



DATE: February 2, 2022

TO: Depot Network

RE: **Customer Attempts to Return Suspiciously
Large Amount of Containers – UPDATE (Out of Province Material)**

Attention Depot Operators and Staff,

On February 1, 2022, a male customer called **West Edmonton Bottle Depot attempting to make arrangements and return a full trailer (~100,000 units) of ALUM cans. On February 2, 2022, we received a second report from Manning Bottle Depot that the customer, now known as Richard, has indicated that these containers are from Ontario and that the trailer contains 200,000 units of ALUM cans.** The Depot advised the customer that this material would not be accepted as it is from Out-of-Province. Only empty beverage containers that are registered with the BCMB and sold in Alberta are permissible for a refund at an Alberta beverage container depot. Richard used the following phone number: 780-246-7076 and has stated he will continue to call other depots in the Edmonton area.

Please be aware that this customer may attempt to return these containers to your depot, especially if you are located near the Edmonton area.

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 (license plate, customer description) 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

