



Castrol Express Customer user guide

Australia & New Zealand

Your shortcut
to re-stocking
Castrol lubricants

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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

You can also register at:

AU – www.castrol.com/expressau

NZ – www.castrol.com/expressnz

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



Castrol Express Getting started

Create your Castrol Express bookmark

For easy access to the portal we recommend that you add a bookmark to your preferred web browser.

1. Open your preferred web browser.
2. Copy the URL
AU – <https://customer.castrol.com/au>
NZ – <https://customer.castrol.com/nz>
into the browser.
3. Click the ☆ in the upper-right corner. Click “Add to favourites”. If you don’t see the ☆, click “Favourites” → “Add to favourites”.

Get to know the login page

To access Castrol EXPRESS either click on your newly created bookmark or copy and paste the following URL into your browser’s address field:

AU – <https://customer.castrol.com/au>
NZ – <https://customer.castrol.com/nz>

1. Enter your user name and password (this was sent to you when you first registered for access to the site).
2. If you have forgotten your password click on “**Forgot Password**” and follow the prompts.

Portal login screen

Castrol SECURE LOGIN

Language:

PLEASE ENTER YOUR LOGIN DETAILS

USERNAME

PASSWORD

Login

[Trouble with Password?](#) [External User](#)

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Castrol Express Getting started

Get to know the home page

Once you have entered your password you will be presented with the **Home page**.

This is the landing page to our Castrol EXPRESS Customer Portal and the best place to start navigating your way around.

Navigate your way via these tabs

My Account Orders Deliveries Billing Technical Info Contact Us

Welcome to Your Online Account

Welcome to a world of high performance products and high performance services - Castrol Express Online.

A faster easier way to manage your Castrol Lubricant Requirements at a time and place that's convenient for you. Castrol Express is available 24/7 giving you total control when placing orders, viewing invoices and more.

Castrol 100 ANZ 1919 - 2019

CASTROL 100 - OILS STILL AIN'T OILS
DISCOVER HOW CASTROL HAS HELPED SHAPE AUSTRALIA OVER 100 YEARS

More

CASTROL ENGINE OIL & LUBRICANTS

CASTROL PROVIDES TECHNICALLY SUPERIOR FULLY SYNTHETIC, PART SYNTHETIC AND MINERAL ENGINE OILS AND SPECIALTY LUBRICANTS FOR YOUR CAR, MOTORCYCLE, TRUCK AND BOAT.

GLOBAL BUSINESSES

Our Liquid Engineers share the pioneering spirit of our business customers. It drives us to lead

More

WORKSHOP OIL SELECTOR

For workshops and mechanics - find the right oil for all vehicles

More

CASTROL RACING UNVEILED

Castrol has fired into 2019 with new exciting Supercars partnership with Nissan Motorsport.

More

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Catch up on the latest Castrol News

Find the oil that's right for your needs



Castrol Express My account

View my account

Your Castrol Account details are available under the “My Account” tab.

You may see more than one account in this screen as it is defined by your individual company set up.

Toggle here to switch between views

List of all your Castrol Accounts & Delivery locations here

Account Number	Name	Address
20056236	CASTROL WORKSHOP	73 REMUERA ROAD, NEWMARKET, AUCKLAND 1149

If you have more than one account with us or more than one delivery location you can view all your account details, you will see a toggle which allows you to switch between:

Account Number – a list of accounts you are permitted to view.

By selecting this toggle, you will be presented with a list of your accounts with Castrol. Double click the account you are interested in to view account details such as invoicing and delivery addresses and order history.

Customer Number – a list of delivery locations you are permitted to view.

When selecting the Customer Number toggle, double click the delivery location you are interested in to view account details such as delivery location details, invoicing address, and payment terms.

Castrol Express My account

Customer number

When selecting the **Customer Number** toggle, double click the delivery location you are interested in to view account details such as delivery location details, invoicing address, and payment term.

Toggle here
to switch
between views

The screenshot shows the top navigation bar with the Castrol logo and a menu with 'My Account', 'Orders', 'Deliveries', 'Billing', 'Technical Info', and 'Contact Us'. Below the navigation bar, the 'My Account' section has two toggle buttons: 'Account Number' (highlighted in yellow) and 'Customer Number' (highlighted in green). To the right of these buttons is a search input field with 'Search' and 'Reset Search' buttons.

The screenshot shows the account details page for Customer Number 20056236. The page title is 'Customer: 20056236 - CASTROL WORKSHOP - DUMMY ACCOUNT'. The details are organized into four panels:

Customer Number		Account Number	
Customer Number:	20056236	Customer Number:	20056236
Name:	CASTROL WORKSHOP - DUMMY ACCOUNT	Name:	CASTROL WORKSHOP
Address:	73 REMUERA ROAD, NEWMARKET, AUCKLAND 1149	Address:	73 REMUERA ROAD, NEWMARKET, AUCKLAND 1149
Tax Code:		Tax Code:	
Email:		Email:	
Phone:		Phone:	
Sales Person:	Telesales- Commercial	Sales Person:	

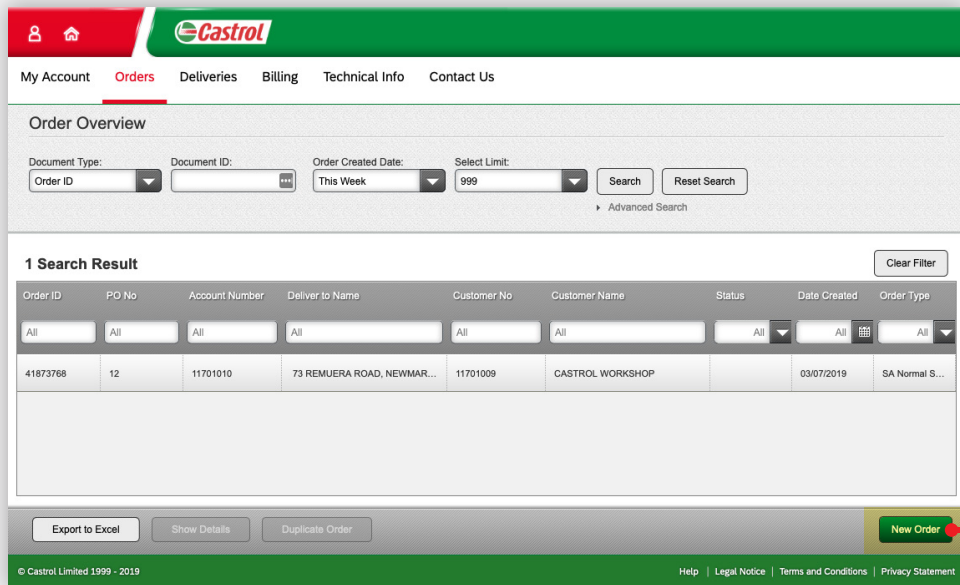
Invoicing Address		Paid By	
Customer Number:	20056236	Customer Number:	20056236
Name:	CASTROL WORKSHOP - DUMMY ACCOUNT	Name:	CASTROL WORKSHOP - DUMMY ACCOUNT
Address:	73 REMUERA ROAD, NEWMARKET, AUCKLAND 1149	Address:	73 REMUERA ROAD, NEWMARKET, AUCKLAND 1149
Tax Code:		Email:	
Email:		Phone:	
Phone:		Sales Person:	Telesales- Commercial
Sales Person:	Telesales- Commercial		

Payment Terms	
Payment Terms:	30 -30 DAYS FR. MTH END 30
Payment Methods:	Cheque A/R

Castrol Express Orders

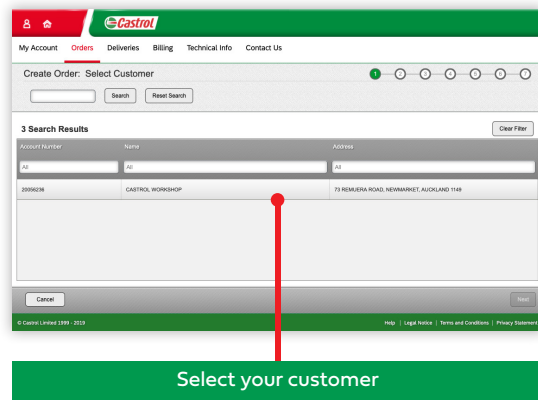
Create my order

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



Click on the 'New Order' button located at the bottom right of your web browser screen (highlighted in the above screen image).

You will be presented with the next screen (see below) where you can select your Account/Customer if you have more than one account or delivery location, otherwise you will only see one Account/Customer.



Castrol Express Orders

Create my order (continued)

Toggle here to see all our products or your most frequently ordered products

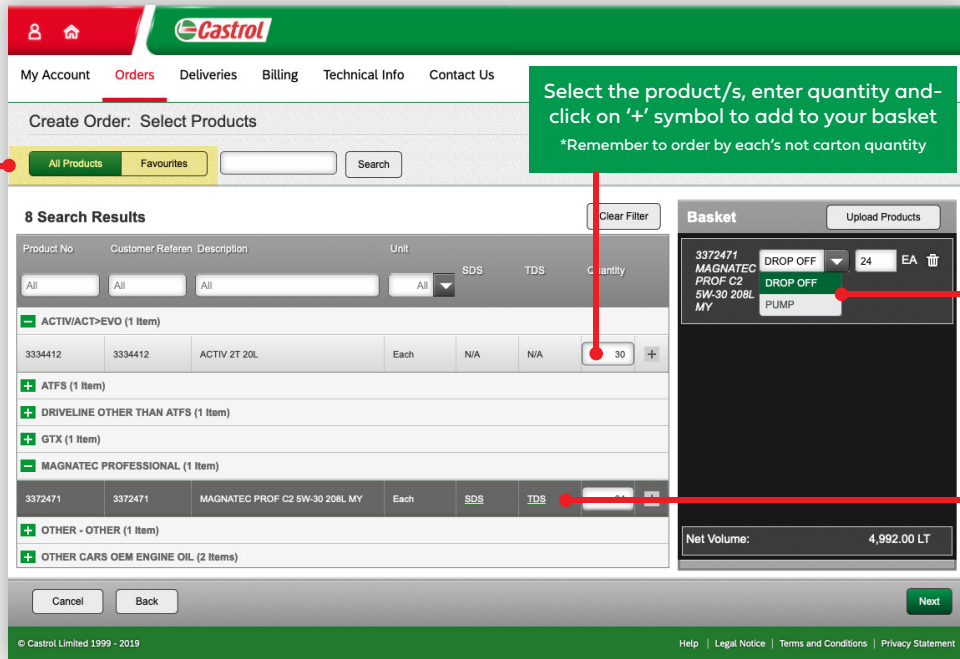
You can view all our available products by selecting the toggle bar, to show 'All Products'.

The 'All Products' view will group the products by product family (EDGE/MAGNATEC/GTX etc.), you can expand the families by pressing the '+' box next to the category name.

Select the product/s, enter quantity and click on '+' symbol to add to your basket
*Remember to order by each's not carton quantity

Select your usual delivery method

Download the latest Safety/Tech Data Sheets



Once you have selected your account / location, by default this will load a screen showing a list of most ordered products by the delivery location you have selected. The list will display from the most frequently ordered product at the top, to the least ordered at the bottom.

To **order products** simply enter the quantity you require and press the '+' symbol next to the quantity and these will be added to your basket. Also select your usual delivery method; either 'Pump' for those products that we dispense into a tank or 'Drop off' for pack deliveries.

To **remove products** from basket you need to click the trash icon and the product will be removed from the basket.

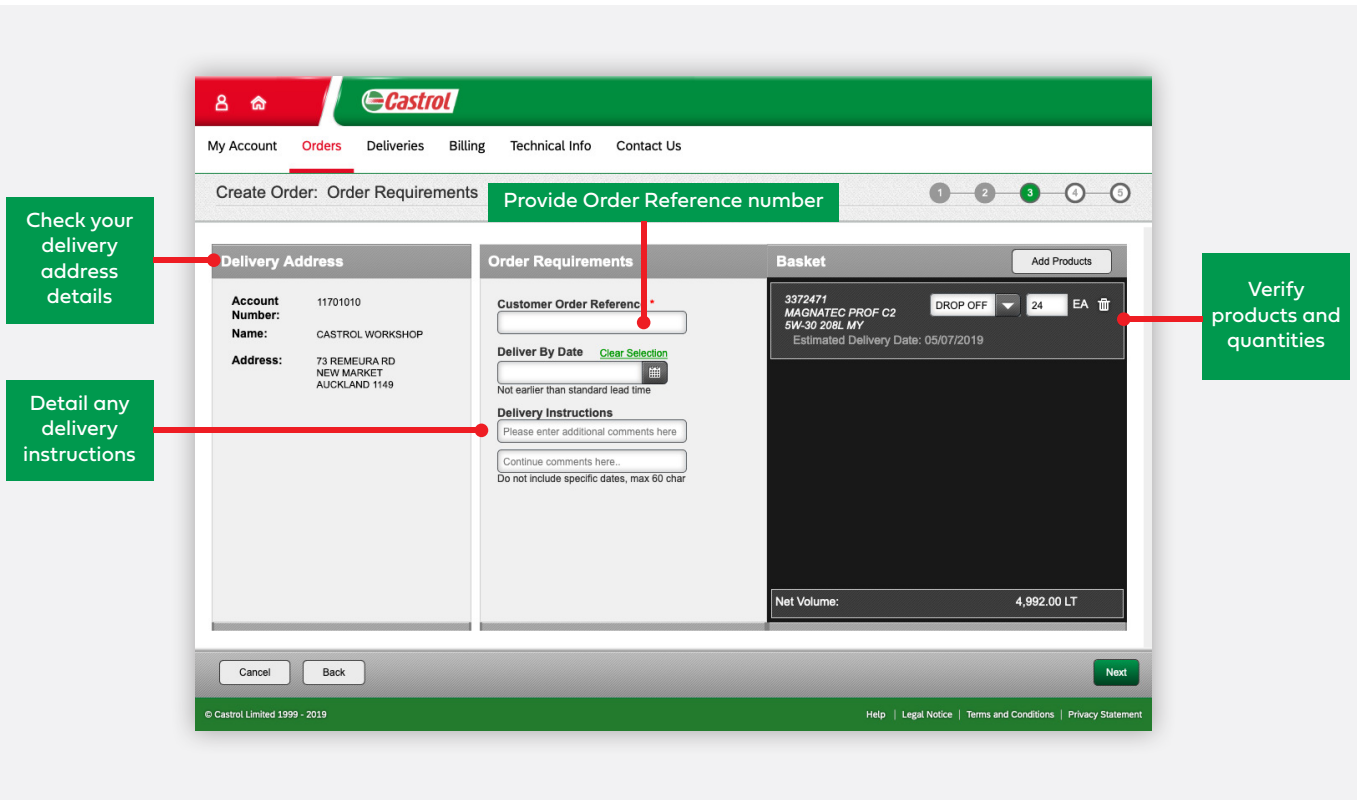
If you wish to **change the quantity** of product which has been added into basket, you need to enter a new quantity number in the basket.

Once you are satisfied with your order entry, press the green "Next" button at the bottom right of the screen.

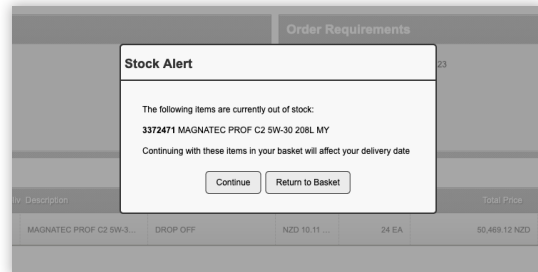
Castrol Express Orders

Order requirements

Below screen image shows the next screen that you will see in this sequence. Here you can; detail your order delivery instructions, check your delivery address, as well as verify your product selection and quantities.



There may be times where items are out of stock. If a product is out of stock a message will pop up asking you to either continue and the product will be placed on Back Order (if your account is set up to accept Back Orders) or to return to the basket.

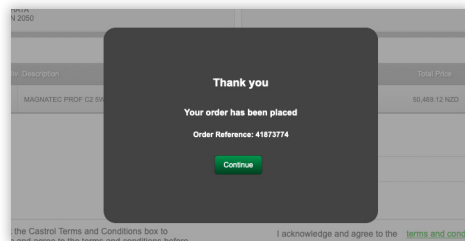


Castrol Express Orders

Review and place your order

Once you have finalised your order and clicked on 'Next'; you can 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 notices to be able to select 'Place Order'.

Once you have clicked on "Place Order" you will see the final screen that generates our 'Order Reference' number - should you need to contact us please quote this number. An email will be sent to your email box (as set up when you first registered for access), this email will contain confirmation of your order.



Castrol Express Orders

Viewing a previous order

You can view a previous order from the **Orders Overview** tab, here you get an overview of all your recent order history.

The screenshot shows the 'Orders Overview' page in the Castrol Express system. At the top, there is a navigation bar with 'My Account', 'Orders', 'Deliveries', 'Billing', 'Technical Info', and 'Contact Us'. Below this is the 'Order Overview' section, which includes search filters for Document Type (set to Order ID), Document ID, Order Created Date (set to This Week), and Select Limit (set to 999). There are 'Search' and 'Reset Search' buttons. A 'Quick Search' callout points to the search filters, and an 'Advanced Search' callout points to the 'Advanced Search' link. Below the filters, there are '2 Search Results' displayed in a table. The table has columns for Order ID, PO No, Account Number, Deliv, Customer No, Customer Name, Status, Date Created, and Order Type. Two results are shown: one for Order ID 41873774 and another for 41873768. At the bottom of the page, there are buttons for 'Export to Excel', 'Show Details', 'Duplicate Order', and 'New Order'. The footer contains copyright information and links for Help, Legal Notice, Terms and Conditions, and Privacy Statement.

You are able to quickly refine your search from the default recent orders, by clicking on the drop down boxes. You can select '**Advanced Search**' for more specific information such as date ranges, order number, reference number, etc.

Castrol Express Orders

Viewing a previous order (continued)

Once you have filtered the orders and found the one you wish to view, double click on it or click the **'Show Details'** button at the bottom of the browser window and you will be able to see the Order Details. This feature can be used to replicate a previous order.

The screenshot displays the 'Order Overview' section of the Castrol Express web application. It includes search filters for Document Type (set to Order ID), Document ID, Order Created Date (set to This Week), and Select Limit (set to 999). There are 'Search' and 'Reset Search' buttons, along with an 'Advanced Search' link. Below the filters, there are '2 Search Results' displayed in a table. A red arrow points from a green callout box to the 'Advanced Search' link. Another green callout box points to the first row of the search results table.

Order ID	PO No	Account Number	Deliver to Name	Customer No	Customer Name	Status	Date Created	Order Type
41873774	123	11701010	CASTROL_WORKSHOP	11701009	73 REMUERA ROAD, NEWMARK...		04/07/2019	SA Normal S...
41873768	12	11701010	CASTROL_WORKSHOP	11701009	73 REMUERA ROAD, NEWMARK...		03/07/2019	SA Normal S...

When you select a previous order, either double click to view it or select the "Show Details" tab

Use Advanced Search to access older or specific orders

Castrol Express Orders

Duplicating from a previous order

From the **Orders Tab** you will be presented with a list of your previous orders, click on the previous order you wish to duplicate and select **"Duplicate Order"**. A new order that is exactly the same as a previous order will be presented. See image below.

The screenshot displays the Castrol Express web portal interface for displaying a specific order. The top navigation bar includes 'My Account', 'Orders', 'Deliveries', 'Billing', 'Technical Info', and 'Contact Us'. The main content area is titled 'Display Order 41873768' and is divided into several sections:

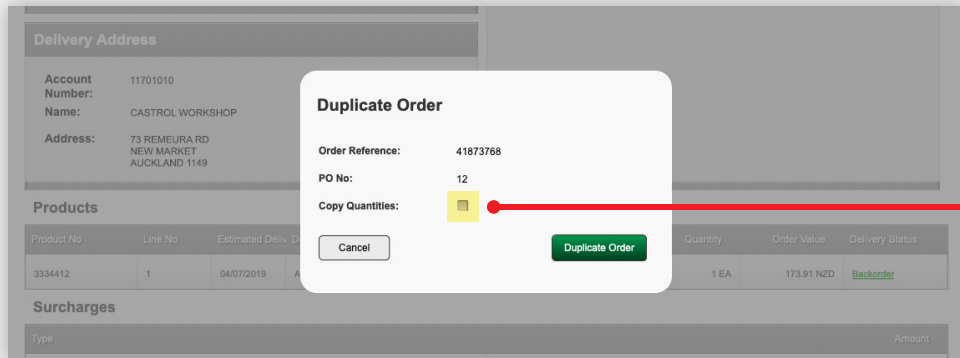
- Invoicing Address:** Account Number: 11701009, Name: CASTROL WORKSHOP, Address: 73 REMEURA RD, NEW MARKET, AUCKLAND 1149.
- Delivery Address:** Account Number: 11701010, Name: CASTROL WORKSHOP, Address: 73 REMEURA RD, NEW MARKET, AUCKLAND 1149.
- Order Requirements:** Customer Order Reference: 12.
- Products:** A table with columns: Product No, Line No, Estimated Deliv, Description, Delivery Method, Unit Price, Quantity, Order Value, Delivery Status. One product is listed: 3334412, 1, 04/07/2019, ACTIV 2T 20L, DROP OFF, NZD 8.70 /..., 1 EA, 173.91 NZD, Backorder.
- Surcharges:** A table with columns: Type, Amount. One surcharge is listed: NZ.MOQ, 15.00 NZD.
- Summary:** Total Weight: 17.48 KG, Total Volume: 20.00 LT, Net Value: 188.91 NZD.

At the bottom of the page, there are buttons for 'Duplicate Order', 'Download Order', and 'Print Order'. A red callout box labeled 'Duplicate Order' points to the 'Duplicate Order' button.

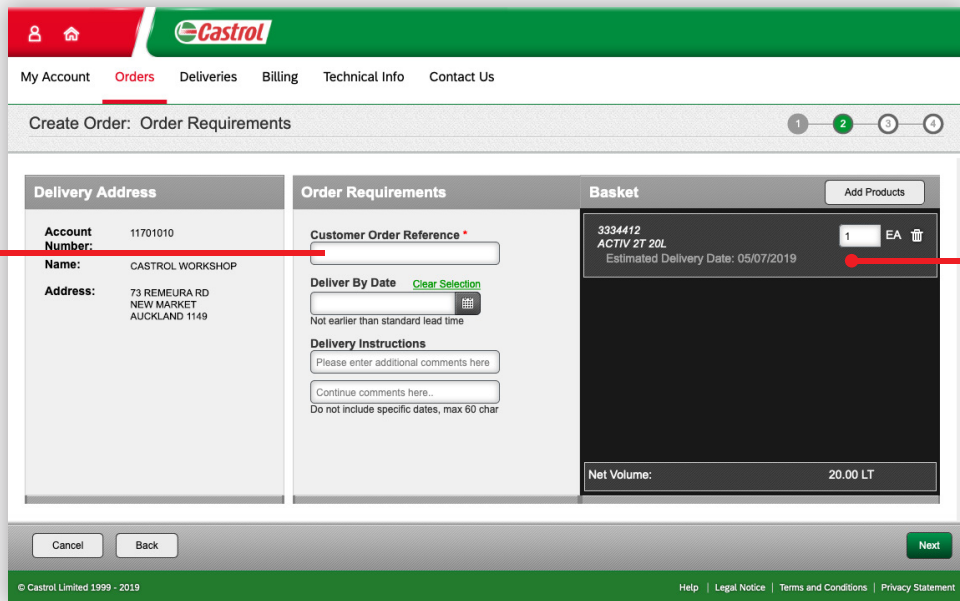
Castrol Express Orders

Duplicating from a previous order (continued)

You have the ability at this point to edit the previous order quantity or product selection, see image below.



To replicate the previous order exactly, select the box 'Copy Quantities' or skip it and go directly to 'Duplicate Order' to edit product and quantity selection



Don't forget to add your Order Ref. no.

Add or edit product selection

Once you have clicked 'Next' you are ready to review and place your order.

Castrol Express Deliveries

Delivered orders

By selecting the “Deliveries” screen you can view all your recently delivered orders, by order number, status, delivery date etc.

You can also easily export this information to an excel file.

Deliveries Overview

Document Type: Document ID: Select status: Delivery Date: Select Limit: [Advanced Search](#)

1 Search Result

Order Type	Order No	Ord Its	Customer Name	Deliver to Name	Delivery Date	Item Status	Product ID	Volume	Order Qty	Delivery Qty	Net Price	Unit Price	Billing Doc N
All	All	All	All	All	All	All	All		All	All			All
SA Norm...	41873768	1	CASTROL WORK...	CASTROL WORK...	04/07/2019	Open	3334412	20.00 LT	1 EA	0 EA	173.91 N...	NZD 8.7...	

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View all delivered orders

You can export the delivery information



Castrol Express Billing

View and print invoices

Select the 'Billing' tab to see a list of invoices for your account with Castrol.

Choose the invoice period that you would like to view (if you have more than one account then select the relevant account first), and once you have a time period, click on the invoice to view details in a PDF format of the invoice.

You can also use the export function to send the information to an Excel file.

The screenshot shows the 'Billing Overview' section of the Castrol Express customer portal. It includes search filters for Order ID, No Time Restriction, and a search button. Below the filters, there are '2 Search Results' displayed in a table. At the bottom of the table, there are buttons for 'Export to Excel' and 'Show Details'. A callout box points to the 'Export to Excel' button with the text 'You can export the delivery information'. To the right of the table, a preview of a PDF invoice is shown, detailing the invoice number, date, and items ordered.

Invoice Id	Billing Doc Type Desc	Order No	PO No	Account Number(s)	Account Name(s)	Status	Billing Doc Date	Payment Due Date	Total Amount	Open Amount
24239037	SOP - Invoice	41873528	Apptst20	11701105	CASTROL WO...		15/04/2019	20/05/2019	154.25 NZD	154.25 NZD
24239029	SOP - Invoice	41873517	Apptst1	11701105	CASTROL WO...		15/04/2019	20/05/2019	413.31 NZD	413.31 NZD

Invoice Details (from PDF preview):

Order and Invoices
Telephone: 0800 045 975 (NZD 0.15)
Email: orders@castrol.co.nz

Supplier:
BP Oil Services (New Zealand) Limited
PO Box 9001, Newmarket, Auckland 1149

Bill To:
CASTROL WORKSHOP
13 REMUDA ROAD
NEWMARKET
AUCKLAND 1149

Item	Description	Quantity	Unit Price	Amount
3302143	AGRI POWER PLUS 15W40 20L NZ	1.00	119.1000	119.10
NAA10170	MINIMUM ORDER FEE (NZ)	1.00	15.0000	15.00

Sub Total: \$ 134.13
G.S.T: \$ 20.12
Total Due: \$ 154.25
Payment Due By: 20/05/19

Castrol Express Technical info

The **Technical Info** tab will enable you to search for the right Castrol product for your particular vehicle or machinery application, just type in the product name, number or your customer reference number to search for recently purchased items.

Search for the right Castrol product

Search for the right Castrol product

Select the relevant SDS or TDS

ID	Description	Customer Reference	SDS	TDS
3361469	GTX DIESEL 15W-40 6X1L (AU)	3361469	SDS	TDS
3372469	GTX PRO 15W40 SN 20L NZ	3372469	SDS	TDS
3372468	GTX PRO 15W40 SN 205L NZ	3372468	SDS	TDS
3375059	GTX PRO 10W30 SN 205L	3375059	SDS	TDS
3375296	GTX PRO 10W30 SN 60L	3375296	SDS	TDS
3383440	GTX DIESEL 15W-40 3X5L	3383440	SDS	TDS
3383439	GTX DIESEL 15W-40 6X1L	3383439	SDS	TDS
3384214	GTX MOD ENG 15W-40 6X1L	3384214	SDS	TDS

The screen above you will see the text in green which denotes either:

- SDS** Safety Data Sheets, specifies regulatory safety information such as Hazard Categorisation, Safe Handling & Storage and more.
- TDS** Technical Data Sheets specifies the product characteristics, its application and more.

Castrol Express Technical info

You can also access Safety and Technical Data Sheets at any order selection screen as per below example.

The screenshot shows the 'Create Order: Select Products' screen. A search result for product 3361469 (GTX DIESEL 15W-40 6X1L (AU)) is displayed. The product details table includes columns for Product No, Customer Referen, Description, Unit, SDS, TDS, and Quantity. The SDS and TDS columns for the product are highlighted in yellow. A red arrow points from a green callout box to the TDS link. The basket on the right shows the product with a quantity of 6 and a net volume of 6.00 LT.

Product No	Customer Referen	Description	Unit	SDS	TDS	Quantity
3361469	3361469	GTX DIESEL 15W-40 6X1L (AU)	Each	SDS	TDS	

Select the relevant SDS or TDS

Castrol Express Contact us

Need further information?

If you need to contact us just select this tab to view our contact details

See next pages for our:

[Trouble Shooting Guide & Frequently Asked Questions](#)

My Account Orders Deliveries Billing Technical Info **Contact Us**

WELCOME TO YOUR ONLINE ACCOUNT

Castrol's extensive engine protection guide

DISCOVER OUR LATEST PRODUCT CATALOGUE

CASTROL 100 - OILS STILL AIN'T OILS
Discover how Castrol has helped shape Australia over 100 years

TRADE OIL SELECTOR
For workshops and mechanics - find the right oil for all vehicles

REGO2OIL™
Get the right oil for your vehicle instantly. All you need to know is your rego. It's that easy!

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View our contact details

Trouble shooting Guide

Issue	Try
I cannot access the Portal	Type in one of the following URL's AU – https://customer.castrol.com/au NZ – https://customer.castrol.com/nz into your browser to access this portal
I have forgotten my password and / or user name	Click on the "Trouble with Password" or Contact Customer Service Team on AU – orders@castrol.com.au NZ – orders@castrol.co.nz
I cannot see the relevant Technical or Safety Data Sheets data	Click on the product and select on the relevant hyperlink under the column TDS or SDS - if you are still having access issues please contact: AU – orders@castrol.com.au NZ – orders@castrol.co.nz

Frequently asked questions

Question

Answer

How do I amend my order?

Please contact our Customer Service Team
 AU – orders@castrol.com.au
 NZ – orders@castrol.co.nz

The Order Status is no longer in “Open” status but I want to change my order, what can I do?

Please contact our Customer Service Team
 AU – orders@castrol.com.au
 NZ – orders@castrol.co.nz

I need a new user login for my new team member

Please contact our Customer Service Team
 AU – orders@castrol.com.au
 NZ – orders@castrol.co.nz

How do I delete access to the portal when a team member leaves my organisation?

Please contact our Customer Service Team
 AU – orders@castrol.com.au
 NZ – orders@castrol.co.nz

Castrol EXPRESS is down and I need to create order, how?

Please contact our Customer Service Team
 AU – orders@castrol.com.au
 NZ – orders@castrol.co.nz

I am unable to find my entered order/ invoice/ product?

Use the various drop down boxes to do a quick search by Order Number, product etc or use Advanced Search.

I normally order my oil via a pump over or pump out. How do I do that ?

You will be offered a drop down menu whenever a product has the option for a pump over, pump out or drop off – simply select your usual delivery method

If you need any further information regarding this portal please contact us on AU – orders@castrol.com.au, NZ - orders@castrol.co.nz or your local Castrol Sales Representative.

Australian delivery schedule

Customer service standards

Cut off time is **12pm local time** for your next scheduled delivery.

NZ delivery schedule north Island

Customer service standards

Regional cut-off timetable for **packed** delivery

Region	Cut-off time	Delivery
Whangarei / Far North	11:00am	Next Working Day
Warkworth / Dargaville	11:00am	Next Working Day
Greater Auckland	3.00pm	Next Working Day
Auckland Central	3.00pm	Next Working Day
Thames / Paeroa	11:00am	Next Working Day
Hamilton / Waikato	12.00pm	Next Working Day
Tokoroa / Putaruru	12.00pm	Next Working Day
Opotiki	12.00pm	Next Working Day
Tauranga / Mount Maunganui	12.00pm	Next Working Day
Rotorua	12.00pm	Next Working Day
Taupo / Turangi	12.00pm	Next Working Day
Gisborne	11.00am	Next Working Day
Napier / Hastings	11.00am	Next Working Day
New Plymouth / Taranaki	11.00am	Next Working Day
Wanganui / Ohakune	11.00am	Next Working Day
Palmerston North	12.00pm	Next Working Day
Wellington	12.00pm	Next Working Day

* any regions not listed, such as rural locations, will be delivered within 3 days.

Please contact our Customer Service team for any specific queries.

Regional cut-off timetable for **pump-over / pump out** delivery

Region	Cut-off time	Delivery
Whangarei	9.00am CS calls	2 Weekly
Warkworth / Dargaville	9.00am CS calls	2 Weekly
Greater Auckland	3.00pm	Next Day
Auckland Central	3.00pm	Next Day
Hamilton / Huntly	12.00pm	Tuesday & Thursday
Matamata / Morrinsville	12.00pm	Monday
Te Awamutu / Taumarunui / Otorohanga / Te Kuiti	12.00pm	Tuesday
Cambridge / Tokoroa / Taupo / Turangi	12.00pm	Thursday
Tauranga / Mount Maunganui / Whakatane / Rotorua / Thames / Paeroa	12.00pm	Monday & Thursday

NZ delivery schedule south Island

Customer service standards

Regional cut-off timetable for **packed** delivery

Region	Cut-off time	Delivery
Nelson Metro	1.30pm	Next Working Day
Motueka, Takaka	1.30pm	Next Working Day
Westport	1.30pm	Next Working Day
West Coast	1.30pm	Next Working Day
Blenheim	1.30pm	Next Working Day
Kaikoura	2.00pm	Next Working Day
Christchurch Metro	4.00pm	Next Working Day
Christchurch Rural	2.00pm	Next Working Day
Oamaru	2.00pm	Next Working Day
Timaru, Waimate	2.00pm	Next Working Day
Ashburton	2.00pm	Next Working Day
Otago, Wanaka	2.00pm	Next Working Day
Queenstown	2.00pm	Next Working Day
Dunedin	2.00pm	Next Working Day
Invercargill	2.00pm	Next Working Day

* any regions not listed, such as rural locations, will be delivered within 3 days.

Please contact our Customer Service team for any specific queries.

Regional cut-off timetable for **pump-over / pump out** delivery

Region	Cut-off time	Delivery
Nelson Metro	1.30pm	Next Day
Blenheim	1.30pm	Next Day
Christchurch Metro	4.00pm	Next Day
Christchurch Rural	2.00pm	2 Weekly
Timaru, Waimate	2.00pm	2 Weekly
Ashburton	2.00pm	2 Weekly
Dunedin	2.00pm	Next Day
Invercargill	2.00pm	Next Day

Customer service support

Contact customer service team



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.