User manual for the Bio Suisse Supply Chain Monitor (SCM)
Importer
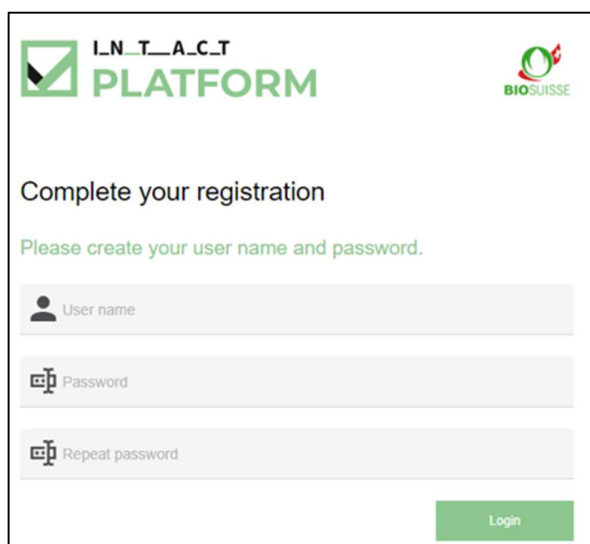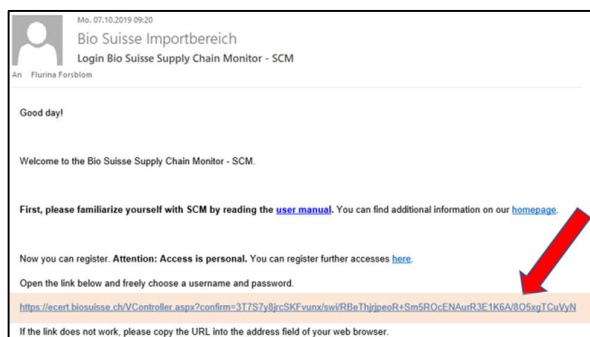
1. Logging in to the SCM

1.1. Logging in for the first time

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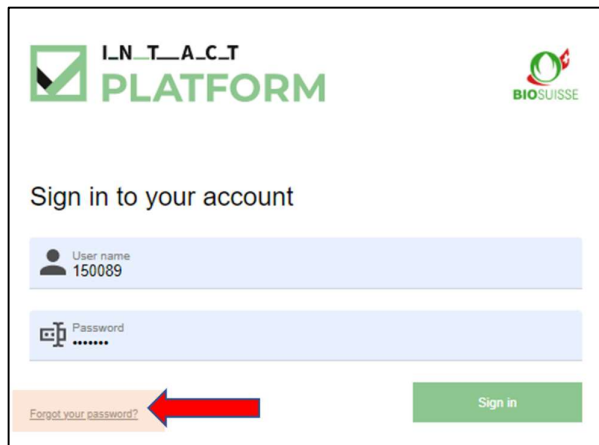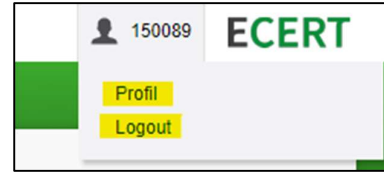
- Open the e-mail and click on the link.
- **If the link does not work or does not direct you to the page shown above, please copy and paste the entire link to the address bar of your browser.**
- Create your username, create your password and repeat your password.
- Click 'Login'.

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

Log in and out

To **log in** enter scm.biosuisse.ch 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.
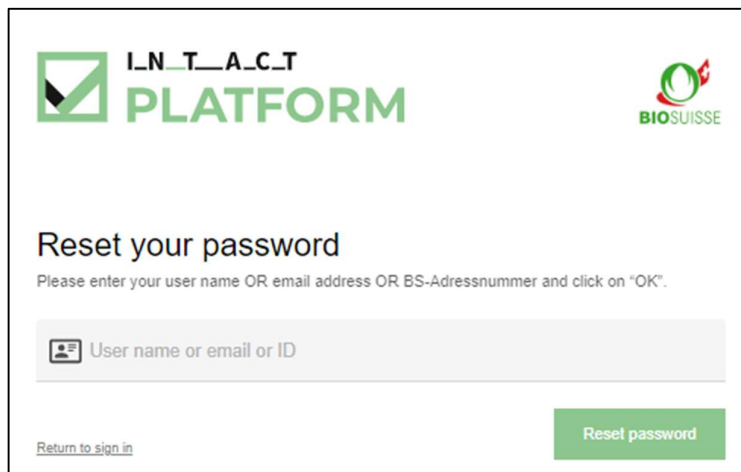
Profile settings

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).
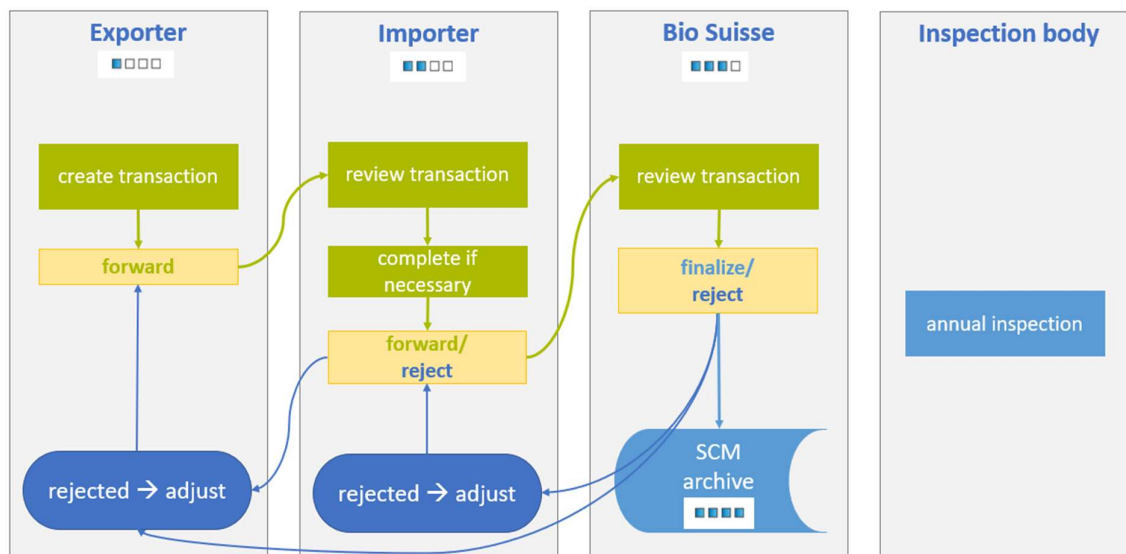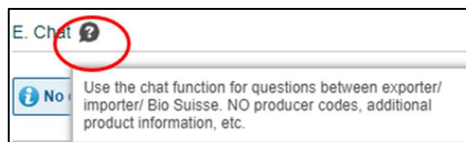

2.1. Checking and adding to a transaction

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.
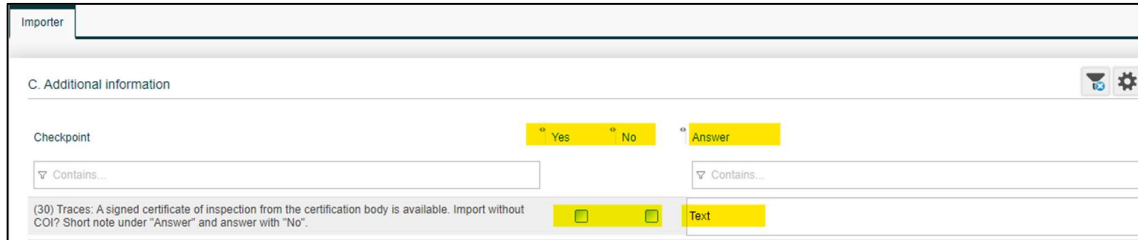
Once a transaction has been created, the exporter will forward it to you for review. You will receive an e-mail containing information about the transaction and any related comments. **Please note that transactions must be submitted to Bio Suisse for approval within 6 weeks after importation.**
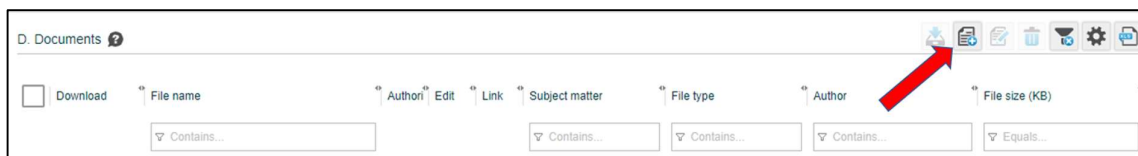
- Search for and open the respective transaction in the SCM.
- Check whether the transaction data is consistent with the order and/or delivery notes.
- Check whether the data about suppliers entered under 'B. Supply chain' is plausible (all parties involved in the financial flow of goods must be listed). Under 'Certificates', you can view the certificates of each supplier in real time.
- Check the certification status of the transaction (see 'Traffic-light system/Certification status').

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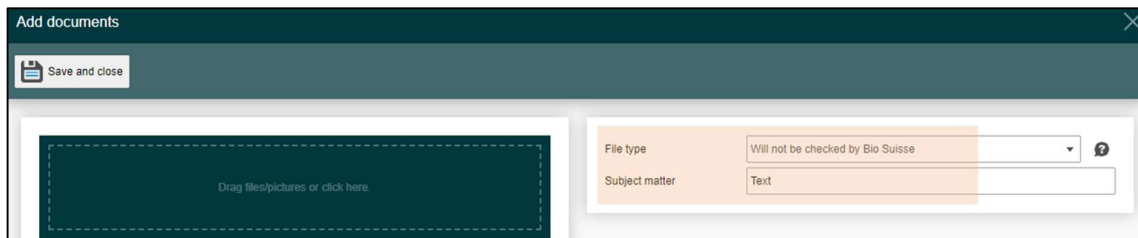
- The section 'C. Additional information' may appear depending on the product/country of origin.
- It contains specific questions about the product, its country of origin or the operations involved. All of the questions must be answered and requested information should be written under 'Answer'.
- Explicitly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

Applying to Bio Suisse for confirmation

Apply for 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'.

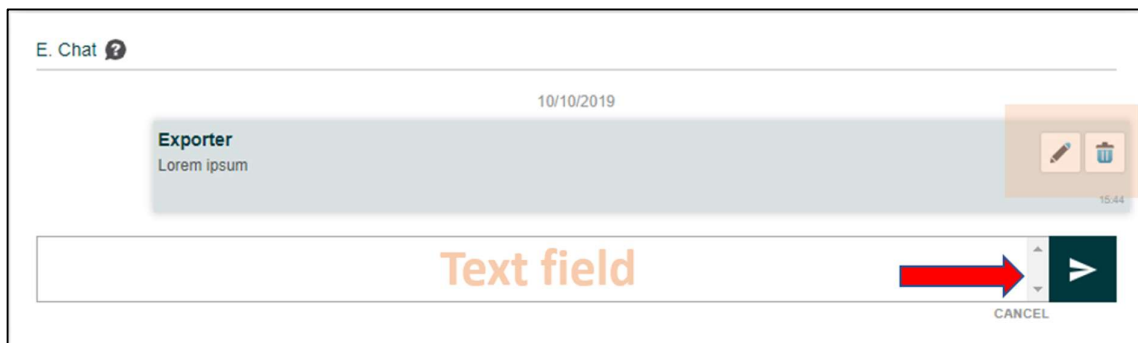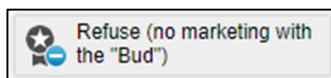You should then be returned to the Start screen. If not, check the transaction page to make sure that all questions in section 'C. Additional information' have been answered.

Refuse Transaction (no marketing with the 'Bud')

Refuse (no marketing with the "Bud")

If you have imported goods and do not want to sell them with the bud, you have the option of refusing the transaction. The data remains stored in the system, without bud confirmation.

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 to request that the transaction be deleted. If this frequently occurs, you can send us monthly e-mails listing the various erroneous transactions IDs.

2.2. 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.

2.3. 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

2.4. 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.
- 'Apply for Confirmation "Bud" by Bio Suisse'.

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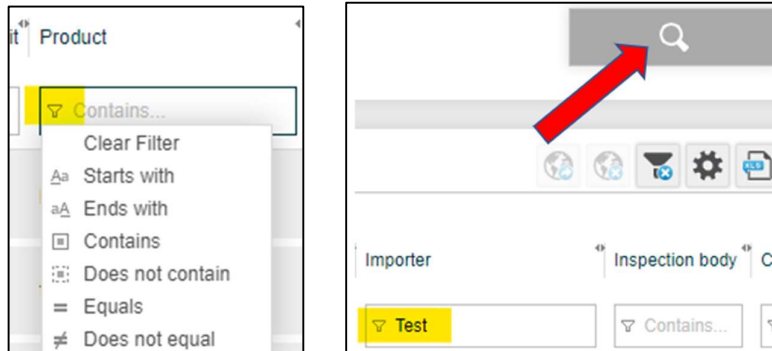
Click 'Quick Search' (magnifying glass) and enter your search parameters:

- 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'.
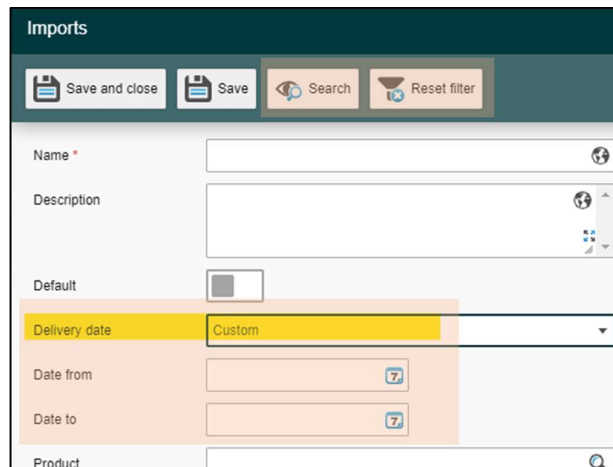
3.2. Setting custom search filters

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.
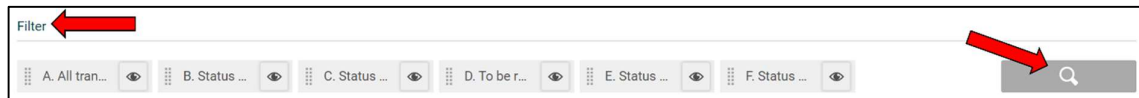
To create custom filters:

- 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'.
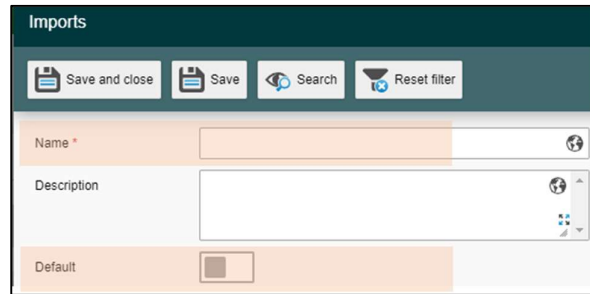
To define a default filter:

- 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 the exporter anonymize his supply chain. The 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.

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. ICB AG will invoice you for this service.

Checking transactions with anonymized supply chains

- If you receive products from an exporter who anonymizes their supply chain, then the 'B. 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 'Note' 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'.

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.

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. The Bio Suisse certificate

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 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 (save paper!).