How to change Supplier and Facility Information in ReposiTrak®

Facility: This information will pertain to a specific facility in a supplier grouping. If there is only one facility, then the supplier information would be the same.

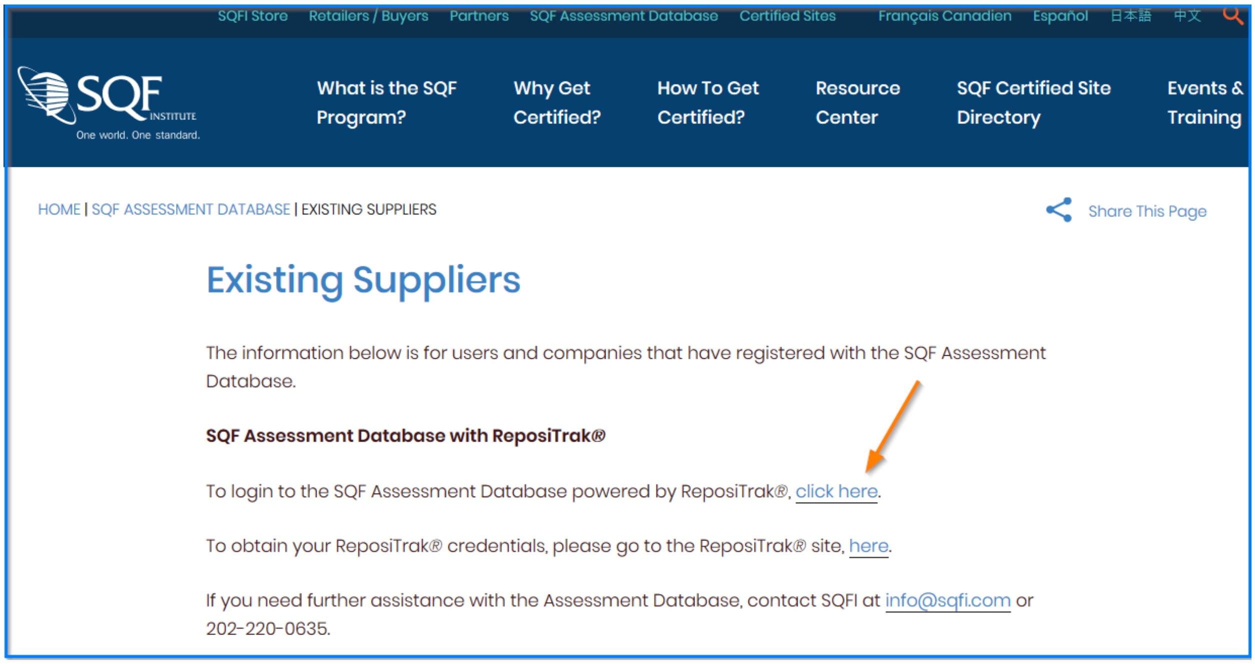
Supplier: This information is what connects all facilities. This information should pertain to a central location if there is one.

Table of Contents

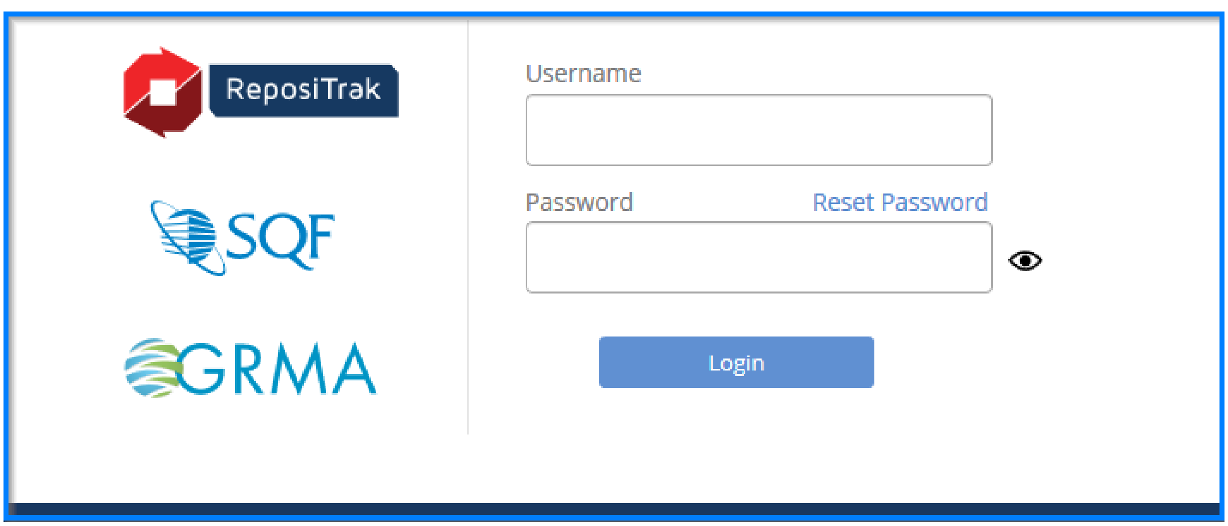
Logging Into ReposiTrak®

You can start by following this link to the SQFI Existing User's Page:

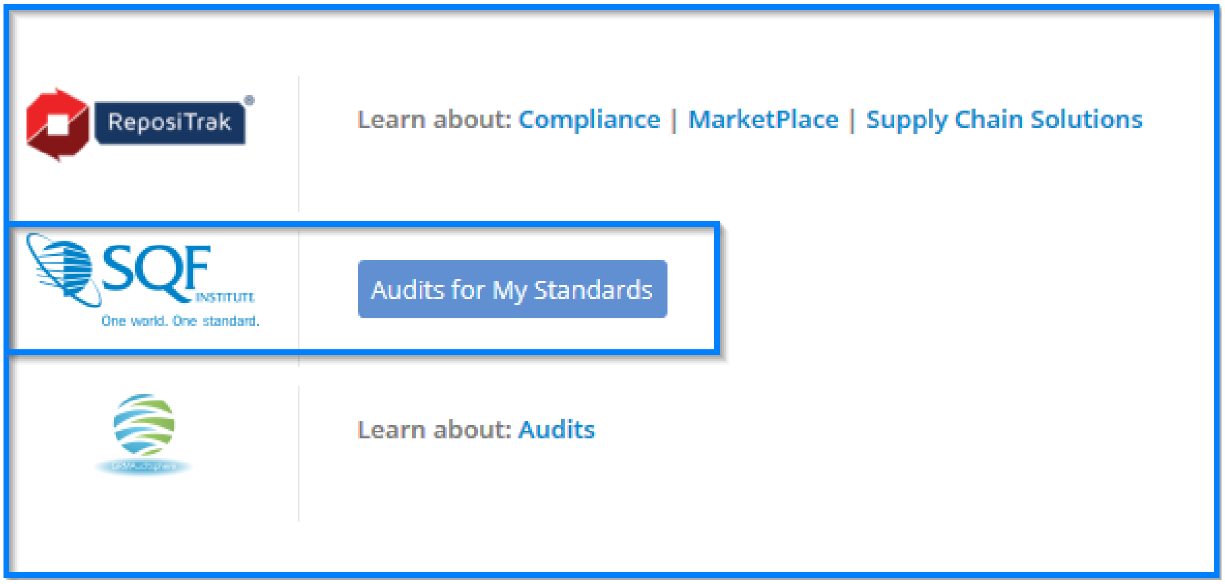
https://www.sqfi.com/assessment-database/existing-suppliers/



Once there, click the link to log into the ReposiTrak SQF Assessment Database. You will then be presented with the screen below. You will be prompted to enter your username and password. In the database, your username will be your email address. If you do not know your password, click the **"Reset Password"** link located above the password option. Then enter your email address into the field on the following page and click "Submit".



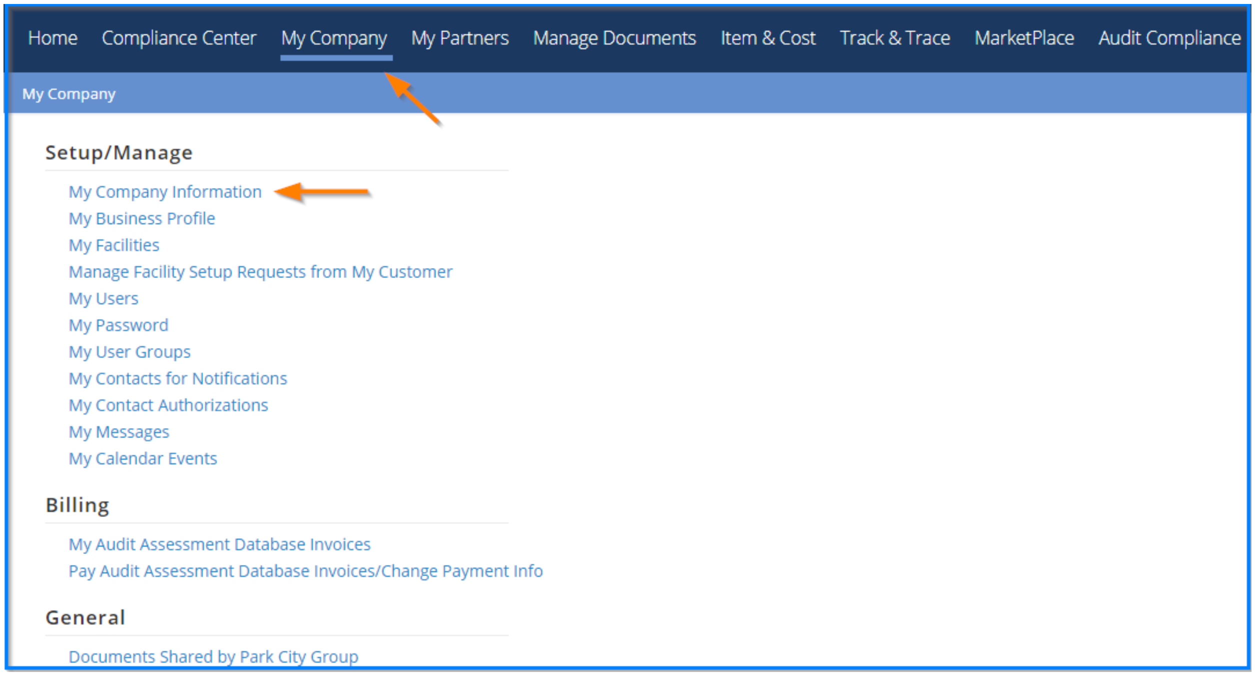
Next, click on "Audits for My Standards" next to the SQF Logo. You will then be brought to the home page of ReposiTrak.



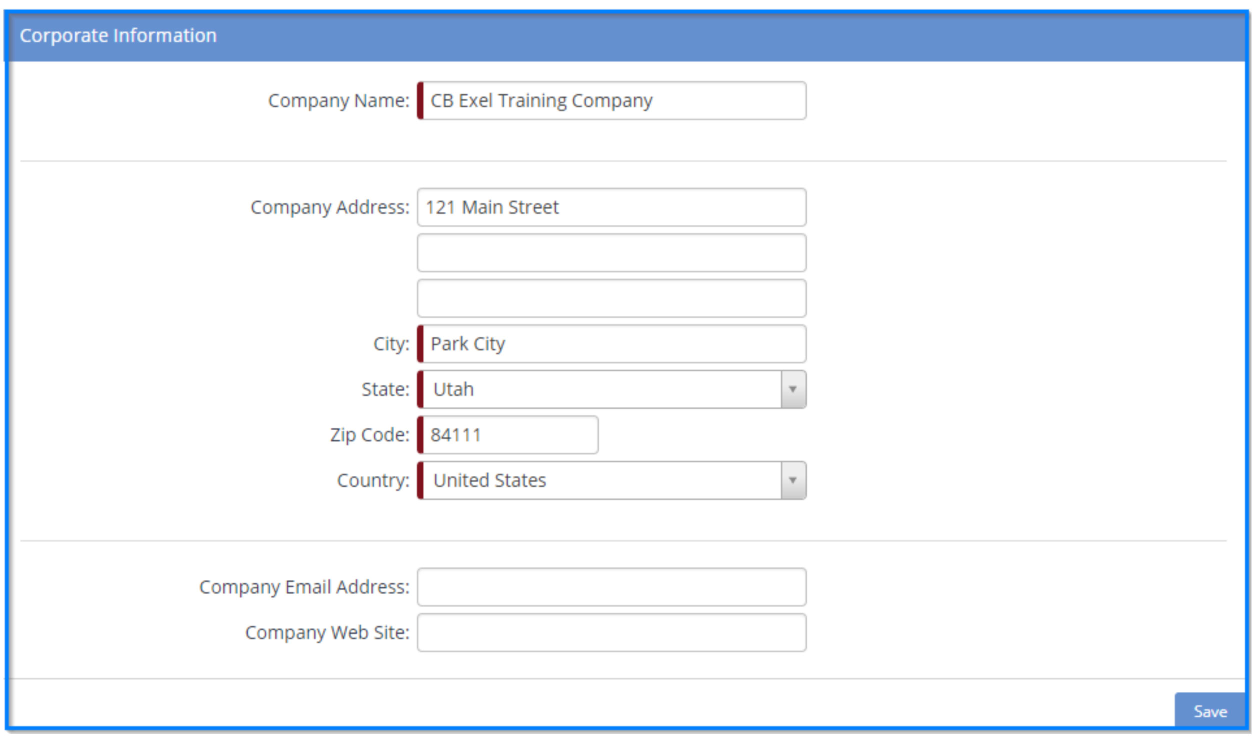
Updating Supplier Information

After you have logged into ReposiTrak®, please click on the My Company tab.

You will then be presented with the following options. Click on My Company Information.



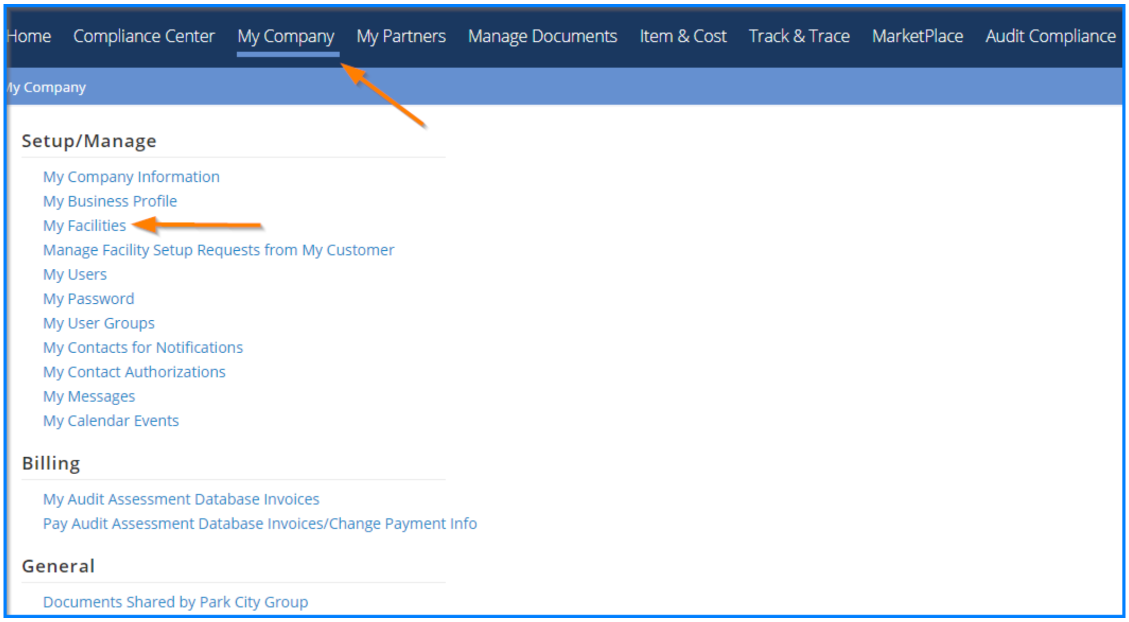
Then, make the necessary changes and click save.



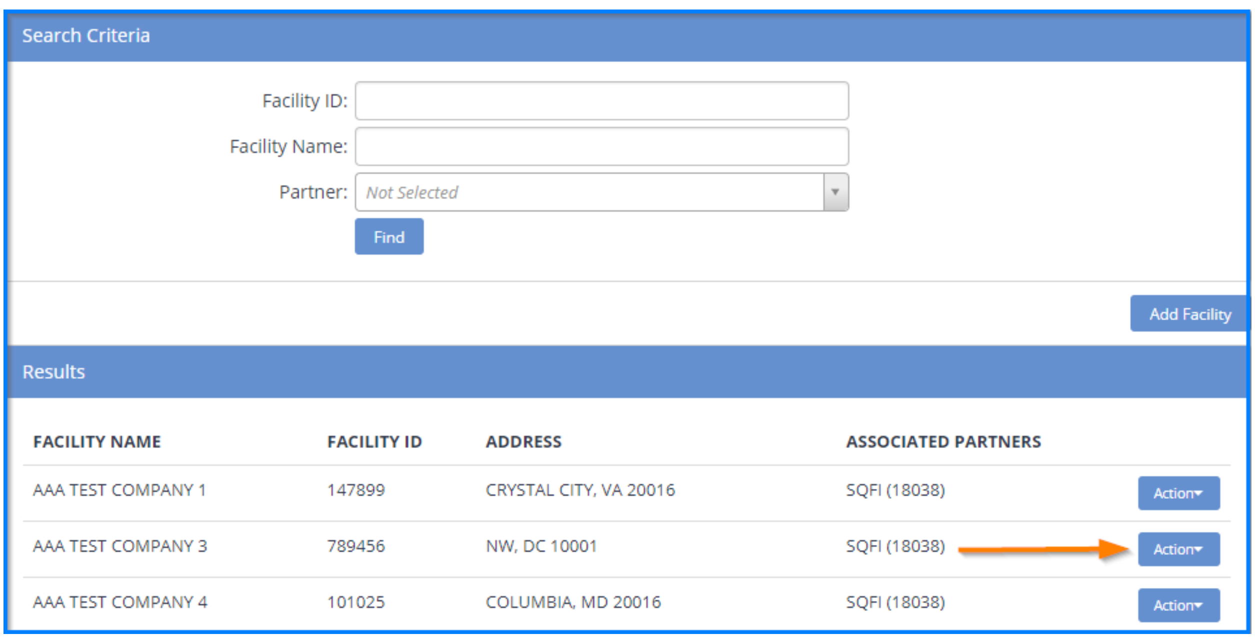
Update Facility Information

To update your facility information, please click on the My company Tab.

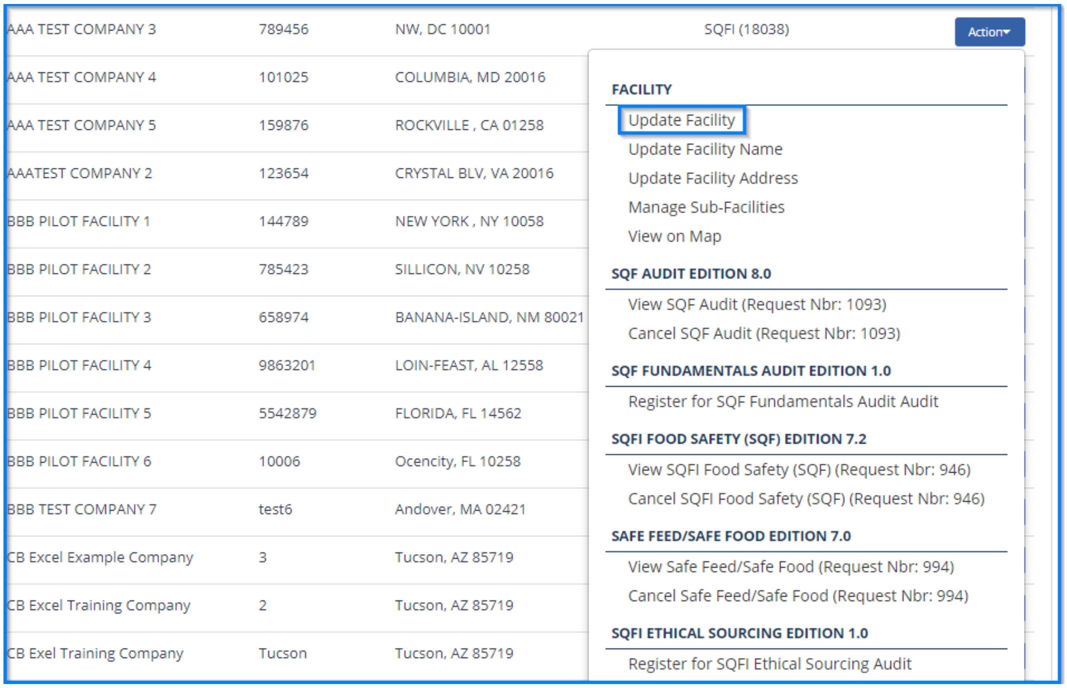
Then, select the My Facilities option.



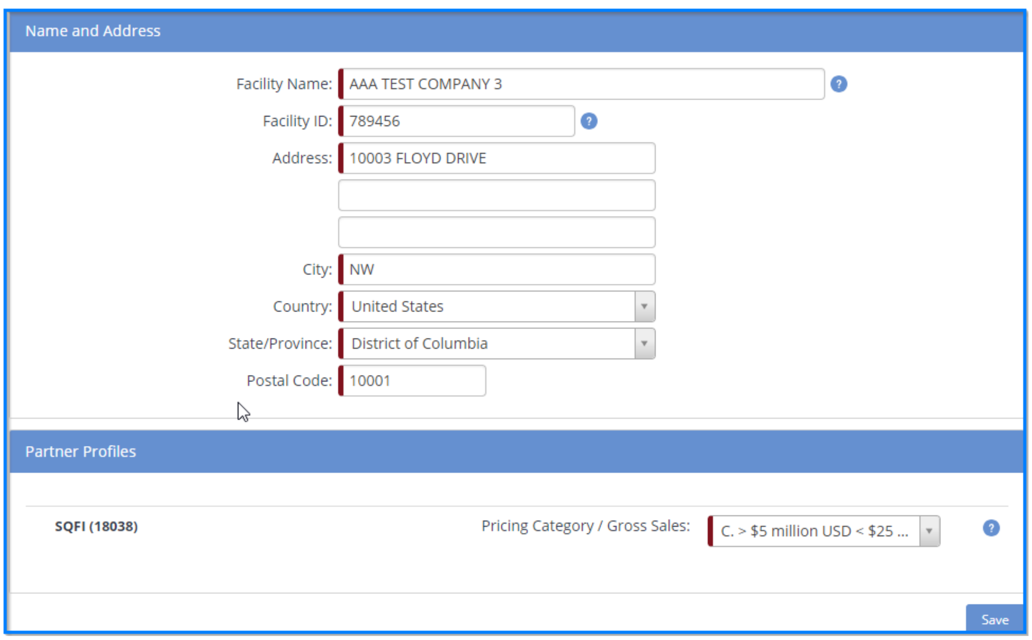
Next, click on the action button next to the facility that needs the information updated.



You will then be presented with the options below. Please select "Update Facility"



Finally, make the changes that are needed and click on save



The facility information has now been changed.

FAQ's

How do I contact SQFI?

Toll Free Number: 1-877-277-2635

Telephone: +1 202-220-0635

Fax: +1 202-429-4519

Email: info@sqfi.com

Australia Contact Information

Telephone: +61 (0) 408 328 674

Email: info@sqfi.com.au

What is my user name?

Your email address is your user name.

I am a new employee for an SQF/AFIA certified company, how do I get added as a user to the database?

Send an email to support@repositrak.com requesting to be added as a user for your site. In your email include: Full name, email address, telephone and the site (name).

Or call support: at 888-842-5465, press option 2.

How do I sign in to my company account?

Click this link, then enter your username and password. If you are having problems remembering your password, please click here.

I Forgot my Password. How do I get a new one?

Click this link, then enter in your email address as your username and you will be sent a temporary password. If the email address that you used is not recognized by the application as a user, please send a request to support@repositrak.com to be added as a user.

My temporary password does not work, what can I do?

Ensure you are logging into the database using this link. If the issue persists, send an email to support@repositrak.com requesting to have your account unlocked and a new temporary password mailed to you.

How do I register my facility?

To register, log into ReposiTrak. Click on the *My Company* tab, then select *My Facilities*. Click on the *Action* button next to the facility you would like to register, then select *Register for SQFI Food Safely Audit, or whichever audit you desire.* Then complete the process of registering.

I am not able to register my facility, the option to Register is not available?

Contact support at support@repositrak.com or by phone at 888-842-5465, press option 2.

How do I update a facility name?

To change a facility name, click the *My Company* tab, then select *My Facilities,* then click the *Action* button next to the facility you wish to edit, scroll down and select *Update Facility*. Once the facility name is updated, click *Save*.

How do I add a new facility?

To add a facility, click on the *My Company* tab, then select *My Facilities*. Use the *Add* button to add a facility. After adding the facility, you can use the *Add* button to connect the facility to your partners.

How can I receive the 30-60-90 expiration notifications for only my facility?

To update your notifications, click on the *My Company* tab, then *My Users*. Next to your name use the *Action* button and select *Update User*. At the bottom select the authorization type facilities. Check the facilities this user is responsible for, then save. You can also follow this process to select partners you are associated with.

To update the notifications you receive, click on the *My Company* tab, then select *My Contacts for Notifications*, select the *Certification Audit* application, select the user, mark the frequency for each notification type, then *Save*.

Where do I find my audit reports?

You can view your completed audits by clicking on the *Audit Compliance* tab, then select *Finished Audits* from the menu, then click *Find*. Reports can be obtained by using the *Action* button next to the audit. Click view report and / or export as PDF to get a copy.

How do I add, update or delete a user?

To add, update or delete users, select the *My Company* tab, then select *My Users*. From here you can use the *Add User* button to add a new user. The user will automatically receive log in credentials via email. To update or delete users, use the *Action* button next to their name. You are also able to reset the user password. Users who have requested audits cannot be deleted (for tracking purposes).

How do I update my report notifications?

You can update who receives notifications by selecting the *My Company* tab, then select M*y Contact for Notifications.* Select *Track & Trace* as the application, then select the user. You can select the notifications that you would like to receive and the frequency you would like to receive them, then *Save*.

Why does the status show payment pending, when I have paid?

Payment by credit card is processed immediately and pending audit created given they are no outstanding opened invoice(s). If Payment was by check or wire, SQFI will provide an invoice in 24 hours, once the payment is received and processed the status will be updated to *Pending.*

How do I change a Certification Body?

Go to *Audit Compliance* tab and click *Find.* If there is more than one pending audit, make sure to select the correct *Request Nbr*. Click the red *Action* button. In the drop-down menu, select *Change Certifying Body.* In the *Certification Body* field, click on the down arrow and select a new certification body.

How long does it take to receive my invoice or receipt?

It takes about 12 – 24 hours for your invoice or receipt to be mailed to the billing contact's email address. If you do not receive your invoice or receipts in this timeframe, please send an email to: billing@sqfi.com