

## 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) does 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).



COMPANY LOG IN

Company Name:

Manager Login Name:

Password:

### 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.

CURE PROGRAM

[Submit Cures](#)

### 3 FILL OUT QUESTION DETAILS

- a. Once you have arrived on the cure submission page, only the questions with cures eligible to be submitted will be displayed.
- b. For all the questions that you would like to submit cures for, click on the dropdown next to **Cure Type** and select **Cure**.
- c. Click **Please provide cure reason** to explain the change that was made to receive points back.
- d. 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:

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.			

### 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.			

### 6 SUBMIT CURES LATER

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

- a. For any questions that you are not ready to submit a cure for, click the dropdown next to **Cure Type** and select **Not Selected**.
- b. Repeat this process for all questions that you are not ready to submit a cure for.
- c. 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:

Please provide cure reason. Add attachments if needed.

There are 0 attachments on this message

#### GENERAL CURE

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 <span style="background-color: red; color: white; padding: 2px 5px;">red</span> are waiting on you.						Filters: <span style="border: 1px solid #ccc; padding: 2px 5px;">Filter by Status</span> <span style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 5px; background-color: #ff4500; color: white; font-weight: bold;">Apply Filter</span>
QID	QUESTION	SUBMITTED BY	WAITING ON	DATE OPENED	DATE UPDATED	STATUS
600825	Q8: Are all Cenex logos on the canopy fully lit?			2024-01-02	2024-01-04	Declined by Isos Insight LLC <span style="color: red;">View Discussion</span>
600827	Q7: Is the Red LED Stripe around the fascia on the canopy fully lit?			2024-01-17	2024-01-17	New <span style="color: green;">View Discussion</span>
600829	Q8: Is the Blue LED Arch on the canopy fully lit?			2024-01-17	2024-01-17	New <span style="color: green;">View Discussion</span>
600831	Q9: Are all the lights under all canopies fully lit?			2024-01-17	2024-01-17	New <span style="color: green;">View Discussion</span>

Add new Appeal

As of July 2025, each scorecard will also show the cure status for applicable questions. The cure status will be shown to the right side of the selected answer option. There are four different statuses:

1. Available – The question has an infraction, but you have not submitted a cure yet.
2. Pending – You have submitted a cure for the infraction and it is in review. You might need to provide further information for the cure to be accepted and points restored.
3. Accepted – You have submitted a cure for the infraction, the cure has been accepted, and points have been restored.
4. Declined – You have submitted a cure for the infraction, but the cure has been declined. No points have been awarded.

IN-STORE			
5: Were the floors and aisles of the store interior unobstructed and free of hazards?	0/2	Aisles or areas of the store blocked	Declined
6: Did the store interior appear to be clean?	2/2	Store interior was clean	Accepted
9b: Were the merchandise displays, coolers, coffee bar, fountain drink, and roller grill areas (if applicable) well stocked?	2/2	Merchandise displays, coolers, coffee bar, fountain drink, and roller grill areas (if applicable) were well stocked	Accepted
11: Did the location have sexually explicit materials or merchandise displayed in plain view?	0/2	Yes	Pending
MARKETING MATERIALS			
36: Is one of these pump toppers displayed on any of the fuel dispensers?	0/2	Yes	Available

## LIGHTING AUDIT 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. Not all of the Lighting Audit questions will apply to your site.

You must pass your Lighting Audit to be eligible to pass your Brand Standard Audit. Please utilize the cure period to ensure that you are eligible to pass your Brand Standard Audit.

	POINT	CURE
LIGHTING AUDIT QUESTIONNAIRE		
1. Are all MID Cenex logos fully lit?	1	✓
2. Are all High Rise Cenex logos fully lit?	1	✓
3. Are all MID price signs fully lit?	1	✓
4. Are all Canopy price signs fully lit?	1	✓
5. Are all High Rise price signs fully lit?	1	✓
6. Are all Cenex logos on the fascia of the canopy fully lit?	1	✓
7. Is the Red LED Stripe around the fascia on the canopy fully lit?	1	✓
8. Is the Blue LED Arch on the canopy fully lit?	1	✓
9. Are all lights under all canopies fully lit?	1	✓
10. If the site has dispensers not under a canopy, are the light poles over those dispensers (if present) fully lit?	1	✓
11. Is the storefront fully lit?	N/A	X
12. Are all Cenex Channel letters fully lit?	1	✓
13. Are all Cenex Zip Trip logos fully lit?	1	✓
14. Are all the lights on the perimeter of the site fully lit?	N/A	X

## BRAND STANDARD 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. Not all Brand Standard Audit questions will apply to your site.

	POINT	CURE
All or Nothing Brand Standard Questions	25	
Did you pass the Lighting Audit? (only applicable to sites that received Lighting Audits)		Cure from the Lighting Audit scorecard.
13. Were current Cenex gift cards displayed in the transaction area?		✓
14. Were any Cenex branded credit card applications or brochures displayed in the transaction area?		✓
Bollards Are all area bollards (if present) around main ID sign, buildings, tanks, and other structures _1 painted safety red or have professional protective pole covers?		✓
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		
Restrooms		
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	✓
In Store		
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 and in good condition?	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?	N/A	✓
11. Did the location have sexually explicit materials or merchandise displayed in plain view?	2	✓
12. Were the products clearly labeled with accurate pricing or pricing noted nearby?	2	✓

## BRAND STANDARD ELIGIBLE QUESTIONS (cont.)

		POINT	CURE
Brand Standard Questionnaire			
Customer Service			
15.	Please indicate if your cashier was wearing a Cenex or store brand shirt, jacket, apron or name tag?	2	X
16.	Were all employees behaving professionally and courteously during your visit?	2	X
Marketing Materials			
HTTD	Were any Hometown Throwdown promotional materials visible within in the convenience store?	2	✓
36.	Are any of these Hometown Throwdown pump toppers displayed on any of the fuel dispensers?	2	✓
Overall Exterior			
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	✓
ZipTrip_2	Was the Cenex Zip Trip logo in good condition?	2	✓
Channel Letters_2	Were the Cenex Convenience Store channel letters in good condition?	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	✓
Perimeter	Were all perimeter and area lights in good condition?	2	✓
Bollards_2	Are all area bollards or protector poles	2	✓
Canopy			
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, in good condition, and free of advertising signage?	2	✓
Fueling Islands			
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	✓
Dispensers			
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	✓
Main ID Sign			
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 logo, was it clean?	2	✓
41.	If the location had sign structures pertaining to the c-store or gas station without a Cenex logo, were they functioning and in good condition?	2	✓

## BRAND STANDARD ELIGIBLE QUESTIONS (cont.)

Please note that these questions only apply to sites with a third-party canopy.

		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.
- Please submit your cures as early as possible to allow for potential follow-ups.

### **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 reshop 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 reshop 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.

### **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 30th deadline.