



# PREZIUS – Precious Metals Control's digital application

Prezius 2.0 – User guide for PMC business partners



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## 1 Requirements

To be able to use the Prezius application, you must first register as a FOCBS business partner and possess the "PMC – Precious Metals Control" role for your company. When registering, it is also important that you specify a group of partner control offices with which you will be working.

### Reminder about registering in ePortal

Registration in ePortal is a necessary prerequisite for being able to use the new Prezius application and therefore continue to use PMC services quickly and efficiently.

The registration process can be found by clicking on the following link:  
[Registration for Swiss Customs' digital services in ePortal \(onboarding\) \(admin.ch\)](https://onboarding.bazq.admin.ch)

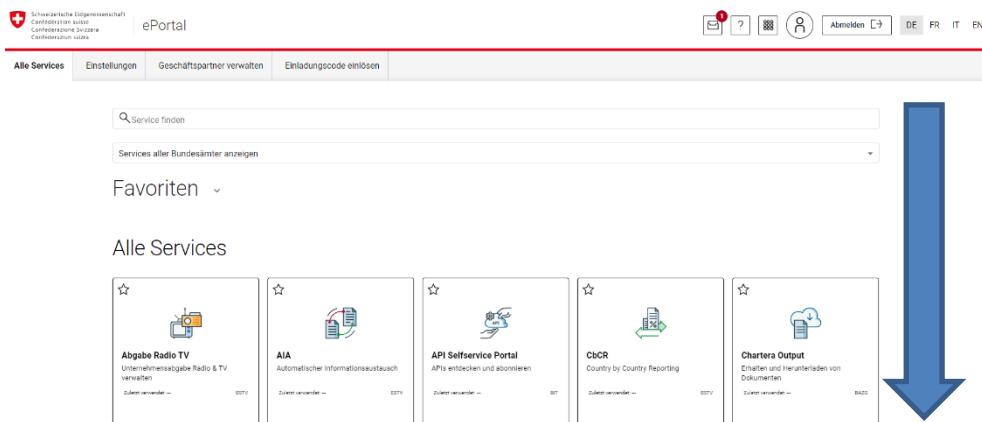
Note: In step 4 of the procedure ("Select the business partner role(s) relevant to you"), the "Precious Metals Control" profile (zkh16) must be activated. In the next step, please select the relevant Precious Metals Control offices.

Is your company already registered in ePortal? You're almost finished! All you have to do is activate the "Precious Metals Control" profile mentioned above (step 4).

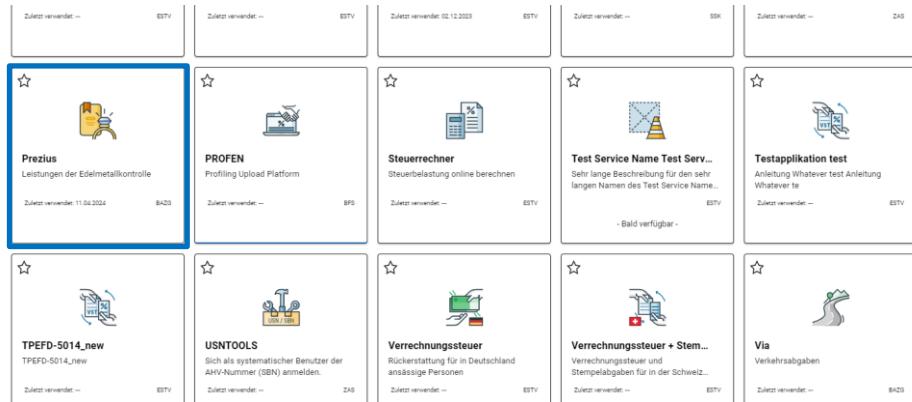
**If you need additional support**, you can contact our Service Centre by e-mail at [onboarding@bazq.admin.ch](mailto:onboarding@bazq.admin.ch) or by telephone on +41 58 462 60 00 (direct dial).

## 2 Access

Access the FOCBS ePortal directly, <https://eportal.admin.ch/start>, to log in:



Search for the Prezius application in the overview.

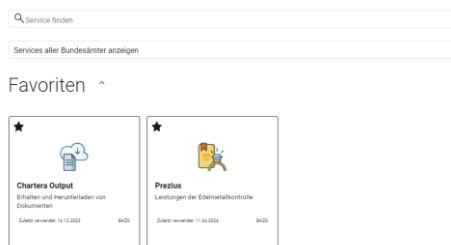


Recommendation:

Activate the favourites option by clicking on the "star" symbol in the top left-hand corner of the Prezius icon.



The icon for accessing Prezius appears in the "Favourites".



### 3 Navigation

#### 3.1 Microservices structure

The Prezius application is divided into various microservices. Each of them has a specific URL address. Access to the various microservices and the functions that are active or inactive in a microservice depend on the user profile.

All microservices, including their functions, are listed in the following table.

Microservice	Functions	Useful information
Order	<ul style="list-style-type: none"> <li>Display orders</li> <li>Enter order</li> <li>Display order details</li> <li>Withdraw order</li> </ul>	<a href="#">4</a> <a href="#">5</a> <a href="#">6</a>
Input	<ul style="list-style-type: none"> <li>Upload/download order-related documents and files</li> </ul>	<a href="#">5.2</a>
Document	<ul style="list-style-type: none"> <li>Provision of documents by the system</li> </ul>	<a href="#">7</a> <a href="#">8</a>
Billing	<ul style="list-style-type: none"> <li>Billing/calculation of fees</li> </ul>	<a href="#">8</a> <a href="#">9</a>

Microservice	Functions	Useful information
	<ul style="list-style-type: none"> <li>• Supplementing order-related costs and fees</li> <li>• Creation of fee and cost overviews</li> <li>• Display of billing orders triggered during the validation of completed requests</li> <li>• Creation of PDF invoices from the billing system</li> </ul>	

### 3.2 Navigation menu

You can use the side menu to navigate between the various microservices available in Prezius. The menu appears by hovering over the icons on the left-hand side of the window. It can also be pinned by clicking on the overlapping bars in the top left corner. Click on "x" to return to the initial setting.



### 3.3 Parallel use of microservices

It is possible to open several Prezius microservices in parallel during a session. Similarly, a Prezius microservice that contains several tabs for different phases of the work process can be opened several times and displayed in parallel in different windows or tabs in the browser. The aim is to optimise navigation in the system depending on the organisation of the business partner and the role(s) of the user in the process flow.

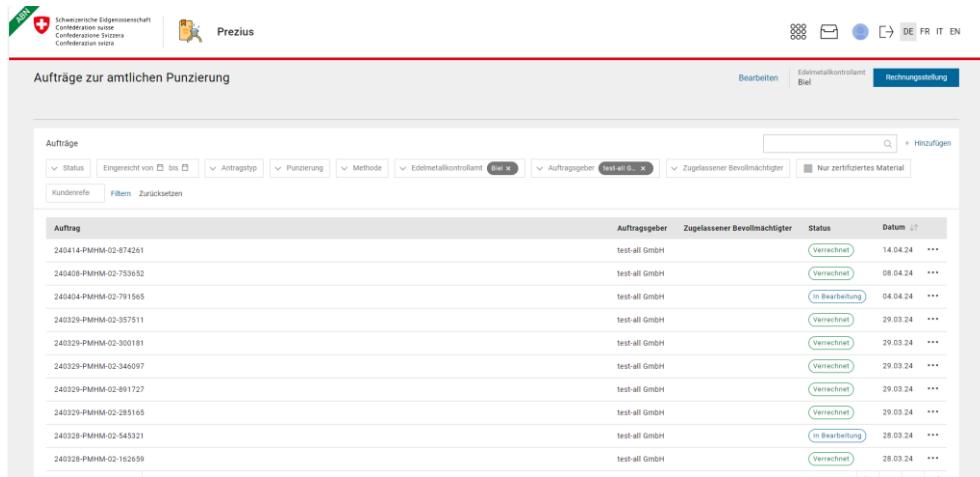
### 3.4 Use of QR codes

QR codes in documents generated by Prezius refer to an order number or a combination of order number and item number. A QR code can be used to display an order in the order overview by scanning it using the search field and clicking on the "magnifying glass" (see section 4). The field can be reset using the x symbol.



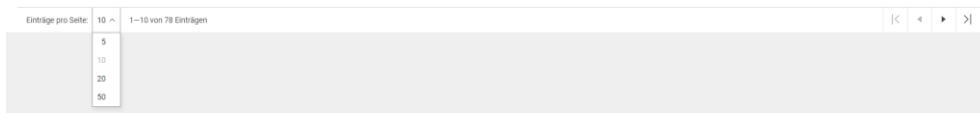
## 4 Order overview display

All your orders to the Precious Metals Control offices are listed on the start page under "Orders for service of Precious Metals Control".



Auftrag	Auftragsgeber	Zugelassener Bevollmächtigter	Status	Datum
240414-PMMH-02-874261	test-all GmbH		Verrechnet	14.04.24
240408-PMMH-02-753652	test-all GmbH		Verrechnet	08.04.24
240404-PMMH-02-791565	test-all GmbH		In Bearbeitung	04.04.24
240329-PMMH-02-357511	test-all GmbH		Verrechnet	29.03.24
240329-PMMH-02-300181	test-all GmbH		Verrechnet	29.03.24
240329-PMMH-02-346697	test-all GmbH		Verrechnet	29.03.24
240329-PMMH-02-991727	test-all GmbH		Verrechnet	29.03.24
240329-PMMH-02-285165	test-all GmbH		Verrechnet	29.03.24
240328-PMMH-02-54521	test-all GmbH		In Bearbeitung	28.03.24
240328-PMMH-02-162659	test-all GmbH		Verrechnet	28.03.24

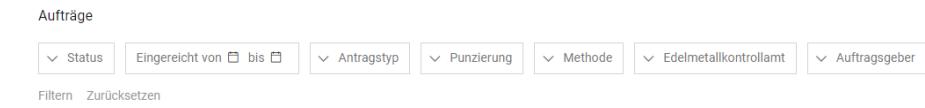
The navigation bar at the bottom of the list can be used to change the number of visible orders and the page to be displayed.



The orders can be sorted by date in ascending or descending order.



The available filters are listed at the top.



There are different types of filter.

Filter type	Preview
Filter with drop-down menu for suggestions and quick search function	
Filter with date selection (calendar mode)	
Filter with activation of a specific attribute	

Once the desired filters have been set, the result is displayed by clicking on "Filter".

#### 4.1 Reset filters

To reset the filters, click on "Reset".

### 5 Creation and transmission of a hallmarking order

#### 5.1 Create a new order (draft)

To enter an order as a draft, click on the "Add new" button and then select the "Official Hallmarking" option.



The dialogue box for entering an order is displayed.

Abbrechen Speichern

1.	Auftragsgeber *			
Hilfe Beschreibung				
2.	Zugelassener Bevollmächtigter			
Hilfe Beschreibung				
3.	Edelmetallkontrollamt *			
Hilfe Beschreibung				
4.	Zertifiziertes Material *	<input type="radio"/> Ja <input checked="" type="radio"/> Nein		
Hilfe Beschreibung				
5.	Punzierung *	<input type="radio"/> Durch EMK <input type="radio"/> Durch Kunde bei EMK <input type="radio"/> Durch Kunde am Domicil		
Hilfe Beschreibung				
6.	Methode *	<input type="radio"/> Mechanisch <input type="radio"/> Laser	7. Punzen *	<input type="checkbox"/> Punze CH (national) <input type="checkbox"/> Punze HMC (Konvention)
Hilfe Beschreibung			Hilfe Beschreibung	
8.	Zollprozess	<input type="checkbox"/> Punzierung im Transit		
Hilfe Beschreibung			Hilfe Beschreibung	
9.	Rückgabe *	Abrechnung *		
Hilfe Beschreibung			Hilfe Beschreibung	
10.				

Complete the dialogue box by following the instructions below:

Explanations	
1.	Client (customer) Select the desired business partner using the overview list of registered partners. You can also use the free text search next to the "magnifying glass" symbol. If a business partner is not available, this means that the business partner you are looking for is not yet registered in the FOCBS ePortal or was not assigned to the correct PMC assay office during registration (see section 1).
2.	Authorised mandator* Selection of the authorised mandator. A link must first be established between the customer and the authorised mandator. The selected authorised mandator manages incoming customer enquiries and receives notifications and invoices from the linked customer.
3.	Control office Please select the appropriate control office from the drop-down list.
4.	Certified material* Please select " <b>Yes</b> only if the company has a contract under Article 97 of the PMCO <sup>1</sup> and the goods are considered certified (if in doubt, contact the relevant control office)
5.	Hallmarking <ul style="list-style-type: none"> <li>- <b>"By PMC"</b> – request for hallmarking by a Precious Metals Control office</li> <li>- <b>"By customer at PMC"</b> – request for hallmarking carried out under supervision at PMC premises using the customer's resources. (This option requires an agreement and the establishment of organisational measures with the partner control office)</li> <li>- <b>"By customer at domicile"</b> – request for supervised hallmarking at the customer's premises. Only possible if a so-called type 2 contract under Article 117a of the PMCO exists. (This option requires an agreement and the establishment of organisational measures with the partner control office)</li> </ul>
6.	Method <ul style="list-style-type: none"> <li>- <b>"Mechanical"</b> – application for mechanical hallmarking</li> <li>- <b>"Laser"</b> – application for laser hallmarking</li> </ul> <p><b>NB:</b> Depending on the situation, the partner control office may suggest a method other than the one selected. However, this must be announced in advance.</p>
7.	Marks

<sup>1</sup> Precious Metals Control Ordinance, PMCO, SR 941.311

Explanations	
-	<b>"Mark CH (national)"</b> – application for the official Swiss hallmarking.
-	<b>"Mark HMC (Convention)"</b> – application for additional "balance scales" hallmarking in accordance with the Vienna Convention <b>in addition</b> to the national "mark CH (national)"
8.	Customs process
	- <b>"Hallmarking in transit"</b> option indicates that the goods subject to inspection and hallmarking are in transit at the time of submission (abroad – CH).
9.	Restitution
	Choice between <b>"Pick up at desk"</b> (self-collection from PMC or appointment of a transport service) and <b>"By post"</b> (return by post, which may be subject to shipping charges).
10.	Invoicing
	Choice between <b>"Single invoice"</b> for billing individual orders and <b>"Group invoice (month)"</b> , whereby the previous month is taken into account (only confirmed orders are included)

**\*NB:** The options in points 2, 4 and 5 are regulated via the system configuration; change requests can be reported to the respective PMC partner control office so that the necessary steps can be initiated.

Confirm the data entry by clicking on the **"Save"** button. A new line appears in the overview list. Click on the **"..."** icon to open the editing options. In this status, as long as the order has not yet been transmitted electronically to the responsible control office (see section 5.3), the order can be deleted by clicking on **"Delete"**.



To continue processing the order, click on **"Open"**. The detailed view opens.

The order data can be customised by clicking on **"Modify"**.

## 5.2 Add items to the order

One or more items can be added to the order by clicking on **"New"**.

The dialogue box for editing an item is displayed.

Neue Position

Complete the dialogue box by following the instructions below:

Explanations	
1. Type of hallmarking	Choose between "Watch case", "Goods" and "Without check (additional hallmarking)". In the last case, the items to be processed must have already been submitted and hallmark.
2. Category	Choose between "normal" for watch cases or goods made of a single precious metal, "mix" for goods made of different precious metals or "multi-metal" for goods made of precious metals and base metals.
3. Metals	Select one or more precious metals from which the goods are made.
4. Standard of fineness	Enter the fineness as it appears on the goods, e.g. "Au 750". In the case of multi-metal goods, enter the information indicated on the goods, e.g. "Au 585/steel".
5. Responsibility mark	Enter the number of the responsibility mark <sup>2</sup> with which the goods are labelled.
6. Batches	Enter the total number of batches (e.g. production) submitted under the same item <sup>3</sup> .
7. Pieces	Enter the total number of pieces submitted under the same item.
8. Customer reference	If applicable, enter a customer reference specific to the order item. This reference can then be used in the order overview filters to display all orders that have this reference.
9. Tool	If applicable, enter the reference of a device or tool that is useful for processing the submitted pieces.

To add documents to the order, select the "**Documents**" option in the processing options for the order. The details of the request show the number of documents already added for each item.

<sup>2</sup> The responsibility mark number can be found on the responsibility mark certificate issued by the Central Office for Precious Metals Control upon registration. In case of doubt, the partner control office can provide information on the responsibility number of the responsibility mark.

<sup>3</sup> NB: Combining batches/pieces in one item means that the processing attributes are the same for all parts under the item. If the attributes differ, a new item must be entered.

Position												Neu
Pos	Punzierungsart	Metalle	Feingehalt	Kategorie	Verantwortl.-Marke	Lose	Stücke	Referenzwerkzeug	Kundenreferenz	Dokumente		
1	Uhrgehäuse	Au	Au 750	Normal	2337	1	100	Referenz	Test	0		...

Bearbeiten  
Dokumente  
Löschen

The added documents are divided into the different categories "**Material certificates**", "**Plans and technical drawings**" and "**Further documents**". In the last section, documents such as authorisations for the use of a PVD/CVD surface or decisions by the Central Office for Precious Metals Control on technical issues are listed.

Dokumente für Position 1

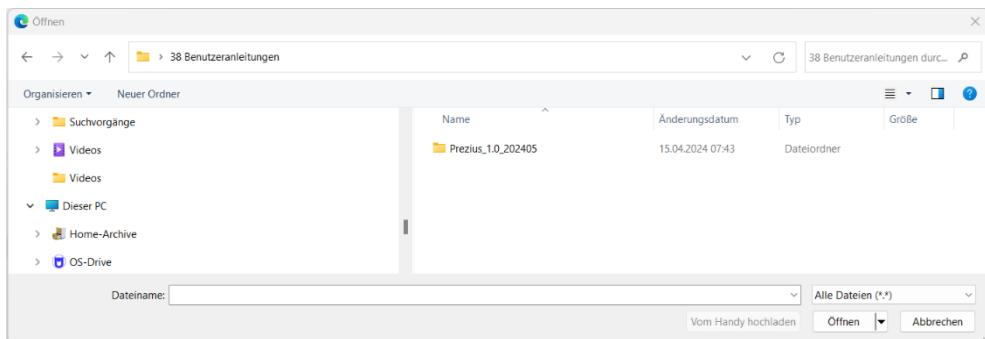
Materialzertifikate

Pläne und technische Zeichnungen

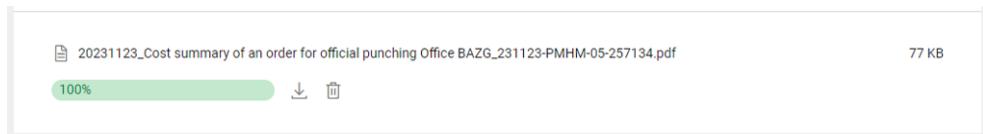
Zusatzdokumentation

+ Hinzufügen

To add a file, click on the "**Add new**" icon and then select the file you wish to upload in your file explorer. Confirm your selection by clicking on "**Open**".



Multiple files can be uploaded in the same section. After uploading, the files are now visible and can also be downloaded by the partner control office as part of the request processing.



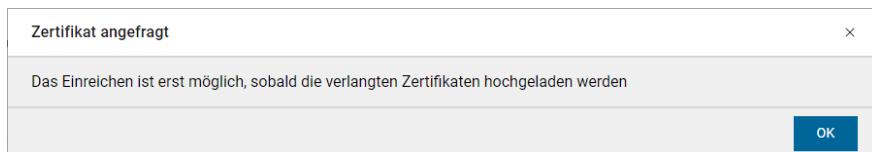
**NB:** The authorised file formats are .pdf, .xml, .las and .dxf. Files may not be larger than 1,000KB. In addition, the file name must not contain accented letters or the following special characters: ";", ":", ">", "<", "/", "\", ".", "\*", "%", "\$".

### 5.3 Submit the order electronically

As soon as the order is ready for electronic submission (i.e. when you have entered all the items in the request), click on "**Submit order**".

#### 5.3.1 Additional information for the submission of certified material

If, for companies with a contract relating to the use of certified material under Article 97 of the PMCO, the "Certified material" option is selected at the time a hallmarking order is created, one or other items of the hallmarking order in question may be subject to a random certificate check. In such cases, the order can be submitted only if the requested certificate(s) has/have been previously submitted in accordance with the procedure described in section 5.2 "**Documents**". In such a case, if no certificate has been added at the time of order submission, the following message will appear:



Both in the list of requests and in the list of items of a request, the activities related to the verification of certificates are visible using the icons intended for this purpose.

Zertifikatsprüfung	Datum	...
?	15.10.24	...
✓	15.10.24	...
?	15.10.24	...
?	15.10.24	...
—	15.10.24	...
?	15.10.24	...
—	15.10.24	...

The orders can be filtered based on the status related to the certificate verification activities in the order overview (see section 4).

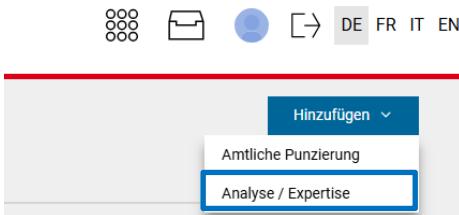
The various icons and their meaning are as follows:

Icon	Meaning
—	No selection for certificate verification. No action required.
?	Selection of an item in the request for a certificate verification. <b>The corresponding certificate must be submitted.</b>
✓	A certificate has been submitted.
✓	The certificate verification was successful.

## 6 Creation and submission of analyses or expertise request(s)

### 6.1 Create a new request (draft)

To enter a request as a draft, click on the "Add new" button and then select the "**Analysis / Expertise**" option.



The selection window for entering an enquiry is displayed.

A screenshot of a 'Neuer Auftrag' (New Order) form window. The window has a title bar 'Neuer Auftrag' and a close button 'x'. It contains several input fields: 'Auftraggeber \*', 'Edelmetallkontrollamt \*', 'Analysetyp \*', and 'Metalle' (with checkboxes for Au, Ag, Pt, Pd). There are also fields for 'Kundenreferenz' (Customer Reference) with a character limit of 300, 'Rückgabe \*' (Return \*), 'Abrechnung \*' (Billing \*), and buttons for 'Abbrechen' (Cancel) and 'Speichern' (Save). The entire window is set against a light gray background.

Neuer Auftrag

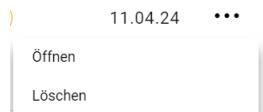
Auftragsgeber *	Zugelassener Bevollmächtigter
1. <input type="text"/>	2. <input type="text"/>
3. Edeelmetallkontrollamt *	
4. Analysentyp *	
5. Optionen	
<input type="radio"/> Bleischmelze (Äschenprobe) <input type="radio"/> Saubere Lösung / Salz <input type="radio"/> Verunreinigte Lösung / Salz <input type="radio"/> Anderes Aufschlussverfahren	
6. Metalle	Schiedsanalyse *
<input type="checkbox"/> Au <input type="checkbox"/> Ag <input type="checkbox"/> Pt <input type="checkbox"/> Pd	7. <input type="radio"/> Ja <input checked="" type="radio"/> Nein
8. Kundenreferenz	
9. Rückgabe * Abrechnung *	
<input type="text"/> 10. <input type="text"/>	
<input type="button" value="Abbrechen"/> <input type="button" value="Speichern"/>	

Complete the dialogue box by following the instructions below:

Explanations:	
1. Business partner (customer)	Select the desired business partner using the overview list of registered partners. You can also use the free text search next to the "magnifying glass" symbol. If a business partner is not available, this means that the business partner you are looking for is not yet registered in the FOCBS ePortal or was not assigned to the correct PMC assay office during registration (see section 1).
2. Authorised mandator*	Selection of the authorised mandator. A link must first be established between the customer and the authorised mandator. The selected authorised mandator manages incoming customer enquiries and receives notifications and invoices from the linked customer.
3. Precious Metals Control office	Please select the appropriate control office from the drop-down list.
4. Type of analysis	Choose from the various analysis services on offer. For more information on the services offered, please contact the relevant Precious Metals Control office directly.
5. Options	Certain types of analysis allow a choice of additional treatments.
6. Metals	For analyses, select the metal or metals to be determined by the analysis.
7. Arbitration analysis	Select the appropriate option for an arbitration analysis. <u>NB:</u> The selection of the options in points 4, 5 and 6 may depend on practical conditions, which means that the competent Precious Metals Control may decide to propose an option other than the one specified in the request, in which case it will give prior notice.
8. Customer reference	If necessary, enter a customer reference that applies to all samples (items) entered in the request.
9. Restitution	Choice between " <b>Pick up at desk</b> " (self-collection from PMC or appointment of a transport service) and " <b>By post</b> " (return by post, which may be subject to shipping charges).
10. Invoicing	Choice between " <b>Single invoice</b> " for billing individual orders and " <b>Group invoice (month)</b> ", whereby the previous month is taken into account (only confirmed orders are included).

**\*NB:** The options in point 2 are managed via the system configuration; if changes are required, the relevant Precious Metals Control office can be contacted and will initiate the necessary steps.

Confirm the data entry by clicking on the "**Save**" button. A new line appears in the overview list. Click on the "..." icon to open the editing options. In this status, as long as the order has not yet been transmitted electronically to the responsible control office (see section 6.3), the order can be deleted by clicking on "**Delete**".



To continue with the request, click on "**Open**". The details of the request are displayed.

The main data of the request can be changed by clicking on the "**Modify**" option.

## 6.2 Add items to the request

One or more items can be added to the request by clicking on "New". The dialogue box for entering an item is displayed.

Complete the dialogue box by entering the description of the sample to be analysed or the batch of jewellery to be assessed and confirm by clicking on "**Save**". Several items can be entered in one request.

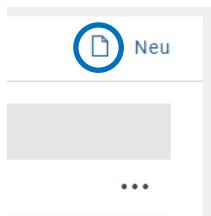
To attach documents to the request, select the "**Documents**" option in the processing options for the request. The details of the request show the number of documents already available for each item. Further explanations on uploading documents can be found in section 5.2.

## 6.3 Submit the order electronically

As soon as the order is ready for electronic submission (i.e. when you have entered all the items in the request), click on **"Submit order"**.

### 7 Print the documents that you must enclose with the goods.

Once the order has been submitted to the control office, the document icon will be displayed. It enables access to the Chartera Output platform to make files available.



The identification and file type are preset for the request being processed, and the file for identifying the request is displayed in the list. This can now be downloaded and printed.

A screenshot of the Chartera Output platform showing a list of documents. The interface includes a header with the Swiss Confederation logo, a search bar, and a download button. The main area displays a table of documents with columns for ID-Number, Document Number, Document Type, Date, and Status. A detailed description of the document table is provided below.

#### Übersicht

Dokumente Gruppiert

Reiseamt des Eisenbahnamtes  
test-all GmbH (BF 1000686005)  
Bahnhofstrasse 6 5400 Baden

DE FR IT EN

#### Info

In Chartera Output können Sie alle Ihre Zolldokumente beziehen. Chartera Output bietet Ihnen die Möglichkeit, Ihre kompletten Zolldokumente entweder gruppiert unter „Dossiers“ oder einzeln unter „Dokumente“ herunterzuladen.

#### Dokumente

In dieser Ansicht stehen Ihnen Ihre Einzeldokumente zur Verfügung, welche Sie selektieren und herunterladen können. Die Filterfunktion erleichtert Ihnen das gezielte Suchen nach den gewünschten Dokumenten.

#### Herunterladen

Sie können mehrere Dokumente auf einmal herunterladen indem Sie die entsprechenden Dokumente selektieren und dann auf den Button „herunterladen“ klicken. Der Status zeigt Ihnen an, welche Dokumente Sie neu erhalten haben oder welche Sie bereits bezogen haben.

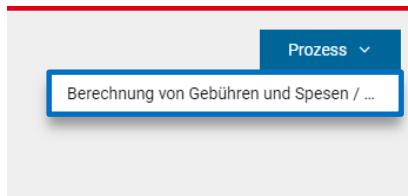
Brauchen Sie [mehr Informationen?](#)

The identification document establishes the link between the physical goods submitted to the partner control office and the data available in Prezius. **It is therefore mandatory that the goods be accompanied by a printed document.**

The document contains as many pages as there are items in the order. A QR code is visible, which is a combination of the request reference and the item.

## 8 Display fee overview

Use the navigation drop-down list in the processes to access the overview of fees and charges for the hallmarking request. To do this, select the option "**Calculation of fees and charges / ...**".



The page displayed contains a summary with the information for calculating the fees and additional costs incurred for processing the request, which are later invoiced individually (1 invoice for 1 order), or monthly. The invoicing option is selected when the request is created.

Pos	Kategorie	Feingehalt	Methode	Punzierungsart	Kundeneinheit	Lose	Stücke	Gebühren Einheit	Gebühren Position	
1	Normal	Au 750	Mec	Uhrgehäuse	Test facture individuelle	14.04.2024	1	150	CHF 9.20	CHF 480.00
	Metalle: Au									

Art Gebühren / Kosten	Total Gebühren / Kosten
Übernahmegerühr	CHF 40.00
Zentrale Reisekosten für Stempelung vor Ort	CHF 270.00
Pauschal Reisekosten für Stempelung vor Ort	CHF 40.00
Kontrollgebühr für Stempelung vor Ort	CHF 155.00
Kontrollkosten aus druck Beistand	CHF 90.00
Ein-/Auspackkosten (mehrwertsteuerpflichtig)	CHF 18.00
Verpackkosten (Post)	CHF 150.00
Gebühren für Verträge nach Art. 97 und 117a EMRKV	

The summary of fees and additional costs is also available as a PDF file. The procedure for accessing and downloading the file is the same as the procedure described in section 7 for the identification document.

Übersicht

Dossiers Dokumente Gruppiert

UID-Nummer: CHE123456789 Nr. des Dokuments: 231121-PMHM-09-989295 Dokumenttyp: Kostenzusammenstellung eines Auftrags

Von: 20.11.2023 Bis: 28.11.2023 Löschen Suchen

Dokumente (1)

Alle Name Kostenzusammenstellung eines Auftrags für amtliche Punzierung Kantonalamt NE 231121-PMHM-09-989295

Erstellt am: 21.11.2023 Status:

Info

In Chartera Output können Sie alle Ihre Zolldokumente beziehen. Chartera Output bietet Ihnen die Möglichkeit, Ihre kompletten Zolldokumente entweder gruppiert unter „Dossiers“ oder einzeln unter „Dokumente“ herunterzuladen.

Dokumente

In dieser Ansicht stehen Ihnen Ihre Einzel-dokumente zur Verfügung, welche Sie selektieren und herunterladen können. Die Filterfunktion erleichtert Ihnen das gezielte Suchen nach den gewünschten Dokumenten.

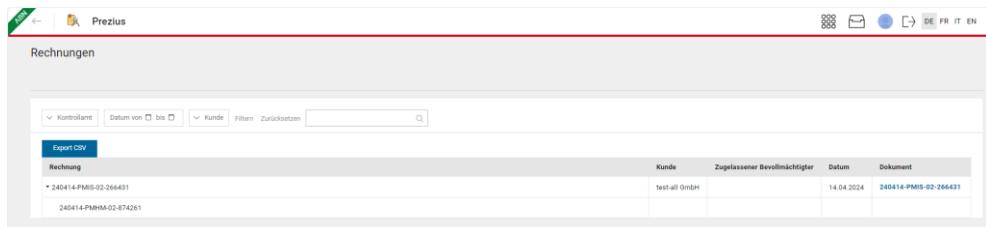
Herunterladen

Sie können einzelne Dokumente auf einmal herunterladen indem Sie anfangen die gewünschten Objekte selektieren und dann auf den Button „Herunterladen“ klicken. Der Status zeigt Ihnen an, welche Dokumente Sie neu erhalten haben oder welche Sie bereits bezogen haben.

Brauchen Sie [mehr Informationen?](#)

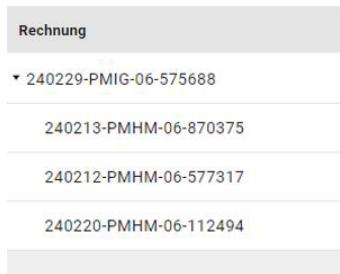
## 9 Billing information

The compilation of all invoices is part of the Prezius "Billing" service. It can be accessed via the "**Invoices**" button in the side navigation menu (see section 3.2). The list contains various filters that allow the invoices to be filtered by business partner or, if applicable, by "Authorised mandator".



The screenshot shows the "Rechnungen" (Invoices) page in the Prezius system. At the top, there are buttons for "Kontrollamt", "Datum von" to "bis", "Kunde", "Filtern", "Zurücksetzen", and a search bar. Below this is a "Rechnung" (Invoice) section with a table. The table has columns: "Rechnung", "Kunde", "Zugelassener Bevollmächtigter", "Datum", and "Dokument". It contains two rows of data: one for invoice 240414-PMIS-02-266431 and another for invoice 240414-PMIS-02-264431. The "Dokument" column for the first row shows a link to "240414-PMIS-02-266431".

Single invoices are labelled "**IS**" for "Invoice Single", while monthly invoices are labelled "**IG**" for "Invoice Group". By clicking on the arrow to the left of an invoice reference, the individual items of the total invoices can be displayed or hidden.

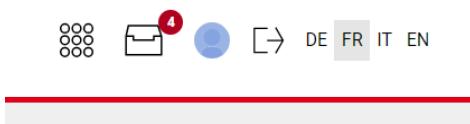


The screenshot shows the expanded view of an invoice. A grey box labeled "Rechnung" is expanded, revealing a list of invoice references: 240229-PMIG-06-575688, 240213-PMHM-06-870375, 240212-PMHM-06-577317, and 240220-PMHM-06-112494. Each reference is a hyperlink.

**The list of invoices contains a summarised column with the total amounts for each invoice and, if the data of an invoice has been expanded, the individual amounts of the corresponding claim(s). You can use the hyperlinks in the "Document" column to call up the invoice or the summarised fee data for the requests.**

## 10 Manage notifications

ePortal also offers a notification centre. Call up the notification centre by clicking on the "**mailbox icon**" in the top right-hand corner of the window. The red circle indicates the number of unread notifications.



The screenshot shows the notification center with a red circle containing the number "4" on the "Mailbox" icon. Other icons include a person, a right-pointing arrow, and language selection buttons for DE, FR, IT, and EN.

The notifications are displayed in a list. You can recognise the application from which a notification originates by the icon, which also corresponds to the application thumbnail icon on the ePortal homepage.

	Betreff	Datum	Fälligkeitsdatum	Absender
<input type="checkbox"/>	Die Gebühren- und Kostenzusammenstellung ist vorhanden	14.04.2024		BAZG - Prezios
<input type="checkbox"/>	Auftrag wurde per Post zurückgeschickt	14.04.2024		BAZG - Prezios
<input type="checkbox"/>	Die Gebühren- und Kostenzusammenstellung ist vorhanden	08.04.2024		BAZG - Prezios
<input type="checkbox"/>	Auftrag ist bereit	08.04.2024		BAZG - Prezios
<input type="checkbox"/>	Die Gebühren- und Kostenzusammenstellung ist vorhanden	08.04.2024		BAZG - Prezios

The notification details are displayed when you click on the message.

Die Gebühren- und Kostenzusammenstellung ist vorhanden 14.04.2024

Die Gebühren- und Kostenzusammenstellung des Auftrags 240414-PMHM-02-874261 ist vorhanden. Besuchen Sie Prezios für weitere Informationen.

[Mehr Informationen](#)

The notifications can be filtered and selected for group processing.

Nur ungelesen:  [Alle zurücksetzen](#)

Betreff

Auftrag wurde per Post zurückgeschickt

Auftrag ist bereit

Die Gebühren- und Kostenzusammenstellung ist vorhanden

The functions include opening (i.e. the notification is regarded as read), deleting and displaying the details. The relevant icons to be used are as follows:



The following notifications are possible within Prezios:

- Request for submission of a material certificate required by the partner control office for processing (item of request blocked and requires processing by the business partner);
- Blocking of an item of a request;
- Order/item completed, ready for collection at the counter;
- Order/item completed, returned by post (in this case, the tracking number of the postal item can be seen in Prezios in the request details under the **"Restitution"** tab);

Pos	Statut de restitution	Guichet / Poste	Numéro de tracking	Frais
1	Zurückgesendet	Postversand	CH-2265-2334-1233	0

- New overview of fees and additional costs is available (all items of the request have been processed);
- New documents available (e.g. analysis report or expertise reports);
- New invoice available.

## 11 Support

Your partner control office will be happy to answer any questions you may have about using the Prezius application.

If you have any technical problems using the Prezius application or the FOCBS ePortal, please contact the **FOCBS Service Desk** by email to [servicedesk-ict@bazg.admin.ch](mailto:servicedesk-ict@bazg.admin.ch) or by telephone on 058 462 60 00.

The following useful links lead to pages that can offer you a solution in the event of a fault:

- <https://eportal.admin.ch/help-and-contact>
- <https://www.eiam.swiss/index.php?c=f!chhelp!pub&l=en>