



## CENEX® RETAIL EXCELLENCE DAILY (RED) SITE ASSESSMENT PROGRAM

A cure can be submitted on an eligible question when an infraction is resolved or when an infraction is believed to be inaccurate. For instance, a location restored a damaged bollard to new condition, which would resolve the infraction and restore points. Another example is if a location believes that a bollard was marked in error and there is no dirt/damage present, points could be returned.

Cures may be submitted for both the Lighting Audit and the Brand Standard Audit.

### Tips:

- When submitting a cure, please make sure to show the area(s) documented in the infraction photo. If the cure photo(s) do not address the area in the infraction photo, the cure will be sent back asking for photos of the correct area.
- Submitting a cure for a non-curable question will result in the cure being automatically denied.
- Submit a cure on the relevant scorecard. For example, if you are trying to cure a Lighting Audit question, navigate to the Lighting Audit scorecard, NOT the Brand Standard Audit scorecard. If a cure is submitted for an incorrect program, the cure will be denied.

The RED Site Assessment Program allows for cures to be submitted until September 30. After September 30, you will no longer be able to submit a cure for the Lighting Audit or the Brand Standard Audit. To earn points back for questions with infractions, submit a cure showing you have rectified the issue. You must show all infractions have been corrected by submitting photo proof.

When your cure is accepted, please allow for up to one business day for scoring to be fully reflected on the portal.

## CURE SUBMISSION INSTRUCTIONS

### 1 LOGIN TO MYSTERY SHOP PORTAL

To submit a cure, log in to the mystery shop portal:

[mymysteryshopresults.cenex.com](http://mymysteryshopresults.cenex.com).

### 2 NAVIGATE TO A SCORECARD

To submit a cure, navigate to a location scorecard. Click **Submit Cures** underneath **Cure Program**.

If your location received a Lighting Audit, you must navigate to the Lighting Audit scorecard to submit cures for Lighting Audit.



COMPANY LOG IN

Company Name:

Manager Login Name:

Password:

CURE PROGRAM

[Submit Cures](#)

### 3 FILL OUT QUESTION DETAILS

- Once you have arrived on the cure submission page, only the questions with cures eligible to be submitted will be displayed.
- For all the questions that you would like to submit cures for, click on the dropdown next to **Cure Type** and select **Cure**.
- Click **Please provide cure reason** to explain the change that was made to receive points back.
- Attach photo evidence by clicking on the paperclip icon. You must attach photo evidence to receive points back.

Response: One or more light poles over the dispensers are partially lit/flickering

Cure Type: **Cure** ▼

Please provide cure reason. Add attachments if needed.

### 4 UPLOAD PHOTOS

You will be brought to a page where you can upload photos. Click **Add file** and browse your computer for cure photos. Once you have found the appropriate photo, click **Open**.

Repeat this step for any additional photos you want to add. The maximum photo size is 10 MB.

#### Add Message Attachments

Filename	Size	%	X
There are no attachments on this message yet.			

**+ Add file**

### 5 ATTACH PHOTOS TO CURE

Once your photo is showing as 100% uploaded, click **Attach Files** to upload your photo to the portal.

If you clicked this before you added all of your files, it will attach only the last photo added. If this is the case, return to Step 4.

#### Add Message Attachments

Filename	Size	%	X
There are no attachments on this message yet.			

**+ Add file**

**Attach Files**

Submit message to upload attachments.

### 6 SUBMIT CURES LATER

Mark cures you will be submitting later as **Not Selected**.

- For any questions that you are not ready to submit a cure for, click the dropdown next to **Cure Type** and select **Not Selected**.
- Repeat this process for all questions that you are not ready to submit a cure for.
- Once you are ready to submit a cure for these questions, you can begin this process at Step 1.

Q10: If the site has dispensers not under a canopy, are the light poles over those dispensers fully lit?

Response: One or more light poles over the dispensers are partially lit/flickering

Cure Type: **Cure** ▼

**Not Selected** ▼

Please provide cure reason. Add attachments if needed.

There are 0 attachments on this message

## 7 SUBMIT CURES

Once all details have been filled out and photos are showing as attached, click **Save All**.



## HOW TO CHECK CURE SUBMISSION STATUS

Once your cure has been submitted, an email will be sent to the submitter to confirm receipt. If you do not receive a confirmation email, it is possible your cure has not been submitted.

You are only able to submit one cure for a specific question at a time. If you submit a cure for a question, you cannot submit another cure for that same question until the first cure has been reviewed.

Your cure will be reviewed and resolved within **3 business days**. Cures are reviewed in the order in which they are submitted. If you add additional information to the cure before it is resolved, the 3 business days begin from the date in which you submitted the additional information. Your cure will be returned to you if it requires additional information.

To review all cures submitted, navigate to a location scorecard and click **Submitted Cure Log** under **Submit Cures**. From there, you will be taken to a Cure Log that will provide you with the status of all submitted cures.

Click **View Discussion** to see the latest reply in regards to your submission. If additional information is needed to receive points back, select your name from the **Select a User** dropdown, check the box titled **Notify All Users Upon Submit** and repeat steps 4-5 above. Any cure requiring action will appear in red.

### Appeals For Shop

Appeals highlighted in **red** are waiting on you.

Filters:

ID#	QUESTION	SUBMITTED BY	WAITING ON	DATE OPENED	DATE UPDATED	STATUS	DISCUSSION
600826	Q6: Are all Cenex logos on the canopy fully lit?			2024-01-02	2024-01-04	Declined by Ipsos Insight LLC	<a href="#">View Discussion</a>
600827	Q7: Is the Red LED Stripe around the fascia on the canopy fully lit?			2024-01-17	2024-01-17	New	<a href="#">View Discussion</a>
600829	Q8: Is the Blue LED Arch on the canopy fully lit?			2024-01-17	2024-01-17	New	<a href="#">View Discussion</a>
600831	Q9: Are all the lights under all canopies fully lit?			2024-01-17	2024-01-17	New	<a href="#">View Discussion</a>

## ELIGIBLE QUESTIONS

Use the chart below to determine if your question can be cured. Please do not use other questions to submit cures for non-curable questions.

	POINT	CURE
All or Nothing Brand Standard Questions	25	
Did you pass the Lighting Audit		Cure from the Lighting Audit scorecard.
21. Did all Cenex canopies (including the canopy itself, the underside, and the canopy columns) meet all brand standards (correct colors and logos)?		✓
24. Did all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) meet all brand standards (correct colors)?		✓
29. Did all fuel dispensers at the Cenex fueling island meet all brand standards (correct colors, decals, and logos)?		✓
34. Did the location have at least two different grades of gasoline (does not include diesel or alternative fuel) available on site?		✓
37. Did all Cenex ID signs (and/or fuel pricing if on the canopy instead of the Main ID sign) meet all brand standards (correct colors, pricing, and logos)?		✓
Brand Standard Questionnaire		
01. Was a restroom available and open to customers?	2	✓
02. Were the restroom fixtures in good condition?	2	✓
03. Did the restroom appear to be clean?	2	✓
04. Was the restroom properly stocked?	2	✓
05. Were the floors and aisles of the store interior unobstructed and free of hazards?	2	✓
06. Did the store interior appear to be clean?	2	✓
07. Did the store interior appear to be in a good condition?	2	✓
08. Were the merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli and roller grill areas (if applicable) clean?	2	✓
09. Were the merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli and roller grill areas (if applicable) functioning?	2	✓
09b. Were the merchandise displays, coolers, coffee bar, fountain drink, and roller grill areas (if applicable) well stocked?	2	✓
10. Did the location have any drug paraphernalia or signage promoting the sale of illegal drugs, synthetic drugs, or drug paraphernalia?	0	✓
11. Did the location have sexually explicit materials displayed in plain view?	2	✓
12. Were the products clearly labeled with accurate pricing or pricing noted nearby?	2	✓
13. Were current Cenex gift cards properly displayed in the transaction area?	2 (bonus)	X

## ELIGIBLE QUESTIONS

Use the chart below to determine if your question can be cured. Please do not use other questions to submit cures for non-curable questions.

	POINT	CURE
14. Were current Cenex credit card applications, including current Cabela's/Bass Pro Shops CLUB applications, properly displayed in the transaction area?	2 (bonus)	X
15. Was your cashier wearing a Cenex or store brand logo on their name tag, shirt, jacket, or apron?	2	X
16. Were all employees behaving professionally and courteously during your visit?	2	X
17. Did the lot, fueling area, driveways, walkways, and landscaping appear to be clean and well-maintained?	2	✓
18. Was the lot, fueling area, driveways, and walkways functioning and not damaged?	2	✓
19. Did the exterior of the building/convenience store and signage appear to be clean?	2	✓
20. Were the exterior of the building/convenience store and signage functioning and in good condition?	2	✓
22. Did all Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) appear to be clean?	2	✓
23. Were all Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) functioning and in good condition?	2	✓
25. Did all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) appear to be clean?	2	✓
26. Were all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) functioning, in good condition, and free of advertising signage?	2	✓
27. Was at least one trash container present at each Cenex dispenser island, and were all exterior trash containers clean and well-maintained?	2	✓
28. Was at least one windshield service unit present at each Cenex dispenser island, and were all windshield service units clean and well-maintained?	2	✓
30. Did all the fuel dispensers at the Cenex fueling island appear to be clean?	2	✓
31. Were all fuel dispensers at the Cenex fueling island functioning, in good condition, displaying the correct regulatory decals, and free of advertising signage?	2	✓
32. Did all nozzles appear to be clean?	2	✓
33. Were all nozzles in working order, and if not, no more than two out of order and all properly bagged?	2	✓
36. Is one of these pump toppers displayed on any of the fuel dispensers?	2	✓
38. Did all Cenex ID signs appear to be clean?	2	✓
39. Were all Cenex ID signs functioning, in good condition and free of temporary advertising signage?	2	✓
40. If the location had sign structures pertaining to the c-store or gas station without a Cenex ID, was it clean?	2	✓
41. If the location had sign structures pertaining to the c-store or gas station without a Cenex ID, were they functioning and in good condition?	2	✓

## ELIGIBLE QUESTIONS

Use the chart below to determine if your question can be cured. Please do not use other questions to submit cures for non-curable questions.

	POINT	CURE
Third-Party Canopy		
Unbranded_22. Did all NON- Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) appear to be clean?	2	✓
Unbranded_23 Were all NON-Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) functioning and in good condition?	2	✓
Unbranded_24 Was there any Cenex branding underneath the NON-Cenex canopy?	2	✓
Unbranded_25 Did all NON-Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) appear to be clean?	2	✓
Unbranded_26 Were all NON-Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) functioning and in good condition?	2	✓
Unbranded_27 Was at least one trash container present at each NON-Cenex fueling island, and were all exterior trash containers clean and well-maintained?	2	✓
Unbranded_28 Was at least one windshield service unit present at each NON-Cenex dispenser island, and were all windshield service units clean and well-maintained?	2	✓
Unbranded_30 Did all the fuel dispensers in the NON-Cenex fueling island appear to be clean?	2	✓
Unbranded_31 Were all fuel dispensers at the NON-Cenex fueling island functioning, in good condition, displaying the correct regulatory decals, and free of advertising signage?	2	✓
Unbranded_Fuel Were any Cenex-branded fuel dispensers in the NON-Cenex fueling island?	2	✓

## FREQUENTLY ASKED QUESTIONS

### **How long do I have to submit a cure?**

- A cure needs to be submitted with all necessary information before the September 30<sup>th</sup> deadline.
- If the shop is returned for more information, the information requested is required within the deadline.

### **How long does it take for a cure to be reviewed and resolved?**

- A cure will be reviewed and resolved within 3 business days.
- If you add additional information to the cure before it is resolved, the 3 business days begins from the date in which you submitted the additional information.
- Allow for one business day for scoring to be fully reflected on the portal.

### **If I have an exception that was not applied, what kind of proof is needed?**

- Cures for an exception need to be submitted with a screen shot of approved exception from Cenex.

### **What if I lost points but have an active work order pending?**

- Submit a copy of the work order, include the date it was submitted, the anticipated date of completion, and a description of the work to be completed.
- Work orders are required to be completed in a reasonable amount of time for points to be returned. Please note that reasonable amount of time is defined by Cenex Retail Excellence Daily (RED) Site Assessment Program team. The pending work order is required to cover the question being cured.

### **What if my location was closed at the time of the shop?**

- If the location is "Temp Closed" (defined as unable to sell fuel): Please advise Temp Closed in the cure.
- If the location is permanently closed: Please advise Permanently Closed in the cure.
- If the location is seasonal: Please advise Seasonal Location in the cure with the periods of time the location is fully open.
- If the location hours do not match what is posted online: Submit an image of the posted hours. A reshoot of the site will be considered.
- If the location c-store was closed during posted hours of operation but the pumps were available: The shopper cannot complete the audit, a reshoot will be considered.

### **My location does not have a c-store, but my evaluation includes c-store questions. How do I resolve?**

- Include the type of site in the cure to re-evaluate the shop.

### **My location had drugs or paraphernalia; how do I resolve?**

- When submitting a cure for the drugs or paraphernalia, submit an image of the area captured by the evaluator as evidence all drugs or drug paraphernalia have been removed.
- All drugs or drug paraphernalia must be removed in order to cure this question. This includes all infractions documented and any not documented that are shown in the infraction photo or any cure photos.

### **What do I do once I have repaired an infraction from my shop?**

- If the question is curable, take an image of the area captured by the evaluator as evidence that the infraction has been removed/repaired.
- Submit the image under the appropriate question as a cure before the September 30<sup>th</sup> deadline.