Intact Platform FAQs

Internal and External Users

Version History

Version Number	Date	Update
1.0	7 July 2025	Version 1.0
1.1	14 August 2025	Additional questions added
1.2	TBC	

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Purpose

This document serves as a resource for Certification Bodies and Better Cotton Assurance staff who using the Intact Platform.
This document will be periodically updated with additional FAQs.

List of Topics

1. General Platform Questions

FAQ	Answer	Date Added
Can APIs be developed to remove duplication between CB' system and Intact?	Our priority is to ensure the Platform goes live in an efficient and smooth manner. The system has been designed to require minimal information to be inputted by CBs and focus on facilitating communication and tracking of audits. We appreciate CBs have their own systems for managing audits and work with many standards and platforms. With this in mind, we may review the possibility of APIs between CBs and the INTACT platform at some point in the future.	04/07/2025
Why can't a CB create or add a producer or SC actor profile in Intact	The creation and management of a Producer or Supply Chain Actor accounts is carried out by Better Cotton staff within our Salesforce system. Once the Producer or Supply Chain Actor has been created by Better Cotton, the entity will be allocated to a CB in Salesforce and this data will then be pushed through to the Intact Platform where it can then be seen and processed by the CB Admin.	04/07/2025
Where can Better Cotton staff other than Assurance staff access data from the Intact platform?	For staff members outside of Assurance, relevant data and reports are available via PowerBI / Cotton Cloud reporting dashboards. Some information is also available in SalesForce including certification status and date.	04/07/2025

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2. Platform Access and User Roles

FAQ	Answer	Date Added
What kind of access will program partners, producers and Supply Chain Actors have to the Platform?	Our priority is to develop a system for facilitating communication between Certification Bodies (CBs) and Better Cotton relating to audit planning and results. There are no immediate plans to allow programme partners, producers or Supply Chain Actors access to the system, especially given many CBs engage with audited entities via their own platforms. Better Cotton may review ways to engage directly with these members and stakeholders via other existing portals re: how we share audit outcomes and information etc.	04/07/2025
How many CAB Admins can have access to Intact from one CB organisation?	We will allow up to 3 CAB admins for CBs with larger volumes of audits to help manage workloads. In exceptional circumstances, we will consider more than 3 CAB admins. If you feel you need additional licences, please email the request explaining the reasons to compliance@bettercotton.org. In future phases of the project, will look to implement improvements including considering whether there is a need to increase the number of CAB admins as well as further integrations with CBs own systems.	04/07/2025
Can a CB apply for more user accounts and is there a charge for additional user accounts?	A CB can apply for more user accounts if this is required to aid workload management. There is no charge for additional user accounts but we do have a limited number of licences. Please email the request explaining the reasons to compliance@bettercotton.org.	14/08/2025
Can Better Cotton setup more roles in Intact such as an Auditor role?	Our priority is to ensure the Platform goes live in an efficient and smooth manner. The system has been designed to require minimal information to be inputted by CBs and focus on facilitating communication and tracking of audits. With this in mind, we decided not to include an Auditor role in year one and are requesting that the CB Admin user creating an audit order should complete and finalise the audit order in INTACT. We may revisit incorporating an Auditor role in the future.'	14/08/2025
Why is Better Cotton staff access limited to Assurance staff	Our priority is to ensure the Platform goes live in an efficient and smooth manner. The system has been designed to minimise the no. of user groups accessing the Platform to focus on communication and tracking audits with relevant users efficiently whilst ensuring data protection.	04/07/2025

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For Better Cotton staff members outside of Assurance, relevant data and reports are available via PowerBI / Cotton Cloud reporting dashboards.
Some information is also available in SalesForce including certification status and date.

3. Entering Audit Information

FAQ	Answer	Date Added
Do CBs need to upload the audit evidence documents?	For CoC audits: CBs need to upload the completed Audit Report, the certificate, the Corrective Action Plan, and all supporting documents (includes meeting records, training records, transaction activity documents, registration documents, and any other relevant supporting documentation). In some specific cases, the CB is required to also upload the signed Trademark Licence Agreement. Please refer to the Claims guidance for more information. For P&Cs audits: CBs need to upload (as a minimum) the completed Audit Report, the certificate, and the Corrective Action Plan. Please refer to the P&Cs Monitoring and Certification Requirements for more information. Better Cotton country teams may require additional documents to be uploaded.	14/08/2025
How are audits created or completed after 27th June 2025 entered into the INTACT?	Better Cotton manually migrated all audits completed by 27th June 2025. For all other audits, CBs are required to create the audit orders in INTACT and complete all audit data for each Audit (including uploading applicable documents).	14/08/2025
Is there a deadline for CBs to complete the transfer of audits completed between 28th June and 16th July 2025 (INTACT go live)?	The deadline for CBs to enter all the backdated audit orders is 16th August 2025. If CBs have a high number of backdated orders to enter and need more time, please contact compliance@bettercotton.org to discuss this.	14/08/2025

4. Memos

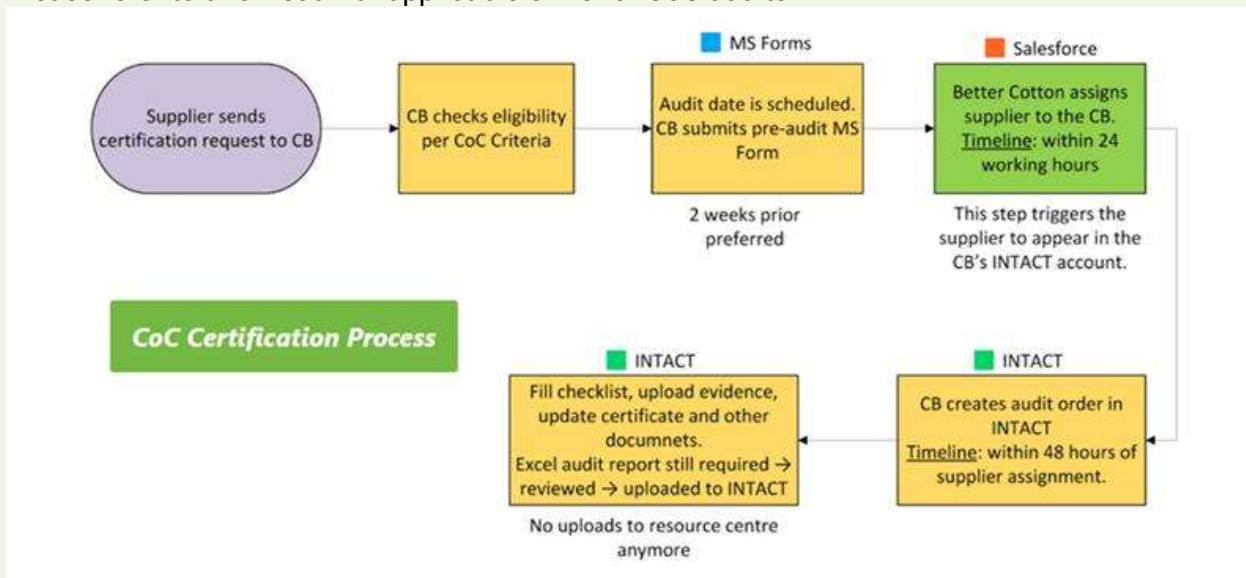| FAQ	Answer	Date Added
Is it possible to view all memos rather than accessing each audit order or profile to check whether there is a memo?	Memos are always attached to an audit order or an auditee. There is currently no facility for an "all applicable memos" report/view.	04/07/2025
Is there an option to mark memos as 'completed' and to verify if the memos have been found and accessed by a CB?	Yes, you can see if Certification Body or Better Cotton staff member updated the memo, but it is not possible to see if the memo has been read. In the future, Intact will be launching a communication/task assignment functionality which will improve communication further.	04/07/2025
Is there an option to track changes to memos or deleted memos?	Currently it is not possible to view deleted memos	04/07/2025
Do memos trigger notifications to CBs or to Better Cotton?	Currently memos do not trigger notifications. A communication/task feature is being developed by Intact and we expect it to be released next year. In the meantime, for cases of urgent communications, we recommend that you send a separate email to the CB representative or Better Cotton Assurance team member to let them know that a memo has been raised in the platform. We would like to keep all communications between CBs and Better Cotton within the INTACT platform so please use the memo facility where possible.	14/08/2025

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5. Group Certification and Multiple Sites

FAQ	Answer	Date Added
At what level are sites displayed at under the site tab? E.g. for Uzbekistan, would all sites in a cluster be displayed, or just one farm/gin?	As long as the supplier has included those sites in their application to the CB then the site would be displayed on the sites tab. In the Uzbek context the farm/producer will have a separate entry to the rest of the cluster. Then from a CoC perspective, in a cluster this would mean that each site in the cluster should be displayed as long as this information has been provided to the CB.	04/07/2025
Is the multi-site checklist available in Intact for the different multi-site scenarios (A and B)?	The relevant checklist will appear in INTACT based on the multi-site scenario selected by the CB (A or B) when submitting the initial information to Better Cotton. When completing the checklist for multi-site scenario B, the CB can allocate a NC to specific sites (i.e. sites included in the multisite certificate).	14/08/2025

6. File Uploads, Data and Reporting

FAQ	Answer	Date Added
Is there an import facility available for CBs to create audit orders in bulk?	No there is currently no bulk audit order creation facility	14/08/2025
What is the maximum file size which can be uploaded into the Platform?	The maximum size per file is 100mb.	14/08/2025
Can you upload zip files into the platform?	Yes, zip files can be uploaded into the Platform	14/08/2025

7. Processes and Service Levels

FAQ	Answer	Date Added
Are the CB services levels / response times expressed in working days?	Yes, the service level response times are based on working days	14/08/2025
What are the CB and Bette Cotton services levels / response times for CoC audits?	Please refer to this visual for applicable SLAs for CoC audits:	14/08/2025
Can a Producer or CoC actor be certified by 2 different CBs in INTACT?	Better Cotton controls the allocation of CBs to producers and CoC actors in its CRM system (Salesforce) which updates the INTACT platform. Salesforce and INTACT only allow one CB to be allocated per producer / CoC actor at anyone time.	14/08/2025

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8. Resources, Guidelines and Support

FAQ	Answer	Date Added
Where can I find links to exceptions, variations, regional guidelines etc?	Some of these resources can be found on our website https://bettercotton.org/what-we-do/assurance/	04/07/2025
Where can I get support if needed	For any questions or support, please reach out to: compliance@bettercotton.org. All requests are triaged via Zendesk. When required, technical/admin issues will be escalated to Intact. We also encourage you to attend one of our Live Q&A sessions.	04/07/2025
Is there a publicly available list of certified suppliers (CoC)?	There is a list of certified suppliers on the Better Cotton website. This list currently excludes Ginners. There are plans to make this data live from the INTACT platform.	14/08/2025

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