

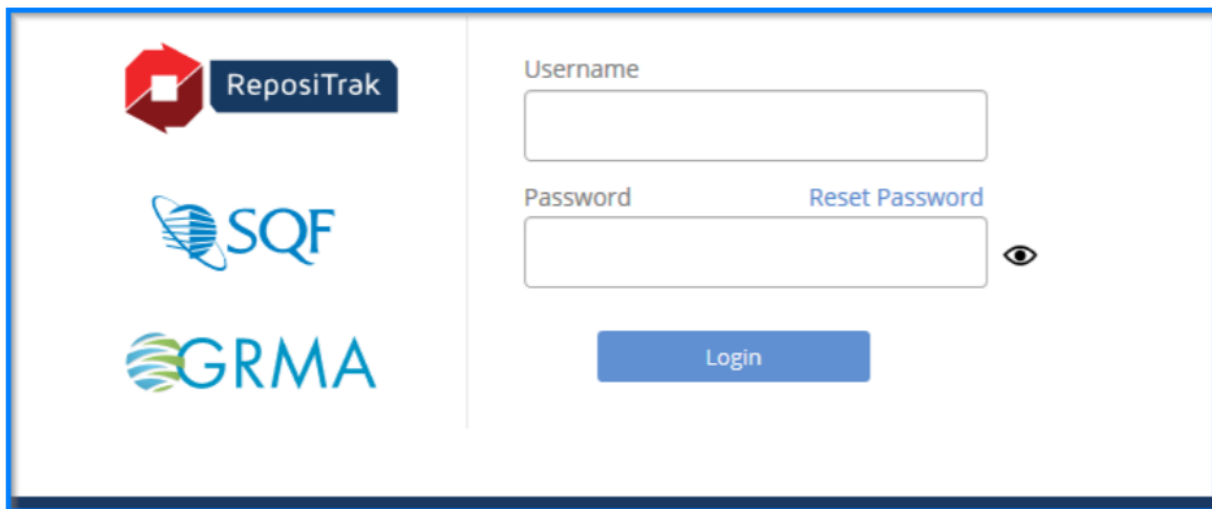
Corrective Action User Guide for Suppliers

Table of Contents

Logging Into ReposiTrak.....	2
Finding The Audit.....	3
Entering Corrective Actions.....	6
FAQ'S.....	10

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 side, there are three logos: ReposiTrak (a red square with a white square inside), SQF (a blue globe icon), and GRMA (a green and blue globe icon). On the right side, there is a form with two input fields. The first field is labeled "Username" and is empty. The second field is labeled "Password" and is also empty. To the right of the password field is a blue link labeled "Reset Password" and an eye icon. Below the password field is a blue button labeled "Login".

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

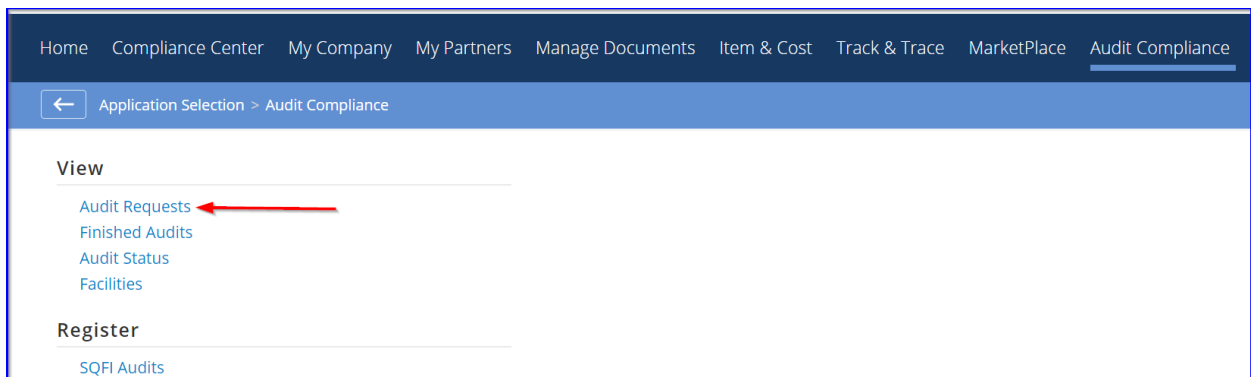


Finding the Audit

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.


Search Criteria

Audit Type: SQF Food Safety Audit Edition 8.1

Request Number:

Facility ID:

Facility Name:

Status: Corrective Action Pending 

Show Also Sub-Facility Requests

About to Expire Re-certification Surveillance

[Find](#)

Results

REQUEST NBR.	STATUS	AUDIT	
1478	Corrective Action Pending	6416462 - Daniel's Cookie	Action

OR

Audit Type: SQF Food Safety Audit Edition 8.1

Request Number:

Facility ID:

Facility Name:


Status: Not Selected

Show Also Sub-Facility Requests

About to Expire Re-certification Surveillance

[Find](#)

Results

REQUEST NBR.	STATUS	AUDIT	
1506	Finished	Central Site Test - Central Site Test / Test 12 - Test 12	Action
1505	Finished	Central Site Test - Central Site Test / Test 11 - Test 11	Action
1504	Finished	Central Site Test - Central Site Test / Test 10 - Test 10	Action
1503	Finished	Central Site Test - Central Site Test / Sub-Site Test - Sub-Site Test	Action
1501	Finished	Central Site Test - Central Site Test	Action
1499	In Process	101025 - AAA TEST COMPANY 4	Action
1497	In Process	789456 - AAA TEST COMPANY 3	Action
1494	Cancelled	789456 - AAA TEST COMPANY 3	Action
1478 	Corrective Action Pending	6416462 - Daniel's Cookie	Action

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.

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
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

Click on 'Update Audit' as shown below:

Search Criteria

Audit Type: SQF Food Safety Audit Edition 8.1

Request Number:

Facility ID:

Facility Name:

Status: Corrective Action Pending

Show Also Sub-Facility Requests

About to Expire Re-certification Surveillance

Find

Results

REQUEST NBR.	STATUS	AUDIT	Action
1478	Corrective Action Pending	6416462 - Daniel's Cookie	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p style="margin: 0;">MANAGE/UPDATE SQF FOOD SAFETY AUDIT</p> <p style="margin: 0;">Update Audit (Cert. Id: 1497)</p> <p style="margin: 0;">Return Audit (Cert. Id: 1497) to Review Pending</p> <p style="margin: 0;">Preview Result (Cert. Id: 1497)</p> </div>

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.

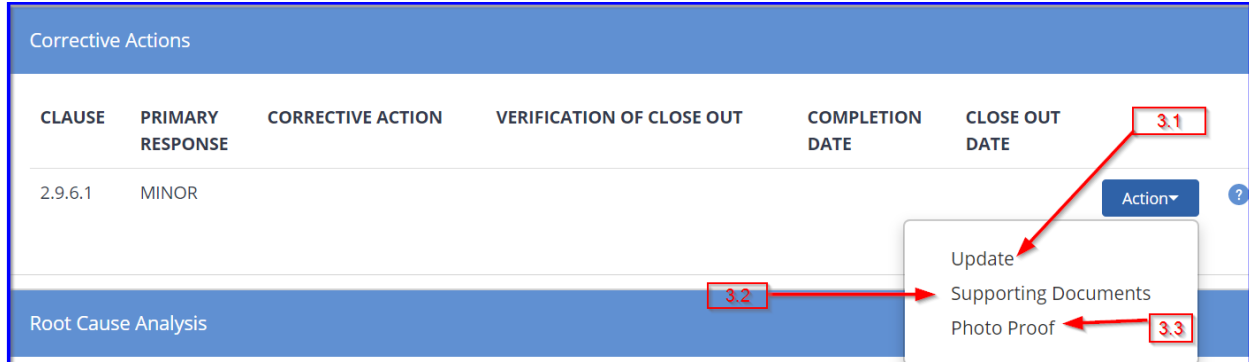
Corrective Actions

CLAUSE	PRIMARY RESPONSE	CORRECTIVE ACTION	VERIFICATION OF CLOSE OUT	COMPLETION DATE	CLOSE OUT DATE	Action
2.9.6.1	MINOR					<div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #4a7ebb; color: white;">Action</div>

Root Cause Analysis

ELEMENT	PRIMARY RESPONSE	ROOT CAUSE	Update
2.9.6.1	MINOR		<div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #4a7ebb; color: white;">Update</div>

When you click the blue "ACTION" button, a dropdown list with three options will appear



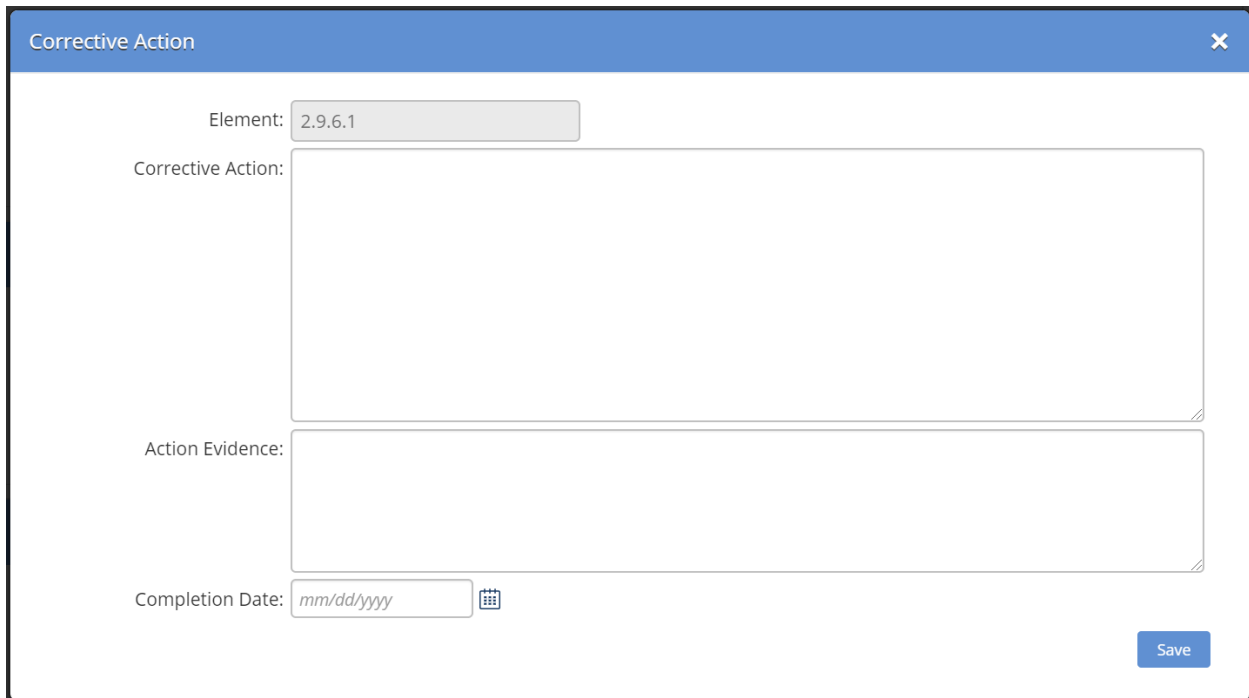
CLAUSE	PRIMARY RESPONSE	CORRECTIVE ACTION	VERIFICATION OF CLOSE OUT	COMPLETION DATE	CLOSE OUT DATE
2.9.6.1	MINOR				

Root Cause Analysis

Action dropdown options:

- Update (3.1)
- Supporting Documents (3.2)
- Photo Proof (3.3)

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.



Corrective Action

Element: 2.9.6.1

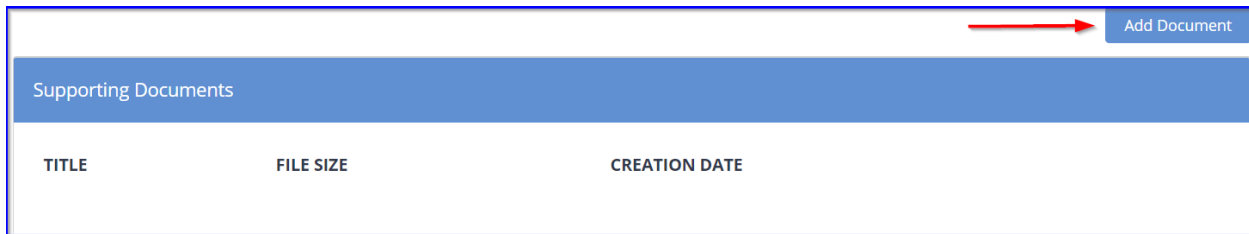
Corrective Action:

Action Evidence:

Completion Date: mm/dd/yyyy

Save

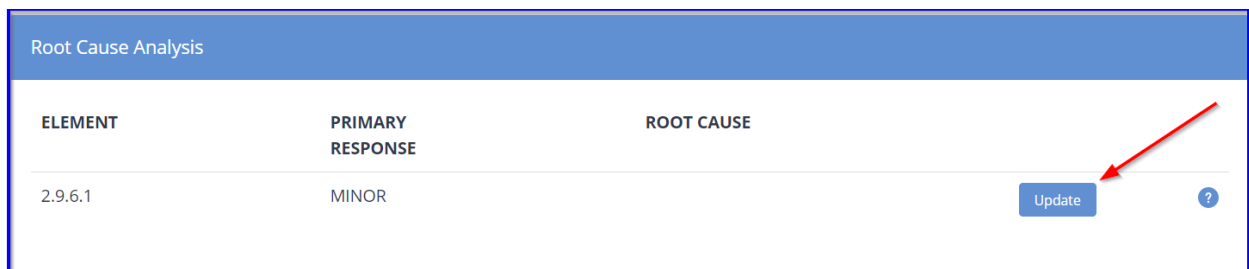
3.2 – To enter supporting documents, click the “Supporting Documents” option. This will bring you to a page where you can add or delete files. Click the blue “Add Document” button to select and upload files.



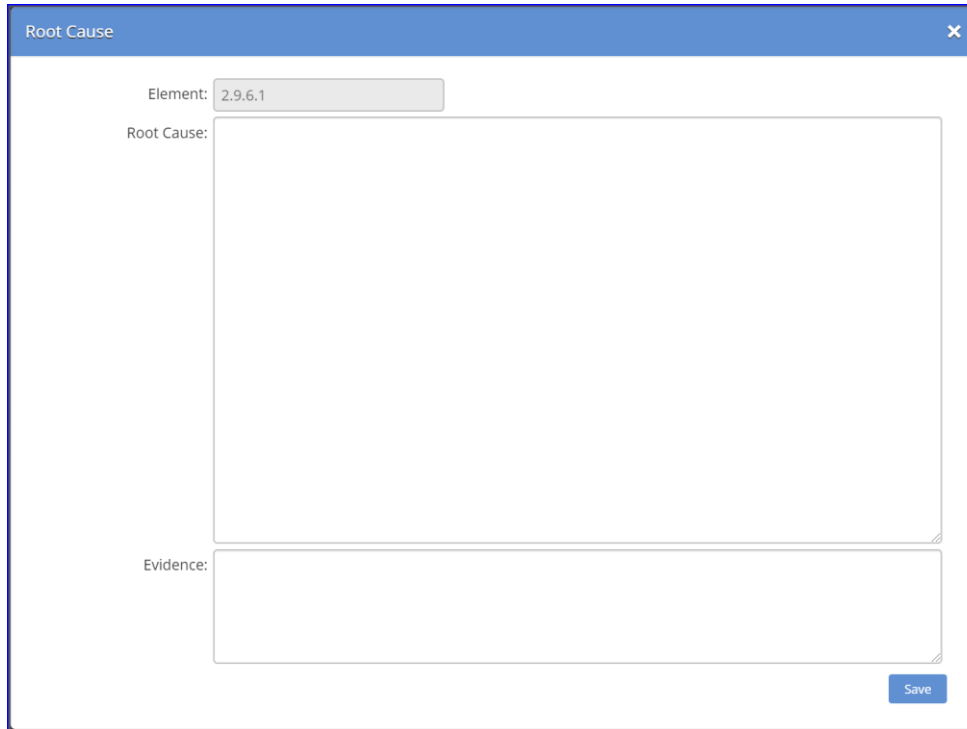
3.3 – To upload photos as evidence, click the option in the dropdown menu labelled “Photo Proof”. You will be presented with a page with a blue “Upload Image” to select and upload files.



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 reach section that requires it.

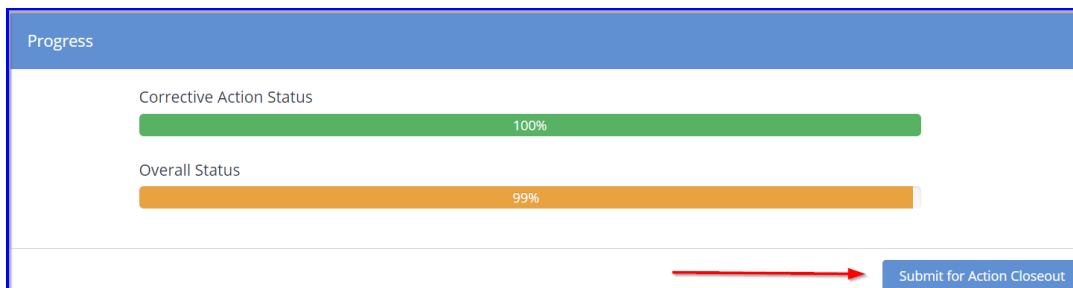


In the window that appears, enter in the Root Cause, Evidence, and save.



The screenshot shows a window titled "Root Cause" with a close button (X) in the top right corner. Inside the window, there is a text input field labeled "Element:" containing the value "2.9.6.1". Below this is a large text area labeled "Root Cause:". At the bottom of the window is another text area labeled "Evidence:" and a blue "Save" button in the bottom right corner.

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](#).