# MOTOR OIL MATTERS

# Motor Oil Matters (MOM) Distributor Online System User Guide

Potential MOM Installers can register at: <a href="my.API.org">my.API.org</a>. To ensure a successful application process, you should have the following prepared for each location that you are interesting in having licensed

- Basic Location Information:
  - Location Name
  - Address
  - Phone Number
  - Contact Name
  - Site URL (optional)
  - Email Address (optional)
  - Store Number (optional)
  - o Hours of Operation (optional)
- Required Supporting Documentation (must be from within the last six months):
  - o Three Orders for the latest deliveries received by the distributor location(s)
  - Three Bills of Lading from the latest deliveries received by the distributor location(s)
  - Three Delivery Documents from the latest deliveries received by the distributor location(s)
  - Three Customer Order Confirmations
  - Three Drop Tickets for orders delivered
  - o Three Customer Receipts for orders delivered

To qualify for MOM, all documentation must provide the following information:

- Brand Name (abbreviations accepted, but manufacturer and brand must be discernable)
- SAE Viscosity Grade
- API Service Category

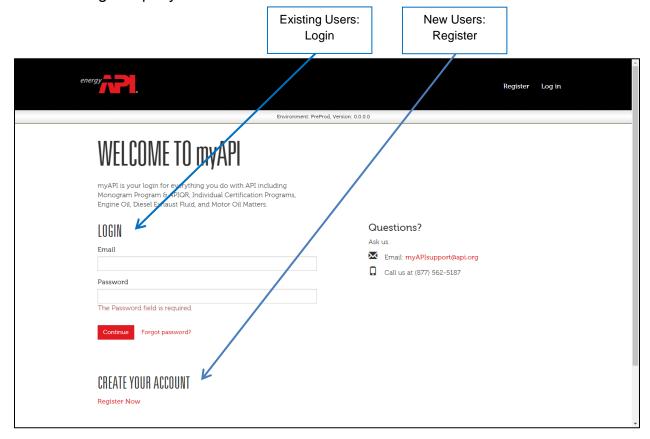
Please have electronic copies of all documents ready prior to beginning the application.

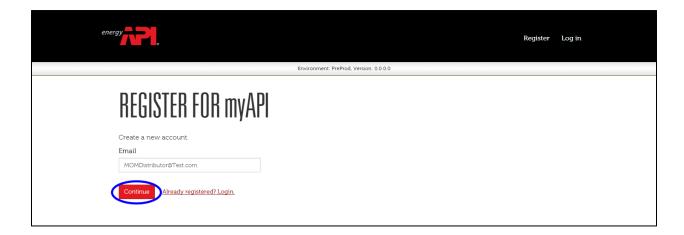




#### **Contact Registration**

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

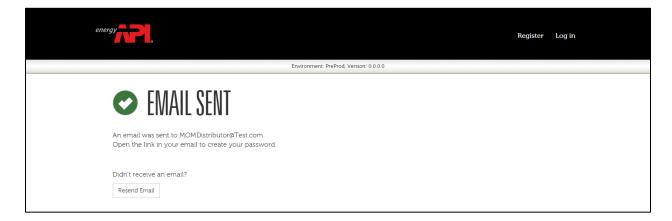




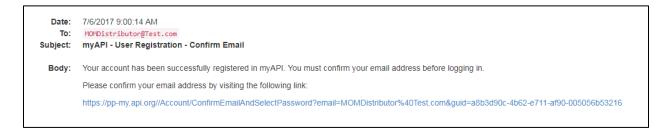




After registering your contact information, you will be required to verify your email address. A verification email will be sent to the email address used to register. If you do not receive the email within 24 hours, log in to return to the Login Verification Required page and click 'Resend Verification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



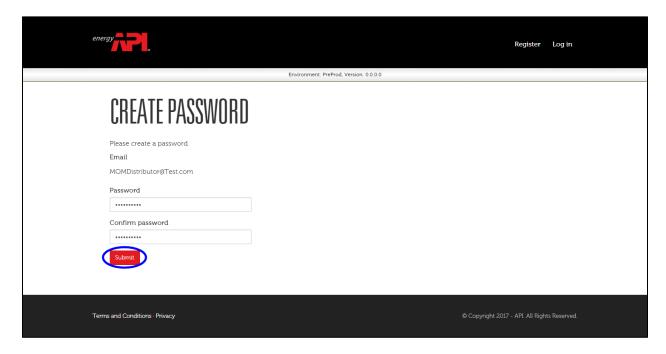
#### Example of verification email:

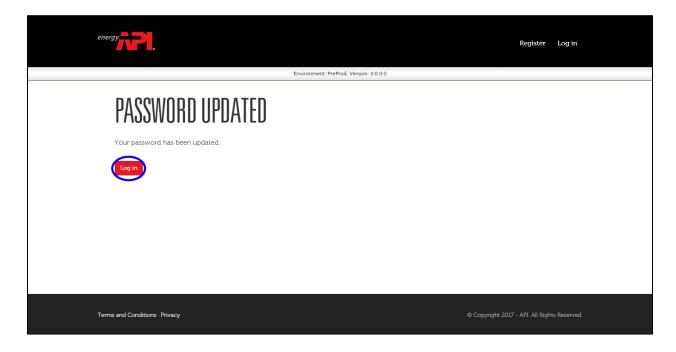






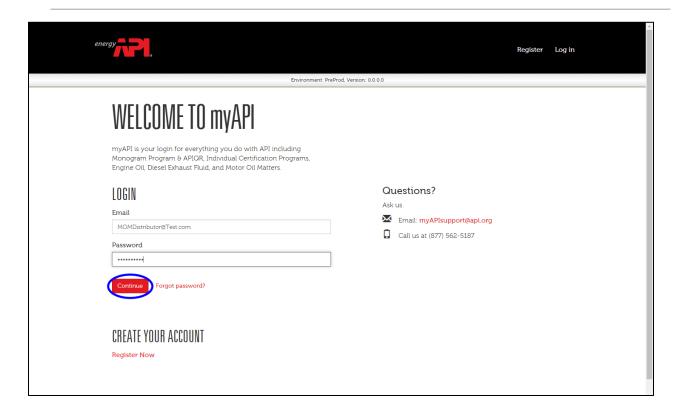
Once you've verified your email address, you will be able to log on to the system and either add a new company or have the primary contact from an exciting company add you to the company contact list.

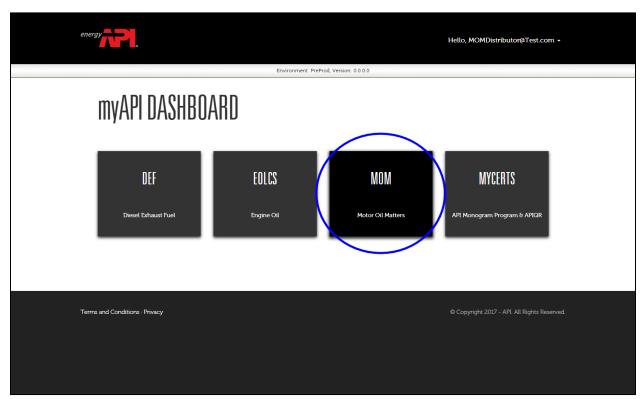






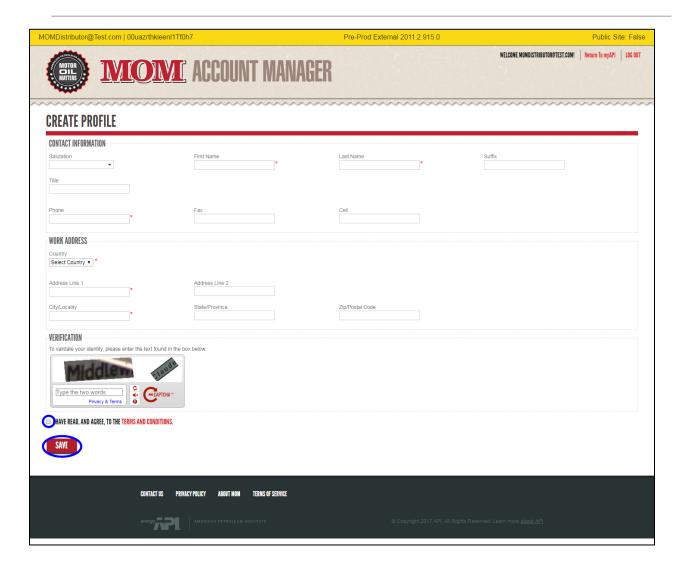
















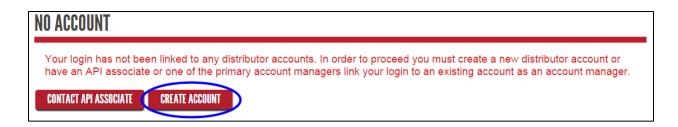
#### Company Registration

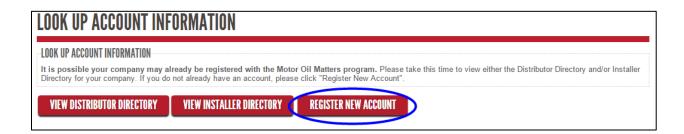
DO NOT create a company account if your company is already registered in the system. If your company has an active MOM license, a company account already exists.

The public directory (<a href="https://apps.motoroilmatters.org/DirectoryDistributorSearch">https://apps.motoroilmatters.org/DirectoryDistributorSearch</a>) provides a list of active MOM licensed companies. If you are not sure if your company is already registered please contact the MOM helpdesk at <a href="mailto:momentum.mo



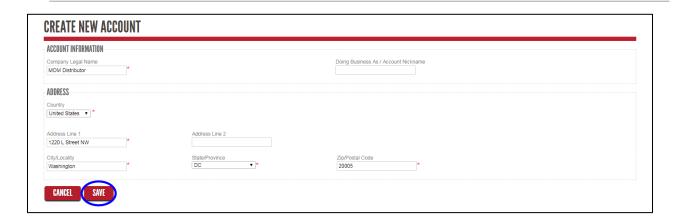










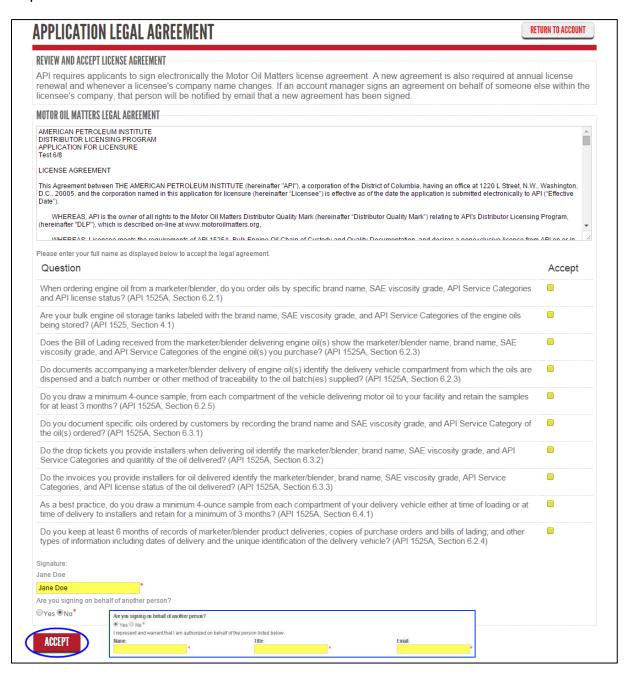






#### **Legal Agreement and Program Eligibility**

An electronic signature is required at the time that a company account is created as well as acknowledgment of program eligibility questions. These questions are meant to ensure that your distributor locations meet all requirements for the Motor Oil Matters program. If you cannot agree to all of the questions then your locations may not be approved for a MOM license. Please review API Publication 1525A for all program requirements.



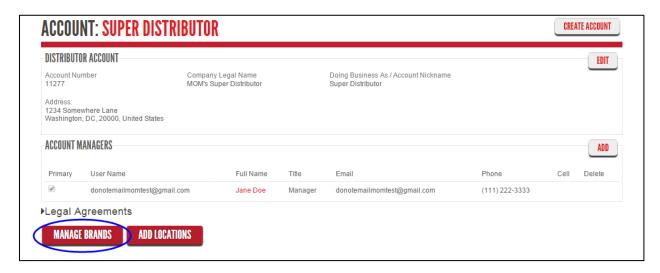


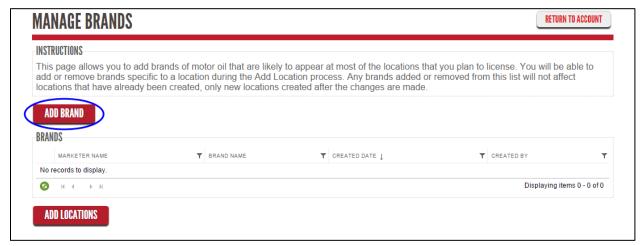


#### Manage Brands

The Manage Brands section allows you to list brands of motor oil sold across various locations. When entering your locations, any brands listed at this stage can be associated to the location(s) without having to be reentered or you will have the option of adding additional brands specific to that location.

Adding motor oil brands allows you to select from currently licensed EOLCS (Engine Oil Licensing and Certification System) brands or enter unlicensed "house" brands. You can add as many brands as necessary and at any time you can click on 'Manage Brands' on the Company Info page to add or remove brands from the list.

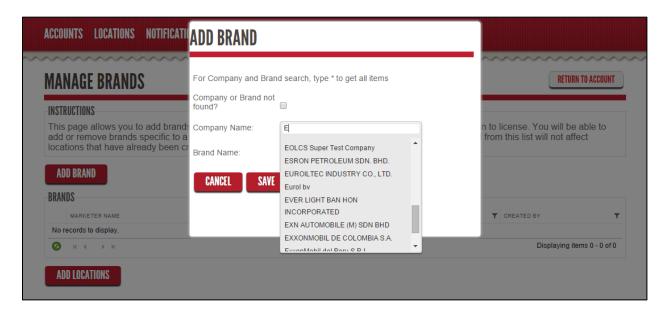


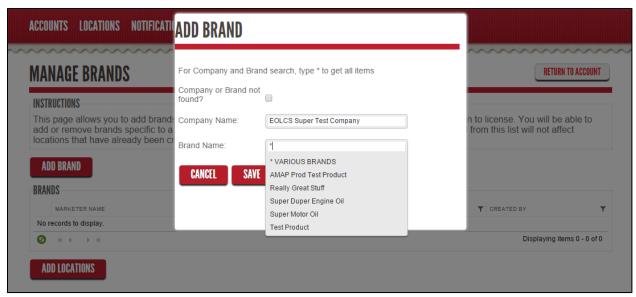






To add a licensed brand, search for the company in the Company Name field. After choosing the company, the Brand Name field will populate with that company's currently licensed brands. Note: typing an asterisk (\*) in the Company Name field will result in a full list of licensed companies to choose from, typing an asterisk (\*) in the Brand Name field will result in a full list of licensed brands or allow you to choose 'Various Brands'.



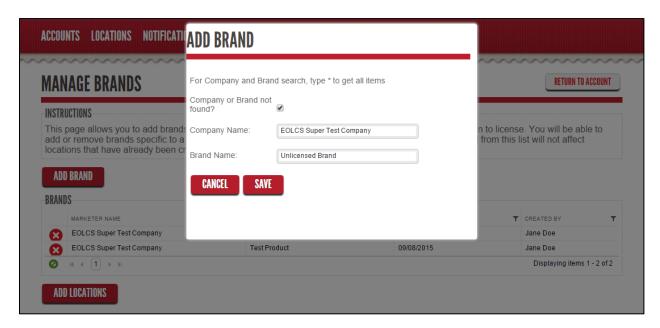




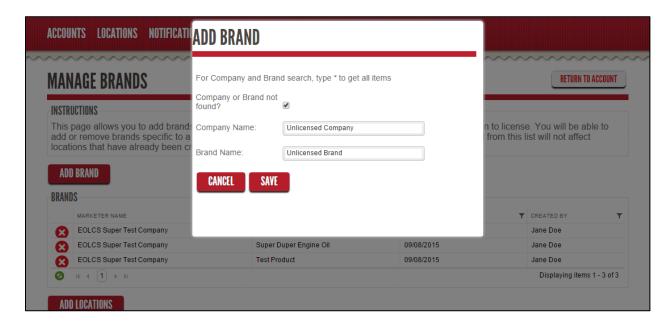


To add an unlicensed brand, click the box marked 'Company or Brand not found?'. This allows you to type in an unlicensed Company Name and unlicensed Brand Name or search for a licensed Company Name and type in an unlicensed Brand Name. Examples shown below.

Licensed Company with an Unlicensed Brand



Unlicensed Company with an Unlicensed Brand



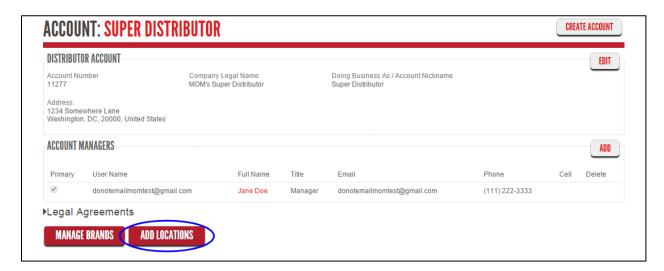




#### Add Location

Adding locations to your account is a three-step process:

- 1. Enter location information
- 2. Add/Associate brands of motor oil sold at the specific location
- Upload supporting documentation



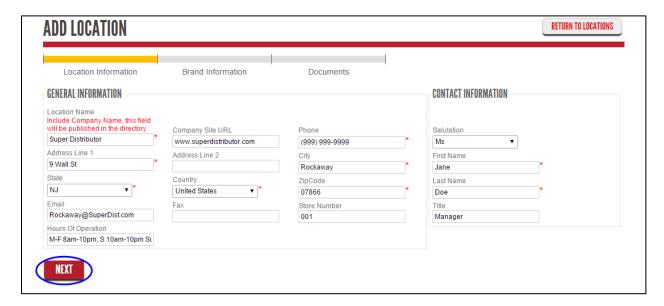






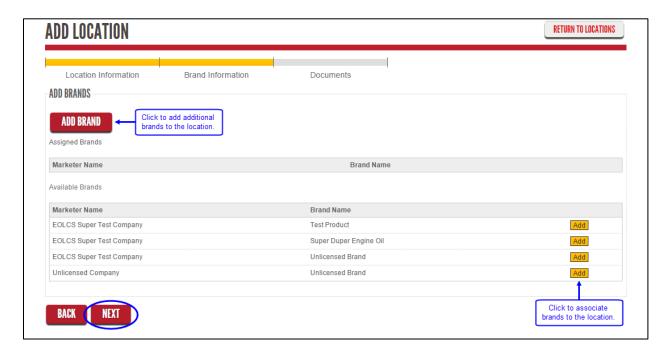
#### **Location Information**

All fields marked with an asterisk (\*) are required before the information can be saved. Any information entered in this section will be displayed on the licensee directory.



#### **Brand Information**

Brands added in the Manage Brands section will be listed under Available Brands, clicking on 'Add' next to the brand(s) will associate the brand to the location. You can also click 'Add Brand' to enter additional brand(s) that are sold at the location.

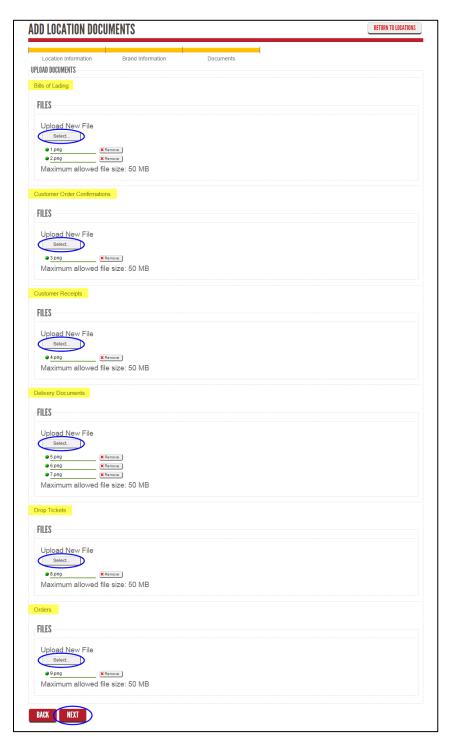






#### **Documents**

Three examples of each type of supporting documentation are required for each location, they can be uploaded as one file or as three separate files. At least one file must be uploaded for each document type before the information can be saved.

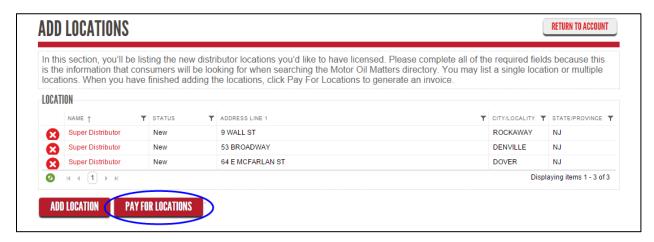


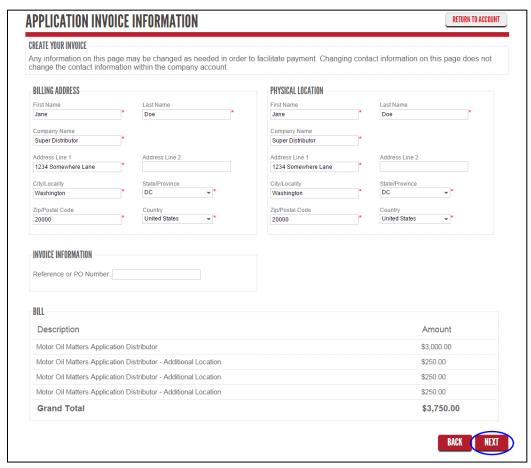




#### **Invoice/Payment**

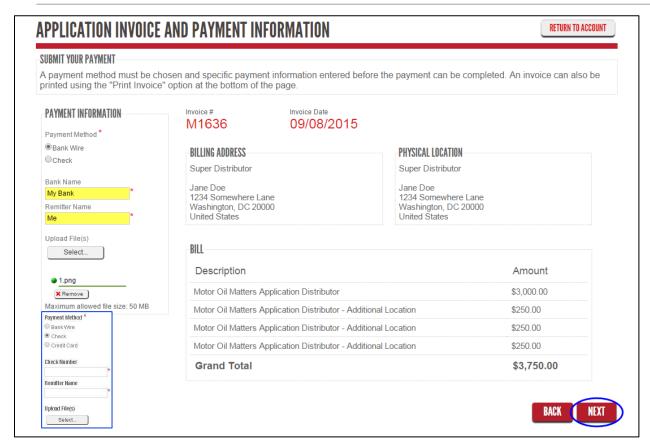
Each time you complete the steps to add a location, you will be taken back to the Add Locations page where you will see a list of all locations that have not yet been submitted to API for review. To submit these locations to API an invoice for the location fee (and application fee if this is your first time submitting locations) must be generated and paid.

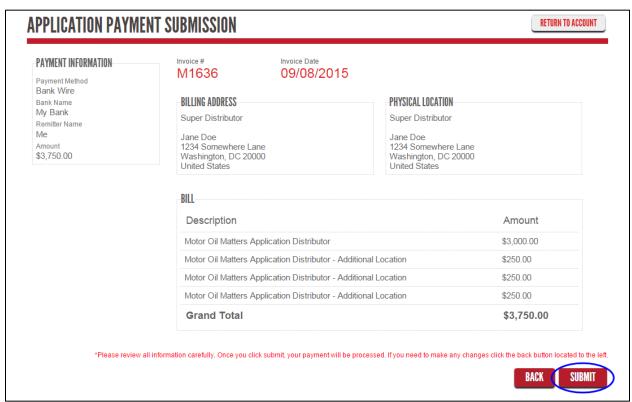








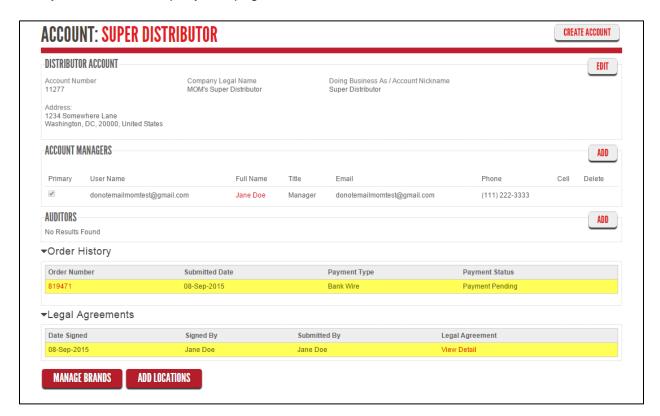








You will be able to review your company's order history and previously signed legal agreements at any time on the Company Info page.



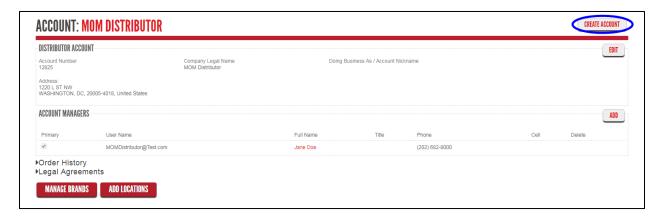
Once the invoice has been paid the location information will be sent to API for review. Once approved, each location will receive a Motor Oil Matters 'Welcome Kit' which includes a door decal and marketing materials and the locations will be available on the Motor Oil Matter Licensee Directory.

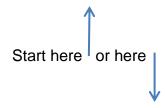


#### **Additional Company Registration**

You can add additional Installer or Distributor accounts.

\*Reminder: These are main accounts not additional locations on an account. To add additional locations select 'Add Locations'.



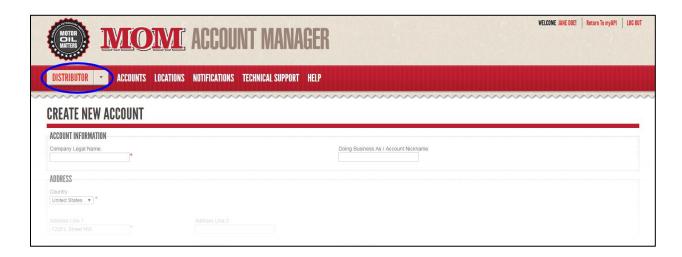


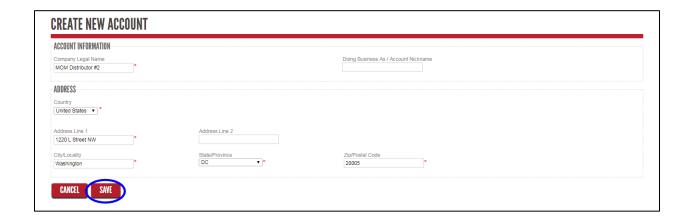






Make sure that the dropdown account type selection is correct.





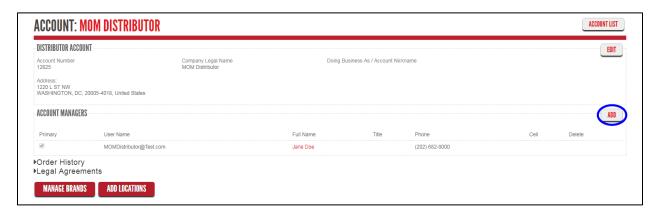
Note: You can switch between Installer accounts and Distributor accounts by using the dropdown account type selection.

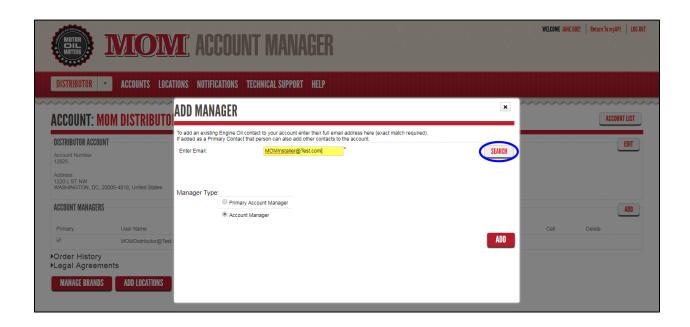




#### Add Contacts to Company

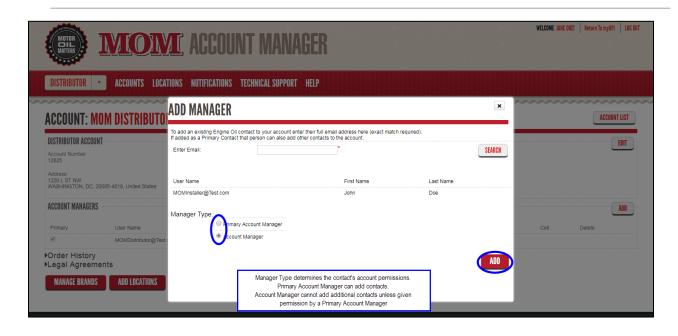
The Company Info page is the first page you will be directed to when you register a new company or log into your existing company account.

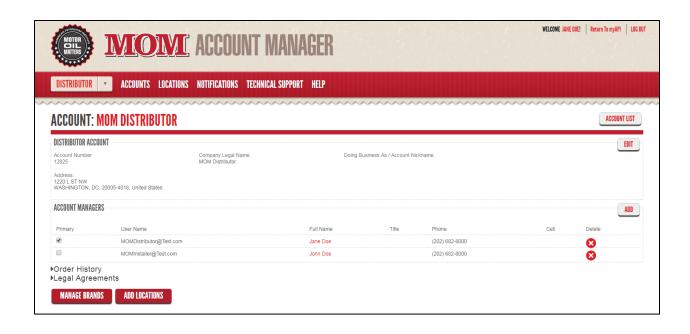








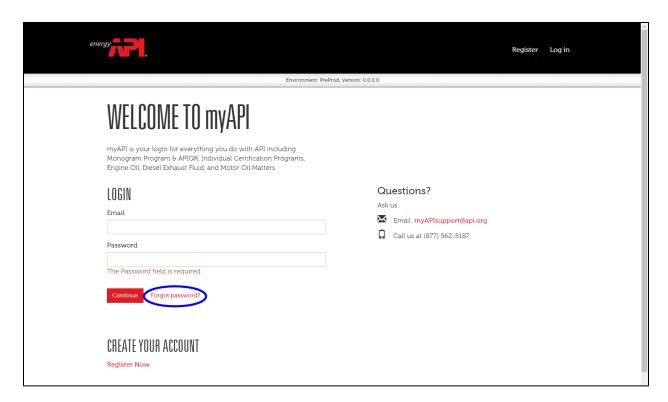


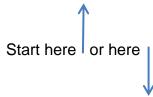


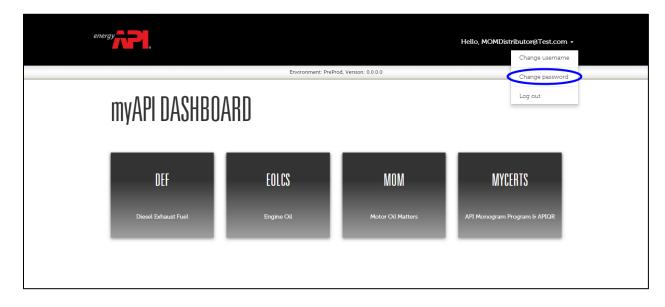




#### **Password Reset**

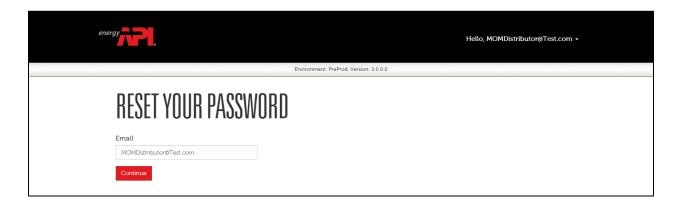














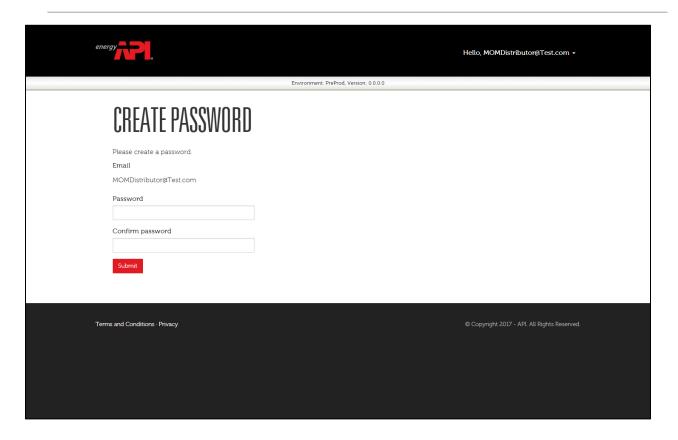
Date: 7/6/2017 9:41:41 AM
To: HomDistributor@Test.com
myAPI - Reset Password - Confirm Email

Body: A request to reset your password with myAPI has been received. You must confirm your email address before selecting a new password.

Please confirm your email address by visiting the following link:
https://pp-my.api.org//Account/ConfirmEmailAndSelectPassword?email=MOMDistributor%40Test.com&guid=04117fd7-5062-e711-af90-005056b53216









Reminder: Passwords must be at least 8 characters long and contain at least one letter, one number and one special character.



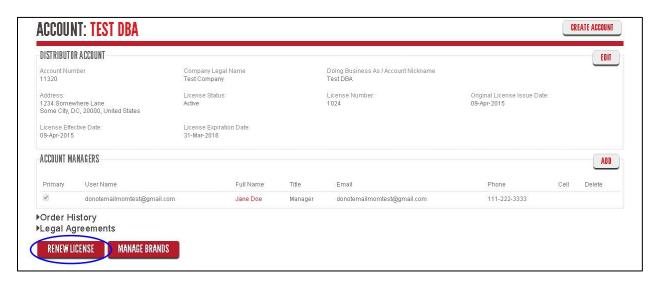


#### License Renewal

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

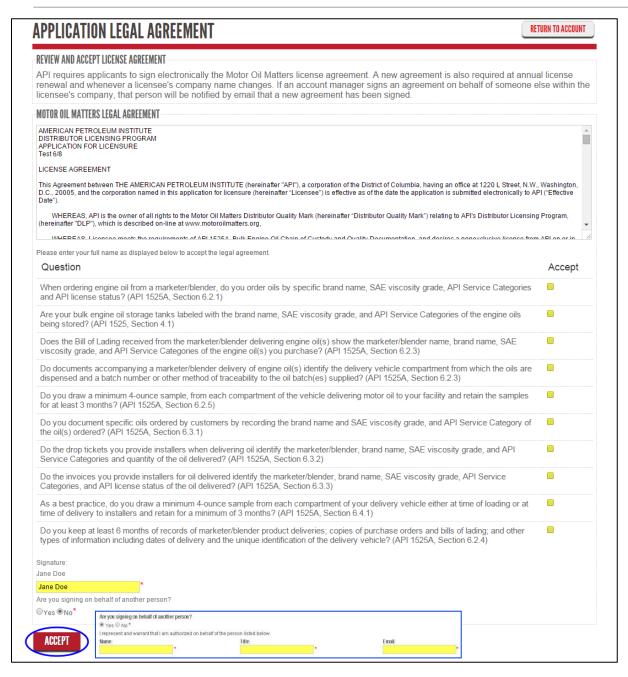
- All licenses have an expiration date of March 31<sup>st</sup>. Each year you must renew your license by March 31<sup>st</sup> or your license will expire and no longer be listed on the public directory of licensees.
- You will be required to renew through the online system. The option to renew will 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 submit new examples of supporting documentation for each location at the time of renewal – this documentation must be from within 6 months of the time of renewal.

Once new documentation is uploaded and you have withdrawn any locations you don't intend to renew, an invoice will be generated for the annual renewal fee of \$3,000 and a location fee of \$250 for each location being renewed.









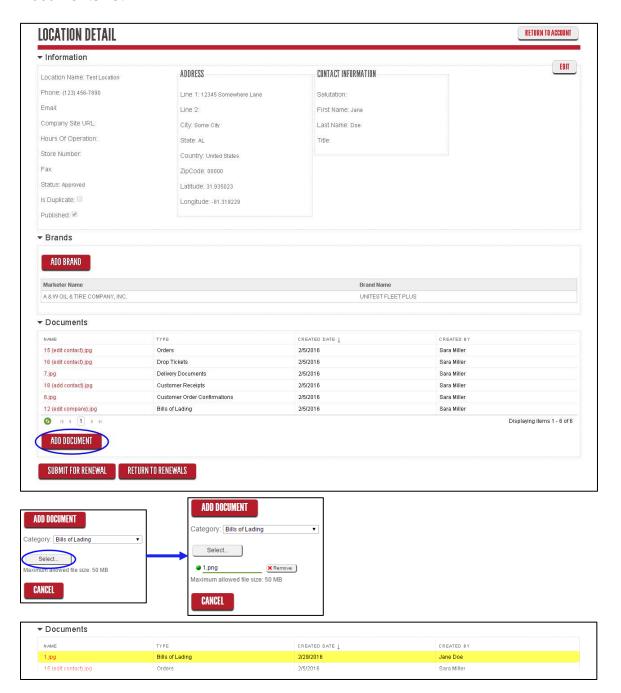






On the Location Detail page verify that the location information is correct, add new brands if necessary and upload new supporting documentation.

To add documentation, click on 'Add Document' (located under the current list of documents), choose the Category (document type) and click 'Select' to upload a file from your computer. Follow these three steps for each required document type: Bills of Lading, Customer Order Confirmations, Customer Receipts, Delivery Documents, Drop Tickets, and Orders. As the new documents are uploaded, they will be added to the Documents list.







Do not click 'Submit for Renewal' until all six document types have been uploaded. After documents have been uploaded for all locations that you would like to renew, click 'Pay for Locations' to generate a renewal invoice. Please note that any locations with the 'Renew' option still available under Actions will not be included in the renewal invoice and will automatically be withdrawn once the renewal process is complete.



Please see the 'Invoice/Payment' section for the payment steps. Once the renewal process is complete and the renewal payment is received, the renewed locations will be reviewed by API and you will be notified if any other information is required. After the renewed locations are approved, the expiration date will be updated on the Company Info page and each location will receive a new Motor Oil Matters Welcome Kit that will include an updated licensee door decal.