



# CORRECTIVE ACTIONS USER GUIDE FOR SUPPLIERS

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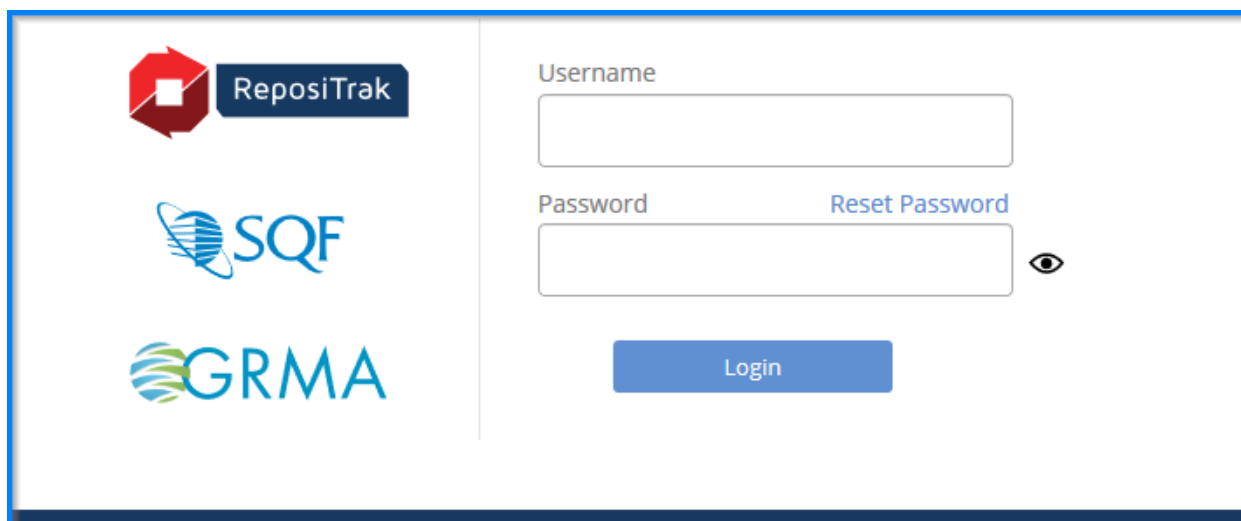
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# Completing Corrective Actions Online

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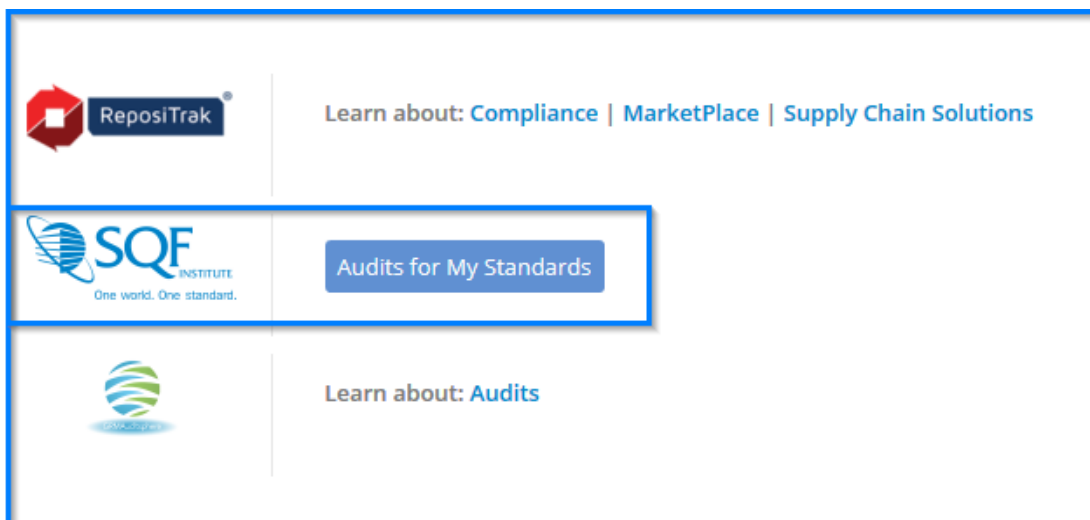
## Step One: Logging Into Repositrak

After gaining access to the ReposiTrak website, 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”**.



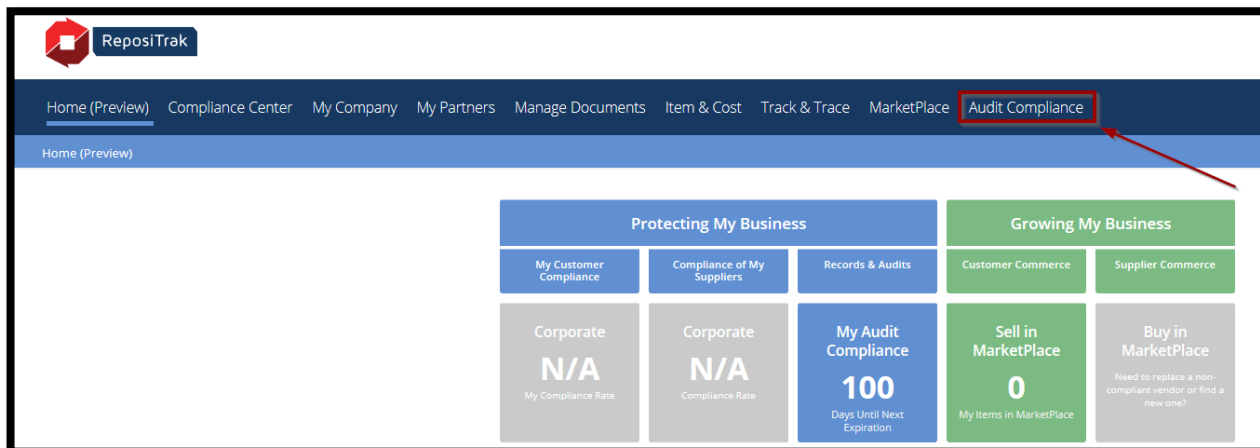
The screenshot shows the login interface for ReposiTrak. On the left, there are three logos: ReposiTrak (a red cube with a white square), SQF (a blue globe with 'SQF' text), and GRMA (a green globe with 'GRMA' text). On the right, there is a 'Username' field, a 'Password' field with a 'Reset Password' link above it, and a 'Login' button. An eye icon is visible to the right of the password field.

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

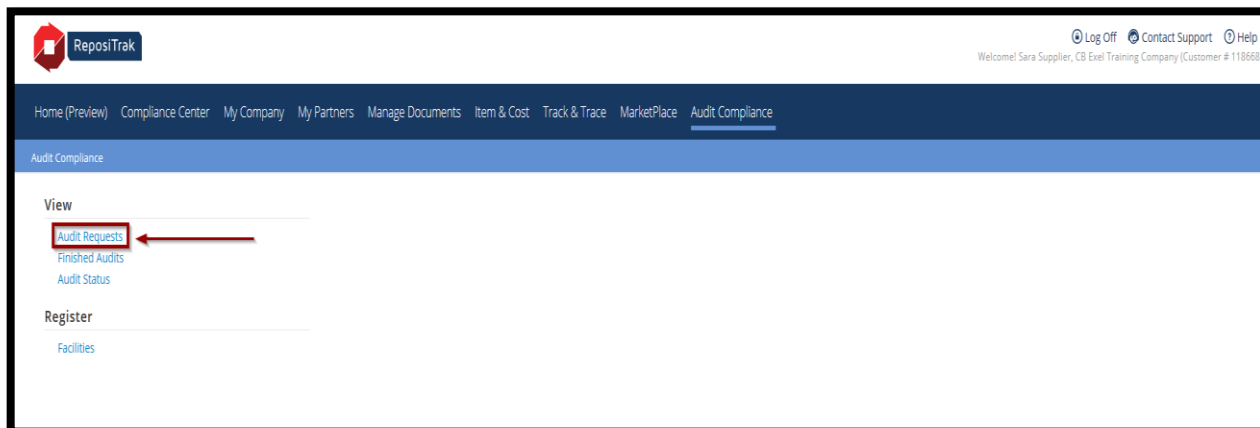


## Step Two: Finding the Audit

Once you log into the database, you will be dropped into the Compliance Center. Click the tab across the top of the database labelled “Audit Compliance” as shown below.



You will be taken to the Compliance Center, where you will then need to select the option “Audit Requests”



Once you reach the “Audit Requests” page, you have the option to search for the audit you want to **complete a corrective action** on using the search fields. You can search by Request Number, Facility ID, or Status. You can also simply click the “FIND” button and a full list of all audit requests under your company. No results will appear with if you do not click the red “FIND” button.

The screenshot shows the 'Audit Compliance' interface. The top navigation bar includes 'Home (Preview)', 'Compliance Center', 'My Company', 'My Partners', 'Manage Documents', 'Item & Cost', 'Track & Trace', 'MarketPlace', and 'Audit Compliance'. Below the navigation bar, there is a breadcrumb trail: 'Audit Compliance > Compliance Audit Requests'. The main content area is divided into two sections: 'Search Criteria' and 'Results'.

**Search Criteria:**

- Audit Type: SQF Audit Edition 8.0 (dropdown menu)
- Request Number: (text input field)
- Facility ID: (text input field)
- Facility Name: (text input field)
- Status: Corrective Action Pending (dropdown menu, highlighted in yellow with a red arrow pointing to it)
- Checkboxes:  About to Expire,  Re-certification,  Surveillance
- Find: (blue button)

**Results:**

REQUEST NBR.	STATUS	AUDIT	Action
1123	Corrective Action Pending	14789 - Registration due	Action

OR

The screenshot shows the 'Audit Compliance' interface. The top navigation bar includes 'Home (Preview)', 'Compliance Center', 'My Company', 'My Partners', 'Manage Documents', 'Item & Cost', 'Track & Trace', 'MarketPlace', and 'Audit Compliance'. Below the navigation bar, there is a breadcrumb trail: 'Audit Compliance > Compliance Audit Requests'. The main content area is divided into two sections: 'Search Criteria' and 'Results'.

**Search Criteria:**

- Audit Type: SQF Audit Edition 8.0 (dropdown menu)
- Request Number: (text input field)
- Facility ID: (text input field)
- Facility Name: (text input field)
- Status: Not Selected (dropdown menu, highlighted in yellow with a red arrow pointing to it)
- Checkboxes:  About to Expire,  Re-certification,  Surveillance
- Find: (blue button, highlighted in yellow with a red arrow pointing to it)

**Results:**

REQUEST NBR.	STATUS	AUDIT
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Once you have clicked the “FIND” button, a list of audit requests will appear. Then you click on the audit you want to enter a corrective action for.

ReposiTrak  
Trusted Brand Protection

Welcome! Lead L Auditor, Certification Body (Customer # 118293)

Compliance Center My Company Audit Compliance

Audit Compliance > Compliance Audit Requests

Back

Search Criteria

Audit Type: SQFI Food Safety (SQF) version: 7.2

Auditor: All

Supplier Name:

Request Number:

Facility ID:

Facility Name:

Status: Corrective Action Pending

About to Expire  Re-certification  Surveillance

Find

Results

Request Nbr.	Status	Audit	Action
984	Corrective Action Pending	000003 - CertID Pilot company 3 (1549) CB Exel Training Company (118668)	Action

If your facility is not in the “Corrective Action Pending” stage, you will not be able to enter corrective actions for that audit. If your audit is not yet in the Corrective Action Pending stage, reach out to your certification body so that they can advance the audit to that stage.

## Step Three: Entering Corrective Actions

Click on update audit for SQFI as shown below:

The screenshot shows the 'Audit Compliance' section of a software interface. It includes a search criteria form with fields for Audit Type (SQFI Food Safety (SQF) version: 7.2), Request Number, Facility ID, Facility Name, and Status (Corrective Action Pending). Below the search form is a 'Results' table with columns for Request Nbr., Status, and Audit. The first row shows Request Nbr. 984, Status Corrective Action Pending, and Audit 000003 - CertID Pilot company 3. A red arrow points to the 'Action\*' button in the first row, which has opened a dropdown menu. The menu items are: 'Update Audit for SQFI Food Safety (SQF) (Cert. Id: 1122)' (highlighted in yellow), 'Return Audit for SQFI Food Safety (SQF) (Cert. Id: 1122) to Review Pending', and 'Preview Result For SQFI Food Safety (SQF) (Cert. Id: 1122)'. Below these are 'Miscellaneous' options: 'View Request Details', 'Add Note for SQFI Food Safety (SQF)', 'View Notes For SQFI Food Safety (SQF)', 'Add Note for SQFI Food Safety (SQF) - Desk Audit', and 'View Notes For SQFI Food Safety (SQF) - Desk Audit'.

You can enter corrective actions directly into the database using the “Corrective Action” and “Root Cause Analysis” boxes, shown on the next page. Each Corrective Action and Root Cause Analysis can be filled in by clicking the red “Action Button”.

Corrective Actions					
Clause	Primary Response	Corrective Action	Verification of Close Out	Completion Date	Close Out Date
Closing Meeting	Minor				
2.1.2.3	Minor				
2.1.2.7	Minor				
2.1.2.8	Minor				
2.1.4.5	Major				

Root Cause Analysis			
Element	Primary Response	Root Cause	
Closing Meeting	Minor		
2.1.2.3	Minor		
2.1.2.7	Minor		
2.1.2.8	Minor		
2.1.4.5	Major		

When you click the red “ACTION” button, a dropdown list with three options will appear.

Clause	Primary Response	Corrective Action	Verification of Close Out	Completion Date	Close Out Date
2.1.1.1	Critical				

**3.1** - Click the “UPDATE” option to open up a window where Corrective Actions, Evidence, and Completion date can be entered. Make sure to click the red “Save” button.

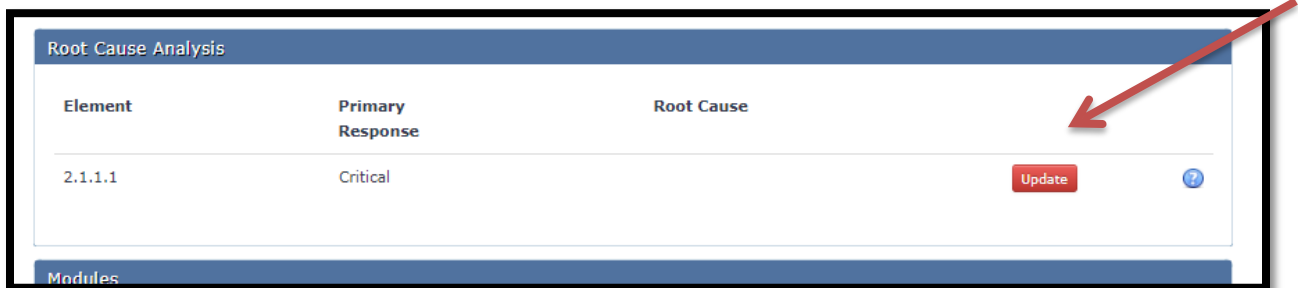
**3.2** – To enter supporting documents, click the “Supporting Documents” option. This will bring you to a page where you can add or delete files. Click the red “Add Document” button to select and upload files.

Title	File Size	Creation Date
document	44,318	07/18/17 03:03 PM

**3.3** – To upload photos as evidence, click the option in the dropdown menu labelled “Photo Proof”. You will be presented with a page with a red “Upload Image” to select and upload files.

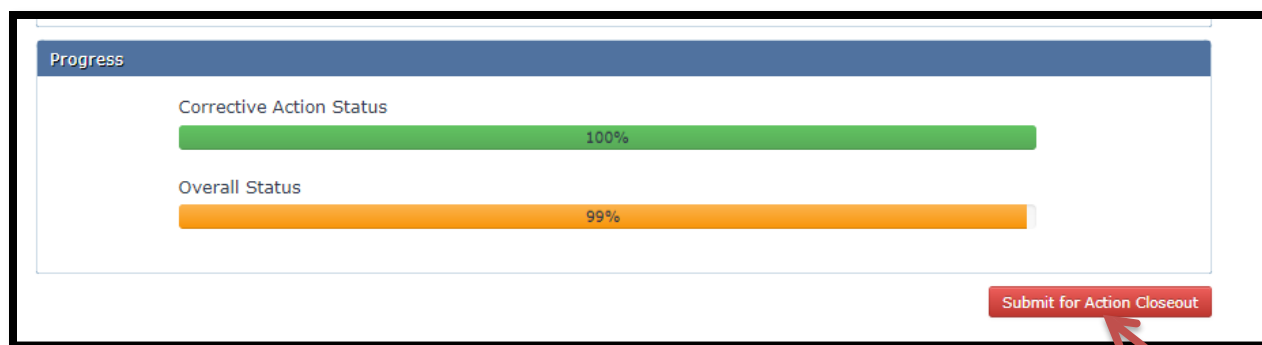


Next, you will need to enter root cause analysis. Click the red “UPDATE” button in the Root Cause Analysis box to enter a root cause analysis for reach section that requires it.



In the window that appears, enter in the Root Cause, Evidence, and save.





At this point, the audit can be advanced by clicking the “Submit for Action Closeout”.

When all of the corrective actions and root cause analysis have been entered, the overall progress bar at the bottom of the Audit Result Report have the Corrective Action Status listed as **100%** and the Overall Status should be listed as ***less than 100%***.