# 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.

Existing Users: Login

New Users: Register
After registering your email, 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, to return to the Email Sent page and resend the verification email.

Example of Verification Email:

```
Date: 6/29/2017 10:46:10 AM
To: DEFTest.com
Subject: myAPI - User Registration - Confirm Email

Body: Your account has been successfully registered in myAPI. You must confirm your email address before logging in.
      Please confirm your email address by visiting the following link:
      https://pp.my.api.org/Account/ConfirmEmailAndSelectPassword?email=DEF%40Test.com&guid=68c33b66-105c-e711-a50-005056b53216
```
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.
WELCOME TO myAPI

myAPI is your login for everything you do with API including Monogram Program & APIOR Individual Certification Programs, Engine Oil, Diesel Exhaust Fluid, and Motor Oil Matters.

Questions?

Ask us:
• Email: myAPIsupportapi.org
• Call us at (877) 562-9187

LOGIN

Email

Password

Create your account

Register now

myAPI DASHBOARD

DEF
Diesel Exhaust Fluid

EOLCS
Engine Oil

MOM
Motor Oil Matters

MYCERTS
API Monogram Program & APIOR

Terms and Conditions: Privacy

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https://my.api.org
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.
Additional Company Registration

API Test Company

Company Information
- Company Name: API Test Company
- Company ID: 12345
- Address: 1234 ST NW, WASHINGTON, DC, 20005-4181, United States
- Contact List:
  - Primary: John Doe, DEF@test.com, 202-662-0000

Create Company
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.
Password Reset

Start here or here
RESET YOUR PASSWORD

Email

Continue

EMAIL SENT

An email was sent to DEFTest.com. Open the link in your email to reset your password.

Didn't receive an email?

Resend Email

Date: 6/28/2017 12:43:56 PM
To: DEFTest.com
Subject: 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=DEF%40Test.com&guid=0df54f9-205c-6711-af90-005056b53216
Reminder: Passwords must be at least 8 characters long and contain at least one letter, one number and one special character.
Edit Contact Information

In the Person Information section, you can update contact information.

Start here or here
Edit Company Information

[Image of API Test Company page]

[Image of Edit Company page]
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.
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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 19821 as applicable. A product cannot be submitted for review without FTR 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 % Bulk and Packaged

Add New Traceability Code

New Traceability Code

Code Description

DD Day of Manufacture

MM Month of Manufacture

YY Year of Manufacture

FFFF Facility

Notes: This is just an example.

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 % Bulk and Packaged

Add New Traceability Code

Add New Traceability Code

DD MM YY FFFF

Created Date: 15-Jan-2016

Cancel 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.
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### Add DEF Product

**Product & Traceability**

<table>
<thead>
<tr>
<th>Formulation &amp; Properties</th>
</tr>
</thead>
</table>

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 Diesel DEF Fuel Product
- **Market Date**: 13 Jan 2015

**Associated Formulations**

- **No Associated Formulations**

**Product Qualifications**

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

- [ ] Manufactures DEF
- [ ] Supplies DEF to packaging, distributors, or another marketer
- [ ] Packages DEF with DEF end use service DEF in bulk – identity verification necessary
- [ ] Sells DEF meeting ISO 22241 under unique brand name to installers – identity verification necessary

**Supplier**

- **Company**: Test Supply Company
- **Country**: United States
- **Address Use 1**: 1234 Somewhere Ave
- **Address Use 2**:
- **City**: Some City
- **State/Province**: DC
- **ZIP/Postal Code**: 00000

**Properties**

**Trace element content (ICP-MS):**

<table>
<thead>
<tr>
<th>Element</th>
<th>mg/kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calcium (Ca)</td>
<td></td>
</tr>
<tr>
<td>Iron (Fe)</td>
<td></td>
</tr>
<tr>
<td>Potassium (K)</td>
<td></td>
</tr>
<tr>
<td>Magnesium (Mg)</td>
<td></td>
</tr>
<tr>
<td>Sodium (Na)</td>
<td></td>
</tr>
<tr>
<td>Urea Content</td>
<td>% (v/v)</td>
</tr>
</tbody>
</table>

**Density at 25°C:**

- **kg/m³**: 

**Friability Index at 30°C:**

- **% (v/v)**: 

**Alcohol at 22°C:**

- **% (v/v)**: 

**Acidity:**

- **% (v/v)**: 

**Insoluble Matters:**

- **mg/kg**: 

**Phosphate (PO₄):**

- **mg/kg**: 

**Inertial Soot Dispersion:**

- **Yes**
- **No**

**Identity (FTIR result submission with application):**

- **Upload:** [Document upload required. Click to select a document from your computer.]

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

- **Upload:** [Document upload required. Click to select a document from your computer.]

---

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

---

https://my-api.org
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.

<table>
<thead>
<tr>
<th>Certificate Company Name</th>
<th>DEF Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Legal Name</td>
<td>DEF Test Company</td>
</tr>
<tr>
<td>Company ID</td>
<td>11419</td>
</tr>
</tbody>
</table>
| Address                  | 1225 L ST NW  
WASHINGTON, DC, 20035-4019, United States |
| Website                  | www.DEFTestCompanytest |
| Contact List:            |          |
| Primary                  | DEF Test |
| Full Name                | api46@usi.org |
| Email                    | 202-683-8000 |
| Phone                    | (123) 456-7890 |

**Order History:**

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Submitted Date</th>
<th>Payment Type</th>
<th>Payment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>842397</td>
<td>15-Jan-2016</td>
<td>Bank Wire</td>
<td>Payment Pending</td>
</tr>
</tbody>
</table>

**Legal Agreements:**

<table>
<thead>
<tr>
<th>Date Signed</th>
<th>Signed By</th>
<th>Submitted By</th>
<th>Legal Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-Jan-2016</td>
<td>Jane Doe</td>
<td>Jane Doe</td>
<td>View Detail</td>
</tr>
</tbody>
</table>
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 31\textsuperscript{st}. Each year you must renew your license by March 31\textsuperscript{st} 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.
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https://my.api.org

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

LICENSE AGREEMENT

This Agreement between API (hereinafter "API"), a corporation of the State of California, having its office at 800 Pacific Blvd., Los Angeles, California, and signature below (hereinafter "licensee").

DEF License Agreement

DEF License Agreement

Please enter your full name as displayed below to accept the legal agreement.

Signature:
Jane Doe

Are you signing on behalf of another person?
Yes

The information required is entered above.

Renewal Documents

Upload batch test results for the previous year

ISO 22241-3 and ISO 18611-1 require the quality of each production batch of DEF (AUS 22 and AUS 40) to be verified prior to shipment in accordance with the specifications defined in ISO 22241-1 or ISO 18611, respectively. API now requires the licensee to upload Certificates of Analysis (CoAs) from the previous year of license as part of the renewal process.

Please upload CoAs for each applicable DEF type (AUS 22 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 or 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 22) - Certificate of Analysis:

Files

Upload New File

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

Maximum allowed file size: 10 MB

Marine DEF (AUS 40) - Certificate of Analysis:

Files

Upload New File

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

Maximum allowed file size: 10 MB
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.

<table>
<thead>
<tr>
<th>Test</th>
<th>Method</th>
<th>ISO-22241 Range</th>
<th>Expanded Range</th>
<th>Primary Test</th>
<th>Retest 1</th>
<th>Retest 2</th>
<th>Reference Test</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urine content by TN - ISO 18611-2, Annex B</td>
<td>ISO 18611-2, Annex B</td>
<td>39.4 – 41.5</td>
<td>39.0 – 42.0</td>
<td>10000</td>
<td>10000</td>
<td>10000</td>
<td>10000</td>
<td></td>
</tr>
<tr>
<td>Density at 20°C - ISO 3675</td>
<td>ISO 3675</td>
<td>1105.0 – 1117.0</td>
<td>1103.8 – 1118.2</td>
<td>10000</td>
<td>10000</td>
<td>10000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potassium nitrate @ 20°C - ISO 18611-2, Annex C</td>
<td>ISO 18611-2, Annex C</td>
<td>1.3047 – 1.3092</td>
<td>1.3067 – 1.3092</td>
<td>10000</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alkalinity - ISO 18611-2, Annex D</td>
<td>ISO 18611-2, Annex D</td>
<td>&lt;= 0.50</td>
<td>&lt;= 0.00</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alkalinity - ISO 18611-2, Annex E</td>
<td>ISO 18611-2, Annex E</td>
<td>&lt;= 0.80</td>
<td>&lt;= 0.04</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alkalinity - ISO 18611-2, Annex F</td>
<td>ISO 18611-2, Annex F</td>
<td>&lt;= 100.0</td>
<td>&lt;= 150.0</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phosphorus (PO4) - ISO 18611-2, Annex H</td>
<td>ISO 18611-2, Annex H</td>
<td>&lt;= 10.0</td>
<td>&lt;= 9.0</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcium - ISO 18611-2, Annex I</td>
<td>ISO 18611-2, Annex I</td>
<td>&lt;= 10.0</td>
<td>&lt;= 10.0</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magnesium, Mg - ISO 18611-2, Annex I</td>
<td>ISO 18611-2, Annex I</td>
<td>&lt;= 10.0</td>
<td>&lt;= 1.30</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sodium, Na - ISO 18611-2, Annex I</td>
<td>ISO 18611-2, Annex I</td>
<td>&lt;= 10.0</td>
<td>&lt;= 1.50</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potassium, K - ISO 18611-2, Annex I</td>
<td>ISO 18611-2, Annex I</td>
<td>&lt;= 10.0</td>
<td>&lt;= 1.50</td>
<td>10000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.