# Frequently Asked Questions

1. **How do I find certified organic operations that produce certain items like dairy, cows, or poultry?**

   On the *INTEGRITY* home page, you can enter any product into the text box in the Certified Products column. You can also refine your search by geographic area using the interfaces in the Country, State/Province, and City columns.

2. **I want to buy a certified organic product that has the USDA Organic seal on it, but I can't find it in the *INTEGRITY* database. Is it really organic?**

   Accredited Certifying Agents (Certifiers or Certifying Bodies) report the operations that they have issued organic certificates to on an ongoing basis, and the National Organic Program (NOP) publishes that information. The Certifier will have the most up to date and detailed information regarding the certificate that was issued to the operation you are interested in, and will be able to verify its accuracy. If you are not able to verify the information on the certificate, you may wish to submit a complaint.

3. **I'm interested in getting my operation certified organic. How can I find a Certifier who works in my state or country?**

   You can use the *INTEGRITY* Certifier Locator to find a Certifier with Headquarters, Office Locations, or Certified Operations in the state or country of your choice.

4. **I am a certified organic operation owner. Can you update information in the *INTEGRITY* database about my operation?**

   Certifiers report the operations that they have issued organic certificates to on an ongoing basis, and the NOP publishes that information. With the launch of the new *INTEGRITY* system, Certifiers are able to update client information as changes occur. Please contact them to ensure that the change is made.

5. **We are certified USDA organic through a USDA Certifier. We are not listed in your *INTEGRITY* database. Why aren't we listed?**

   Organic operations are reported to the USDA NOP by Certifiers on an ongoing basis. You will need to discuss the reason for your operation not appearing in the database with your Certifier.

6. **If I'm looking for certain organic operations, where can I find an all-inclusive list for the state of Ohio?**

   The list of operations can be filtered by state – enter "Ohio" into the box under the State/Province column and press enter to obtain an all-inclusive list of certified organic operations in the state of Ohio.

7. **I am trying to find a farm located in Turkey. I can see it in the list of all operations in Turkey, but when I enter the name of the farm in the Operation Name search, I don't get any results. Why can't I find the farm by its name?**

   If the farm's name has special characters, you will need to enter those special characters exactly as the Certifier entered them in order to use the Operation Name search. Searching by location and/or products is a good way to narrow down your search results so that it is easier to find information about the exact farm you are looking for.

8. **The number of operations in the summary tables (Counts of Certified Organic Operations by Country and US State/Territory) don't match the data snapshot when I filter the address information on the Operation Level worksheet.**

   Certifiers are required to submit either the Physical Address or the Mailing Address for each operation. If only the Mailing Address is submitted, filtering by State/Territory or Country will result in a smaller count of operations than the summary table because the Mailing Address is used if the Physical Address is not available when the summary tables are generated.

9. **I searched for a product and exported my results, but when I try to Find (Ctrl-F) the product in Excel, it's missing from some of the rows in the export. Why is *INTEGRITY* adding operations without the product to the export?**

   Sometimes Excel stops searching a cell after it reaches character 8,192. Click the *Options* button in the Find and Replace window and select *Look in: Values*.

10. **I need to determine the official status of a formerly certified organic operation which may have been suspended or revoked several years ago. If they are not appearing in the current data set, where can I access that information?**

    The NOP used to maintain a list of suspended and revoked operations, which was merged into the list of operations in 2014. If you know that an operation was previously certified organic but it is not in the current list, please contact the Certifier that issued the organic certificate to verify the official status of the operation.

11. **Which web browser should I use to view the *INTEGRITY* site?**

    The *INTEGRITY* site is best viewed in Chrome or Edge, however, we have also tested the system in other commonly used browsers.