



Dear Monogram Program/APIQR Participant,

COVID-19 continues to affect our industry and more specifically the manufacturers and service providers that participate in the API Monogram/APIQR Programs. The disruptions caused by the pandemic have lasted far longer than we had expected. As we learn to live with the uncertainties caused by COVID-19, we want to provide an update on steps API is taking to help our clients during these difficult times.

First, Monogram/APIQR is operating virtually and is providing service as usual.

Second, API has implemented the use of remote audits to ensure that we maintain regular auditing cycles. If your facility is unable to accommodate an on-site audit, please speak to your assigned auditor about performing the audit remotely.

Third, we are experiencing a very high volume of requests for changes to audit schedules. These requests cannot always be accommodated because we are constrained in our ability to change audit schedules, revise audit scopes, or postpone audits at this time. Changes will also result in additional costs for your facility. To avoid these additional costs, please adhere to your scheduled audit date(s). If you are unable to undergo an on-site audit, your facility should be prepared to undergo a remote audit instead. For your convenience, API has extended the remote audit option for audits performed prior to March 31, 2021.

Fourth, please remember that audits need to be performed within a timeframe required by our procedures. If your facility's audit cannot be performed (whether on-site or remote) within the required timeframes, API will change the status of your License(s) and/or Certificate(s) of Registration to '**Inactive**'. Inactive facilities cannot use the API Monogram and/or APIQR Marks and cannot claim to be Licensees or Registered organizations. We are updating our processes to provide Inactive facilities up to **six (6) months** to notify us that they are ready to undergo an audit. Your Licenses and/or Certificate of Registration can only be reinstated after successfully completing the audit.

We recognize that this period of upheaval is adversely affecting operations and understand that your employees and their families take precedence. Rest assured, teams across API collaborate daily and you can always count on us for support when it comes to your certification needs.

If you have any questions, please contact us by visiting www.api.org/ContactMonogram.