

# HOW TO USE THE OPERATIONS & LOGISTICS BINDER

This binder is meant to help redemption centre (RC) operators and staff by putting in one place all the guides, instructions, and notices provided by Encorp to RCs related to operations and logistics.

In this binder, you will find all the most up-to-date information regarding sorting, bulking, and shipping beverage containers for Encorp, as well as some extra information and checklists meant to help RC operators and staff complete their work.

Whenever new or updated information needs to be provided to RCs for inclusion in this binder, you will be notified by email and given a link to download the required document to print and insert.

All of the binder's contents are available for download anytime via Encorp's website. You can find printable PDF files on the *Operations & Logistics* web page under the *RC Operators* menu at [encorpatl.ca](http://encorpatl.ca).

---

## CONTACTING ENCORP ATLANTIC

If you need to contact Encorp Atlantic for any reason, you can call our main line at 1-877-389-7320. When you call, press 1 to be directed to the help options for RCs, which will have you choose from operations, IT support (*EnSys-Connex* POS), and payments.

Or, you can contact our Director of Operations, Gilles Doucette, directly at 506-389-7325, or our Implementation Coordinator, Patrick Surette, directly at 506-800-1424.

If you prefer to contact us by email:

- For operations and logistics - [operations@encorpatl.ca](mailto:operations@encorpatl.ca)
- For IT support (*EnSys-Connex* POS)- [support@encorpatl.ca](mailto:support@encorpatl.ca)
- For payments and general inquiries - [info@encorpatl.ca](mailto:info@encorpatl.ca)