

# Trimark of Excellence Mystery Shop Request for Action (RFA)

In preparation for quarterly mystery shops, remember that you have the ability to submit an RFA if you feel a scoring error was made. RFAs must be submitted within 30 days from the shop OR 10 days after the end of the quarter, whichever comes first.

To submit an RFA, log in to [myCITGOstore.com](http://myCITGOstore.com) and click on the “Mystery Shop Results” button.

Once you get the location survey in question, open it per the blue hyperlink and click on “Request for Action” (RFA) at the top right of the page. (See Example 1)

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

Once clicked, an RFA submission form will populate to the right of the screen. Fill out the form in full and click “Save” to submit. (See Example 3)

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

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

RFAs 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 RFA is closed, it will move under the “Closed” header.

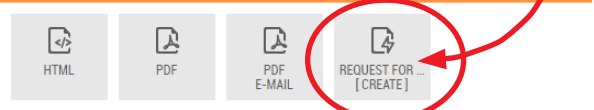
## For More Information

Download a comprehensive mystery shop questionnaire from the Trimark of Excellence tab on [myCITGOstore.com](http://myCITGOstore.com). This document provides a great overview of the elements on which every location is scored.

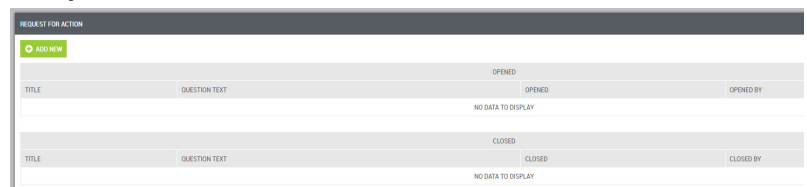
If you have additional questions, please contact your CITGO gasoline supplier.

### Example 1

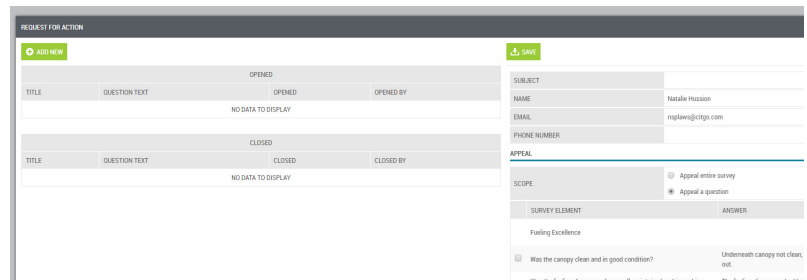
EXPORT PREVIEW



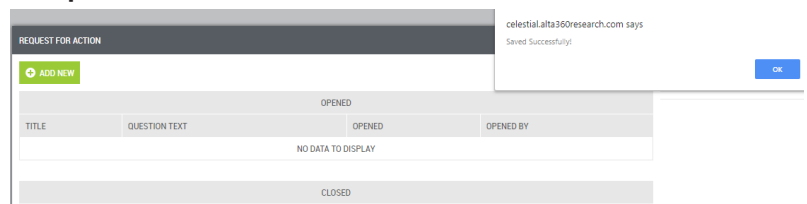
### Example 2



### Example 3



### Example 4



### Example 5

