

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

Navigation links

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.

Homepage

Find the oil that's right for your needs

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

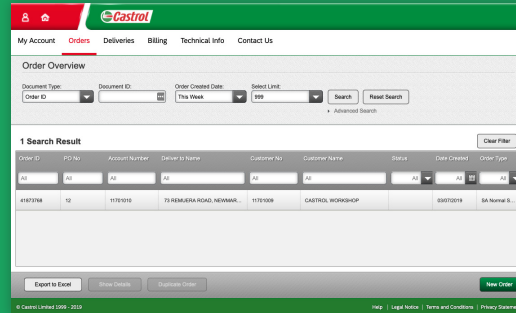
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Placing an order

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.

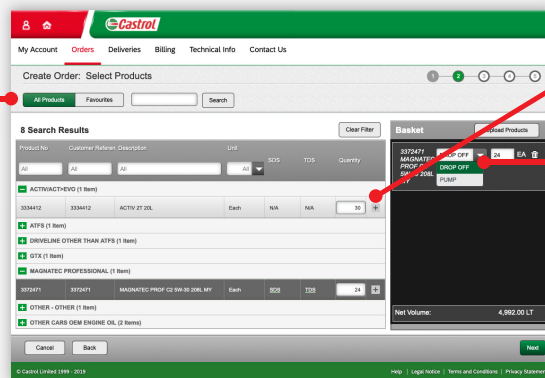


New Order

- 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.



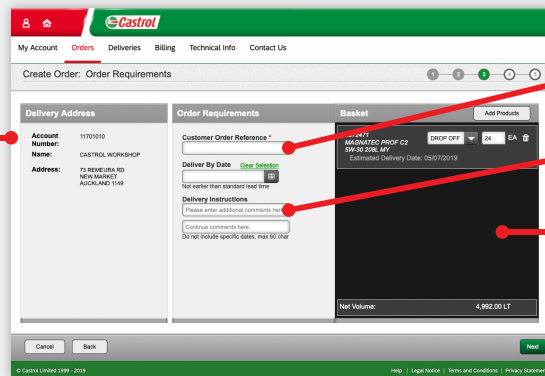
- 3 Add your selection to the basket. Order by eaches not cartons or litres.

- 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.

- 6 Check your delivery address details.

NOTE

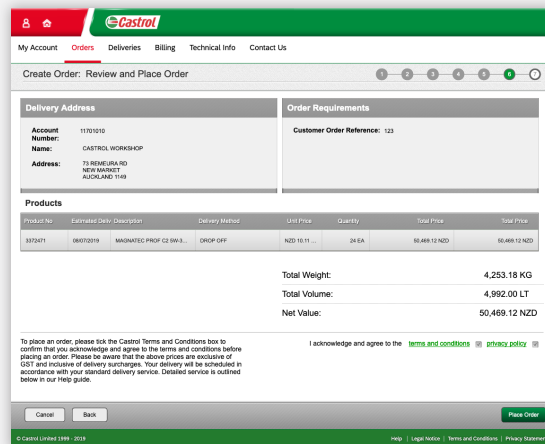
The delivery address cannot be changed. Please contact customer service if the delivery address is incorrect.



- 5 Click on next.
- 7 Enter a purchase order number.
- 8 Enter instructions for the delivery driver here.
- 9 Verify or amend your order.

- 10 Click on next.

- 6 Check your delivery address details.



- 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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