Registration Frequently Asked Questions

Online Appointment Scheduling

Q: What is my vendor # ?

A: This is your **Buyer Vendor #.** Your Costco Buyer Vendor # should be entered with no spaces, dashes, and no suffix needed. If you are unsure what your buyer vendor # is, please contact your Costco Representative. Please note this is a requirement for the **Supplier Registration Form.** If you are a carrier registering for the online system, please close this window and click the **New Carrier Registration** button.

**Make sure you are entering your buyer vendor # (BBA vendor #) and not your AP vendor #.

Q: What is my MC# ?

A: Click the '**What's this?**' link in the Carrier registration page. This will take you to http://safer.fmcsa.dot.gov/companysnapshot.aspx where you can search your company name and locate your MC # or DOT #.

Q: What is my CANADA #?

A: This is your provincial #. If you are not sure, please leave this field blank in the registration form. It is not a required field.

Q: Do I need to register?

A: Anyone who needs to request a Costco delivery appointment: If you are a **carrier** or **supplier** and you **currently** request **prepaid** appointments into **Costco Depot** Locations then you will need to register so you can continue requesting appointments.

Q: We are a vendor (supplier) and a carrier for Costco loads, which would you recommend we register for?

A: You can register as either one. To register as a carrier you need your MC# or your DOT#. To register as a supplier you need your Costco Vendor #.

Q: Do we need a different login for each depot?

A: No. Keep in mind an email can only be registered to one username. The user that requested the appointment is the only user who can reschedule, cancel, or edit the appointment later. Please make sure you have a backup email setup in your account.

Q: Does each user need a different login or can we all share 1?

A: Each user may have their own login or 1 shared account may be created. The user that requests the appointment is the only user that can change the appointment later ie. Reschedule, cancel, update. If multiple people need access to the same appointment information, then a shared account may be the way to go. To create a shared account, one email must be registered. Once registered, you can login and update your profile with as many emails as needed in '**My Profile**' tab. However, if an email is already registered in the online appointment system, they cannot be added.

Prepaid Appointments
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Q: I just registered a username for the online appointment scheduling website. When will I receive the temporary password email?

A: Email with temporary password is generated as soon as the registration process is successfully completed. The email will come from info@costcotraffic.com - search for this email in your inbox, spam, and/or junk mail.

Q: I forgot my password. How do I request a new password?

A: Click the 'Forgot Password' link and enter your username & email address. A temporary password will be sent to your email. Use this temporary password to login. Follow the steps below to recover your password

1. **Click this link**: www.costcotraffic.com/pls/apex/f?p=110:1001
2. Click the **'Forgot Password**' link
3. Enter your username and registered email & click 'Go'
    o Check your spam and junk mail for an email from info@costcotraffic.com

Q: I forgot my username. How do I request a new username?

A: You do not need to create a new username. Follow the steps below to recover your username

1. **Click this link:** www.costcotraffic.com/pls/apex/f?p=110:1001
2. Click the '**Forgot Username**' link
3. Enter your registered email address
    o The email address must match the email registered to the username you are recovering

Q: How do I login to the website?

A: Follow the steps below to login to the website
1. **Click this link**: www.costcotraffic.com/pls/apex/f?p=110:1001
2. Enter username and password (password is case sensitive)

Q: Where can I find the User Guide for Online Appointment Scheduling?

A: Click the 'User Guide' tab or click the 'Download User Guide' link in the FAQ Board of the **Prepaid Appointments** page.