

COC PROCESS MAP FOR BRANDS/RETAILERS

(Making B2B transactions after receiving goods)

This is a brief summary of the SFA chain of custody process, with relevant links.

Only brands/retailers that are full SFA members can make claims.

Find more detail for brands & retailers in these guidelines:

[Chain of custody - China](#) (in Chinese)

[Chain of custody - China](#)

[Chain of custody - Mongolia](#)

REGISTER WITH SFA COC

[Registration Form](#)

[Registration Guidelines](#)

[FAQs on registration](#)

CONTACT CERTIFICATION BODY (CB)

[Control Union](#)

[ICEA](#)

[Intertek](#)

RECEIVE A SCOPE CERTIFICATE

Upon completion of a successful audit

PURCHASE CERTIFIED PRODUCT

[Cashmere-Connect](#) lists all SFA members and other participants of the CoC

RECORD TRANSACTIONS OF PRODUCT

Follow procedures laid out by your CB

SUBMIT CLAIMS AND ARTWORK

Claims Framework Guidelines for fibre from [Mongolia](#) & [China](#).

The [logo guidance for Mongolia](#) and [the logo guidance for China](#)

Submit [the claims & approval form](#) to claims@sustainablefibre.org

RECEIVE TRANSACTION CERTIFICATE

Once receipts have been verified and volumes reconciled.

RECEIVE CLAIMS APPROVAL

Attach hangtags on receipt of goods