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.
Resetting your password

If you are having trouble, click this link to reset your password: Reset Password

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.”

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

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

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

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

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

<table>
<thead>
<tr>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective Action Status</td>
</tr>
<tr>
<td>Overall Status</td>
</tr>
</tbody>
</table>

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.