ARIZONA
P R O C U R E M E N T   P O R T A L

Creating and Closing Corrective Action Requests

This document is a quick-reference guide for supplier relationship managers who need to create and close corrective action requests in the Arizona Procurement Portal (APP.) If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO Website: https://spo.az.gov/.

Corrective action requests can be created if a supplier is performing poorly and the agency would like to issue a formal complaint to address the issue. Corrective action requests can be created in APP and allow you to document and manage key performance issues. Once a corrective action request is created, the supplier will be alerted and can respond to the request.

Creating a Corrective Action Request

1. Navigate to the **Suppliers** drop-down menu and select **Corrective Action Requests.**
2. At the top of the screen, select **Create Corrective Acton Request**.
3. Under Definition, fill in a **Description** and select the **Type of Request**. Choose the **Severity** and for **Manager**, select yourself or the manager of this request.

4. Under Origin, link the **Supplier** related to the Corrective Action Request. **Contracts, Orders** or any item that is relevant to the request can also be linked.

5. Once all information is filled in, click **Save** and then the **Open and Inform Supplier** button.

Now, the corrective action request is open and the supplier has been alerted.

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Closing a Corrective Action Request

When the issue has been addressed the corrective action request should be closed.

1. Navigate to the **Suppliers** drop-down menu and select **Corrective Action Requests.** Note: Corrective Action Requests can also be located on the home page under **My Pending Validations**.
2. Use the search bar to locate the corrective action request you are trying to close. You will see the status as In Progress**.**
3. Select the ✎ icon to edit or close the request.

	Number	Supplier	Name	Severity	Manager	Created on	Duration	Status
🗑 ✎	8		test	Average	Payal Aggarwal	6/7/2018	0 days	In process

4. Select **Close**.

Save	Exit		Delete	Close	Save & New	Notify via Email

5. The status will reflect "Solved" under the Outcome section of the request. Enter the **End Date** and, if necessary, the Expected Outcome. For expected outcome, an example is "adherence to 90% pricing compliance threshold".

OUTCOME

Status : **Solved**

End Date : [ ] 📅

Expected Outcome :

6. Click **Save** to complete the closure of the request and send an alert to the supplier.