



# **User manual for the Bio Suisse Supply Chain Monitor (SCM) Exporter**

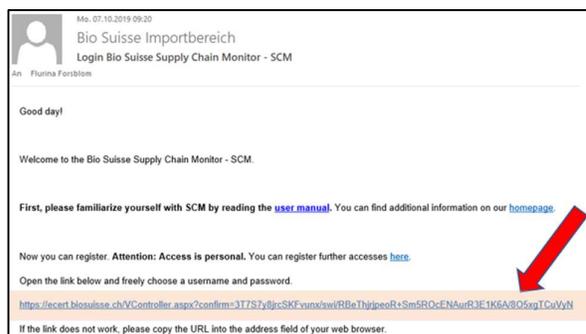
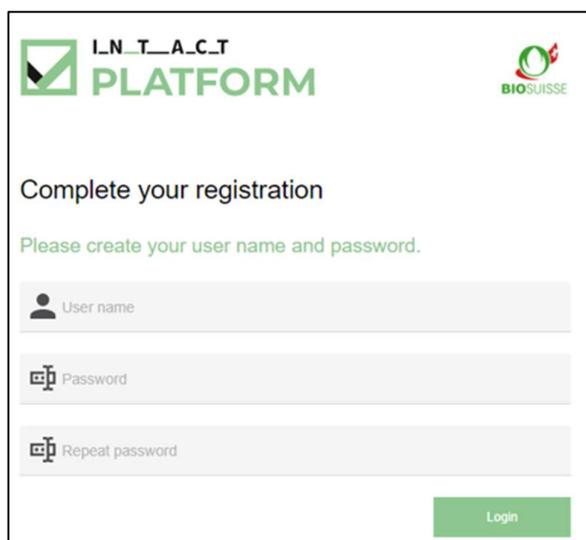
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# 1. Logging in to the SCM

## 1.1. Logging in for the first time

If you don't have a login yet, please register here: [international.biosuisse.ch/en](https://international.biosuisse.ch/en). You will receive your login details in an e-mail with the subject line 'Login Bio Suisse Supply Chain Monitor - SCM' within 1 to 3 workdays.

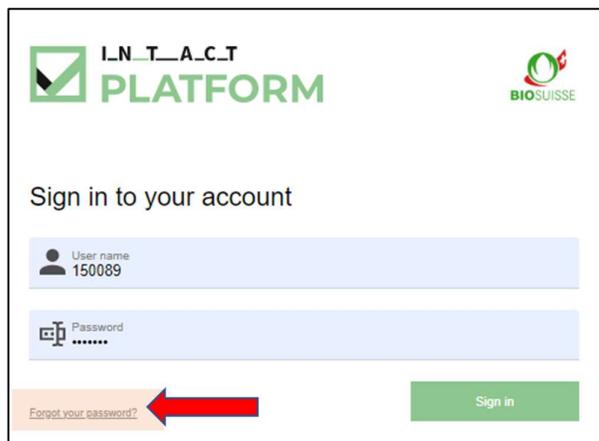
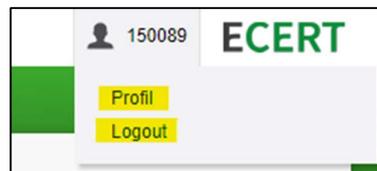
More information about the SCM can be found here: [international.biosuisse.ch/en](https://international.biosuisse.ch/en).

- Open the e-mail and click on the link.
- **If the link does not work or does not direct you to the page shown above, please copy and paste the entire link to the address bar of your browser.**
- Create your username, create your password and repeat your password.
- Click 'Login'.

## 1.2. How to log in, log out, change profile settings

### Log in and out

To **log in** enter [scm.biosuisse.ch](http://scm.biosuisse.ch) in your browser, enter your username and password and click 'Login'.

To **log out**, select the user at the top right and choose "Logout" in the menu.

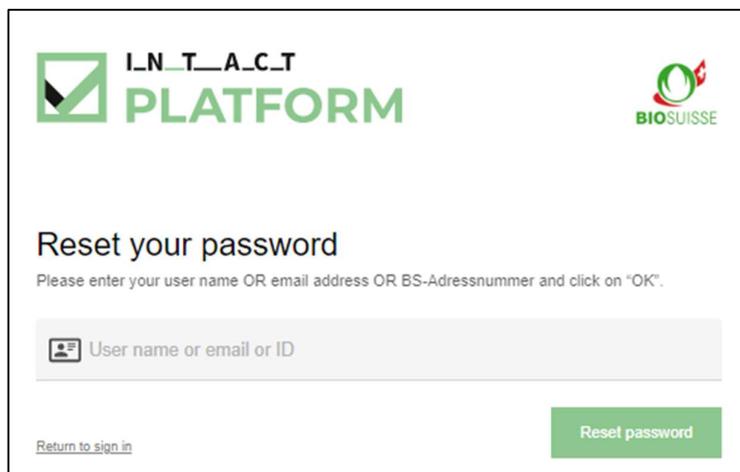
### Profile settings

To enter a **new password**, select your user in the upper right corner and select 'Profile' in the dropdown menu. Then enter a new password in the input mask 'Change password' and save it.

The **language** of the profile can be changed at the top right in the user dropdown menu, select 'Profile' and check 'Language settings'.

## 1.3. Forgot your login details?

If you forgot your username or password, click 'Forgot your password?' at the bottom left of the login window.



In the window that appears, enter **ONLY ONE** of the following three options and then click 'OK':

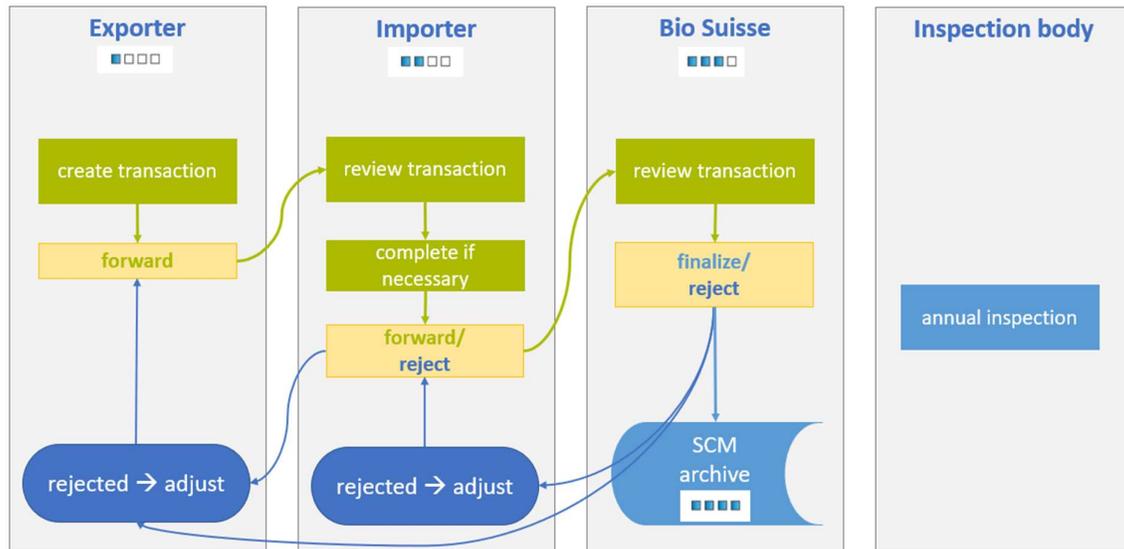
- Username **or** E-mail address **or** BS address number (= number of your operation, e.g., as it appears on your BIOSUISSE ORGANIC certificate)

You will receive an e-mail. Please register as described above under 'Logging in for the first time'.

## 2. First steps in the SCM

### Workflow in the Bio Suisse Supply Chain Monitor (SCM)

In the SCM, the financial flow of goods from the producer of the raw material to the Swiss importer must be recorded. The registration of the import in the SCM takes place as soon as the goods are cleared by the importer in Switzerland (physical import).



### 2.1. Suppliers/supply chains: Entering and managing data

**Before a transaction and the financial flow of goods can be recorded, you must enter data about the suppliers in the supply chain.** You need not enter data about suppliers if either of the following cases applies:

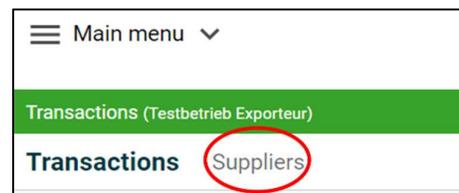
- You (the exporter) are always the **only** producer of the raw material.
- All of your products are comprised of multiple agricultural ingredients. No ingredient makes up 95% or more of the total weight of the final product.

Exception: You are the producer of the raw product, an exporter and member of a directly approved producer association. Please download and complete a Bio Suisse Attestation, which can be found in the "Frequently Asked Questions (FAQs)" section on our website.

#### To enter data about suppliers/supply chains:

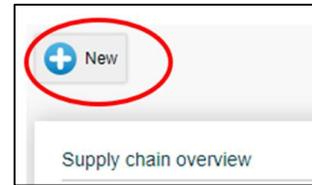
- Click on the 'Suppliers' tab.
- In the 'Supply chain overview' you can see and edit existing supply chains or create new supply chains.

**Please note: For most exporters, a single supply chain listing all suppliers will suffice. All suppliers who are financially involved in the flow of goods must be listed.**



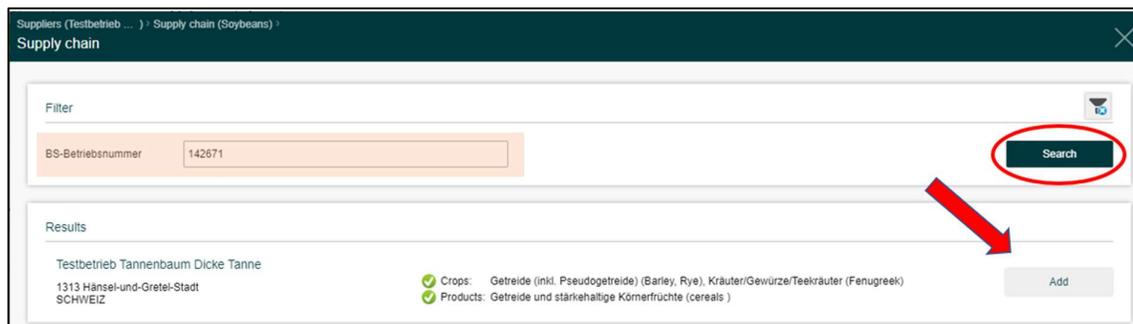
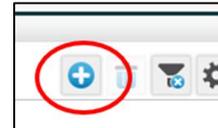
## Creating a new supply chain

- Click 'New' top left.
- Leave category 'Supply Chain'.
- Enter a name for the supply chain (the name serves to identify the supply chain and can be freely chosen). **Attention: if you have anonymized your suppliers, the name is not anonymized and visible for all.**
- Optional: enter a 'Description'.
- 'Save and close'.



## Adding suppliers to a supply chain

- Click on the relevant supply chain to open it.
- On the right by the options click 'Add new row' to add a supplier.
- Enter the Bio Suisse operation number (= BS address number/'BS Adressnummer') of the supplier (the 6-digit number on the supplier's Bio Suisse certificate) and click 'Search' (after making sure that the number is correct).
- Click 'Add'. The supplier will appear as row of the supply chain.
- 'Save and close' the supply chain.



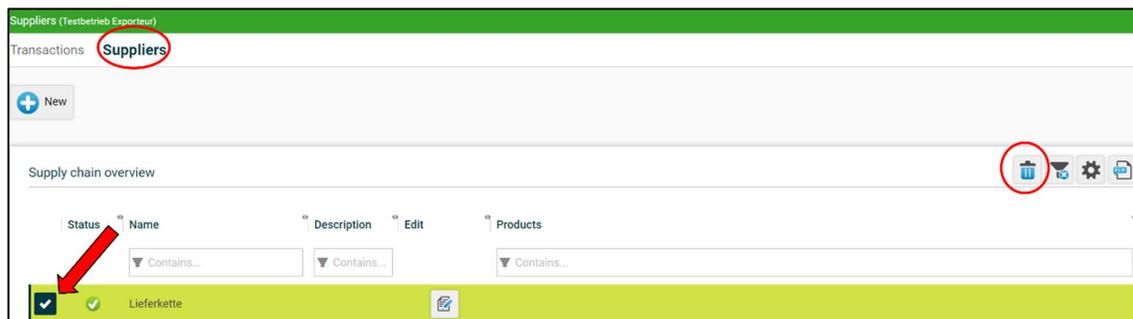
## Edit supply chain name

- Use  to open the desired supply chain for editing.
- Click on the 'Change name' icon at the left top.
- Adjust name and 'Save and close'.



## Deleting a supply chain

- Use the checkbox to select the desired supply chain.
- Click on the 'Delete row' icon in the top right-hand corner.
- Click 'OK' to confirm.



## Deleting a supplier

- Click on the supply chain of the supplier to open it.
- Search for the supplier, select the row and on the top right in the options click 'Delete row'.
- Confirm by clicking 'OK', then 'Save and close'.

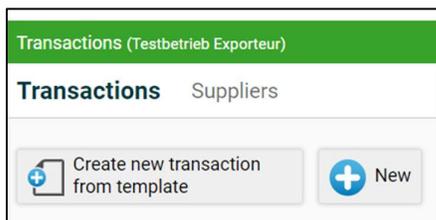
## Accessing certificates

Once you have entered your suppliers' data, you will always be able to see their certificates in real time.

- Open the relevant supply chain, search for a supplier and click 'Certificates'.
- Click to download their certificate.

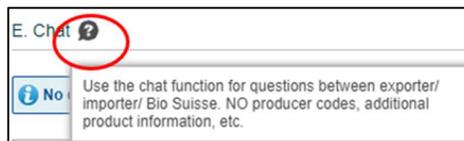
BS-Adressnummer	Supplier	Address	Country	Status	Certificates
148726	Bio Austria	4021 Auf der Gugl 3	ÖSTERREICH	✓	

## 2.2. Creating a transaction

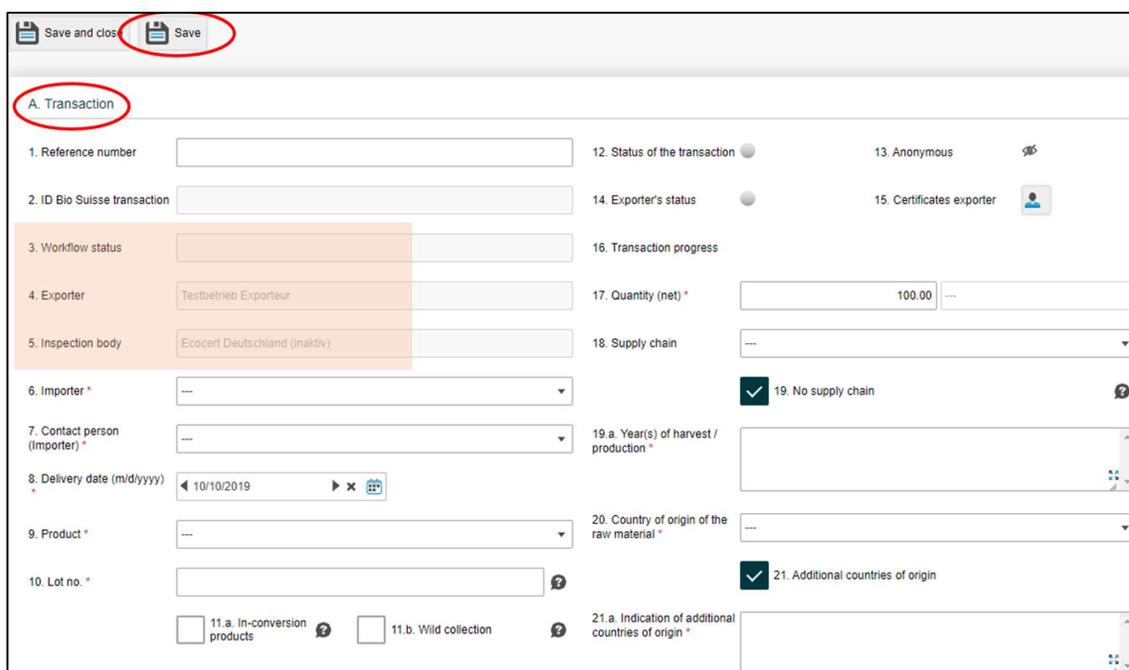


Click 'New'. If you have already saved templates, alternatively click on 'Create new transaction from template'.

**Help:** use the 'question mark' texts in the transaction. If you move the mouse over it, an explanation will appear in a pop-up window.



### 'A. Transaction'



Complete all of the boxes under the heading 'A. Transaction'. (Please note: Some of the boxes are mandatory -> red stars).

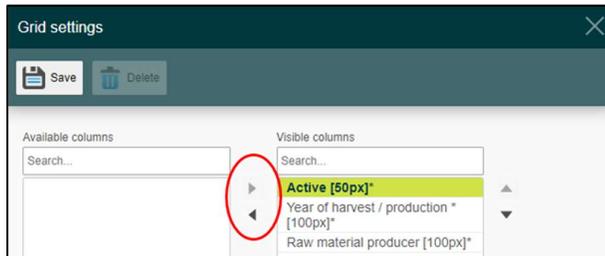
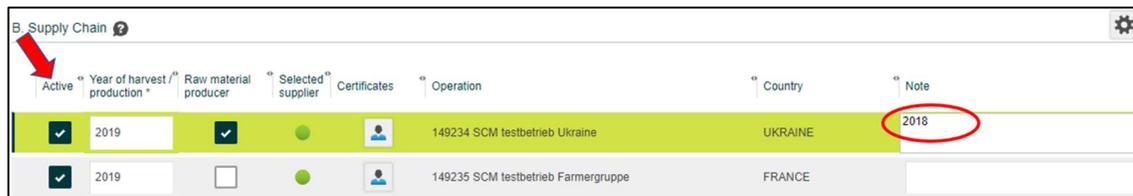
1. Reference number: this box is used in the SCM for identification and to ensure consistency between the ordering and distribution systems of exporters and importers. Decide together what reference number to use. This number will appear in the summary of transactions as well as in the reminder e-mail, and it can be entered by either the exporter or the importer.
2. – 5.: Boxes that are shaded grey will be automatically completed by the system.
6. Importer / 7. Contact person (Importer): enter the names of the import company and the responsible contact person. This person will receive direct notification as soon as you have forwarded a transaction.
8. Delivery date (m/d/yyyy): enter the date of delivery to the customer/the date of the invoice. Alternatively, multiple deliveries can be recorded under one transaction (the maximum delivery period is 1 month). **Please note that transactions must be submitted to Bio Suisse for approval within 6 weeks after importation.**

- 11.a. In-conversion products: tick box as soon as a part or the entire product is from an in-conversion farming operation.
- 11.b. Wild collection: tick box if the entire product was collected in the wild.
- 18. Supply chain: select the appropriate supply chain from the drop-down list or
- 19. No supply chain: tick box if one of the following cases applies:
  - You are the exporter and the **only** producer of the raw material. Please make entries in text box '19.a. Year(s) of harvest/production'.
  - The product is comprised of multiple agricultural ingredients. No ingredient makes up 95% or more of the total weight. Please make entries in text box '19.a. Year(s) of harvest/production'.
  - ➔ *Please note: If there are no supply chains displayed under "18. Supply chain", please return to chapter 2.1 Suppliers/supply chains: Entering and managing data.*
- 21. Additional countries of origin: tick box for products that are derived from more than one country. In text box '21.a. Indication of additional countries of origin' enter the names of those countries. If the product is comprised of multiple agricultural ingredients, indicate as origin the country of the exporter.

'Save'. Please continue to section 'B. Supply chain'. If you have activated checkbox '19. No supply chain', proceed to the next section.

### 'B. Supply chain'

If the 'B. Supply chain' section does not display all of the rows, go to 'Settings', move all of the categories to 'Visible columns' and then 'Save'.

Active	Year of harvest / production *	Raw material producer	Selected supplier	Certificates	Operation	Country	Note
<input checked="" type="checkbox"/>	2019	<input checked="" type="checkbox"/>			149234 SCM testbetrieb Ukraine	UKRAINE	2018
<input checked="" type="checkbox"/>	2019	<input type="checkbox"/>			149235 SCM testbetrieb Farmergruppe	FRANCE	

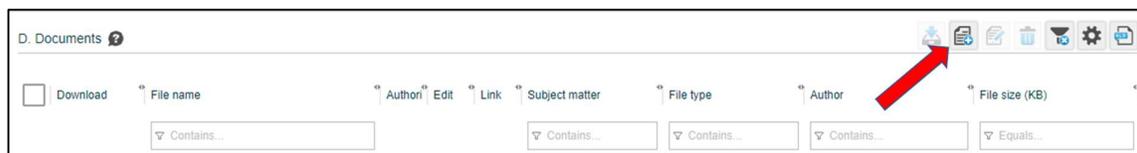
- In the 'Active' column tick the boxes for the relevant members of the supply chain (the financial owners of the goods).
- For farming operations, select the 'Year of harvest/production' **and tick the 'Raw material producer' box.**
- For processing, trading or storage operations, declare the year in which the product was processed or delivered under 'Year of harvest/production'.
- If multiple years of harvest apply, enter the other years of harvest under 'Note'.

### 'C. Additional information'

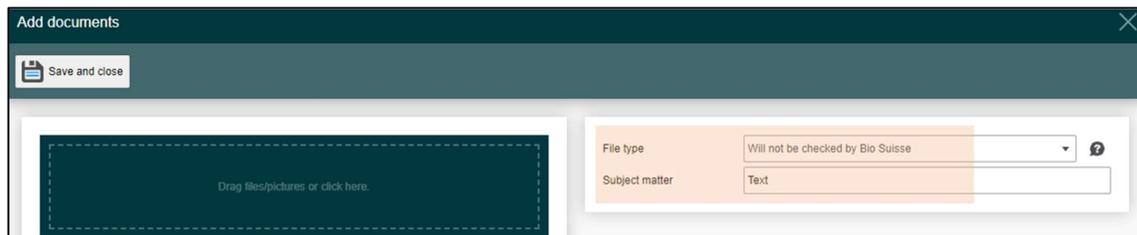
- The section 'C. Additional information' may appear depending on the product/country of origin.
- It contains specific questions about the product, its country of origin or the operations involved. All of the questions must be answered and requested information should be written under 'Answer'.
- Explicitly requested documents are to be uploaded in the 'D. Documents' section.



### 'D. Documents'



- Click 'Add File'.
- Under 'File type' 'Will not be checked by Bio Suisse' is automatically set. Please select 'To be checked by Bio Suisse' for documents that were explicitly requested in section 'C. Additional information'.

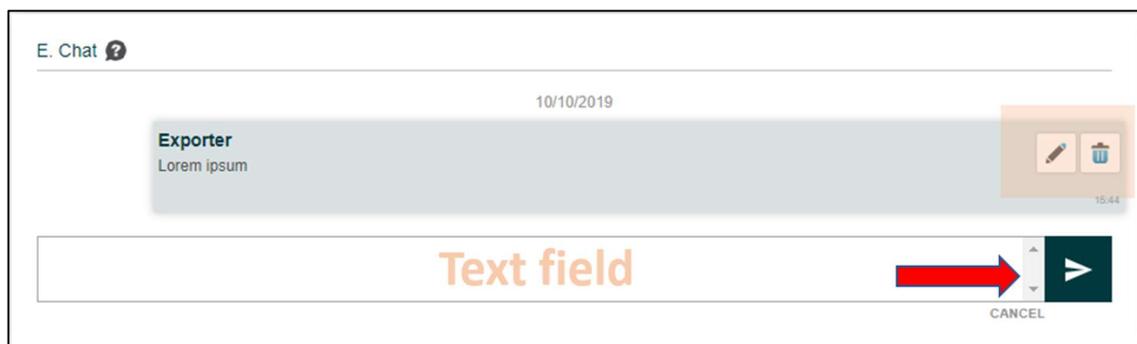


- Optionally add a description under 'Subject matter'.
- Click on the green area or drag files there.
- 'Save and close'.

### 'E. Chat'

The chat function is reserved for questions between exporter, importer and Bio Suisse. **NO producer codes**, additional product information, etc.

**All comments are visible to all users.** Write a comment in the text box and 'Save'. Later you can 'Edit' or 'Delete' the text.



## Marking a transaction as a template



If your transactions generally contain similar information, you can work with templates. When creating a new transaction, select 'Mark as template' (in the menu bar above) before forwarding it.

## Forwarding a transaction to the importer



When all of the steps described above have been completed, click 'Forward to importer' and confirm with 'OK'.

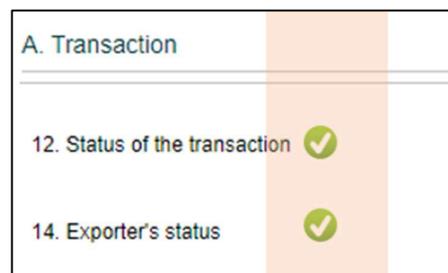
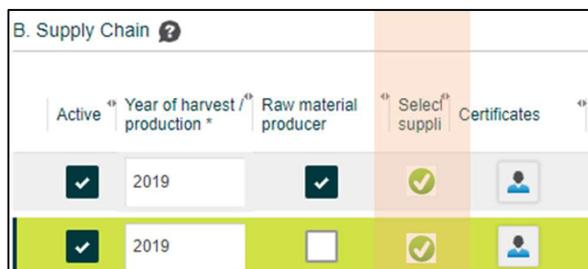
You should then be returned to the Start screen. If not, check the transaction page to make sure that everything has been correctly completed and all questions in the section 'C. Additional information' have been answered.

## Deleting erroneous transactions

If you do not want to forward a transaction because it contains errors, please send us an e-mail at [international@bio-suisse.ch](mailto:international@bio-suisse.ch) to request that the transaction be deleted. If this frequently occurs, you can send us monthly e-mails listing the various erroneous transactions IDs.

## 2.3. Traffic-light system/Certification status

The SCM electronically checks the certification status of exporters and their suppliers as per their certification data. The certification status is indicated by 'traffic light' icons in the 'Overview transactions' and in every transaction.



- Under 'B. Supply Chain' a traffic-light icon is displayed for each supplier.
- In the section 'A. Transaction' the status of the exporter and of the entire transaction '12. Status Transaction' can be seen. That icon indicates the combined status of all other traffic-light icons in the transaction. If even one of those traffic-light icons is yellow or red, the icon for the entire transaction will also be yellow or red. The same icon is displayed in the 'Overview transactions'.

In the following table, the traffic-light colours and their meaning are explained.

Traffic light		Meaning	Next step
	Green	The supplier is properly certified to cultivate/process/store and/or trade the respective product or raw material at this time.	Everything is ok. Assign to importer. (Importer: Apply for Confirmation by Bio Suisse)
	Yellow	The supplier is a Swiss licensee. For technical reasons this traffic-light icon is always yellow. Bio Suisse will make sure that the supplier is properly certified.	Exporter: Check your Swiss supplier's certificate and forward to importer.
	Red	The supplier is NOT properly certified to cultivate/process/store and/or trade the respective product or raw material at this time.	Check the certificate. If, despite the red traffic-light icon, the supplier actually is properly certified as per their certificate, forward the transaction as usual. If the supplier is not properly certified as per their certificate, check to see whether their certification can be completed. If this is not possible, then the products concerned may not be sold under the 'Bud' logo. Reject the transaction or have Bio Suisse delete the transaction.
	grey	The transaction is incomplete or operation without a certificate (no data).	Enter missing data, save and forward the transaction to the importer. Check the Bio Suisse address number and/or contact us.

## 2.4. Transaction status

The current status of each transaction is displayed in the 'Overview transaction' under 'Transaction progress' and in the transaction itself under '16. Transaction progress'. The status indicates how far the transaction concerned has progressed as well as who is responsible for taking the next step. The table below shows the transaction stages and their icons, the next steps and the responsible parties.

Status	Symbol	Next step	Responsible
Exporter		Complete data Forward to importer	Exporter
Exporter (returned)		Make necessary changes Forward to importer	Exporter
Importer		Check data Apply for Confirmation 'Bud' by Bio Suisse	Importer
Importer (returned)		Make necessary changes Apply for Confirmation 'Bud' by Bio Suisse	Importer
Bio Suisse		Check data Confirm transaction	Bio Suisse
Approved		None	Bio Suisse
Approved (status red)		None	Bio Suisse
Approved (in conversion)		None	Bio Suisse
Approved (in conversion + status red)		None	Bio Suisse
Decline		If desired, submit an appeal within 10 days	Importer
Discarded		None	None

## 2.5. Adjusting a transaction

Should your customer/supplier or Bio Suisse have any questions regarding a transaction, the transaction can be returned to you. You will receive an e-mail to notify you of the new status of the transaction and the required changes as per the 'E. Chat' section of the transaction page.

- Search for and open the respective transaction in the SCM.
- Read the required changes in the 'E. Chat' section.
- Make any necessary changes or additions to the transaction as per the comments.
- 'Forward to importer' again.

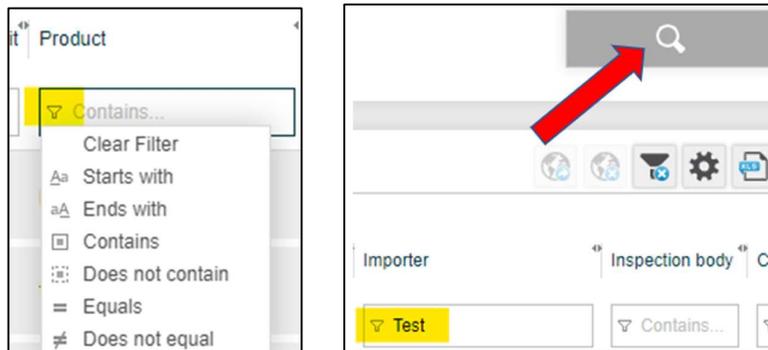
## 3. Search options; downloading documents

### 3.1. Searching for transactions

In the 'Overview transactions' you have various options for searching/filtering. Under every column you can search for specific numbers or terms:

- Enter the term sought or a part of it in the row beneath the header of the selected column (under 'Importer' in the example below).
- All transactions that match the term will be displayed.

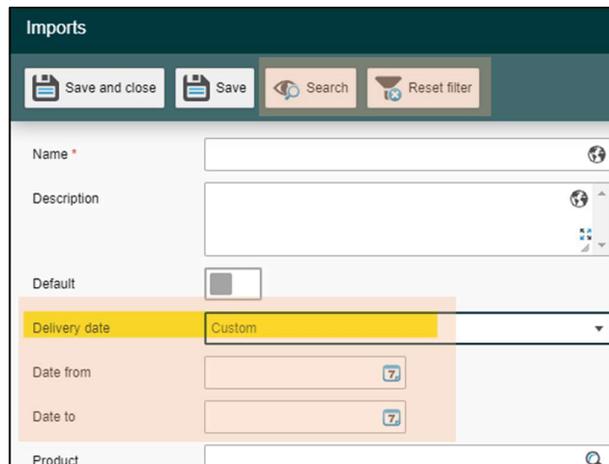
Alternatively, you can click on the magnifying glass icon to conduct a 'Quick Search'.



Click 'Quick Search' (magnifying glass) and enter your search parameters:

- Delivery date: For a user-defined delivery date, select 'Custom' under 'Delivery date' and enter the 'Date from' and 'Date to'.
- Supplier: Under 'Supplier' you can search among all of your suppliers (raw material producers, processors, intermediaries).
- Confirm by clicking 'Search'.

To deactivate a search filter: Go to 'Quick Search' (magnifying glass) and click 'Reset filter'.



### 3.2. Setting custom search filters

Custom filter tools can be used to quickly find transactions. You can also apply several custom search filters at once. They will be located under 'Filter' with the standard filters from Bio Suisse. They will be in place whenever you log in to the SCM.



To create custom filters:

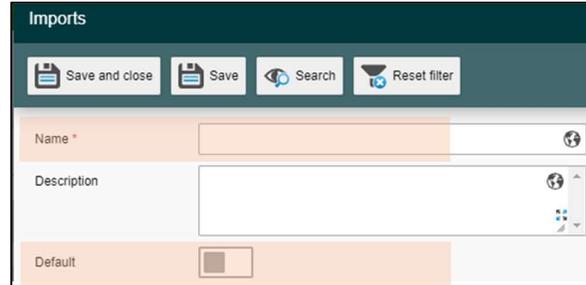
- Click 'Quick Search'.
- Name the filter under 'Name' and define your filter parameters (one or more may be selected).
- 'Save and close'.

To change filter settings:

- Click the magnifying glass icon next to the name of a filter to open the filter.
- Make the desired changes. 'Save and close'.

To define a default filter:

- Click the magnifying glass icon next to the name of a filter to open the filter.
- Activate the 'Default' setting. 'Save and close'.



### 3.3. Downloading to an Excel file



The data from the SCM can partly be exported into an Excel spreadsheet by clicking on 'Excel Export'. The data can be further edited in the Excel file.

## 4. Anonymization

**Please note that only the information in the 'B. Supply chain' section will be anonymized. The sections 'A. Transaction', 'C. Additional information', 'D. Documents' and 'E. Chat' will be visible to all.**

The entire supply chain must always be declared in the SCM. Bio Suisse lets you anonymize your supply chain. Your customers will not be able to see the names of your suppliers in the SCM.

The initial non-recurring fee for anonymization is CHF 250.-. The annual fee is CHF 100.- for each subsequent year. To request the anonymization of your suppliers, kindly send a list of your suppliers, including their respective Bio Suisse BS operation number (BS- Adressnummer) (as shown on their certificate), name and desired code, to: [international@bio-suisse.ch](mailto:international@bio-suisse.ch).

**Please note that ICB AG sends Swiss importers the certificates of all suppliers. If you also want certificates to be anonymized, please contact ICB AG directly at: [info@icbag.ch](mailto:info@icbag.ch). ICB AG will invoice you for this service.**

### To create transactions with an anonymized supply chain:

Create transactions as described in the section 'Creating a transaction'. Your customers will not be able to see the names or certificates of your suppliers. Only the traffic-light icon that indicates their certification status will be visible. **Please note that only the information in the 'B. Supply chain' section will be anonymized. The sections 'A. Transaction', 'C. Additional information', 'D. Documents' and 'E. Chat' will be visible to all.**

### To create transactions with upstream suppliers who anonymize their supply chains:

- Your upstream supplier will send you a delivery note with a list of codes that correspond to the suppliers in the supply chain.
- Enter the codes of upstream suppliers that have been anonymized by your supplier together with the respective year of harvest in the 'Note' text box under 'B. Supply Chain'.

B. Supply Chain							
Active	Year of harvest / production	Raw material producer	Select supplier	Certificates	Operation	Country	Note
<input checked="" type="checkbox"/>	2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	149234 SCM testbetrieb Ukraine	UKRAINE	Code XX00, Year 2018

## 5. The TRACES help function

Since January 2018, TRACES has replaced the previously used certificates of inspection (COI) in Switzerland. Deliveries of BIOSUISSE ORGANIC products imported to Switzerland from non-EU countries must be entered into both the SCM and TRACES.

To expedite coordination, the SCM lets transactions be declared as 'Recorded in TRACES'. This serves both as a means of communication between exporters, importers and inspection bodies and as a tool for checking which deliveries still need to be recorded in TRACES.

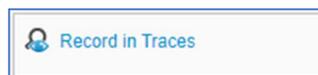
**This function is optional and is not relevant to Bio Suisse.** Importers, exporters and their inspection bodies should decide together whether to use this function.

It is recommended that deliveries which must be declared in TRACES should be promptly entered into the SCM by the exporter. The exporter's inspection body or the importer can use the data in the SCM to record the transaction in TRACES. The transaction can then be marked in the SCM as 'Recorded in TRACES'.

In section 'C. Additional information', the importer must confirm that a Traces certificate signed by the inspection body (COI) is already available when applying for the bud confirmation.

To search for transactions that must be recorded in TRACES:

- Select the filter 'Record in TRACES'.
- All transactions from non-EU countries that must still be recorded in TRACES will be shown.



Overview transactions														
<input type="checkbox"/>	Anonymoi	Status	Status supplier	Transaction progress	Workflow status	ID of transaction	Refere number	Quantity	Unit	Product	Exporter	Importer	Recorded in TRACES	Inspectio
checks all rows on all pages														
<input checked="" type="checkbox"/>					Exporter	T-0037017-2019		100.00	kg	pears, dried	Testbetrieb Exporteur	Testbetrieb Importeur		Ecocert Deutsch (inaktiv)
<input type="checkbox"/>					Exporter	T-0036155-2019	Test	123.00	kg	tomatoes	Testbetrieb Exporteur	Testbetrieb Importeur	<input checked="" type="checkbox"/>	Ecocert Deutsch (inaktiv)

To mark one or more transactions as 'Recorded in TRACES':

- Select the transactions concerned by ticking the 'Select' box. Alternatively, select all of the transactions shown by ticking 'Select all' in the header.
- 'Mark as "Recorded in TRACES"'.
- The transaction(s) will then be checkmarked under 'Recorded in TRACES' (green dot).
- The checkmark can be removed by selecting 'Mark as "Not recorded in TRACES"'.

## 6. Printing out a certificate of inspection; the Bio Suisse certificate

To export goods into Switzerland, you can download and print out a 'Certificate' of inspection (Word .doc). The certificate will be available (in four languages: DE/EN/IT/FR) as soon as you have saved the transaction.

Under 'Bio Suisse certificate' (PDF) you will find the attestation for the transaction (available in four languages: DE/ EN/ IT/ FR). The attestation will be valid as soon as Bio Suisse has confirmed the transaction, at which time box 17. will be completed. You can download the attestation or print it out if necessary.



## **7. Preparing for annual inspections**

No extra steps need to be taken with regard to the SCM and chains of custody to prepare for annual inspections. Make sure that all exported BIOSUISSE ORGANIC products are registered in the SCM and have been confirmed by Bio Suisse. During the inspection, you can show transactions directly in the SCM. Your inspection body also has access to the SCM and can view your transactions at any time. Contact your inspection body to find out if any documents must be printed out (save paper!).