SIMS Depot Portal

Depot User Guide

SIMS Depot Portal User Guide

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November 28, 2023

The SIMS Depot Portal (SIMS)

SIMS is an enhanced website (portal) where permit holders can manage BCMB-related aspects of their business. This includes, but is not limited to, the ability to adjust depot hours, view depot compliance communications, change contact information, review and pay outstanding fees, submit applications and search containers.

These changes include an enhancement to security, which allows depot permit holders to have only one username and password for all BCMB systems, making access more secure and convenient.

Frontline workers of depots will receive separate login credentials for the ability to search the container registrations database only. Frontline workers will not have access to any other features of SIMS as described above.

Depot Expectations

Depot owners (permit holders) and managers are expected to adhere to all timelines described within SIMS. Frontline workers are expected to use the search feature of their account to confirm the registration status of any container where registration may be unknown to them.

BCMB Expectations

All submitted requests are to be acknowledged by BCMB within 1 business day.

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1. Accessing your SIMS Account

The BCMB has set up a SIMS account for you. To access the account:

a. Ensure you have access to the internet.

b. Open your web browser (Chrome, Internet Explorer, Firefox, etc) and type https://depot-bcmb-crdb.powerappsportals.com/regapplications/ into the browser's address bar at the top of the page.

c. You will be taken to a sign-in screen as shown in the image below. **Existing depot owners (permit holders) and managers** can access SIMS by clicking "Depot Login".

   For access for frontline workers, see Step 1.f.
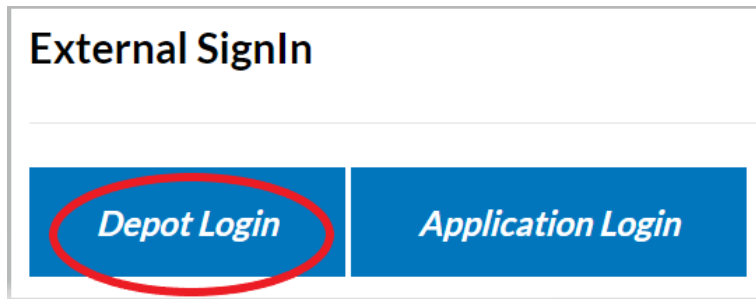
d. Enter your depot's industry assigned email address, and corresponding password, into the applicable fields. **The password you created to access your industry email will be the same password you use for SIMS**.

e. You will be required to read through terms and conditions, and check a box confirming your understanding to continue.

f. Frontline workers will receive a separate email to use as credentials for SIMS. This email will be formatted as frontlinedepot@mail.albertadepot.ca. The highlighted portion will be the name of the corresponding depot.

g. Frontline workers will log in using the "Depot Login" button as explained in step 1.c above. They will **only** have access to search in the container registration database.

FOR PERMIT HOLDERS/MANAGERS

2. Profile

There are several tabs in the blue bar across the top of the page. By clicking on "Profile", as shown in the image below, you can view your depot's contact information and current status in each of the four compliance frameworks.

If any contact information is incorrect, please contact the BCMB at compliance@bcmb.ab.ca as soon as possible.

3. Container Registration Searches

For depot owners/managers, click on the "Container Registrations Database" tab in the blue strip at the top of the page. For frontline workers, click on the "Frontline Access" tab in the blue strip at the top of the page.

If you are unsure if a container is registered, type the brand, product or UPC into the search bar.

Search	🔍

If the container does not appear in the results, the container in question is not registered in Alberta. For further inquiries on the registration of containers, please submit a QMS ticket assigned to BCMB Registrations (see Section 6.)

If the container appears in the results, this means the container is registered in Alberta. To view details on the container, click the registration number, or the arrow.

Registration Number ↑	Product	Flavour (Product)	Container (Product)	UPC Code	
20346	Brzy	Apple + Hibiscus - Cannabis Infused Sparkling Spring Water	330 ml, Glass	879282000219	⌄

4. Change of Hours Requests

Sections 10.37 to 10.41 of the Depot By-law state the following in relation to depots operating hours:

>**10.37.** *A Depot in a Metro Area must be open to accept Containers no less than 52 hours per week including a minimum of eight (8) hours on a Saturday or Sunday.*

>**10.38.** *A Depot in an Urban Area with a population greater than 20,000 must be open to accept Containers no less than 40 hours per week including a minimum of eight (8) hours on a Saturday or Sunday.*

>**10.39.** *A Depot in an Urban Area with a population of less than 20,000 must be open to accept Containers no less than 28 hours per week including a minimum of six (6) hours on a Saturday or Sunday.*

>**10.40.** *A Depot in a Rural Area located in a town, village or hamlet with a population greater than 4,000 must be open to accept Containers no less than 28 hours per week including a*

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minimum of six (6) hours on a Saturday or Sunday.

10.41.*A Depot in a Rural Area located in a town, village or hamlet with a population less than 4,000 must be open to accept Containers no less than 16 hours per week including a minimum of six (6) hours on a Saturday or Sunday.*

To request a change in your depot's hours of operation, click on the "Hours" tab at the top of the page, and follow the next step outlined below.

1. Your current operating hours will appear. To make a change to the hours displayed, click on the arrow to the right-hand side of the row to view details.

Name	From Month	To Month	Week Day ↑	From	To	Order ↑	
Sunday Hours	January	December	Sunday	Closed	Closed	1	⌄
Monday Hours	January	December	Monday	8:00 AM	5:00 PM	2	⌄

2. Adjust the hours or months, and click "Submit", as seen in the image below. This will send a notification to BCMB to approve the change in hours. Once BCMB approves, the new hours will appear in the list of hours in your SIMS account, and will reflect on the FindaDepot website within 24 hours of the approval.

ℹ️ View details

Name

Sunday Hours

From Month *	To Month *
January	December

Week Day *

Sunday

From *	To *
8:00 AM	4:00 PM

Submit

NOTE
If the change in hours results in a breach of Sections 10.37 to 10.41 of the Depot By-law, your request will **not** be approved.

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5. Submitting a Closure Request

Click on the "Create" button beside "Closure Requests". This can be found by scrolling down past the depot's operating hours.

CLOSURE REQUESTS

⊕ Create

Input all required information fields with a red asterisk (*). If the closure is due to a last-minute emergency, check the box reading "Emergency Request".

☐ *Emergency Request*

Add any applicable notes at the bottom, and click **Submit** .

BCMB will review the request for approval if applicable. BCMB may request additional information regarding any closure request. Approval of any closure is at the sole discretion of the BCMB.

6. Submitting a QMS Ticket

To create and track QMS tickets, click on the "QMS" tab at the top of the page, and follow the next steps outlined below.

a. Ensure your "Zendesk ID" appears. If it does not appear, contact the BCMB at compliance@bcmb.ab.ca. To create a ticket, click the "Create" button.
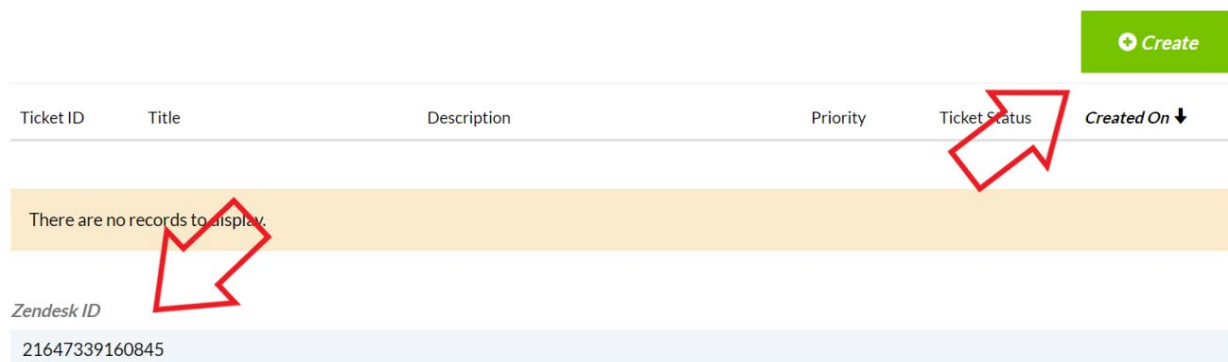
b. Input the title of the ticket, and select the applicable type of form.

c. Describe the reason for your ticket.

d. Fill out all other relevant information fields.

e. Click on "Submit" at the bottom of the page.

f. For more information about navigating QMS, please see the QMS User Guide.

g. You can see your QMS ticket history under "QMS", and any applicable details if you click the arrow at the right.

Ticket ID	Title	Description	Priority	Ticket Status	Created On ↓	
	Supplies Issue	Please provide more shipping supplies	Normal	Open	12/1/2023 1:10 PM	⌄

7. Submitting Applications

To submit any type of application, click on the "Applications" tab at the top of the page, and follow the next steps outlined below.

Profile   Hours   Fees   Applications   QMS

You will have the option to select what type of application you will be submitting. Click on your desired application type.

Applications

Applications
| Change Location | Change Owner | Permit Renewal | Name Change | Minority Shareholder |
| New Depot | Permit Extension | | | |
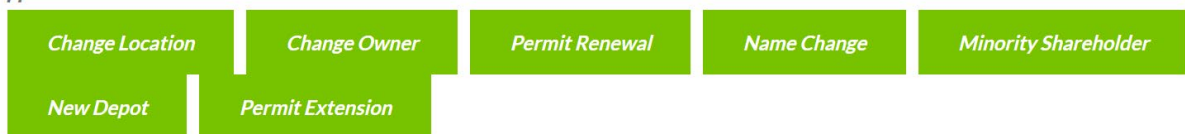
2.1.   Completing a Permit Renewal Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number

—

Status *

Pending

Applicant Name

NOTE

If the individual named under "Applicant Name" is no longer current and accurate information, please contact BCMB at compliance@bcmb.ab.ca as a different application type may be required.

Save to Continue

b. If all information is accurate, click _____. Once saved, the application page will open.

c. Confirm that all information on the application is accurate. This information is automatically generated from your current permit information. If any of the information needs to be updated, contact BCMB at compliance@bcmb.ab.ca.

d. Under the "Required Documentation" section of the application, you must attach each document separately by clicking "Choose File".

Business License

Choose File   No file selected

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NOTE

If any documentation is missing, you will **not** be allowed to submit your application.

The only exception to this is if a specific document does not apply to you. For example, you do not need to attach incorporation documents if you are a sole proprietor.

e. You will need to confirm your depots fiscal year end (FYE) date. You can select the date by clicking on the blue calendar.

Depot FYE Date

Your Depot's FYE date MUST be the same as your Business's FYE date for tax purposes.

M/D/YYYY

f. Read the Privacy Statement and ensure you have a good understanding.

g. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

h. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

i. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

NOTE

If you do not complete the application, you can hit the "Save" button at the bottom of the page at any time. To access the application again, follow the above step (h.)

2.2.   Submitting a Permit Extension Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number   Status *

—   Pending

Applicant Name

b. If all information is accurate, click **Save to Continue**. Once saved, the application page will open.

c. Confirm that all information on the application is accurate. This information is automatically generated from your current permit information. If any of the information needs to be updated, contact BCMB at compliance@bcmb.ab.ca.

d. Under" Reason for Extension Request", provide an explanation as to why your Permit Renewal Application was not submitted within the timeline prescribed in the Depot By-law, and include an estimated date for submission.

e. Read the Privacy Statement and ensure you have a good understanding.

f. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

g. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

h. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

2.3. Submitting a Minority Shareholder Change Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number	Status *
—	Pending

Applicant Name

b. Enter the name of the corporation in the applicable field.

c. Under the "Permit Holders and Depot Managers" section, you will be required to enter the information of each individual identified as "Permit Holder" and "Manager".

All individuals, corporations, shareholders and/or directors, associated with depot ownership must be disclosed here as Permit Holders.

'Depot Manager' means any person who is not a Permit Holder, who is responsible for day-to-day operations, who supervises staff and has authority or control of the depot when the Permit Holder is not present. This includes Supervisors, or other similarly named staff, who have a higher level of responsibility than general employees.

To add each individual, press the **Add Contact** button.

d. When completing the information for each individual, it is essential to designate **ONE** primary contact for the depot. This primary contact will be the individual with whom BCMB will communicate regarding any issues, questions, or concerns related to the depot.

Make New Depot Primary Contact
◉ No ○ Yes

e. Once all remaining information is inputted, click the "Submit" button at the bottom.

f. After creating the contacts, you must press the arrow button on the right-hand side of the row for EACH contact, to add the required documentation.

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Name ↑	Email	Mobile Phone	Street 1	City	Depot Role	Make New Depot Primary Contact	
Jane Smith	janesmith@email.com	780-987-6543	321 Ave	City	Depot Manager	Yes	▾
John Doe	johndoe@email.com	780-123-4567	123 Street	City	Permit Holder	No	▾

g. At the bottom of the "View Details" page, you will be required to attach each requested document.

Documents

Proof of English Proficiency

Choose File — No file selected

Government Identification

Choose File — No file selected

Criminal Record Check

Choose File — No file selected

h. Click the "Submit" button at the bottom of the page.

i. Attach the most recent, up-to-date certificate of incorporation under "Required Documentation". This document should reflect the change in shareholders.

j. Read the Privacy Statement and ensure you have a good understanding.

k. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

l. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

m. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

2.4. Submitting a Change of Ownership Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number

—

Status *

Pending

Applicant Name

b. Under "Depot Information", enter the desired possession date of the depot being purchased.

Proposed Possession Date

M/D/YYYY

NOTE

Change of Ownership Applications take 30-60 days to process. This time may be extended if deficiencies are noted. If approved, there is an additional mandatory 30-day wait period between conditional approval and activation of the permit. Therefore, the proposed possession date should reflect this timeframe, or the purchase agreement may need to be amended.

c. Select the depot that is being purchased by clicking the search button on the right.

Depot Changing Ownership *

d. Fill in all the required information under the "Depot Ownership" and "Mailing Address" sections.

e. Under the "Permit Holders and Depot Managers" section, you will be required to enter the information of each individual identified as "Permit Holder" and

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"Manager".

All individuals, corporations, shareholders and/or directors, associated with depot ownership must be disclosed here as Permit Holders.

'Depot Manager' means any person who is not a Permit Holder, who is responsible for day-to-day operations, who supervises staff and has authority or control of the depot when the Permit Holder is not present. This includes Supervisors, or other similarly named staff, who have a higher level of responsibility than general employees.

To add each individual, press the **Add Contact** button.

f.   When completing the information for each individual, it is essential to designate **ONE** primary contact for the depot. This primary contact will be the individual with whom BCMB will communicate regarding any issues, questions, or concerns related to the depot.

Make New Depot Primary Contact
⦿ No ◯ Yes

g.   Once all remaining information is inputted, click the "Submit" button at the bottom.

h.   After creating the contacts, you must press the arrow button on the right-hand side od the row for EACH contact, to add the required documentation.

Name ↑	Email	Mobile Phone	Street 1	City	Depot Role	Make New Depot Primary Contact	
Jane Smith	janesmith@email.com	780-987-6543	321 Ave	City	Depot Manager	Yes	⌄
John Doe	johndoe@email.com	780-123-4567	123 Street	City	Permit Holder	No	⌄

i.   At the bottom of the "View Details" page, you will be required to attach each requested document.

Documents

Proof of English Proficiency

[Choose File] No file selected

Government Identification

[Choose File] No file selected

Criminal Record Check

[Choose File] No file selected

j. Click the "Submit" button at the bottom of the page.

k. Attach all current documents under "Required Documentation". **ALL** relevant documents **MUST** be attached to move forward with your application.

l. Attach your completed business plan, which must contain, at a minimum, all the information listed under "Business Plan".

m. Fill in answers to each supplemental question in the fields available. **ALL** questions must contain a written response.

n. Read the Privacy Statement and ensure you have a good understanding.

o. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

p. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

q. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

| BC-23-1163 | | Bottle Depot | New Permit Change of Ownership | 7807808090 | 9/19/2023 | | Submitted | 9/19/2023 1:50 PM | |

2.5. Submitting a Relocation Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number

—

Status *

Pending

Applicant Name

b. Fill in all information for the proposed new location of the depot.

> **NOTE**
> Read the "**Relocation Application Instructions**" and "**Relocation Application Process**" descriptions at the top of the page. Your possession date should reflect the minimum timelines described.

c. Press "Save to Continue".

d. Provide a clear and in-depth explanation as to why you are requesting this relocation and attach any supporting documentation for your rationale.

Rationale Supporting Documentation

Choose File   No file selected

e. Double check the information entered under "New Depot Site Location" to ensure accuracy.

f. **Rural** and **Urban** depots may request to reduce or waive the application fee of $2,500. If this applies to you, fill out all information under the "Application to Waive or Reduce Fee" section. **The decision to waive or reduce the Depot Relocation Fee is in the sole discretion of the BCMB.**

g. Attach **all** documents under the "Required Documentation" section.

h. Attach a completed business plan, which includes all the information requested under the "Business Plan" section.

i. Read the Privacy Statement and ensure you have a good understanding.

j. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

k. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

l. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

2.6.   Submitting a Name Change Application

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number   Status *

_   Pending

Applicant Name

b. Enter the desired new name for your depot. Press "Save to Continue".

c. Double check all information to ensure accuracy.

d. Save documents for the new trade name, if applicable.

Trade Name Registration

Choose File   No file selected

If your trade name or operating name is registered, provide a copy of the registration documentation here.

e. Read the Privacy Statement and ensure you have a good understanding.

f. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

g. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

h. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

2.7. Submitting an Application for a New Depot

NOTE

You may only apply for a new depot if there is an open RFA designated by the BCMB

a. The "Applicant Name" will automatically populate to the individual listed as "Permit Holder 1" on your current permit. The "Status" will automatically read as "Pending" until submitted, at which time it will automatically update to "Submitted". An application number will be automatically generated once the page is saved.

Application

Number		Status *
—		Pending

Applicant Name

b. Select the RFA you are applying for by clicking the search button at the right. You may **only** apply for a new depot in one of the available areas designated by the BCMB.

Request for Application *

Please select the RFA you are applying for

c. Fill in the required depot information and type of ownership.

d. Fill in the information under "Proposed Depot Site Location" and "Mailing Address".

e. Under the "Permit Holders and Depot Managers" section, you will be required to enter the information of each individual identified as "Permit Holder" and "Manager".

All individuals, corporations, shareholders and/or directors, associated with depot ownership must be disclosed here as Permit Holders.

'Depot Manager' means any person who is not a Permit Holder, who is responsible for day-to-day operations, who supervises staff and has authority or control of the depot when the Permit Holder is not present. This includes Supervisors, or other similarly named staff, who have a higher level of responsibility than general employees.

To add each individual, press the **Add Contact** button.

f. When completing the information for each individual, it is essential to designate **ONE** primary contact for the depot. This primary contact will be the individual with whom BCMB will communicate regarding any issues, questions, or concerns related to the depot.

Make New Depot Primary Contact

◉ *No*   ○ *Yes*

g. Once all remaining information is inputted, click the "Submit" button at the bottom.

h. After creating the contacts, you must press the arrow button on the right-hand side od the row for EACH contact, to add the required documentation.

Name ↑	Email	Mobile Phone	Street 1	City	Depot Role	Make New Depot Primary Contact	
Jane Smith	janesmith@email.com	780-987-6543	321 Ave	City	Depot Manager	Yes	⌄
John Doe	johndoe@email.com	780-123-4567	123 Street	City	Permit Holder	No	⌄

i. At the bottom of the "View Details" page, you will be required to attach each requested document. Click "Submit" at the bottom of the page.

j. Attach all current documents under "Required Documentation". **ALL** relevant documents **MUST** be attached to move forward with your application.

k. Attach your completed business plan, which must contain, at a minimum, all the information listed under "Business Plan".

l. Fill in answers to each supplemental question in the fields available. **ALL** questions must contain a written response.

m. Read the Privacy Statement and ensure you have a good understanding.

n. To complete your application and successfully submit, you, Permit Holder 1 (and the individual named as "Applicant"), must ensure you have reviewed and understand all permit requirements and conditions. Check all authorization boxes and provide a signature.

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o. Once all the above steps have been completed, you will be allowed to click "Save and Submit", which will send this application to BCMB for review.

p. Under the "Applications" tab at the top of the SIMS page, your application will appear. The status will be updated by BCMB. You can go back and review details of your application at any time by clicking on the arrow at the right-hand side of the row.

8. Reviewing and Paying Outstanding Fees

To review and pay any outstanding fees, click on the "Fees" tab at the top of the page, and follow the steps below.

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Any outstanding fees will appear in a list on the page. To pay a fee, click on the fee number (circled on the left) or click on the arrow (circled on the right).

Under "Payment Method", select the method by clicking on the arrow at the right. Once you have selected payment method, click "Pay Now", or follow the instructions that appear.

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