Re-registering and Adding a New Facility in ReposiTrak®

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If your site is currently Safe Feed Safe Food certified and you need to re-register, please do not add a new facility. You must re-register your existing facility. Only add a new facility when a new site is going to achieve SFSF Certification.

See FAQ on Pg. 12
Logging in to ReposiTrak®

The first step in re-registering your facility for your next SQF audit is to log into the ReposiTrak® SQFI Assessment Database. 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 be presented with the screen below prompting you to enter your username and password.

In the database, your username is your EMAIL ADDRESS. If you do not remember your password, click the “Reset Password” link located above the password bar. Then enter your email address into the field on the following page and click “Reset Password”.

Once this process is complete, you will be emailed a temporary password. Return to the login page and enter your email address and the temporary password into the fields as required. You will be prompted to change your password. Once that is completed, you will be presented with the page below:
Click **My Audits** next to SQFI to gain access to the ReposiTrak® SQF Assessment Database.

Re-registering in ReposiTrak®

Once logged in, click the ‘Audit compliance’ tab at the top of the screen. Look for the ‘Register’ section and click the ‘My Facilities’ link.

**If you do not see “Register”, please send an email to support@repositrak.com to have your access level updated.**

The next page is where you will be able to select the audit standard that you wish to register for. Please take the time to read the description of each audit standard to make sure the correct standard is chosen. If you are unsure, please select ‘**click here to learn more about this audit**’ or send an email to info@sqfi.com for assistance.
Next, you will be brought to your ‘Facilities’ page, which will list all facilities under your supplier grouping. It is important to understand this page and what is required to register for the upcoming audit.
Select the necessary facility(ies) for registration and click on **register selected**.

The next step in the process is to select your facility's gross sales range from the drop-down menu provided.

**P.s** – Safe feed safe food as a flat fee of $250.00
Once selected, please scroll down to choose your **Certification Scope**. If you are unsure of your scope, then you will need to look up a past audit request or reach out to your Certification Body to see what scope was decided upon.

Next, choose the Certification Body that will be conducting your audit and move to the next page by selecting ‘**Save and Pay**’.

After selecting your registration category, a box will pop up with the payment instructions. You can select a billing contact or add a new billing contact. You will also need to select a payment method.

Finally, you will be able to choose from one of our three (3) payments option available, which are: credit card, check, or wire transfer. Once completed, select ‘**Proceed**’.
Please Note: Payment needs to be received by SQFI at least two business days before your audit commences. If you select check or wire transfer as your method of payment, please make sure there will be time for the payment to process before the audit start date. If your audit is within the next two weeks, we encourage you to pay using a credit card. Credit card payments typically process within 1 – 2 hours.

Also, because credit cards take roughly 1 – 2 hours to process, a receipt will arrive the morning after your registration. If you do not receive your receipt within 24 hours of your registration, please let us know at 202-220-0635 or at sqfibilling@sqfi.com
Registering a new facility for an audit follows the same process as described above:

Step 1 – sign into the database
Step 2 – click on audit compliance
Step 3 – select “SQFI Audits” under Register
Step 4 – select desired audit type (SQF Edition 8.1, SQF Food Retail etc.)
Step 5 – click on “Add new facility”
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 username?

Your email address is your user name

I am a new employee for an AFIA (SFSF) 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 1 then 2.

How do I sign into 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 Safety 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 1 then 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 *My 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: *sqfibilling@sqfi.com*