

Diesel Exhaust Fluid (DEF) Online System **User Guide**

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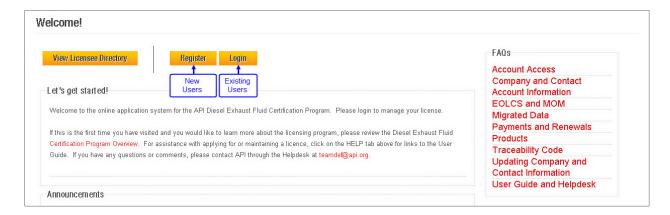




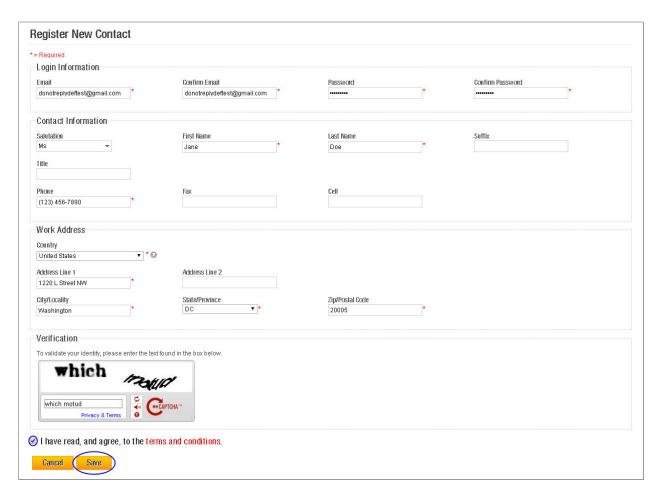


Contact Registration

A user must register in the system before they can create a new company or be added to an existing company's contact list.



Required fields, marked with an asterisk (*) must be filled in before information can be saved.

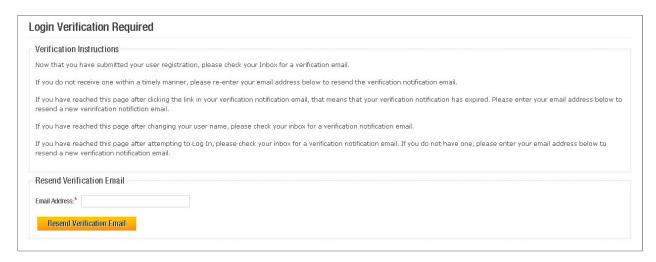




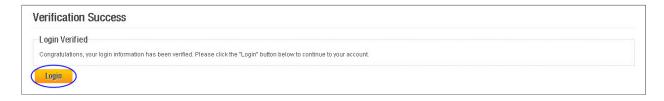




After registering your contact information, you will be required to verify your email address. A verification email will be sent to the email address used to register. If you do not receive the email within 24 hours, log in to return to the Login Verification Required page and click 'Resend Verification Email'.



Once you've verified your email address you will be able to log on to the system and either add a new company or have the primary contact from an existing company add you to the company contact list.





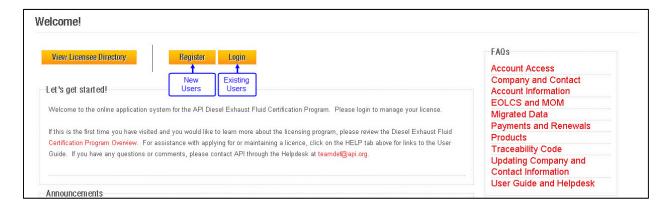






Reset Password

Once you've completed the steps below to reset your password an email containing a temporary password will be sent to the registered email address. Use the temporary password to log into your account and update your password immediately.







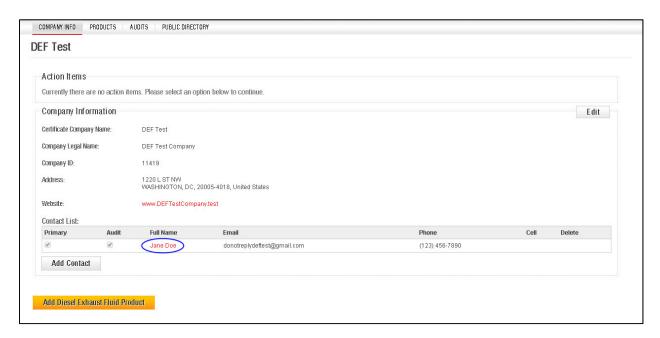


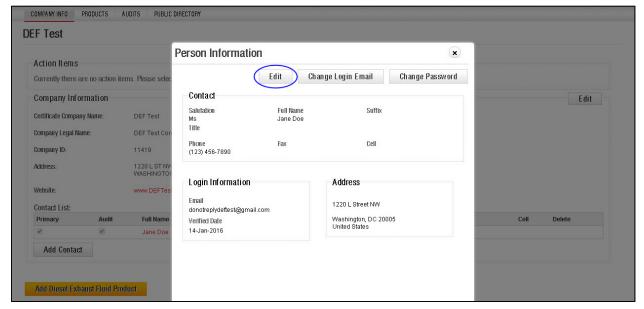




Edit Contact Information

In the Person Information section, you can: update contact information, change your login email and/or change your password.

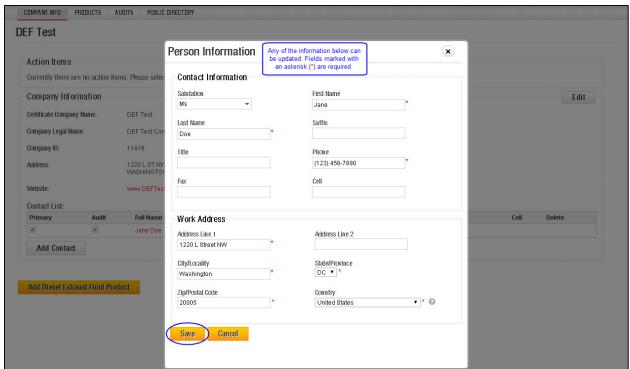


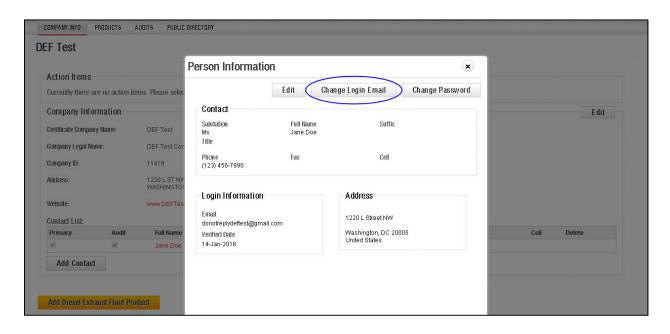








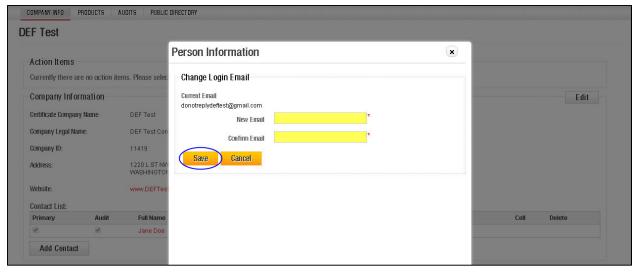


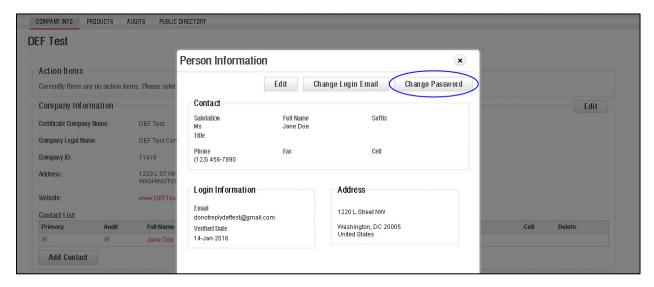


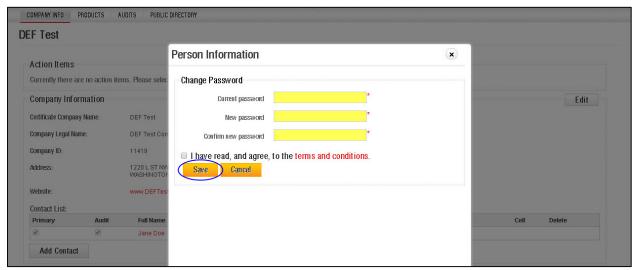
















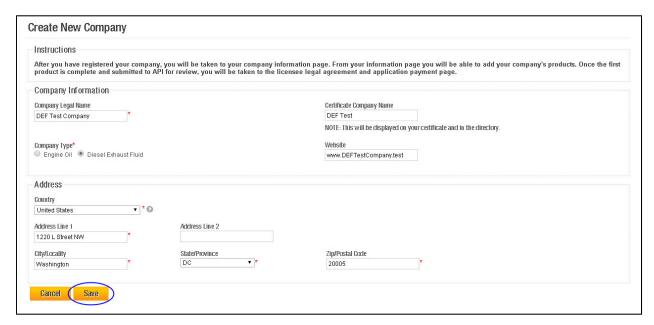


Company Registration

DO NOT create a company account if your company is already registered in the system. If your company has an active DEF license, a company account already exists.

The public directory (https://dieselexhaust.api.org/Directory/DEFSearch) provides a list of active DEF licensed companies. If you are not sure if your company is already registered please contact the DEF helpdesk at teamdef@api.org for assistance.







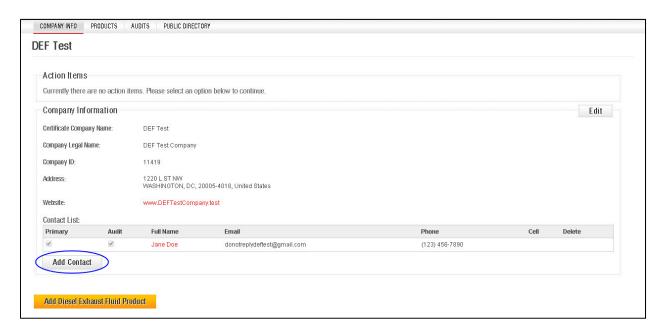


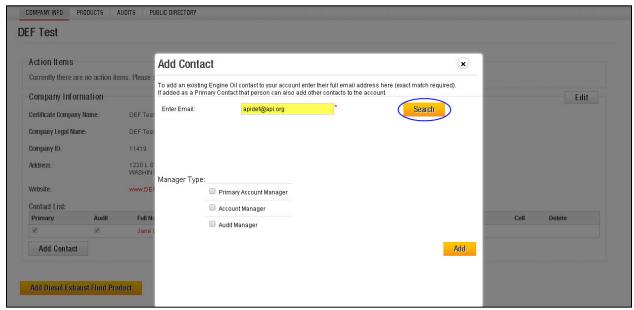


Add Contacts to Company

The Company Info page is the first page you will be directed to when you register a new company or log into your existing company account.

To add additional company contacts, the contacts must already be registered in the system. You will be able to use the contact's email address to search for them then add them to the company account.

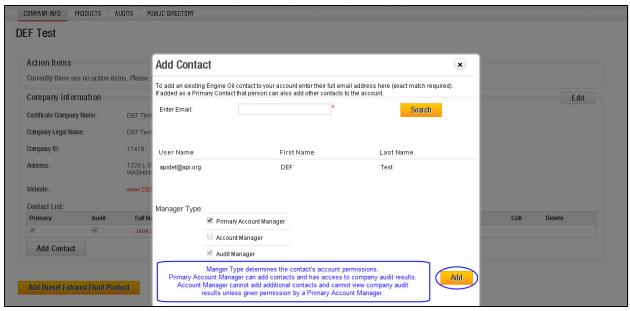












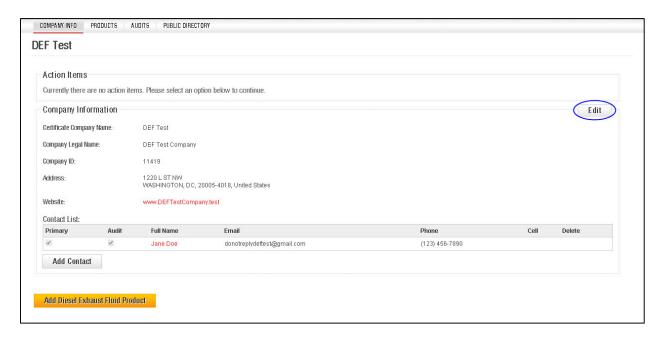


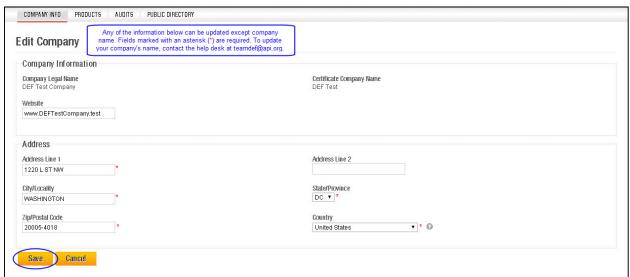






Edit Company Information



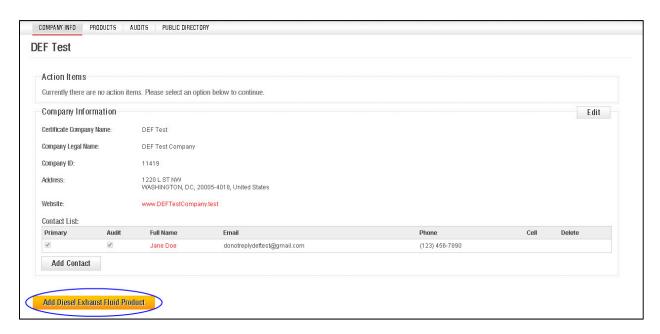








Add a DEF Product





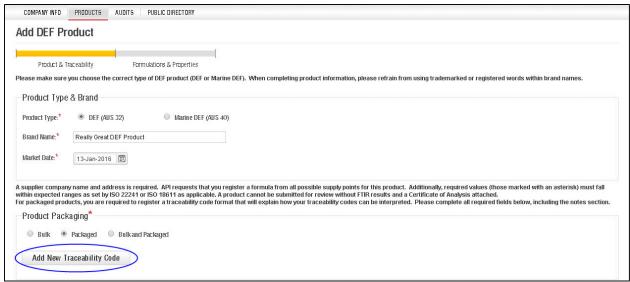
If the DEF product you are registering is only sold in bulk, a traceability code is not required. However if your product is a packaged product and you choose 'Packaged' or 'Bulk and Packaged' for the Product Packaging, a traceability code is required.

If you have not previously entered a traceability code, you will be able to add a new one after choosing the Product Packaging type. If you have previously entered a traceability code with a previously submitted product, that code will show as an option to associate with new products.









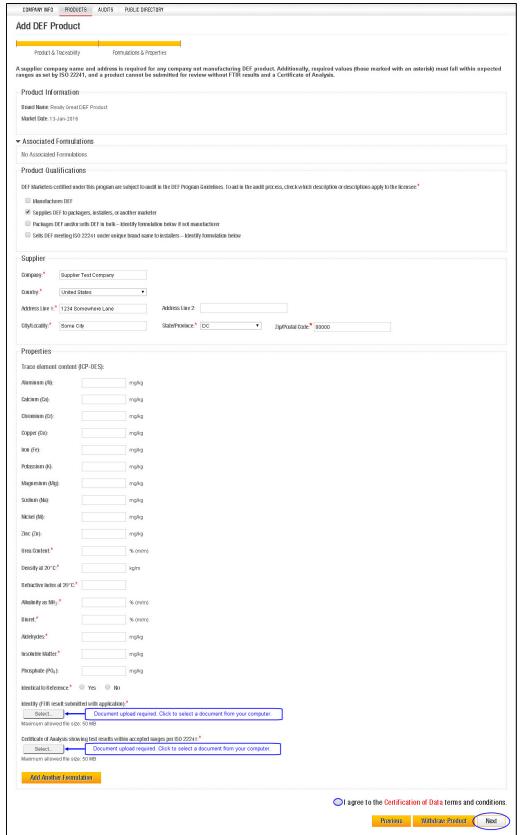
















Add a Marine DEF Product



If the Marine DEF product you are registering is only sold in bulk, a traceability code is not required. However if your product is a packaged product and you choose 'Packaged' or 'Bulk and Packaged' for the Product Packaging, a traceability code is required.

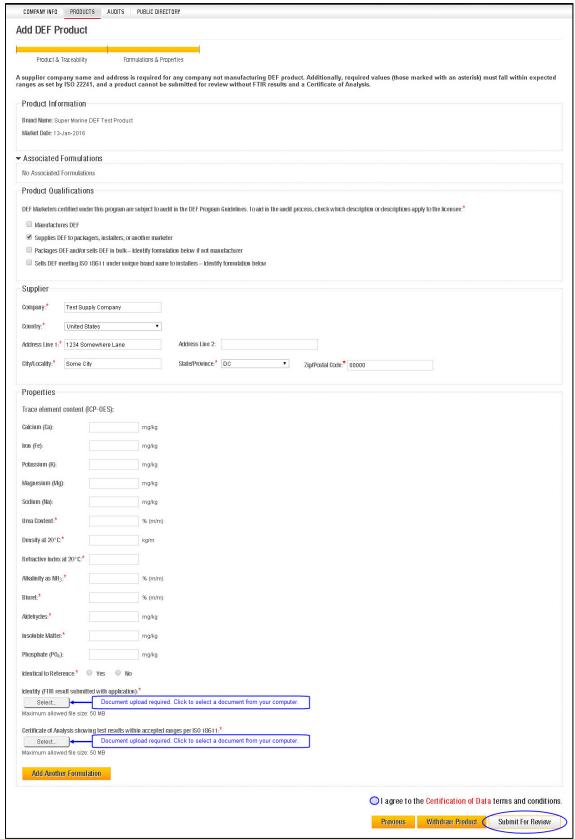
If you have not previously entered a traceability code, you will be able to add a new one after choosing the Product Packaging type. If you have previously entered a traceability code with a previously submitted product, that code will show as an option to associate with new products.

See 'Add a New DEF Product' for instructions/example of a traceability code.







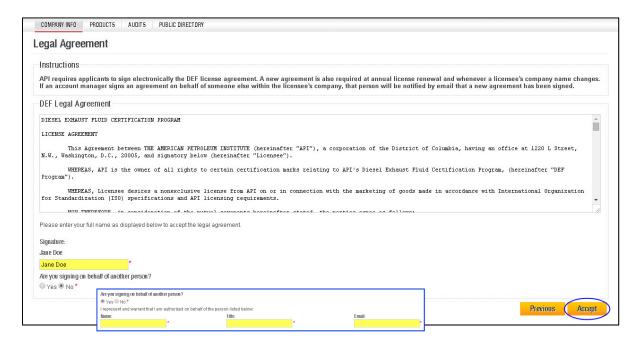






Application Fee Invoice/Payment

In order to ensure program eligibility, any company wishing to be DEF licensed must register in the online system and complete at least one product. After you submit the first product to API for review, you will be taken to the Legal Agreement page.



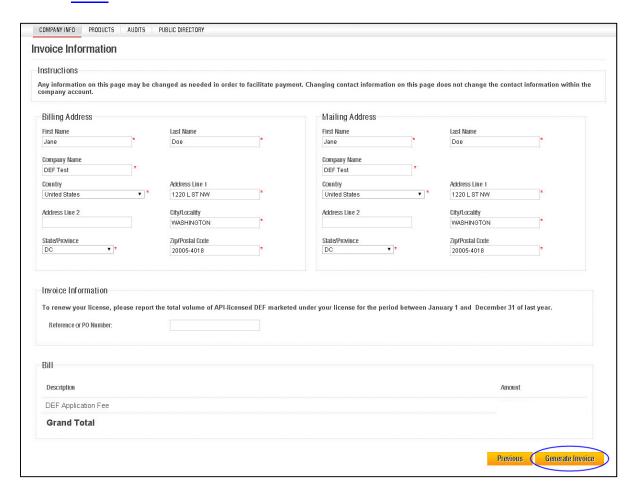
After signing the Legal Agreement, you will begin the process of generating and submitting payment information for the application fee.







All new applicants are required to pay an application fee before API can review their products and formulations. Current application fees can be found here.

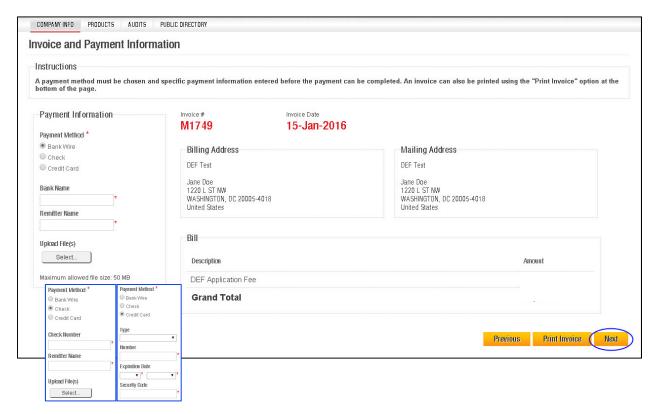


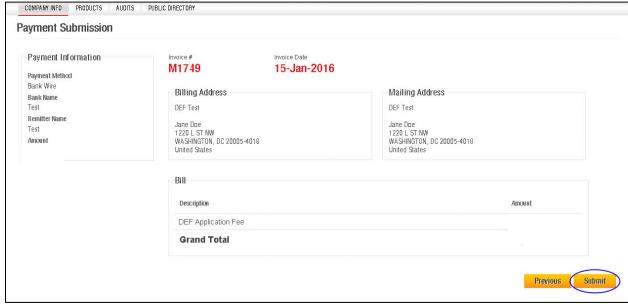






From this page you can print an official invoice (example on next page) and submit your payment information. If you do not have the payment information at the time the invoice is generated, you can leave this page and come back to it when you have the necessary information. However, payment information *must* be completed in order for API to identify your payment when it is received and apply it to the correct invoice.



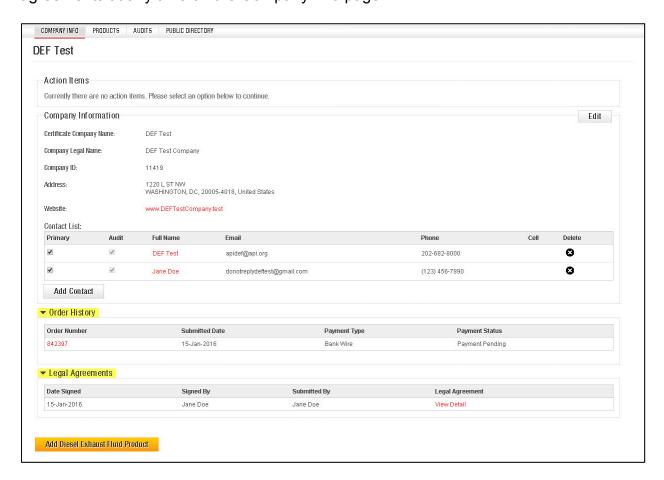








You will be able to review your company's order history and previously signed legal agreements at any time on the Company Info page.







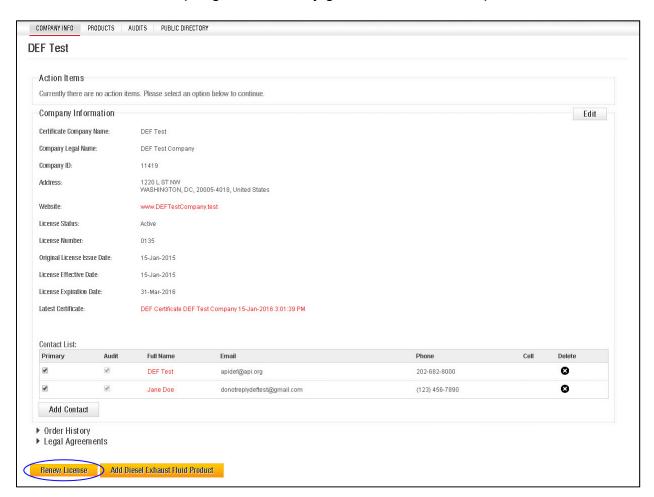


License Renewal

DEF licensees are required to renew their licenses on an annual basis. Below are the key points regarding renewals:

- All licenses have an expiration date of March 31st. Each year you must renew your license by March 31st or your license will expire and no longer be listed on the public directory of licensees.
- You will be required to renew through the online system. The option to renew will be available beginning the first week of January and all contacts will receive a notification via email.
- All licensees will be required to sign a legal agreement each year prior to renewal.
- You will be asked to report the amount of API licensed DEF/Marine DEF sold (volume of sales) for the last full calendar year.

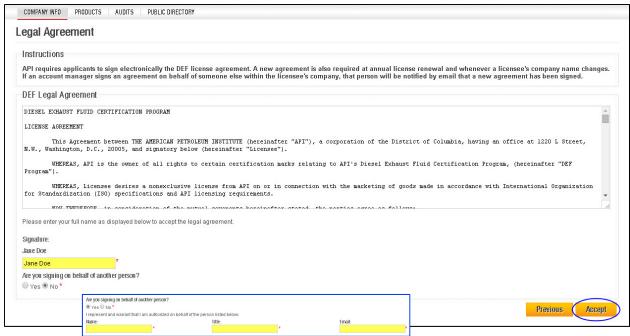
Once volume is reported, an invoice will be generated for the annual renewal fee and the volume of sales fee per gallon for every gallon of API licensed product sold.









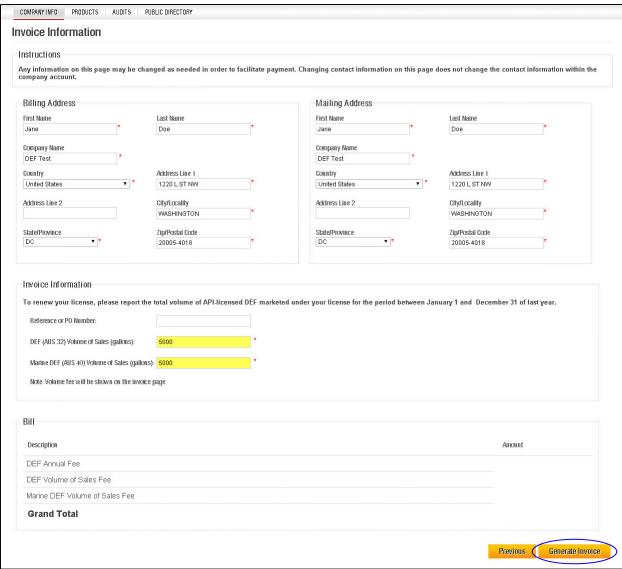












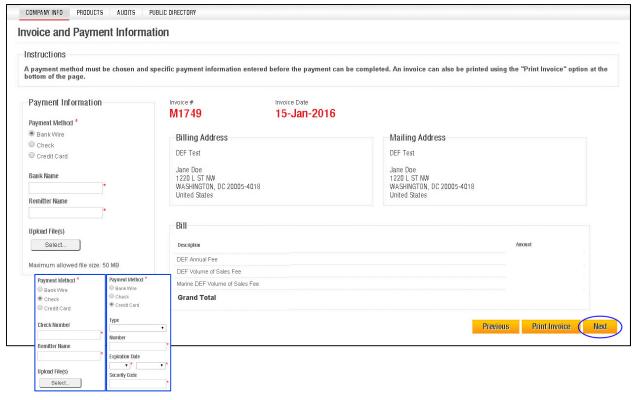
You will only be required to report volume of sales for the product type(s) that are licensed under your account.

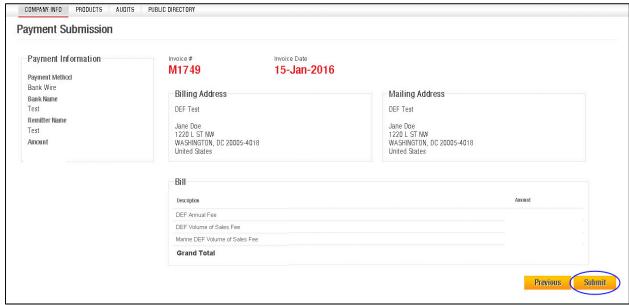
If you do not have the payment information at the time the invoice is generated, you can leave this page and come back to it when you have the necessary information. However, payment information *must* be completed in order for API to identify your payment when it is received and apply it to the correct invoice.











Once the renewal process is complete and the renewal payment is received. Your company's expiration date will be updated on the Company Info page and a new copy of your certificate will be available to download.

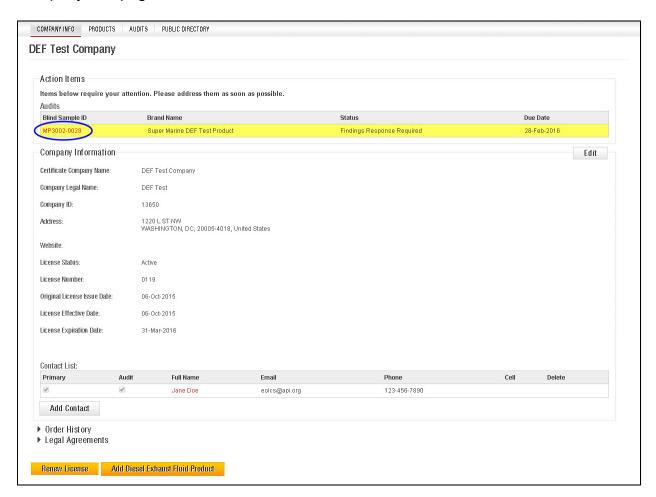






AMAP (Audit Results)

When an audit is performed on a product and findings are discovered, the company is required to review and respond to the findings within a certain time period (varies depending on the severity of the findings). Company contacts assigned to the audit role will receive an email notification and there will be an action item created on the Company Info page.

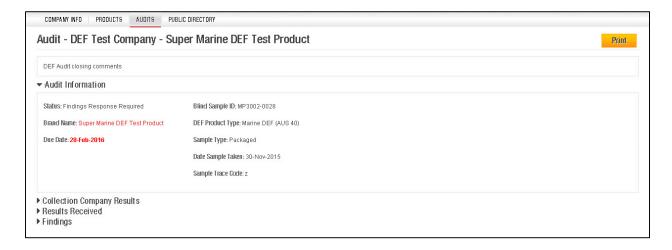




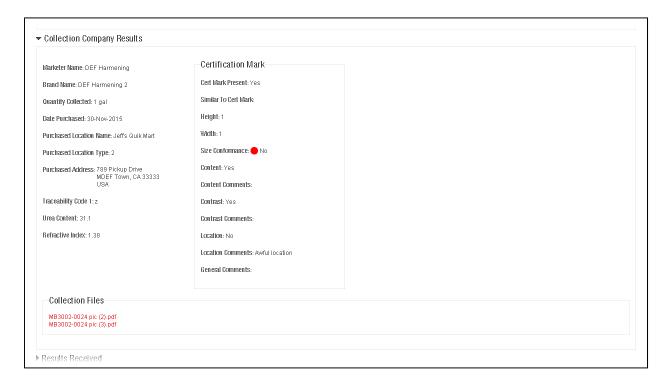




The Audit detail page will contain several sections of information. Clicking the arrow next to the titles will expand or close the section.



The Collection Company Results section provides additional information regarding the product sample that was audited. This includes information such as where and when the product was collected. For packaged product, this section will also include information regarding the certification symbol(s) and traceability code(s). The 'Collection Files' area will also include links to images associated with the audit, such as receipts, collection forms and label images (for packaged products).

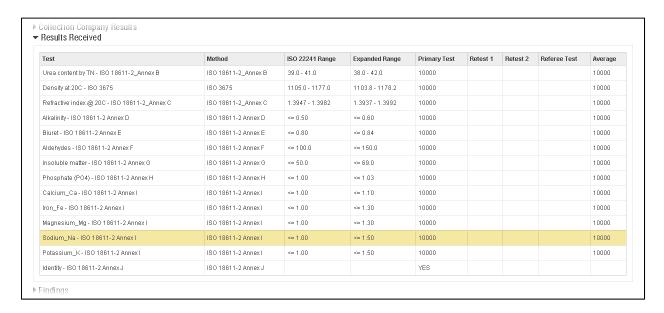




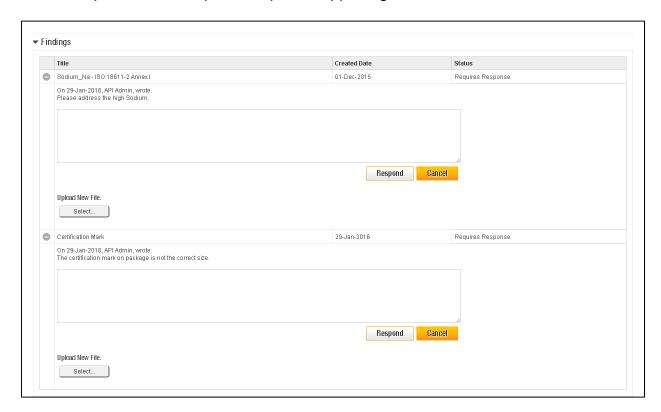




The Results Received section provides test results for the audit sample including the expected ranges. Test results highlighted in yellow indicate a finding that requires response, results highlights in red indicate a severe finding.



Findings can be opened by clicking the plus symbol (+) next to the finding title. Each finding must be responded to individually. Under each finding there is a text box for a written response and an option to upload supporting files.









Once all findings have been responded to, the audit status will change to Findings Responded and sent to API for review. If the responses resolve all the findings, the audit will be closed, if not the findings will be returned for further information.



If audit findings are not responded to within the specified time period, the product will be Canceled for Non-Response. When a product has been canceled, the product will be listed as Canceled on the public directory and the licensee will no longer be able to claim EOLCS certification on that product.