



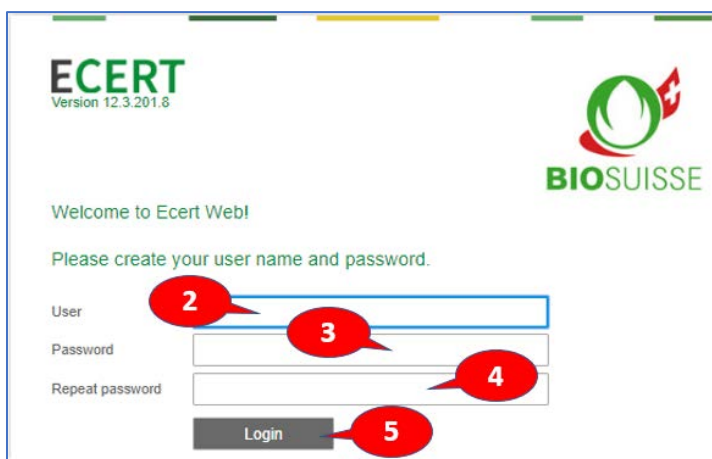
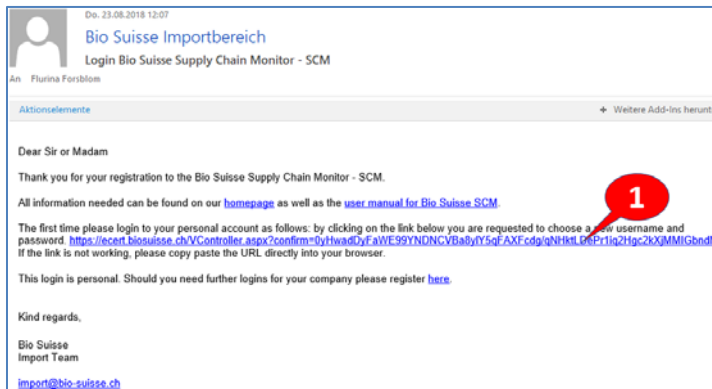
# User manual for the Bio Suisse Supply Chain Monitor

## Exporter

1.	Logging in to the SCM .....	2
1.1.	Logging in for the first time.....	2
1.2.	How to log in .....	3
1.3.	Forgot your login details? .....	3
2.	First steps in the SCM.....	4
2.1.	Suppliers / supply chains: Entering and managing data .....	4
2.2.	Editing a supply chain .....	5
2.3.	Creating a transaction.....	5
2.4.	Traffic-light system / Certification status.....	9
2.5.	Transaction status .....	10
2.6.	Adjusting a transaction.....	10
3.	Search filters; downloading documents .....	11
3.1.	Searching for transactions .....	11
3.2.	Setting custom search filters .....	12
3.3.	Downloading to an Excel file .....	12
4.	Anonymization.....	13
5.	The TRACES help function .....	13
6.	Printing out a certificate of inspection and/or Bio Suisse Attestation.....	14
7.	Preparing for annual inspections .....	14

# 1. Logging in to the SCM

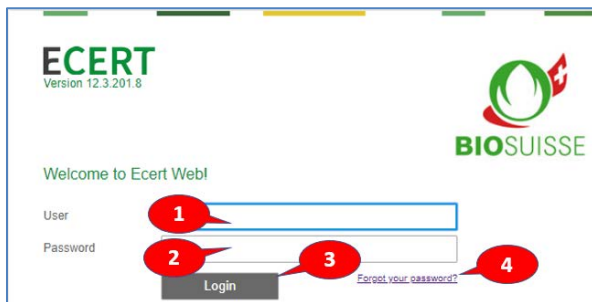
## 1.1. Logging in for the first time



If you don't have a login yet, please register [here](#). 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.

- Open the e-mail and click on the link (1).
- **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 (2).
- Create your password (3) and repeat your password (4).
- Click 'Login' (5).

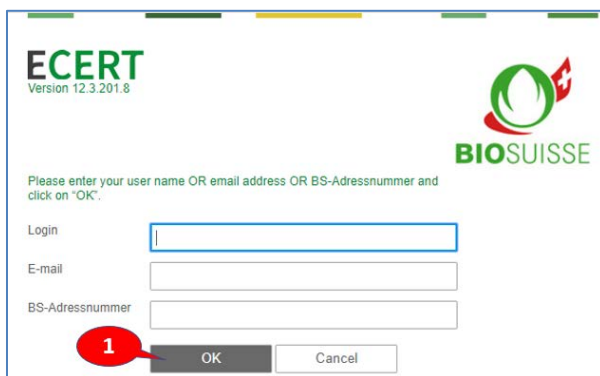
## 1.2. How to log in



- Enter [scm.biosuisse.ch](http://scm.biosuisse.ch) in your browser.
- Enter your username (1) and password (2).
- Click 'Login' (3).

## 1.3. Forgot your login details?

If you forgot your username or password, click 'Forgot your password?' (4).



In the window that appears, enter **only one** of the following three options and then click 'OK' (1):

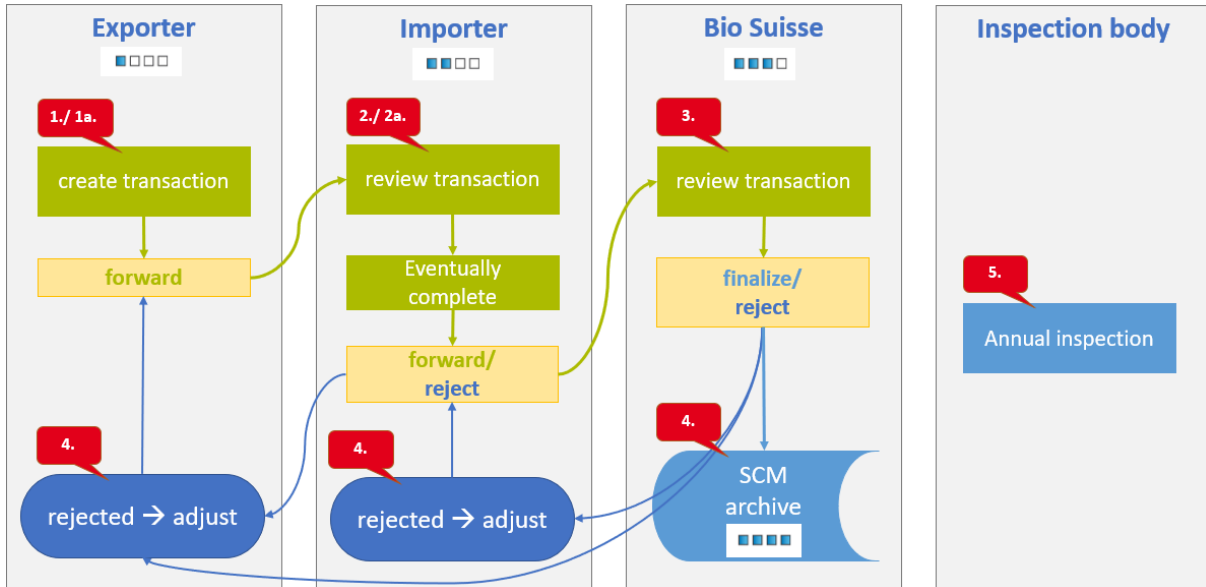
- Username **or**
- E-mail address **or**
- BS-Adressnummer (= number of your operation, e.g., as it appears on your Bio Suisse certificate)

You will receive an e-mail and can then reregister as described above under 1.1. '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 importer must be recorded.



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

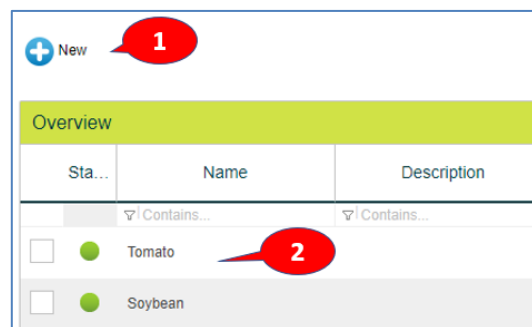
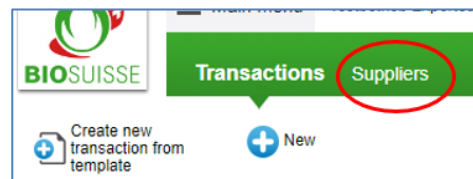
Before a transaction and the financial flow of goods can be recorded, you must enter data about the suppliers in a supply chain. You need not enter data about suppliers if either of the following cases applies:

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

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

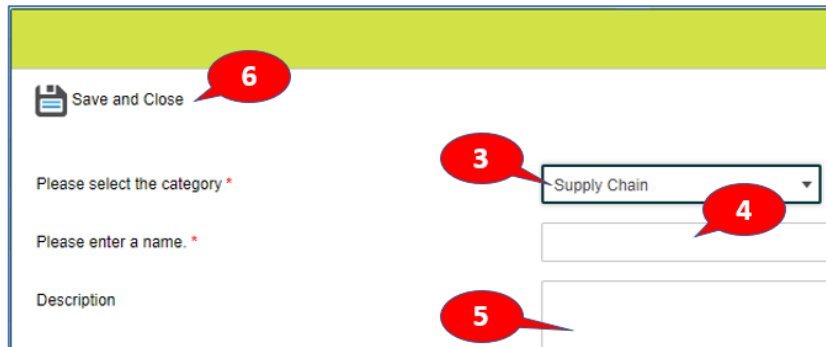
- Click on the 'Suppliers' tab.
- There you can see or edit existing supply chains (2) or create new supply chains (1). **Please note: For most operations, a single supply chain listing all suppliers will suffice. All suppliers who are financially involved in the flow of goods must be listed.**

When creating a transaction, you can easily select the relevant supplier(s) from your list.



### Creating a new supply chain

- Click 'New' (1).
- Select a category under 'Supply Chain' (3).
- Enter a name (4) for the supply chain (the name serves to identify the supply chain and can be freely chosen).
- If desired, enter a 'Description' (5).
- 'Save and Close' (6).



## 2.2. Editing a supply chain

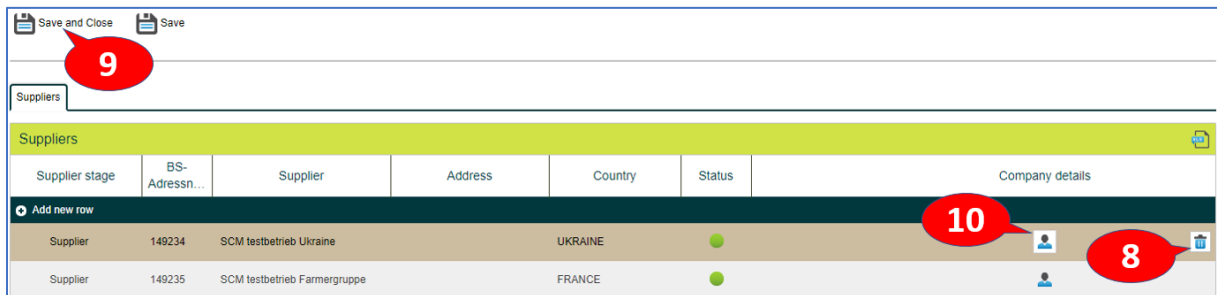
### Adding suppliers

- Click on the relevant supply chain to open it.
- Click 'Add new row' (7) to add a supplier.
- Enter the operation number of the supplier ('BS-Adressnummer' = operation number = the 6-digit number on the supplier's Bio Suisse certificate) and click 'Search'.
- Click 'Add'. The supplier will appear in a row of the supply chain.
- 'Save and Close' (9).



### Deleting suppliers

- Click on the relevant supply chain to open it.
- Search for the supplier and click 'Delete row' (8).
- Confirm by clicking 'OK', then 'Save and Close' (9).



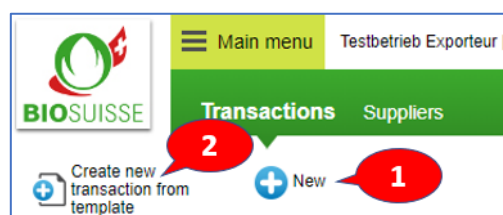
### Accessing certificates

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

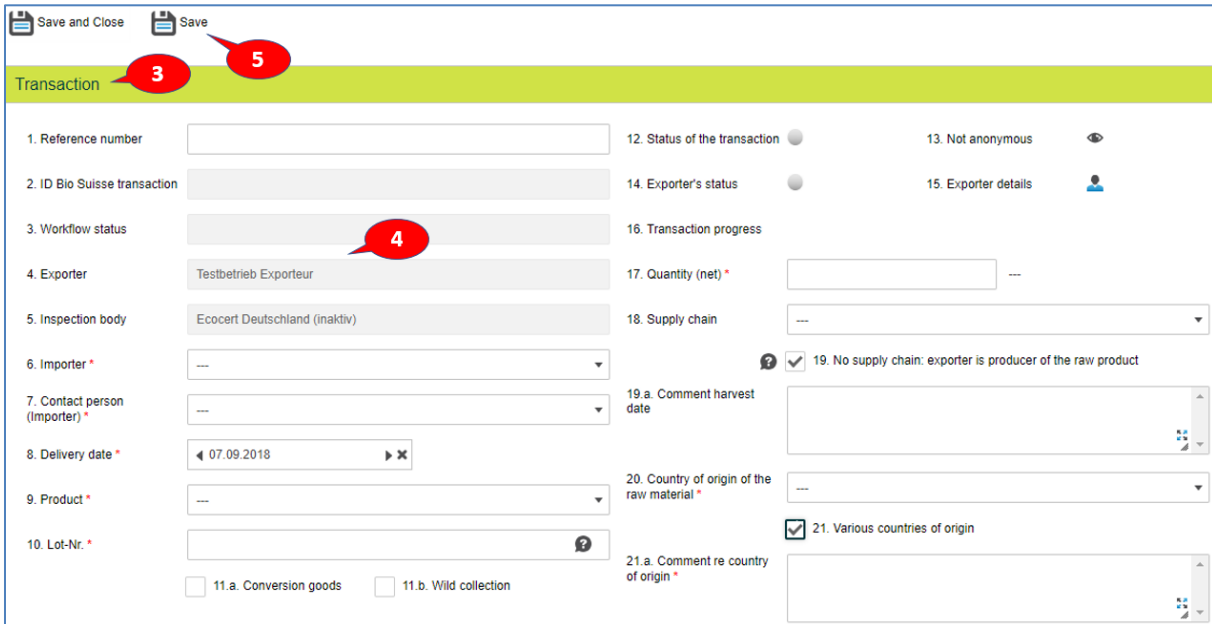
- Open the relevant supply chain (2), search for a supplier and click 'Company details' (10).
- Click to download their certificate.

## 2.3. Creating a transaction

Click 'New' (1) or 'Create new transaction from template' (2).



## 'Transaction'



The screenshot shows the 'Transaction' form with the following fields and options:

- 1. Reference number**: Text input field.
- 2. ID Bio Suisse transaction**: Text input field.
- 3. Workflow status**: Shaded grey text input field.
- 4. Exporter**: Text input field containing 'Testbetrieb Exporteur'.
- 5. Inspection body**: Text input field containing 'Ecocert Deutschland (inaktiv)'.
- 6. Importer \***: Dropdown menu.
- 7. Contact person (Importer) \***: Dropdown menu.
- 8. Delivery date \***: Date picker showing '07.09.2018'.
- 9. Product \***: Dropdown menu.
- 10. Lot-Nr. \***: Text input field.
- 11.a. Conversion goods**: Checkbox.
- 11.b. Wild collection**: Checkbox.
- 12. Status of the transaction**: Radio button.
- 13. Not anonymous**: Eye icon.
- 14. Exporter's status**: Radio button.
- 15. Exporter details**: User icon.
- 16. Transaction progress**: Text input field.
- 17. Quantity (net) \***: Text input field.
- 18. Supply chain**: Dropdown menu.
- 19. No supply chain: exporter is producer of the raw product**: Checked checkbox.
- 19.a. Comment harvest date**: Text area.
- 20. Country of origin of the raw material \***: Dropdown menu.
- 21. Various countries of origin**: Checked checkbox.
- 21.a. Comment re country of origin \***: Text area.

- Complete all of the boxes under the heading 'Transaction' (3). (Please note: Some of the boxes are mandatory.)
- Box '1. Reference number' in the SCM is used 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.
- Boxes that are shaded grey (4) will be automatically completed by the system.
- In boxes '6. Importer' and '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.
- In box '8. Delivery date', 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 no later than 6 weeks after importation.**
- Only tick box '11.a. Conversion goods' if the product or part of the product is from an in-conversion farming operation.
- Only tick box '11.b. Wild collection' if the product or part of the product was collected in the wild.
- In box '18. Supply chain' select the appropriate supply chain from the drop-down list or tick box '19. No supply chain: Exporter is producer of the raw product' if one of the following cases applies:
  - You are the exporter and the producer of the raw material. Please enter the year(s) of harvest in text box '19.a. Harvest date'.
  - The product is comprised of multiple agricultural ingredients. No ingredient makes up more than 95% of the total weight. Please enter the year(s) of production in text box '19.a. Harvest date'.
- For products that are derived from more than one country, tick box '21. Various countries of origin' and enter the names of those countries in text box '21.a. Comment country of origin'.
- 'Save' (5). Please note the following about the 'Supply chain' section:

### 'Supply chain'

If the 'Supply chain' section (1) does not display all of the rows, go to 'Settings' (4), move all of the categories to 'Visible columns and then 'Save'.

Supply chain								Settings
Active	Season *	Raw material producer	Operation	Selected supplier	Details	Country	Comment	
<input checked="" type="checkbox"/>	2017	<input checked="" type="checkbox"/>	149234 SCM testbetrieb Ukraine			UKRAINE	2018	
<input checked="" type="checkbox"/>	2018	<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 under 'Season' (2) and tick the 'Raw material producer' box (3).
- For processing, trading or storage operations, declare the year in which the product was processed or delivered under 'Season' (2).
- If multiple years of harvest apply, enter the other years of harvest under 'Comment'.

### 'Checklist'

- A 'Checklist' 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 'Comment'.
- Explicitly requested documents are to be uploaded in the 'Files' section.

Checkpoint	Yes	No	Comment
<p>The raw material comes from a producer organisation. In order to be able to verify the exact provenance, each individual producer must be indicated. Are the producers' codes or names mentioned in the 'Remarks' field or attached as a file?</p>			

### 'Files'

Service	File type	File name	Subject matter	Add documents
<input type="checkbox"/>				1

- Click 'Add documents' (1).
- Under 'File type' (2) choose one of two options as follows:
  - For documents that were explicitly required in the 'Checklist' section, please choose 'To be checked by Bio Suisse'.
  - For any other documents that you upload for your own use, please choose 'Will not be checked by Bio Suisse'.
- Optionally add a description under 'Subject matter' (3).
- Click on the green area (4) or drag files there.
- 'Save and close' (5).

**Add documents**

Save and Close

File type: [dropdown]

Subject matter: [text input]

To be checked by Bio Suisse  
 Will not be checked by Bio Suisse

Drag images/pictures or click here.

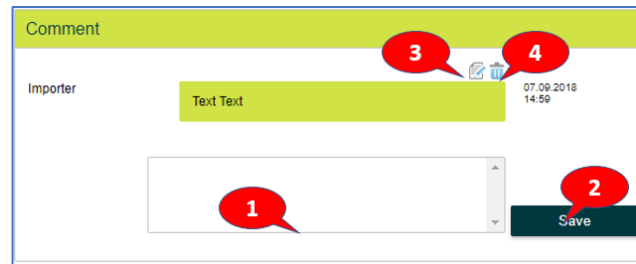
Maximum allowed size of file: 976 MB

Allowed file types: \*.doc, \*.docx, \*.jpeg, \*.jpg, \*.pdf, \*.png, \*.xls, \*.xlsx

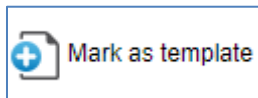
## 'Comment'

Under 'Comment' please do not enter any comments unless requested by Bio Suisse or very important messages, that cannot be placed elsewhere.

All comments are visible to all users. Write a comment in the text box (1) and 'Save' (2). Later you can 'Edit' (3) or 'Delete' (4) the comment.

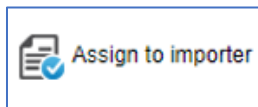


## Marking a transaction as a template



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.

## Assign a transaction to the importer



When all of the steps described above have been completed, click 'Assign 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 checklist section have been answered.

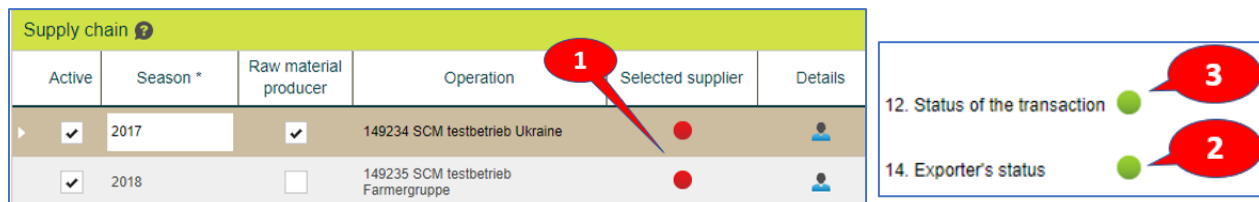
## Deleting erroneous transactions

If you do not want to forward a transaction because it contains errors, please send us an e-mail at [import@bio-suisse.ch](mailto:import@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.



## 2.4. Traffic-light system / Certification status

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






The screenshot shows a 'Supply chain' table with columns: Active, Season \*, Raw material producer, Operation, Selected supplier, and Details. Two rows are visible: one for 2017 (149234 SCM testbetrieb Ukraine) and one for 2018 (149235 SCM testbetrieb Farmergruppe). Red circles with numbers 1, 2, and 3 highlight specific elements: 1 points to a red traffic light icon in the 'Selected supplier' column; 2 points to a green traffic light icon in the 'Status of the transaction' section; 3 points to a green traffic light icon in the 'Exporter's status' section.

Every transaction contains the following traffic-light icons:










- Under 'Supply chain' (1) a traffic-light icon is displayed for each supplier.
- The certification status of the exporter (2) can be seen in the 'Transaction' section.
- The 'Transaction' section shows the status of the entire transaction under '12. Status of the transaction' (3). 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. Transaction status icons are also displayed in the transactions summary.

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.
	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.	Check your Swiss supplier's certificate and assign 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 to importer as usual. Bio Suisse will add their certification data to the system, and the traffic-light icon will change to green. 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.

## 2.5. Transaction status

'Transaction progress' is displayed both in the transactions summary and on the 'Transaction' page to show the current status of each transaction. 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 Assign to importer	Exporter
Exporter (rejected)		Make necessary changes Forward to importer	Exporter
Importer		Check data Apply for Confirmation "Bud" by Bio Suisse	Importer
Importer (rejected)		Make necessary changes Apply to Bio Suisse for confirmation	Importer
Refused		None	None
Bio Suisse		Check data Confirm transaction	Bio Suisse
Approved		None	Bio Suisse
Approved (in conversion)		None	Bio Suisse
Discarded		If desired, submit an appeal within 10 days	Importer

## 2.6. Adjusting a transaction

Should your customer or Bio Suisse have any questions regarding a transaction that you have created, the transaction can be returned to you ('Exporter (rejected)'). You will receive an e-mail to notify you of the new status of the transaction and the required changes as per the 'Comment' section of the transaction page.

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

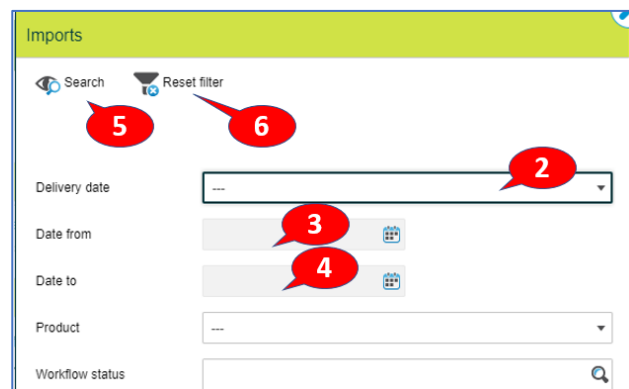
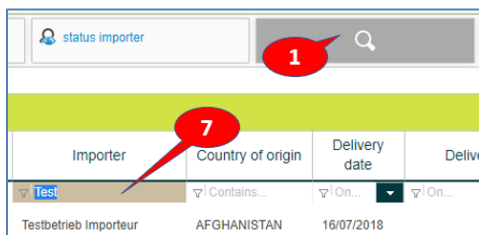
## 3. Search filters; downloading documents

### 3.1. Searching for transactions

You can always refine your search of the list of all of your transactions. Under every column you can search for specific numbers or terms:

- Enter the term sought (e.g., 'Lorem Ipsum Import Company') or a part of it (e.g., 'Imp') in the row beneath the header of the selected column (under 'Importer' in the example below, 7).
- All transactions that match the term will be displayed.

Alternatively, you can click on the magnifying glass icon (1) to conduct a 'Quick Search' without saving filters.



Click 'Quick Search' (1) and enter your search parameters:

- Delivery date: For a user-defined delivery date, select 'User-defined' under 'Delivery date' (2) and enter the 'Date from' (3) and 'Date to' (4).
- Supplier: Under 'Supplier' you can search among all of your suppliers (raw material producers, processors, intermediaries).
- Confirm by clicking 'Search' (5).

To deactivate a search filter: Go to 'Quick Search' (1) and click 'Reset filter' (6).

## 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 are located under 'Filter' (1). They will be in place whenever you log in to the SCM. Click on a desired filter (e.g., [5]) to save the setting.

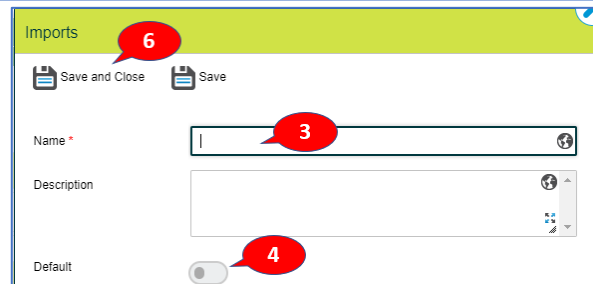
### ■ To create custom filters:



- Click 'Create new filter' (2).
- Name the filter under 'Name' (3) and define your filter parameters (one or more may be selected).
- 'Save and Close' (6).

### ■ To change filter settings:

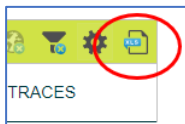
- Click the magnifying glass icon next to the name of the filter (f. e. all transactions) (5) to open the filter.
- Make the desired changes. 'Save and Close' (6).



### ■ To define a default filter:

- Click the magnifying glass icon next to the name of the filter (f. e. all transactions) (5) to open the filter.
- Activate the default setting (4). 'Save and Close' (6).

## 3.3. Downloading to an Excel file



To export data to an Excel file, click 'Export to Excel'. The data can now be processed in an Excel file.

## 4. Anonymization

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 address number (= number of the operation) (as shown on their certificate), name and desired code, to: [import@bio-suisse.ch](mailto:import@bio-suisse.ch).

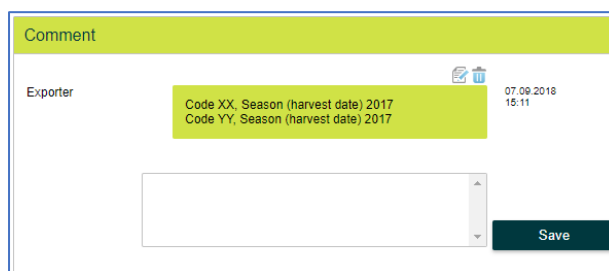
**Please note that ICB AG sends Swiss importers the certificates of all suppliers. If you also want certificates to be anonymized, please contact ICB AG directly at: [info@icbag.ch](mailto:info@icbag.ch). ICB AG will invoice you for this service.**

### 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 'Supply chain' section will be anonymized. The sections 'Transaction', 'Checklist', 'Files' and 'Comment' will be visible to all.**

### Creating transactions with upstream suppliers who anonymize their supply chains

- The delivery note from your upstream supplier will list codes that correspond to the suppliers in the supply chain.
- Enter the codes of suppliers that have been anonymized by your upstream supplier together with the respective year of harvest in the 'Comment' text box.



## 5. The TRACES help function

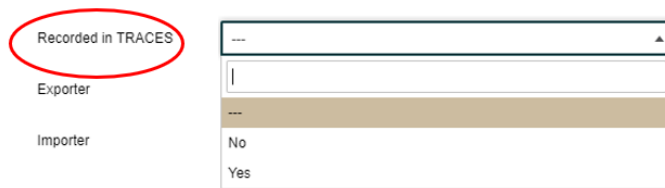
Since January 2018, TRACES has replaced the previously used certificates of inspection (COI) in Switzerland. Deliveries of BIOSUISSE ORGANIC products imported to Switzerland from non-EU countries must be entered into both the SCM and TRACES.

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'.

- To search for transactions that must be recorded in TRACES:
  - Select the filter 'Must be recorded in TRACES'.
  - All transactions from non-EU countries that must still be recorded in TRACES will be shown.



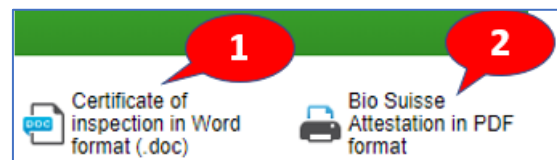

Workflow status	ID of transaction	Reference number	Quantity	Unit	Product	Exporter	Importer	Country	Delivery date	Recorded in TRACES
Exporter	T-0021436-2018	123	100.00	kg	4-grain cakes with sesame	Testbetrieb Exporteur	Testbetrieb Importeur	AFGHANISTAN	18/07/2018	<input checked="" type="checkbox"/>
Importer	T-0021387-2018		100.00	l	White vinegar	Testbetrieb Exporteur	Testbetrieb Importeur	AFGHANISTAN	13/07/2018	<input type="checkbox"/>

- To mark one or more transactions as 'Recorded in TRACES':
  - Select the transactions concerned by ticking the 'Select' box (1). Alternatively, select all of the transactions shown by ticking the 'Select all' box in the header (2).
  - 'Mark as "Recorded in TRACES"' (3).
  - The transaction(s) will then be checkmarked under 'Recorded in TRACES' (4).
  - The checkmark can be removed by selecting 'Mark as "Not recorded in TRACES"' (5).

## 6. Printing out a certificate of inspection and/or Bio Suisse Attestation

To export goods into Switzerland, you can download and print out a 'Certificate of inspection in Word format (.doc)' (1). The certificate will be available (in four languages: DE/ EN/ IT/ FR) as soon as you have saved the transaction.

Under 'Bio Suisse Attestation in PDF format' (2) 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.