



CENEX® RETAIL EXCELLENCE DAILY (RED) INSPECTIONS INQUIRY SUBMISSION INSTRUCTIONS

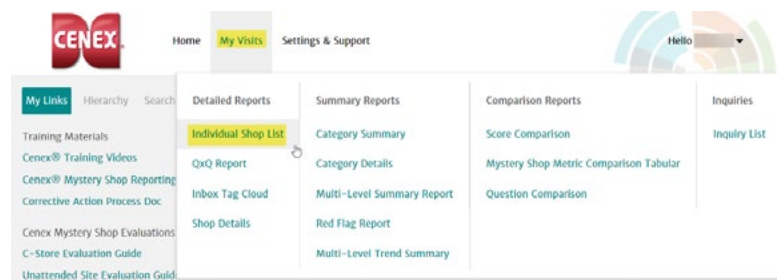
1 LOG IN TO MYSTERY SHOP PORTAL

To submit an Inquiry, log in to the mystery shop portal:
mymysteryshopresults.cenex.com.



2 CLICK ON "MY VISITS"

Click on **My Visits** > **Individual Shop List**.



3 FILTER BY LOCATION TYPE AND YEAR

Select the correct **Evaluation Type** for the shop you are looking for and select the **Reporting Period (year)** for current shop round to view all of your evaluations. Report Schedule should always read **Calendar Years**.

Once the correct Evaluation Type and Reporting Period have been selected, click **Submit**.



4 FIND YOUR EVALUATION

Scroll through your sites to find the evaluation you'd like to submit an Inquiry for.

Once you have found the site you'd like to submit an Inquiry for, click **Details**.

Cenex							
Shop Date	Job Number	Location	Address	Adjusted Score	Pass/Fail	Initial Score	Details & PDF & Photos
# Shops							1192
Average				89.58			
11/9/2021				91.4%	Pass		Details & PDF & Photos
11/9/2021				91.4%	Pass	87.14%	Details & PDF & Photos

5 CLICK ON "SUBMIT INQUIRY"

When the store evaluation is open, click on **Submit Inquiry** at the top of the page.
The Inquiry pop-up window will appear.

6 UPLOAD PHOTO DOCUMENTATION

Click on **Choose File** to browse your photos.

7 SELECT YOUR PHOTO

Select the photo that you would like to upload from your files.

Acceptable file formats include: **.jpg, .jpeg, .png, .gif, .bmp**.

Please ensure file titles only include letters and numbers; special characters cannot be included in file titles.

8 UPLOAD YOUR PHOTO

Once you have selected the photo you would like to upload, click the **Upload** button on the Inquiry Submission page.

9 VALIDATE YOUR PHOTO HAS UPLOADED

Once your photo has uploaded, the photo title should be displayed underneath the **Upload** button.

10 SEARCH THROUGH INQUIRY SUBMISSION QUESTIONS

Click on the drop-down menu to select the question you are submitting an Inquiry for by selecting **CLICK TO SELECT A QUESTION**.

My Visits > Individual Shop List > Visit Details

Visit Details EXPORT

Report Info

[Back to Individual Shops] [Submit Inquiry](#)

Store Details

Visit Period: 2021-06
Date of Visit: 11/9/2021
Time of Visit: 4:12 PM
Job Number:
Location:
Address:
City:
State:
[\[View All Photos\]](#)

Total Score
91.4%
Shop Result : Pass

Shop Information

Visit Period: 2021-06
Job Number:
Location:
Address:
City:
State:

Contact Information

Name:
Email:

Please click [HERE](#) for guidelines on submitting inquiries and corrective actions

[Choose File](#) No file chosen

Name	Status	Date modified
IMG 1	✓	2/1/2022 4:01 PM
IMG 2	✓	9/22/2020 8:19 AM
IMG 3	✓	9/22/2020 8:19 AM

[Choose File](#) IMG 1.png

[UPLOAD](#) [CLEAR FILE](#)

[Choose File](#) No file chosen

[UPLOAD](#) [CLEAR FILE](#)

[20220503045301-IMG 1.png](#) [DELETE](#)

Submit Inquiry
Click dropdown below to select your question

[CLICK TO SELECT A QUESTION](#)

11 SELECT APPLICABLE QUESTION

Scroll through the list of questions and click on the question you are submitting an Inquiry for.

12 SUBMIT SUPPORTING DOCUMENTATION COMMENTS

Click in the dialogue box to add supporting details or information to explain your Inquiry Submission further.

Once comments have been added to the dialogue box, Click **Submit**.

13 INQUIRY SENT TO MARKET FORCE FOR REVIEW

Once you click **Submit**, your Inquiry will be sent to Market Force for review. You will be notified via email once your Inquiry has been resolved.

Repeat steps above for all questions in which you are documenting an Inquiry, or select **Click here to add another Inquiry**.

Shop Information

Visit Period: 2021-06
Job Number:

Shop Complaints

CLICK TO SELECT A QUESTION

- Q2 Canopy Brand Standards
- Q3 Fueling Island Brand Standards
- Q4 Fuel Dispenser Brand Standards
- Q5 Offer 2 Different Grades
- Q6 Main ID Sign Brand Standards
- Q7 Restroom Available and Open
- Q8 Restroom in Good Condition**
- Q9 Clean & Fully Stocked Restroom
- Q10 Store Floors and Aisles Clear
- Q11 Store Interior in Good Condition
- Q12 Merchandise Well Displayed
- Q13 Materials for Sale - Drug paraphernalia
- Q14 Materials for Sale - Sexually explicit
- Q15 Merchandise Priced
- Q16 Gift Cards Properly Displayed
- Q17 Cenex Applications Properly Displayed
- Q20 Canopy in Good Condition
- Q21 Fueling Island in Good Condition

Contact Information

Name:

Email:

and corrective actions

DELETE

Submit Inquiry

Click dropdown below to select your question

Q8 Restroom in Good Condition

Please see attached photo for picture of fixed restroom mirror.

SUBMIT

Submit Inquiry

Thank you for your inquiry. It has been submitted to the Inquiry Department and is currently being researched. You should receive a response within 5 business days.

[Click here to add another Inquiry](#)

Please click [HERE](#) for guidelines on submitting inquiries and corrective actions

INQUIRY STATUS

To review all Inquiries submitted, go to **My Visits > Inquires > Inquiry List**. This list will show all Inquiries and/or Corrective Actions submitted throughout the round.

You can find the status under Inquiry Status:
Open = Sent to Market Force for investigation.
Closed = Inquiry has been resolved.

The screenshot shows the Cenex dashboard with a navigation menu at the top containing 'Home', 'My Visits', and 'Settings & Support'. A 'Hello' greeting is visible in the top right. The main content area is divided into several sections: 'My Links' (with sub-links for Training Materials, Cenex Training Videos, Cenex Mystery Shop Reporting, Corrective Action Process Doc, Cenex Mystery Shop Evaluations, and C-Store Evaluation Guide), 'Detailed Reports' (with sub-links for Individual Shop List, QIQ Report, Inbox Tag Cloud, and Shop Details), 'Summary Reports' (with sub-links for Category Summary, Category Details, Multi-Level Summary Report, Red Flag Report, and Multi-Level Trend Summary), 'Comparison Reports' (with sub-links for Score Comparison, Mystery Shop Metric Comparison Tabular, and Question Comparison), and 'Inquiries' (with a highlighted 'Inquiry List' link).

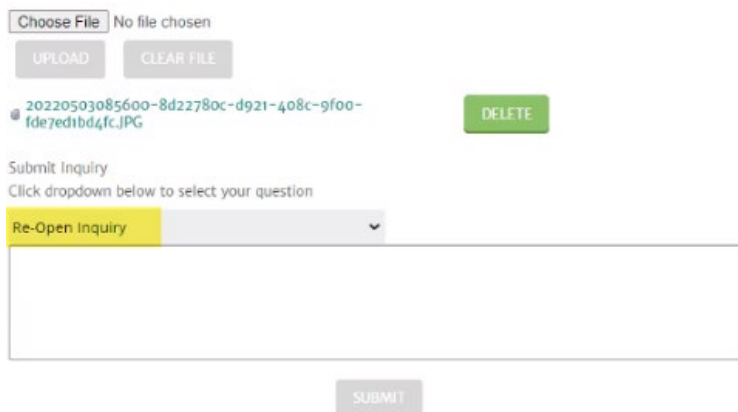
INQUIRY RE-OPEN INSTRUCTIONS

If an Inquiry has been closed or denied due to insufficient information or documentation, you have the ability to re-open an Inquiry. When re-opening an Inquiry, you can submit additional documentation or provide more details on an Inquiry that was previously submitted.

1 REPEAT STEPS 1-10 ON PREVIOUS PAGES

2 SELECT "RE-OPEN INQUIRY"

Scroll through the list of questions by selecting **CLICK TO SELECT A QUESTION**, and click on **Re-Open Inquiry**.



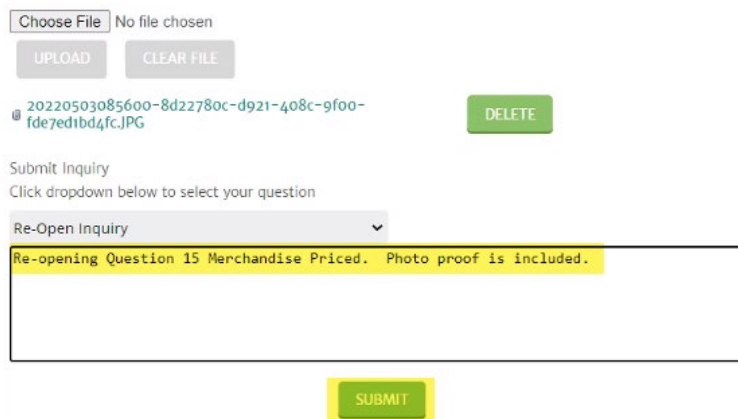
The screenshot shows a file upload area with a 'Choose File' button and 'No file chosen' text. Below are 'UPLOAD' and 'CLEAR FILE' buttons. A file named '20220503085600-8d22780c-d921-408c-9f00-fde7ed1bd4fc.JPG' is listed with a 'DELETE' button. Below this is a 'Submit Inquiry' section with a dropdown menu set to 'Re-Open Inquiry' and a large empty text box. A 'SUBMIT' button is at the bottom right.

3 SUBMIT SUPPORTING DOCUMENTATION COMMENTS

Click in the dialogue box and include the following information:

1. Question you are re-opening the Inquiry for.
2. Reason you are re-opening the Inquiry.
3. Any additional information needed in order to process the Inquiry.

Once comments have been added to the dialogue box, click **Submit**.



This screenshot is identical to the previous one, but the text box now contains the text: 'Re-opening Question 15 Merchandise Priced. Photo proof is included.' The 'SUBMIT' button is highlighted in yellow.

4 INQUIRY RE-OPEN SENT TO MARKET FORCE FOR REVIEW

Once you click **Submit**, your Inquiry Re-Open will be sent to Market Force for review. You will be notified via email once your Inquiry has been resolved.

Repeat the steps above for all questions in which you are re-opening an Inquiry.

