



QUICK START USER GUIDE - Laboratory

Product Compliance and Testing Management Platform

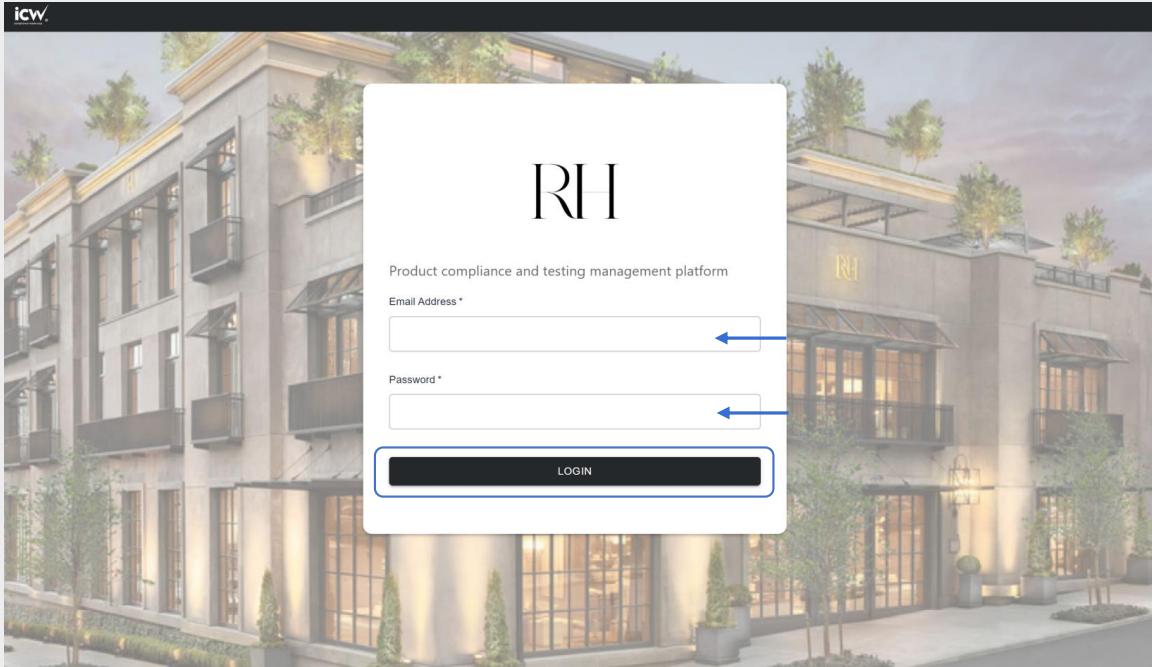
INTERNATIONAL COMPLIANCE WORKSHOP | RH
QUICK START USER GUIDE_V7



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2 Login



The image shows the RH login screen. The background is a photograph of a modern, multi-story building with large windows and a prominent entrance. Overlaid on the center is a white login form. At the top of the form is a large, stylized 'RH' logo. Below it, the text 'Product compliance and testing management platform' is displayed. The form contains two input fields: 'Email Address *' and 'Password *', each with a blue arrow pointing to it from the left. Below these fields is a 'LOGIN' button, which is also highlighted with a blue border and a blue arrow pointing to it from the left.

Log in to the platform: rh.icw.io

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

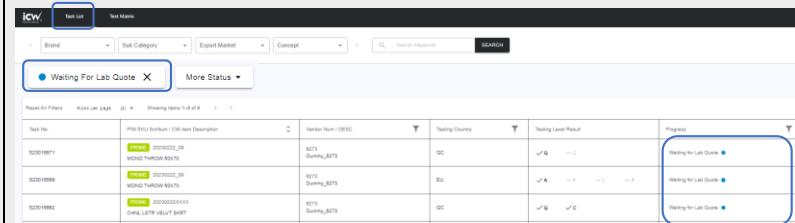
1. Enter the **E-mail Address**.
2. Enter the **Password**.
3. Select **LOGIN** button.

3 Make a Quote

(Task List page)

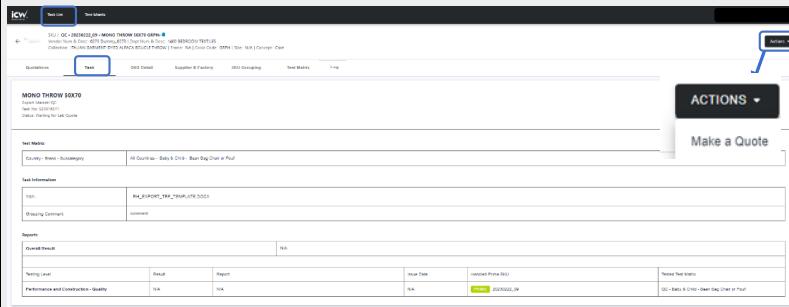
Select **Important Status>Waiting for Lab Quote**.

Select specific task to continue. 



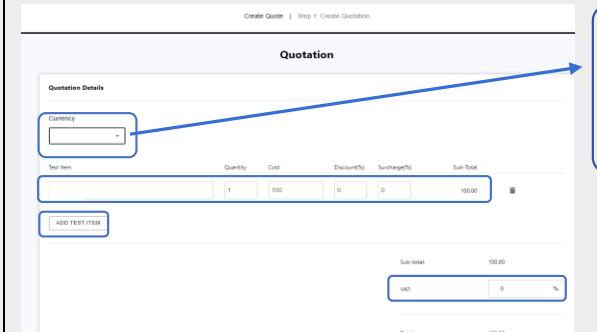
Review **task details**, **Select Actions>Make a Quote**.

Note: You can export Test Matrix for each task. 



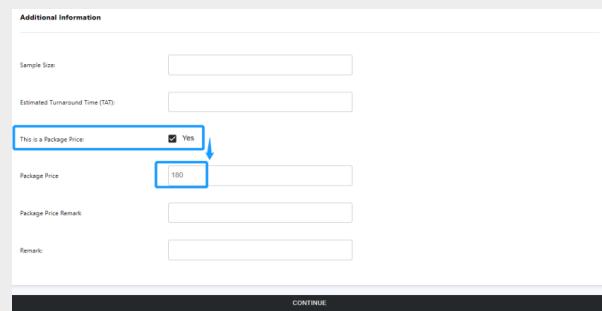
Fill in the **Quote**.

Note: You can indicate Discount(%), Surcharge(%) and VAT(%).



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

Select **CONTINUE**.



Commented [A3]: 20230208 Updated image for Tested Test Matrix

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

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

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

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

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

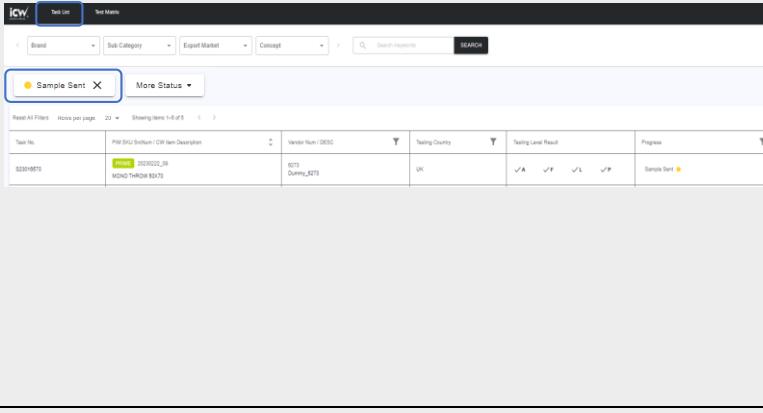
Commented [A7]: 20221205 Added currency INR and VND

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

4 Update Task Status: Samples Received

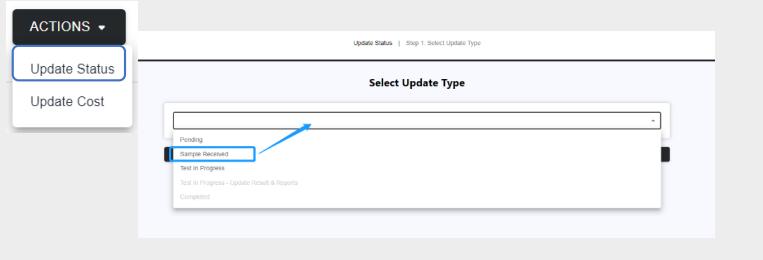
(Task List page)

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

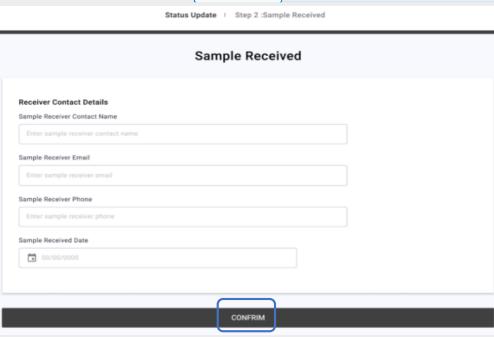


You can view the TRF and **Grouping Comment** in Task page.
You can view the Tracking/AWB# and Sample submission details in Sample page.
You can view Lab Details in Lab page after Quote Confirmed.
Note: TRF can be viewed after Quote Confirmed.

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



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



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

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

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

Commented [A12]: 20221205 Added "Lab" page

Commented [A13]: 20230911 User can only select the date from calendar, manual input is disabled.

5 Update Task Status: Pending

(Task List page)

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

Select **Actions>Update Status**.

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

ACTIONS ▾

Update Status (highlighted)

Update Cost

Update Status | Step 1: Select Update Type

Select Update Type

Pending (highlighted)

Test In Progress

Test In Progress - Update Result & Reports

Completed

Provide **Pending Reason** and **add Supplementary document if required**.

Select **CONTINUE**.

Update Status | Step 2: Pending Reason

Pending Reason

What is the Pending Reason?

Supplementary document upload (Optional)

UPLOAD

CONTINUE

Pending Reason will be showed in Log when LAB update task status to "Pending" with reason provided.

icw Task List Test Matrix

Task SKU Detail Supplier & Factory Lab SKU Grouping Invoices Test Matrix Sample Log

Rows per page: 20 Showing Items 1-2 of 2 < >

Action	Field impacted	Content	Remark	After	Date
Status Change	Status	From Suite Confirmed to Pending	Not pending reason correct		
Acknowledge	Y24095887	524942388	N/A		

Commented [A14]: 20221205 Replaced "What is pending reason" with "Supplementary document upload (Optional)"

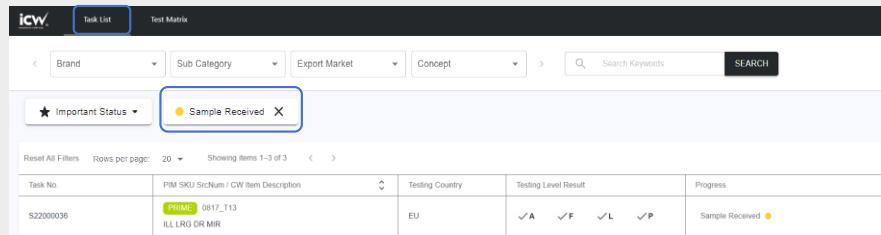
Commented [A15]: 20240501 Pending Reason will be showed in Log when LAB update task status to "Pending" with reason provided.

6 Update Task Status: In Progress

(Task List page)

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

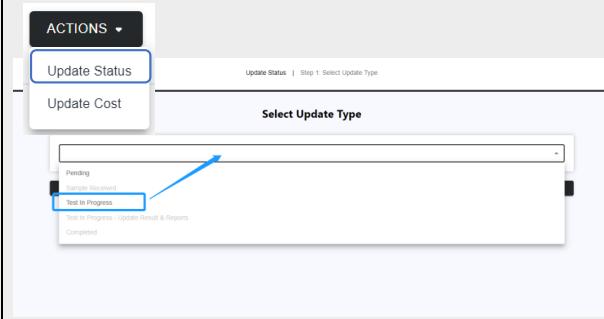
Select specific task to continue.



Task No.	PIM SKU SrcNum / CW Item Description	Testing Country	Testing Level Result	Progress
S22000036	PRIME 0817_113 ILL RLG DR MIR	EU	✓A ✓F ✓L ✓P	Sample Received

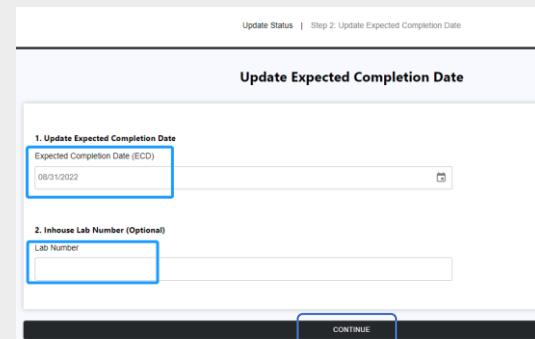
Select **Actions>Update Status**.

Select **Test In Progress** and **CONTINUE**.



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

Select **CONTINUE**.



Note: Expected Completion Date (ECD) is mandatory when Lab updates status to "In Progress"

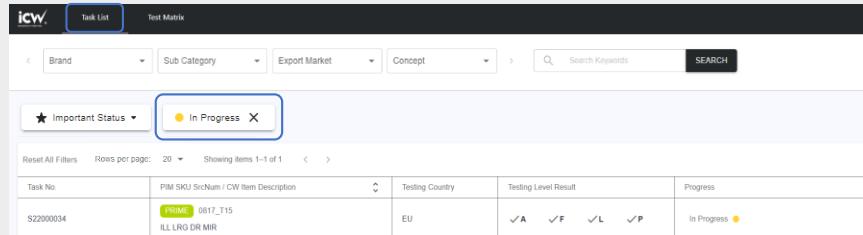
Commented [A16]: 20231009 ECD is mandatory when LAB updated status to "In Progress".

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

(Task List page)

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

Select specific task to continue.

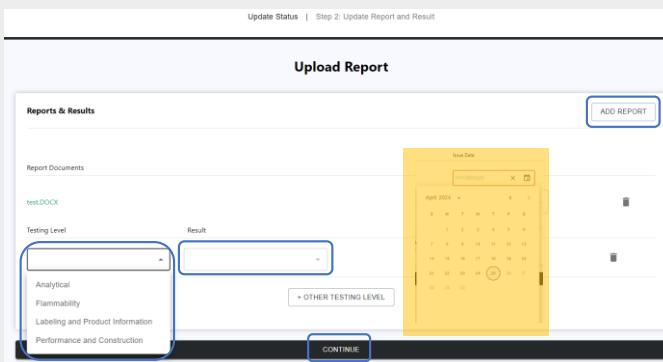


Task List page showing a task with status 'In Progress' highlighted. The task details are as follows:

Task No.	PIM SKU/SrcNum / CW Item Description	Testing County	Testing Level Result	Progress
S2200034	PRIME 0817_T15 ILL LRG DR MIR	EU	✓A ✓F ✓L ✓P	In Progress

Select **ADD REPORT**.

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



Upload Report page showing report documents and testing levels. The testing levels are:

- Analytical
- Flammability
- Labeling and Product Information
- Performance and Construction

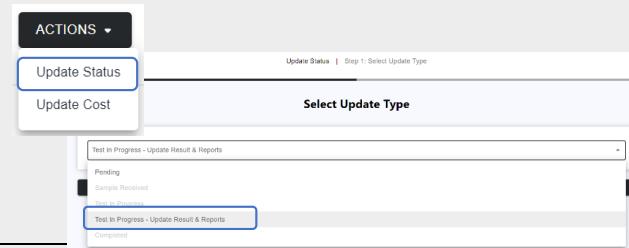
Note:

You can revise report/result before completing test task.

You can input the **Issue Date** from today or before when uploading Reports & Results. Future date is not allowed.

Select **Actions>Update Status**.

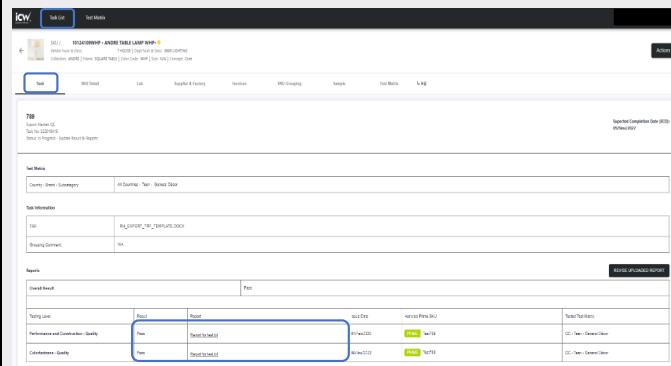
Select **Test In Progress – Update Result & Report** and **CONTINUE**.



Update Status page showing the 'Test In Progress - Update Result & Reports' option selected. The status dropdown shows:

- Pending
- Sample Received
- In Progress
- Test In Progress - Update Result & Reports**
- Completed

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



Task page showing the report and result details. The report documents are:

- test.DOCX

The testing levels and results are:

Testing Level	Result
Analytical	Pass
Flammability	Pass
Labeling and Product Information	Pass
Performance and Construction	Pass

Commented [A18]: 20230208 Updated image for Tested Test Matrix and REVISE UPLOADED REPORT

Commented [A19]: 20230217 Updated image to show Grouping Comment

Commented [A20R19]: 20230411 Enable "Log" in Task List

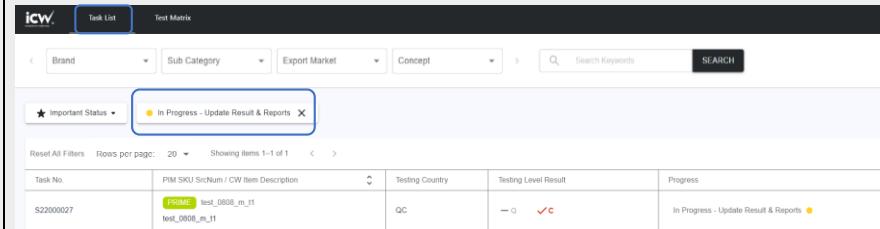
Commented [A17]: 20240501 Lab users can input the **Issue Date** from today or before when uploading Reports & Results. Future date is not allowed.

8 Update Task Status: Completed

(Task List page)

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

Select specific task to continue.



Task List

Test Matrix

Brand: Sub Category: Export Market: Concept: Search Keywords: SEARCH

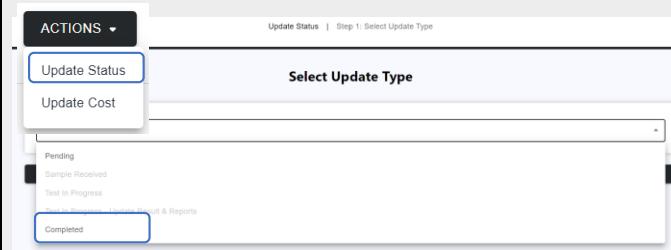
Important Status: In Progress - Update Result & Reports

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

Task No.	PIM SKU/SrcNum / CW Item Description	Testing Country	Testing Level Result	Progress
S22000027	PRIME test_0808_m_11 test_0808_m_11	QC	— ✓c	In Progress - Update Result & Reports

Select **Actions>Update Status.**

Select **Completed.**



ACTIONS ▾

Update Status

Select Update Type

Update Cost

Pending

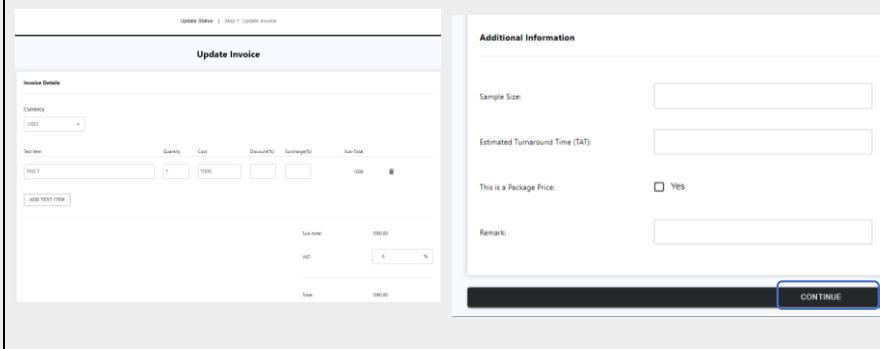
Sample Received

In Progress

In Progress - Update Result & Reports

Completed

Update and Confirm invoice details, select **CONTINUE.**



Update Status | Step 1: Update Invoice

Update Invoice

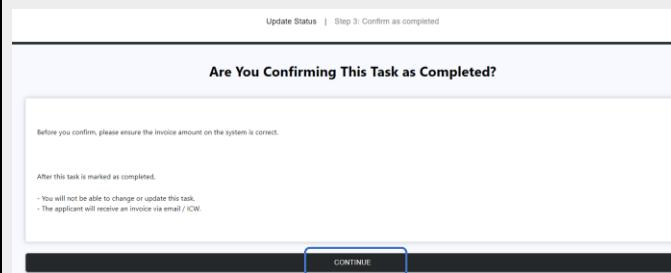
Invoice Details

Current: USD

Test Item	Quantity	Cost	Discount(%)	Surcharge(%)	Sub Total
Test 1	1	1000			1000
Sub Total: 1000.00					
VAT: 6 %					
Total: 1060.00					

CONTINUE

Select **CONTINUE.**



Update Status | Step 3: Confirm as completed

Are You Confirming This Task as Completed?

Before you confirm, please ensure the invoice amount on the system is correct.

After this task is marked as completed.

You will not be able to change or update this task.
- The applicant will receive an invoice via email / ICW.

CONTINUE

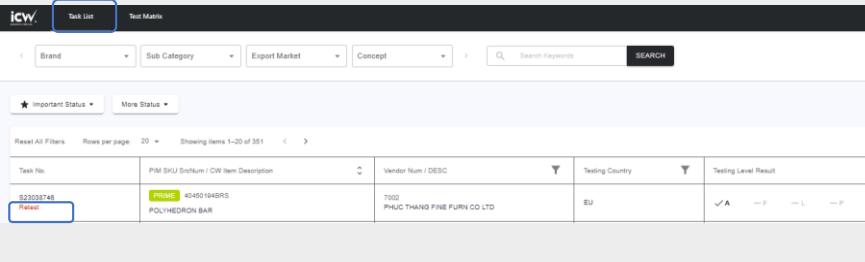
Once the task is completed, RH can make approval.

Commented [A21]: 20230208 Update Discount(%) and Surcharge(%) in Invoices when applicable.

9 Retest

(Task List page)

Retest is shown below Task No. when it is a retest task.



The screenshot shows a table with columns: Task No., PIM SKU/SinName / CW Item Description, Vendor Num / DESG, Testing Country, and Testing Level Result. A row is selected with Task No. 523008748, PIM SKU 404601948RS, Vendor Num 7002, Testing Country EU, and Testing Level Result A. The 'Retest' status is highlighted with a red box.

Note: Follow the steps illustrated above depends on the Progress of Test Task.

When quote is required by vendor for retest task:
 Progress: Waiting for Lab Quote
 Lab can provide the quote to vendor for confirmation.

When quote is skipped by vendor for retest task:
 Progress: Sample sent
 Lab can update the sample receiving status and arrange the retest accordingly.

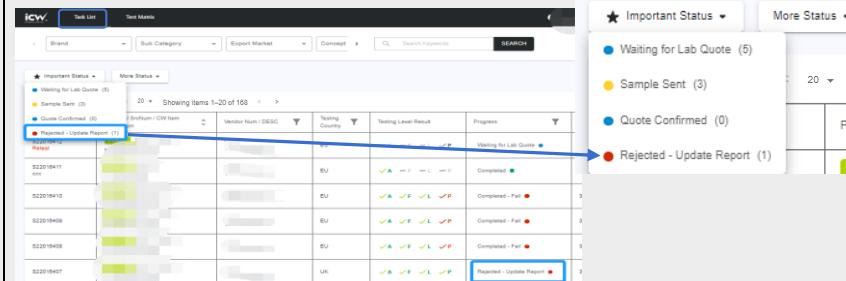
10 Exceptional Handling

(Task List page)

Update Rejected Report

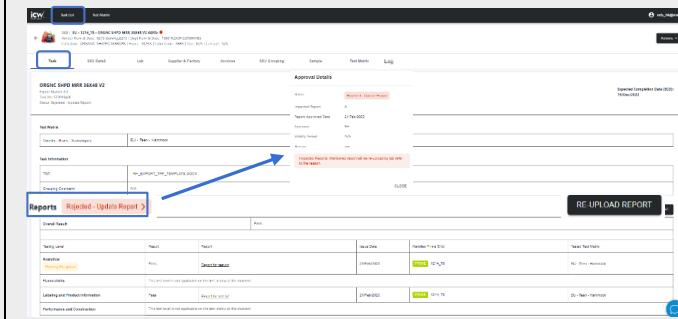
Select **Important Status>Rejected – Update Report**.

Select specific task to continue.



The screenshot shows a list of tasks in the 'Task List' section. A blue box highlights the 'Rejected - Update Report' status. A blue arrow points from this status to the 'Rejected - Update Report' status in the 'Important Status' dropdown menu on the right.

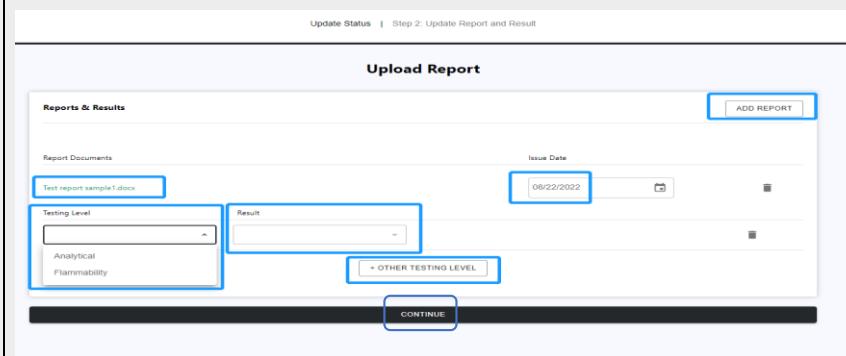
Select **Rejected-Update Report** to view Approval Details.
Select **RE-UPLOAD REPORT**.



The screenshot shows the 'Approval Details' page for a rejected report. A blue arrow points from the 'Rejected-Update Report' button in the 'Reports' section to the 'RE-UPLOAD REPORT' button at the bottom of the page.

Select **ADD REPORT**.

Fill in required details and **CONTINUE**.



The screenshot shows the 'Upload Report' step. It includes fields for 'Report Documents' (with 'Test report sample1.docx' selected), 'Issue Date' (set to '08/22/2022'), 'Testing Level' (set to 'Analytical'), 'Result' (set to 'Flammability'), and a 'CONTINUE' button. Several fields are highlighted with blue boxes: 'Report Documents', 'Issue Date', 'Testing Level', 'Result', and the 'CONTINUE' button.

Note:

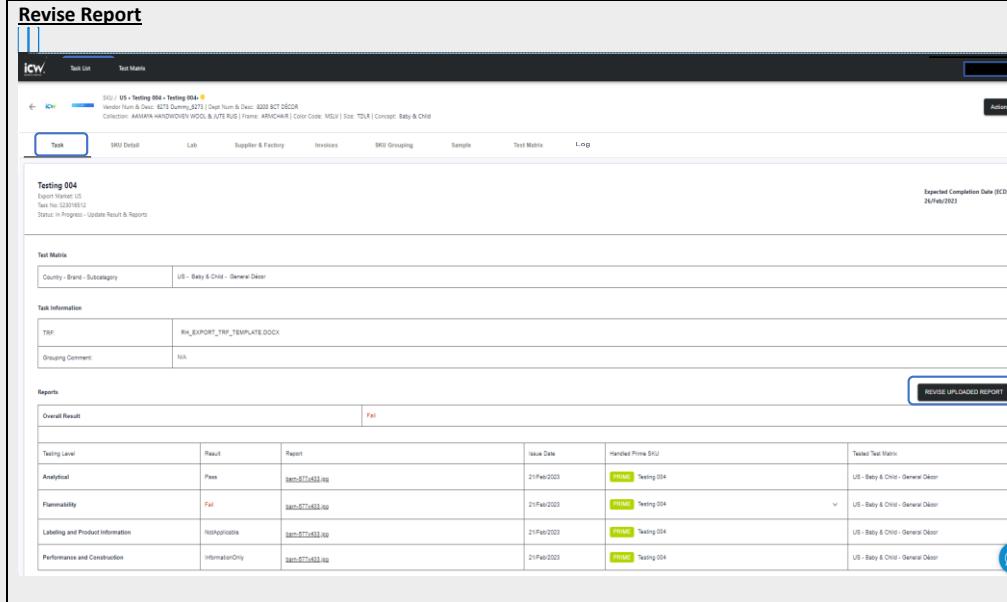
New uploaded report will replace the previous rejected report.
You cannot revise report after submission unless RH rejects it.

Commented [A22]: 20230217 Updated image to show
Grouping Comment

Commented [A23R22]: 20230411 Enable "Log" in Task List

(Continued on next page)

Revise Report



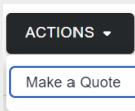
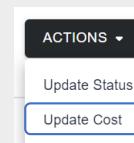
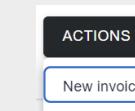
When the task status is **In Progress - Update Result & Reports**, you can revise uploaded report/result before you complete the test task.

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

Commented [A24]: 20230208 Updated image for Tested Test Matrix

Commented [A25]: 20230217 Updated image to show Grouping Comment

Commented [A26R25]: 20230411 Enable "Log" in Task List

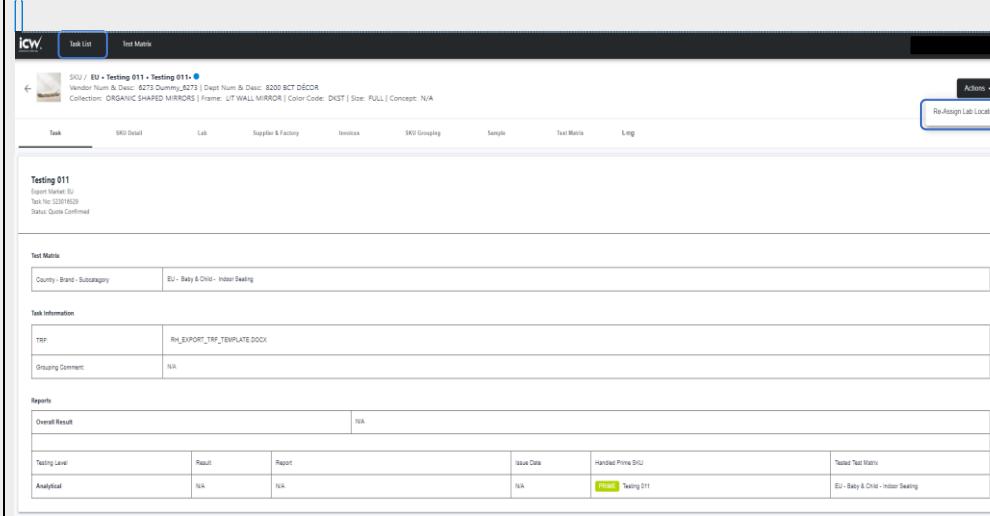
Update Cost when Task Progress is Quote Available: Select specific task, select ACTIONS>Make a Quote in Task. You can review and update previous submitted Quote. 	Update Cost when Quote is CONFIRMED but Task is not COMPLETED: Select specific task, select ACTIONS>Update Cost in Task. Submitted Quote cannot be updated. However, you can review and update Invoice directly, you can further review and update the cost before you complete the task. 	Update Cost when Task is COMPLETED: Select specific task, select ACTIONS>New Invoice in Task. Submitted Quote and Invoice cannot be updated. However, you can create additional invoice to debit / credit the invoice amount. 
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11 Lab Admin: Re-Assign Lab Location

(Task List page)

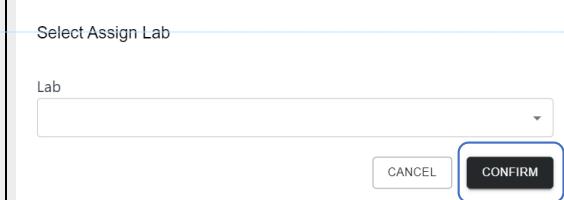
Select specific task to re-assign lab location.

Select **ACTIONS>Re-Assign Lab Location**.



The screenshot shows the iCW Task List page. At the top, there is a header with the iCW logo and navigation tabs: 'Task List' (which is selected) and 'Test Matrix'. Below the header, there is a search bar and a message: 'SKU / EU + Testing 011 + Testing 011+ 0 Vendor Num & Desc: 6273 Dummy_A273 | Dept Num & Desc: 8200 BCT DECOR Collection: ORGANIC SHAPED MIRRORS | Frame: UT WALL MIRROR | Color Code: DK37 | Size: FULL | Concept: N/A'. Below the search bar, there is a table with columns: Task, SKU Detail, Lab, Supplier & Factory, Issues, SKU Grouping, Sample, Test Matrix, and Log. A blue button labeled 'Re-Assign Lab Location' is located in the 'Actions' column. The main content area shows a section titled 'Testing 011' with details: 'Status: Quoted', 'Type: N/A', and 'Status: Quoted Confirmed'. Below this, there are sections for 'Test Matrix' (Country: Brand - Subcategory: EU - Baby & Child - Indoor Seating), 'Task Information' (TRF: RH_EXPORT_TRF_TEMPLATE.DOCX), 'Grouping Comment' (N/A), and 'Reports' (Overall Result: N/A). The 'Test Matrix' section is highlighted with a blue box.

Select another **Lab Location** and **CONFIRM**.



The screenshot shows a modal dialog titled 'Select Assign Lab'. It has a dropdown menu labeled 'Lab' and two buttons: 'CANCEL' and 'CONFIRM'. The 'CONFIRM' button is highlighted with a blue box.

Note: Lab Admin can re-assign lab location only after quotation is confirmed by vendor.

Commented [A27]: 20230208 Updated image for Tested Test Matrix

Commented [A28]: 20230217 Updated image to show Grouping Comment

Commented [A29R28]: 20230411 Enable "Log" in Task List

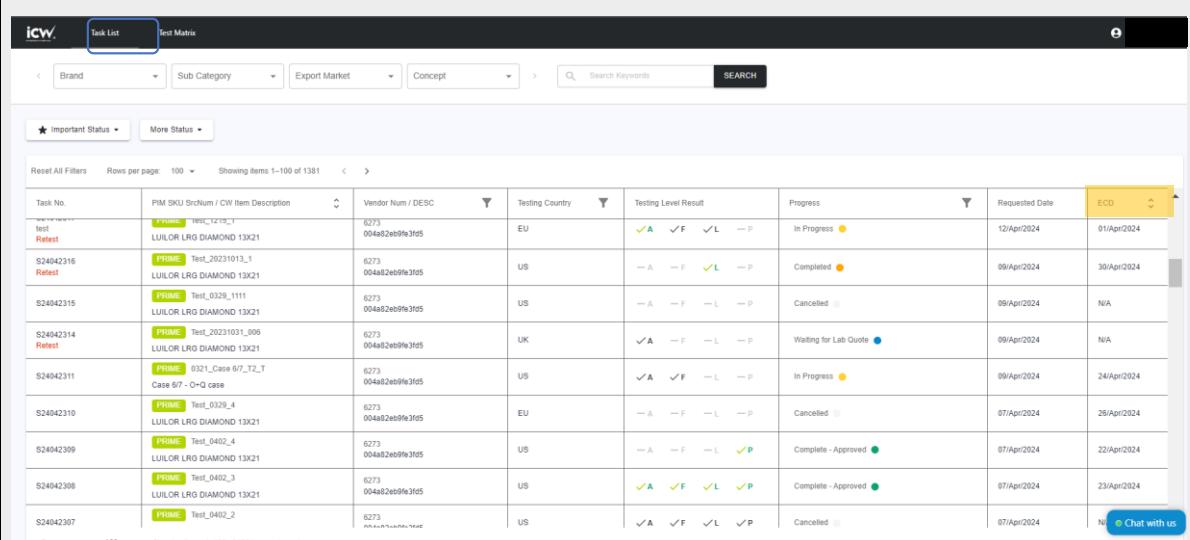
12 Task Status Overview

(Task list)

Status	Definition for Prime	Action required from Lab
CAP Rejected	Buyer reviewed and rejected the CAP submitted by vendor. Waiting for Vendor to revise the CAP and submit again.	
Rejected - Request CAP	Buyer reviewed and rejected the SKU's report and result. Waiting for vendor to upload CAP.	
Rejected - Update Report	Buyer reviewed and rejected the SKU's report and result. Waiting for Lab to update the report.	Yes
Completed - Fail	Lab completed the task with FAIL result.	
CAP Pending Approval	Vendor submitted the CAP and the CAP is waiting for buyer's approval.	
Task Pending	The SKU is grouped and assigned as PRIME. Waiting for vendor to acknowledge and open task.	
Task Pending (Retest)	The SKU walked through the CAP flow and has a retest test request. Waiting for vendor to acknowledge and open task.	
Waiting for Lab Quote	The task is waiting for lab to advise the quote.	Yes
Quote Available	Lab provided the quote to vendor.	
Quote Confirmed	Vendor confirmed the quote OR Vendor skipped the quote process.	Yes
Sample Sent	Vendor sent the sample and advised the sample sending information	Yes
Sample Received	Lab received the sample and advised the sample receiver information	Yes
Pending	The task is pended by lab.	Yes
In Progress	The testing is undergoing in lab.	Yes
In Progress - Update Result and Reports	Lab uploaded the report and result.	Yes
Completed	Lab completed the task with PASS result.	
Completed - Conditional approved	The Prime SKU and all linked Prime SKU are conditionally approved. Ready to ship now.	
Completed - Approved	The Prime SKU and all linked Prime SKU are approved. Ready to ship now.	
Cancelled	The task is cancelled. It is shown in Task level (Task list page).	
Rejected	Vendor selected another lab to proceed with the testing and rejected the lab's quotation. It is shown in lab UI & Task level only (Task list page).	

Commented [A30]: 20240501 Update the presentation of SKU status priority and definition

(Task list)



Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress	Requested Date	ECD
S24042316 Test ReTest	PRIME Test_123_1 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	EU	✓ A ✓ F ✓ L — P	In Progress	13/Apr/2024	01/Apr/2024
S24042316 Test ReTest	PRIME Test_20231913_1 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	US	— A — F ✓ L — P	Completed	09/Apr/2024	30/Apr/2024
S24042315 Test ReTest	PRIME Test_0329_1111 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	US	— A — F — L — P	Cancelled	09/Apr/2024	N/A
S24042314 Test ReTest	PRIME Test_20231031_006 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	UK	✓ A — F — L — P	Waiting for Lab Quote	09/Apr/2024	N/A
S24042311 Test ReTest	PRIME 0321_Case 07_12_7 Case 67 - O-O case	6273 00482e09fe3d5	US	✓ A ✓ F — L — P	In Progress	09/Apr/2024	24/Apr/2024
S24042310 Test ReTest	PRIME Test_0329_4 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	EU	— A — F — L — P	Cancelled	07/Apr/2024	28/Apr/2024
S24042309 Test ReTest	PRIME Test_0402_4 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	US	— A — F — L ✓ P	Complete - Approved	07/Apr/2024	22/Apr/2024
S24042308 Test ReTest	PRIME Test_0402_3 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	US	✓ A ✓ F ✓ L ✓ P	Complete - Approved	07/Apr/2024	23/Apr/2024
S24042307 Test ReTest	PRIME Test_0402_2 LULOR LRG DIAMOND 13X21	6273 00482e09fe3d5	US	✓ A ✓ F ✓ L ✓ P	Cancelled	07/Apr/2024	N/A

Test Task is created after vendors acknowledge and quote for Prime SKU.

Each Test Task for one Testing Country for single SKU.

You can view individual Test Level Result for each test task for Prime SKU.

- Non-Fail result
- Fail result
- Pending result
- Not requested

You can view the Progress for each test task.

You can view SKU Grouping Comment (if available) and TRF (after Quote Confirmed) for each test task.

You can search in header filter. Vendor Name is sorted in alphabetical order.

You can view the Log for each test task.

You can sort tasks by ECD.

You can view the Validity Period for approved or conditionally approved task for Regulatory test only (US, EU, UK).

Commented [A31]: 20221205 Update from "Pass" to "Non-Fail" result.

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

Commented [A32]: 20221205 Updated from "Not applicable" to "Not requested"

Commented [A33]: 20231227 The Approval status: CAP approved / Complete – Approved / Complete – Conditional Approved are reflected in Progress in Task list. The Completed status icon is changed from green to orange.

Commented [A34]: 20230208 Added Vendor Name and Sort Vendor Name in alphabetical order for Vendor Num / DESC table filter.

Commented [A35]: 20230217 Enhanced Header Filter with "search" feature; Add the wording for locating SKU Grouping Comment and TRF

Commented [A36R35]: 20230411 Enable "Log" in Task List

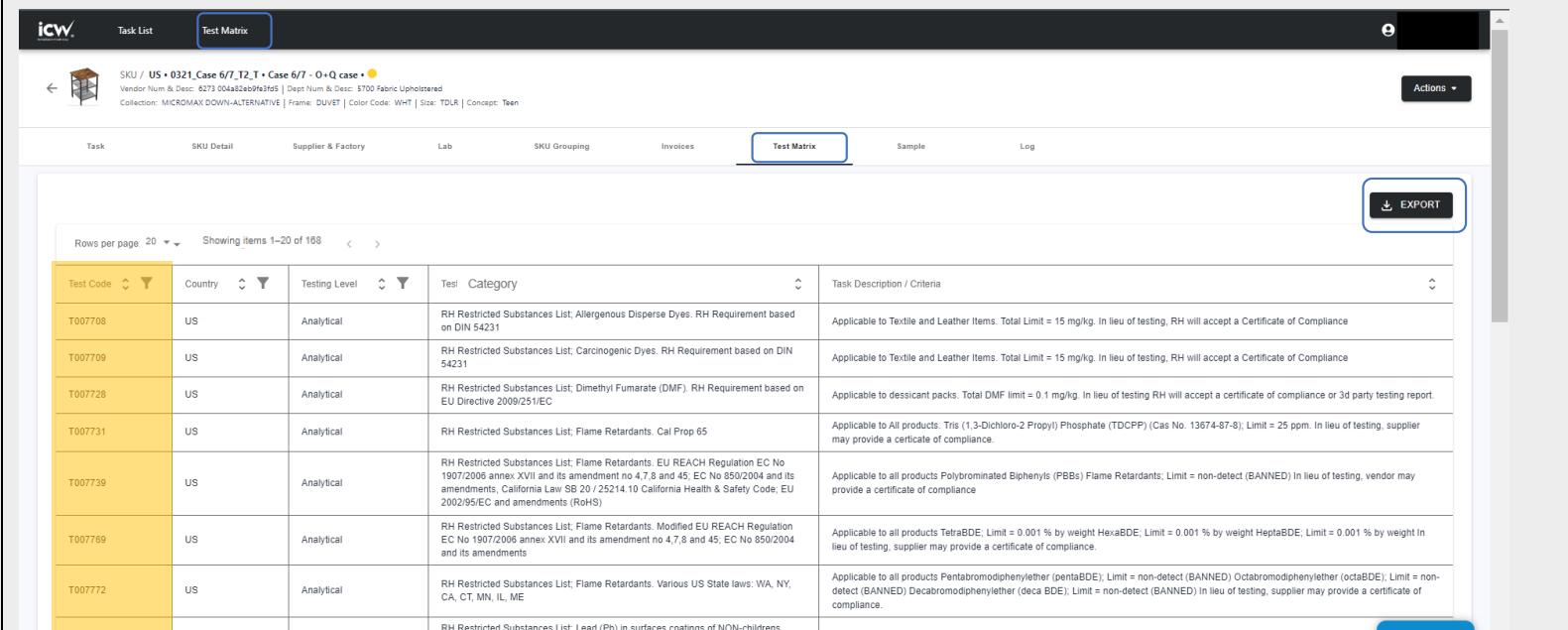
Commented [A37]: 20240501 Sort ECD.

Commented [A38]: 20240501 Validity Period logic update.

13 Test Matrix

(Test Matrix page)

Overview of Test Matrix, where you can view/export the test item details and view the change log.



The screenshot shows a table of test items with the following columns: Test Code, Country, Testing Level, Category, Task Description / Criteria, and a Chat with us button. The table has 8 rows, each representing a different test item with its specific details.

Test Code	Country	Testing Level	Category	Task Description / Criteria
T007708	US	Analytical	RH Restricted Substances List: Allergenous Disperse Dyes. RH Requirement based on DIN 54231	Applicable to Textile and Leather Items. Total Limit = 15 mg/kg. In lieu of testing, RH will accept a Certificate of Compliance
T007709	US	Analytical	RH Restricted Substances List: Carcinogenic Dyes. RH Requirement based on DIN 54231	Applicable to Textile and Leather Items. Total Limit = 15 mg/kg. In lieu of testing, RH will accept a Certificate of Compliance
T007728	US	Analytical	RH Restricted Substances List: Dimethyl Fumarate (DMF). RH Requirement based on EU Directive 2009/251/EC	Applicable to dessicant packs. Total DMF limit = 0.1 mg/kg. In lieu of testing RH will accept a certificate of compliance or 3rd party testing report.
T007731	US	Analytical	RH Restricted Substances List: Flame Retardants. Cal Prop 65	Applicable to All products. Tris (1,3-Dichloro-2 Propyl) Phosphate (TDCPP) (Cas No. 13674-87-8); Limit = 25 ppm. In lieu of testing, supplier may provide a certificate of compliance.
T007739	US	Analytical	RH Restricted Substances List: Flame Retardants. EU REACH Regulation EC No 1907/2006 annex XVII and its amendment no 4,7,8 and 45. EC No 850/2004 and its amendments. California Law SB 20 / 25214.10 California Health & Safety Code; EU 2002/95/EC and amendments (RoHS)	Applicable to all products Polybrominated Biphenyls (PBBs) Flame Retardants; Limit = non-detect (BANNED) In lieu of testing, vendor may provide a certificate of compliance
T007769	US	Analytical	RH Restricted Substances List: Flame Retardants. Modified EU REACH Regulation EC No 1907/2006 annex XVII and its amendment no 4,7,8 and 45; EC No 850/2004 and its amendments	Applicable to all products TetraBDE. Limit = 0.001 % by weight HexaBDE; Limit = 0.001 % by weight HeptaBDE; Limit = 0.001 % by weight In lieu of testing, supplier may provide a certificate of compliance.
T007772	US	Analytical	RH Restricted Substances List: Flame Retardants. Various US State laws: WA, NY, CA, CT, MN, IL, ME	Applicable to all products Pentabromodiphenyl ether (pentaBDE); Limit = non-detect (BANNED) Octabromodiphenyl ether (octaBDE); Limit = non-detect (BANNED) Decabromodiphenyl ether (deca BDE); Limit = non-detect (BANNED) In lieu of testing, supplier may provide a certificate of compliance.
T007783	US	Analytical	RH Restricted Substances List: Lead (Pb) in surfaces coatings of NON-childrens products. CPSIA, 16 CFR 1303	Applicable to surfaces coatings on all non-children's products Lead (Pb); Limit = 90 ppm total

Note: Added the Test Code for each Test Item in Task List > Test Matrix, in line with Test Item Code in Test Matrix module.

Commented [A39]: 20230208 Added Fabric Program-US Test Matrix

Commented [A40]: 20230214 Added Fabric Program - UK/EU Test Matrix

Commented [A41]: 20221205 Added "Export" test matrix feature

Commented [A42]: 20230911 change wording from Sub-category to Category

Commented [A43]: 20230411 Allow the search of Test Items by Test Code (unique ID generated by system automatically for each Test Item)

Commented [A44]: 20240501 Added test code.

change log
export

13 Appendix

TRF Template	 RH_EXPORT_TRF_TE MPLETE.docx
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Commented [A45]: 20231227 Adding 2 questions on the TRF.
Added Testing PO Number in the TRF.