

Castrol Distributor Rewards

How to Claim Accounts and Spend Points



Section Summary

How to Claim Activated Accounts 3-5

How to Claim Accounts that are not Activated 6-10

How to Spend Points 11-14

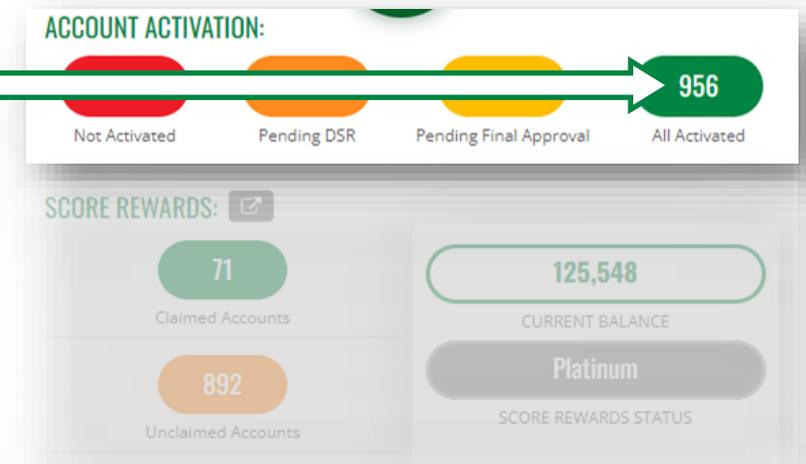
Additional Information 15-16

Order Support 17-18

How to Claim Activated Accounts

Activated accounts here are those that have not been claimed by a current DSR

1. Log into your SCORE Rewards dashboard (IMI) at: <https://castrolstreetview.com>
2. After logging in, click “All Activated” to explore accounts you can claim for Castrol awards



Examples shown for reference

How to Claim Activated Accounts...continued

1. Castrol recommends DSRs select **Activated** in Status, **Un-Claimed** in SCORE Rewards, **last 3 months** in time frame, and **enter 250 gallons** to filter accounts with volume that will generate immediate points
 - Otherwise run the search with no filters and look for accounts you can grow and earn points with for Castrol sales
2. Review and choose accounts from the results field and proceed to the next step

The screenshot displays the 'CUSTOMER SEARCH' interface. It is divided into two main sections: 'Account Filters' and 'Sales Filters'. The 'Account Filters' section includes fields for Text Search, Channel, Promotions, Activation Status (set to 'Activated'), SCORE Rewards (set to 'Un-claimed Customers'), Sector, and States. The 'Sales Filters' section includes Time Frame (set to 'Last 3 Months'), Brand, and Sales Volume (set to '250'). Below the filters are controls for 'INCLUDE ACCOUNT HEADERS' (set to 'No'), 'Page Size' (set to '9'), 'SAVE FILTERS' (set to 'Off'), and buttons for 'SEARCH' and 'EXPORT'. The 'RESULTS' section shows a single account entry with a status of 'Activated'. The account details are: CR123456, Example Lube 1500, Pittsburgh Street, and Distributor: XYZ. A red dashed box highlights the results section, and a circled '2' is placed next to it. Circled '1's are placed next to the 'Activated' status, 'Un-claimed Customers' reward, 'Last 3 Months' time frame, and '250' sales volume filter.

*Customer information removed for demonstration purposes

How to Claim Activated Accounts...finish

1. Select “Claim Location”
2. Select the date when claiming the Account – then click Claim to finish the process

Customer Name / Location info

LOCATION DETAILS

CR123456
Example Lube 1500
Pittsburgh Street
Distributor: XYZ

VIEW THIS LOCATION IN INSIGHT

VIEW SYNC STATUS

CONTACT INFO

Portal ID:

CLAIM ACCOUNT

Please choose the date to claim the account from.

*CLAIM ON: 12/31/2023

* The chosen date is the date from which you will earn points for the sales of this customer. This date will also be used to determine eligibility for the new account bonus. You will not earn points for this claim until a TSM has approved it.

SCORE REWARDS

Location is not claimed

CLAIM LOCATION

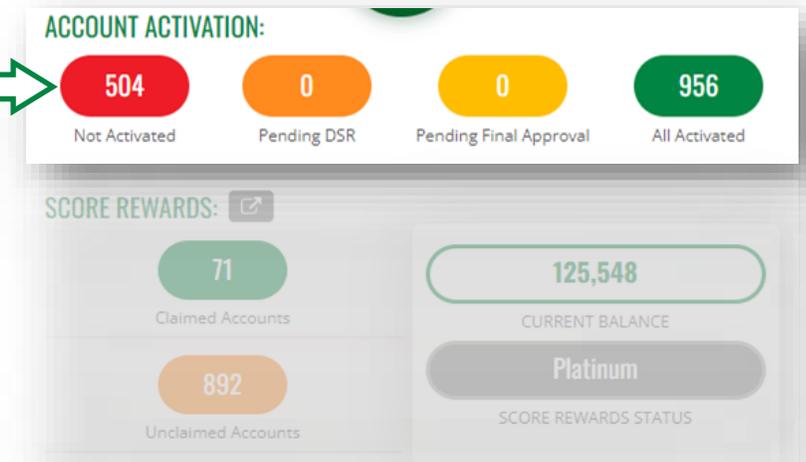
CANCEL CLAIM

*Customer information removed for demonstration purposes

How to Claim Accounts that are not activated

Not activated accounts are those that require confirmation of address, owner information, and other account details to support account management within Castrol programs.

1. Log into your SCORE Rewards dashboard (IMI) at: <https://castrolstreetview.com>
2. After logging in, click “Not Activated” to explore accounts you can claim for Castrol awards



Examples shown for reference

How to Claim Accounts that are not activated ...continued

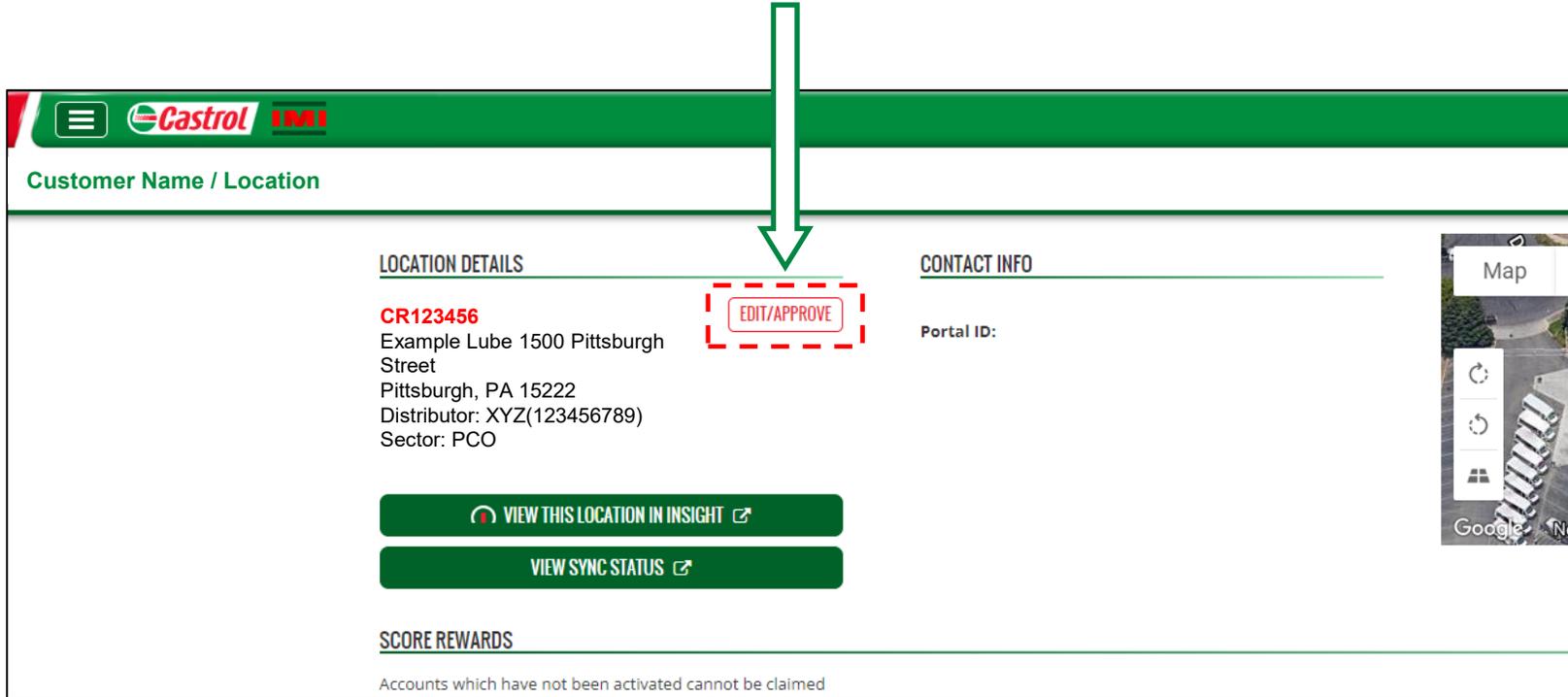
1. Castrol recommends DSRs select **Not Activated** in Status, **Un-Claimed** in SCORE Rewards, **last 3 months** in time frame, and **enter 250 gallons** to filter accounts with volume that will generate immediate points
 - Otherwise run the search with no filters and look for accounts you can grow and earn points with for Castrol sales
2. Review and choose accounts from the results field and proceed to the next step

The screenshot displays the 'CUSTOMER SEARCH' interface. It is divided into 'Account Filters' and 'Sales Filters' sections. The 'Account Filters' section includes fields for Text Search, Channel, Promotions, Activation Status (set to 'Not-Activated'), SCORE Rewards (set to 'Un-claimed Customers'), Sector, and States. The 'Sales Filters' section includes Time Frame (set to 'Last 3 Months'), Brand, and Sales Volume (set to '250'). Below the filters are controls for 'INCLUDE ACCOUNT HEADERS' (set to 'No'), 'Page Size' (set to '9'), 'SAVE FILTERS' (set to 'Off'), and buttons for 'SEARCH' and 'EXPORT'. The 'RESULTS' section shows a single account entry with a red dashed box around it, containing the account ID 'CR123456', the name 'Example Lube 1500', the address 'Pittsburgh Street', and the distributor 'XYZ'. The word 'Activated' is visible above the account details. Circled numbers 1 and 2 are overlaid on the filter and results sections respectively.

*Customer information removed for demonstration purposes

How to Claim Accounts that are not activated ...continued

- DSR should click Edit/Approve and proceed to the next sections for entering customer info



The screenshot displays the Castrol IMI web interface. At the top, there is a green header with the Castrol IMI logo and a menu icon. Below the header, the page is titled "Customer Name / Location". The main content area is divided into two columns: "LOCATION DETAILS" on the left and "CONTACT INFO" on the right. In the "LOCATION DETAILS" section, the account ID "CR123456" is displayed in red. Below it, the address "Example Lube 1500 Pittsburgh Street, Pittsburgh, PA 15222" and distributor information "Distributor: XYZ(123456789), Sector: PCO" are listed. A red dashed box highlights the "EDIT/APPROVE" button, which is pointed to by a large green arrow. Below the address, there are two green buttons: "VIEW THIS LOCATION IN INSIGHT" and "VIEW SYNC STATUS". In the "CONTACT INFO" section, the "Portal ID:" field is visible. On the right side of the page, there is a "Map" section with a Google Maps interface showing a street view of a building. At the bottom of the page, under the "SCORE REWARDS" section, a note states: "Accounts which have not been activated cannot be claimed".

**Customer information removed for demonstration purposes*

How to Claim Accounts that are not activated ...continued

1. DSR must verify parent customer details and make changes as necessary, if no changes click continue
2. DSR must validate account data provided from Turfview, enter required* customer info, and estimated annual volume / estimated premium mix - then click continue

①

STATUS	CR NUMBER	ACCOUNT	DBA	NAME	ADDRESS	CITY	STATE	ZIP
Activated						BILOXI	MS	39531-2122
Activated						ST AUGUSTINE	FL	32092-0587
Activated						VIDALIA	GA	30474-8804
Activated						SANDERSVILLE	GA	31082-2665
Activated						TRENTON	GA	30752-4732

Click cancel to stop the claim process at any time *(if necessary)*

②

Parent Account: [Text Field] **VIEW INSTALLERS**

Customer: [Text Field] Address 1: [Text Field]

DBA: [Text Field] Address 2: [Text Field]

First * [Text Field] City: [Text Field]

Last * [Text Field] State: [Text Field]

Title * [Text Field] Zip: [Text Field]

Email * [Text Field] Phone: [Text Field]

Verify Email [Text Field] Website: [Text Field]

Sector: [Text Field] Est. Annual Vol (gal): [Text Field]

Segment: [Text Field] Est. Premium Mix (%): [Text Field]

*Customer information removed for demonstration purposes

How to Claim Accounts that are not activated ...finish

1. DSR must select “Yes” to link account with DSR SCORE Rewards account
2. DSR must choose their name from the list (*example below*) to claim the account under their name
3. DSR must review and certify data entered is correct, then click approve to finish

2. ACCOUNT INFO 3. ADD CLAIM ①

Add user as SCORE Rewards account owner? YES NO

2. ACCOUNT INFO 3. ADD CLAIM 4. COMPLETE

Add user as Distributor Rewards account owner? YES NO

USER:

② Sarah
Mayer
Santa
Claus
Jim Bay

Total Results: 5 1

③

1. CHANGE PARENT 2. ACCOUNT INFO 3. ADD CLAIM 4. COMPLETE

I certify that the data associated with this account is correct to the best of my knowledge. Once approved, the named owner of this location may be entitled to earn and redeem Castrol Rewards points. If this account has a DSR claim, I certify that individual is entitled to receive Castrol P.R.I.D.E. Rewards points associated with the performance of this account.

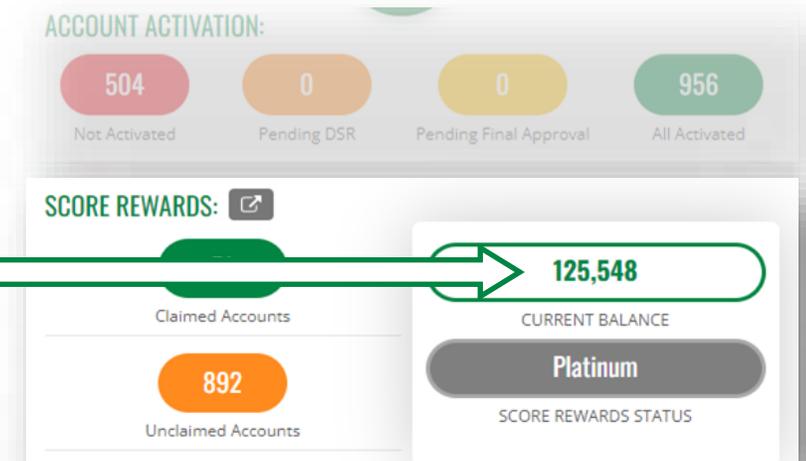
By clicking 'Approve' the requester acknowledges the above statement and knowingly submits the account to BP Lubricants Inc. USA for consideration and acceptance into the Castrol Rewards program.

BACK APPROVE

*Customer information removed for demo purposes

How to Spend Points

1. Log into your SCORE Rewards dashboard (IMI) at: <https://castrolstreetview.com>
2. Click the current balance to access the merchandise, travel, entertainment, and gift card area



Examples shown for reference

How to Spend Points ... continued

1. Use the Menu to search through all merchandise categories for items to purchase with Castrol points
2. Search for specific merchandise in the Featured Reward Categories section

SCORE REWARDS

REWARDS STATUS INFORMATION **REDEEM POINTS** ORDER HELP SELLOUT

MERCHANDISE, TRAVEL, & EVENTS **304,834**
Current Points Balance

GIFT CARDS

1

MENU Search for rewards In Merchandise Search   

Merchandise Gift Cards Prepaid Flex - USD

- Appliances** >
- Automotive
- Baby
- Beauty
- Bed, Bath and Home
- Electronics
- Fitness, Sports & Outdoor Recreation

Appliances [Shop All >](#)

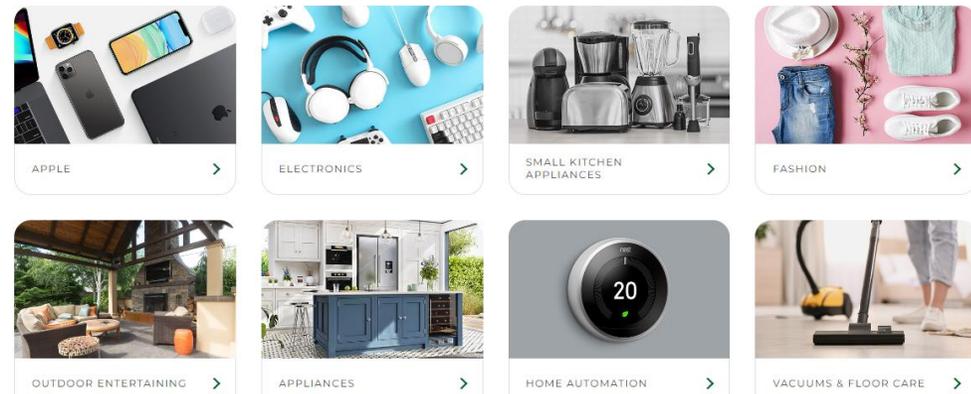
Home

- Air Conditioners
- Air Purifiers
- Dehumidifiers
- Fans
- Heaters

Kitchen

- Compact Ref
- Disposals & C
- [Explore More](#)

Featured Reward Categories



APPLE ELECTRONICS SMALL KITCHEN APPLIANCES FASHION

OUTDOOR ENTERTAINING APPLIANCES HOME AUTOMATION VACUUMS & FLOOR CARE

2

How to Spend Points on Gift Cards*

1. Choose Gift Cards on the left side of the Redeem points tab
2. Site tracks amount spent. Once limit is reached site blocks any other gift card purchases until January 1 of the following year when limits are replenished
3. Select US or BP/Castrol Gift Cards from the drop-down menu
 - a) US gift cards can be redeemed from any vendors in the featured category section
 - b) BP/Castrol gift cards can be redeemed for Castrol branded merchandise in the Castrol store

SCORE REWARDS

REWARDS STATUS INFORMATION REDEEM POINTS ORDER HELP SELLOUT

MERCHANDISE, TRAVEL, & EVENTS 124,170 53,000 53,000

Current Points Balance Current Points Eligible for Gift Cards This Year Total Points Allowed for Gift Cards This Year Total Points Exp

1 GIFT CARDS 2

SHOP Search for rewards In US Gift Cards - LIVE Search

In US Gift Cards - LIVE 3
In BP Castrol Gift Cards

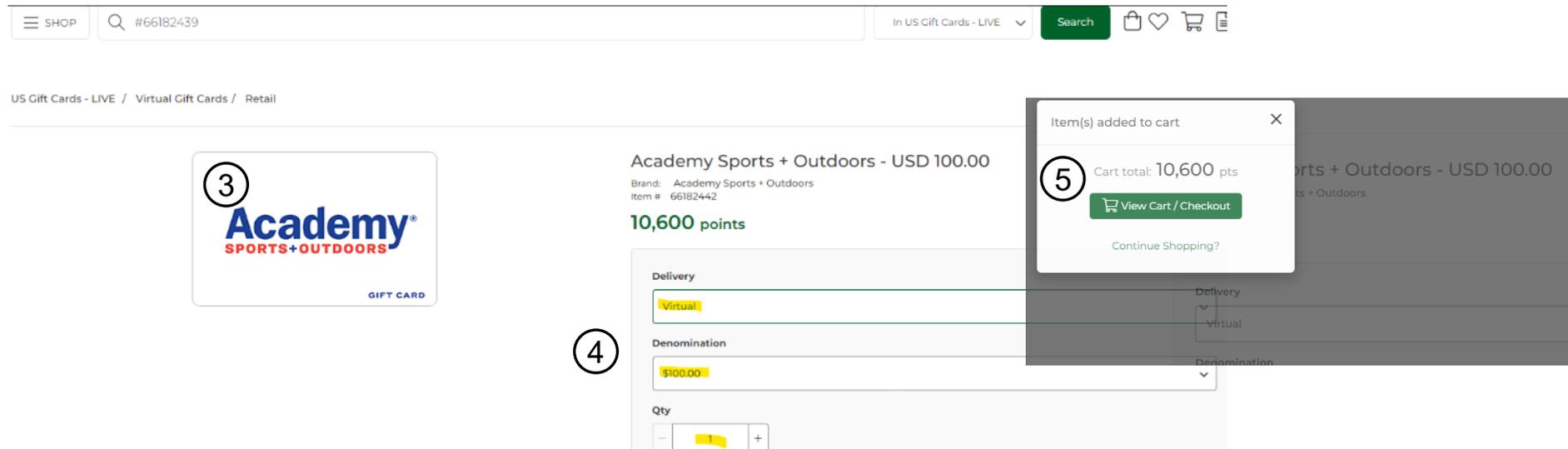
Create amazing experiences with gift cards

Shop Now

*Note: Per Castrol program guidelines gift card renewal limits are \$1,000 annually.

How to Spend Points on Gift Cards*

3. Select a **merchant**, **virtual delivery**, **denomination**, and **quantity**. Then click **add to cart**
4. Choose **View Cart** to review the order and enter your mailing address/shipping details
5. Follow the prompts to complete the order
 - **Watch for the virtual card to arrive by email**
 - **If you experience issues and need assistance with your order, see slide 17 for support details**



**Note: Per Castrol program guidelines gift card renewal limits are \$1,000 annually.*

Additional Information

Points:

- No limit on points members can spend on merchandise, travel and events
- Eligibility for the SCORE program is dependent on employment with a current Castrol distributor. Once a SCORE user is no longer employed at sed distributor, their SCORE account is deactivated and any points balance is forfeited

Order Issues:

- Allow 24 hours to receive a reply for order support request
- Returns are available if product is damaged, or the wrong item was shipped
- Points will be refunded after returns have been received

Additional Information ... continued

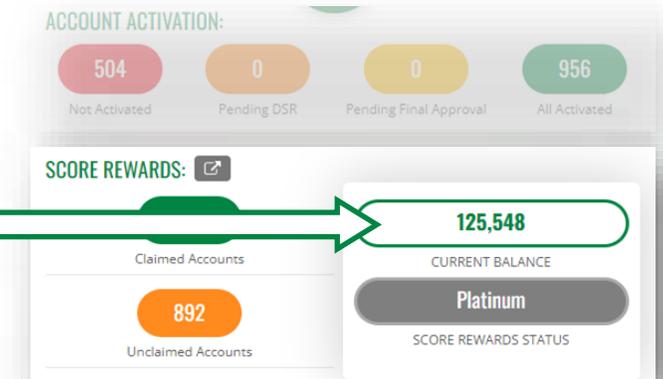
Gift Cards:

- Purchases must comply with Castrol Corporate guidelines
- No Authorization required for gift cards purchases up to \$500
- DOB must be supplied for gift card purchases between \$500 and \$1,000
- Gift card site tracks amount spent. Once limit is reached site will block any further gift card purchases until limits are replenished on January 1 of the following year
- Unspent points for gift cards do not carry over
- Gift cards are ELECTRONIC, not a hard copy
- Gift cards are issued via email (save the email) within 24 hours of placing order
- Gift cards are NOT refundable for cash equivalent
- Service fees included - some charges may vary

Order Support

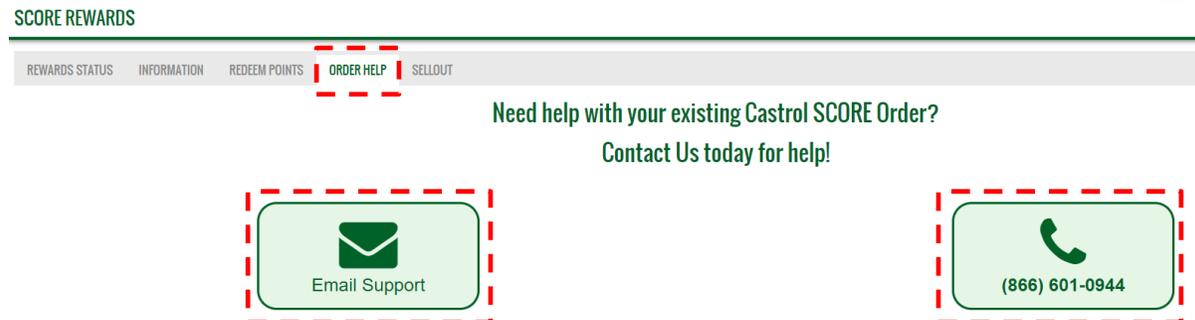
1. Log into your SCORE Rewards dashboard (IMI) at: <https://castrolstreetview.com>

2. Click the current balance oval to access the Rewards Status, Information, Redeem Points, Order Help, and Sellout tabs



Examples shown for reference

3. Under the Order Help Tab choose Email or Phone Support for assistance with any order related issues



For any other questions regarding Castrol SCORE, please contact your local Castrol ASM for support.

Examples shown for reference



Order Support ... continued

Questions on the Castrol Distributor Rewards Program?

Primary Support Contact: Castrol Distributor Business Managers & Castrol Area Sales Managers

Information in this document is for reference purposes only and may not be accurate to program parameters or details.

Please refer to the most current Terms & Conditions available on the SCORE website for the most accurate program details and specifications.

Thank you!