

Castrol Express Quick start guide: web portal

Your shortcut to re-stocking Castrol lubricants.

Signing up for access to the Castrol Express ordering portal.

Please email
AU: orders@castrol.com.au
NZ: orders@castrol.co.nz

Include the following information -

- Business name
- Account number(s)
- Contact name
- Business contact number
- Email address


Please allow up to 24 hours for your user registration request to be completed.


Access Castrol Express

Use this link
AU - <https://customer.castrol.com/au>
NZ - <https://customer.castrol.com/nz>
and sign in with your login details.

Your username & password was sent to you when you registered for access to this site.

Customer service

 **CALL**
AU - 1300 554 890
NZ - 0800 CASTROL (227 876)

 **EMAIL**
AU - orders@castrol.com.au
NZ - orders@castrol.co.nz

or speak to your local Castrol Sales Representative.

Navigate your way to simpler, smarter, faster online ordering

The screenshot shows the Castrol Express online account homepage. At the top, there is a navigation bar with a user profile icon and the Castrol logo. Below the navigation bar is a yellow menu with links: My Account, Orders, Deliveries, Billing, Technical Info, and Contact Us. The main content area features a large green banner with the text 'WELCOME TO YOUR ONLINE ACCOUNT' and 'Castrol's extensive engine protection guide'. Below the banner is a section titled 'DISCOVER OUR LATEST PRODUCT CATALOGUE' with three featured items: 'Castrol 100', 'For workshops and mechanics - find the right oil for all vehicles', and 'CheckYourOil.co.nz or text your licence plate to 3637'. The footer contains copyright information and links for Help, Legal Notice, Terms and Conditions, and Privacy Statement.

Navigation links (points to the yellow menu)

Homepage (points to the main content area)

Find the oil that's right for your needs (points to the CheckYourOil.co.nz tile)

My Account
View your account details.

Orders
Create orders.

Deliveries
View recent deliveries.

Billing
Check your latest invoices.

Tech Info
Access technical product information.

Contact Us
Our contact details.

Another **Castrol first** that makes your business easier and more efficient to run

To maximise your experience, please change these settings:

Allow pop ups - this enables access to PDF Invoices and Safety Data sheets

Admin@KERISPORTAL: Set up our email as an approved sender to avoid any communications going to your Junk folder.



Castrol Express

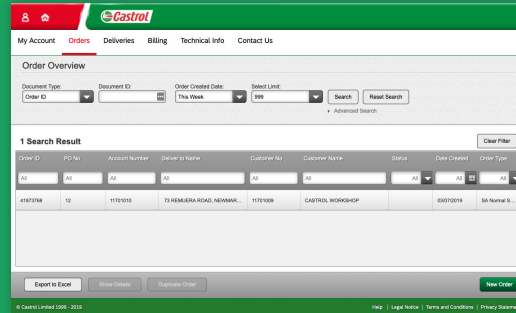
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Placing an order

To create a new order navigate to the 'Orders' tab, this will display this screen.

- 1 Click 'New Order' and on the following screen select the relevant account.

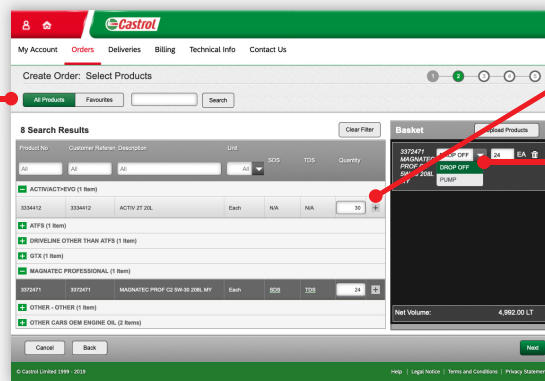


New Order

- 2 View your most frequent purchases or toggle to see our whole range.

NOTE

To download the latest Safety Data sheet (SDS) or Technical Data sheet (TDS) click on SDS or TDS.



- 3 Add your selection to the basket. Order by eaches not cartons or litres.

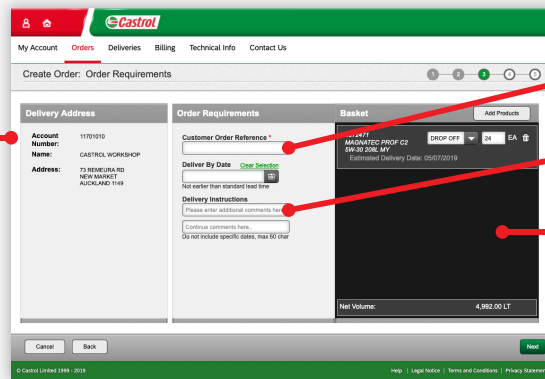
- 4 Select delivery method.
DROP OFF (dropped off as is)
OR PUMP (205L drums can be pumped into oil storage tanks – this will create a separate order line).
Castrol will only dispense into approved oil storage tanks. Contact your Castrol Sales Representative or the Castrol Customer Service team if unsure.

- 5 Click on next.

- 6 Check your delivery address details.

NOTE

The delivery address cannot be changed. Please contact customer service if the delivery address is incorrect.

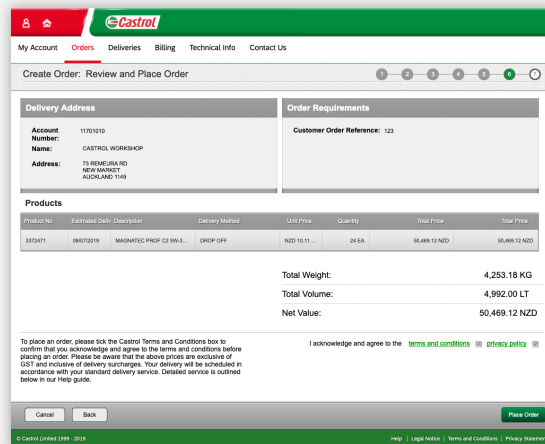


- 7 Enter a purchase order number.

- 8 Enter instructions for the delivery driver here.

- 9 Verify or amend your order.

- 10 Click on next.



- 11 Review your order and also check that your order meets the minimum order quantity to ensure the order is free of any delivery surcharges. Also be sure to acknowledge our Terms and Privacy Policy notices to be able to select 'Place Order'.

- 12 Place order

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