



DATE: January 4, 2023

TO: Depot Network

RE: **Off-Spec Lucerne Eggnog Container Update**

Attention depot operators and staff,

You may recall a depot notice being sent out for off-spec Lucerne Eggnog containers on December 1, 2022. We recently had an individual try to bring more of these containers into another Edmonton Depot over the holidays. In this case, they attempted to fold and crush the containers to make them appear as if they may have been used. If you look closely at the containers, you will notice that they still do not have best before dates printed on them, nor is there any glue residue or evidence of them having been sealed and filled.

If any customers are coming into your depot with off-spec Lucerne Eggnog cartons, please follow CVR process and submit a ticket in QMS. Please quarantine the containers and do not provide a refund or ship the containers to ABCRC until advised by BCMB. Also, please provide the customer with the BCMB phone number so they can contact us if they have any questions.

If the customer wishes to leave with the product, they may do so but please make note of the encounter and advise the BCMB. If your Depot has recently seen or accepted these containers, please save any security footage you may have of the customer and their vehicle and notify Investigations Officer Michelle Winmill via email at mwinmill@bcmb.ab.ca.

If you have any questions about off-spec material or the CVR process, please reach out to a member of the BCMB Compliance Team. We are happy to help answer any questions you may have.

Toll Free: 1-888-424-7671
Phone: 780-424-3193
Email: compliance@bcmb.ab.ca





