

Appeal Process for Trimark of Excellence Mystery Shop Program

The Appeal process allows you to receive points back on your survey for corrections made to select branding issues and/or dispute a score you feel was made in error. Appeals must be submitted within 30 days from the shop or 10 days after the close of the quarter, whichever comes first.

To submit an Appeal, log in to myCITGOstore.com and click on the “Mystery Shop Results” button.

Open the location survey in question and click on “Appeal.” (See Example 1)

A new window will pop-up showing “Opened” and “Closed” Appeals. To start a new Appeal, click the green “Add New” button. (See Example 2)

An Appeals submission form will populate to the right of the screen. Fill out the form and click “Submit.” (See Example 3)

A new window will pop up letting you know the Appeal was “Saved Successfully!” (See Example 4)

From here, click “Okay.” This will bring you back to the Appeal window and the Appeal will show under the “Opened” header. (See Example 5)

Appeals will be addressed within 5-10 business days. If a request is determined to be valid, points will be added to your score at that time. Once the Appeal is closed, it will move under the “Closed” header.

For More Information

Download a comprehensive mystery shop questionnaire from the Trimark of Excellence tab on myCITGOstore.com

If you have additional questions, please contact your CITGO [Brand Manager](#).

Example 1

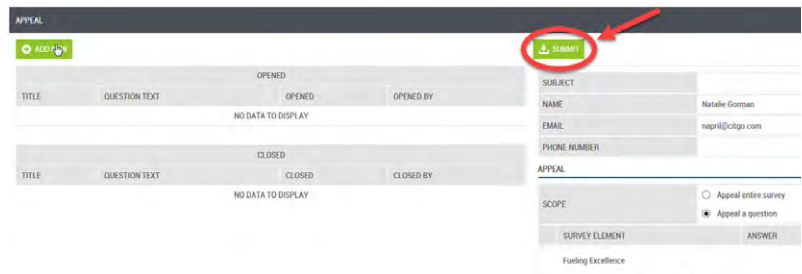
EXPORT PREVIEW



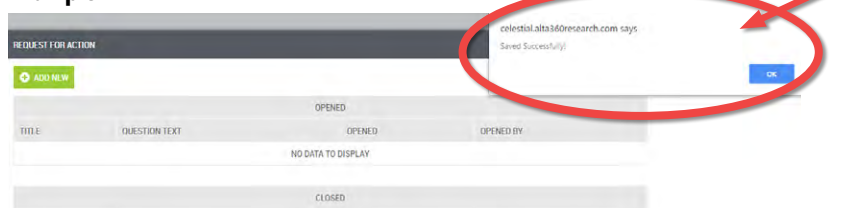
Example 2



Example 3



Example 4



Example 5

