



INTACT Platform

Target group: CB Admin

October 2025

Updates



Version 1.2 of the manual published in October 2025 includes the following changes:

Slide	Category	Process change
12	Improved guidance on audit order creation	No
13	Clarification on data entry role	No
14	Added references to external guidance on multisite	No
15	Improved guidance on auditors list	No
17	Added screenshot	No
19	Improved guidance on audit order amendments	No
36	Improved guidance on finishing the audit order	No
44 to 50	Added section on changes to certification status including: • Detailed guidance on managing permission to trade • Detailed guidance on managing suspension	No
69	Removed reference to Permission to Trade category	No

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INTACT Platform Web

Intact Platform Web

Introduction



As a Certification Body (CB), you are expected to use the Intact Platform to manage key steps of the certification process. This includes:

- **Reviewing Auditee Information:** Access and review assigned auditees, including profile details, historical records, and uploaded documents.
 - The CBs will have access to all relevant data and documents from previous years for the auditees assigned to them. For producers, as part of the transition to certification and the use of Intact, the most recent licensing or SAV assessment report, along with other annually collected documents, will also be shared.
- **Reading Shared Memos:** View memos shared by Better Cotton regarding audit-related concerns such as identified risks, audit shadowing requests or feedback on submitted reports.
- **Notifying Better Cotton of Scheduled Audits:** Inform Better Cotton when an audit has been scheduled - in line with required timelines.
- **Submitting Audit Data and Documentation:** Upload and share all relevant audit data and supporting documents as per Better Cotton's requirements.
- **Updating Certification Status:** Provide updates on Corrective Action Plans (CAPs), certification decisions, and any changes to certification status (e.g., suspension, withdrawal).

Intact Platform Web

Glossary



- **CAB (Conformity Assessment Body)**
 - Also referred to as Certification Body (CB) by Better Cotton. CABs are responsible for carrying out audits and issuing certificates.
- **Auditee**
 - A Producer or Supply Chain Actor being audited or assessed for Better Cotton certification.
- **Entity**
 - A generic term used in Intact to refer to companies and persons, including their contact data, sites and the relationship between them
- **CAB Admin**
 - Also referred to as CB Admin. The main user at the CAB responsible for managing all activities in Intact (e.g. scheduling, uploading reports, handling findings, memos, issuing certificates, etc).
 - *Note: For the current year, all actions are performed by the CB Admin, not by individual auditors*
- **Memo**
 - A communication tool used within Intact to share notes, concerns, or instructions. These memos can be categorized and made available to different users in different areas of the software solution. CB Admins use memos to flag issues or provide audit-related feedback.
- **Audit Order**
 - A digital record representing an individual audit event, including audit details, documents, reports, and findings.

Intact Platform Web

Login to the Intact Platform



This is the **login screen** for accessing the Intact Platform. Your starting point for managing certification activities.

Steps to Log In

- **Username & Password:** Enter your assigned credentials in the respective fields.
- **Sign In:** Click this button to access the Intact Platform once your login details are entered.

A CB can appoint more than 1 CB Admin to perform tasks in Intact.

A CB Admin must sign the [training declaration](#) before getting access to Intact.

For more information, contact compliance@bettercotton.org

A screenshot of the Intact Platform login page. The page has a white background with a green header bar. On the left, it says 'I.N.T.A.C.T PLATFORM' with a green checkmark icon. On the right is the 'better cotton' logo. Below the header, it says 'Sign in to your account'. There are two input fields: 'User' and 'Password'. Below these is a green 'Sign in' button. To the left of the button is a link 'Forgot your password?'. At the bottom left, it says 'Powered by Intact'. At the bottom right, it says 'Version 19.9.20001.0'. There are six callout boxes with blue borders and white text, each pointing to a specific element on the page. The callouts provide instructions on how to use the page, such as entering credentials, clicking the sign in button, and using the forgot password link. One callout points to the 'Intact Knowledgebase' link, another to the 'Forgot your password?' link, and another to the 'Version 19.9.20001.0' text.

A link is available on the login screen that takes you to the Intact Knowledgebase, where you can find detailed manuals, FAQs, and user guides.

Enter your assigned credentials.

Click this button to access the Intact Platform once your login details are entered.

Click here if you cannot remember your password. You'll be guided through the password reset process.

Please include this version number when submitting support requests - it helps the Support Team quickly understand your environment.

Intact Platform Web

Reset your password



If you can't log in because you forgot your password, follow these steps to reset it securely.

Steps to reset your password

- On the Login Page, click the link: *Forgot your password?*
- You will be redirected to the Reset Password screen (see screenshot).
- Enter one of the following:
 - Your Username or you Email Address
- Click the Reset password button

If the entered data matches an existing user account, you'll receive an email with instructions to reset your password.

Note: If you do not receive an email, check your spam folder or contact compliance@bettercotton.org

A screenshot of the 'Reset your password' web form. At the top, it features the 'I_N_T_A_C_T PLATFORM' logo (a green square with a white checkmark) and the 'better cotton' logo. The title 'Reset your password' is centered. Below it, instructional text reads: 'In order for us to recover your password we need to confirm your identity. Please enter your user name, email address or BCP Number and click on "Reset password". If the entered data matches with an existing account, you will get an email to register again. This action will be logged.' A large text input field is provided, with a red rectangular box highlighting the left portion containing a user icon and the placeholder text 'User name or email or ID'. A blue callout bubble points to this field with the text 'Enter your username or email address'. To the right of the input field is a green 'Reset password' button. At the bottom left is a link 'Return to sign in', and at the bottom right is the version number 'Version 19.9.20001.0'. The footer also includes 'Powered by Intact'.

A close-up photograph of three green rose buds on a stem, with a white circular graphic on the right side of the image.

Audit Planning

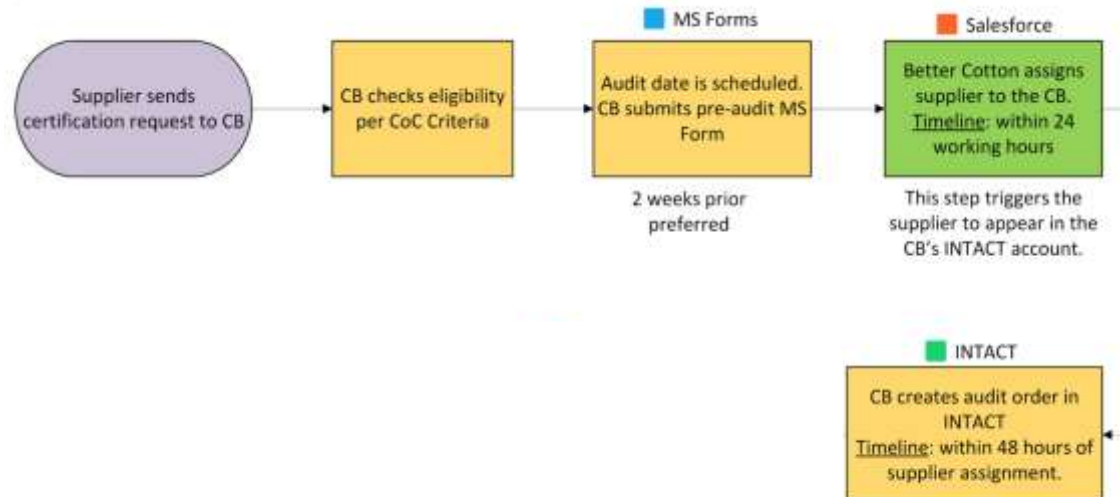
Auditee allocation to Certification Bodies



In order for a Certification Body to access a CoC supply chain actor or Producer profile in INTACT, Better Cotton must first link these accounts in its CRM system Salesforce.

- **For CoC**

- **Audit Scheduling & MS Form Submission:** Once the audit is confirmed, CBs must submit audit details via the pre-audit [MS form](#), ideally at least 2 weeks before the planned audit date.
- **Supplier Assignment on INTACT**
After form submission, Better Cotton will assign the supplier to the CB on its internal CRM (Salesforce) within 24 working hours. The supplier will then appear in the CB's INTACT account.
- **Audit Order Creation in INTACT**
CB admin must create the audit order within 48 working hours, by adding the audit date, assigning the auditor, and other details.



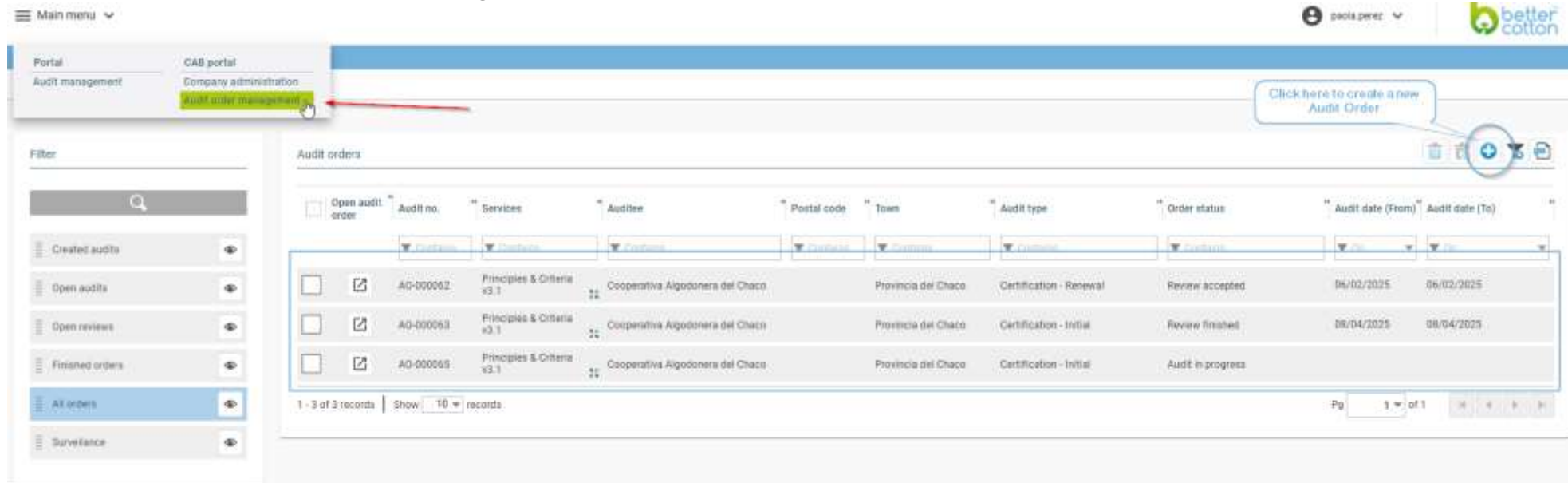
- **For Producers**

- Audit Scheduling still follows current producer allocation process with Better Cotton Assurance team.
- Once allocation of Producers to Certification Bodies confirmed by either the Certification Body or the Producer (depending on scenario), a Better Cotton Assurance staff updates the CRM system Salesforce.
- Within 1 hours, the data is refreshed in INTACT and the Certification Body can access the producer profile in INTACT and schedule an audit order.

Audit Planning



- When audits are planned, CB Admins must inform Better Cotton by creating or editing audit orders in the **Audit Order Management** section.
- Please note that for CoC audits, CBs are required to complete the Pre-audit MS form. Refer to the guidance provided on the home page of the CB/3PV CoC Resource Centre.



How to Access the Audit Planning Page

- Open the Main Menu (≡)
- Under CAB Portal, click on Audit Order Management

This will open a new window showing all audit orders your CAB is responsible for.

Audit

Planning – Select auditee



To plan a new audit, the CB Admin must select the **auditee** from their allocated list

Steps to Start a New Audit

- Click the “New” button (+) in the top toolbar of the Audit Order Management page (see previous slide)
- By default, the menu displays “Order not created.” If you don’t see the audit order, click on “Audit not created” on the left panel and then click on the “+” icon to create a new audit order.
- Then select a Producer or Supply Chain Actor from the auditee list.
- Then click the continue button.

A new window (see next slide) will open to begin filling out audit details.

The screenshot shows the 'Audit orders (Test CAB)' interface. At the top, there's a 'Search for auditees' bar and a 'Continue' button. On the left, a 'Filter' panel shows 'Order not created' and 'Order already created' options. The main area displays a table of 'Auditees' with columns for Auditee, Street, Postal code, Town, and Country. The table contains three rows: 'Test Company 11', 'Test LFG Company', and 'Test SH Company'. The 'Test SH Company' row is highlighted. At the bottom, there's a pagination bar showing '1 of 3 records' and a 'Show 10 records' dropdown. Four callout boxes provide instructions: 'Step 1: Click - order not created' points to the 'Order not created' button; 'Step 2: Then select Producer or supply chain actor from the auditee list' points to the 'Test SH Company' row; 'Step 3: Then click the continue button' points to the 'Continue' button at the top.

Step 2: Then select Producer or supply chain actor from the auditee list

Audit

Planning – Create audit order

Entity search > Audit orders () >

Create/Edit order

Save and close

Audit data Sites Auditors Audit times Participants

Audit

Year *
2025

CAB
[Redacted]

Data entry user:

Select the correct CAB Admin from the drop-down. (Select the logged-in CAB Admin)

Services

Select Name Audit type

Contains... Contains...

☐ Chain of Custody Standard v1 ...

Click on the box to select the standard

1 of 1

Details

Created on
12/08/2025

Move to portal ☐ No

Select the correct format

Format
Onsite

Priority
Normal

Auditor's annotation 1

better cotton

Audit types

Finish

Audit types

Name

Contains...

☐ Certification - Initial

☐ Certification - Renewal

☐ Certification - Surveillance

1 - 3 of 3 records | Show 10 records

- Select the appropriate **CAB Admin** from the “**Data entry user**” dropdown list. **Warning: if you create the audit order you must select your name as Data Entry User. You cannot allocate the audit order to another user. This is purely for administrative purposes, it does not imply that you have conducted the audit.**
- On the right-hand side, select the **audit format** (Remote or Onsite).
- Under **Services**, select the standard and then click the **three-dot icon (...)** to open a new window. In this window, select the correct **Audit Type**, then click **Finish** to confirm your selection.

Audit

Only applicable to Chain of Custody Multisite Certification Model.



Planning – Assign Sites, applicable only in CoC Multisite Cases

In the **Sites** tab of the audit order, all associated sites will be displayed based on the information provided by the CB in the pre-audit MS Form.

In the case of a multisite setup for supply chain actors, the CB must **select all sites by default**. The selection of sites actually audited are declared later on in the process: see slide [Assigned Sites \(Multisite cases\)](#)

In case a site is not visible, reach out to compliance@bettercotton.org

Better Cotton has developed guidance to guide certification bodies on the addition of sites to a multisite certificate: [Guidance Document for Certification Bodies on Handling Multisite CoC Cases on Intact V1.pdf](#)

Audit

Planning – Assign Lead Auditor to an Audit



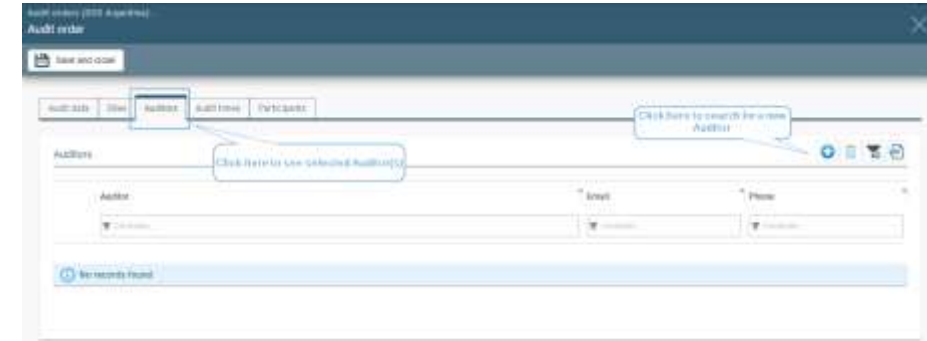
In the **Auditors** tab of the Audit Order, the CB Admin can assign one or more auditors to the audit.

Steps to select the Lead Auditor

- Go to the Auditors tab in the audit order window
- Click the plus icon (+) in the toolbar
- A search page will open - click Search to see a list of auditors linked to your CAB
- Select the Lead Auditor from the list
- Click Save and close to confirm your selection

Important Note

- To add Supporting auditors see slide [Add Audit Team Participants](#)
- Only auditors **you have declared to Better Cotton** for your CAB will be shown.
- If an auditor name does not appear, please reach out to compliance@bettercotton.org
- It is the CAB responsibility to ensure the auditors selected are qualified to perform the audit as Lead or Support auditors.



Audit

Planning – Audit Times



Create/Edit order

Save and close

Audit data Sites Auditors **Audit times** Participants

Audit times

Date from

Date to

Audit times

Audit times

Finish

Step 4: Click Finish

Audit times

Step 3: Click the tick

Date	From	To	Hrs.	Min.	Description	Auditors	Sites for selected audit time	Site names	Confirmed
On...	On...	On...	Equals	Equals	Contains...	Contains...	Contains...	True	
+ Add new row									
31/07/2025	09:00	17:00	8	0		Test Auditor			☒

Duration 8 hrs 0 min

Step 2: Enter Audit Date and Timings

In the Audit times tab CB can enter the audit dates and times.

Steps to follow :

1. Go to the Audit Times tab.
2. Click on *Audit Times* - a new window will pop up.
3. Click *Add New Row*.
4. Enter the audit date and timings.

5. If the audit spans multiple days, click *Add New Row* again and enter additional dates and timings.
6. Click the ✓ (tick) to save.
7. Click *Finish* to complete

To save the audit order, click on **"Save and Close"**

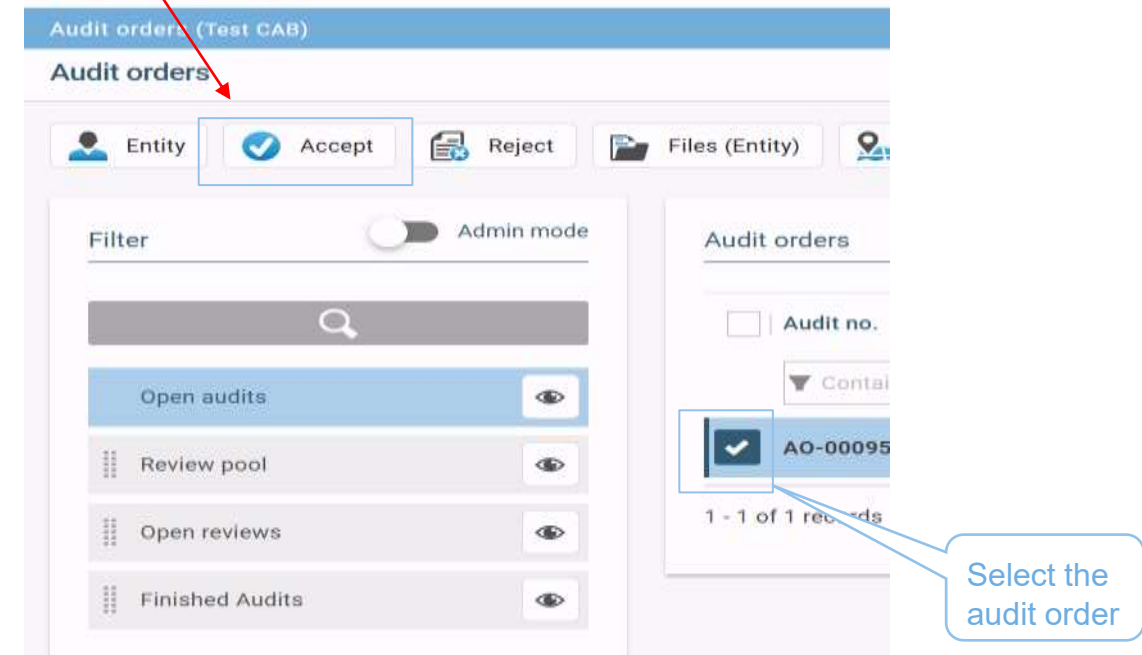
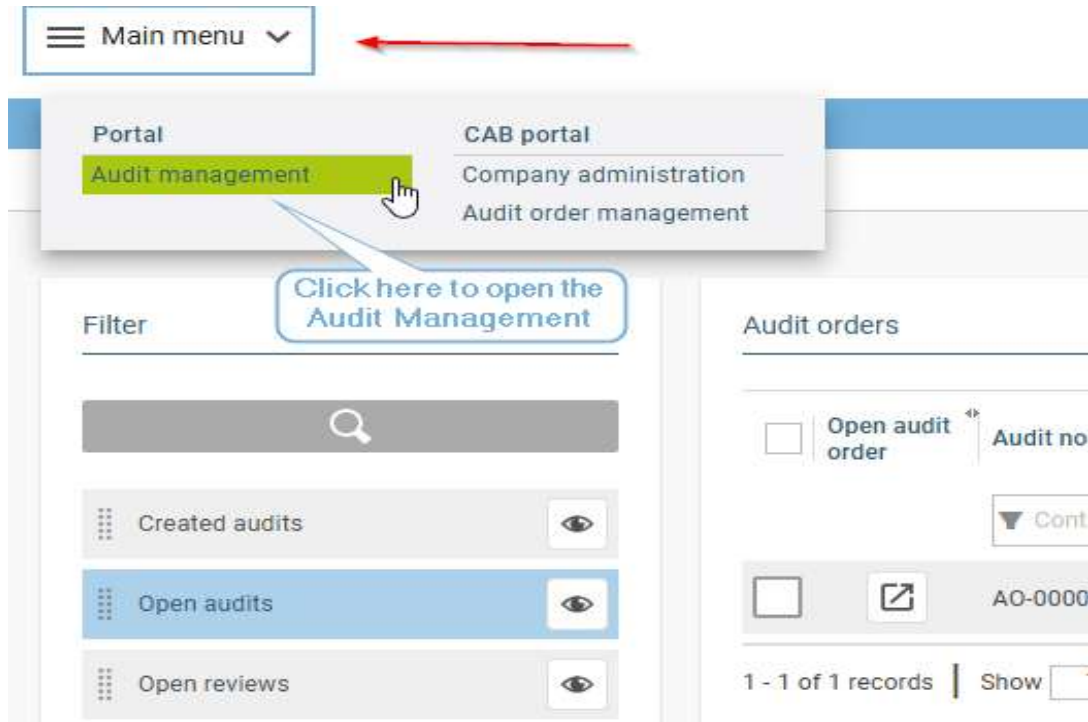
Audit

Planning – Audit order acceptance



- Go to **Audit Management**
- Select “**Open audits**” in the filter panel on the left
- In the list of audits, click the checkbox next to the audit order and accept the audit order.

Note: The top toolbar will only appear after an audit order is selected.





YOU HAVE SUCCESSFULLY CREATED AN
AUDIT ORDER IN INTACT.

Audit

Planning – updating an audit

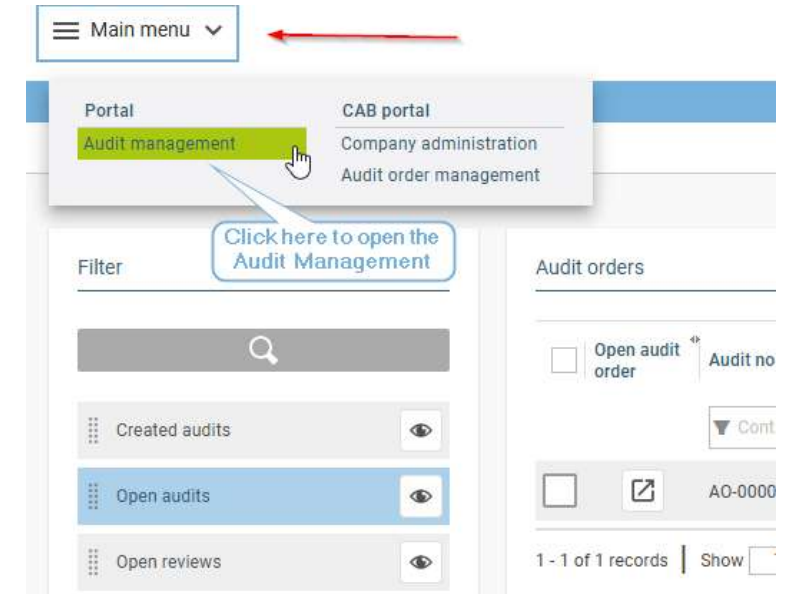
Only applicable if changes to the audit schedule



CB Admins can view and update audit details from the **Open Audits** section by selecting and editing an audit order.

Steps to Access and Edit an Audit Order

- Go to **Audit Management**
- Select “**Open audits**” in the filter panel on the left
- Click the checkbox next to the audit order
- Click **Edit audit order** in the top toolbar
- The selected audit will open in a new window where you can review and update all related information



Audit

Planning – updating audit times

Only applicable if changes to the audit schedule



Steps to Enter Audit Times

- In the Start tab, click the Audit times button
- A new window will open
- Click Add new row to enter the audit schedule:
 - Date of the audit
 - From / To time slots

Note: Hours are calculated automatically

Click **Save and close** to complete the entry

This screenshot shows the 'Start' tab of the audit management system. The 'Audit times' button is highlighted with a blue box. Below it, the 'Duration' is shown as '0' 0" and there is a checkbox for 'Audit not possible'. A callout box points to the 'Audit times' button with the text 'Click here to enter Audit times'. Another callout box points to the 'Audit not possible' checkbox with the text 'Tick this box if the audit cannot be conducted due to unforeseen circumstances such as extreme weather, illness, or other valid force majeure reasons.' The top navigation bar includes 'Start', 'Preparation', 'Service specific data', 'Checklist', and 'Findings'. The top action bar includes 'Create document', 'Save and close', 'Save', and 'Save and validate'.

This screenshot shows the 'Audit times' window. It features a table with columns for 'Date', 'From', 'To', 'Hrs.', and 'Min.'. The first row contains the date '19/06/2025' and time slots '08:00' and '16:00'. A callout box points to the 'Add new row' button with the text 'Add first a new row to enter audit times'. Another callout box points to the 'Hrs.' and 'Min.' columns with the text 'Hours are calculated automatically'. The bottom of the window shows 'Duration 0 hrs 0 min' and 'Mandated time (days...) 0 hrs 0 min'.

Audit

Planning – Preparation - Files



In the **Preparation** tab of the Audit Order, CB Admins can access files uploaded by Better Cotton.

Steps to Access Shared Files

- Click on the **Preparation** tab at the top of the Audit Order workflow
- In the left-hand panel, select **Files (Entity)**
- The list of files provided by Better Cotton appears in the table

Tip: You can download documents directly from this screen and share them with your audit team for preparation.

The screenshot displays the 'Preparation' tab of an Audit Order workflow. The left-hand panel shows the 'Files (Entity)' section selected. The main area displays a table of files uploaded by Better Cotton. The table has columns for Download, Filename, File type, Date, Subject, Comment, Uploaded by, and Status of file. Three files are listed: 'Screenshot.pdf' (Other), 'Screenshot.pdf' (Certificate), and 'Screenshot.pdf' (Audit report). A callout box indicates 'Download available once files selected'.

Download	Filename	File type	Date	Subject	Comment	Uploaded by	Status of file
☐	Screenshot.pdf	Other	03/04/2025			BC Employee	Active
☐	Screenshot.pdf	Certificate	01/04/2025	Screenshot		Paola Perez	
☐	Screenshot.pdf	Audit report	01/04/2025			Paola Perez	Active

Audit

Planning – Preparation - Memos



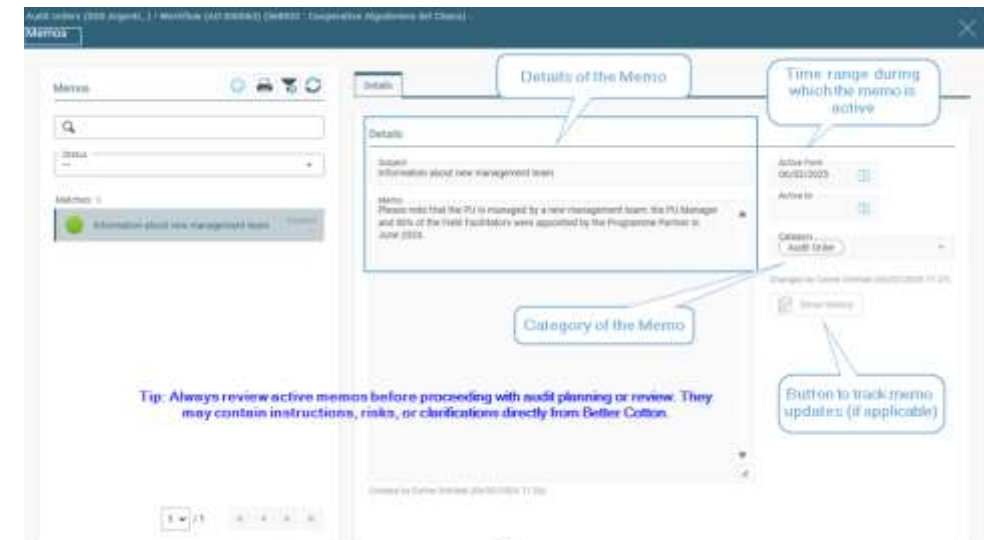
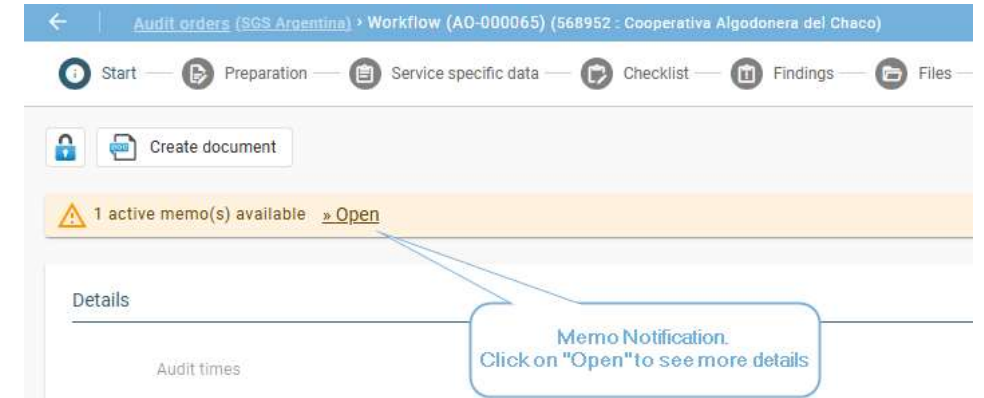
When opening an Audit Order, the CB Admin is notified if Better Cotton has attached a memo to the record.

Where to Find the Memo Notification?

- At the top of the **Audit Order workflow page**, a yellow info bar appears with the message: “**x active memo(s) available**”
- Click the “**Open**” link to view the memo content

Explanation of “Active from” and “Active to” Fields in Memos

- **Active from:** This date is set automatically when the memo is created. It marks the starting point of the memo's visibility in the system and reflects the creation date.
- **Active to:** This field is optional and is empty by default. Users can enter an end date to define when the memo should automatically become inactive.
 - If left empty, the memo remains active indefinitely.
 - This setting is useful for memos that are relevant only for a specific period (e.g., temporary audit notes or reminders).
 - Adding an end date is particularly useful for archiving purposes, as it ensures that memos no longer relevant are automatically deactivated while still being retained in the system for historical reference.





TASKS TO COMPLETE IN INTACT AFTER
THE AUDIT HAS BEEN CARRIED OUT AND
CERTIFICATION DECISION TAKEN.

**Completing
the Audit**

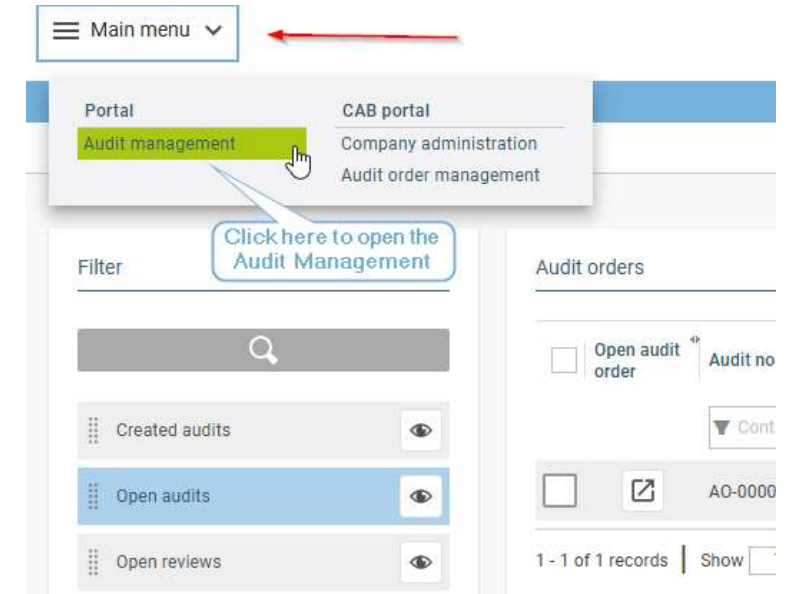
Audit

Audit Order – Opening an Audit Order

CB Admins can view and update audit details from the **Open Audits** section by selecting and editing an audit order.

Steps to Access and Edit an Audit Order

- Go to **Audit Management**
- Select **“Open audits”** in the filter panel on the left
- Click the checkbox next to the audit order
- Click **Edit audit order** in the top toolbar
- The selected audit will open in a new window where you can review and update all related information



Audit

Audit Order – Add Audit Team Participants



In the **Start** tab of the Audit Order, scroll down to the sections titled **Audit Team Participants** (supporting auditors, lead auditor).

- **How to Add Participants**
- Click the “+” icon on the right side of the section → A new window will open
- Select participant and required information
- Click **Finish** to confirm

A screenshot of the 'Audit Order' application interface, specifically the 'Start' tab. The interface includes a top navigation bar with tabs like 'Start', 'Preparation', 'Service capacity data', 'Checklist', 'Findings', 'Plan', 'Verification', and 'End'. Below the navigation bar are buttons for 'Create document', 'Save and close', 'Save', and 'Save and validate'. The main content area is divided into two sections: 'Auditor participants' and 'Audit team participants'. Each section has a table with columns for 'Open', 'Status', 'Participant type', and 'Other functions'. Both tables currently show 'No records found'. Red arrows point to the '+' icons on the right side of each table header, which are used to add participants. Callout boxes with text like 'Click this button to add Auditor participants' and 'Click this button to add Audit team participants' point to these '+' icons. Another callout box points to the 'Audit team participants' section header.

Audit

Audit Order – Add Auditee Participants



In the **Start** tab of the Audit Order, scroll down to the sections titled **Auditee Participants**.

- **How to Add Participants**
- Click the “+” icon on the right side of the section → A new window will open
- Select participant and required information
- Click **Finish** to confirm

Auditee participants include Auditee staff, Interpreters, Experts, any observer whether from the CB, Better Cotton or another party.

Audit

Only applicable to Chain of Custody Multisite Certification Model.



Audit Order - Assigned Sites - for Multisite Cases only

In the **Assigned Sites** tab of the Audit Order, CB Admins must select the specific sites under the audit scope. This step is essential in the case of multiple sites, as it enables the addition of **Non-Conformities (NCs)** to individual sites while filling the checklist.

Steps to select the sites

- Click on the **Preparation** tab at the top of the Audit Order workflow
- In the left-hand panel, select **Assigned Sites**
- Tick the checkbox next to each site that was audited

☰ Main menu ▾

📶

👤 lavish.bishnoi ▾

← Entity search • Audit orders ([redacted]) • Workflow (AO- [redacted])

① Start — 📄 Preparation — 📁 Service specific data — 📋 Checklist — 📊 Findings — 📁 Files — ✅ Validation — 🏁 End

📘 FAQ Documents Administra...

Check services

All findings

Assigned sites

Files (Entity)

Memos

Sites

Assigned

Audited

BCP Number

Project Code

Site

Additional information

Street

Street 2

Post Code

Town

State

▼

▼

▼ Contains

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▼ Contains...

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☐

☒

1

[redacted] ID.

📘

GAZIPUR, BANGLADESH.

[redacted]

GAZIPUR

Dhaka

1 - 1 of 1 records | Show 10 records

Pg 1 of 1

Audit

Audit Order – Certification Scope (Service Specific Data)



In this step, CB Admin are required to enter audit-specific details.

Instructions:

- Navigate to the **Certification Scope (Service Specific Data)** tab in the audit order menu
- Based on the Auditee classification, the tab will display either;
 - **P&Cs Certification Scope** (for producers)
 - **CoC Certification Scope** (for supply chain actors)
- Complete all applicable fields to confirm additional information relating to the scope of the audit you have just performed.
- Click Save or Save and close

A screenshot of the "CoC Certification Scope" form. It includes sections for "Processes", "Products" (with a "Product name(s)" field and an "Add new row" button), "Outsourced processes", and "Multi-Site" (with a dropdown arrow). At the bottom, there is a section for "Named brands within scope (for brands only)" with a "Name" field and an "Add new row" button.

Complete all the applicable fields.

Select **Yes** in case of a multi site structure.

A screenshot of the "P&Cs Certification Scope" form. It includes a "Cotton Season" dropdown, a checkbox for "The PU is in their first certification cycle AND has never held a Better Cotton licence nor Better Cotton certificate before", a dropdown for "Which is the Producer water regime?", input fields for "How many women workers?" and "How many workers?", a checkbox for "Initial audit - Is this Producer transitioning from a valid Better Cotton licence?", a text field for "Surveillance audit - reason for surveillance audit:", and a checkbox for "Surveillance audit - Partial audit (reduced scope)".

Audit

Audit Order – Checklist



Working with the Checklist

- Navigate to the **Checklist** tab of the Audit Order.
- On the left, you'll find a navigation menu that displays the list of indicators applicable to the current audit order:
- For **Supply Chain Actors**, the checklist includes Chain of Custody (CoC) requirements
- For **Producers**, the checklist contains Principles & Criteria (P&C) indicators, which are automatically tailored based on the producer classification (LF, MF or SH)

Note for 2025 audits

Checklists are allocated based on the Auditee profile:

- P&Cs V3.1
- CoC V1
- CoC V1.1

The checklists for P&Cs V3.1 and CoC V1 also include a set of requirements applicable to Large Farm Group Certification model and CoC Multisite Certification model. If not applicable, set these requirements as not applicable.

Entering Information

- On the right-hand side, you can enter information for each indicator
- **By default, all indicators are set to "In Conformity"**
- You are required to:
 - Record **Non-Conformities and Observations** (including grading and description)
 - Set indicators that are **not applicable** to the correct status ("Not applicable")

Note: No data entry is needed for indicators that are in conformity – this information is captured in the audit report file.

The screenshot shows the 'Checklist' tab in the Better Cotton Audit Order system. The left sidebar lists indicators under '(1.1) Principles & Criteria v3'. The main panel displays the details for indicator '1.1.1 Producer-level activities are managed in a well-informed, effective, and inclusive way'. The indicator is currently set to 'NC' (Not Conformity). The right side of the panel shows the 'Finding' and 'Corrective action' fields, which are currently empty.

Audit

Audit Order – Non-Conformity



Recording a Non-Conformity

If a Non-Conformity (NC) is identified during the audit:

- Click the “NC” button next to the relevant indicator
- A new window will open
- Enter all required details and select the appropriate Finding Level from the dropdown menu
- Once saved, the indicator will be marked with a **red X** on the left-hand side to indicate the NC

★ For CoC multisite, refer to the **slide**
[Finding \(Multisite cases\)](#).

Tip: Ensure all NCs are documented clearly and accurately to support consistent technical review and certification decisions

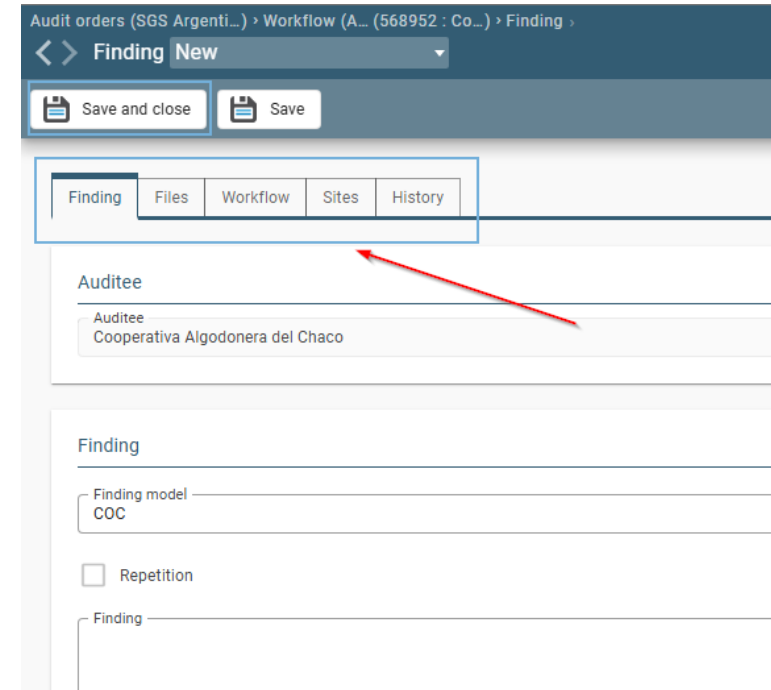
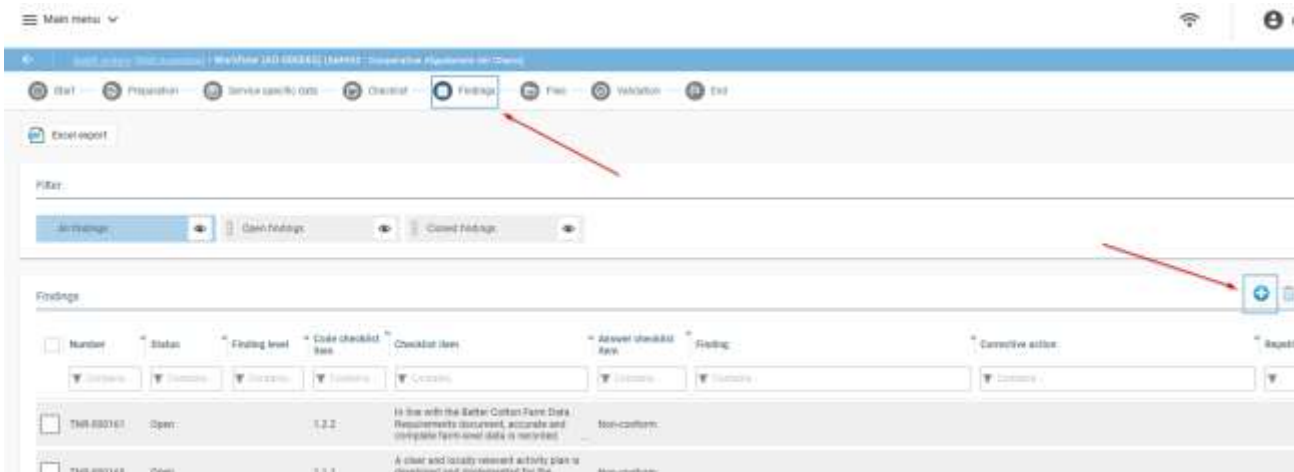
The screenshot displays a web-based audit system interface. On the left, a sidebar lists various indicators under the heading '(1.11) Principles & Criteria v3'. One indicator, '1.1.1 Producer-level activities are managed in a well-informed, effective, and inclusive way', is highlighted with a red 'X' icon. On the right, a detailed view of this indicator is shown. It includes a table with columns for 'C', 'NC', 'Obs.', and 'N/A'. The 'NC' column is selected, and a dropdown menu for 'Finding level' is open, showing options: 'Incidental NC', 'Observation', and 'Systemic NC'. Below this, there are fields for 'Finding' and 'Corrective action'. A callout box points to the 'Corrective action' field with the text 'Fill in when CAP is received from supplier'. Red arrows from the text instructions point to the 'NC' button, the 'Finding level' dropdown, and the 'Corrective action' field.

Audit

Audit Order – Finding

If a Non-Conformity or Observation has been recorded in the checklist, corresponding details must be entered in the Findings tab before the audit order can be completed.

- **How to Add a Finding**
- Go to the **Findings** tab within the Audit Order
- Click the “+” icon to add a new finding
- A new window will open
- Enter all relevant details
- Click **Save and Close** to confirm the entry



Important Notes:

- All findings (NCs, Observations) and Corrective Action Plans (CAPs) must be entered directly into Intact.
- The audit order shouldn't be finalized until all applicable findings are entered and saved.
- The Corrective Action Plan (CAP) file will be manually created by the CB.
- The CB is also responsible for manually entering the Corrective Action and Root Cause Analysis details under each finding, once received from the Supplier/PUM

Audit

Only applicable to Chain of Custody Multisite Certification Model.



Audit Order – Finding – for multisite cases

Currently, checklist results in Intact are not site-specific for multisite audits. To ensure accuracy and traceability of audit findings, CBs are required to follow the steps below:

If a non-conformity (NC) is found at a particular site:

- Mark the relevant clause as NC in the **checklist** and Log the detailed finding under the Findings section by clicking on “**open details**”
- Navigate to the ‘Sites’ tab and select the specific site where the NC was identified
- Enter all relevant details under the finding as mentioned in the previous slide.
- Click **Save and Close** to confirm the entry

This screenshot shows the 'Findings' form in the audit system. At the top, there's a status bar with 'C', 'MC' (highlighted with a blue box), 'Obs', and 'N/A'. The main form has a 'Finding' section with a text area for 'Write findings here'. To the right, there's a 'Corrective action' section with a 'Required complaint' dropdown and a 'Finding level' dropdown set to 'Minor'. Below the 'Finding' section is a 'CAP details' text area. At the bottom left, there's a button labeled 'Open details' (highlighted with a blue box). A white speech bubble points to the 'Finding level' dropdown.This screenshot shows the 'Sites' table in the audit system. The table has columns for BCP Number, Project Code, Site, Additional Information, Street, Street 2, Post Code, Town, State, Country, Phone, Fax, Email, and Last. The first row is highlighted in blue and contains the following data: BCP Number 1, Project Code, Site TRADING CO., LTD, Additional Information, Street Beijing Road, Street 2, Post Code, Town, State, Country CHINA, Phone, Fax, Email, and Last. The table is filtered by 'Finding: TNR-008'. At the bottom, there's a pagination bar showing '1 - 1 of 1 records' and a 'Show 10 records' dropdown.

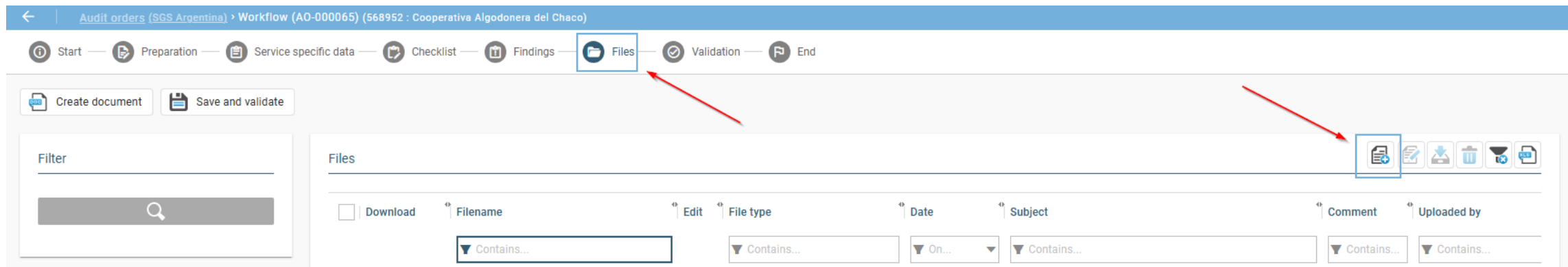
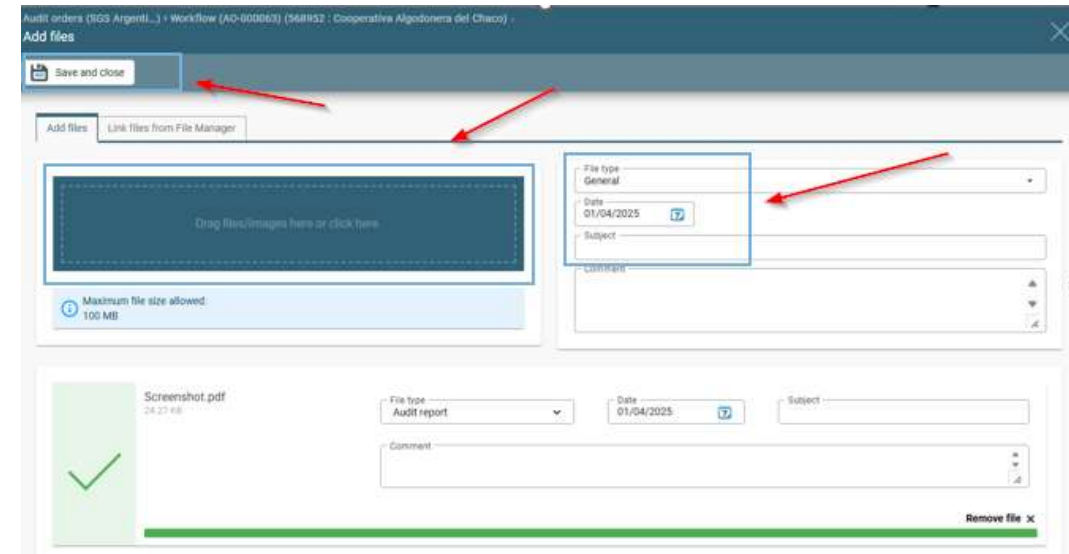
Audit

Audit Order – Files



How to Upload the Audit Report

- Go to the **Files** tab in the Audit Order
- Click the **document icon** on the right side of the toolbar
- A new window will open where to upload the audit report file
- Select "**Audit Report**" as the file type
- Fill in any required fields
- Click **Save and Close** to complete the upload



Note: The audit report is completed by the CB in Excel and uploaded to Intact. In addition, all findings (NCs, Observations) and Corrective Action Plans (CAPs) must be entered directly into Intact.

Audit

Audit Order – Files (TM)

Only applicable to Chain of Custody actors who have signed a Trade Mark Sub License Agreement with the Certification Body.



Signed Trade Mark Sub License Agreements must be uploaded to INTACT. It is preferable for the signed document to be uploaded in the files section of an audit order in INTACT at the same time as the final audit report and certificate. Simply upload the document, select the relevant file type and save.

If the signed document is not available on time, the finalisation of the audit order on INTACT (including upload of the audit report and Certificate) must not be delayed. The Signed Trade Mark Sub License Agreement file can be uploaded directly to the 'Files' section of the auditee profile in INTACT at a later date once the agreement has been signed.

Access to the Canto folders must not be given until the Trade Mark Sub License Agreement has been signed and uploaded.

A screenshot of the 'Add files' window in the INTACT system. The window has a dark blue header with a 'Save and close' button. Below the header, there is a large dashed blue box for file uploads with the text 'Drag files/images here or click here.' and a note 'Maximum file size allowed: 100 MB'. To the right of the upload area are input fields for 'File type' (set to 'Other'), 'Date' (set to '25/07/2025'), 'Subject', and 'Comment'. Below this, a file upload summary is shown with a green checkmark icon, the filename 'Signed Trade Mark Sub License Agree...', a file size of '28.75 KB', a dropdown for 'File type' (set to 'Signed Trade Mark Sub License Ag'), the same date, and a 'Subject' field. A 'Remove file' button with an 'x' icon is at the bottom right of the summary section.

For more information, refer to the Better Cotton Claims & Label Guidance for Certification Bodies

Audit

Audit Order – Validation



The **Validation** tab helps the CB Admin to ensure that all required steps of the audit have been completed before the audit order can be finalized.

How It Works

- The system automatically checks for missing information or incomplete steps
- If any required action is still pending, a message will appear
- Click on the message to be redirected directly to the task that needs to be completed

Tip: Always use the Validation tab as your final step to ensure the audit is ready for review and submission.

The image shows two screenshots of the Better Cotton audit system interface. The left screenshot displays the 'Validation' tab with a 'Validate' button and a list of error messages under 'Matches: 2'. The messages are: 'Start: There is no audit data for Field 11' and 'Start: There is no audit data for Field 12'. A red arrow points to the 'Validation' tab in the top navigation bar. The right screenshot shows the same interface after successful validation, with a green message 'Validation finished!' and a 'Validation finished!' button. The top navigation bar includes a 'Main menu' dropdown and a breadcrumb trail: 'Audit orders (888 Argentina) > Workflow (AO-000063) (568952 - Cooperativa Algodonera del Chaco)'. The workflow steps are: Start, Preparation, Service specific data, Checklist, Findings, Files, Validation (active), and End.

Audit

Audit Order – Finishing the audit

Once required information is complete and validated, the CB Admin can finalize the audit and submit it for review.

Steps to Finish the Audit

- Go to the **End** tab of the Audit Order
- Under the "**Result of audit**" select the option from the dropdown.
- In the bottom-left corner, open the "**Review Pool**" dropdown menu
- Select the appropriate review pool
- Click the "**Apply**" button

The audit order will now be forwarded to the technical review step.

Tip: Only use this step after all findings, documents, and audit data have been entered and the Validation tab shows no remaining tasks.

The screenshot displays the 'End' tab of the Better Cotton Audit Order interface. The interface includes a top navigation bar with the 'better cotton' logo and a user profile. Below the navigation bar is a breadcrumb trail: 'Start' > 'Preparation' > 'Service specific data' > 'Checklist' > 'Findings' > 'Files' > 'Validation' > 'End'. The 'End' tab is active, and a red arrow points to it with a blue circle containing the number '1'. Below the breadcrumb trail is a toolbar with buttons for 'Create document', 'Save and close', 'Save', and 'Print'. The main content area is divided into two sections. The top section is a table with columns: 'Services', 'Audit type', 'Result of audit', 'Audit finished on', and 'Comment (Workflow end)'. A red arrow points to the 'Result of audit' dropdown menu with a blue circle containing the number '2'. The bottom section is a table with columns: 'Date', 'Name', 'Action', 'Workflow step', and 'Status'. A red arrow points to the 'Review pool' dropdown menu in the bottom-left corner with a blue circle containing the number '3'. Below the 'Review pool' dropdown is an 'Apply' button, with a red arrow pointing to it and a blue circle containing the number '4'. The bottom section also includes a 'Services' section with a dropdown menu for 'Contains...' and a table with columns: 'Services', 'Audit type', 'Result of audit', and 'Audit on'. A red arrow points to the 'Result of audit' dropdown menu in this section with a blue circle containing the number '2'.

Services	Audit type	Result of audit	Audit finished on	Comment (Workflow end)
Chain of Custody Standard V1 - Chain of Custody Standard V1 (1.9)	Certification - Renewal	select...	04/06/2025	

Date	Name	Action	Workflow step	Status
20/03/2025	Paco Peraz	Create collective order	Audit order created	
20/03/2025	Paco Peraz	Move audit order to portal	Auditor's Portal	

Audit

Audit Order – Review



After submitting the audit, the CB Admin is redirected to the **Start page**. The audit is now waiting in the **Review Pool**.

Steps to Accept the Audit for Review

- In the left-hand menu, click **Review pool**
- Locate the audit order — it will now appear in this list
- Click the **checkbox** next to the audit order to select it
- A toolbar will appear at the top of the screen
- Click **“Accept responsibility”** to assign the audit to yourself for review

The screenshot displays the 'Audit orders' interface. On the left, a sidebar contains a 'Filter' section with a search bar and a list of filters: 'Open audits', 'Review pool' (highlighted with a blue box and a red arrow), 'Open reviews', and 'Finished Audits'. The main area shows a table of audit orders. A red arrow points from the 'Accept responsibility' button in the top toolbar to the 'Review pool' filter. Another red arrow points from the 'Review pool' filter to the first row of the table. The table has columns: 'Audit no.', 'Services', 'Audit type', 'BCP Number', 'Auditee', 'Postal code', 'Street', and 'Town'. The first row is highlighted with a blue box and contains the following data: ☒, 'AO-000063', 'Principles & Criteria v3', 'Certification - Initial', '568952', 'Cooperativa Algodonera del Chaco', 'Lozano', and 'Provincia del Chaco'. At the bottom, there is a pagination bar showing '1 - 1 of 1 records', a 'Show 10 records' dropdown, and a 'Pg 1 of 1' indicator.

	Audit no.	Services	Audit type	BCP Number	Auditee	Postal code	Street	Town
☒	AO-000063	Principles & Criteria v3	Certification - Initial	568952	Cooperativa Algodonera del Chaco	Lozano		Provincia del Chaco

Audit

Audit Order – Review



Once CB Admin accepted responsibility, the user can open the audit order to begin the review.

Steps to Open the Audit for Review

- In the left-hand menu, click “**Open Reviews**”
- Click the **checkbox** next to the audit order to select it
- A toolbar will appear at the top of the screen - click “**Edit audit order**”
- The audit order will open in a **new window** for review

The screenshot shows the 'Audit orders' interface. At the top, there's a header with 'Main menu', a user profile 'paola.perez', and the 'better cotton' logo. Below the header, a blue bar indicates 'Audit orders (308 Argentina)'. The main content area has a toolbar with icons for 'Entity', 'Edit audit order', 'Move order back to review', 'Audit times', 'Files (Entity)', and 'Google Maps'. A callout bubble points to the 'Edit audit order' icon with the text 'Click here to edit the selected open Review'. On the left, a sidebar menu shows 'Open audits', 'Review pool', 'Open reviews' (highlighted with a blue box and a red arrow), and 'Finished Audits'. The main table displays audit order details. The first row is selected and highlighted in blue. Below the table, it shows '1 - 1 of 1 records' and a 'Show 10 records' option. At the bottom right, there's a pagination control showing 'Pg 1 of 1'.

Audit

Audit Order – Certification



As the reviewer, you can now update the **certification outcome** based on the audit results.

Steps to Record the Certification Status and validity

- Go to the Certification tab
- On the left, click “Certification of operations”
- In the Certification Status dropdown, select the appropriate outcome
 - Available Certification status options:
 - Cancelled
 - Certified
 - Permission to trade ([see additional guidance](#))
 - Suspended
 - Withdrawn
- Enter the Valid From and Valid To dates
- Click Save and Close to confirm the certification decision

- **Note:** This tab triggers Better Cotton to update the **Physical Site CoC** access for suppliers. If this tab is left blank, suppliers will **not** receive access to the **Physical** on their BCP account.

Main menu

Summary search (2025) [Review] - Certification (389822) - Cooperativa Agraria del Chaco

Entity Identifiers Classifications Contact persons Sites Audit orders Certification Scope Findings Certification

Save and close Save

Filter

Year: 2025 History: 01.04.25 20:54 Paula Perez

Certification

Services	Certification status	Last changed on	Valid from	Valid until
Principles & Criteria v3	Certified	4/1/2025	4/1/2025	4/1/2026

1 - 1 of 1 records | Show 10 records

Main menu

Audit search (2025) [Review] - Review workspace (AD-2000025) (24996) - Cooperativa Agraria del Chaco

Start Preparation Service specific data Character Findings Certifications Files Validation End

Save and close Save

Certification of operations

Filter

Year: 2025 History: 01.04.25 20:54 Paula Perez

Certification

Services	Certification status	Last changed on	Valid from	Valid until	Changed by
Principles & Criteria v3.1	Certified	01/04/2025	01/04/2025	01/04/2026	Paula Perez

1 - 1 of 1 records | Show 10 records

Audit

Audit Order – Certificate



After entering the certification decision, the reviewer must upload the official certificate.

Steps to Upload the Certificate

- In the **Certification** tab, go to “**Certificates**” on the left
- Click the **document icon** on the right side of the toolbar
- A new window will open
- Enter the required information:
 - **Certificate number**
 - **Service** (e.g. Principles & Criteria v3.1)
 - **Valid from / Valid to** dates
- Upload the certificate file (**PDF format**)
- Click **Save and Finish**

Note: This tab triggers Better Cotton to update the **Physical Site CoC** access for suppliers. If this tab is left blank, suppliers will **not** receive access to the **Physical** on their BCP account.

The image shows two screenshots from the Better Cotton audit system. The top screenshot is a form titled 'Add/Edit manual certificate' with fields for 'Certificate no.', 'Year' (2025), 'Issue date' (19/06/2025), 'Valid from' (19/06/2025), 'Valid until' (19/06/2025), 'Service' (Principles & Criteria v3.1), and 'Audit order' (06/12/2025 - AD-000002 - Principles & Criteria v3 - Certification - Renewal). There is a 'Certificate' field with a 'Choose a file' button. The bottom screenshot shows the 'Certificates' tab in the system. It has a left sidebar with 'Certificates of operations' and 'Certificates'. The main area displays a table of certificates. A callout points to a document icon in the toolbar with the text 'Click here to upload the certificate file'.

Open	Certificate no.	Version no.	Show version history	Valid from	Valid until	Subject	Date	Created by	Service
☐	PU133-ERT	1		06/02/2025	06/02/2026	BC Certificate AR02396 Coöperativa del Chaco, 2025	06/02/2025	Paco Perez	Principles & Criteria v3.1
☐	1	1		01/04/2025	01/04/2026	Screenshot	01/04/2025	Paco Perez	Principles & Criteria v3.1

1 - 2 of 2 records | Show 10 records | Pg 1 of 1

Audit

Audit Order – Finish Review



Finalizing the Review

Steps:

- Go to the **End** tab in the workflow
- Scroll down to the section labeled **Final Steps**
- From the dropdown menu, select **Review finished**
- Click the **Apply** button to complete the review

Note: This action confirms that the review is fully completed.

The screenshot shows a web application interface for an audit workflow. At the top, a navigation bar includes a 'Main menu' icon and a series of tabs: Start, Preparation, Service specific data, Checklist, Findings, Certification, Files, Validation, and End. The 'End' tab is highlighted with a red arrow. Below the navigation bar, there are buttons for 'Create document', 'Save and close', 'Save', and 'Print'. The main content area is divided into sections. The first section, 'Services', contains a table with columns for 'Services', 'Audit type', 'Result of audit', 'Audit finished on', and 'Comment (Workflow)'. Below this, there is a section for 'Principles & Criteria v3.1 - Principles & Criteria v3 (1,7)' with a 'Certification - Renewal' status and a date of '06/02/2025'. A pagination bar shows '1 - 2 of 2 records' and a 'Show 10 records' option. The second section, 'Final Steps', contains a dropdown menu with 'Review finished' selected, indicated by a red arrow. Below the dropdown is an 'Apply' button. The bottom of the interface shows a table with columns for 'Date', 'Name', 'Action', and 'Workflow step'. The table contains two rows of data: one for '06/02/2025' with 'Papia Peres' performing the action 'Create collective order' resulting in 'Audit order created', and another for '06/02/2025' with 'Papia Peres' performing the action 'Move audit order to portal' resulting in 'Audit order moved to portal'.



YOU HAVE SUCCESSFULLY COMPLETED AN
AUDIT ORDER IN INTACT.

Audit

Audit Order – correcting an Audit Order



For any changes required after an audit order has been finished in INTACT, please contact compliance@bettercotton.org quoting the audit order number.

Our support team will be able to re-open the audit order for the CB Admin to correct information.

Please note:

- This should be used as a last resort; we encourage CB Admin to quality check the information completed in the audit order before moving it to the finished stage.
- The same CB Admin user must complete the updates – we cannot reallocate the audit order to a different user to update the record.

ADDITIONAL GUIDANCE

**Changes in
Certification
status**

Audit

Only applicable to Producers who receive a Permission to Trade following their initial certification audit.



Granting a permission to trade

As per Better Cotton P&Cs Monitoring and Certification Requirements, a certification body may decide to grant a producer a temporary permission to trade following their initial certification audit.

This process enables the producer to start trading while correcting Incidental non-Conformities.

At the time the permission to trade is granted, the CB Admin **shall follow the normal audit/certification INTACT guidance, with the following exceptions:**

- **Checklist tab:** leave the applicable Incidental non-conformities open
- **Certification tab:** select "Permission to trade" status and enter the permission to trade validity dates
- **Certificate tab:** upload the "Permission to trade" document and enter the permission to trade validity dates (as well as other data points as per [guidance](#))

The audit order must be finalised and reach the "Review finished" status as per [guidance](#).

See next slide for guidance on capturing next stage in permission to trade process.

Audit

Only applicable to Producers who receive a Permission to Trade following their initial certification audit.



Closing a permission to trade – positive outcome

Once the certification body has verified that all relevant incidental non-conformities have been addressed by the Producer via a corrective actions, the Producer can receive their certificate (replacing the permission to trade).

The CB Admin **shall update the Producer record in INTACT as follow:**

Do not attempt to reopen the Audit Order – all updates are carried out by the CB Admin accessing directly the Producer profile from the Entity Search menu.

- **Findings tab:** select open findings, update the corrective action plan, switch the findings status to closed and update the date the finding was closed.
- **Certification tab:** select "Certified" status and enter the certification validity dates
- **Certificate tab:** upload the certificate document and enter the certificate validity dates (as well as other data points as per [guidance](#))

Audit

Only applicable to Producers who receive a Permission to Trade following their initial certification audit.



Closing a permission to trade – negative outcome

If, by the time the permission to trade expires, the Producer has not addressed the non-conformities, then a certificate cannot be issued.

The CB Admin **shall update the Producer record in INTACT as follow:**

Do not attempt to reopen the Audit Order – all updates are carried out by the CB Admin accessing directly the Producer profile from the Entity Search menu.

- **Findings tab:** no action required
- **Certification tab:** select "Withdrawn" status, enter the date the certification was withdrawn.
- **Files tab:** upload a copy of the official communication to the Producer informing them their certification has been withdrawn. Categorise the file as "Other"

The certification body shall confirm to Better Cotton whether the contract with the Producer/ Programme Partner has been terminated or whether the contract is still valid for the Producer to re-apply for certification. This impacts the allocation of the Producer to the certification body in Salesforce (Better Cotton CRM system) and INTACT.

Audit

Recording a Suspension decision



As per Better Cotton P&Cs and CoC Monitoring and Certification Requirements, a certification body may decide to suspend a producer or a supply chain actor.

A suspension decision can occur as a result of a surveillance audit or a certification renewal audit. **An initial certification audit cannot result in a suspension decision .**

At the time the suspension decision is made, the CB Admin **shall follow the normal audit/certification INTACT guidance, with the following exceptions:**

- **Checklist tab:** leave the applicable non-conformities open
- **Certification tab:** select "Suspended" status and enter the suspension validity dates
- **Certificate tab:** do not update

The audit order must be finalised and reach the "Review finished" status as per [guidance](#).

See next slide for guidance on capturing next stage in suspension process.

Audit

Lifting a suspension – cause successfully addressed



Once the certification body has verified that all relevant actions have been completed by the Producer/Supply Chain actor, the suspension can be lifted.

The CB Admin **shall update the Producer/ Supply Chain actor record in INTACT as follow:**

Do not attempt to reopen the Audit Order – all updates are carried out by the CB Admin accessing directly the Producer/ Supply Chain actor profile from the Entity Search menu.

- **Findings tab:** select open findings, update the corrective action plan, switch the findings status to closed and update the date the finding was closed.
- **Certification tab:** select "Certified" status and enter the certification validity dates
- **Certificate tab:** (if applicable) upload the certificate document and enter the certificate validity dates (as well as other data points as per [guidance](#))

Please note: In some cases the Better Cotton P&Cs and CoC Monitoring and Certification Requirements require the certification body to carry out a full audit before lifting a suspension. If this is the case, the certification body must create a new audit order in INTACT and upload all applicable data and documents as well as updating the certification status and certificate information as part of that audit order.

Audit

Escalating a suspension – cause no addressed



If, by the time the suspension expires, the Producer/ Supply Chain actor has not addressed the cause of their suspension, then the certification is withdrawn

The CB Admin **shall update the Producer/ Supply Chain actor record in INTACT as follow:**

Do not attempt to reopen the Audit Order – all updates are carried out by the CB Admin accessing directly the Producer/ Supply Chain actor profile from the Entity Search menu.

- **Findings tab:** no action required
- **Certification tab:** select "Withdrawn" status, enter the date the certification was withdrawn.
- **Files tab:** upload a copy of the official communication to the Producer/ Supply Chain actor informing them their certification has been withdrawn. Categorise the file as "Other"

The certification body shall confirm to Better Cotton whether the contract with the Producer/ Programme Partner/Supply Chain actor has been terminated or whether the contract is still valid for the Producer/ Supply Chain actor to re-apply for certification. This impacts the allocation of the Producer/ Supply Chain actor to the certification body in Salesforce (Better Cotton CRM system) and INTACT.

ADDITIONAL GUIDANCE

Navigation

Navigation

Start Screen – Audit Orders Overview



After logging in, the Audit Orders page is the first screen CB Admin will see. It provides a quick overview of all audit-related activities you are responsible for.

Available Filter Options

Use the filters to quickly narrow down the list of audit orders:

- **Created Audits:** View audit orders that have been created but are not yet in progress.
- **Open Audits:** Shows audit orders that are in **progress** or **pending** action.
- **Open Reviews:** Displays audit orders that are now under review.
- **Finished Orders:** Lists all audit orders that are fully reviewed and finalized.
- **All Orders:** A complete list of all audit orders, regardless of their status.
- **Surveillance:** Filters for audits that are conducted as surveillance audit

Tip: Use filters regularly to stay focused on your current tasks.

The screenshot shows the 'Audit orders (SGS Argentina)' page. At the top, there's a 'Main menu' dropdown. Below it, the 'Audit orders' tab is selected and highlighted with a red box. On the left, a 'Filter' sidebar is visible, containing a search bar and a list of filter options: 'Created audits', 'Open audits', 'Open reviews', 'Finished orders', 'All orders', and 'Surveillance'. Each filter option has a small eye icon to its right. The 'Created audits' filter is highlighted with a red box. The main content area on the right shows the 'Audit orders' table. The table has columns for 'Open audit order', 'Audit no.', 'Services', and 'Auditee'. Below the table, there are three 'Contains...' filters. A blue message box states 'No records found'. At the bottom, it shows '0 - 0 of 0 records' and a 'Show 10 records' dropdown.

Navigation

Main menu

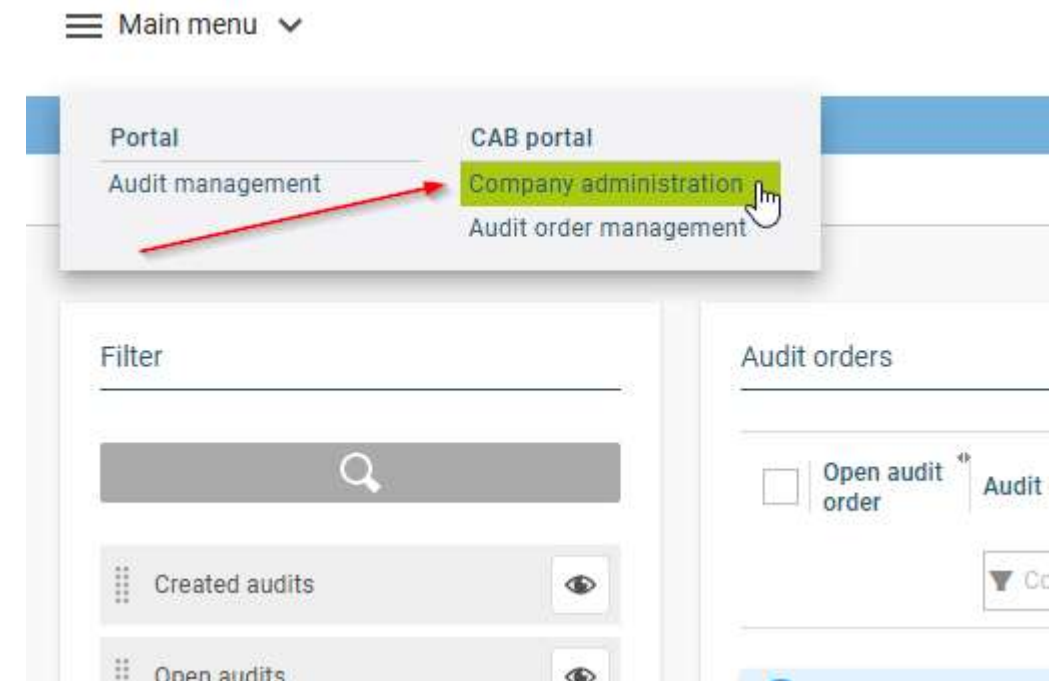


The Main Menu is always available in the top-left corner. It allows CB Admins users to search for auditees, such as producers or supply chain actors.

How to Navigate

- Click on the **Main Menu** (≡) in the upper left corner.
- Under the **CAB Portal** section, click on “**Company Administration**”
- This will open a page where you can search for and access records.

Note: *As a CB Admin, you will only see audits managed by your CAB.*



Navigation

Find an Auditee



This page allows CB Admins to find and access information about auditees assigned to them.

You cannot create new auditee accounts in Intact: all new auditee accounts (both Producers and Supply Chain Actors) are created by Better Cotton in Salesforce.

Once a CB is allocated in Salesforce, the data is automatically pushed to Intact, where the auditee profile is created.

Filter Options at the Top

Use the filters to narrow down your search:

- **Name:** Enter the full or partial name of the company to search.
- **Classification:** Filter by classification (e.g., Auditee, Auditor, Site, etc)
- **Contract Status:** Filter by status (e.g., Active, Inactive, Applicant)
- **Service:** Select the relevant service to limit the search to applicable entities

Viewing Search Results

- The table below shows key information such as:
 - BCP number, Project Code, Name, Address, Country, Email and CAB Name
- Double-click a row to open the entity's full profile page.

Tip: Use the filter fields in the result table to refine columns individually.

≡ Main menu ▾

Company search (SGS Argentina)

Company search

Filter

Name

Contract status

Results

Info

BCP Number

Project Code

Name

Entity Data

Comprehensive overview of the selected entity



Overview Tab: The Entity tab shows basic entity information, including company names, address and contact details.

This tab is useful for quickly verifying the identity of an auditee.

Additional Tabs

- **Identifiers:** Unique reference numbers or IDs linked to the auditee
- **Classification:** Type of the entity (e.g. Producer, Supply Chain Actor)
- **Contact Persons:** Key individuals associated with the entity
- **Sites:** Displays site or facility addresses linked to the auditee (only applicable to multisite or group certification)
- **Audit Orders:** History and status of audits conducted
- **Certification Scope:** Displays additional information relating to the scope of the last audit
- **Findings:** Non-conformities or other observations raised during audits
- **Certification:** Shows current certification status and updates
- **Certificates:** Lists issued certificates and allows download/printing.
- **Files:** Uploaded documents and attachments
- **Memos:** Used for internal communication and feedback.

Note: Due to technical limitations, tabs within the Intact Platform cannot currently be opened in separate browser tabs or windows.

The screenshot shows the 'Entity' page for 'Cotton Trader 1 Ltd' (ID 1001111). The page has a blue header with a back arrow and the breadcrumb 'Entity search > Entity (1001111 : Cotton Trader 1 Ltd)'. Below the header is a navigation bar with tabs: 'Entity' (selected), 'Identifiers', 'Classifications', 'Contact persons', 'Responsibilities', 'Sites', 'Contracts', 'Audit orders', and 'Certificates'. A toolbar contains buttons for 'Save and close', 'Save', 'Add address', 'Delete address', and 'FAQ Documents Administra...'. A yellow warning banner states '3 active memo(s) available' with an 'Open' link. The main section is titled 'Contact and address information' and contains several input fields: 'BCP Number' (1001111), 'Project Code', 'Company name' (Cotton Trader 1 Ltd), 'New Memo', 'Created on' (31/03/2025), 'Contact type' (Company), and 'Language' (EN-GB). On the right side, there are fields for 'Company address - 12345 Ank...', a 'Default' checkbox (checked), 'Address type' (Company address), 'Street', 'Country' (TURKEY), 'Post code' (12345), and 'Town' (Ankara).

Entity Data

Identifiers



The **Identifiers** tab provides an overview of key reference numbers and IDs assigned to the auditee. These values are important for traceability and consistent recordkeeping.

What you see

You see a list of identifiers with two columns:

- **Identifier Type - includes:**
 - BCP Number, Project Code, Programme Partner and PU/LF Code
- **Identifier Value:** The corresponding number or code
- **Exporting Identifiers**
 - Click the **Excel export icon** (top-right corner) to download the identifier list.

Note: The BCP Number, PU Code, and Programme Partner identifiers are only applicable to Producers, not to Supply Chain Actors.

A screenshot of the 'Identifiers' tab in the Better Cotton system. At the top, there is a navigation bar with a 'Main menu' dropdown and a breadcrumb trail: 'Entity search > Identifiers (1001121 : Farmer Cooperative)'. Below this is a tabbed interface with 'Entity', 'Identifiers' (selected), 'Classifications', and 'Contact persons'. A red arrow points to the 'Identifiers' tab. Below the tabs is a search bar with an information icon and the text 'FAQ Documents Administra...'. The main content area is titled 'Identifiers' and contains a table with two columns: 'Identifier type' and 'Identifier'. The table has four rows of data.

Identifier type	Identifier
BCP Number	1001121
Project Code	AR-CU-001
PU/LF Code	ARFC01
Programme Partner	Cotton Unido

Entity Data

Classification



In the **Classifications** tab, the CB Admin can view the auditee's classification.

Examples of possible classifications include:

- **Producer Unit – Smallholder**
- **Producer Unit – Medium Farm**
- **Producer Unit – Large Farm**

Click the **Excel export icon** (top-right corner) to download the Classification list.

Note: Classification cannot be edited by the CB Admin – the information comes from Salesforce.

A screenshot of a web application interface. At the top, there is a 'Main menu' button with a hamburger icon. Below it is a navigation bar with tabs: 'Entity', 'Identifiers', 'Classifications' (which is highlighted with a blue border and a red arrow pointing to it), 'Contact persons', 'Sites', and 'Audit c'. The 'Classifications' tab is active, showing a table with one row: 'Producer Unit - Smallholder'. Above the table is a search bar with a dropdown arrow and the text 'Contains...'. At the bottom of the table, it says '1 - 1 of 1 records' and 'Show 10 records'.

Entity Data

Contact Persons



In the Contact Persons tab, the CB Admin can view all contacts linked to the auditee. This information is provided by **Better Cotton** and reflects the official contact for the entity.

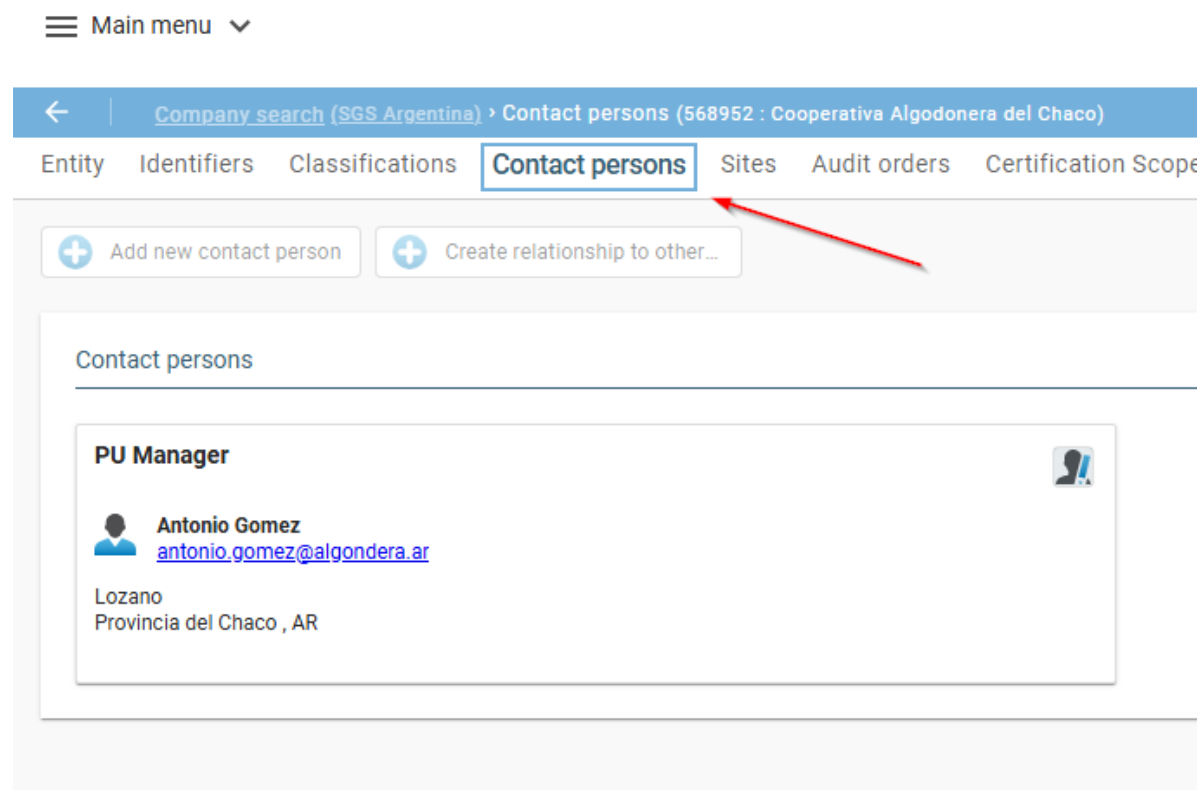
What You See

- Full name of the contact person
- Email address (clickable)
- Location details

Contact Types

- **For Producers:** the contact person is typically the PU or LF Manager
- **For Supply Chain Actors:** a default contact is provided

Quick Access: The small icon in the top-right corner of the contact card opens the Contact Entity in a new view — allowing CB Admins to view details.



Entity Data Sites

Only applicable to Large Farm Group Certification model and Chain of Custody Multisite Certification Model.



The **Sites** tab displays all site locations linked to the selected entity (e.g. Auditee or Producer sites).

Each row represents a separate site record.

Available Columns:

- **Open:** Icon to open and view more site details
- **BCP Number:** Unique site identifier
- **Project Code:** Internal project code (if applicable)
- **Site:** Name/label of the site
- **Street, Town, Postal Code:** Site address details
- **Last Audit On:** Date of the most recent audit at the site
- **Additional Info:** Any supplementary notes entered

Export Function:

Use the Excel export icon in the top right to download the visible table as a spreadsheet. The columns in the export match those shown on screen.

Open	BCP Number	Project Code	Site	Street
☐	1033397-2	CoC 1		lalaland street 1
☐	1033397-3	CoC 2		Lalaland Street 2

Entity Data

Audit Orders



- The **Audit Orders** tab provides a full overview of all audits conducted or planned for the selected entity.
- This is also where CB Admins can **create a new Audit Order** by clicking the “**New**” button (top left).

← Company search (SGS Argentina) > Audit orders (568952 : Cooperativa Algodonera del Chaco)

Entity Identifiers Classifications Contact persons Sites **Audit orders** Certification Scope Findings Certification Certificates Files Memos

+ New
 Click here to create a new audit order for the selected entity.

Filter
 Audit date from/to
 Filter audit orders by a specific date range

Use this to delete selected audit orders

Audit orders

Open audit order	Audit no.	Service	Audit type	Workflow step	Audit date (from)	Audit date (to)	Audit result	Format	Comment (Workflow end)	CAB
	▼ Contains...	▼ Contains...	▼ Contains...	▼ Contains...	▼ On...	▼ On...	▼ Contains...	▼ Contains...	▼ Contains...	▼ contains...
— Year: 2025 (3)										
	AO-000065	Principles & Criteria v3.1	Certification - Initial	Audit in progress				Onsite		SGS Argentina
	AO-000063	Principles & Criteria v3.1	Certification - Initial	Review finished	08/04/2025	08/04/2025		Onsite		SGS Argentina
	AO-000062	Principles & Criteria v3.1	Certification - Renewal	Review accepted	06/02/2025	06/02/2025		Onsite		SGS Argentina

Click to export the list of audit orders to Excel

Entity Data

Audit Orders



Filter Options: Use the date filter at the top to narrow the list based on a specific audit date range (from / to).

Column Descriptions

- **Open audit order:** Icon to open the audit order in a new window or tab
- **Audit no.:** Unique system-generated number for the audit order
- **Service:** The standard/version applied (e.g. Principles & Criteria v3.1)
- **Audit Type:** Indicates the type of the Audit such as initial, renewal, surveillance, etc
- **Workflow step:** Shows the current progress/status of the audit in the workflow
- **Audit date (from):** Start date of the audit
- **Audit date (to):** End date of the audit
- **Audit result:** Outcome of the audit (e.g. Compliant, Non-compliant)
- **Format:** Delivery method of the audit (e.g. Onsite, Remote, Partial)
- **Comment:** Optional comment entered at the end of the workflow
- **CAB:** The Certification Body (e.g. SGS Argentina) assigned to conduct the audit

Tip: Use filters in each column (e.g., Audit Type or Service) for faster navigation.

Entity Data

Certification Scope



The **Certification Scope** tab displays additional information relating to the scope of the last audit. You must complete this tab at the end of each audit order to confirm all applicable information. Please note that the tab content differs depending on an Auditee (Chain of Custody or Producers)

COC Certification Scope

Processes:

Products:

Product name(s)

+ Add new row

Outsourced processes:

Multi-Site:

Named brands within scope (for brands only):

Name

+ Add new row

P&C's Certification Scope

Cotton Season:

(Only if Producer Unit):

☐ The PU is in their first certification cycle AND has never held a Better Cotton licence nor Better Cotton certificate before.

(All Producers):

Which is the Producer water regime?

(Only if Large Farm):

How many women workers?

How many workers?

☐ Initial audit - Is this Producer transitioning from a valid Better Cotton licence?

Surveillance audit - reason for surveillance audit:

☐ Surveillance audit - Partial audit (reduced scope)

Entity Data Findings



The **Findings** tab provides an overview of all findings raised during audits of the past years. It supports the creation and description of findings as well as the definition of timelines. CB Admins can use this tab to review non-conformities and corrective actions statuses and prepare for upcoming audits.

Entity Identifiers Classifications Contact persons Sites Audit orders Certification Scope Findings Certification Certificates Files Memos

[Excel export](#)

Filter

All All closed findings All open findings

Findings

Number	Finding level	Code checklist item	Finding	Status	Corrective action	Finished on	Open audit order	Service	Audit type	Workflow step audit order	Checklist item	Created on	Created by
☐ THR-00010	Incidental NC	1.1.1		Open			☒	Principles & Criteria v3.1	Certification - Initial	Review finished	A clear and locally relevant activity plan is	01/04/2025	Pavia Perez
☐ THR-00019		1.1.2		Open			☒	Principles & Criteria v3.1	Certification - Initial	Review finished	A monitoring plan is developed	06/02/2025	Pavia Perez
☒ THR-00015	Incidental NC	1.1.3	Mistaken PPS is not used fully or correctly by farmers, and the PUA is not followed that monitoring	Open			☒	Principles & Criteria v3.1	Certification - Renewal	Review accepted	(Previously indicated 1.7.2)	06/02/2025	Pavia Perez
☐ THR-00014	Incidental NC	1.2.1	Farmers not using efficient irrigation methods even after availability	Open			☒	Principles & Criteria v3.1	Certification - Renewal	Review accepted	Irrigation methods, technologies	06/02/2025	Pavia Perez
☐ THR-00012	Incidental NC	1.3.2	Missing linkage between monitoring activities mentioned in the plan and utilization of	Open			☒	Principles & Criteria v3.1	Certification - Renewal	Review accepted	A monitoring plan is developed	06/02/2025	Pavia Perez

1 - 5 of 5 records | Show 10 records

Page 1 of 1

Entity Data

Findings



Description of the toolbar icons - from left to right, based on standard icon positioning:

- **Create new finding:** Add a new finding manually (rarely used – findings are usually created through audit workflows).
- **Delete finding:** Delete the selected finding (only available if permitted by system rules).
- **Change status:** Update the finding's status (e.g. from Open to Closed).
- **Activate/Deactivate finding:** Mark the finding as active or inactive
- **Open audit order:** Open the related audit order linked to the selected finding.
- **Generate finding report:** Create a PDF or Word report for the selected finding (for documentation or communication)
Not available for now.
- **Refresh page:** Reload the list of findings to see the most current information.
- **Reset filter:** Clear all filters and display the full list of findings.
- **Export to Excel (list):** Download the full list of findings as an Excel file.

Entity Data

Findings



Finding Levels in Intact Platform

Finding Level Principles & Criteria	Finding Level Chain of Custody Standard
Observation	Minor
Incidental NC	Major
Systemic NC	Critical

For more information on process to grade findings, please refer to Better Cotton Monitoring and Certification requirements <https://bettercotton.org/what-we-do/certification/>

Entity Data

Certification



The **Certification** tab provides an overview of the latest certification status for the selected entity.

What You See

- **Service:** The standard the entity is certified for
- **Certification Status:** Current status (e.g. *Certified*, *Suspended*, *Withdrawn*)
- **Last changed on:** Date the certification status was last updated
- **Valid from / valid until:** Validity period of the certification
- **Suspended from / until:** Duration of any suspension
- **Changed by:** User who last changed the status

≡ Main menu ▾

[←](#) [Company search \(SGS Argentina\)](#) > [Certification \(568952 : Cooperativa Algodonera del Chaco\)](#)

Entity Identifiers Classifications Contact persons Sites Audit orders Certification Scope Findings **Certification**

Save and close Save

Filter

Year
2025 ▾

History
01.04.25 20:54 Paola Perez

Certification

Services	Certification status	Last changed on	Valid from	Valid until	S
Principles & Criteria v3.1	Certified	01/04/2025	01/04/2025	01/04/2029	

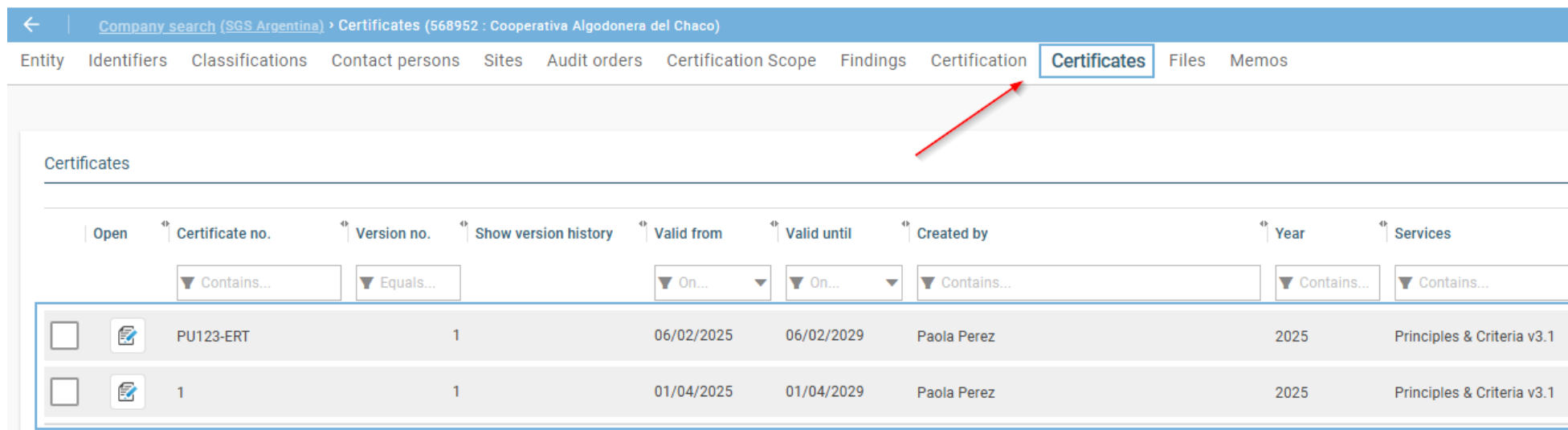
1 - 1 of 1 records | Show 10 ▾ records

Entity Data

Certificates



The **Certificates** tab lists all certificates issued for the entity, along with validity details.



Company search (SGS Argentina) > Certificates (568952 : Cooperativa Algodonera del Chaco)

Entity Identifiers Classifications Contact persons Sites Audit orders Certification Scope Findings Certification **Certificates** Files Memos

Certificates

	Open	Certificate no.	Version no.	Show version history	Valid from	Valid until	Created by	Year	Services
		Contains...	Equals...		On...	On...	Contains...	Contains...	Contains...
☐		PU123-ERT	1		06/02/2025	06/02/2029	Paola Perez	2025	Principles & Criteria v3.1
☐		1	1		01/04/2025	01/04/2029	Paola Perez	2025	Principles & Criteria v3.1

What You See

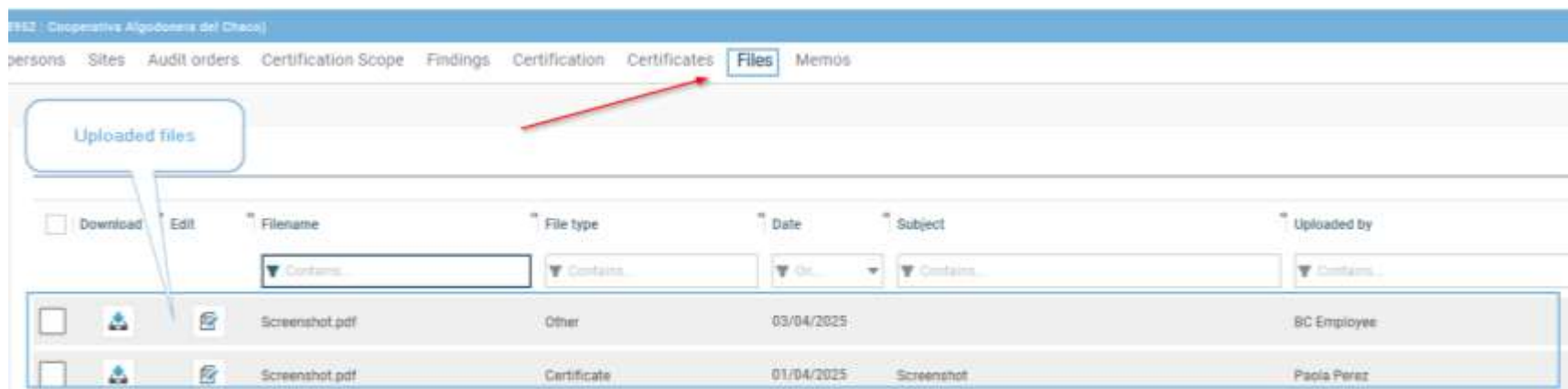
- **Certificate no.:** The assigned certificate number (e.g. *PU123-ERT*)
- **Version no.:** Version number of the certificate
- **Show version history:** View previous versions (if applicable)
- **Valid from / valid to:** Dates of validity for each certificate
- **Created by:** User who issued or uploaded the certificate
- **Year:** Certification year
- **Service:** Standard under which the certificate was issued

Entity Data

Files



The **Files** tab displays all documents that have been uploaded* for the selected auditee



What You See

- **Filename:** Name of the uploaded file
- **File Type:** Type/category of the document
- **Date:** Date the file was uploaded
- **Subject:** Title entered during upload
- **Uploaded by:** Person who uploaded the file

Key Functions



- **Add file:** Click add a new files
- **Edit:** Click to edit selected file(s)
- **Download:** Click to download selected files
- **Delete:** Click to delete selected files
- **Export:** Export list of files

**Files up to 100 MB in PDF, Excel, Word, or JPEG format can be uploaded; ZIP files are only allowed for bulk evidence, but must not be used for audit reports or certificates, which must be uploaded individually*

Entity Data

Files



Available File Types in Intact Platform

File Type	Description
Audit Report	Final report of the conducted audit
Certificate	Official certificate document
Corrective Action Plan (CAP)	Plan submitted to address identified non-conformities
Farmers List	List of registered farmers
Finding Document	Document detailing audit findings and evidence
Land Conversion Self-Declaration	Statement confirming land use compliance
Licensing / Surveillance Assessment Report	Evaluation report used during licensing or surveillance phases
Producer Readiness Check Report	Assessment report for producer readiness before certification
PU Support Visit Report	Summary of findings and observations from a support visit
RIR Document	Risk Identification Report - used for internal or external review
Self-Assessment Document	Producer's own evaluation against applicable standards
Signed Trade Mark Sub License Agreement	Agreement signed between the Certification Body and the auditee
Suspension	Notification document indicating suspension of certification
Other	Any document not covered by predefined categories

Entity Data

Memos



Memos are covered in this slide [Preparation – Memos](#)

Document Naming Convention (P&Cs)



Files	File naming convention	Example
Audit report	- Country code_audit/surveillance audit_PU/LF code_Organisation conducting visit_season of assessment - Country code_PU/LF code_CAP_season_date[yyyy/mm/dd]	IN_audit_INTL18_imentor_2025-26
CAP		IN_INTL18_CAP_2022-23_20221208
Any other supporting documents can be filed under 'Supporting documents'		



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 – contact us for future dates.

Contact