Quality Monitoring System

DEPOT USER GUIDE

Access Link: https://bcmb.zendesk.com/

Quality Monitoring System Help Line: 1-888-424-7671 or 780-424-3193

info@bcmb.ab.ca

BEVERAGE CONTAINER MANAGEMENT BOARD

QMS

Contents

The Quality Monitoring System (QMS)

The Quality Monitoring System (QMS) is being utilized by Alberta's beverage container recycling industry to record, track and resolve issues within our industry. All Depots and industry partners are required to use the system.

The QMS is a centralized, online system, which works to provide efficient and quality responses and resolutions to issues you are experiencing. Industry partners such as the ABCRC, BDL, the ABDA, and each Depot, utilize the system daily. The system is monitored by the BCMB. However, the BCMB will also utilize the system to issue tickets.

In general, the QMS is used to:

- Submit tickets about issues as defined by or that have violated the industry's Service Agreements.
- Submit tickets about issues as defined by or that have violated BCMB by-laws or policies.

It is vital that each Depot gets to know the terms and conditions within the Service Agreement and within the BCMB's by-laws. This will guide you in understanding when you have an issue and what the expected outcome should be. These documents can be found on the BCMB's website at www.bcmb.ab.ca

Why is it important to use the QMS Regularly?

When you issue a ticket in the QMS, your issue is automatically sent to the correct organization where tickets are monitored on a daily basis. That organization will work to solve and respond to your issue. Issuing a ticket creates a timeline for the issue, records the details of the issue and serves to provide faster resolution times.

It's also worth noting that each ticket you submit can be viewed by each industry stakeholder (BCMB, ABDA, ABCRC, BDL). This means that each organization must be more accountable for providing timely, effective and appropriate resolutions and responses to issues. Please remember, you are also an industry stakeholder as a Depot operator/owner. You are accountable for responding to and providing information in a timely and professional manner.

Each ticket you issue in the QMS has the power to better the system. The more tickets received on any issue or topic, the more opportunity the BCMB has to learn about system problems and ineffective processes, be it our own processes or those of the ABCRC, BDL or the ABDA. With the proper information in hand, the industry can work together to resolve common issues and make the industry more efficient. Repetitive issues logged in the QMS can be used to better Service Agreements and by-laws.

Issues that MUST be communicated through the QMS

All Depots must use the QMS to complete the following actions. Any other means of communication will not be accepted for these requests and the Depot will be instructed to submit the request through the QMS.

- **Responding to and Challenging a Zone 2 Audit**. As per the Service Agreement:

  Schedule H, 2.4: "The Depot Operator shall communicate its intentions regarding the audit results through the Quality Monitoring Tool by replying to the ticket issued by CSA prior to the end of the next scheduled day of Depot operations stating that they accept or are challenging the audit. Failure by the Depot Operator to communicate its intention regarding the audit results prior to the end of the next scheduled day of Depot operations shall result in their deemed acceptance of the audit. Where a Depot Operator challenges the result, they will notify CSA through the Quality Monitoring Tool and arrange a time for a recount that will occur within five Business Days of the challenge . . . CSA shall communicate results of the recounted audit through the Quality Monitoring Tool publishing to the original ticket within two Business Days of the recount being completed."

- **Transportation issues**. As per the Service Agreement:

  Schedule D, 4.2: Carrier Direct Depots: "CSA shall work to resolve the reported deficiency within 4 hours of notification and inform the Depot through QM"; Article 4, 4.2.2.1: "Direct Carriers to adhere to the pick-up schedule and, if there are any impending delays, advise the applicable Depot Operator"

- **Questions regarding the registration of beverage containers**

- **Submission of beverage container images**

- **Submission of Container Validation Request Forms (CVRs)**

- **Depot Closure Notifications and Depot Change of Hours Requests**

QMS Expectations

The QMS is an accepted communication tool in our beverage container recycling industry. For the QMS to be an effective tool for communication, certain industry leadership approved timelines have been implemented for both Depots and Agents.

Depot Expectations

Depots have **3 days** to respond to a ticket/request from an Agent, except for where another timeline has been agreed upon by both parties and recorded in the ticket. **If the Depot does not provide the Agent with a response within the 3-day timeline or agreed upon timeline, the issue is considered accepted by the Depot, the ticket is considered resolved and the ticket will be closed.**

If you wish to respond to a ticket that has been closed, you have 30 days to do so before you are no longer able. Responding to a closed ticket will re-open that ticket. Please ensure that if you are responding to a closed ticket, you are responding to the same issue that the ticket was originally regarding. **If you wish to contact any Agent regarding a new or separate issue, you must create a new ticket (see *How to Create a Ticket* in this Guide)**.

Agent Expectations

All tickets submitted to any Agent are to be acknowledged within 1 day. Additionally, all supplies related issues are to be resolved within 1 day from when the ticket was submitted by the Depot, and all transportation issues are to be resolved within 4 hours from when the ticket was submitted by the Depot. Finally, all Depot submitted comments are to be responded to by an Agent within 1 day.

BCMB Issued Industry Email

In addition to the Quality Monitoring System (QMS), each Depot will be provided with a BCMB assigned industry email. This email address will serve as your industry email <u>and</u> your login to the QMS.

This is the ONLY email address the BCMB, ABCRC, ABDA or the BDL will use to communicate with your Depot. Additionally, the QMS will only accept tickets issued from Industry email addresses – no personal email addresses will be accepted into the system.

Please note, email communication is an accepted communication tool for all industry communications and issues and mandatory usage is required by each Depot operator.

> **IT IS YOUR RESPONSIBILITY TO MONITOR YOUR INDUSTRY EMAIL ON A REGULAR BASIS**.

Industry controlled emails ensure that the BCMB and other stakeholders have a verifiable, current and active method of communication with each Depot. Failure to respond or act accordingly because you have failed to access your industry emails does not provide you with an excuse for violation of any by-law, policy, Service Agreement or condition of the industry.

Accessing Your Industry Email Account

The BCMB has set up an Industry Email account for you. To access the account:

1. Ensure that you have internet access.

2. Open your web browser (Internet Explorer, Chrome, Firefox, etc.) and type http://mail.google.com into the browser's address bar at the top of the page.

3. You will be taken to a login screen as seen in the image below.

4. Type the email address and password that the BCMB has provided you with into the login page fields and click the "Sign In" button.

5. You may receive prompts to input a phone number; this is your choice but not necessary. Press the "Skip" button if you choose to move to the next step without entering your phone number.

6. If you already have a Gmail account, you may see your existing Gmail address in the email field. Click on "Sign in with a different account" and input your industry Gmail email address and password into the fields and click "Sign In."
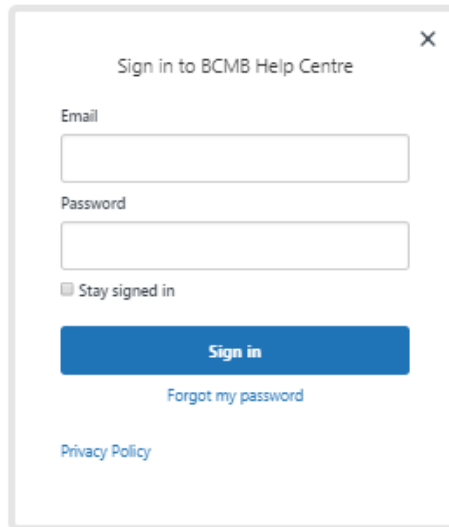
You should now have access to your industry email account. Please contact the BCMB at 780-424-3193 if you have difficulty accessing your email.

Accessing the Quality Monitoring System (QMS)

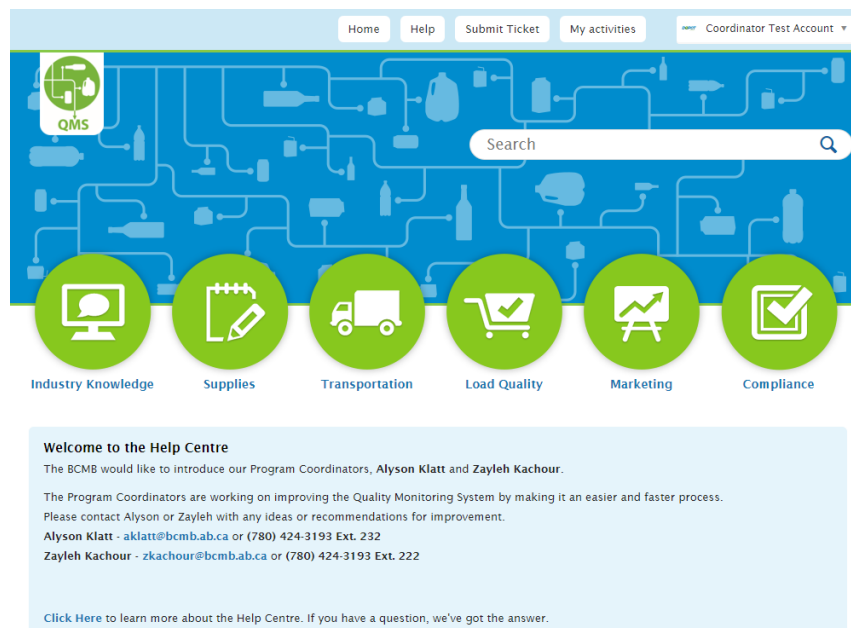The next section will show you how to login in to the QMS and submit a ticket.

Login to the QMS

1. Go to https://bcmb.zendesk.com/ . You will be taken to a login screen of the BCMB Help Centre (QMS):

2. Type your industry email account into the top field and your provided password below. This will be the same email address and password that were provided for your industry email account.

3. Click **Sign In** ( ) and you will be taken to the homepage of the QMS (see below).

You are now on the homepage of the Quality Monitoring System. Note your Depot's name in the upper right corner. Take some time to read through the informative articles (such as those pictured below) provided by clicking on topic headings and familiarize yourself with the layout of the QMS.

Industry Updates & Notices

Keeping You Up to Date

- ★ Quality Monitoring System (QMS) Communication
- ★ Depot Marketplace
- Newsletters

Compliance

Compliance Builds Better Businesses

- Uniform Code of Accounts
- Suspicious Containers

Quality Monitoring System (QMS) & e-Access

How to Use Our Industry's Online Tools

- ★ Quality Monitoring System (QMS) User Guide
- Quality Monitoring System Code of Conduct
- Etiquette - Submitting & Responding to tickets in the Quality Monitoring System
- e-Access Guide

Note: Articles beginning with a star (★) are highlighted articles that may be new or especially important articles.

Creating a Ticket in the BCMB Help Centre

The BCMB Help Centre is a user-friendly, help-desk interface (powered by Zendesk) that enables Depot owners/operators to submit "tickets" when experiencing issues in our beverage container recycling industry. The "ticket" is the communication sent to the organization responsible for resolution, stating the details of that specific issue.

Once a ticket has been submitted by a Depot, it is the responsibility of the receiver to work towards a resolution of the issue within the timelines of the Service Agreement. Please remember, it is your responsibility to review and follow all requirements, timelines, and conditions of the Service Agreement.
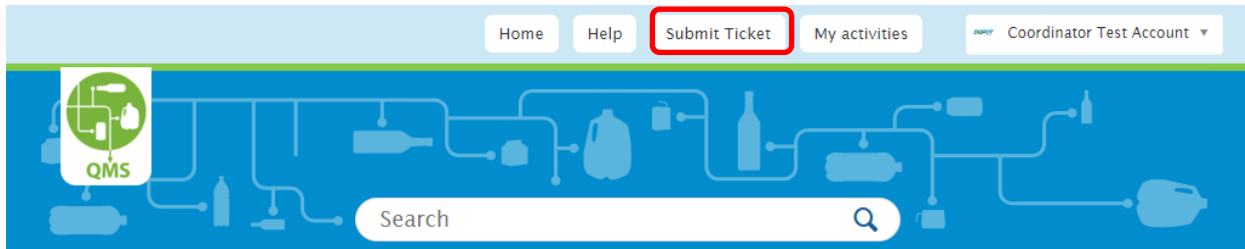
Please note, submitting a ticket will enhance your customer service from the industry, and will not affect it negatively.

All industry partners appreciate the time you have taken to submit a ticket. The data collected by BCMB is dependent on Depots communicating their issues effectively through the QMS. This collected data helps drive improvements in our industry. For example, if BCMB notices that all Depots along a certain highway are submitting tickets regarding transportation issues, it may be a specific driver or carrier that   is responsible for these problems.
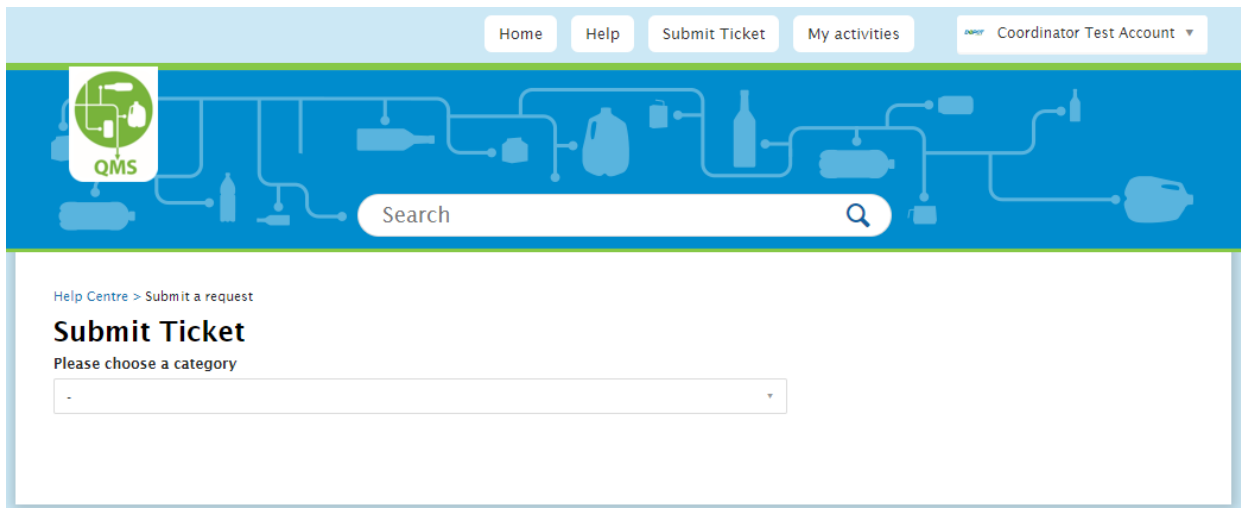
When the issue can be identified through data, the issue can be addressed and resolved.

How to Create a Ticket

1. To create a ticket, click on **Submit Ticket** at the top of the page (see screenshot below):
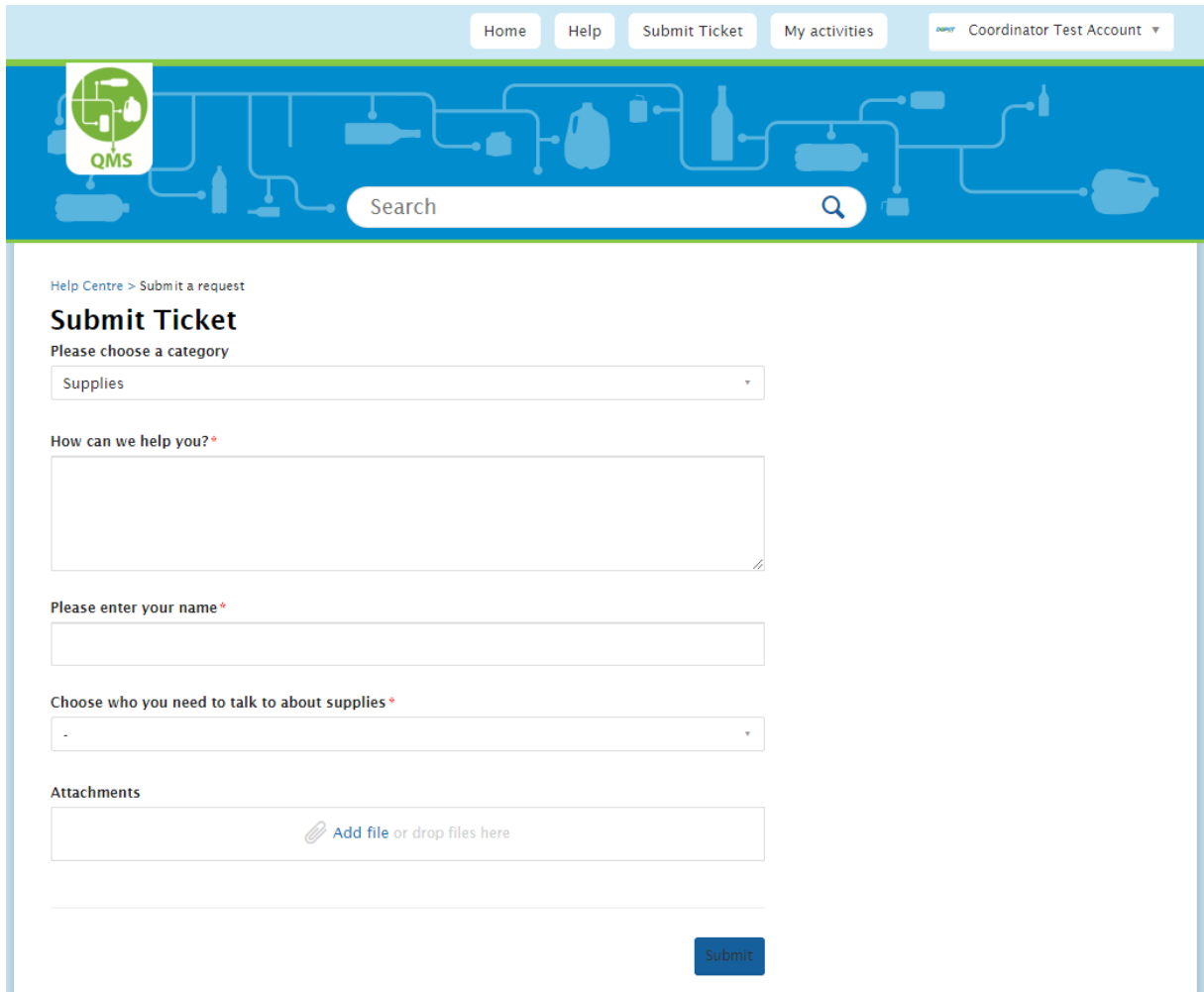

The following page will open:

2. Choose the category from the drop-down list that best describes the issue your Depot is experiencing (see Matching Your Depot's Issue to the Appropriate Category & Subcategory on page 20 of the guide).

Note: It is important that the proper category is selected. This ensures that we are capturing data that reflects the type and volume of issues that Depot operators are experiencing. Accurate information will enable us to identify recurring issues, with the goal of improving our system over time.

Once you have selected your category, the following screen appears:

3. Choose the appropriate sub-category(s) (see Matching Your Depot's Issue to the Appropriate Category & Subcategory on page 14 of the guide).

Note: Please avoid the use of "Other" categories in the drop-down list of options when possible.

4. Provide as much detail as possible.

How can we help you? *

To come to a faster resolution by avoiding requests for missing information, please provide as much relevant information as possible on your initial ticket submission. Also, note that even though one industry organization may be responsible for resolution of your specific issue, agents from each of the industry organizations are copied on the ticket through the centralized Help Centre system.

5. Enter the name of the Depot representative who is submitting the ticket.

Please enter your name *

6. Attach photo or file if desired.

Attachments

Add file or drop files here

7. Click the **Submit** (Submit) button at the bottom of the page.

Important Note: Each ticket created will have a unique numerical identifier associated with that specific issue. **When replying to a ticket or following up on an existing ticket, you must access that same ticket (note the ticket number) rather than creating a "New Ticket".**

Checking Your Activities in the BCMB Help Centre

Once you have logged into the BCMB Help Centre, you can check your activities by clicking the "My Activities" button at the top of the page. This will open a page displaying any communications sent or received:

Above, you can see examples of tickets that were sent from the Depot operator to the CSA (ABCRC). To access these communications, click on the subject line. Remember, to continue communications regarding an existing ticket, open that specific ticket and respond. You will also notice the unique number assigned to the tickets in the ID column on the left.

Matching Your Depot's Issue to the Appropriate Ticket Category & Subcategory

The following table is provided to help you map your Depot's issue to the most appropriate QMS Ticket category. Accurate ticket submission (ticket submitted reflects actual issue) will provide accurate data and will identify areas of our industry in need of improvement.

ABCRC/ABDA/BCMB Issues

Form Category: **Supplies**	
Please Specify Your Issue	**When to Use Form**
ABCRC → Not enough supplies → Glass Bags	Depot requires glass bags to operate
ABCRC → Received damaged and/or unusable supplies → Glass Bags	Depot has received damaged glass bags
ABCRC → Too much supplies → Glass Bags	Depot has received more glass bags than required
ABCRC → Not enough supplies → Mega Bags	Depot requires mega bags to operate
ABCRC → Received damaged and/or unusable supplies → Mega Bags	Depot has received damaged mega bags
ABCRC → Too much supplies → Mega Bags	Depot has received more mega bags than required
ABCRC → Not enough supplies → Pallets	Depot requires pallets to operate
ABCRC → Received damaged and/or unusable → Pallets	Depot has received damaged pallets
ABCRC → Too much supplies → Pallets	Depot has received more pallets than required
ABCRC → Not enough → Tags	Depot requires tags to operate - ONLY TO BE USED AFTER ORDERING SUPPLIES THROUGH ABCRC WEB PORTAL
ABCRC → Not enough → R-Bills	Depot requires R-Bills to operate - ONLY TO BE USED AFTER ORDERING SUPPLIES THROUGH ABCRC WEB PORTAL
ABCRC → Not enough → One Way Bags	Depot requires 1-Way bags to operate - ONLY TO BE USED AFTER ORDERING SUPPLIES THROUGH ABCRC WEB PORTAL
ABCRC → Depot Inventory Adjustments → Received Foreign Pallet	Depot has received a non-ABCRC pallet
ABCRC → Depot Inventory Adjustments → C-Bill Error → Missing Supplies	Depot is missing supplies
ABCRC → Depot Inventory Adjustments → C-Bill Error → Extra Supplies	Depot has received extra supplies
ABCRC → Depot Inventory Adjustments → Target Adjustment Request → Mega Bags	Depot requires a target adjustment to Mega Bags inventory

Form Category: **Supplies (cont.)**	
Please Specify Your Issue	**When to Use Form**
ABCRC → Depot Inventory Adjustments →Target Adjustment Request Glass Bags	Depot requires a target adjustment to Glass Bags inventory
ABCRC → Depot Inventory Adjustments →Target Adjustment Request → Pallets	Depot requires a target adjustment to Pallets inventory
BDL → Too much supplies → Pallets	**For all issues regarding BDL Supplies, first contact the Order Desk:** **1 (800)-661-2337** **Include your BDL license #, and BDL payment #** **SUBMIT A TICKET ONCE YOU HAVE ORDERED FROM THE SUPPLY DESK & ARE NOT SATISFIED**
BDL → Too much supplies → Repack Cartons	
BDL → Not enough supplies → Pallets	
BDL → Not enough supplies → Repack Cartons	
BDL → Not enough supplies → ID Stickers	

Form Category: **Transportation**	
Please Specify Your Issue	**When to Use Form**
ABCRC → Late	CSA carrier arrived over 1 hour past scheduled time
ABCRC → No Show	CSA carrier did not arrive on its scheduled day
ABCRC → Driver Issue	CSA carrier driver is rude or uncooperative
ABCRC → Scheduling	Depot requests an adjustment to CSA carrier pickup schedule; A minimum of 1 business day notice before scheduled pickup
BDL → Late	CSP carrier arrived over 1 hour past scheduled time
BDL → No Show	CSP carrier did not arrive on its scheduled day
BDL → Driver Issue	CSP carrier driver is rude or uncooperative
BDL → Scheduling	Depot requests an adjustment to CSP carrier pickup schedule

Form Category: **Payment**

Please Specify Your Issue	When to Use Form
ABCRC → Late	Depot has not received payment, over 9 days have passed since R-Bill submission to ABCRC
ABCRC → Incorrect	Depot notes discrepancy between amount owing to them and amount received by them from ABCRC
ABCRC → Adjustment	Depot requests a payment adjustment
BDL → Missing Payment	**For all issues regarding BDL payments, first contact:** **BDLAP@thebeerstore.ca** **Include your BDL license # and BDL payment # SUBMIT A TICKET ONCE YOU HAVE CONTACTED ACCOUNTS PAYABLE & ARE NOT SATISFIED**
BDL → Incorrect Payment	
BDL → Payment Enquiry	

Form Category: **Quality Control**

Please Specify Your Issue	When to Use Form
Did Not Receive Notice of Audit	Depot is not satisfied with timeliness of Audit notice from ABCRC
There is a mistake on my shipment to ABCRC	Depot wishes to advise ABCRC of a mistake made on a shipment
Cannot transmit ER-Bill to ABCRC	Depot is unable to transmit ER-Bill
Request for Copy of Results	Depot requests copy of Audit Summary Report

Form Category: **POR (Point of Return Software)**

Please Specify Your Issue	When to Use Form
rePOR → ER-Bill → Cannot transmit	Depot cannot transmit ER-Bill and requires POR support
rePOR → ER-Bill → Cannot print	Depot cannot print and requires POR support
rePOR → ER-Bill → Incorrect ER-Bill	ER-Bill is not correct and requires POR support
rePOR → Bug Report	Depot experienced an error with their POR system (rePOR)
rePOR → Support Request	Depot requires POR support or has questions about POR usage (rePOR)
Solum → ER-Bill→ Cannot transmit	Depot cannot transmit ER-Bill and requires POR support
Solum → ER-Bill→ Cannot print	Depot cannot print and requires POR support
Solum → ER-Bill→ Incorrect Rr-Bill	ER-Bill is not correct and requires POR support
Solum → Bug Report	Depot experienced an error with their POR system (Solum)
Solum → Support Request	Depot requires POR support or has questions about POR usage (Solum)
Other POR → ER-Bill	Depot requires POR support for ER-Bills for a POR system not otherwise listed
Other POR → other	Depot cannot transmit ER-Bill and requires POR support

Form Category: **Refund Compliance**

Please Specify Your Issue	When to Use Form
Challenge an Audit → No 72 Hour Notice	Depot would like to challenge recent Refund Compliance Audit as the notification was not provided within the specified timeframe
Challenge an Audit → No Report Within 14 Days	Depot would like to contest the results of the Refund Compliance Audit as the report was not provided within the outlined timeframe
Challenge an Audit → Audit Report Error → Incorrect Refund Total	Depot wishes to challenge an audit due to an error in the refund total
Challenge an Audit → Audit Report Error → Incorrect Container Count	Depot wishes to challenge an audit due to an error in the container count
Challenge an Audit → Audit Report Error → Other	Depot wishes to challenge an audit due to an error - ONLY TO BE USED IF ISSUE DOES NOT FIT INTO ANOTHER CATEGORY
Complaint	Depot would like to make a complaint about their recent Refund Compliance Audit
General Inquiry	Depot wishes to inquiry about the Refund Compliance program

Form Category: **Product Registration**

Please Specify Your Issue	When to Use Form
Is this Container Registered?	Depot requests confirmation of container registration (Do we accept this container?) **Note:** UPC # is required **Note:** For suspicious containers please use the Container Validation Request Form
Image Submission	Depot notices that a specific product has changed container type/material stream. Depot provides image of container.
Other	If the issue does not fall into any other category; Avoid using where possible

Form Category: **UCA (Uniform Code of Accounts)**

Please Specify Your Issue	When to Use Form
When is the Filing Deadline	Depot would like to know the date their UCA filing is due
Haven't Received a UCA Filing Package	Depot is having issues with the DCA Re: communication, timeliness, etc.
Unable to Contact DCA (Data Collection Agent)	Depot requires information about UCA process, requirements, etc.
Levy	Depot has an enquiry about a levy associated with UCA non-compliance

Form Category: **Depot Closure Notification**	
Please Specify Your Issue	**When to Use Form**
Depot Closure Notification - Closure Request Start Date - Closure Request End Date - Depot Owner/ Operator	Depot would like to notify the BCMB of a closure.

Form Category: **Depot Change of Hours Request**	
Please Specify Your Issue	**When to Use Form**
Depot Change of Hours Request	Depot would like to request a change of hours from the BCMB

Form Category: **General/Other**	
Please Specify Your Issue	**When to Use Form**
N/A	Only to be used when Depot's issue/request **does not fall under ANY other category**

Form Category: **Container Validation Request (CVR)**	
Please Specify Your Issue	**When to Use Form**
Container Validation Request - Customer Name - Customer Phone # - Customer Address - Customer License Plate # - Customer Driver's License # - Checkbox: By checking this box, you are advising the Depot that these are deposit-bearing containers that were purchased in Alberta - Depot Owner/ Operator Name Submitting Form: - Checkbox: Please quarantine the containers at your Depot and do not pay customer or ship containers to the CSA until advised by the BCMB - Checkbox: Containers are all the same brand and/or container type - Checkbox: Containers were returned in a very large quantity - Checkbox: Containers are unlabeled or appear to have never been filled - Checkbox: Containers are crushed - Checkbox: Vehicle with out-of-province license plates - Container Description - Quantity of Containers	Depot would like to request a Container Validation regarding suspicious containers from the BCMB **Note:** Checkbox's signal agreement with a statement. If a Checkbox statement is true, check the box. For example, if the containers are all the same brand and/or container type, the box would then be checked. However, if the containers are **not** all the same brand and/or container type, the box would **not** be checked.

Support

We hope that you find the Quality Monitoring System beneficial to use. Please help improve our industry by making your issues known through the BCMB Help Centre.

Should you encounter any difficulties with your industry Gmail account or with the BCMB Help Centre, please contact us at:

Quality Monitoring Help Line: 1-888-424-7671 or 780-424-3193

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