

Updated Process for CoC Certifications on INTACT (Effective 16 July 2025)

With the launch of INTACT, the process for managing certification audits has been streamlined. Please note the updated process outlined below for Certification Bodies (CBs), which **replaces** the previous requirements involving filling multiple MS Forms.

New Process for CoC Certification Audits on INTACT

1. Supplier Request & Eligibility Check

CBs continue to receive certification requests from suppliers and CBs conduct eligibility checks as per [Better-Cotton-Chain-of-Custody-Eligibility-Criteria-1.pdf](#)

2. Audit Scheduling & MS Form Submission

Once the audit is confirmed and at the final stage of scheduling, CBs must submit audit details via the [pre-audit form](#) at least 2 weeks prior to the planned audit date (preferred timeline).

3. Supplier Assignment to CB on INTACT

After the pre-audit form has been filled with all details, Better Cotton will assign the supplier to the respective CB within 24 working hours. Once this step is completed, the supplier will appear in the CB's INTACT account.

4. Audit Order Creation in INTACT

The audit order must be created within 48 hours, including the scheduled audit date and assigned auditor details (if known).

5. All Further Actions on INTACT Only

- From this point onwards, all actions like creating the audit order, filling the audit report checklist, uploading evidence, and updating certification information must be carried out directly in INTACT.
- Note, the report in excel will still be required to be completed, reviewed by technical reviewer and uploaded to INTACT now instead of the resource centre.

For detailed, step-by-step instructions on creating an audit order, please refer to the INTACT Manual.

6. Actions not required post INTACT launch

- The previous MS form to be filled post-audit completion and email-based processes will be discontinued.

If you have any questions or concerns regarding the changes, please do reach out to us on compliance@bettercotton.org