



Appendix A: Submitting a Product Registration Ticket

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Take Photos

Prior to submitting the ticket, photos must be taken of the container(s). An acceptable image must clearly display the:

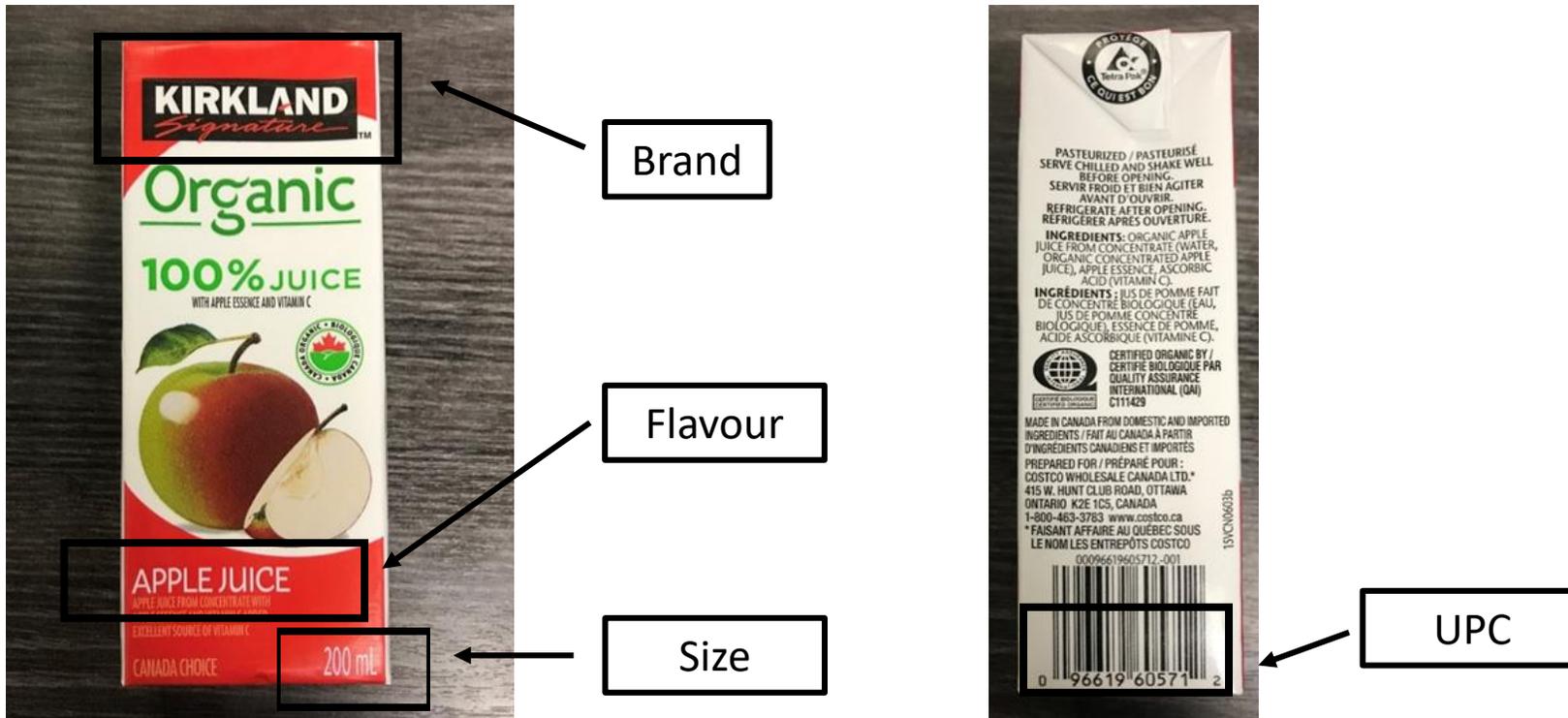
- Brand name
- Flavour
- Size
- UPC number (if applicable)
- Container Material

Please move to the next page of this document to view an example of acceptable photos of containers

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Acceptable Photos Example

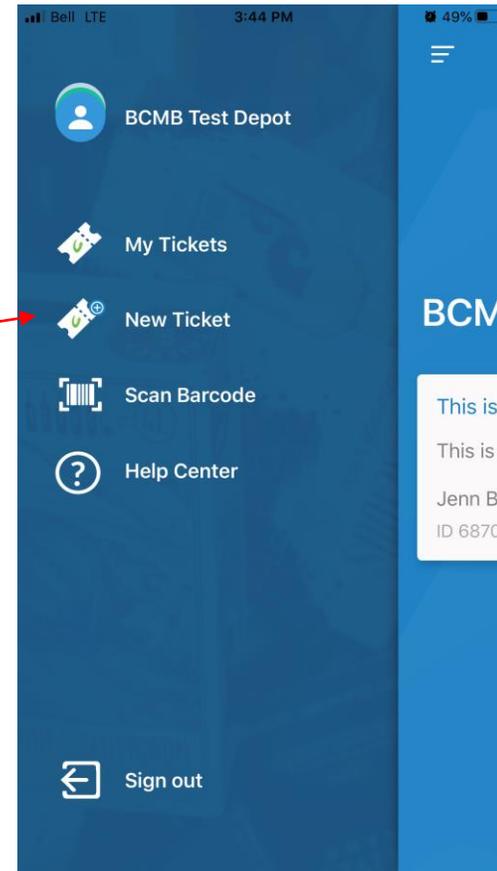


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New Ticket

Click on "New Ticket"

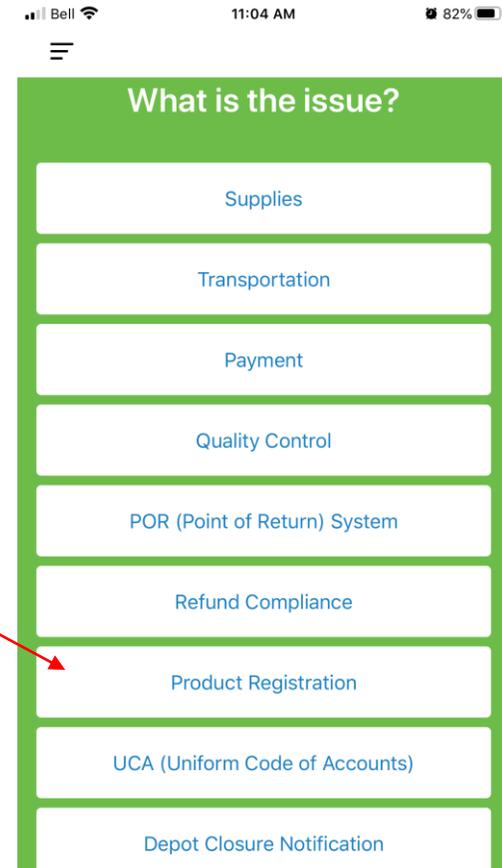


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Select Category

Select the "Product Registration" form



What is the issue?

- Supplies
- Transportation
- Payment
- Quality Control
- POR (Point of Return) System
- Refund Compliance
- Product Registration
- UCA (Uniform Code of Accounts)
- Depot Closure Notification

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Who is submitting the ticket?

Enter your name and click next.

Please note that you cannot leave any information blank.

The screenshot shows a mobile application interface. At the top, the status bar displays 'Bell', '11:04 AM', and '82%' battery. Below the status bar, there is a navigation bar with a blue '< Back' button, the text 'Product Registration', and a question mark icon. The main content area has the text 'Please enter your name' above a text input field containing 'Jenn'. Below the input field, there are two buttons: a blue '< Back' button and a green 'Next >' button. At the bottom, a keyboard is visible with suggestions for 'Jenn', 'Jennbudd', and 'Jennifer'. The keyboard includes standard keys like 'q', 'w', 'e', 'r', 't', 'y', 'u', 'i', 'o', 'p', 'a', 's', 'd', 'f', 'g', 'h', 'j', 'k', 'l', 'z', 'x', 'c', 'v', 'b', 'n', 'm', 'space', and 'done'.

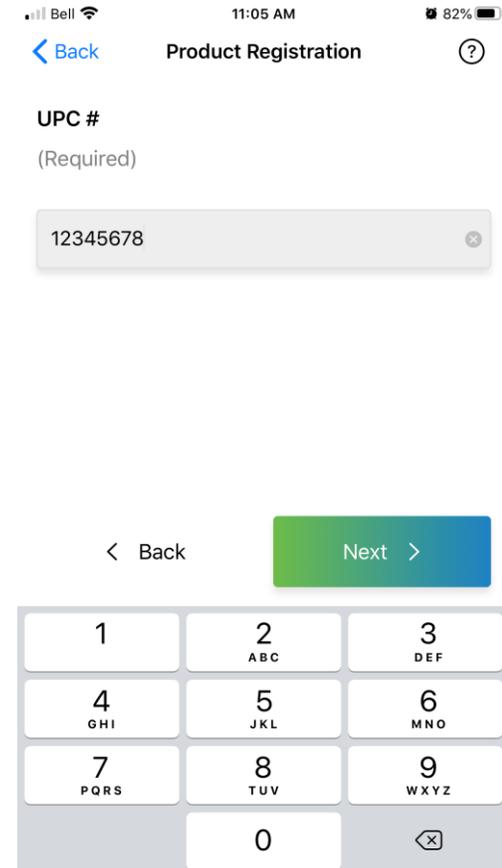
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Container UPC

Enter the container UPC. If the container does not have a UPC, please enter 0 (zero).

Please note that you cannot leave any information blank.



The screenshot shows a mobile application interface for 'Product Registration'. At the top, there is a status bar with 'Bell' carrier, '11:05 AM' time, and '82%' battery. Below the status bar, there is a navigation bar with a blue '< Back' button, the title 'Product Registration', and a help icon '?'. The main content area has a label 'UPC #' followed by '(Required)'. Below this is a text input field containing the number '12345678'. At the bottom of the screen, there is a navigation bar with a '< Back' button and a green 'Next >' button. Below the navigation bar is a numeric keypad with buttons for digits 1-9, 0, and a backspace icon.

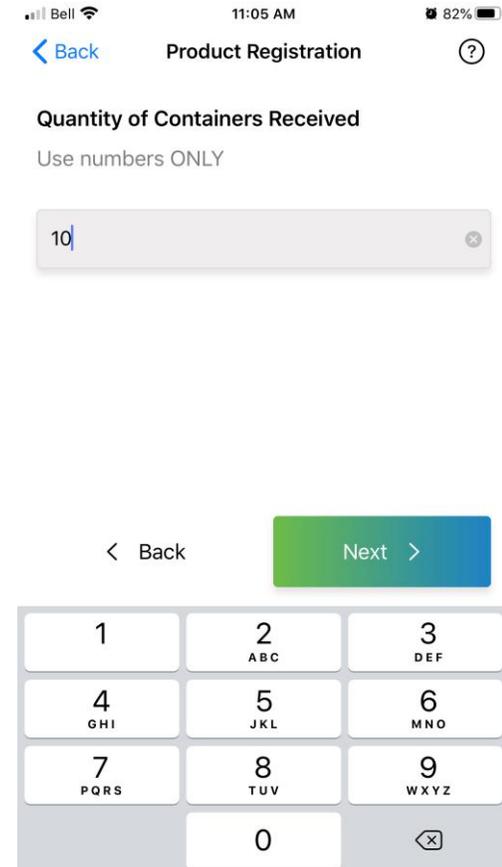
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Quantity Received

Enter the number of containers received and click next.

Please note that you cannot leave any information blank.



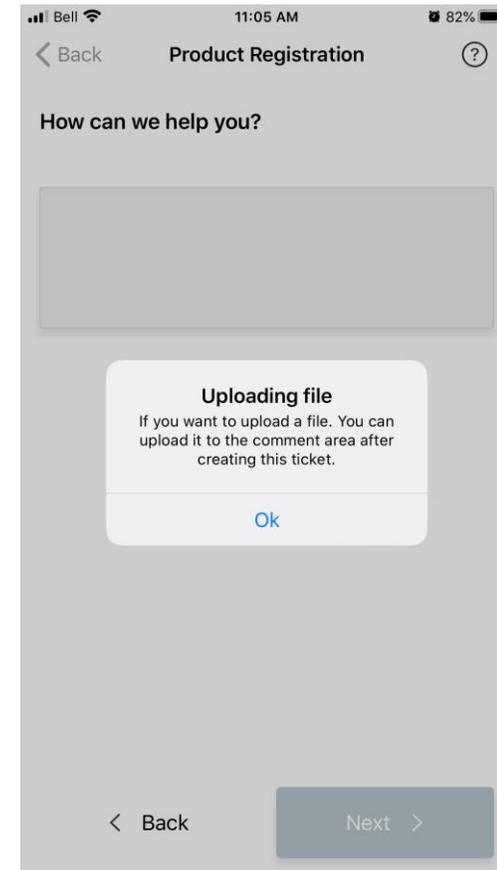
The screenshot shows a mobile application interface for 'Product Registration'. At the top, the status bar displays 'Bell', '11:05 AM', and '82%' battery. Below the status bar, there is a navigation bar with a blue '< Back' button, the title 'Product Registration', and a help icon. The main content area is titled 'Quantity of Containers Received' with the instruction 'Use numbers ONLY'. A text input field contains the number '10'. Below the input field, there are two buttons: a blue '< Back' button and a green 'Next >' button. At the bottom, a numeric keypad is visible, with buttons for digits 1-9, 0, and a clear button (X).

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Notification Pop-up

You will see the following notification. This is to advise you that you will have to issue the ticket first, and then attach photos of the container(s) to the ticket. Click "Ok."



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Description

Provide a description of what it is you are asking in the text box and then click "Next."

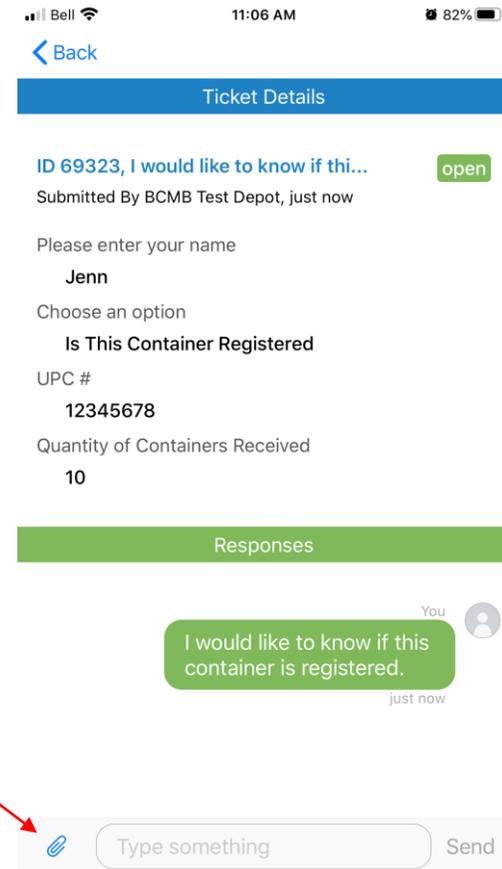
Please note that you cannot leave any information blank.

The screenshot shows a mobile application interface. At the top, the status bar displays 'Bell' carrier, '11:05 AM' time, and '82%' battery. Below the status bar, there is a navigation bar with a blue '< Back' button, the title 'Product Registration', and a blue '?' help icon. The main content area starts with the question 'How can we help you?'. Below this is a text input field containing the text 'I would like to know if this container is registered.' with a cursor at the end. At the bottom of the screen, there are two buttons: a blue '< Back' button and a green 'Next >' button. A virtual keyboard is visible at the very bottom, showing keys for 'I', 'Hey', and 'I'm' at the top, and standard QWERTY keys below.

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Uploading Container Photos
Click the paperclip icon



Bell 11:06 AM 82%

[Back](#)

Ticket Details

ID 69323, I would like to know if thi... [open](#)

Submitted By BCMB Test Depot, just now

Please enter your name

Jenn

Choose an option

Is This Container Registered

UPC #

12345678

Quantity of Containers Received

10

Responses

You 

I would like to know if this container is registered.

just now

 Type something [Send](#)

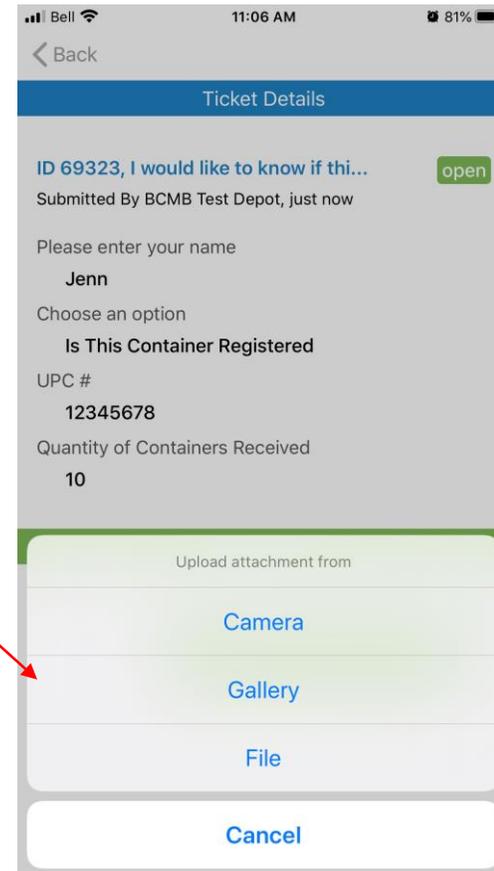
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Uploading Container Photos

Click "Gallery" and select the container photos.

You can also choose to take photos at this time as well if you select "Camera."

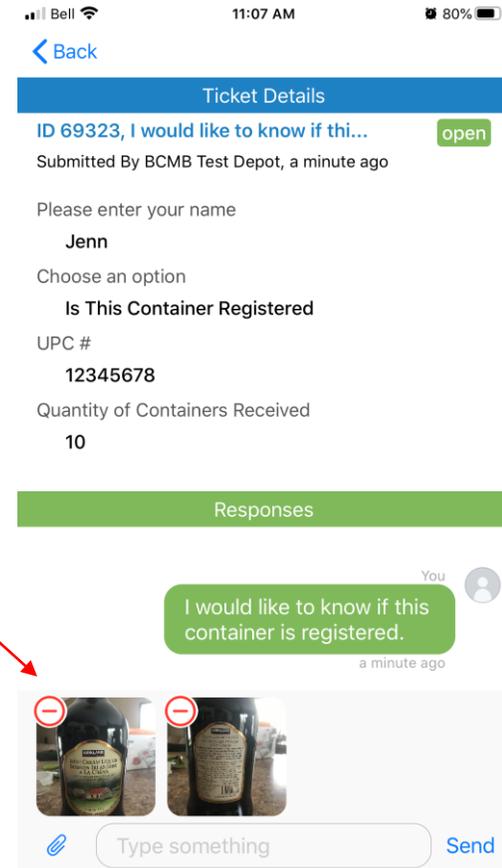


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Uploading Container Photos

The container photos show up in the bottom of your screen. If you have the correct photos, click "Send."



Bell 11:07 AM 80%

< Back

Ticket Details

ID 69323, I would like to know if thi... [open](#)

Submitted By BCMB Test Depot, a minute ago

Please enter your name

Jenn

Choose an option

Is This Container Registered

UPC #

12345678

Quantity of Containers Received

10

Responses

You  I would like to know if this container is registered. a minute ago

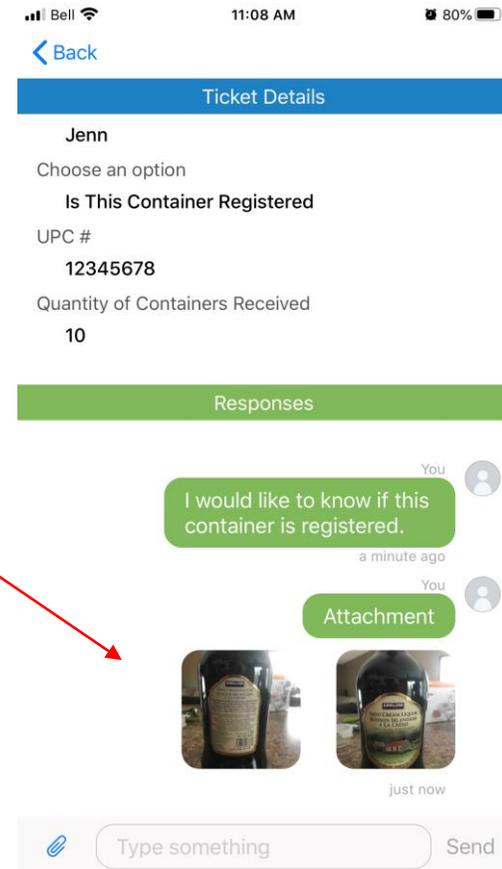
 Type something [Send](#)

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Uploading Container Photos

The photos have now been uploaded to the ticket.



The screenshot shows a mobile application interface. At the top, the status bar displays "Bell", "11:08 AM", and "80%". Below the status bar is a blue header with a white arrow and the text "< Back". Underneath is a blue bar with the text "Ticket Details". The main content area shows the name "Jenn" and the instruction "Choose an option". Below this is a section titled "Is This Container Registered" with the following details: "UPC # 12345678" and "Quantity of Containers Received 10". A green bar with the text "Responses" is below the details. The chat area shows a message from "You" (green bubble) that says "I would like to know if this container is registered." with a timestamp of "a minute ago". Below this is another message from "You" (green bubble) labeled "Attachment" with a timestamp of "just now", which contains two photos of product containers. At the bottom is a text input field with a paperclip icon on the left, the placeholder text "Type something", and a "Send" button on the right.

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Require Assistance?

If you are still unsure how to submit a product registration ticket, please contact the BCMB at **1 (888) 424 - 7671**