



DATE: February 2, 2023

TO: Depot Network

RE: **Out-of-province Containers – Lethbridge Area**

Attention Depot Operators and Staff,

The Beverage Container Management Board (“BCMB”) has been informed by two separate depots (Ability Bottle Depot North & South) that customers attempted to return **10-15 large bags** full of containers that appear to be out of province material. The customers are a **group of 4 males aged between 18-25 years old**, driving a **grey Dodge 3500 truck with topper, B.C. license plate PP-0445**. The customer declined to answer any questions when pressed on the origin of the bottles and left both depots without assisting in the CVR process.

The containers are strongly believed to be out-of-province material and the containers are not eligible for a refund.

This notice is to make depots aware that this customer may attempt to return these containers to your depot, particularly in the Lethbridge area, and areas near the BC border. Please do not provide a refund for these containers, and follow the steps below:

1. Submit a Container Validation Request (CVR) form through the Quality Monitoring System (QMS). The CVR form and a comprehensive CVR Reference Guide can be found on the BCMB website by [clicking here](#). Scroll down to Depot Resources and click on “Forms and Guides”.
2. Quarantine the containers at your depot if possible. Do not provide a refund to the customer and do not ship the containers to ABCRC until advised by the BCMB.

Provide the customer with BCMB’s phone number so they know who to contact regarding these containers. Should the customer refuse to complete a CVR or leaves with the material, please ensure that you still notify the BCMB. Provide as much detail as you can and include security images if possible. Should you have any questions, please contact a Compliance Officer at compliance@bcmb.ab.ca.

