User manual for the Bio Suisse Supply Chain Monitor (SCM)
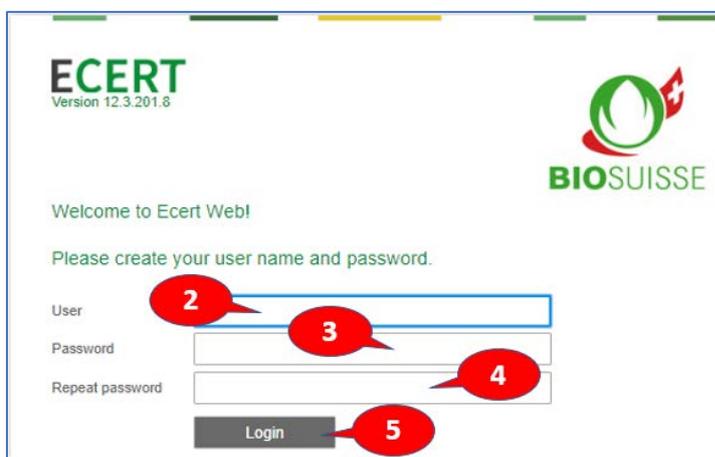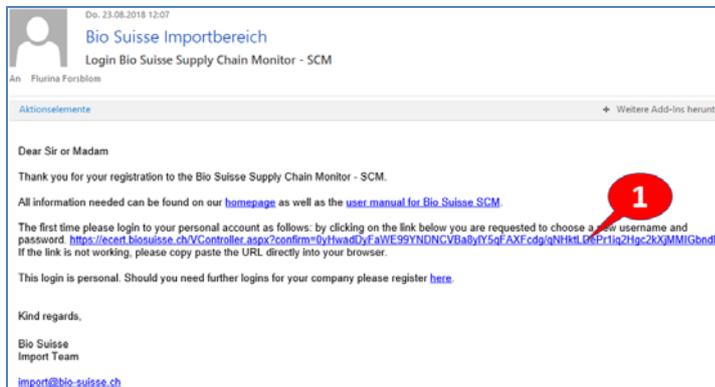
Importer

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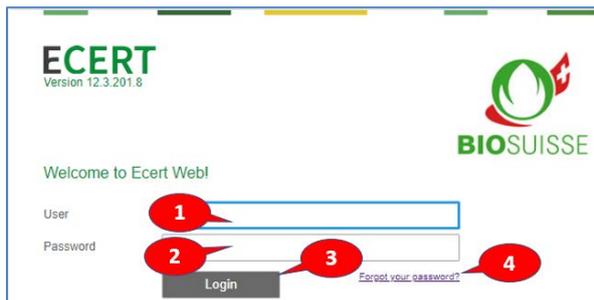
- Enter scm.biosuisse.ch in your browser.
- Enter your username (1) and password (2).
- Click 'Login' (3).

1.3. Forgot your login details?

If you forgot your username or password, click 'Forgot your password?' (4).
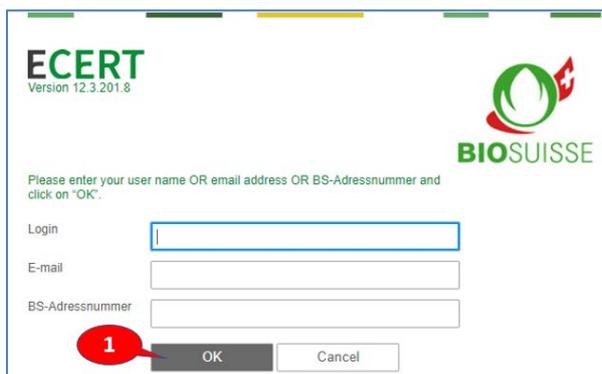
In the window that appears, enter **only one** of the following three options and then click 'OK' (1):

- 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.

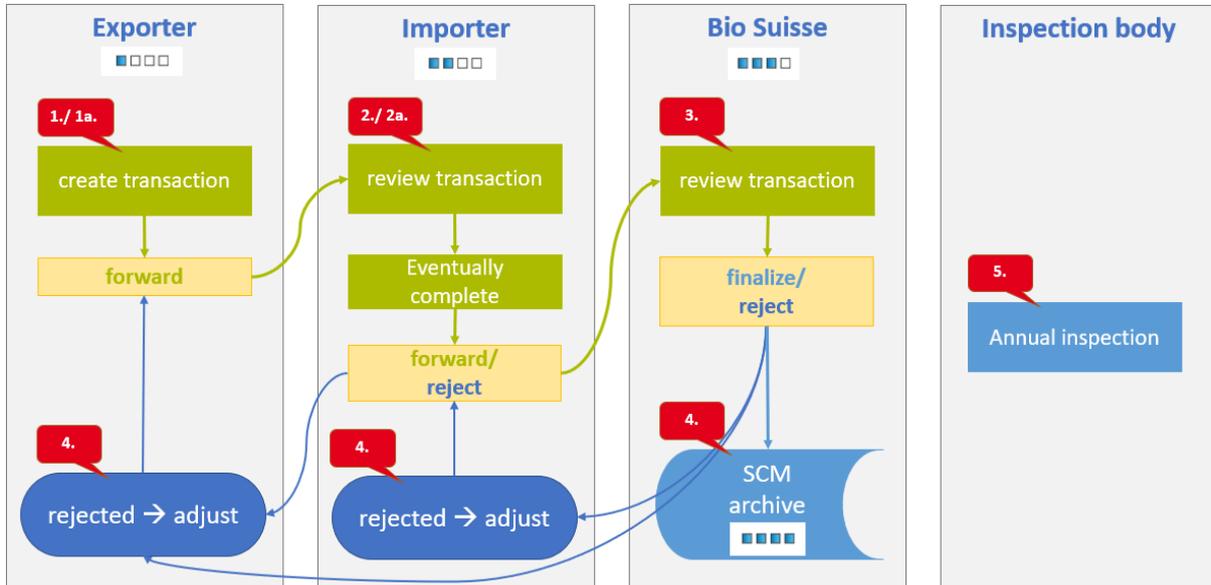## 2.1. Checking and adding to a transaction

Once a transaction has been created, the exporter will forward it to you for review. You will receive an e-mail containing information about the transaction and any related comments.

- Search for and open the respective transaction in the SCM.
- Check whether the transaction data is consistent with the order and/or delivery notes.
- Check whether the data about suppliers entered under 'Supply chain' is plausible (all parties involved in the financial flow of goods must be listed).
- Check the certification status of the transaction (see 'Traffic-light system / Certification status' above for details).

'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.
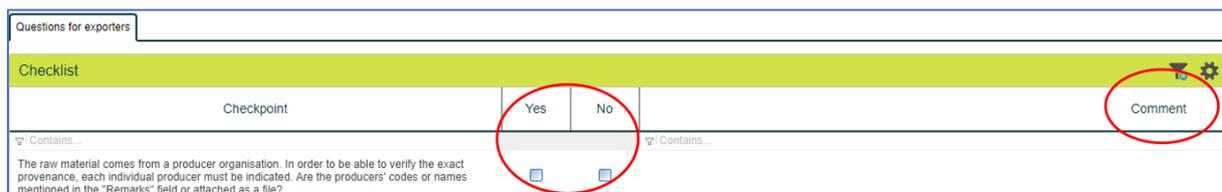
'Files'

- Click 'Add documents' (1).
- Under 'File type' (2) choose one of two options as follows:
  - o For documents that were explicitly required in the 'Checklist' section, please choose 'To be checked by Bio Suisse'.
  - o 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 the files there.
- 'Save and close' (5).

'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.

Applying for a 'Confirmation "Bud" by Bio Suisse'
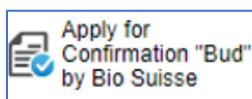
When all of the steps described above have been completed, click 'Apply for Confirmation "Bud" by Bio Suisse' and confirm with 'OK'.

You should then be returned to the Start screen. If not, check the transaction page to make sure that 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 to request that the transaction be deleted. If this frequently occurs, you can send us monthly e-mails listing the various erroneous transactions.

2.2. 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.
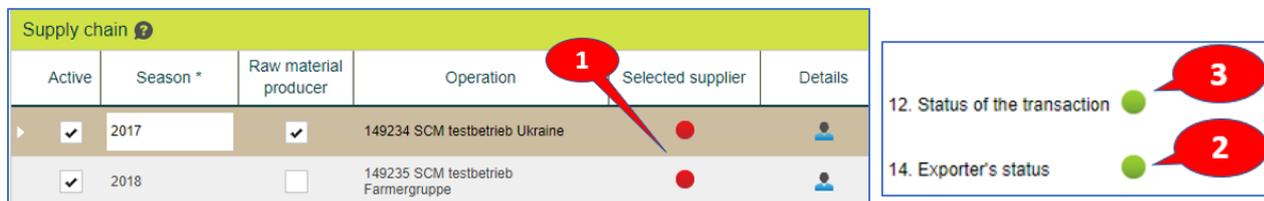
Every transaction contains the following traffic-light icons:

- 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. Apply for Confirmation "Bud" 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.	
🔴	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.

2.3. 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 for Confirmation "Bud" by Bio Suisse	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

2.4. Adjusting a transaction

Should Bio Suisse have any questions regarding one of your transactions, the transaction will be returned to you ('Importer (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.
- 'Apply for Confirmation "Bud" by Bio Suisse'

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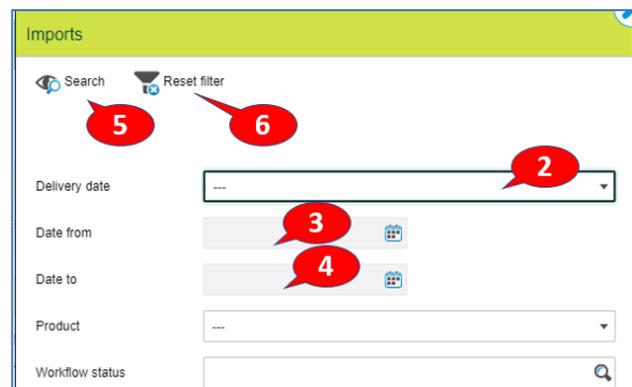
Click 'Quick Search' (1) and enter your search parameters:

- 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:

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

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

■ To define a default filter:
- o Click the magnifying glass icon next to the name of the filter (f. e. all transactions) (5) to open the filter.
- o 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 exporters anonymize their supply chain. Customers will not be able to see the names of the suppliers in the SCM.

The initial non-recurring fee for anonymization is CHF 250.- . The annual fee is CHF 100.- for each subsequent year.

ICB AG sends Swiss importers the certificates of all suppliers. If exporters also want certificates to be anonymized, they need to contact ICB AG directly at: info@icbag.ch. ICB AG will invoice for this service.

Checking transactions with anonymized supply chains

- If you receive products from an exporter who anonymizes their supply chain, then the 'Supply chain' of the transaction will only display asterisks and a traffic-light icon to indicate the certification status of each operation.
- If your exporter receives products from an operation that anonymizes its supply chain, you will see those suppliers identified by codes in the 'Comment' box.
- In either case, please forward the transaction to Bio Suisse. Bio Suisse will know the names of the suppliers and will check their certification status.
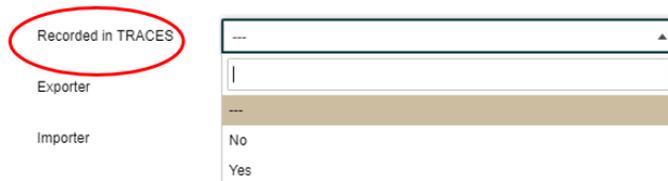
5. The TRACES help function

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

- To mark one or more transactions as 'Recorded in TRACES':
  - o 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).
  - o 'Mark as "Recorded in TRACES"' (3).
  - o The transaction(s) will then be checkmarked under 'Recorded in TRACES' (4).
  - o The checkmark can be removed by selecting 'Mark as "Not recorded in TRACES"' (5).

6. The Bio Suisse Attestation

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 imported 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. Contact your inspection body to find out if any documents must be printed out.