

# 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](#)

[Ecocert](#)

## 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](mailto:claims@sustainablefibre.org)

## RECEIVE TRANSACTION CERTIFICATE

Once receipts have been verified and volumes reconciled.

## RECEIVE CLAIMS APPROVAL

Attach hangtags on receipt of goods