



Distributor Rewards Program Guide

SCORE Program Requirements & Details

No Expiration

You can use your points as you earn them or bank them long-term to use for larger awards.

Bonus for Top Producers

Bonus rewards for top producers along with minimum requirements to earn award points.

Toll-Free Rewards Assistance

You can now call our toll-free rewards line for assistance in English or Spanish (866) 601-0944.

Higher Awards for New and Ongoing Castrol Product Sales

We will continue to offer signing bonus points for new account and new volume awards



Award Levels for Distributor Sales Representatives

We have a structure to reward top producers and encourage growth.

Platinum

Requirement: DSRs must maintain over 75,000 gallons of existing volume or sign over 5,000 gallons of new business annually.

Bonus Points: DSRs will earn an **additional 20% point bonus** for each award transmittal while maintaining minimum volume thresholds.

Gold

Requirement: DSRs must maintain over 5,000 gallons of existing volume or sign over 1,000 gallons of new business annually.

Points: DSRs will be awarded for PCO & HD product sales based on the new and ongoing points structure shown on page 3.

Silver

Status: DSRs maintaining less than 5,000 gallons of existing volume or have signed less than 1,000 gallons of new business annually.

Deactivation: DSRs will enter this process and cease to earn award points if the minimum volume requirements remain below 5,000 gallons of existing volume or less than 1,000 gallons of new business annually.

*Be sure to see the Suspension and Expired status sections on page 6 for more details.

Use reward points for merchandise, live events and travel.



How It Works

Performance Program Award Structure (PCO)

Account Signing Bonus Pts – PCO (Growth)

Tier four	200,000 Points (10,000+ Gallons)
Tier three	175,000 Points (5,000 – 9,999 Gallons)
Tier two	120,000 Points (3,000 – 4,000 Gallons)
Tier one	100,000 Points (1,000 – 2,999 Gallons)

Castrol Partner Program (CPP) - Signing Bonus

40,000 points	→ CPP - Platinum
20,000 points	→ CPP - Gold
10,000 points	→ CPP - Silver

Reward Points Value Per Gallon based on product

Castrol® EDGE®*	10 points
Castrol® GTX® Full Synthetic	6 points
Castrol® GTX® High Mileage	4 points
Castrol® Transmax® ATF/CVT Universal	4 points
Castrol® GTX®	2 points
Castrol® GTX® Eco	1 points

*Includes Castrol® EDGE®, Castrol® EDGE® Professional, Castrol® EDGE® Euro, Castrol® EDGE® High Mileage, Castrol® EDGE® Bio-Synthetic and Castrol® EDGE® Extended Performance

New Castrol Partner Program Accounts Earn Additional Bonuses

Any NEW Castrol Partner Program (Silver, Gold or Platinum) accounts activated will earn the additional New Shop Bonus on top of the New Account volume bonus.

Performance Program Award Structure (HD)

Account Signing Bonus Pts – HD (Growth)

Tier four	200,000 Points (10,000+ Gallons)
Tier three	175,000 Points (5,000 – 9,999 Gallons)
Tier two	120,000 Points (3,000 – 4,000 Gallons)
Tier one	100,000 Points (1,000 – 2,999 Gallons)

Reward Points Value Per Gallon based on product

BEST	Alpha HC	Duratec LFG	Trans-C HT	10 points
	Anvol SWX	Performance Bio	TranSynd 668	
	Axle FD	Pyroplex Blue	Syngear	
	Blue Hydraulic	Pyroplex Gold	Syntrans	
	Dual Range HV	Pyroplex Protection ES	VECTON	
	Duratec ES	Radicoool SF-O Premix		
BETTER	Aerial Lift Fluid	CRB Multi	Pyroplex Red	2 Points
	Alpha CLP	Fifth Wheel Grease	Radicoool HD Premix	
	AP Gear Lube	HD Multipurpose	Spheerol SHL	
	Contractor Special	Hyspin AWS	Trans-C	
	CRB Monograde	Hyspin VG	Universal Tractor Fluid	

How to Enroll

How to Enroll and Begin Earning Rewards Points

1. Program participation must be approved by Distributor Principal.
2. Each participant must be registered to use the Castrol Portal. If you are not registered, visit <https://customer.castrol.com> and complete the registration page. You will receive a user name and password via e-mail.
3. Once you receive your user name and password, visit the distributor portal at <https://www.castrolstreetview.com/> and enter your credentials.
4. Once logged into the IMI, use the link or the menu in the top right to find the link for the Castrol SCORE to review terms and conditions and request enrollment. The Castrol SCORE link will not appear until distributor participation has been approved.
5. You must provide W-9 information in support of tax reporting prior to enrollment.
6. Participation in redeeming merchant gift cards requires DSR to enter birth-day (day/month/year). Annual gift card redemptions over \$500 will require an internal compliance review causing a slight delay in approval to utilize. The maximum for gift cards is \$1,000 annually.
7. Users will be notified via email of enrollment approval. Once participation is approved, DSRs can log back in and claim existing accounts to start earning points. DSRs will not begin earning points until Castrol ASMs have provided approval for accounts that are "claimed".
8. DSRs must notify their Castrol ASM if a newly claimed account is a NEW account to ensure it's made eligible for the New Account Signing Bonus. ASMs will indicate this during the claim approval process, prompting the account to be monitored for the New Account Signing Bonus. Past sales volume in TurfView will be used to verify new account eligibility for the New Account Signing Bonus. Should an account's previous purchases shown in TurfView exceed the requirements for the New Account Bonus program, the ASM will not have an option to mark it as a new account. See Program Terms & Conditions for program details.

Important: Steps to Ensure You Get Credit for New Business

- DSR must claim an account in the IMI subject to approval by Castrol ASM. Volume bonus is paid upon verification in Turfview after 90 days.
- DSRs must notify their HD or PCO ASM if a newly claimed account is NEW to ensure it's made eligible for the New Account Signing Bonus.
- Distributor Sales Managers earn 10% of DSR earnings.
- DSRs are assigned to a DSM in the IMI by the Castrol ASM.
- DSR Reward payments will be made weekly and are reflective of sales data submitted to Castrol.

How to Manage your Account

- Automotive Distributors must have a signed Ambassador or Premier addendum.
- Distributor must be on TurfView.
- Distributor Principal must approve the Distributor's participation in the Castrol SCORE program prior to Sales Manager and DSR enrollment in the program.
- Participants must agree to Program Terms and Conditions.
- Participants must meet minimal criteria to participate, subject to approval by the Castrol Area Sales Manager (ASM). See Program Terms and Conditions for details.
- Distributor must be in good standing with Castrol.
- Individuals must provide W-9 tax information in order to participate.

LIMITATIONS OF LIABILITY:

BP Lubricants USA Inc. and their agents are not responsible for any computer, on-line, telephone or technical malfunctions, delays or human errors that occur in the processing, transmission or receipt of claims or redemptions, or for inaccurate transcription of information, or delay by computer transmissions. If, for any reason, the Program is not capable of being conducted as planned, including but not limited to infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures, or other causes beyond the control of BP Lubricants, BP Lubricants reserves the right at their sole discretion to cancel, terminate, modify, or suspend the Program.

PROGRAM ELIGIBILITY & STATUSES

Distributor Sales Representative (DSR) users will be assigned a SCORE Rewards Program Status based upon their sales performance as reported to the Installer Management Interface (IMI) as follows:

Platinum Status:

- Platinum Status will be assigned to DSR users that have approved claims for accounts with purchases in the preceding 12 months totaling:
 - Over 75,000 Gallons of Total Volume or
 - Over 15,000 Gallons of Volume from New Accounts (i.e., accounts that are within their 12-month monitoring period for the New Account Signing Bonus).
- While assigned the Platinum Status, the DSR users will earn a 20% bonus for each transmittal of points to their account.
- While assigned the Platinum Status, users will earn all points associated with volume-based promotions and New Account Bonuses without restrictions.
- The DSR users will only earn the Platinum Points Bonus for transmittals while they are assigned the Platinum status.

Gold Status:

- Gold Status will be assigned to the DSR users that have approved claims for accounts with purchases in the preceding 12 months totaling:
 - More than 5,000 Gallons of Total Volume or
 - More than 1,000 Gallons of Volume from New Accounts (i.e., accounts that are within their 12-month monitoring period for the New Account Signing Bonus).
- While assigned the Gold Status, users will earn all points associated with volume-based promotions and New Account Bonuses without restrictions.

Silver Status:

- Silver Status will be assigned to the DSR users who:
 - Have been enrolled in the Castrol SCORE Rewards Program (or equivalent) for 12-months or more.
 - Have approved claims for accounts that have purchases in the preceding 12 months totaling:
 - Less than 5,000 Gallons of Total Volume and
 - Less than 1,000 Gallons from New Accounts (i.e., accounts that are within their 12-month monitoring period for the New Account Signing Bonus).
- While assigned the Silver Status, users will continue to earn all volume-based promotions and New Account Bonuses for 90-days. If the user remains in a Silver Status after 90-days, their account will go into "Suspended Status".

Suspended Status:

- The DSR users that are assigned Suspended Status will not actively receive points deposits for Volume Based Promotions and New Account Bonuses while in Suspended Status.
- If the DSR user meets the criteria for Gold Status at any point during the Suspended Status, the DSR user will be removed from the Suspended Status and all volume-based promotions and New Account Bonuses will be released to the DSR user in the next points transmittal.
- If the DSR user remains in a Suspended Status after 90-days, their account will change to "Expired Status".

Expired Status:

- Once the DSR user changes to Expired Status, all points in the DSR user's points bank will be reclaimed, all account claims will be expired, and the DSR user will no longer be enrolled in the Castrol SCORE Rewards Program.

Important Notes

- The DSR user Account Status will be updated daily based upon most recent sell-out data available.
- Eligibility criteria and Bonus percentages are subject to change without notice.

PROGRAM BONUS AND PRODUCT VALUES

PCO Tiered Signing Bonus

Tier 4 - 200,000 Points (10k+)

Tier 3 - 175,000 Points (5k-9,999k)

Tier 2 - 120,000 Points (3k-4,999k)

Tier 1 - 100,000 Points (1k-2,999k)

Castrol Partner Program (Platinum) - signing bonus for 40,000 points

Castrol Partner Program (Gold) - signing bonus for 20,000 points

Castrol Partner Program (Silver) - signing bonus for 10,000 points

PCO VALUE (CASTROL SCORE REWARDS)

Product	Reward Points
Castrol® EDGE®	10 points per gallon
Castrol® GTX® Full Synthetic	6 points per gallon
Castrol® GTX® High Mileage	4 points per gallon
Castrol® ATF/CVT Universal	4 points per gallon
Castrol® GTX®	2 points per gallon
Castrol® GTX® Eco	1 point per gallon

*Includes Castrol® EDGE®, Castrol® EDGE® Professional, Castrol® EDGE® High Mileage, Castrol® EDGE® Bio-Synthetic and Castrol® EDGE® Extended Performance

HD Tiered Signing Bonus

Tier four → 200,000 Points (10k+)

Tier three → 175,000 Points (5k-9,999k)

Tier two → 120,000 Points (3k-4,999k)

Tier one → 100,000 Points (1k-2,999k)

HD VALUE (CASTROL SCORE REWARDS)

BEST PRODUCT	Alpha HC	Duratec LFG	Trans-C HT	10 Points per gallon
	Anvol SWX	Performance Bio	TranSynd 668	
	Axle FD	Pyroplex Blue	Syngear	
	Blue Hydraulic	Pyroplex Gold	Syntrans	
	Dual Range HV	Pyroplex Protection ES	VECTON	
	Duratec ES	Radical SF-O		

BETTER PRODUCT	Aerial Lift Fluid	CRB Multi	Pyroplex Red	2 Points per Gallon
	Alpha CLP	Fifth Wheel Grease	Radical HD Premix	
	AP Gear Lube	HD Multipurpose	Spheerol SHL	
	Contractor Special	Hyspin AWS	Trans-C	
	CRB Monograde	Hyspin VG	Universal Tractor Fluid	

Program Participants will earn points based on the program outlined for new accounts and existing business.

Program Participants must claim an account in the IMI subject to approval by Castrol ASM/DBM.

Program Participants must mark an account as "new" during the account claiming process in the IMI by selecting either "Yes" or "No" when prompted.

The Assigned Distributor Sales Manager will earn 10% of DSR earnings paid quarterly. DSRs will be assigned to a DSM in the IMI by the Castrol ASM/DBM.

The Installer must purchase less than 250 gallons in Castrol product for the pre-vios 12 months in order to qualify as a "new account".

The Installer must purchase a minimum of 1,000 gallons per year (250 gallons per quarter) of Castrol product to qualify for the new account bonus.

The New Account Bonus will be paid upon a new accounts annualized volume after a 92 day verification period (92 days from the first invoice date) and will remain eligible to earn a new account bonus for a period of 12 months from the first invoice date. Example: If a new account purchases a minimum of 250 gallons, but not more than 749 gallons, after the 92 day verification period, the DSR user will be rewarded the corresponding bonus of 100,000 points. If the account does not reach this threshold within the first 12 months of purchases, the bonus will not be paid. Volume greater than or equal to 750 gallons over a 92 day ver-ification period will award the program participant with the appropriate bonus point amount shown in the corresponding value listed in the Program Bonus and Product Values section of these Terms and Conditions.

Accounts that have been obtained through distributor conversion do not qualify as a "new account".

Large national accounts with multiple locations are subject to approval by Castrol and qualification for program rewards is at the sole discretion of Castrol and BP Lubricants USA.

EXCLUSIONS:

PCO and Specialty National (DFF) Accounts
 HD/IND Specialty National (DFF) Accounts
 HD/IND Specialty General Industrial Business
 Partner OEM New Car Dealer (DFF) Accounts