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**DATE:** June 22, 2021

**TO:** Depot Network

**RE:** **Missing Payments to be Submitted via QMS Ticket**

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**Attention depot operators and staff,**

This notice is to remind you to please ensure you submit a Quality Monitoring System (QMS) ticket in the event you are missing a payment from the Collection System Agent (CSA) and/or Collection Service Providers (CSP). This includes payment for an entire load, the COVID-19 relief payment, or the Depot Viability Handling Commission (paid by the CSA beginning July 1, 2021).

The QMS App has been developed to make it much easier for depot operators and staff, the CSA and CSP to communicate with each other. Creating and responding to a ticket can be done quickly and easily.

With the QMS being one of our industry's main forms of communication, the BCMB wants to ensure depots and all industry partners have a user-friendly and effective tool with which to receive information and to record, track and resolve issues in a timely manner.

The BCMB developed a QMS App User Guide to assist depots in using the app, including how to download it on your mobile device and how to use its various features. Please [click here](#) to visit the *Depot Logins & Resources* section of the BCMB website where you will find a copy of the user guide under the "Depot Resources" heading. Depots are strongly encouraged to review the guide before downloading the app.

If you have any questions or require further information on accessing your QMS account, please direct them to a Compliance Officer via email at [Compliance@bcmb.ab.ca](mailto:Compliance@bcmb.ab.ca).

