Motor Oil Matters (MOM) Distributor Online System User Guide

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

- Basic Location Information:
  - Location Name
  - Address
  - Phone Number
  - Contact Name
  - Site URL (optional)
  - Email Address (optional)
  - Store Number (optional)
  - Hours of Operation (optional)

- Required Supporting Documentation (must be from within the last six months):
  - 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
  - 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.

Existing Users: Login

New Users: Register
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:

```
Date:    7/9/2017 9:00:14 AM
To:      MOMDistributorTest.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/Accounts/ConfirmEmailAndSelectPassword?email=MOMDistributor%40Test.com&guid=aaed90c-4b62-c711-at50-0000563216
```
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.
WELCOME TO myAPI

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

Questions?
Ask us:
- Email: myAPIsupport@api.org
- Call us at: (877) 562-5187

LOGIN
Email
JGM2DistributorTest.com
Password
*********

CREATE YOUR ACCOUNT
Register Now

myAPI DASHBOARD

DEF
Diesel Exhaust Fluid

EOLCS
Engine Oil

MOM
Motor Oil Matters

MYCERTS
API Monogram Program & APIGR
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 (https://apps.motoroilmatters.org/DirectoryDistributorSearch) 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 momhelpdesk@api.org for assistance.
**CREATE NEW ACCOUNT**

<table>
<thead>
<tr>
<th>ACCOUNT INFORMATION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Legal Name</td>
<td></td>
</tr>
<tr>
<td>MyOil Distributor</td>
<td></td>
</tr>
<tr>
<td>Doing Business As / Account Name</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDRESS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>United States</td>
</tr>
<tr>
<td>Address Line 1</td>
<td>1234 Main St</td>
</tr>
<tr>
<td>City/Locality</td>
<td>Washington</td>
</tr>
<tr>
<td>State/Province</td>
<td>DC</td>
</tr>
<tr>
<td>Zip/Postal Code</td>
<td>20001</td>
</tr>
</tbody>
</table>

(Cancel) (Save)
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**

![Image of a licensed company with an unlicensed brand]

**Unlicensed Company with an Unlicensed Brand**

![Image of an 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
3. 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.
APPLICATION INVOICE AND PAYMENT INFORMATION

SUBMIT YOUR PAYMENT
A payment method must be chosen and specific payment information entered before the payment can be completed. An invoice can also be printed using the “Print Invoice” option at the bottom of the page.

PAYMENT INFORMATION

Payment Method:
- Bank Wire
- Check
- Credit Card

Bank Name:
- My Bank
- Remitter Name:
- Me

Invoice #:
M1636

Invoice Date:
09/08/2015

BILLING ADDRESS

Super Distributor

Jane Doe
1234 Somewhere Lane
Washington, DC 20000
United States

PHYSICAL LOCATION

Super Distributor

Jane Doe
1234 Somewhere Lane
Washington, DC 20000
United States

BILL

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Oil Matters Application Distributor</td>
<td>$3,000.00</td>
</tr>
<tr>
<td>Motor Oil Matters Application Distributor - Additional Location</td>
<td>$250.00</td>
</tr>
<tr>
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</tr>
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</tr>
<tr>
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<td>$250.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td>$3,750.00</td>
</tr>
</tbody>
</table>

*Please review all information carefully. Once you click submit, your payment will be processed. If you need to make any changes, click the back button located to the left.

APPLICATION PAYMENT SUBMISSION

PAYMENT INFORMATION

Payment Method:
- Bank Wire
- Check
- Credit Card

Bank Name:
- My Bank
- Remitter Name:
- Me

Invoice #:
M1636

Invoice Date:
09/08/2015

BILLING ADDRESS

Super Distributor

Jane Doe
1234 Somewhere Lane
Washington, DC 20000
United States

PHYSICAL LOCATION

Super Distributor

Jane Doe
1234 Somewhere Lane
Washington, DC 20000
United States

BILL

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<tr>
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</tr>
</tbody>
</table>

*Please review all information carefully. Once you click submit, your payment will be processed. If you need to make any changes, click the back button located to the left.
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.

![Company Info Page](image1)

![Add Manager Page](image2)
### Account Manager - MOM Distributor

**Account:** MOM Distributor

<table>
<thead>
<tr>
<th>Distributor Account</th>
<th>Company / Legal Name</th>
<th>Doing Business As / Account Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>MOM Distributor</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>1234 S Main St, Wash, DC, 20000-1234, United States</td>
<td></td>
</tr>
</tbody>
</table>

**Account Managers**

<table>
<thead>
<tr>
<th>Manager Type</th>
<th>User Name</th>
<th>First Name</th>
<th>Last Name</th>
<th>Title</th>
<th>Phone 1</th>
<th>Phone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td><a href="mailto:my.email1@mom.com">my.email1@mom.com</a></td>
<td>John</td>
<td>Doe</td>
<td></td>
<td>(020) 500-5000</td>
<td>(020) 500-5000</td>
</tr>
<tr>
<td>Account Manager</td>
<td><a href="mailto:my.email2@mom.com">my.email2@mom.com</a></td>
<td>Jane</td>
<td>Doe</td>
<td></td>
<td>(010) 600-6000</td>
<td>(010) 600-6000</td>
</tr>
</tbody>
</table>

Manager Type determines the contact’s account permissions:
- Primary Account Manager can add contacts.
- Account Manager cannot add additional contacts unless given permission by a Primary Account Manager.
Password Reset

Start here or here

myAPI DASHBOARD

Motor Oil Matters (MOM) Distributor – Distributor Online System User Guide
my.API.org
RESET YOUR PASSWORD

Email
MOMDistributor@Test.com

Continue

EMAIL SENT

An email was sent to MOMDistributor@Test.com.
Open the link in your email to reset your password.

Didn't receive an email?

Resend Email

Date: 7/8/2017 9:41:41 AM
To: MOMDistributor@Test.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/Accounts/ConfirmEmailAndSelectPassword?email=MOMDistributor%40Test.com&guid=641176f7-5062-4711-af90-03363253216

Motor Oil Matters (MOM) Distributor – Distributor Online System User Guide
my.API.org
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 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 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.
## Application Legal Agreement

API requires applicants to sign electronically the Motor Oil Matters 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.

### Motor Oil Matters Legal Agreement

**AMERICAN PETROLEUM INSTITUTE DISTRIBUTOR LICENSING PROGRAM**

**APPLICATION FOR LICENSURE**

**Text 68**

**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 the corporation named in this application for license (hereinafter “Licensee”) is effective as of the date the application is submitted electronically to API (“Effective Date”).

WHEREAS, API is the owner of all rights to the Motor Oil Matters Distributor Quality Mark (hereinafter “Distributor Quality Mark”) relating to API’s Distributor Licensing Program.

**Text 69**

Licensee has met the requirements of API’s Motor Oil Grade Quality Control and Quality Assurance Program, fulfilling a previous commitment to API.

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

### Question

When ordering engine oil from a marketer/blender, do you order oils by specific brand name, SAE viscosity grade, API Service Categories and API license status? (API 1525, Section 6.1.1)

Are your bulk engine oil storage tanks labeled with the brand name, SAE viscosity grade, and API Service Categories of the engine oils being stored? (API 1525, Section 4.1)

Does the Bill of Lading received from the marketer/blender delivering engine oil(s) show the marketer/blender name, brand name, SAE viscosity grade, and API Service Categories of the engine oil(s) you purchase? (API 1525A, Section 6.2.3)

Do documents accompanying a marketer/blender delivery of engine oil(s) identify the delivery vehicle compartment from which the oils are dispensed and a batch number or other method of traceability to the oil batch(es) supplied? (API 1525A, Section 6.2.3)

Do you draw a minimum 4-ounce sample, from each compartment of the vehicle delivering motor oil to your facility and retain the samples for at least 3 months? (API 1525A, Section 6.2.5)

Do you document specific oils ordered by customers by recording the brand name and SAE viscosity grade, and API Service Category of the oil(s) ordered? (API 1525A, Section 6.3.1)

Do the drop tickets you provide installers when delivering oil identify the marketer/blender, brand name, SAE viscosity grade, and API Service Categories and quantity of the oil delivered? (API 1525A, Section 6.3.2)

Do the invoices you provide installers for oil delivered identify the marketer/blender, brand name, SAE viscosity grade, API Service Categories, and API license status of the oil delivered? (API 1525A, Section 6.3.3)

As a best practice, do you draw a minimum 4-ounce sample from each compartment of your delivery vehicle either at time of loading or at time of delivery to installers and retain for a minimum of 3 months? (API 1525A, Section 6.4.1)

Do you keep at least 6 months of records of marketer/blender product deliveries, copies of purchase orders and bills of lading, and other types of information including dates of delivery and the unique identification of the delivery vehicle? (API 1525A, Section 6.2.4)

### Signature

Jane Doe

Are you signing on behalf of another person?

Yes No

**RETURN TO ACCOUNT**

## Renew Locations

In this section, you’re listing the renewal distributor locations you’d like to have licensed. Please complete all of the required fields because this is the information that consumers will be looking for when searching the Motor Oil Matters directory. You may list a single location or multiple locations (see below). When you have finished listing the locations, click “Submit”. There will be another round of API review before the application process continues.

### Location

<table>
<thead>
<tr>
<th>ACTION</th>
<th>NAME</th>
<th>STATUS</th>
<th>ADDRESS LINE 1</th>
<th>CITY/STATE/COUNTRY</th>
<th>STATE/PROVINCE</th>
<th>ZIP</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Location</td>
<td>Approved</td>
<td>12345 Somewhere Lane</td>
<td>Same City</td>
<td>AL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Displaying items 1 of 1
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.