



DATE: December 16, 2020

TO: Depot Network

RE: **Updated Container Validation Request Form & Reference Guide**

Attention Depot Owners and Staff,

As you know, Container Validation Requests (CVR's) must be submitted to the BCMB through the Quality Monitoring System (QMS). However, we have had feedback from Depots noting that they would like to have a printable page to keep at sorting/counting stations for staff. So we have created the CVR Quick Notes Form attached below. This form can be printed and kept at each station where staff have easy access to it. It will allow them to easily capture the information needed for a CVR while the customer is in front of them. This form can then be provided to a Manager to enter into QMS, while staff continue assisting customers. We hope that this will help make the process less time consuming and more efficient for you.

The quick notes form can be found on the Depot Logins and Resources page of the BCMB website under Forms and Guides [here](#). Please note that the CVR information will still need to be typed into a QMS ticket. We need the information to be legible for review, so please do not send photos of the quick notes form or handwritten copies.

We recognize that sometimes it may be difficult to determine whether to submit a CVR or a Registrations ticket, or to remember all the red flags for questionable containers that have been noted in past communications. So we have also created a CVR Reference Guide (attached below). This reference guide outlines red flags and identifies what ticket type to use in specific situations. We would encourage you to print a copy of this guide and have it near the sorting stations in case staff need to reference it.

The reference guide can also be found on the Depot Logins and Resources page of the BCMB website under Forms and Guides [here](#).

If you have referred to the reference guide and you are still unsure whether to submit a QMS ticket, please reach out to a Compliance Officer or Registrations Compliance Officer and they will be happy to help. You can find contact information for all staff on the Contact Us page of the BCMB website [here](#).



CONTAINER VALIDATION REQUEST (CVR)

QUICK NOTES



The information captured on this form must be submitted to the BCMB through the Quality Monitoring System (QMS). Upon submission, the BCMB will review and respond to the ticket within 48 business hours. Please quarantine the containers at your depot and do not pay the customer or ship containers to the CSA until advised by the BCMB.

If the customer refuses to provide any of the below information and leaves with the containers, please still advise the BCMB and provide as much detail as possible.

Date: _____ Time: _____ Employee Name: _____

CUSTOMER INFORMATION

Name: _____ Phone Number: _____

Address: _____

Driver's License #: _____ License Plate #: _____

REASON FOR VALIDATION REQUEST

Containers are all the same brand and/or container type _____

Containers were returned in a very large quantity _____

Containers are unlabeled or appear to have never been filled _____

Containers are compacted/crushed _____

Vehicle with out-of-province plates _____

Containers that are not registered _____

Other _____

CONTAINER INFORMATION

Pictures of the containers will need to be attached to the QMS ticket. Images should capture the general quantity and condition of the material, and the label information (brand, flavor, size, UPC).

Where were the containers purchased/found? _____

Does the customer have a receipt? Yes No (If yes, take a picture of the receipt for the QMS ticket)

Quantity: _____

Additional Details/Notes:

If you need assistance logging into QMS or creating a ticket, please contact a Compliance Officer. Contact information can be found here under Operations & Compliance: www.bcmb.ab.ca/contact/

CONTAINER VALIDATION REQUESTS (CVR)

Reference Guide

When to complete a Container Validation Request (CVR):

Depots are required to submit a Container Validation Request (CVR) form whenever questionable or suspicious material is brought into their depot. Depots are advised of what “suspicious” material may look like primarily through the Depot Notifications that are sent to all Alberta Depots via their industry email. You can find copies of all notifications on the BCMB website [here](#).

Red Flags for suspicious material may include:

- Suspected out of province material (may be a brand not sold in Alberta, the customer may have out-of-province license plates, etc.)
- Unregistered beverage containers in large quantities (more than 90 per customer)
- Heavily compacted material or material that appears to have been baled
- Unlabeled material in large quantities (more than 90 per customer)
- Large quantities of containers that are all the same brand/container type
- Off-spec containers or containers that appear to never have contained a beverage (may be unsealed, unlabeled or damaged factory rejects)
- Expired/Stale-dated containers from a manufacturer or retailer
- Large quantities of sealed containers still containing liquid
- Material that matches a Depot Notification description for stolen or out of province material

To assist in capturing the customer and container details, there is a quick notes form that can be printed and kept at counters/sorting stations for easy access by depot staff. The form should be completed while the customer is at the depot in order to collect as much information as possible. If the customer refuses to provide any information and wishes to leave with the containers they may do so, but BCMB will still need to be advised of the interaction in as much detail as possible. The form can be found on the BCMB website under Depot Logins and Resources [here](#).

The containers must be quarantined at your depot. Do not pay the customer or ship containers to the CSA until advised by the BCMB.

Depots must submit CVR information to the BCMB using the Quality Monitoring System (QMS). The information on the quick notes form should be typed so it is legible, please do not submit a picture of your notes. Pictures of the containers should be included to indicate the general quantity and condition of the material, and the label information (brand, flavor, size, UPC). Upon submission of a CVR ticket, the BCMB will review and respond within 2 business days.

If Depots are found to be shipping suspicious material, without having followed the CVR Procedure detailed here, they may be referred to the Complaints Director and be entered into a Compliance Review. Compliance Review could result in entry into a compliance framework, the issuance of compliance fees, or a review of your permit by Hearing Panel which could result in the potential suspension or cancellation of your operating permit.

CONTAINER VALIDATION REQUESTS (CVR)

Reference Guide

When NOT to complete a Container Validation Request (CVR):

If you are having difficulty verifying whether a container is registered or not and there is a small quantity (90 or less per customer), then a CVR is not required. In this instance, you may submit a ticket to Registrations in QMS to confirm whether the container is registered and acceptable for refund. You will need to include images of the containers that identify the brand, flavor, size and UPC.

You may also submit a ticket to Registrations if a customer comes in with confirmed, unregistered material. **You cannot accept or pay for unregistered material.** However, submitting a ticket allows the BCMB to determine where the customer purchased the material from. We can then assist the customer in collecting the return of their deposit from the retailer and ensure that retailer and/or manufacturer register the container appropriately. In the ticket you will need to provide images of the container including the brand, flavor, size, UPC and material, the customers name and contact information, the name and location of the store that the customer purchased the material from, and (if possible) a copy of their receipt.

QMS Assistance

If you require assistance logging into QMS or creating a CVR or Registrations ticket, please contact a Compliance Officer or Registrations Officer. Contact information can be found on the BCMB website under Product Registration here: www.bcmb.ab.ca/contact/

You can also refer to the Quality Monitoring System Depot User Guide posted under Logins and Resources for Depot Owners on the BCMB website [here](#).