Diesel Exhaust Fluid (DEF) Online System User Guide

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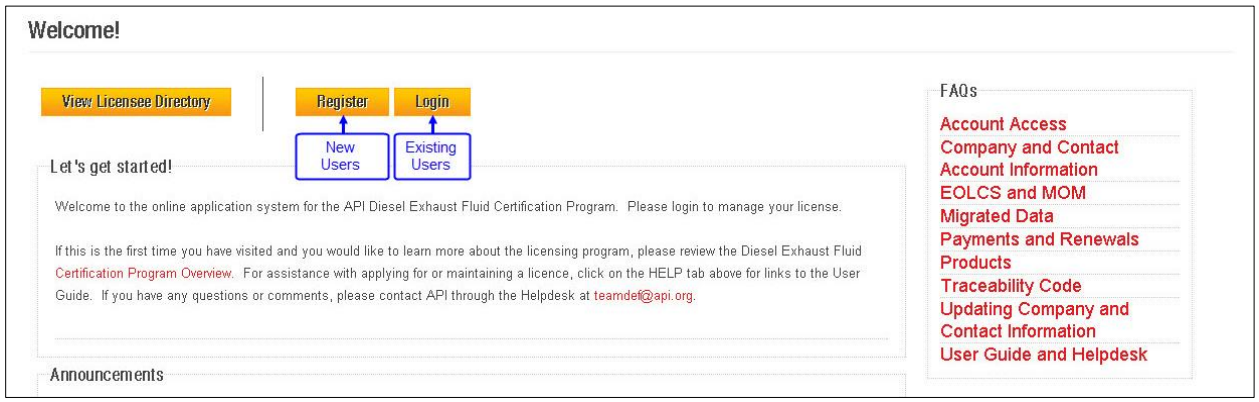
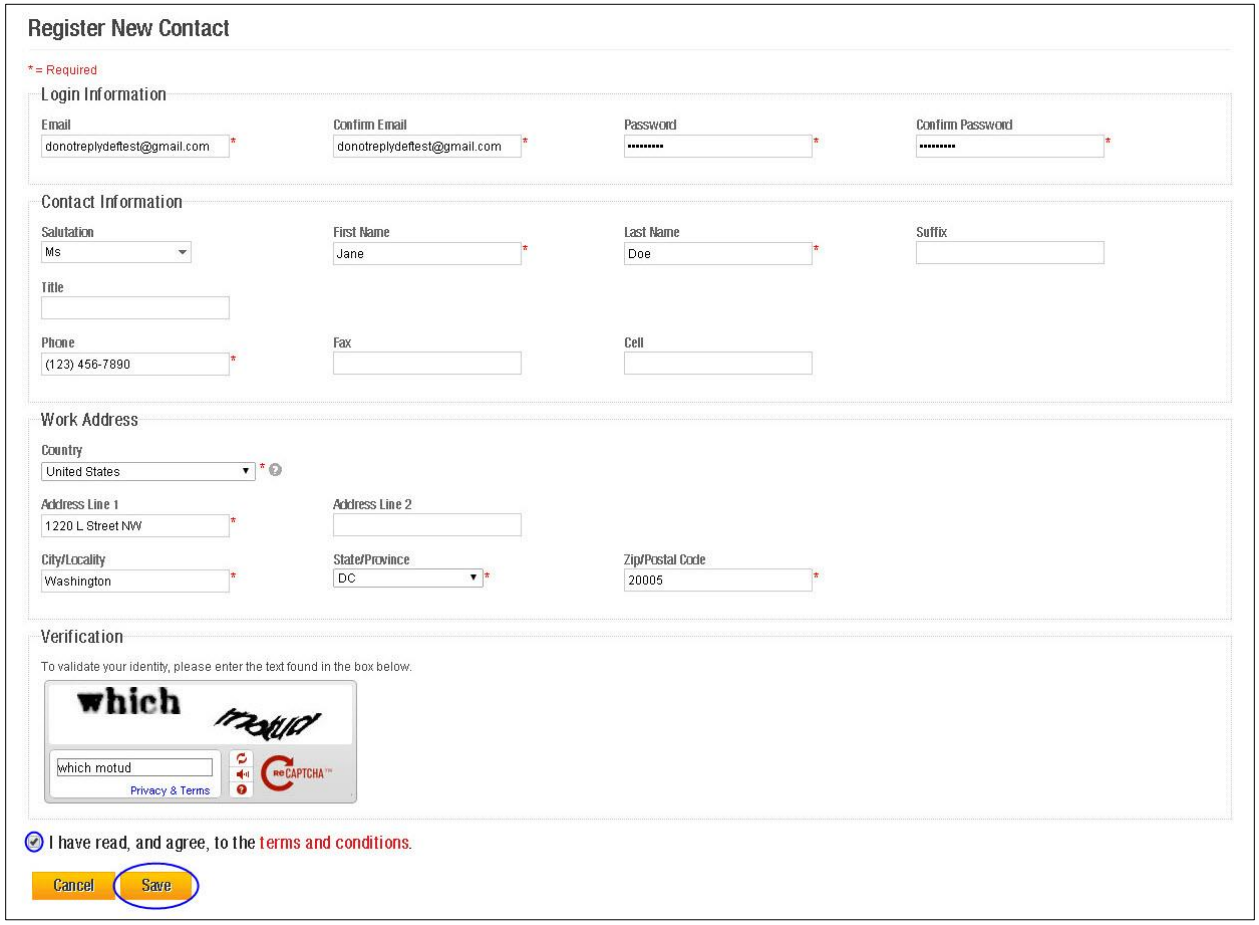
Contact Registration

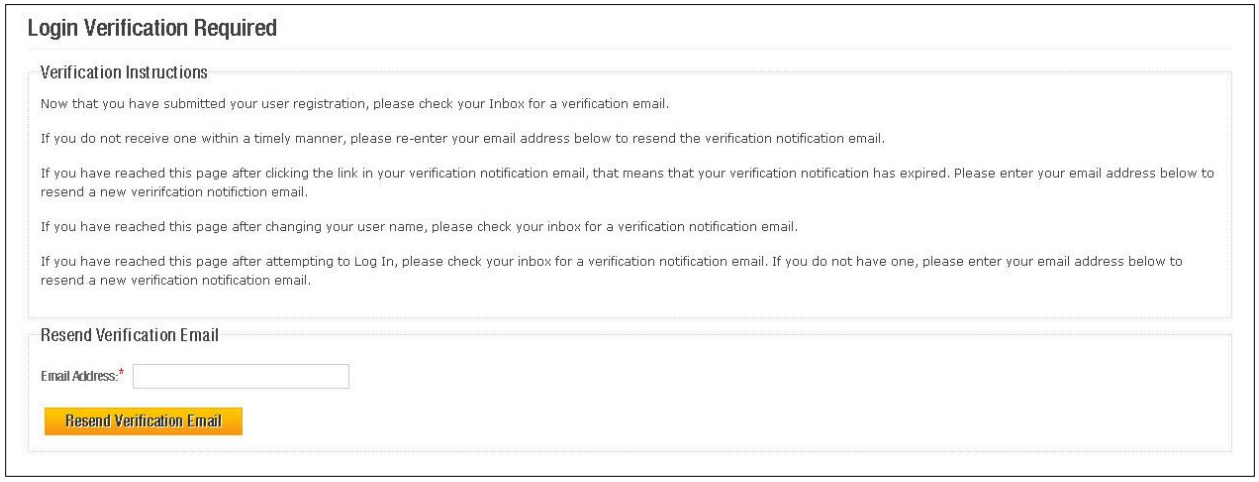
A user must register in the system before they can create a new company or be added to an existing company's contact list.



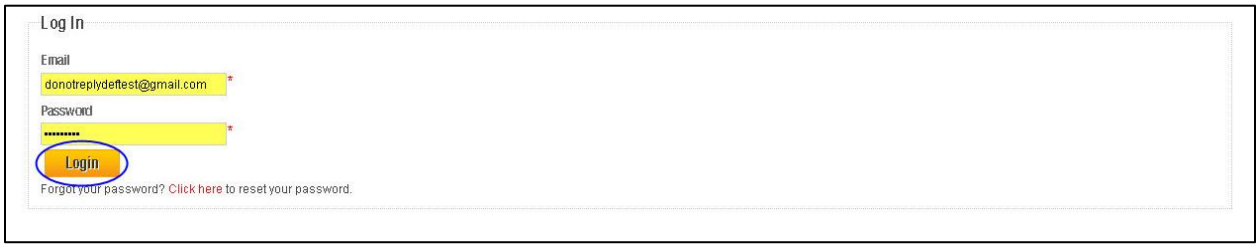
Required fields, marked with an asterisk (*) must be filled in before information can be saved.



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'.

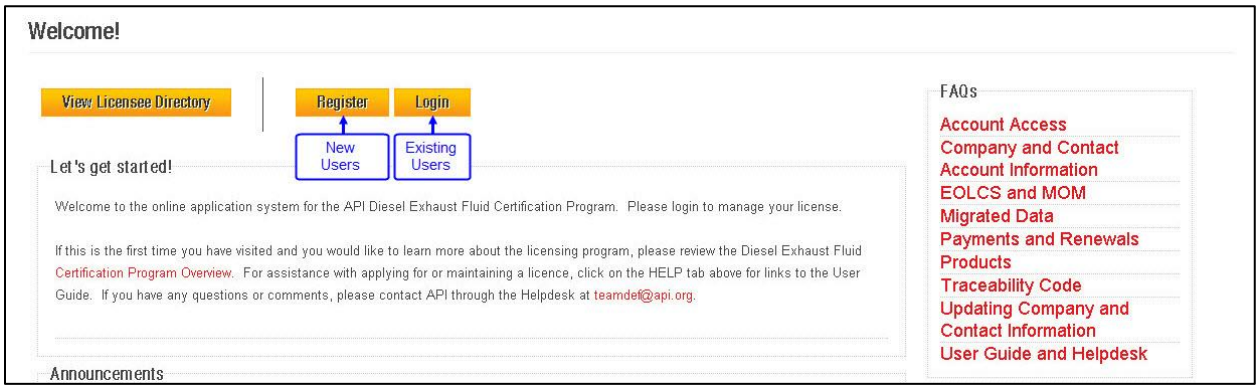


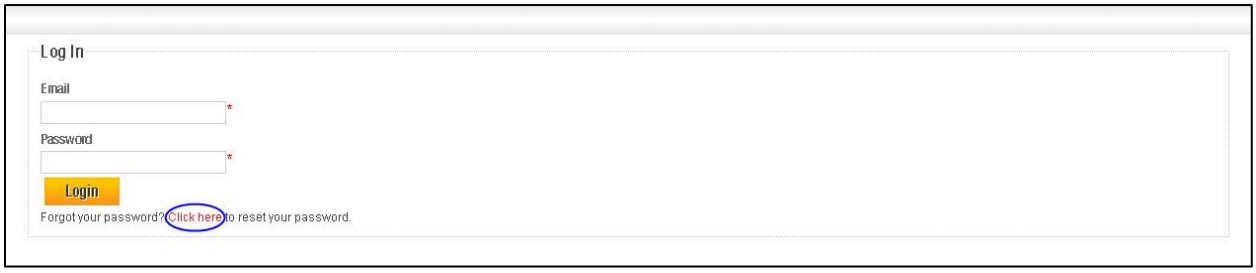
Once you've verified your email address you will be able to log on to the system and either add a new company or have the primary contact from an existing company add you to the company contact list.



Reset Password

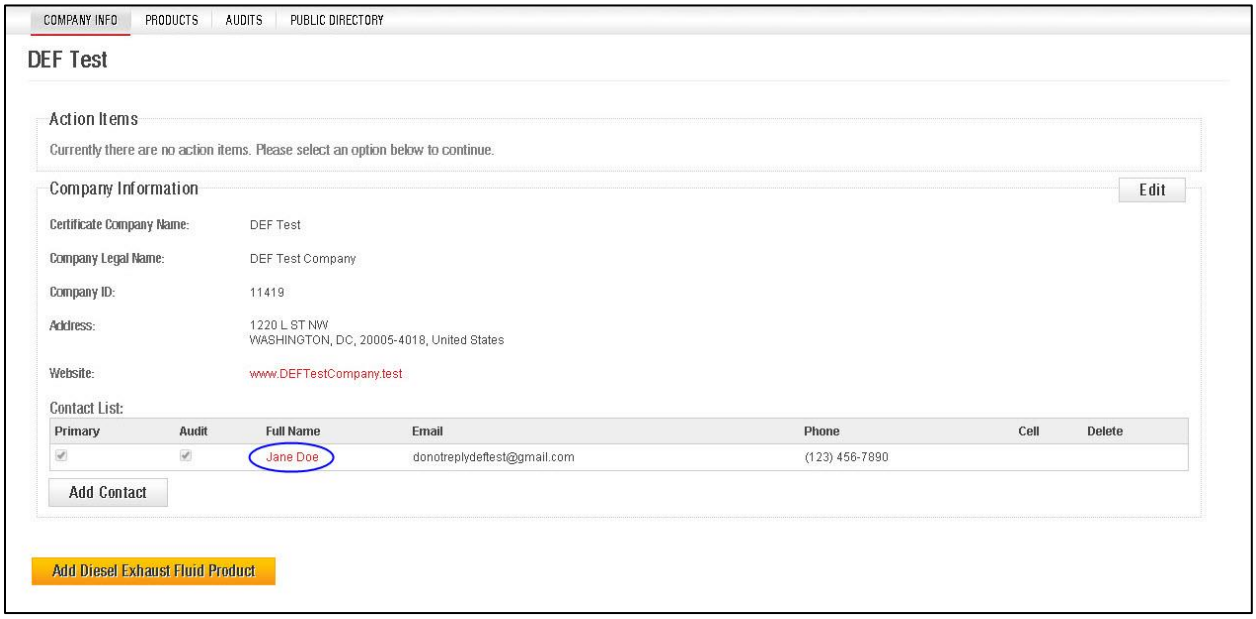
Once you've completed the steps below to reset your password an email containing a temporary password will be sent to the registered email address. Use the temporary password to log into your account and update your password immediately.

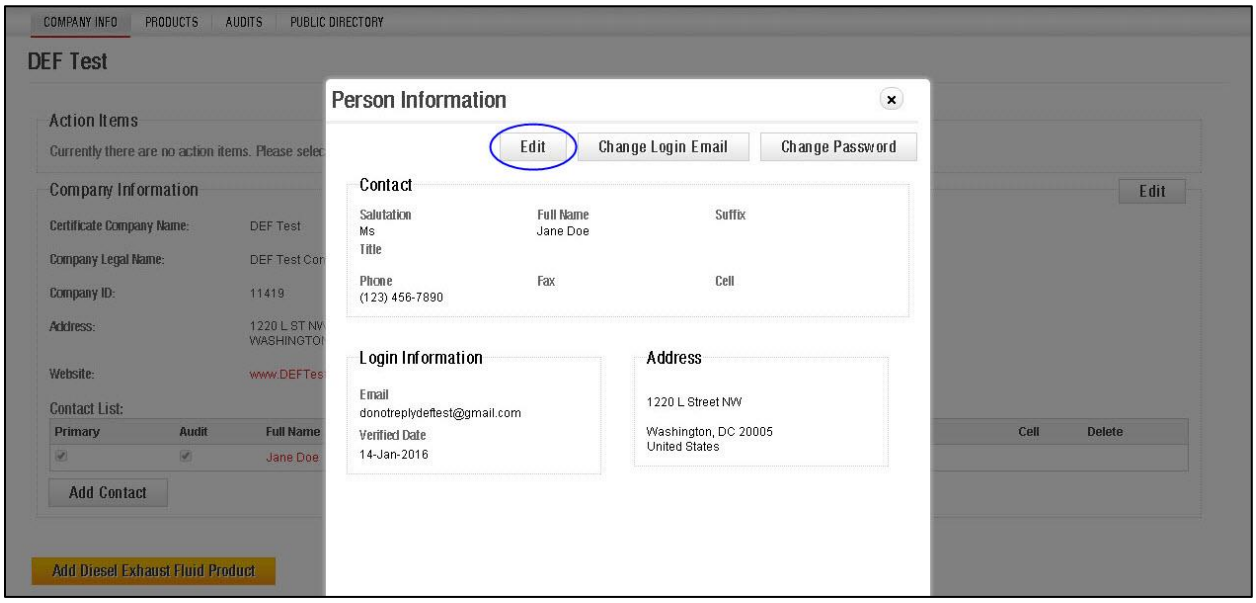


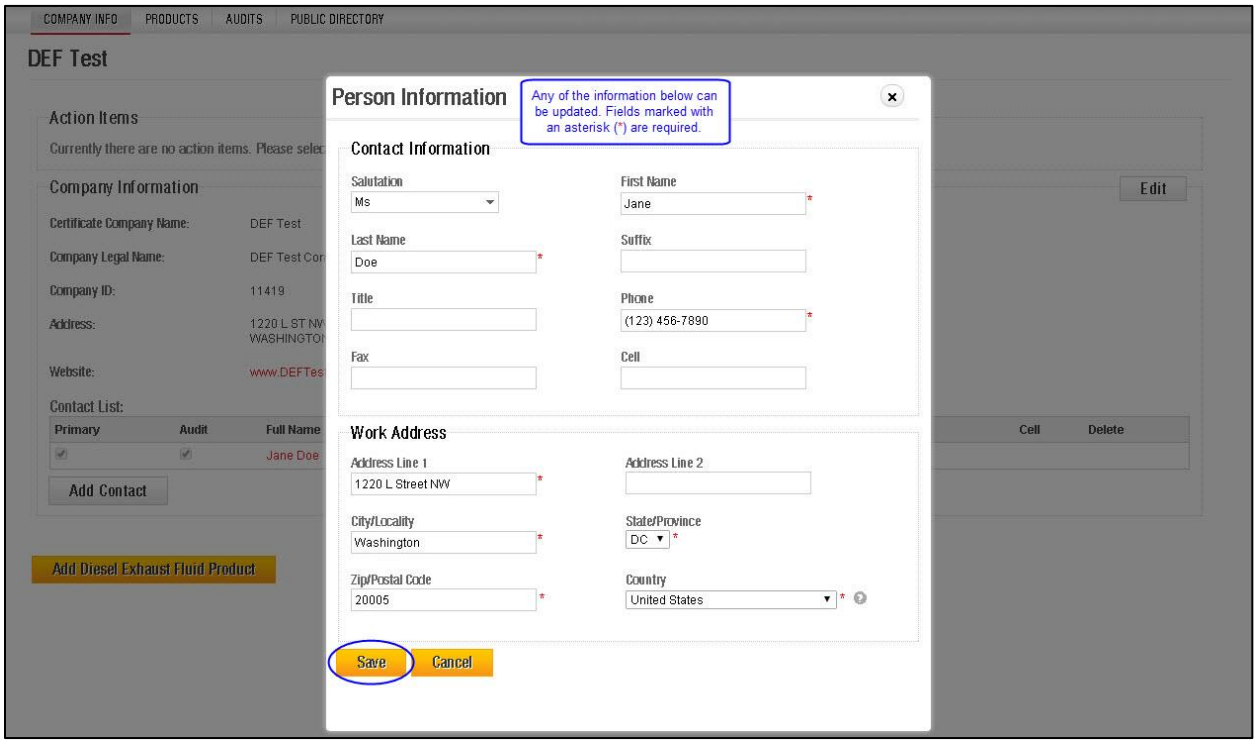


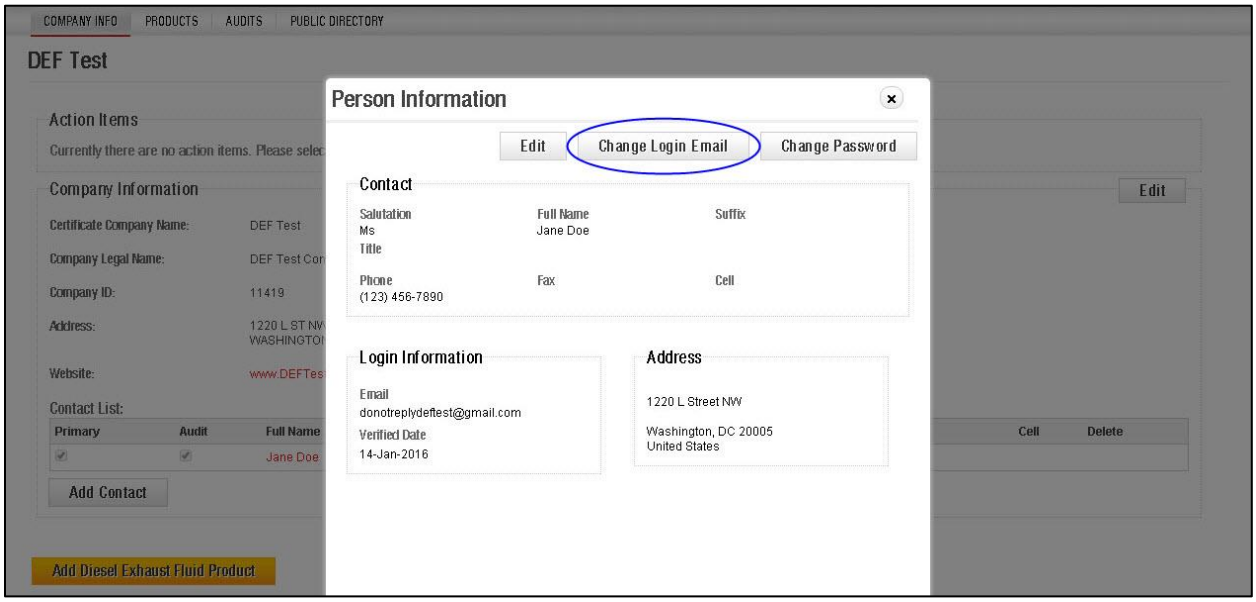
Edit Contact Information

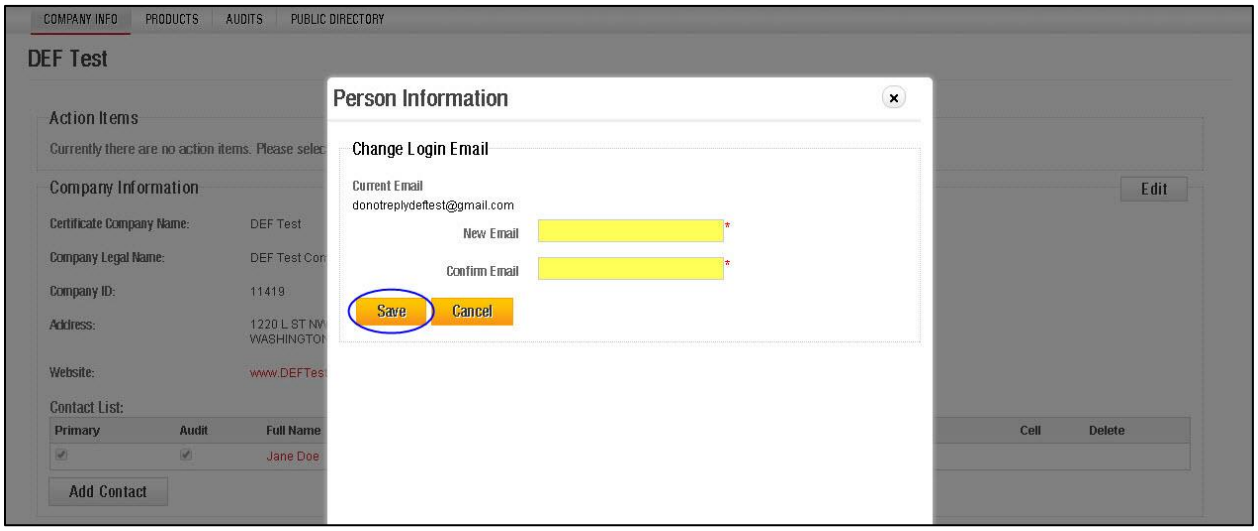
In the Person Information section, you can: update contact information, change your login email and/or change your password.

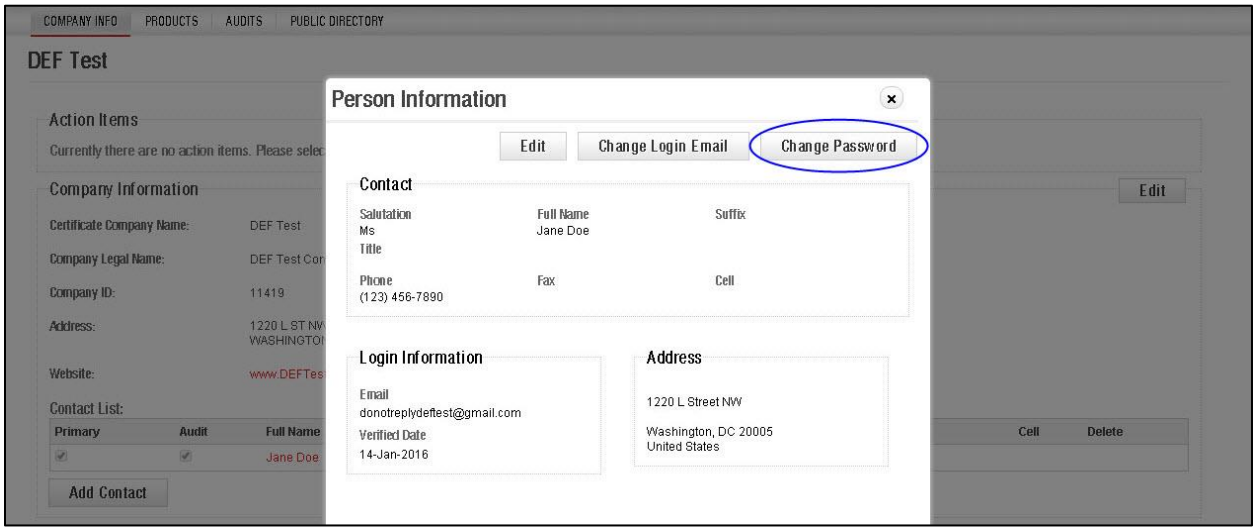


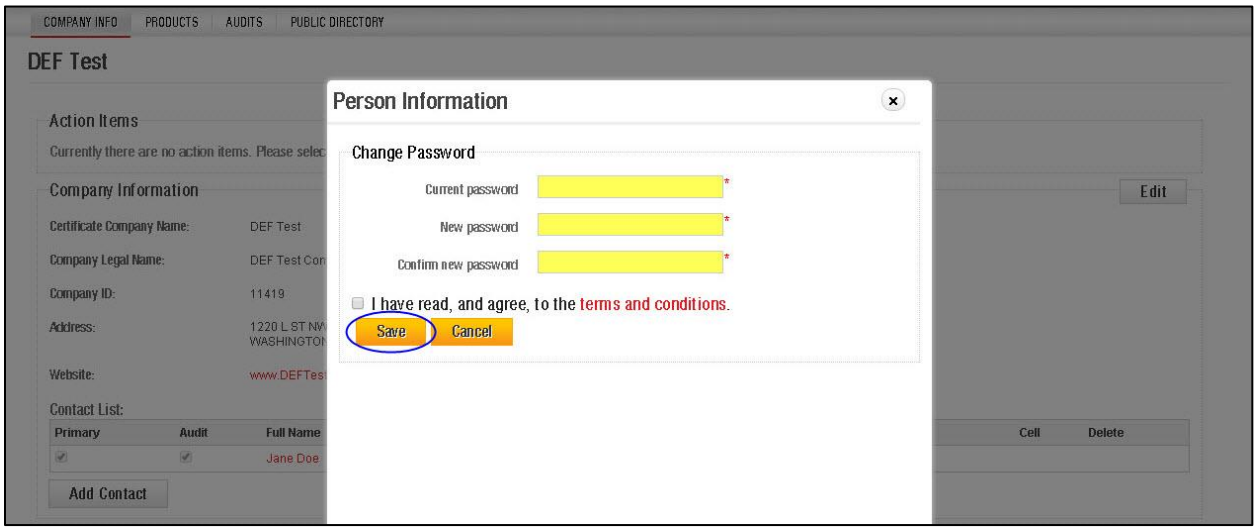



COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Add Contact
Add Diesel Exhaust Fluid Product
Person Information
Any of the information below can be updated. Fields marked with an asterisk (*) are required.
Contact Information
Salutation
Ms
First Name
Jane
Last Name
Doe
Suffix
Title
Phone
(123) 456-7890
Fax
Cell
Work Address
Address Line 1
1220 L Street NW
Address Line 2
City/Locality
Washington
State/Province
DC
Zip/Postal Code
20005
Country
United States
Save
Cancel


COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Add Contact
Add Diesel Exhaust Fluid Product
Person Information
Edit
Change Login Email
Change Password
Contact
Salutation
Ms
Full Name
Jane Doe
Suffix
Title
Phone
(123) 456-7890
Fax
Cell
Login Information
Email
donotreplydeftest@gmail.com
Verified Date
14-Jan-2016
Address
1220 L Street NW
Washington, DC 20005
United States


COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Person Information
Change Login Email
Current Email
donotreplydeftest@gmail.com
New Email
Confirm Email
Save
Cancel
Contact List:
Primary
Audit
Full Name
Cell
Delete
Jane Doe
Add Contact

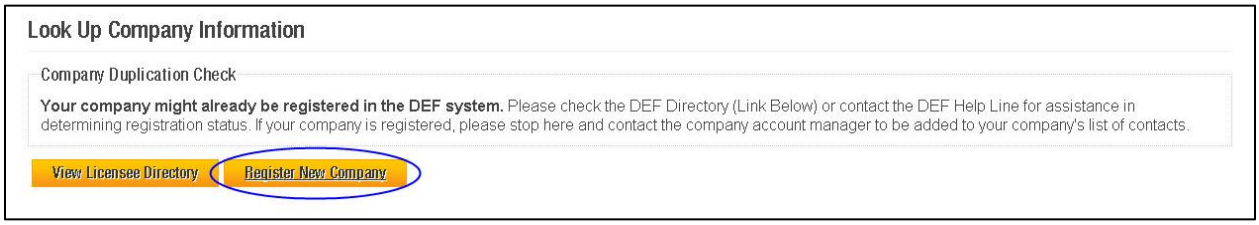

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Person Information
Edit
Change Login Email
Change Password
Contact
Salutation
Ms
Title
Full Name
Jane Doe
Suffix
Phone
(123) 456-7890
Fax
Cell
Login Information
Email
donotreplydeftest@gmail.com
Verified Date
14-Jan-2016
Address
1220 L Street NW
Washington, DC 20005
United States
Contact List:
Primary
Audit
Full Name
Cell
Delete
Jane Doe
Add Contact

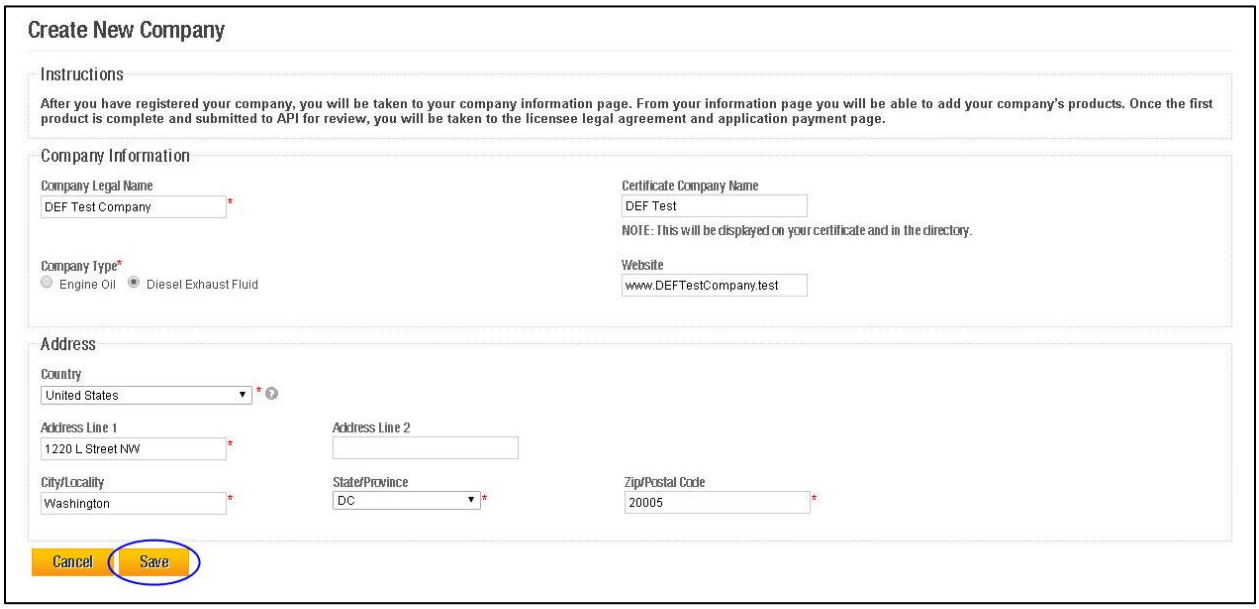

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Person Information
Change Password
Current password
New password
Confirm new password
I have read, and agree, to the terms and conditions.
Save
Cancel
Contact List:
Primary
Audit
Full Name
Cell
Delete
Jane Doe
Add Contact

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.

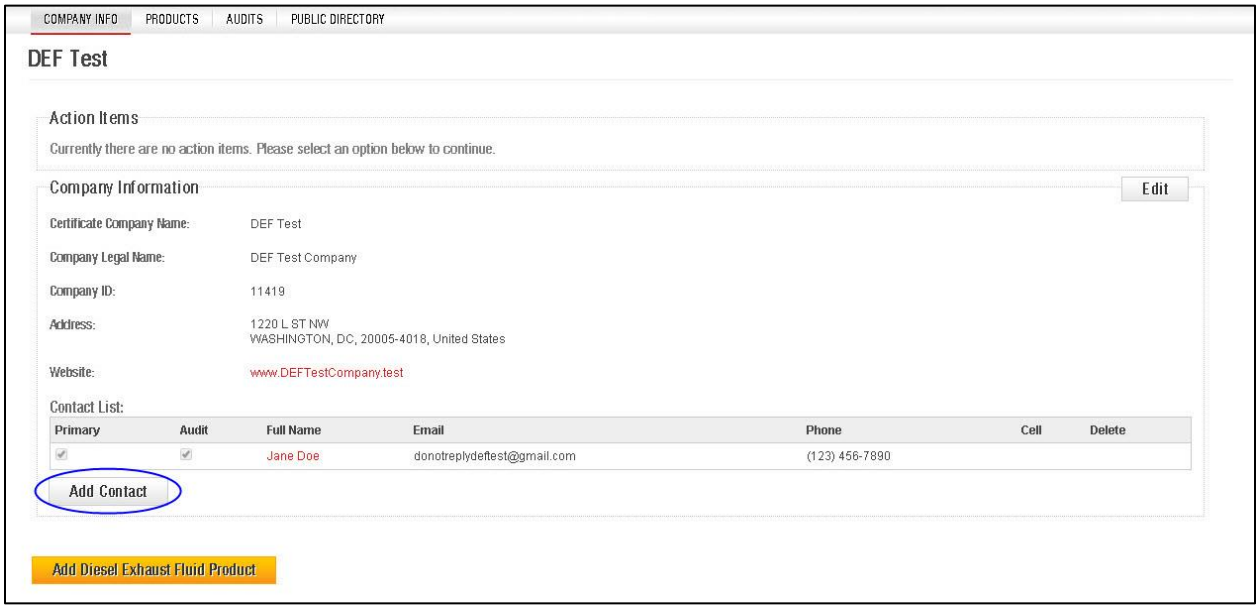


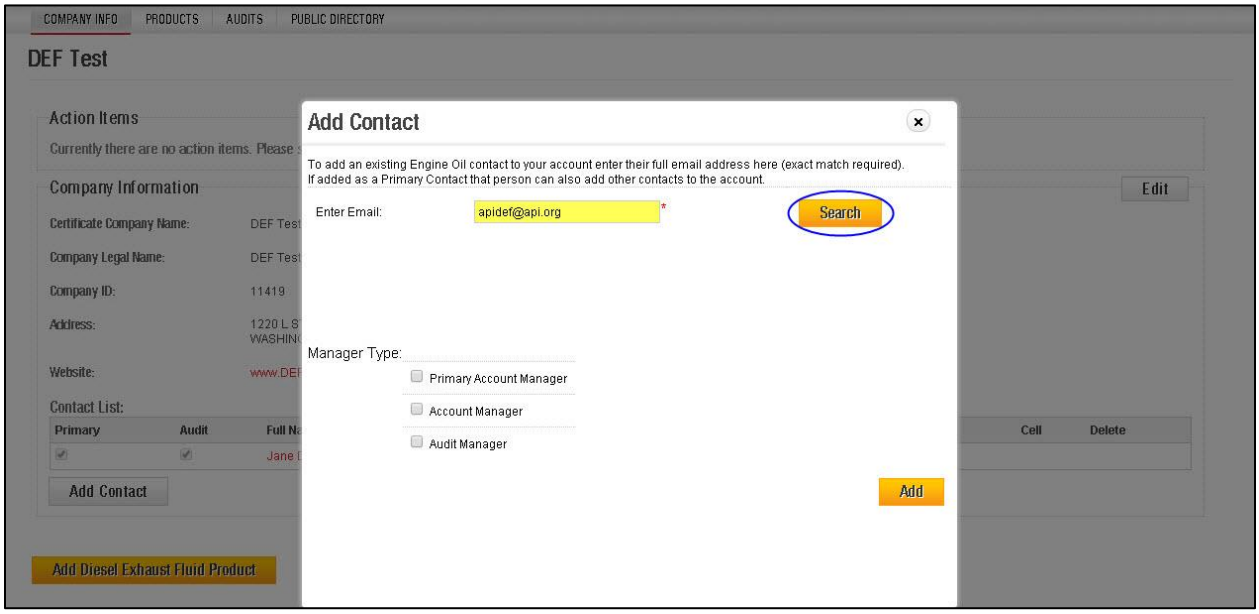


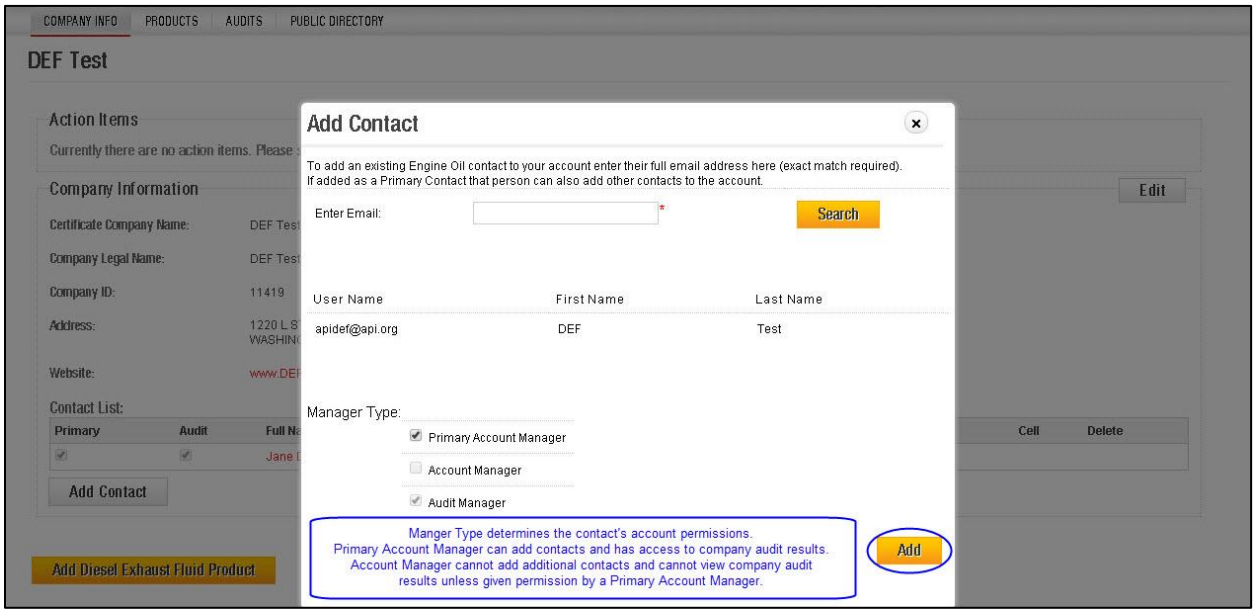
Add Contacts to Company

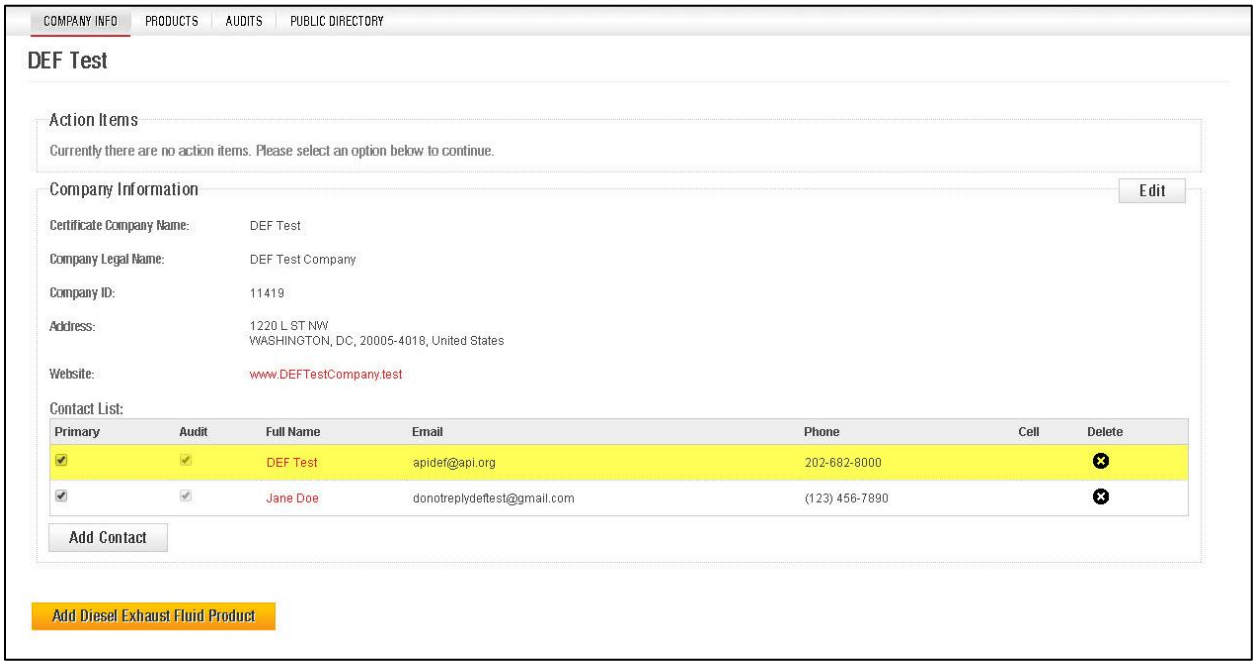
The Company Info page is the first page you will be directed to when you register a new company or log into your existing company account.

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.

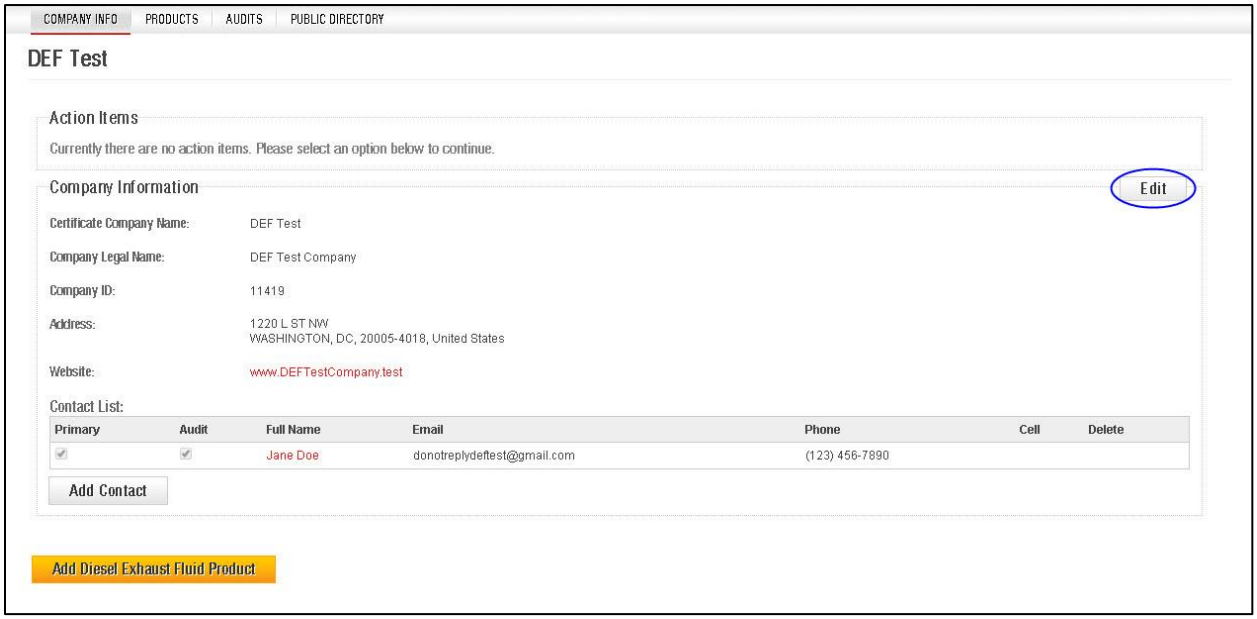




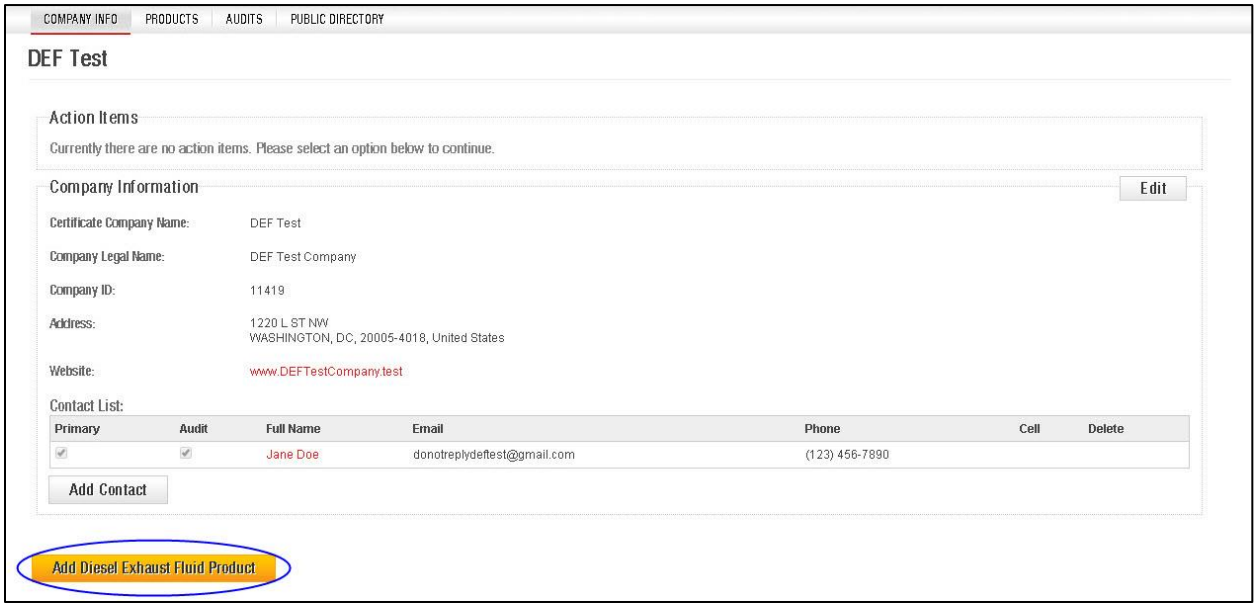

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Company Information
Edit
Add Contact
To add an existing Engine Oil contact to your account enter their full email address here (exact match required).
If added as a Primary Contact that person can also add other contacts to the account.
Enter Email:
Search
User Name
First Name
Last Name
apidef@api.org
DEF
Test
Manager Type:
Primary Account Manager
Account Manager
Audit Manager
Manger Type determines the contact's account permissions.
Primary Account Manager can add contacts and has access to company audit results.
Account Manager cannot add additional contacts and cannot view company audit results unless given permission by a Primary Account Manager.
Add
Add Contact
Add Diesel Exhaust Fluid Product

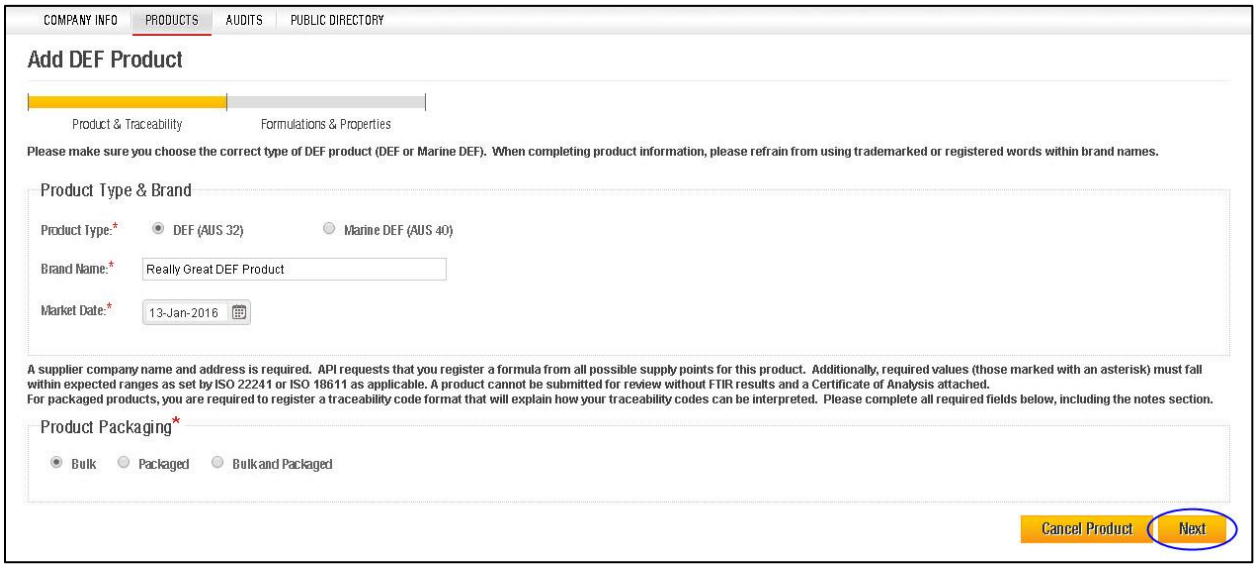

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
DEF Test
Action Items
Currently there are no action items. Please select an option below to continue.
Company Information
Edit
Certificate Company Name: DEF Test
Company Legal Name: DEF Test Company
Company ID: 11419
Address: 1220 L ST NW
WASHINGTON, DC, 20005-4018, United States
Website: www.DEFTestCompany.test
Contact List:
Primary
Audit
Full Name
Email
Phone
Cell
Delete
DEF Test
apidef@api.org
202-682-8000
Jane Doe
donotreplydeftest@gmail.com
(123) 456-7890
Add Contact
Add Diesel Exhaust Fluid Product

Edit Company Information



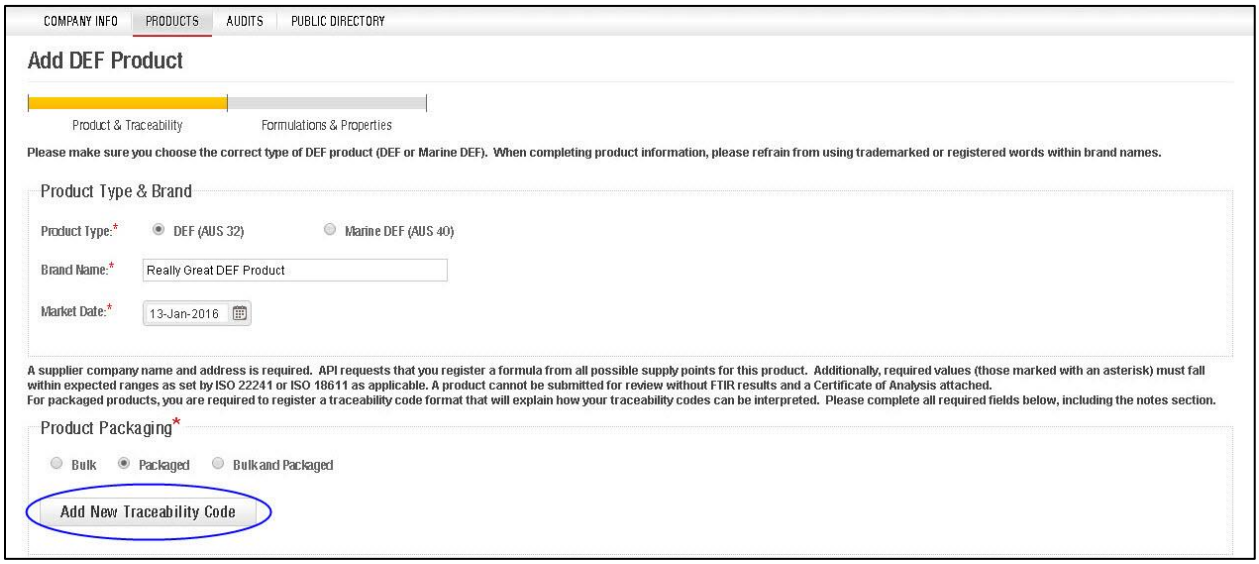
Add a DEF Product

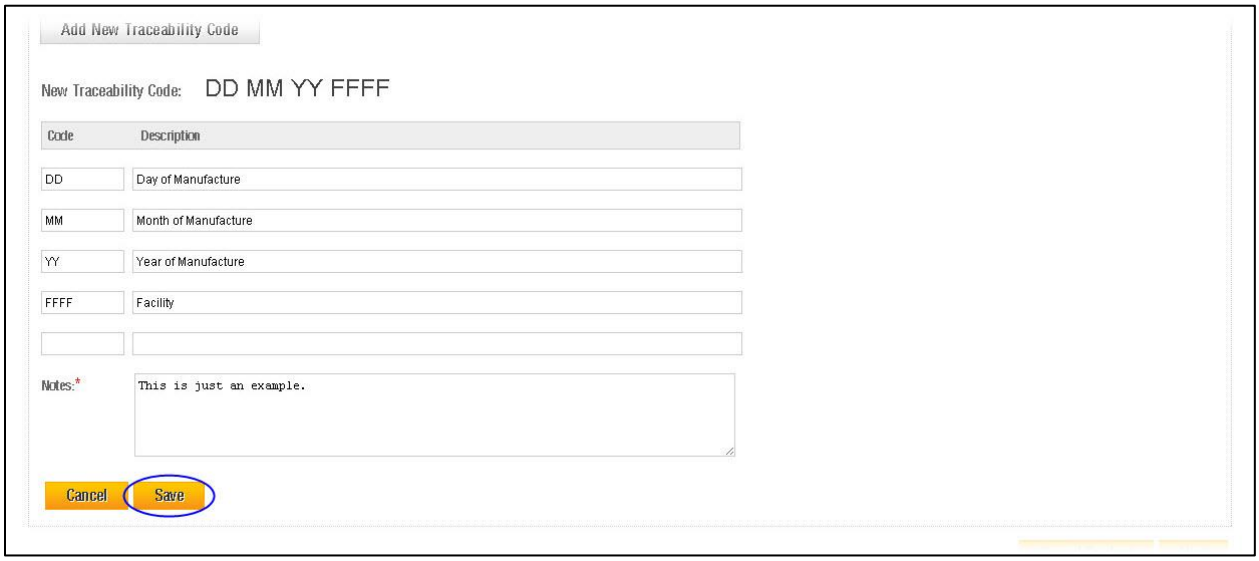


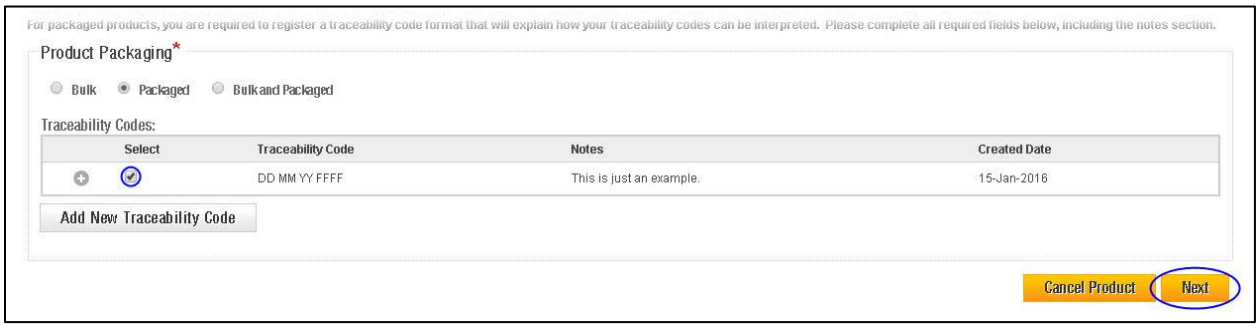


If the DEF product you are registering is only sold in bulk, a traceability code is not required. However if your product is a packaged product and you choose ‘Packaged’ or ‘Bulk and Packaged’ for the Product Packaging, a traceability code is required.

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.


COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
Add DEF Product
Product & Traceability
Formulations & Properties
Please make sure you choose the correct type of DEF product (DEF or Marine DEF). When completing product information, please refrain from using trademarked or registered words within brand names.
Product Type & Brand
Product Type:*
DEF (AUS 32)
Marine DEF (AUS 40)
Brand Name:*
Really Great DEF Product
Market Date:*
13-Jan-2016
A supplier company name and address is required. API requests that you register a formula from all possible supply points for this product. Additionally, required values (those marked with an asterisk) must fall within expected ranges as set by ISO 22241 or ISO 18611 as applicable. A product cannot be submitted for review without FTIR results and a Certificate of Analysis attached.
For packaged products, you are required to register a traceability code format that will explain how your traceability codes can be interpreted. Please complete all required fields below, including the notes section.
Product Packaging*
Bulk
Packaged
Bulkand Packaged
Add New Traceability Code


Add New Traceability Code
New Traceability Code: DD MM YY FFFF
Code
Description
DD
Day of Manufacture
MM
Month of Manufacture
YY
Year of Manufacture
FFFF
Facility
Notes:*
This is just an example.
Cancel
Save


For packaged products, you are required to register a traceability code format that will explain how your traceability codes can be interpreted. Please complete all required fields below, including the notes section.
Product Packaging*
Bulk
Packaged
Bulkand Packaged
Traceability Codes:
Select
Traceability Code
Notes
Created Date
DD MM YY FFFF
This is just an example.
15-Jan-2016
Add New Traceability Code
Cancel Product
Next

COMPANY INFO | PRODUCTS | AUDITS | PUBLIC DIRECTORY

Add DEF Product

Product & Traceability — Formulations & Properties

A supplier company name and address is required for any company not manufacturing DEF product. Additionally, required values (those marked with an asterisk) must fall within expected ranges as set by ISO 22241, and a product cannot be submitted for review without FTIR results and a Certificate of Analysis.

Product Information

Brand Name: Really Great DEF Product

Market Date: 13-Jan-2016

Associated Formulations

No Associated Formulations

Product Qualifications

DEF Marketers certified under this program are subject to audit in the DEF Program Guidelines. To aid in the audit process, check which description or descriptions apply to the licensee:*

- [ ] Manufactures DEF
- [x] Supplies DEF to packagers, installers, or another marketer
- [ ] Packages DEF and/or sells DEF in bulk – identify formulation below if not manufacturer
- [ ] Sells DEF meeting ISO 22241 under unique brand name to installers – identify formulation below

Supplier

Company:* Supplier Test Company

Country:* United States

Address Line 1:* 1234 Somewhere Lane

Address Line 2:

City/Locality:* Some City

State/Province:* DC

Zip/Postal Code:* 00000

Properties

Trace element content (ICP-OES):

Aluminum (Al):		mg/kg
Calcium (Ca):		mg/kg
Chromium (Cr):		mg/kg
Copper (Cu):		mg/kg
Iron (Fe):		mg/kg
Potassium (K):		mg/kg
Magnesium (Mg):		mg/kg
Sodium (Na):		mg/kg
Nickel (Ni):		mg/kg
Zinc (Zn):		mg/kg
Urea Content:*		% (m/m)
Density at 20°C:*		kg/m
Refractive Index at 20°C:*		
Alkalinity as NH_3:*		% (m/m)
Biuret:*		% (m/m)
Aldehydes:*		mg/kg
Insoluble Matter:*		mg/kg
Phosphate (PO_4):		mg/kg

Identical to Reference:* ○ Yes ○ No

Identity (FTIR result submitted with application):*

Select... ← Document upload required. Click to select a document from your computer.

Maximum allowed file size: 50 MB

Certificate of Analysis showing test results within accepted ranges per ISO 22241:*

Select... ← Document upload required. Click to select a document from your computer.

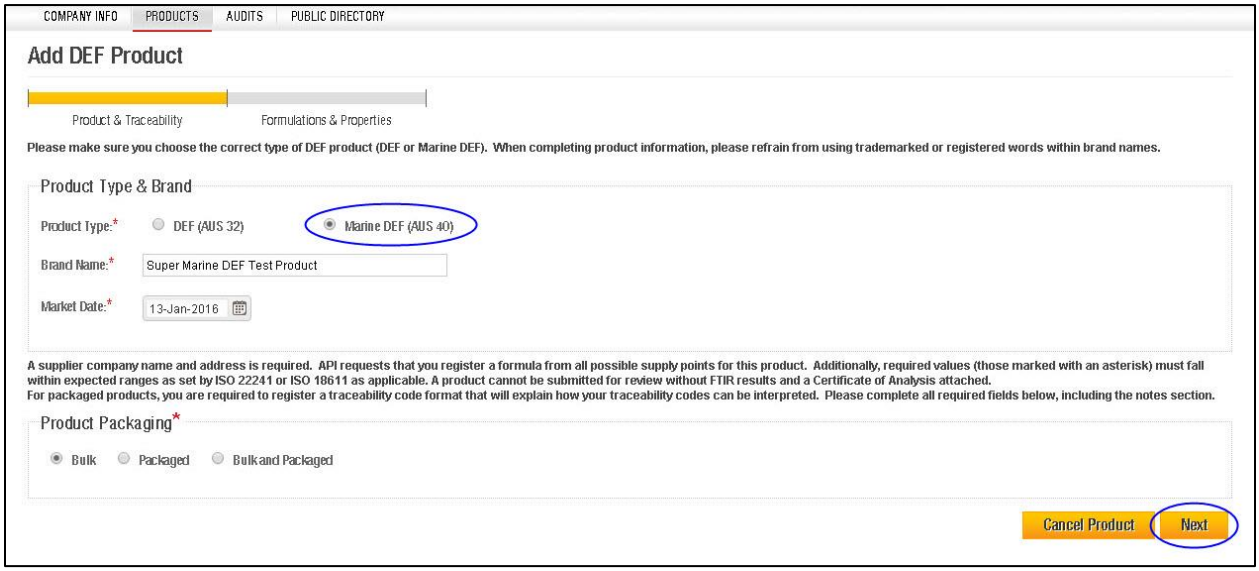
Maximum allowed file size: 50 MB

Add Another Formulation

○ I agree to the Certification of Data terms and conditions.

Previous | Withdraw Product | Next

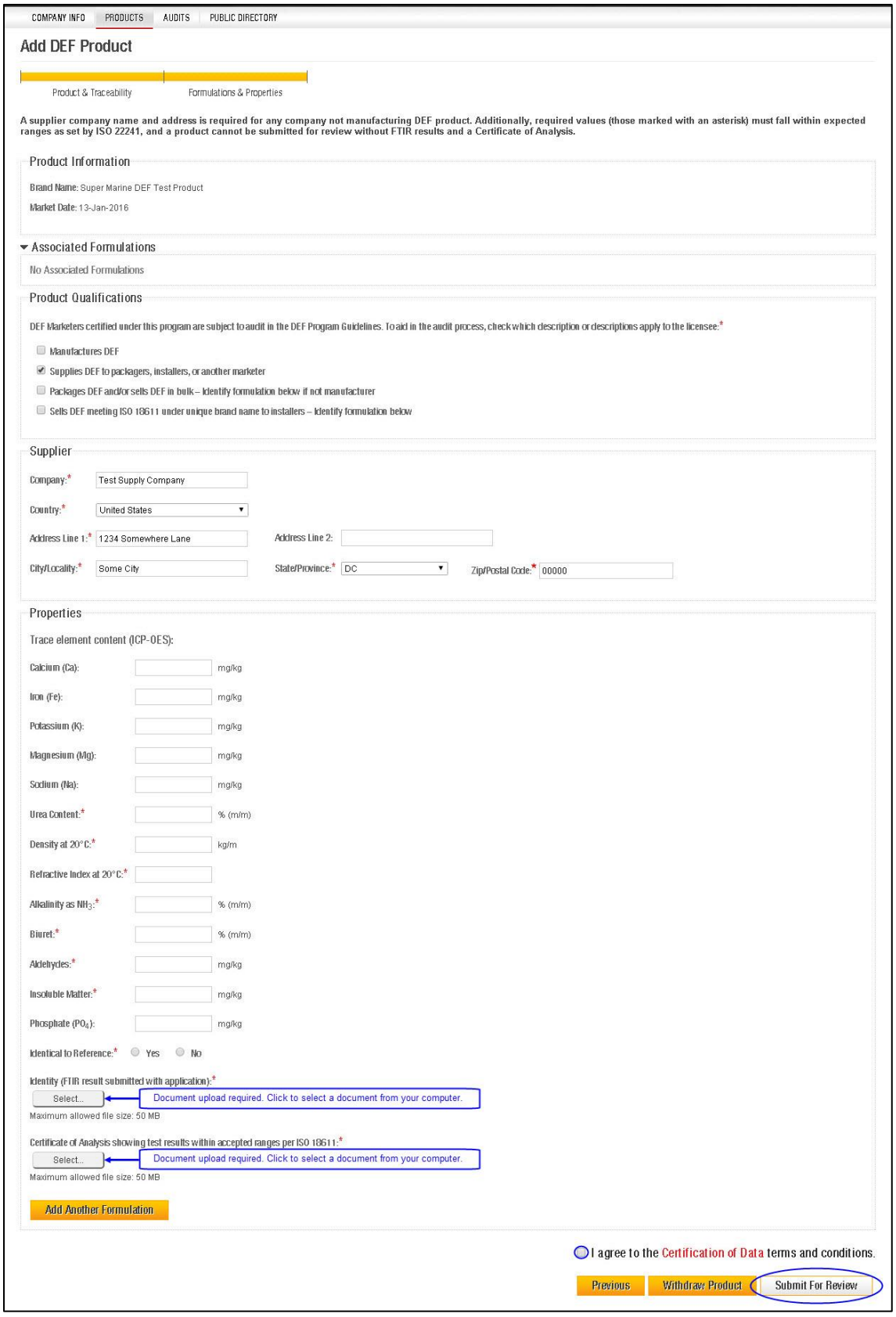
Add a Marine DEF Product



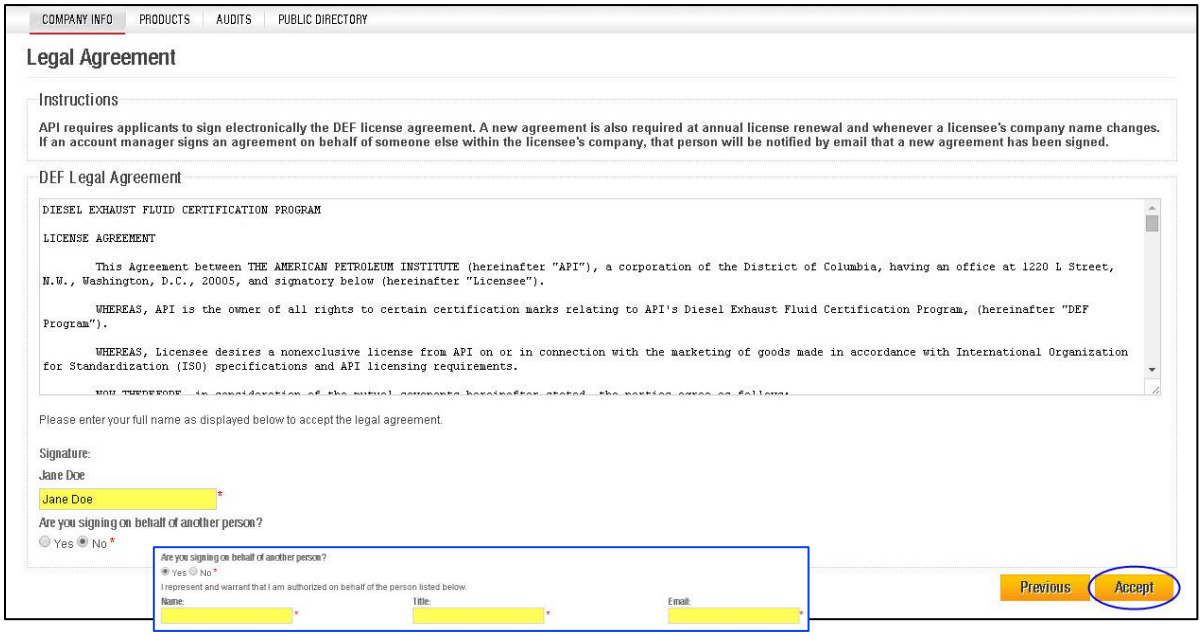
If the Marine DEF product you are registering is only sold in bulk, a traceability code is not required. However if your product is a packaged product and you choose ‘Packaged’ or ‘Bulk and Packaged’ for the Product Packaging, a traceability code is required.

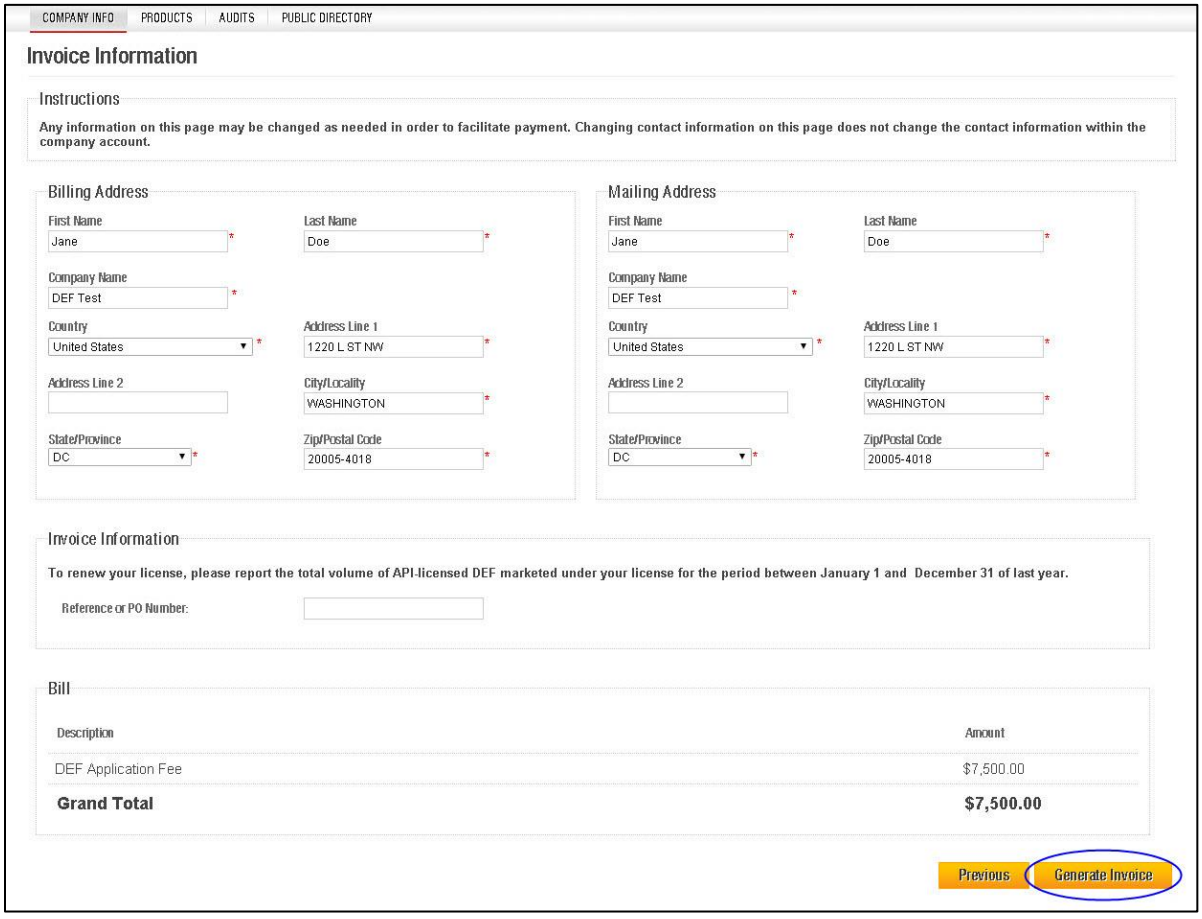
If you have not previously entered a traceability code, you will be able to add a new one after choosing the Product Packaging type. If you have previously entered a traceability code with a previously submitted product, that code will show as an option to associate with new products.

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

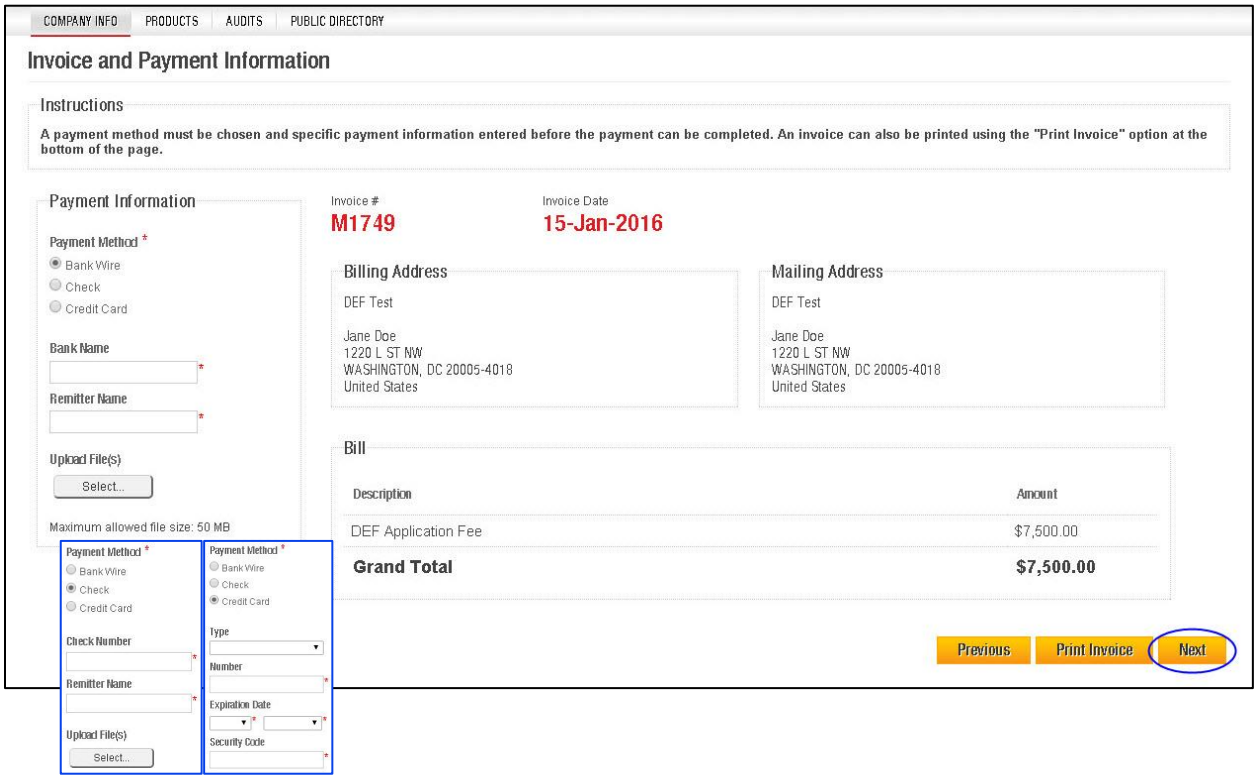

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
Add DEF Product
Product & Traceability
Formulations & Properties
A supplier company name and address is required for any company not manufacturing DEF product. Additionally, required values (those marked with an asterisk) must fall within expected ranges as set by ISO 22241, and a product cannot be submitted for review without FTIR results and a Certificate of Analysis.
Product Information
Brand Name: Super Marine DEF Test Product
Market Date: 13-Jan-2016
Associated Formulations
No Associated Formulations
Product Qualifications
DEF Marketers certified under this program are subject to audit in the DEF Program Guidelines. To aid in the audit process, check which description or descriptions apply to the licensee:*
Manufactures DEF
Supplies DEF to packagers, installers, or another marketer
Packages DEF and/or sells DEF in bulk – Identify formulation below if not manufacturer
Sells DEF meeting ISO 18611 under unique brand name to installers – Identify formulation below
Supplier
Company:* Test Supply Company
Country:* United States
Address Line 1:* 1234 Somewhere Lane
Address Line 2:
City/Locality:* Some City
State/Province:* DC
Zip/Postal Code:* 00000
Properties
Trace element content (ICP-OES):
Calcium (Ca): mg/kg
Iron (Fe): mg/kg
Potassium (K): mg/kg
Magnesium (Mg): mg/kg
Sodium (Na): mg/kg
Urea Content:* % (m/m)
Density at 20°C:* kg/m
Refractive Index at 20°C:*
Alkalinity as NH3:* % (m/m)
Biuret:* % (m/m)
Aldehydes:* mg/kg
Insoluble Matter:* mg/kg
Phosphate (PO4): mg/kg
Identical to Reference:* Yes No
Identity (FTIR result submitted with application):*
Select...
Document upload required. Click to select a document from your computer.
Maximum allowed file size: 50 MB
Certificate of Analysis showing test results within accepted ranges per ISO 18611:*
Select...
Document upload required. Click to select a document from your computer.
Maximum allowed file size: 50 MB
Add Another Formulation
I agree to the Certification of Data terms and conditions.
Previous
Withdraw Product
Submit For Review

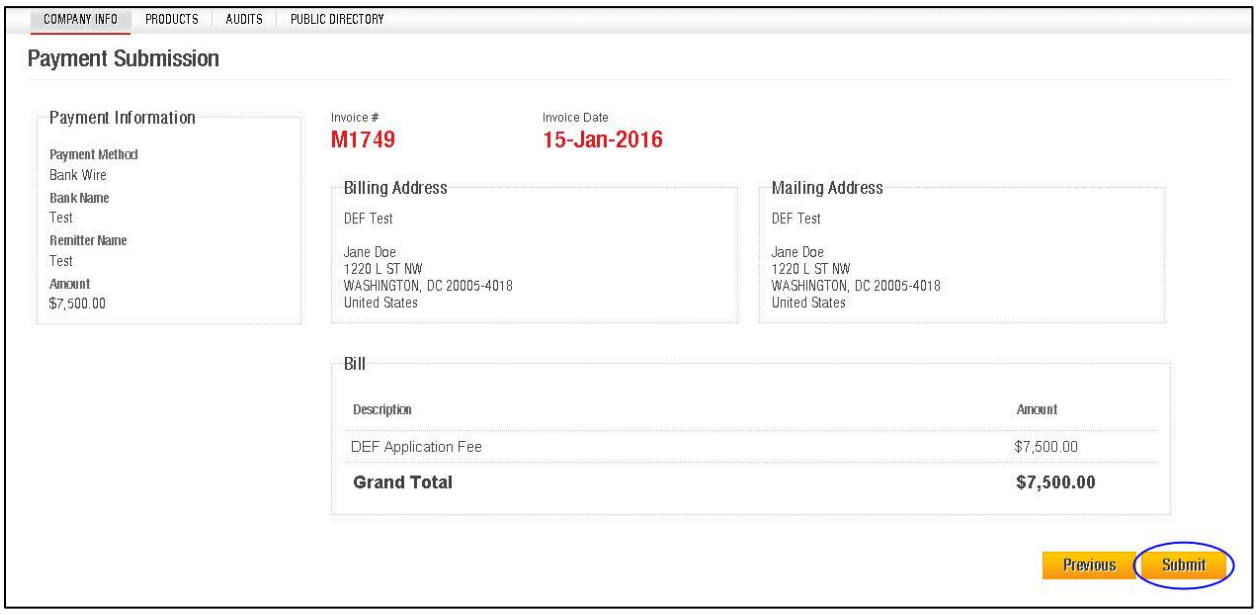
Invoice/Payment



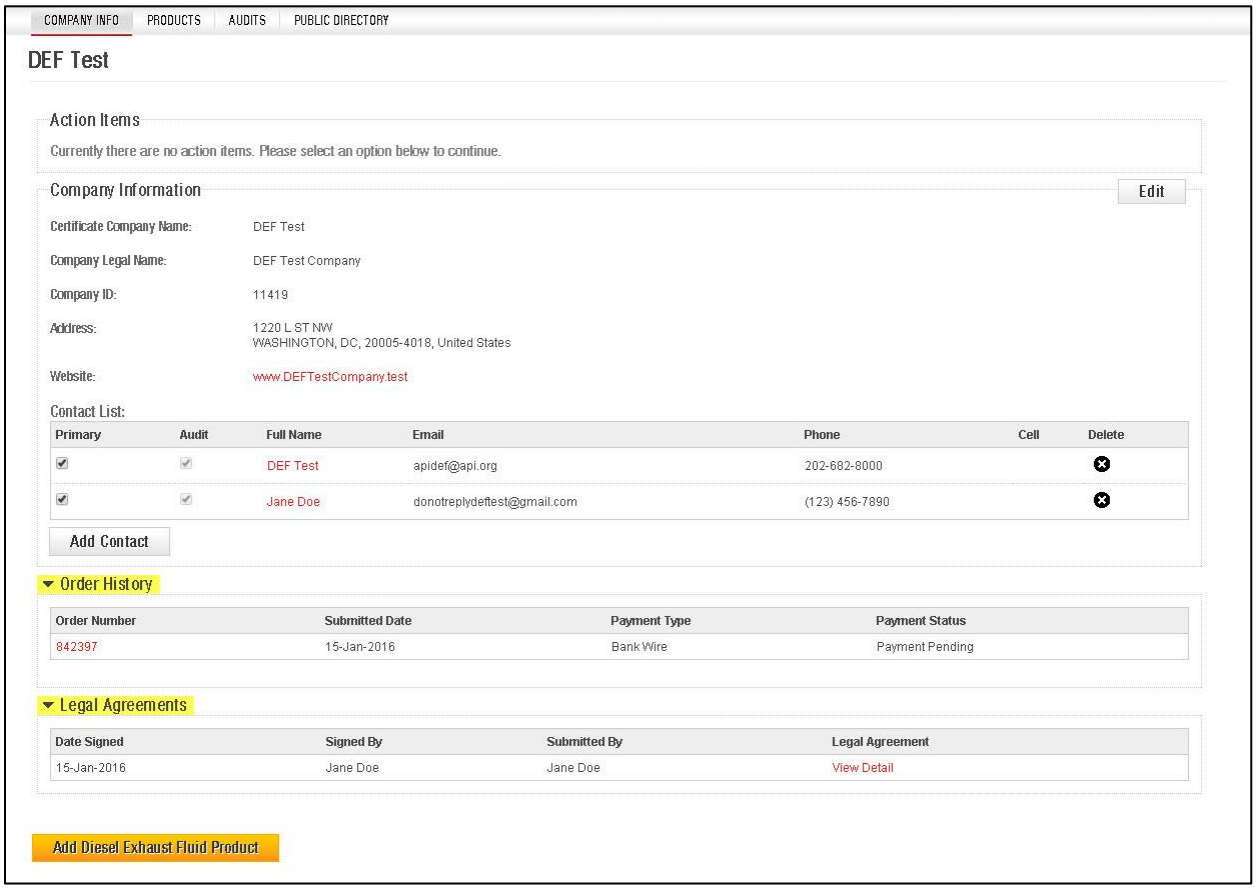


From this page you can print an official invoice (example on next page) and submit your payment information. If you do not have the payment information at the time the invoice is generated, you can leave this page and come back to it when you have the necessary information. However, payment information ***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.

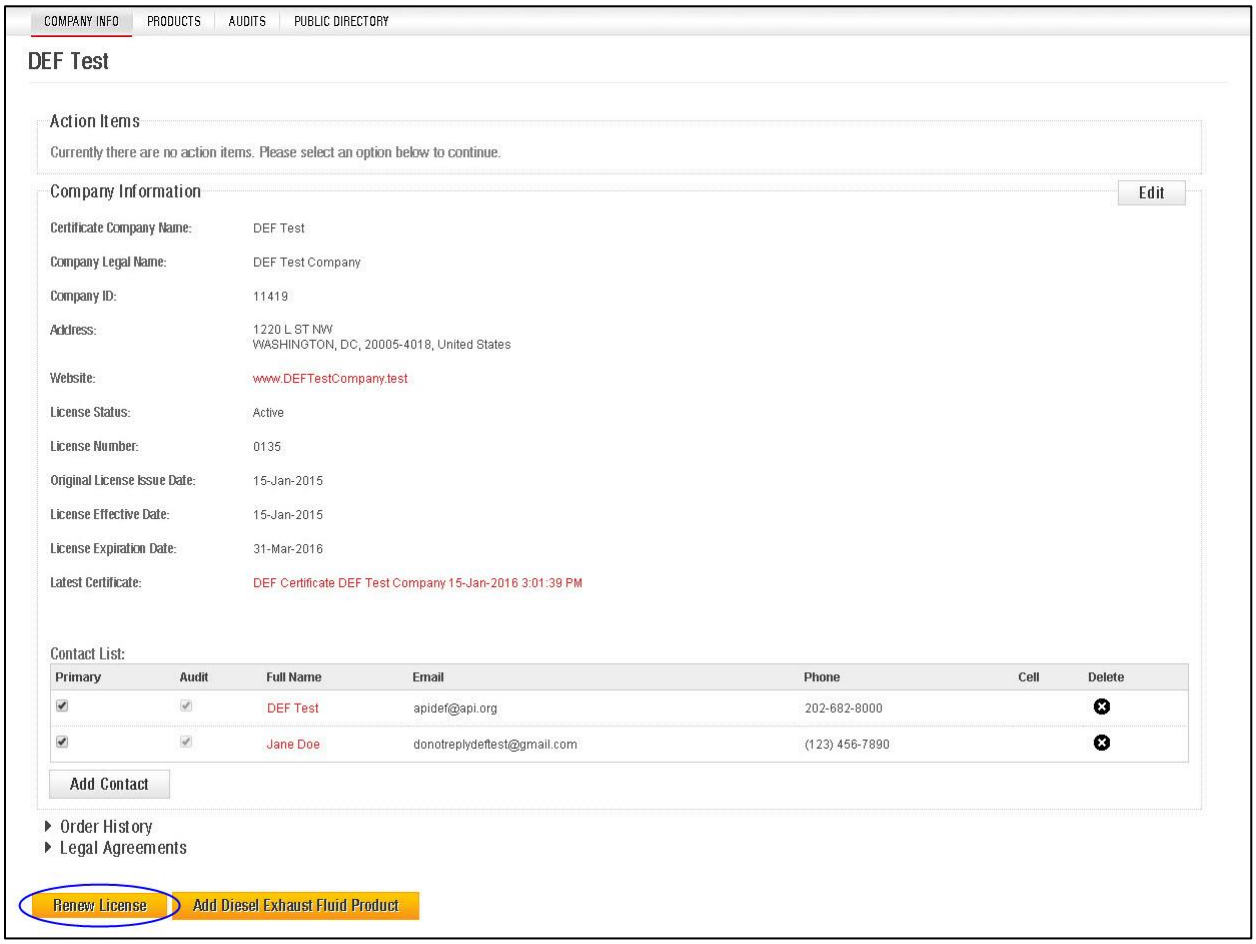


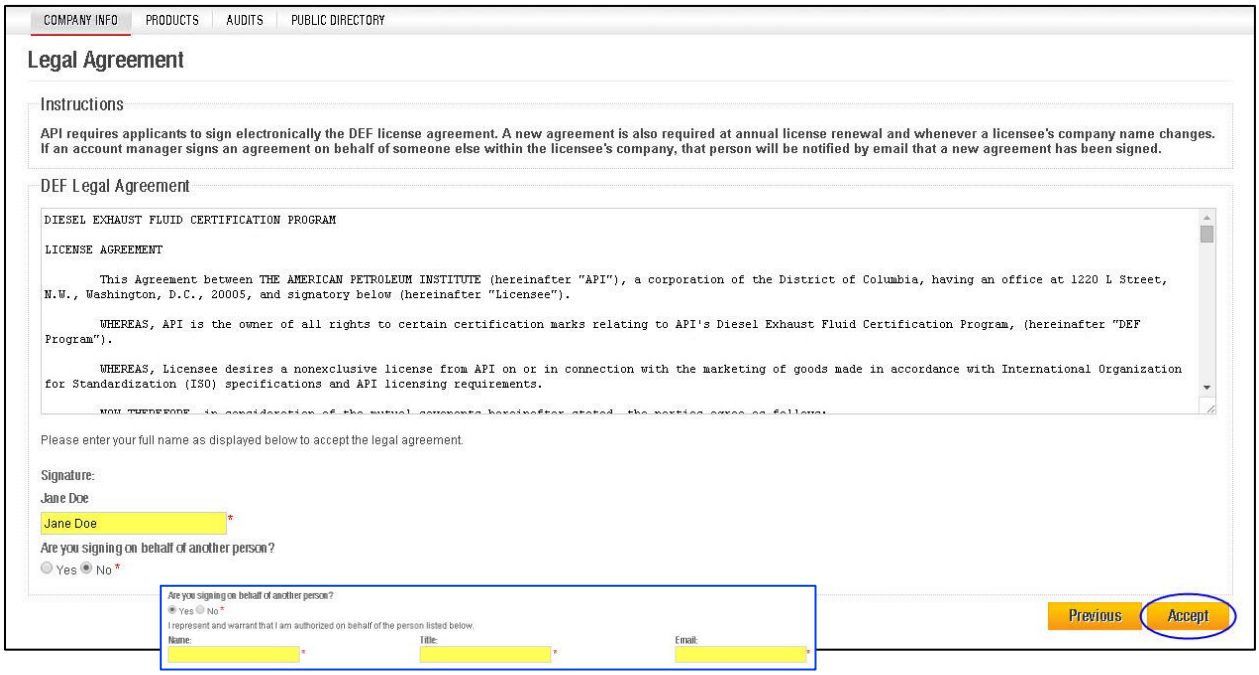
License Renewal

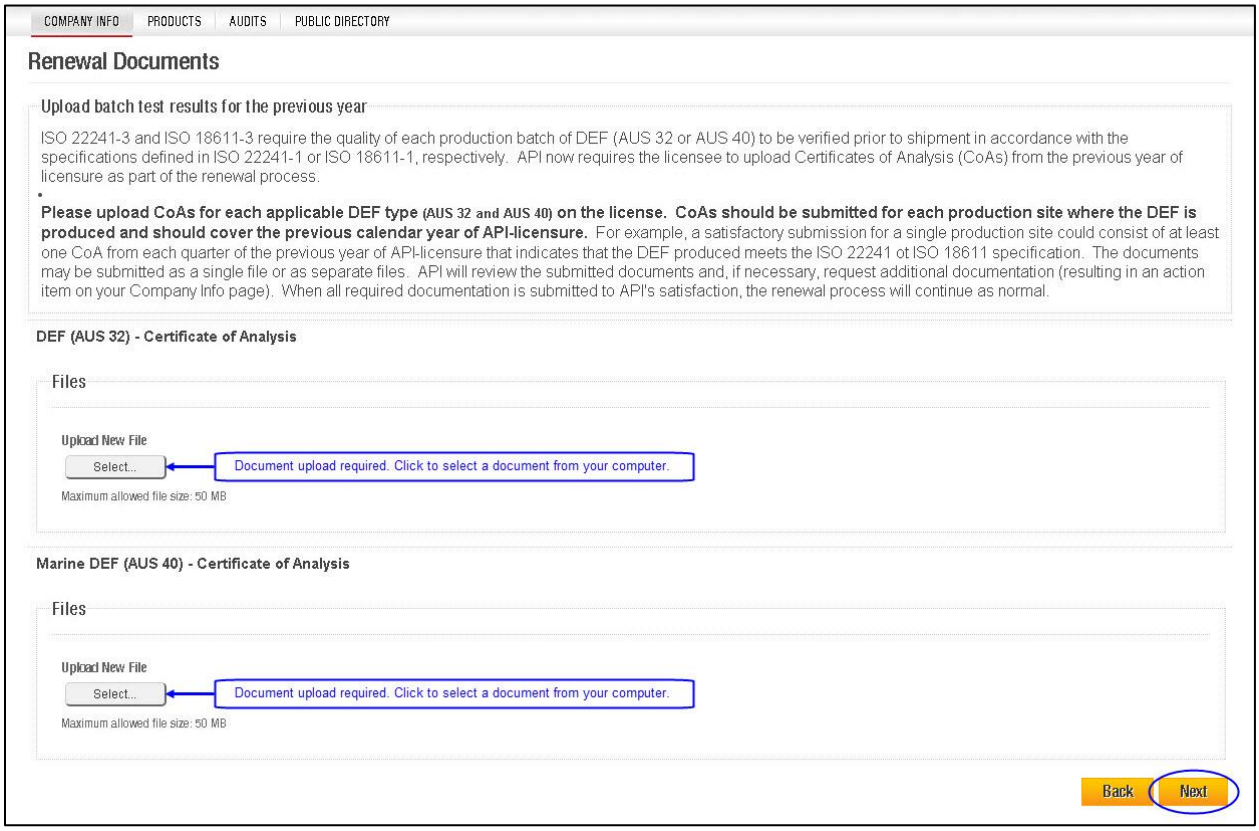
DEF licensees are required to renew their licenses on an annual basis. Below are the key points regarding renewals:

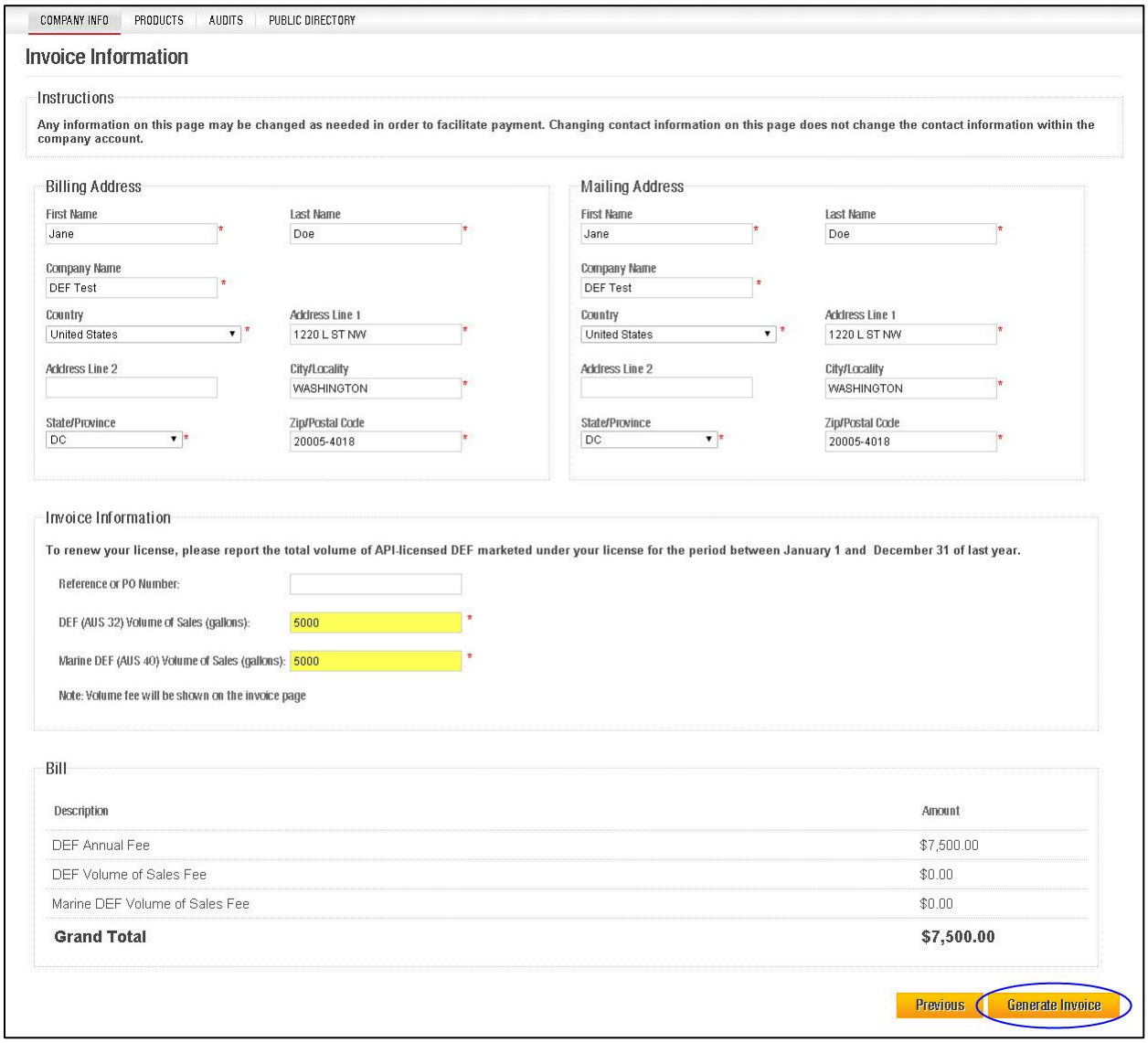
- All licenses have an expiration date of March 31st. Each year you must renew your license by March 31st or your license will expire and no longer be listed on the public directory of licensees.
- You will be required to renew through the online system. The option to renew will be available beginning 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 of $7,500 and the volume of sales fee of $0.001 per gallon for every gallon of API licensed product sold.



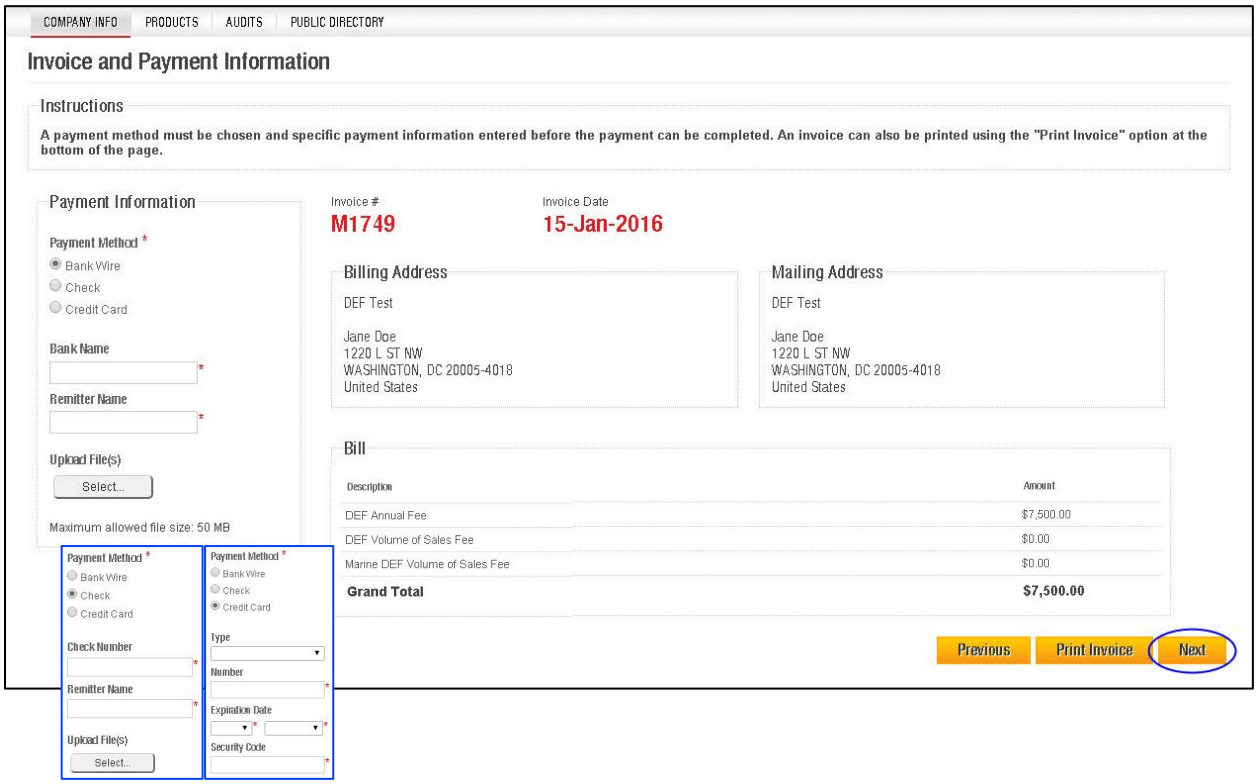

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
Legal Agreement
Instructions
API requires applicants to sign electronically the DEF license agreement. A new agreement is also required at annual license renewal and whenever a licensee's company name changes. If an account manager signs an agreement on behalf of someone else within the licensee's company, that person will be notified by email that a new agreement has been signed.
DEF Legal Agreement
DIESEL EXHAUST FLUID CERTIFICATION PROGRAM
LICENSE AGREEMENT
This Agreement between THE AMERICAN PETROLEUM INSTITUTE (hereinafter "API"), a corporation of the District of Columbia, having an office at 1220 L Street, N.W., Washington, D.C., 20005, and signatory below (hereinafter "Licensee").
WHEREAS, API is the owner of all rights to certain certification marks relating to API's Diesel Exhaust Fluid Certification Program, (hereinafter "DEF Program").
WHEREAS, Licensee desires a nonexclusive license from API on or in connection with the marketing of goods made in accordance with International Organization for Standardization (ISO) specifications and API licensing requirements.
Please enter your full name as displayed below to accept the legal agreement.
Signature:
Jane Doe
Jane Doe
Are you signing on behalf of another person?
Yes No
Are you signing on behalf of another person?
Yes No
I represent and warrant that I am authorized on behalf of the person listed below.
Name:
Title:
Email:
Previous
Accept

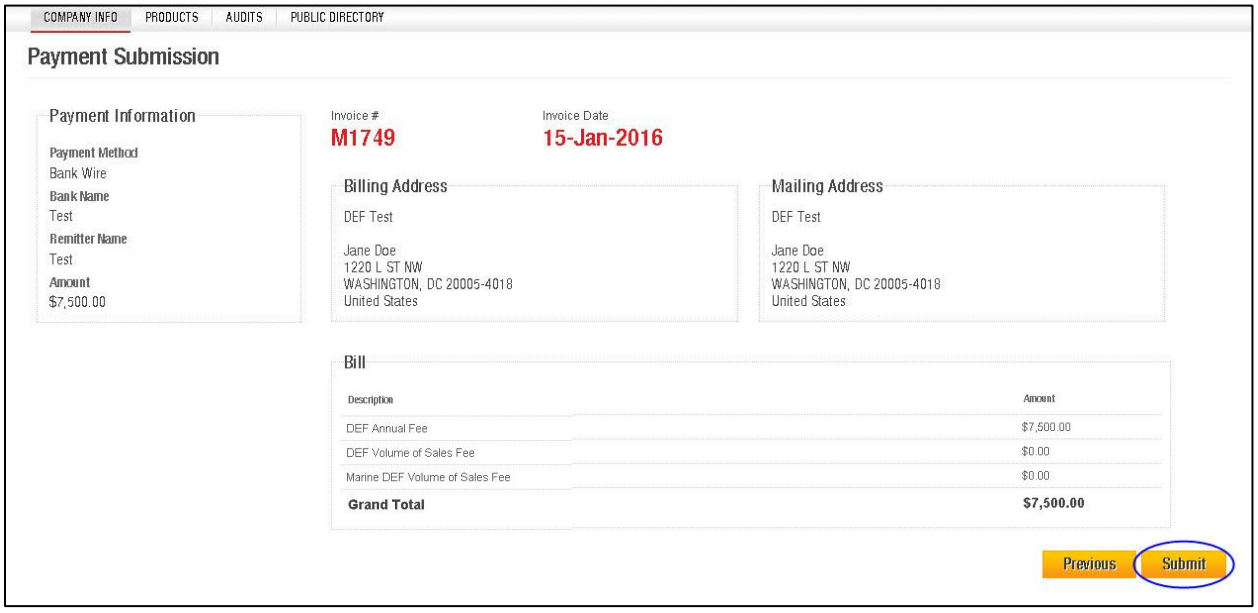

COMPANY INFO
PRODUCTS
AUDITS
PUBLIC DIRECTORY
Renewal Documents
Upload batch test results for the previous year
ISO 22241-3 and ISO 18611-3 require the quality of each production batch of DEF (AUS 32 or AUS 40) to be verified prior to shipment in accordance with the specifications defined in ISO 22241-1 or ISO 18611-1, respectively. API now requires the licensee to upload Certificates of Analysis (CoAs) from the previous year of licensure as part of the renewal process.
Please upload CoAs for each applicable DEF type (AUS 32 and AUS 40) on the license. CoAs should be submitted for each production site where the DEF is produced and should cover the previous calendar year of API-licensure. For example, a satisfactory submission for a single production site could consist of at least one CoA from each quarter of the previous year of API-licensure that indicates that the DEF produced meets the ISO 22241 ot ISO 18611 specification. The documents may be submitted as a single file or as separate files. API will review the submitted documents and, if necessary, request additional documentation (resulting in an action item on your Company Info page). When all required documentation is submitted to API's satisfaction, the renewal process will continue as normal.
DEF (AUS 32) - Certificate of Analysis
Files
Upload New File
Select...
Document upload required. Click to select a document from your computer.
Maximum allowed file size: 50 MB
Marine DEF (AUS 40) - Certificate of Analysis
Files
Upload New File
Select...
Document upload required. Click to select a document from your computer.
Maximum allowed file size: 50 MB
Back
Next



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.

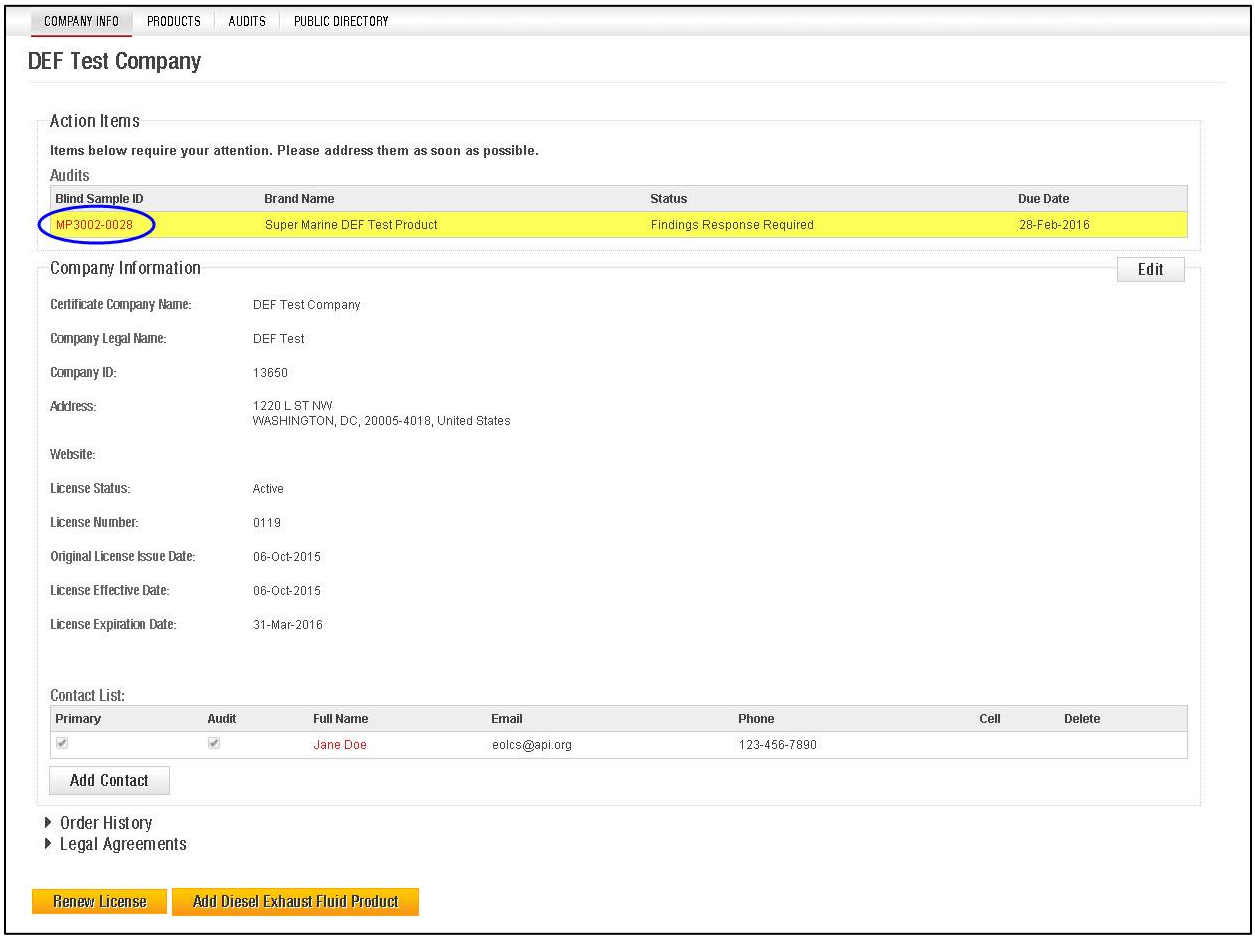




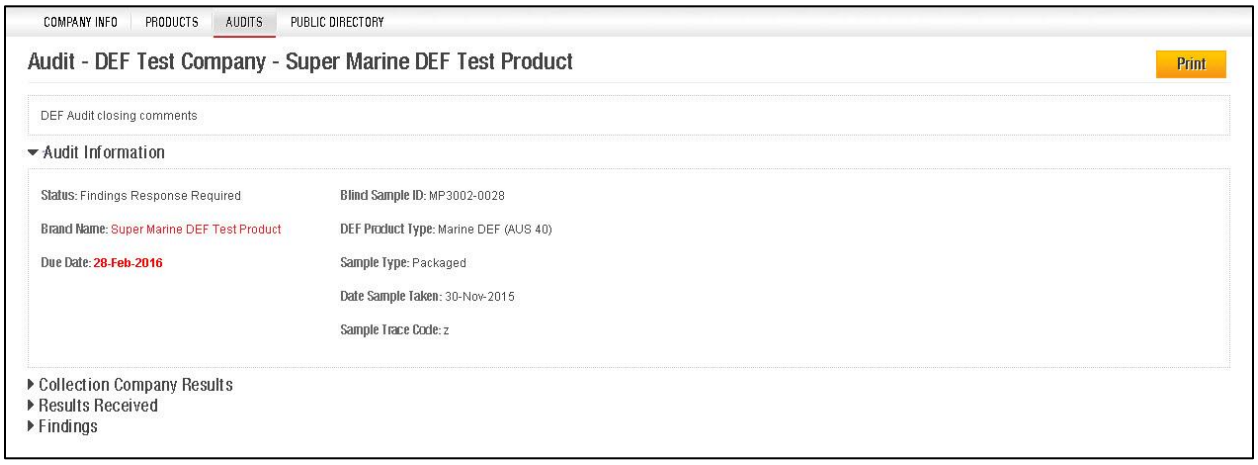
Once the renewal process is complete and the renewal payment is received. Your company's expiration date will be updated on the Company Info page and a new copy of your certificate will be available to download.

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.

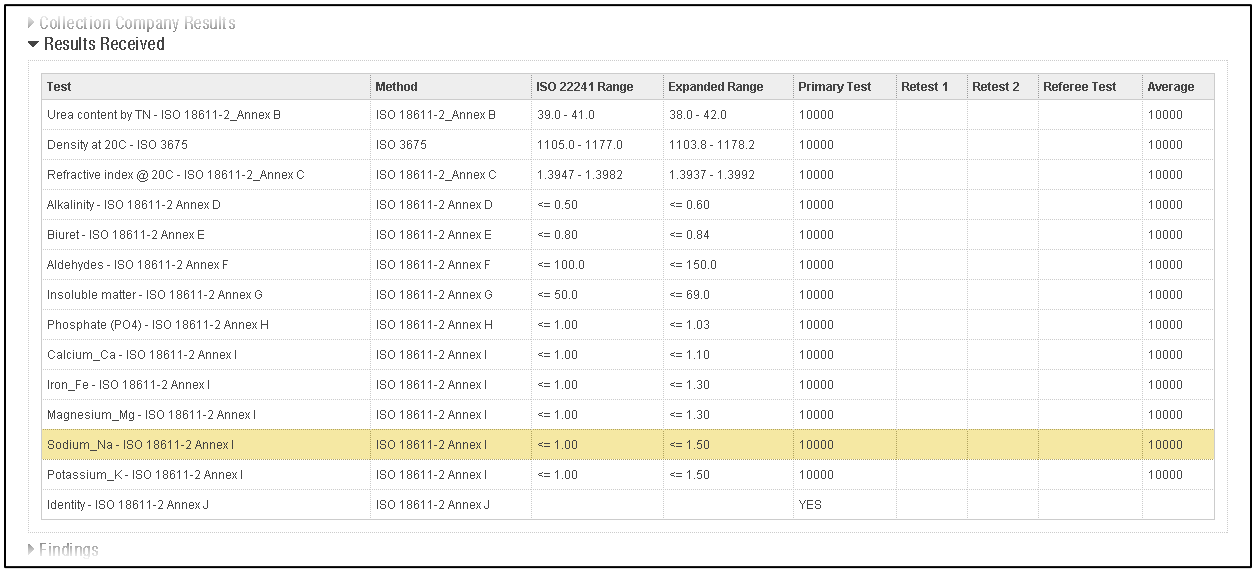


The Audit detail page will contain several sections of information. Clicking the arrow next to the titles will expand or close the section.



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.



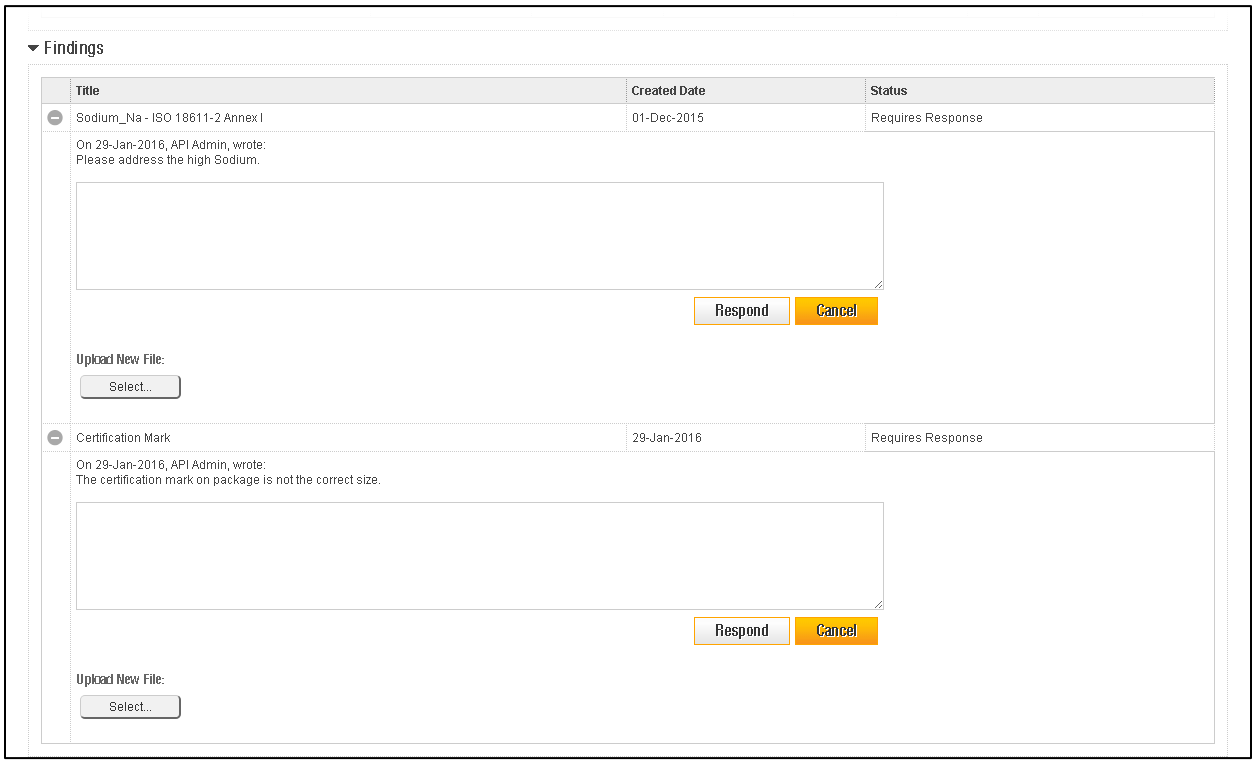
Collection Company Results

Results Received

Test	Method	ISO 22241 Range	Expanded Range	Primary Test	Retest 1	Retest 2	Referee Test	Average
Urea content by TN - ISO 18611-2_Annex B	ISO 18611-2_Annex B	39.0 - 41.0	38.0 - 42.0	10000				10000
Density at 20C - ISO 3675	ISO 3675	1105.0 - 1177.0	1103.8 - 1178.2	10000				10000
Refractive index @ 20C - ISO 18611-2_Annex C	ISO 18611-2_Annex C	1.3947 - 1.3982	1.3937 - 1.3992	10000				10000
Alkalinity - ISO 18611-2 Annex D	ISO 18611-2 Annex D	<= 0.50	<= 0.60	10000				10000
Biuret - ISO 18611-2 Annex E	ISO 18611-2 Annex E	<= 0.80	<= 0.84	10000				10000
Aldehydes - ISO 18611-2 Annex F	ISO 18611-2 Annex F	<= 100.0	<= 150.0	10000				10000
Insoluble matter - ISO 18611-2 Annex G	ISO 18611-2 Annex G	<= 50.0	<= 69.0	10000				10000
Phosphate (PO4) - ISO 18611-2 Annex H	ISO 18611-2 Annex H	<= 1.00	<= 1.03	10000				10000
Calcium_Ca - ISO 18611-2 Annex I	ISO 18611-2 Annex I	<= 1.00	<= 1.10	10000				10000
Iron_Fe - ISO 18611-2 Annex I	ISO 18611-2 Annex I	<= 1.00	<= 1.30	10000				10000
Magnesium_Mg - ISO 18611-2 Annex I	ISO 18611-2 Annex I	<= 1.00	<= 1.30	10000				10000
Sodium_Na - ISO 18611-2 Annex I	ISO 18611-2 Annex I	<= 1.00	<= 1.50	10000				10000
Potassium_K - ISO 18611-2 Annex I	ISO 18611-2 Annex I	<= 1.00	<= 1.50	10000				10000
Identity - ISO 18611-2 Annex J	ISO 18611-2 Annex J			YES				

Findings

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.



Findings

Title	Created Date	Status
Sodium_Na - ISO 18611-2 Annex I	01-Dec-2015	Requires Response

On 29-Jan-2016, API Admin, wrote:
Please address the high Sodium.

Respond Cancel

Upload New File:

Select...

Certification Mark	29-Jan-2016	Requires Response

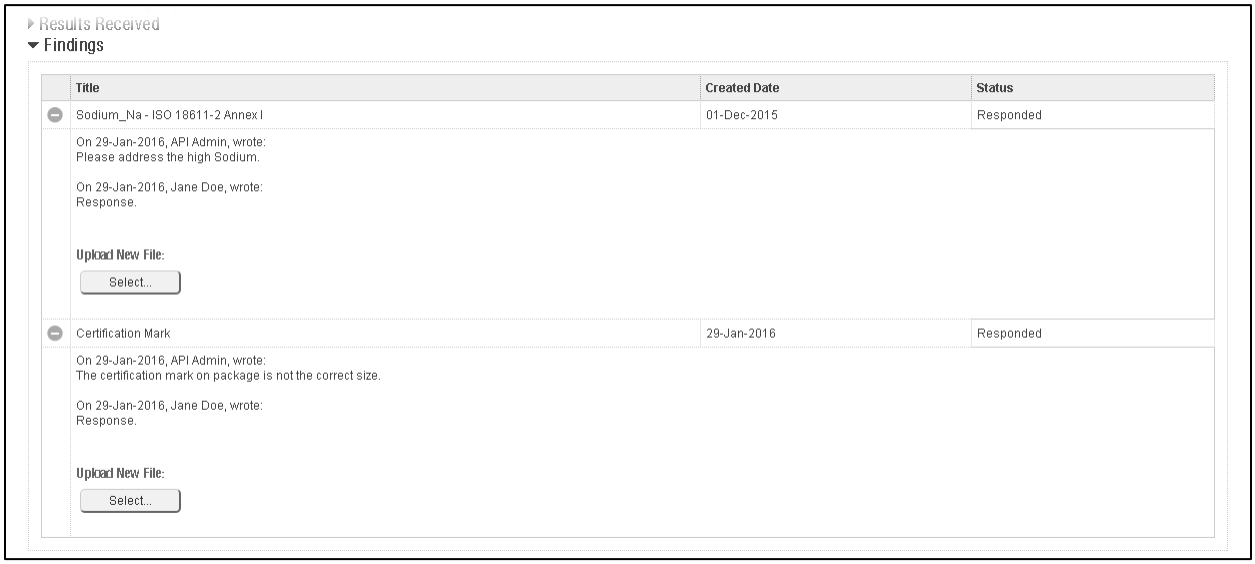
On 29-Jan-2016, API Admin, wrote:
The certification mark on package is not the correct size.

Respond Cancel

Upload New File:

Select...

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.