Corrective Action User Guide for Suppliers

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Logging Into Repositrak

After gaining accessing 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”.

Next, click on "My Audits" next to the SQF Logo. You will then be brought to the home page of ReposiTrak.
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 Audit Compliance page, where you will then need to select the option “Audit Requests”
Once you have reached the “Audit Requests” page, you will 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 for a full list of all audit requests under your company. No results will appear with if you do not click the blue “FIND” button.
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.

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.

*please note that for desk audits the status will not show as “Corrective Action Pending”. You will need to search for the request by Request Number, Facility ID, or Facility Name.
Entering Corrective Actions

Click on ‘Update Audit’ as shown below:

You can enter corrective actions directly into the database using the “Corrective Action” and “Root Cause Analysis” boxes, shown below. Each Corrective Action and Root Cause Analysis can be completed by clicking the blue “Action Button” for Corrective Actions and “Update” for Root Cause Analysis.
When you click the blue “ACTION” button, a dropdown list with three options will appear.

3.1 - Click the “UPDATE” option to open a window where Corrective Actions, Evidence, and Completion date can be entered. Make sure to click the blue “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 blue “Add Document” button to select and upload files.

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 blue “Upload Image” to select and upload files.

Next, you will need to enter root cause analysis. Click the blue “UPDATE” button in the Root Cause Analysis box to enter a root cause analysis for each 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 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%.
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 username.

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 1, then option 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.