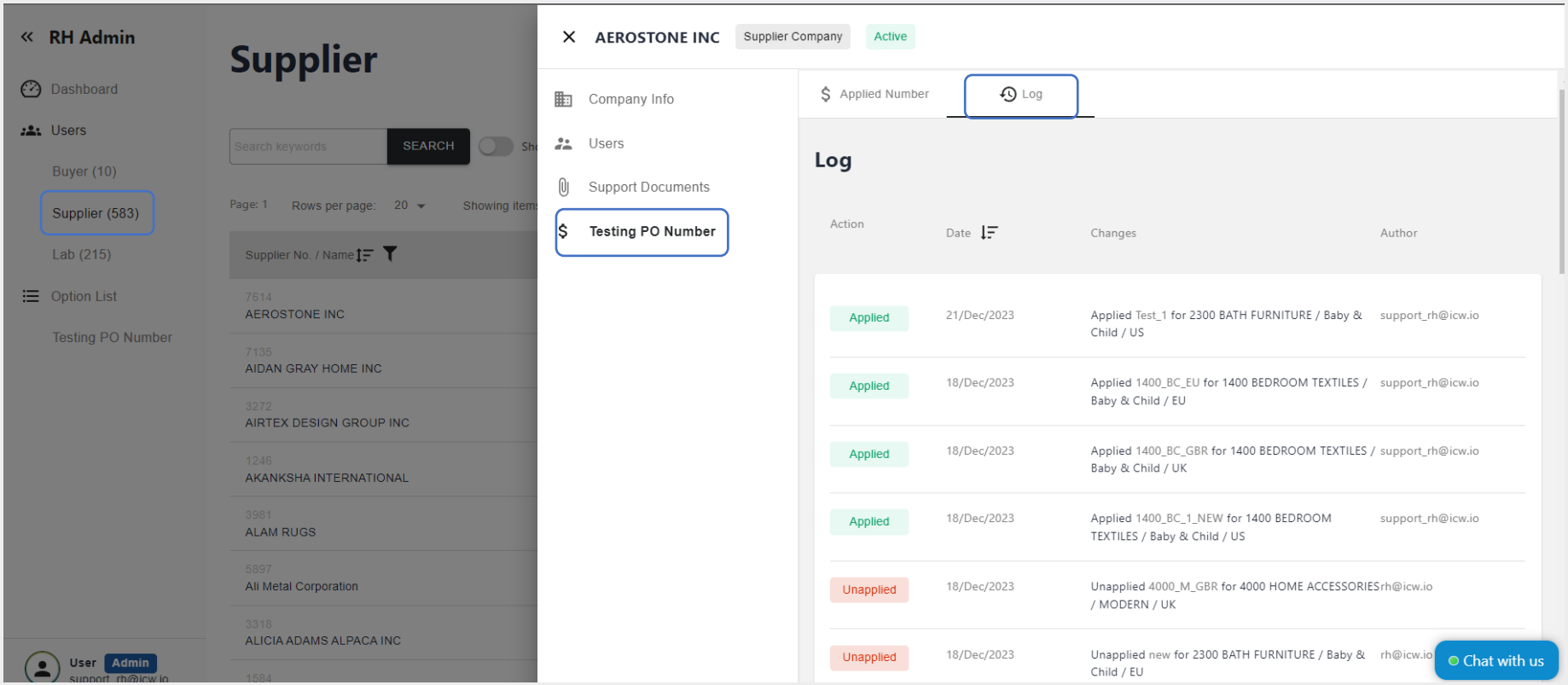
Unapplied Testing PO Number to Supplier

Select **Supplier** > **Companies** > Specific Supplier > **Testing PO Number** > **Applied Number** > select the **trash bin** icon > **UNAPPLY**



Note: After UNAPPLY, the Testing PO Number will not be applied to newly confirmed quote.

7.8 Buyer: View Supplier Testing PO Number Activity Log

Supplier Testing PO Number Log

Select **Supplier** > **Companies** > Specific Supplier > **Testing PO Number** > **Log** > View the **Applied** or **Unapplied** change log on a specific supplier.