



DATE: May 26, 2023

TO: Depot Network

RE: **Out-of-Province Material – Lethbridge and Border Areas**

Attention Depot Operators and Staff,

On May 26, 2023, a **male** customer entered Ability Bottle Depot - South attempting to return a **trailer load of containers purchased in BC**. The Depot advised the customer of the Container Validation Request (CVR) process, but the customer refused to allow the containers to be submitted for further verification.

The customer was driving a black Ford F-150 truck pulling a trailer with BC plate PF2931.

Please be aware that this customer may attempt to return these containers to your depot, especially if you are located in or near the Lethbridge area. Additionally, there has been an increase in CVRs received from depots regarding out-of-province material, particularly in communities close to Alberta's borders. The BCMB would like to remind all depots that if you suspect that these containers have arrived at your depot, please 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.
3. 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.

For more information, please contact a BCMB Compliance Officer by calling/emailing:

Toll Free: 1-888-424-7671

Phone: 780-424-3193

Email: compliance@bcmb.ab.ca

