

Corrective Action User Guide for Suppliers

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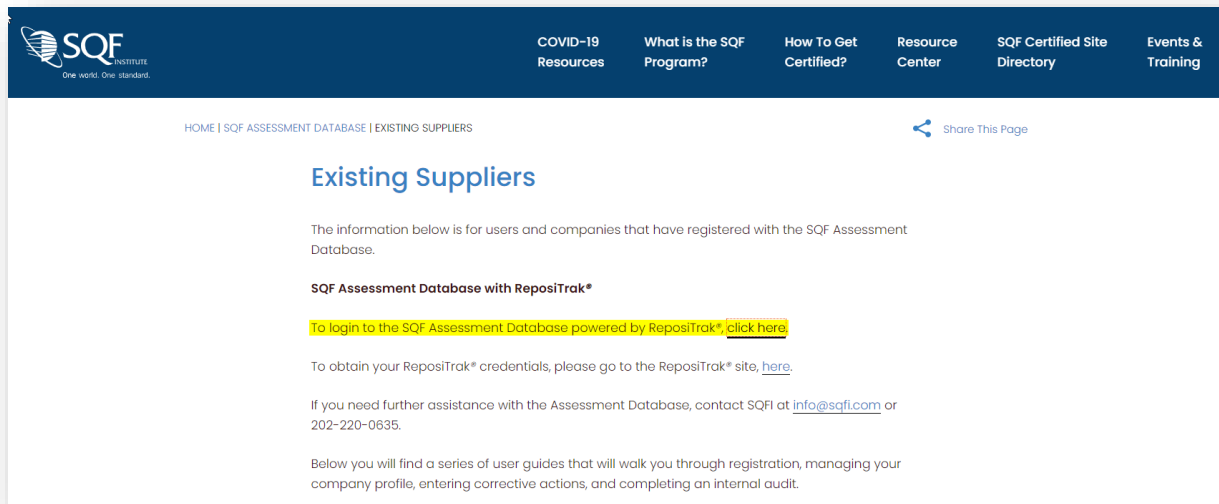
Logging into ReposiTrak®

If your specific site is SQF certified and you need to re-register, 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 SQF Certification

The first step in re-registering a facility for your audit is to log into the ReposiTrak SQF Assessment Database. You can start by following the link below to the SQFI Existing User's Page:

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

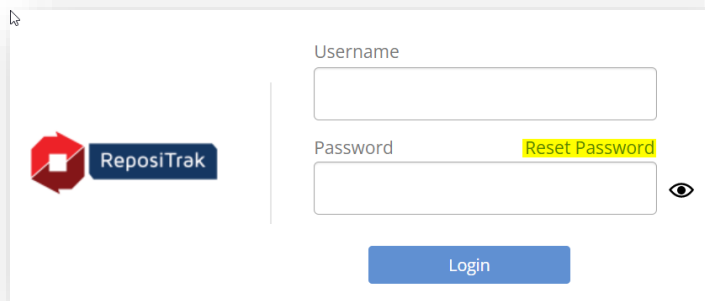
Once there, click the link to log into the ReposiTrak SQF Assessment Database. You will then be presented with the screen below. You will be prompted to enter your username and password.



The screenshot shows the SQF Institute website's "Existing Suppliers" page. The header includes the SQF logo and navigation links for COVID-19 Resources, What is the SQF Program?, How To Get Certified?, Resource Center, SQF Certified Site Directory, and Events & Training. The main content area features a breadcrumb trail (HOME | SQF ASSESSMENT DATABASE | EXISTING SUPPLIERS), a "Share This Page" button, and a heading "Existing Suppliers". Below the heading, it states: "The information below is for users and companies that have registered with the SQF Assessment Database." It then lists "SQF Assessment Database with ReposiTrak*" and provides a link to login: "To login to the SQF Assessment Database powered by ReposiTrak®, [click here](#)." It also provides instructions on where to get credentials and contact information for assistance: "If you need further assistance with the Assessment Database, contact SQFI at info@sqfi.com or 202-220-0635." Finally, it mentions that user guides are available for registration, profile management, and internal audits.

Resetting your password

If you are having trouble, click this link to reset your password: [Reset Password](#)

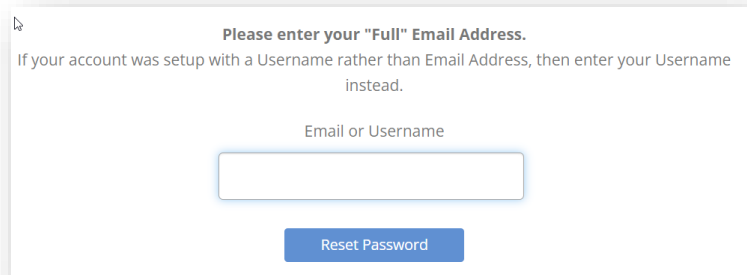


The screenshot shows the ReposiTrak login interface. On the left is the ReposiTrak logo. On the right, there are two input fields: 'Username' and 'Password'. The 'Reset Password' link is highlighted in yellow above the password field. Below the fields is a blue 'Login' button.

In the database, **your username will be the email address you provided at the time of registration.** If you do not know your password, click the **[“Reset Password”](#)** link located above the password option.

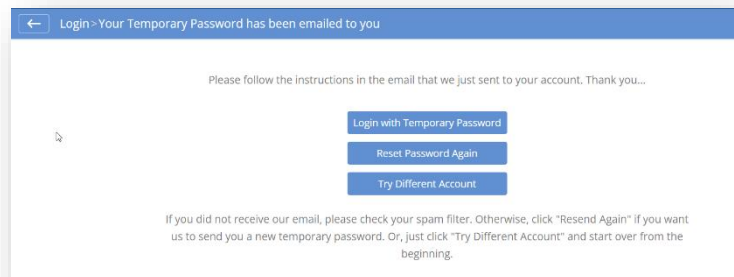
Resetting Password

Step 1: Clicking the **[“Reset Password”](#)** link Will take you to this screen. Once there, enter the email address associated with the account into the email address field and click “Reset Password.”



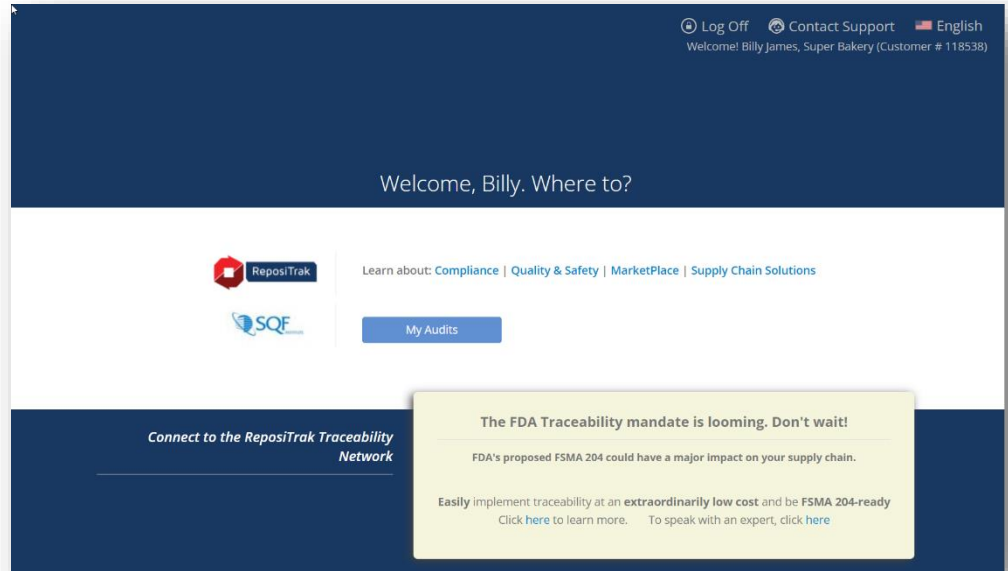
The screenshot shows a screen titled 'Please enter your "Full" Email Address.' Below the title, it says 'If your account was setup with a Username rather than Email Address, then enter your Username instead.' There is a text input field labeled 'Email or Username' and a blue 'Reset Password' button below it.

Step 2. If the email address is associated with an account in the Repositrak System, you will see this screen. Click on “Login with Temporary Password.”

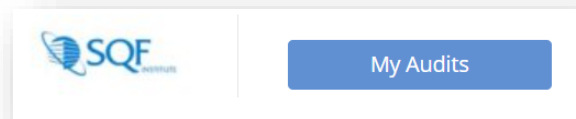


The screenshot shows a screen with a blue header that says 'Login > Your Temporary Password has been emailed to you'. Below the header, it says 'Please follow the instructions in the email that we just sent to your account. Thank you...'. There are three buttons: 'Login with Temporary Password', 'Reset Password Again', and 'Try Different Account'. At the bottom, there is a note: 'If you did not receive our email, please check your spam filter. Otherwise, click "Resend Again" if you want us to send you a new temporary password. Or, just click "Try Different Account" and start over from the beginning.'

Step 3: Your screen will appear just like the right image when you have gained entry to the Reposittrak website.

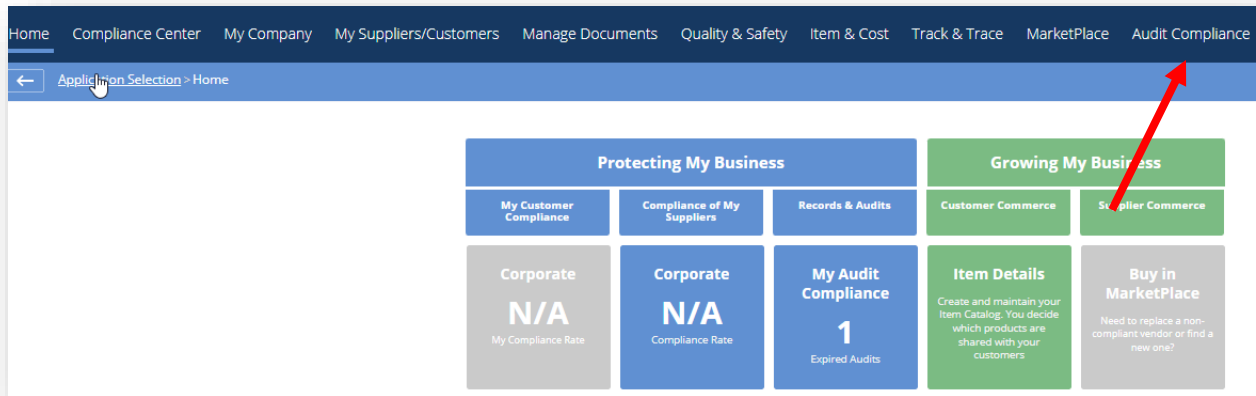


Next, click on "My Audits" next to the SQF Logo. You will then be taken to the home page of Reposittrak.

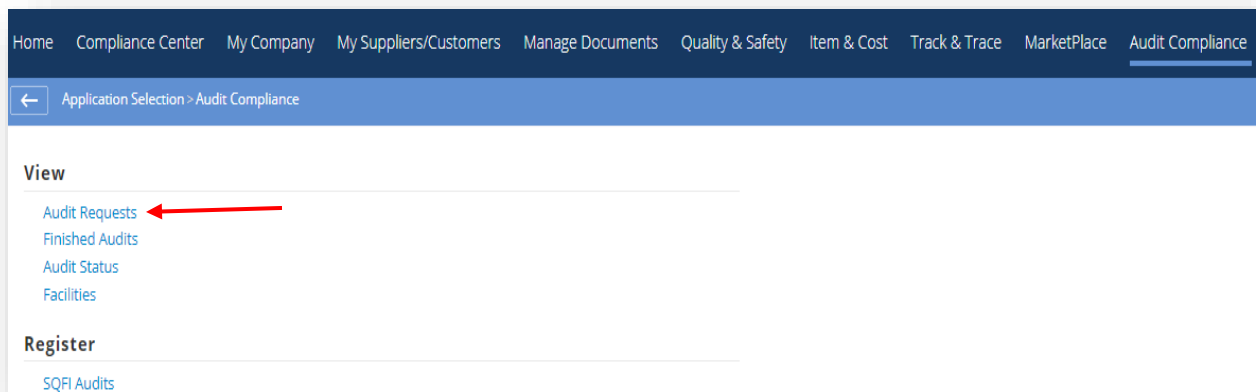


Finding the Audit

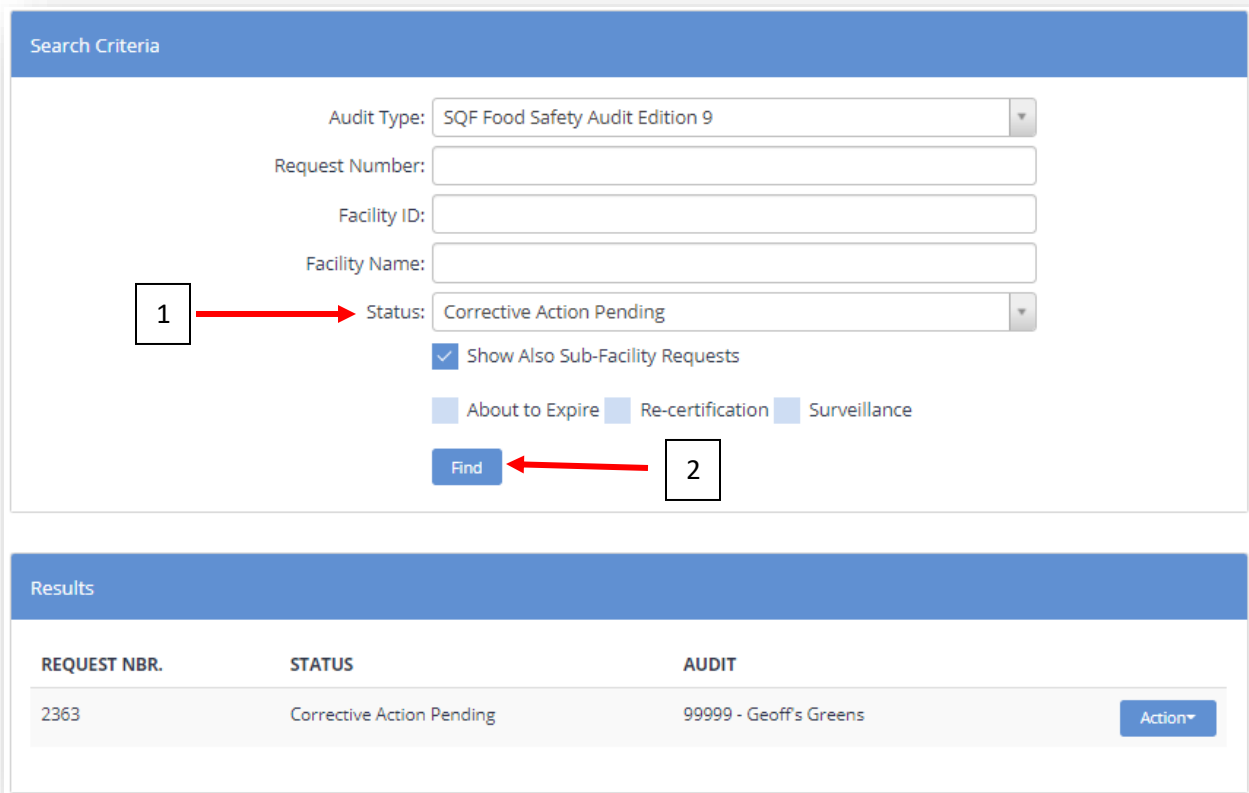
Step 1: Once you log into the database, you will be dropped into the Compliance Center. Click the tab across the top of the database labeled "Audit Compliance," as shown below.



Step 2: You will be taken to the Audit Compliance page, where you will then need to select the option "Audit Requests"



Step 3: After 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 click the “FIND” button for a complete list of all audit requests under your company. No results will appear if you do not click the blue “FIND” button.



Search Criteria

Audit Type: SQF Food Safety Audit Edition 9

Request Number:

Facility ID:

Facility Name:

Status: Corrective Action Pending

Show Also Sub-Facility Requests

About to Expire Re-certification Surveillance

Results

REQUEST NBR.	STATUS	AUDIT	
2363	Corrective Action Pending	99999 - Geoff's Greens	<input type="button" value="Action"/>

OR

Search Criteria

Audit Type:

Request Number:

Facility ID:

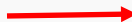
Facility Name:

Status:

Show Also Sub-Facility Requests

About to Expire Re-certification Surveillance

Results

REQUEST NBR.	STATUS	AUDIT	
2386	Pending	1356 - Pikes Port	<input type="button" value="Action"/>
2379	Payment Pending	DC - Wade's cookie	<input type="button" value="Action"/>
2377	Cancelled	8888888 - Lindsey's Lollipops	<input type="button" value="Action"/>
2371	Abandoned	DC - Wade's cookie	<input type="button" value="Action"/>
2365	Abandoned	8888888 - Lindsey's Lollipops	<input type="button" value="Action"/>
2364	Abandoned	333333 - Mother Goose's Dairy	<input type="button" value="Action"/>
2363	 Corrective Action Pending	99999 - Geoff's Greens	<input type="button" value="Action"/>
2358	Abandoned	88888 - Unicorn Fish	<input type="button" value="Action"/>
2357	Abandoned	FOOD - Food Production Facility	<input type="button" value="Action"/>
2356	In Process	55555 - L Bee's Honey	<input type="button" value="Action"/>

Step 4: Click on the “Action” button for the audit requiring corrective actions.

Search Criteria

Audit Type:

Request Number:

Facility ID:

Facility Name:

Status:

Show Also Sub-Facility Requests
 About to Expire Re-certification Surveillance

Results

REQUEST NBR.	STATUS	AUDIT	
1478	Corrective Action Pending	6416462 - Daniel's Cookie	<input type="button" value="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.

***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

Step 5: Click on 'Update Audit' as shown below:

Search Criteria

Audit Type:

Request Number:

Facility ID:

Facility Name:

Status:

Show Also Sub-Facility Requests


About to Expire Re-certification Surveillance

Results

REQUEST NBR.	STATUS	AUDIT	Action
2363	Corrective Action Pending	99999 - Geoff's Greens	<div style="border: 1px solid #ccc; padding: 5px; width: 150px;"> <p>MANAGE/UPDATE SQF FOOD SAFETY AUDIT</p> <hr/> <p>Update Audit (Cert. Id: 5000)</p> <p>Return Audit (Cert. Id: 5000) to Review Pending</p> <p>Preview Result (Cert. Id: 5000)</p> <p>MISCELLANEOUS</p> <hr/> <p>View Audit Request Details</p> <p>Add Note for SQF Food Safety Audit</p> <p>View Notes for SQF Food Safety Audit</p> </div>

Step 6: Enter corrective actions directly into the database using the "Corrective Action" and "Root Cause Analysis" boxes, shown in the images 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.

Audit Team						
FIRST NAME	LAST NAME	PERSON #	ROLE			
Lead 1	Auditor	123	Lead Auditor			
Tech	Expert	789	Technical Reviewer			

Corrective Actions						
CLAUSE	PRIMARY RESPONSE	CORRECTIVE ACTION	VERIFICATION OF CLOSE OUT	COMPLETION DATE	CLOSE OUT DATE	
2.1.1.1	CRITICAL	We will build a new building... or fix the roof.		11/01/2021		Update ?
						
2.1.1.2	CRITICAL					Update ?
2.1.1.4	CRITICAL					Update ?

Root Cause Analysis				
ELEMENT	PRIMARY RESPONSE	ROOT CAUSE		
2.1.1.1	CRITICAL	Yes - we failed to fix a leaking roof	Update	?
2.1.1.2	CRITICAL		Update	?
2.1.1.4	CRITICAL		Update	?
2.1.1.5	MINOR		Update	?

Step 7: When you click the blue "ACTION" button, a pop-up window will appear to enter your responses to each action.

Corrective Action
✕

Clause:



Corrective Action:

Remaining: 32720

Completion Date:

Drag a document here. Drag image file here or Paste image from clipboard or URL in the area below.

Step 8: 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.

Root Cause Analysis			
ELEMENT	PRIMARY RESPONSE	ROOT CAUSE	
2.1.1.1	CRITICAL	Yes - we failed to fix a leaking roof	 

Step 9: In the window that appears, enter the Root Cause, Evidence, and save.


Root Cause


Clause: 2.1.1.1

Root Cause:

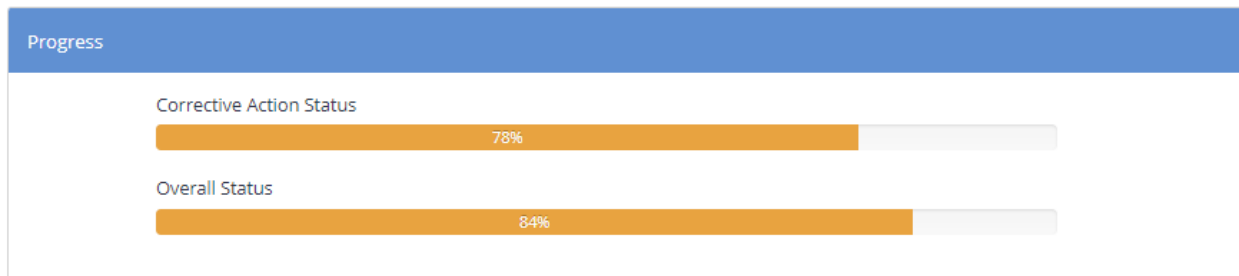
Remaining: 32768

Drag a document here. Drag image file here or Paste image from clipboard or URL in the area below.





Step 9: After you have entered the “Corrective Action” and the “Root Cause Analysis,” scroll down to the “Progress” section to view the progress of your responses.



After all the corrective actions and root cause analysis are entered, the overall progress bar at the bottom of the Audit Result Report has the Corrective Action Status listed as **100%**. The Overall Status should be listed as **less than 100%**. At this point, the “Submit” button will appear to submit your responses for analysis.

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](#).