Thank you for using the ICPS Responsible Sourcing Platform of ICTI CARE (hereafter, the ICPS system or the system). Prior to using this system, applicant factories are encouraged to read through this user manual to familiarize themselves with the basic functions and procedures of using the system. For any inquiries that are not mentioned in this user manual, please do not hesitate to contact us at tel. no.: +852-21112462; email: info@icti-care.org.

Thank you for your collaboration!

Version History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-03-25</td>
<td>08</td>
<td>Add---Part III. 9. Auditor Assessment</td>
</tr>
<tr>
<td>2017-01-14</td>
<td>07</td>
<td>Add---Part III. 12. Factory Incident</td>
</tr>
<tr>
<td>2016-12-09</td>
<td>06</td>
<td>Update---Frequently Asked Questions &amp; Answers Q4 – How factory re-apply after termination period</td>
</tr>
<tr>
<td>2016-11-11</td>
<td>05</td>
<td>Add---Part III. 10. Download Seal Image</td>
</tr>
<tr>
<td>2016-04-29</td>
<td>04</td>
<td>Update---Part II.2. New User Activation Update---Login Interface</td>
</tr>
<tr>
<td>2015-05-18</td>
<td>01</td>
<td>Initial release</td>
</tr>
</tbody>
</table>
Tips for Users

- You are required to use **Internet Explorer 11 / Chrome** to access the system. Using other browsers or previous versions will result in system error.

- If you do not receive the emails from the system such as *account activation, password reset* or any system notifications, you may need to check the spam email folder.

- You are encouraged to update the user accounts of your factory in the event of a change of your factory’s contact person; otherwise your factory may miss important messages sent from ICTI CARE or the system such as *Annual Registration Reminder*.

- The login user accounts of your factory should be the registered/contact emails in ICTI CARE. You should use a valid corporate email address. If a personal email address is used, you should delete the user if they leave the company/factory in order to protect your factory from information leakage.
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I. New Factory Application

1. New User Registration

Go to ICTI CARE Website [http://www.icti-care.org/e/content/cat_page.asp?cat_id=165](http://www.icti-care.org/e/content/cat_page.asp?cat_id=165), click “New Factory Application”.

You will then open the Factory User Registration page, see figure 1 below. Factory must fill in all the boxes marked with “*”. Press the “Register” button at the bottom of the page after inputting all the required data. A message will pop up, click on the “OK” button and the new factory user registration will be completed. User account must be activated via email before logging into the system.
Upon user account registration, user will receive a verification link sent to the registered email. User must, **within 24 hours**, confirm the verification so to activate the account. Otherwise, the user account will be automatically deleted and user will have to register again.

- If you do not receive the activation email, you should check the spam mail folder.

- User must register with a valid email address, which will be set as the account user name by default setting. Do NOT register with any email address that you are unable to access; otherwise, you will miss important messages such as account activation, password reset, seal approval and audit report download system notifications, etc.

- User must register with a corporate email address. If a personal email address is used, factory should delete the user in the case that they no longer work at the company/factory in order to protect your factory from information leakage.
2. New User Activation

User will receive an email sent by the system after their user account is created. See figure 2.

![User account activation email](image)

Figure 2: User account activation email

Enter the **Account Activation and Create Password** page by clicking the link in either language. See figure 3.

![User activation and create password page](image)

Figure 3: User activation and create password page

After entering the password and confirming password, the system will return to the login page. The password filled must be at least 8 characters long including uppercase letters, lowercase letters and numbers.

User account can only be activated once.

- New user has to create and submit at least one application within 30 days from user account registration; if not the existing user account will be removed from the system automatically.
3. New User Login

User will be directed to the login page after account activation as shown in Figure 4. Input your user name and password, and then click “Log In” to enter the system.

To login to the system as regular user, please refer to Part III – 3. Standard Login.

![Figure 4: Login Interface](image)

4. Submit New Factory Application

After logging in successfully you will enter the ICPS system. To submit a new factory application click “Create New Application”. See figure 5.

![Figure 5: Page of new application creation](image)

You will then enter the Factory Information page. You must fill in the information and upload document as per the guidance below. See figure 6.
Separate Factory Name/Address into two lines if too long.

Wrong Format is not acceptable, for example: SHEnzhen BoOMing BuSiness.

Drop down to select.

Make sure the zip code is correct.

Must be the same as the address on BR.

Fill in Factory Tel. no.

Not private cell phone no.

[Using the CTRL key to multi-select]
1. Total employee = sum of employee from all below departments
2. If no obvious peak-low seasons, use the figure of “Number (Application)”

1. Please fill in dialect. E.g. Mandarin, Cantonese
   “Chinese” is not a dialect
2. Total percentage should be 100

Select and then enter the number of machines / facilities
### Factory Premises

#### Premises in Main Factory

<table>
<thead>
<tr>
<th>Number of Buildings</th>
<th>Total</th>
<th>Production</th>
<th>Warehouse</th>
<th>Dormitory</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>30000</td>
<td>5000</td>
<td>5000</td>
<td>5000</td>
<td>5000</td>
</tr>
<tr>
<td>Occupied Area (MF)</td>
<td>45000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Sum of the 4 figures on the right**
- **Count as 1 even if it does not occupy a whole building.**

---

**Please specify Multiple Factories within the boundary of Main Factory (If applicable)**

- There is a garage, which is named xxx and holds its independent Business License, is located in the same compound of factory.

---

**In addition to Main Factory, outside Manufacturing Premises to be covered in audit (If applicable)**

<table>
<thead>
<tr>
<th>Site</th>
<th>Site Name &amp; Actual Detailed Address (Local Language)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site 1</td>
<td>1号外租仓库，宝安区甲乙丙路甲乙丙工业区26号</td>
</tr>
<tr>
<td>Site 2</td>
<td>2号外租仓库，宝安区甲乙丙路甲乙丙工业区77号</td>
</tr>
<tr>
<td>Site 3</td>
<td>3号外租仓库，宝安区甲乙丙路甲乙丙工业区99号</td>
</tr>
<tr>
<td>Site 4</td>
<td>外租员工宿舍，宝安区甲乙丙路甲乙丙工业区169号</td>
</tr>
</tbody>
</table>
Data can be saved anytime during the input process. User simply needs to click on the “Save” button at the bottom right corner on this page. In fact, the system will also save the data input automatically every 10 minutes once applicant has filled in the factory name in the system.

Click the “Submit” button at the bottom right corner to send the factory application to ICTI CARE to verify if all the required data has been correctly completed.
Boxes marked with “*” must be filled in with proper information and cannot be left blank. Some information can be entered in local language if specified while others must be filled in in English.

Factory is advised to prepare the necessary documents in advance. For details, please refer to Part IV “Template of Documents Required”.

The maximum size of the uploaded document cannot exceed 1MB. Only one single file will be accepted in each upload field. If more than one document needs to be uploaded, please consolidate the documents into one PDF file or compress them into one Zip/RAR file.

If the submission of application is not successful, an error message will emerge and indicate which content is not completed, see figure 7. User can amend the data in accordance with the error message and submit the application again.

![Figure 7: Error message alert](image)

For unsuccessful submissions, the Process Status of the applicant factory will show “Pending Submit”, see figure 8. User can click buttons to carry on editing or delete the application and have the factory information removed from the system.

![Figure 8: Process Status will show “Pending Submit”](image)

If the submission is successful, the system will show “Submit succeeded, Factory ID: CXXXXXX”, see figure 9.

![Figure 9: Prompt on Successful Submission](image)
Following successful submissions, the **Process Status** of the applicant factory will show “Registration Submitted”, see figure 10. ICTI CARE will then verify the application submitted; factory user cannot amend any information during this period.

![Process Status](image)

**Figure 10**: Process Status will show “Registration Submitted”
5. Application Verification

- **Incomplete/Incorrect Application Information**

If factory application is found incomplete or incorrect after ICTI CARE verifies the information, the system will send an email to inform factory which content needs to be amended, see figure 11.

![Figure 11: Email informing factory of the incomplete or incorrect application information (Eng & Chi)](image)

The **Process Status** at this stage shall be “Registration Returned for Editing”, see figure 12. User can click the edit button to amend the factory information and submit the application again.

![Figure 12: Process Status will show “Registration Returned for Editing”](image)

- **Registration Declined**

If the application is declined by ICTI CARE after the information is verified, the system will send an email to inform the factory of the reason for rejection, see figure 13.

![Figure 13: Email of Application Declined (Eng & Chi)](image)
The **Process Status** at this stage shall be "Registration Declined", see figure 14. "Registration Declined" marks the end of the factory application process; the user can no longer amend the factory information and submit the application again.

![Figure 14: Process Status will show “Registration Declined”](image)

**Application Approved and Payment Notice**

After ICTI CARE verifies and approves the factory application, the system will send an email to inform the applicant factory, with the payment advice enclosed, see figure 15. The **Process Status** of the factory at this stage shall be “Registration Doc. Verified”, see figure 16.

The payment advice can be also downloaded in the ICPS system, please see **Section III – 7. Payment** for details.

![Figure 15: Email informing factory about application approval & payment advice is enclosed (Eng & Chi)](image)
Figure 16: Process Status will show “Registration Doc. Verified”

Factory shall settle payment as required in the payment advice and e-mail pay slip to accounts@icti-care.org. When ICTI CARE confirms the payment is received, the system will send an email to inform the applicant factory along with an official receipt, see figure 17.

Figure 17: Email of payment confirmation with official payment receipt enclosed (Eng & Chi)
6. Audit Assigned

Upon receipt of registration fee, ICTI CARE will then appoint an audit firm. The factory Process Status at this stage shall be “Audit Assigned”, see figure 18.

![Figure 18: Process Status will show “Audit Assigned”](image)

When the appointed audit firm accepts the audit assigned, the system will issue an email to inform the factory of the name of the appointed audit firm, see figure 19. The factory Process Status at this stage shall be “Audit Firm Accepted”, see figure 20.

![Figure 19: Email informing factory which audit firm is assigned (Eng & Chi)](image)

![Figure 20: Process Status will show “Audit Firm Accepted”](image)
7. Registration Completion and Audit Arrangement

The appointed audit firm will contact the factory to collect audit fee after accepting the appointment. Upon the receipt of the audit fee, the system will send an email to confirm that the registration of the applicant factory is completed and to advise the audit arrangement, see figure 21. The factory Process Status at this stage shall be “Audit Scheduled.”, see figure 22.

![Figure 21: Email informing factory the registration is completed. (Eng & Chi)](image)

![Figure 22: Process Status will show “Audit Scheduled”](image)

- Contact details of ICTI CARE accredited audit firms can be found at ICTI CARE official website ([http://icti-care.org/e/content/cont_page.asp?content_id=161](http://icti-care.org/e/content/cont_page.asp?content_id=161)).
II. Annual Application

1. Initial Login to New System

135 days before the seal expiration date, the system will issue an email to the user accounts of the factory to remind them to do annual registration on the ICTI CARE website http://www.icti-care.org/e/content/cat_page.asp?cat_id=165, see figure 23.

Figure 23: Email of Annual Registration Reminder (Eng & Chi)

⚠️ Users ID(s) are the email addresses which received the above reminder email.

Since factory information is transferred from the original system to this new one, the original factory user password is no longer valid. User needs to reset the password.

Go to ICTI CARE website, click “Factory Renewal / Re-Application” to proceed to the login page, click “Forgot Your Password” to reset password and enter the system. For detailed procedures, please refer to Part III - 2. Forgot Password of this user manual.

For regular login going forward, please refer to Part III – 3. Standard Login.
2. Submit Annual Application

After entering the system, user can retrieve and read the factory information details transferred from the old system.

When user has created multi-factory information (the usual case is several factories with ICTI CARE seals are owned by the same company group), the system will display the factory list, see figure 24. By clicking on the factory ID you can open the individual factory page. If you have created only one factory, the system will go direct into that factory page.

![Figure 24: Multi-factory selection](image)

135 days before the seal expiration date, an alert will appear on the factory’s page. User can then click “Annual Registration” to process the application, see figure 25.

Clicking “Annual Registration” will enable user to amend the factory information if necessary and submit the annual application. For details, please refer to Part I – 4. Submit New Factory Application.

For verification on annual application, please refer to Part I – 5. Application Verification.

![Figure 25: ”Annual Registration” alert on factory page](image)
III. Introduction on System Functions

1. Language Selection

Enter the login page and select between “English”/“Chinese Simplified” at the bottom of the page for the language used in the system, see figure 26:

![Login Page Screenshot]

Figure 26: Select the language used in the system
2. Forgot Password

Click “Forgot your password?” in the login page, see figure 27.

![Figure 27: “Forgot password” button](image)

Having clicked “Forgot Your Password”, user can fill in the valid registered email address in the pop-up window and click “email link”, see figure 28.

![Figure 28: “Forgot Password” Interface](image)
If the registered user email address is genuine and valid, the system will send a **Reset Password** email to the user, see figure 29.

![Reset password email](image)

**Figure 29:** Reset password email

Having clicked the English or Chinese links, user will enter the **Reset Password** page. Click “Submit” after inputting the new password; then click “OK” in the **Reset Password** window to complete the process, see figure 30.

![Reset Password interface](image)

**Figure 30:** Reset Password interface

*Password must be at least 8 characters long including uppercase letters, lowercase letters and numbers.*
3. Standard Login

Go to ICTI CARE website http://www.icti-care.org/e/content/cat_page.asp?cat_id=165, click “Factory User Login” to enter the system.
4. Factory Interface Management

When user has created multi-factory information (the usual case is that several factories with ICTI CARE seals are owned by the same company group), the system will display all factories, see figure 31. Click on the factory ID to enter an individual factory page, see figure 32.

![Multi-factories selection](image1)

Figure 31: Multi-factories selection

If user has created only one factory, the system will go direct into that factory page, see figure 32.

![Factory page management](image2)

Figure 32: Factory page management
5. User Management

Click “User” in the factory page and enter the user management interface, see figure 33.

![User Management Interface]

Figure 33: User Management Interface

Factory information can be reviewed in this interface, and the factory administrator can use the “create”, “edit”, “delete” functions, etc. The function buttons are : “View User Details”, “Remove User”, and “Edit User Details” respectively.

The factory administrator can also create new factory user under the same factory name, see figure 34. The methods include:
1) **Create Factory User** - create a new user who has not registered in the system;
2) **Create Registered User** - add a user who already registered in the system, e.g. user of other factory under the same company group.

![Create factory user]

Figure 34: Create factory user
1) **Create Factory User**: The procedures are shown in figure 35 below.

![Create Factory User](image)

**Figure 35**: Create factory user

The new user must activate the account and create password in order to login into ICPS. Please refer to [Part I – 2. New User Activation](#) for the detailed activation procedures.

2) **Create Registered User**: The procedures are shown in figure 36 below. The creation of registered user should be authorized by that user so as to obtain his/her login email address and password.

![Add Registered Factory User](image)

**Figure 36**: Add Registered User
If only one user of the factory is registered, each time the user enters the factory management interface, there will be a warning message prompting them to add a further user, see figure 37. The factory administrator can click the buttons available to add other users. Please refer to Section 5 above on “Create Factory User” and “Add Registered User” for the detail procedures.

![Figure 37: Reminder for factory with only one user](image)

- At least 2 or more users from the same factory MUST be registered in the system (a maximum of 4 users is allowed to be created under the same factory name), so as to avoid being unable to enter the system if the single user resigns.

- User must register with a valid email address, which will be automatically set as the user name of the account. Do NOT use email address that you are unable to access; otherwise, you may not be able to receive important messages such as account activation, password reset, seal approval and audit report download, etc.

- Please be ensured of the factory user identity before you create a user account in the system. Do NOT register untrustworthy user. User must also register with a corporate email address. If personal address is used, factory will have to delete the user that has resigned from the company/factory so to protect your factory from information leakage.
6. User Information Update

The user should make sure the basic information such as name and phone number is up-to-date at all times. For instructions on how to amend this information, see figure 38.

![Figure 38: Amend user information](image-url)
7. Payment

To review the payment record between factory and ICTI CARE (including payment advice and payment receipt), user can click “Payment” on the factory management interface, see figure 39. To download payment advice or receipt, please click the button.

![Payment record](image)

Figure 39: Payment record

8. Audit Process and History

Having clicked “Audit Process and History” button on the factory management interface, user will enter into the audit process and history page to review status of factory application, initial registration audit/initial annual audit status, factory/seal status (effective date and expiry date), see figure 40.

![Audit Process and History](image)

Figure 40: Audit Process and History
In the **Audit Process and History** Interface, you may view a factory’s registration and audit process status, see figure 41.

![Audit Process Status](image)

**Figure 41: Audit Process Status**

<table>
<thead>
<tr>
<th>Process</th>
<th>Explanation/ Full Name</th>
<th>Status, includes but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td>New Factory /Annual Registration</td>
<td>Registration Submitted</td>
</tr>
<tr>
<td>ICA</td>
<td>Initial Certification Audit</td>
<td>Registration Doc. Verified</td>
</tr>
<tr>
<td>IAA</td>
<td>Initial Annual Audit</td>
<td>Registration Declined</td>
</tr>
<tr>
<td>FU1</td>
<td>1st Follow Up Audit</td>
<td>Registration Returned for Editing</td>
</tr>
<tr>
<td>FU2</td>
<td>2nd Follow Up Audit</td>
<td>Audit Assigned</td>
</tr>
<tr>
<td>DR</td>
<td>Desktop Review</td>
<td>Audit Firm Accepted</td>
</tr>
<tr>
<td>PA</td>
<td>Progress Audit</td>
<td>Audit Firm Rejected</td>
</tr>
<tr>
<td>QC</td>
<td>Quality Control Audit</td>
<td>Audit Scheduled</td>
</tr>
<tr>
<td>RA</td>
<td>Transparency Re-Audit</td>
<td>Audit Conducted</td>
</tr>
<tr>
<td>SA1</td>
<td>1st Surveillance Audit</td>
<td>Audit Firm Submitted</td>
</tr>
<tr>
<td>SA2</td>
<td>2nd Surveillance Audit</td>
<td>Report Returned for Editing</td>
</tr>
<tr>
<td>SA3</td>
<td>3rd Surveillance Audit</td>
<td>TT Review</td>
</tr>
<tr>
<td>SA4</td>
<td>4th Surveillance Audit</td>
<td>Report Released</td>
</tr>
<tr>
<td>SA5</td>
<td>5th Surveillance Audit</td>
<td>Factory Status Approved</td>
</tr>
</tbody>
</table>
9. Auditor Assessment

Click on the “Auditor Assessment” button to open the auditor assessment page, see figure 42. Here you can view the list of auditor assessments, this displays all pending assessments which you need to submit and all past assessments which you have already submitted. The number marked in red beside Auditor Assessment indicates the number of audits pending for assessment by the factory user.

![Figure 42: the Auditor Assessment page](image)

1) How to submit an Auditor Assessment

To start the auditor assessment for a pending assessment, click on the corresponding button. Pending assessments are displayed in red with the Assessment Status of “To be submitted”, see figure 43a & 43b.

![Figure 43a: the interface of Auditor Assessment](image)
Click on the “Save” button to temporarily save the assessment in case factory needs to get more information before the submission.

After all the mandatory fields are checked or filled out, please click on the button of “Submit” to submit the assessment, see figure 43b.

Remarks: Once the assessment has been submitted you are no longer able to edit it.

![Image of the interface of Auditor Assessment](image)

Figure 43b: the interface of Auditor Assessment

2) Submitted Assessment
Once an assessment has been submitted it will then appear in black on the auditor assessment page with the Assessment Status of “Submitted”. If you would like to review what you have submitted you can do so by clicking on the button .
10. View/Download Audit Report

1) Current Audit
Under the section of **Current Process Status** in **Audit Process and History** Interface, you may read/download current audit report. Click on 📂 Audit Report to read/download audit report, see figure 44.

![Image of Current Process Status with Audit Report icon](image)

**Figure 44:** View/download current audit report

2) Audit History
Under the section of **Factory Status History** in **Audit Process and History** Interface, users may view/download audit reports of the past audits. Click 📁 to view the details of the past audits, see figure 45.

![Image of Factory Status History](image)

**Figure 45:** Factory Status History Section
### Audit Type (Abbreviation) vs Full Name (Start of an audit cycle)

<table>
<thead>
<tr>
<th>Audit Type (Abbreviation)</th>
<th>Full Name (Start of an audit cycle)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICA</td>
<td>Initial Certification Audit</td>
</tr>
<tr>
<td>IAA</td>
<td>Initial Annual Audit</td>
</tr>
<tr>
<td>PA</td>
<td>Progress Audit</td>
</tr>
<tr>
<td>QC</td>
<td>Quality Control Audit</td>
</tr>
<tr>
<td>SA1</td>
<td>1st Surveillance Audit</td>
</tr>
<tr>
<td>SA4</td>
<td>4th Surveillance Audit</td>
</tr>
<tr>
<td>N/A</td>
<td>Not Applicable (Only applicable for change of factory status without any audit process, such as factory closed down)</td>
</tr>
</tbody>
</table>

On the **Audit History** page, click 🎨 to view/download history audit reports, see figure 46.

![Figure 46: View/download history audit report](image)

**Factory must assess auditor(s) performance for every on-site audit in one audit cycle. Otherwise, the audit report cannot be downloaded,** see figure 47.

![Figure 47: Error Message](image)
11. Download Seal Image

Under the section of Current Process Status in Audit Process and History Interface, you may download all the issued seal images. Click to download seal image, see figure 48.

![Download Seal Image](image)

Figure 48: Download Seal Image
12. T/R (Trading Relationship Management)

1) Trading Relationship Management and Interface
Factories can connect with brands in the system. This authorizes brands to view the connected factory’s basic information, updated registration/audit progress and seal status, and download audit reports.

Click “T/R” on the top of the factory interface to view the list of brands that have connected/invited/been invited to connect with your factory, see figure 49.

Note: The brands list will be blank if the factory has not connected/invited/been invited to connect with any brands.

![Figure 49: Trading Relationship Interface](image)

Explanation of T/R Current Status & Action in Progress between factories & brands:

<table>
<thead>
<tr>
<th>T/R Current Status*</th>
<th>Action in Progress</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connected</td>
<td>Connected</td>
<td>The factory is connected with the brand. It could be either action below: 1. The brand accepted the factory’s connection request. 2. The factory accepted the brand’s connection request.</td>
</tr>
<tr>
<td>Connected</td>
<td>Factory Disconnection Request</td>
<td>The factory is requesting to disconnect from the connected brand and awaiting the brand’s acceptance. Note: The T/R current status remains connected until the request is accepted by the brand.</td>
</tr>
<tr>
<td>Connected</td>
<td>Factory Disconnection Request Declined</td>
<td>The factory’s request to disconnect with the connected brand was declined by the brand. Note: The T/R current status remains connected.</td>
</tr>
<tr>
<td>(Blank)</td>
<td>Pending for Brand’s Connection</td>
<td>The factory sent a connection invitation to the brand and is awaiting the brand’s acceptance.</td>
</tr>
<tr>
<td>(Blank)</td>
<td>Pending for Factory’s Connection</td>
<td>The brand sent a connection invitation to the factory and is awaiting the factory’s acceptance.</td>
</tr>
</tbody>
</table>

*The blank T/R Current Status indicates that the factory and brand is not yet connected.
Users may click the “Details” button to view trading relationship details between factory and brand, see figure 50.

![Trading Relationship Details](image)

Figure 50: Trading Relationship Details

When the brand list is too long, users can search the brands by brand ID (exact match), brand name (broad match), T/R current status (drop down menu) and/or progress status (drop down menu) with the button ![Search](image), see figure 51.

![Brand Search](image)

Figure 51: Brand Search

Under Trading Relationship page, the factory can also 2) **invite** the brand to establish a connection 3) **accept** or **reject** the brand’s connection invitation; 4) **request to disconnect** from the connected brand. The procedures are as follows:
2) Invitation to establish a connection with the brand

A. New invitation

Click on the blue button “Invite Brand” under the Trading Relationship page, a pop-up window will be shown. Then, input the brand ID (the brand name will be automatically displayed when clicking on a blank space elsewhere within the popup window), fill in the invitation reason in English i.e. by indicating the intermediary trading partner’s name or order number as the invited brand might not be the direct client of the factory. Finally click the “Invite” button to confirm, see figure 52.

![Figure 52: Invitation to establish a connection with the brand (Initial Invitation)](image)

The connection between brands and factories is solely governed by the brand and factories. ICTI CARE only provides technical support and general enquires related to the system.
B. Alert to Duplicate Invitation

Factory cannot repeatedly send invitation to a connected brand, an invited brand or a brand that has already invited the factory; otherwise an alert will pop up stating “Trading relationship already exists”, see figure 53.

![Image of alert message](attachment:image.png)

Figure 53: Alert to Duplicate Invitation

C. Re-sending an invitation

Under any of the following situation, the factory can resend an invitation to the related brand:

- The brand once declined the factory’s connection request
- The factory once declined the brand’s connection request
- The factory and the brand were once disconnected

Detailed instructions on sending an invitation can be found earlier in this chapter “A. New Invitation”. The details of their connection history record will be shown under “Trading Relationship History” in the invitation pop-up window, as shown in figure 54.
The latest trading relationship history record will be displayed as one of the following status and process types:

<table>
<thead>
<tr>
<th>T/R Current Status</th>
<th>Action in Progress</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Blank)</td>
<td>Invitation Declined by Brand</td>
<td>The factory’s connection request was declined by the brand.</td>
</tr>
<tr>
<td>(Blank)</td>
<td>Invitation Declined by Factory</td>
<td>The brand’s connection request was declined by the factory.</td>
</tr>
<tr>
<td>(Blank)</td>
<td>Disconnected</td>
<td>The factory and the brand were disconnected under any situation below:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The brand accepted the factory’s disconnection request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The brand disconnected the factory directly.</td>
</tr>
</tbody>
</table>

* The blank T/R current status indicates that the factory and brand was not yet connected.

- Factories are not encouraged to resend invitations to brands that have recently disconnected with the factory or declined the factory’s invitation unless there is a strong reason.
3) Accept/Decline Brand’s Connection Request

When a brand sent out a connection request to the factory, factory users can find the brand in the list under “Trading Relationship” page, see figure 55. The factory can either accept or decline this request.

![Trading Relationship Interface](image)

Figure 55: Trading Relationship Interface

A. Accept Brand’s Connection Request

Click on the “Accept” icon and then click on the “Accept” button in the pop-up window, see figure 56.

![Accept Brand’s Connection Request](image)

Figure 56: Accept Brand’s Connection Request
B. Decline Brand’s Connection Request

Click on the “Decline” icon, fill in the decline reason in the pop-up window and click on the “Decline” button, see figure 57.

---

Figure 57: Decline Brand’s Connection Request

- Users must confirm with the factory management or related party, like intermediary trading partner, before declining the connection invitation from brands. Otherwise, if the factory is found to have a business transaction relationship with the brand but decline the brand’s connection invitation, the brand might not accept to connect with the factory in the future.
4) Request of disconnection with the connected brand

When the factory is successfully connected with the brand, the factory can find the brand in the list under “Trading Relationship” page and the T/R current status is “Connected”, see figure 58. The factory can request to disconnect with the brand at any time.

Click on the “Disconnect” icon and fill in the reason in English in the pop-up window. Then click the “Disconnect” button to confirm, see figure 59.

- Users must confirm with the factory management or related party like intermediary trading partner before sending a disconnection request to the brand.
- If there are existing business transactions between the factory and the brand, the brand might not accept the factory’s request.
13. Factory Incident

To review Factory Incident and subsequent updates, user can click “Incident” on the factory management interface, see figure 60.

Figure 60: Factory Incident Interface

Click to view the details of Factory Incident and any subsequent updates, see figure 61.

Figure 61: Details of Factory Incident
ICTI CARE staff are responsible for creating and updating Factory Incidents in the system. The notification of Factory Incident alert and its update will be sent to factory users and the connected brands users, see figure 62, 63.

Figure 62: Notification of Factory Incident Alert

Figure 63: Notification of Factory Incident Update

Remarks: Factory Incident, including but not limited to NGO / Media Allegation, Fire Incident, Fatal Incident, Worker Strike, Factory Shut-down, etc.
14. Logout System

To safeguard user account and factory information, the system will log out automatically in 90 minutes. User is advised to click to logout of the system when finishing your session, see figure 64.

Figure 64: Log out ICPS system
IV. Template of Documents Required

1. Factory Business License

2. Factory Map
3. Factory Floor Plan

![Sample Factory Floor Plan]

4. Image of Factory Main Gate

![Sample Factory Main Gate Image]
5. Image of Factory Main Building

![Image of Factory Main Building]

6. Factory Organization Chart

![Factory Organization Chart]
7. Certificate of Industrial Building

8. Important Documents to Be Signed

*Please refer to Part I - 4. Submit New Factory Application to download this document.
V. Notifications

- Under different audit processes and statuses, ICPS system releases automatic notifications to valid factory users from no-reply@icti-care.org such as Annual Registration Reminder, Audit Firm Appointment, Report Released, Factory Status Approved, Registration Fee and Seal Fee Payment Advice, etc. Factory users are encouraged to make sure no-reply@icti-care.org is not blocked from your registered emails.

- Please do not reply to no-reply@icti-care.org; this address is not monitored. If you have any enquiries, please do not hesitate to contact us at tel. no.: +852-2111246 or email: info@icti-care.org

Important notifications include but are not limited to:

<table>
<thead>
<tr>
<th>Notification subject</th>
<th>Notification content</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICPS Account Activation</td>
<td>ICPS account activation by clicking the activation link</td>
</tr>
<tr>
<td>Edit and Provision Request for ICP Application</td>
<td>ICTI CARE application requires editing for re-submission</td>
</tr>
<tr>
<td>Payment Advice for New Factory Registration</td>
<td>Validation of New Factory Registration information and documents with payment advice enclosed</td>
</tr>
<tr>
<td>Payment Advice for Annual Factory Registration</td>
<td>Validation of Annual Factory Registration information and documents with payment advice enclosed</td>
</tr>
<tr>
<td>Receipt of New Factory Registration Fee</td>
<td>Enclosed with New Factory Registration fee receipt</td>
</tr>
<tr>
<td>Receipt of Annual Factory Registration Fee</td>
<td>Enclosed with Annual Factory Registration fee receipt</td>
</tr>
<tr>
<td>ICP Application Declined</td>
<td>Decline of ICTI CARE Application</td>
</tr>
<tr>
<td>Audit Firm Appointment</td>
<td>Notify factory of audit firm appointment</td>
</tr>
<tr>
<td>New Registration Completed</td>
<td>New Registration completed (Registration fee and ICA Audit Fee settled)</td>
</tr>
<tr>
<td>Annual Registration Completed</td>
<td>Annual Registration completed (Annual Registration fee and IAA Audit Fee settled)</td>
</tr>
<tr>
<td>Audit Report Available</td>
<td>Audit Report is available to download in ICPS</td>
</tr>
<tr>
<td>ICP Seal Approval Notice and Payment Advice</td>
<td>Normal seal approval notice and payment advice for Seal of Compliance Issuance Fee</td>
</tr>
<tr>
<td>Changes of ICP Seal Class and Payment Advice</td>
<td>Change of Seal Class notice with payment advice</td>
</tr>
<tr>
<td>ICP Seal Reinstatement and Payment Advice</td>
<td>Probation factories are approved to be reinstated in ICTI CARE with a normal seal and payment advice</td>
</tr>
<tr>
<td>Receipt of Seal of Compliance Issuance Fee</td>
<td>Receipt of Seal of Compliance Issuance Fee</td>
</tr>
<tr>
<td>ICP Probation Agreement and Payment Advice</td>
<td>Probation agreement with Probation Registration Fee and Probation Seal Fee payment advice</td>
</tr>
<tr>
<td>Receipt of Seal Reinstatement Fee</td>
<td>Receipt of Annual Factory Registration Fee and Seal of Compliance Issuance Fee enclosed</td>
</tr>
<tr>
<td>Audit Extension Approval Notice</td>
<td>Extension approval of audit cycle with Extension Fee payment advice</td>
</tr>
<tr>
<td>Receipt of Extension Fee</td>
<td>Extension fee receipt enclosed</td>
</tr>
<tr>
<td>Factory Status Updated</td>
<td>Notice of Factory Status update</td>
</tr>
<tr>
<td>Factory Annual Registration Reminder</td>
<td>Reminder of Annual Registration due to factory’s current will be expired soon</td>
</tr>
<tr>
<td>Factory Termination or Inactivation</td>
<td>Factory’s registration/seal status is terminated or inactivated with reason(s) enclosed</td>
</tr>
<tr>
<td><strong>Trading Relationship Connection Request</strong>: Factory is requesting the brand to connect a trading relationship</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Relationship Request Accepted</strong>: Brand accepted factory’s connection request</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Relationship Connection Request Declined</strong>: Brand declined factory’s connection request</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Relationship Disconnection Request Accepted</strong>: The factory and the brand were disconnected. It can be triggered by either action below:</td>
<td></td>
</tr>
<tr>
<td>• The brand accepted the disconnection request from the factory.</td>
<td></td>
</tr>
<tr>
<td>• The brand disconnected the factory directly.</td>
<td></td>
</tr>
<tr>
<td><strong>Trading Relationship Disconnection Request Declined</strong>: The brand declined the disconnection request from the factory.</td>
<td></td>
</tr>
<tr>
<td><strong>Factory Incident Alert</strong>: The alert for the incidents related to factory</td>
<td></td>
</tr>
<tr>
<td><strong>Factory Incident Update</strong>: The subsequent update for the incidents related to factory</td>
<td></td>
</tr>
</tbody>
</table>
VI. Frequently Asked Questions & Answers

Q1: The user has input a valid email address for registration, but the system said the address is already registered and asked the user to input another one. What should the user do?

A1: This explains that the email address is already registered in the system and cannot be used for re-registration. If the email address belongs to the user, the user can reset password by using “Forgot your Password?” function. For the detailed procedure, please refer to Part III – 2. Forgot Password.

Q2: The user has registered successfully but fails to login to the system as the error message “Incorrect user name and password” appears. The user tries to use the Forgot Password function to reset password, but the email address does not exist. What is the reason and what should the user do?

A2: This scenario may result from:
A) The new registered user has activated successfully but fails to submit new factory application within 30 days; if this happens then the registration user information is removed from ICPS. User needs to register again.
B) The user resigned and the account has been removed by the factory administrator. Users need to contact factory administrator for details.

Q3: If a company group has more than one factory applying for ICTI CARE, how to input applications from more than one factory at the same time?

A3: User can add the new factory to the system by using the “Add another new factory” function on the factory list interface. For further procedure, please refer to Part I – 4. Submit New Factory Application.
Q4: A factory’s termination period has come to an end, how do you process the factory’s re-application?

A4: User can re-apply in the system by using the “Re-application” function on the factory profile interface. For further procedure, please refer to Part I – 4. Submit New Factory Application.

Q5: If all registered users of a factory in ICTI CARE no longer work for that factory, and no one from the factory can obtain the system login information, what should the factory do?

A5: It is crucial to register ICTI CARE with a valid corporate email address, and this should be emphasized to every user. It also has to be ensured that there should be at least 2 valid users from the factory. Whenever there is user resigning from the factory, the factory administrator should remove the user account immediately and add another new user at the same time. Factory should contact ICTI CARE on a timely manner if it cannot login the system due to issues relating to user account management or personnel resignation. ICTI CARE will then inform the System Provider to specifically create a new user for the factory, which would be subject to extra charges.