

Appointment Registration FAQ

Effective Monday January 17, 2022 the Appointment Portal will be accessed via a new url. The answers in the FAQ reference the new url which goes live on 1/17/22. If you are a new carrier that needs to register in the appointment portal before January 17, you can do so using this link:

<https://www.costcotraffic.com/pls/apex/f?p=110:1001>.

Note: If you register in the link above, you do not need to register again in the new site. Your account will automatically be available in the new site on Monday 1/17/22.

Q: What is my MC# ?

A: This is your unique Motor Carrier number assigned by the FMCSA. If you don't know your MC#, 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: If you are a **carrier** or **supplier** and you **currently** request appointments into **Costco Depot** Locations or DDC's then you will need to register so you can continue requesting appointments. If you already have a prepaid appointment account, you can use this account for your collect appointments starting Jan 17, 2022 . There is no need to create another appointment account if you already have a prepaid 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 is recommended. 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. Contact support@costcotraffic.com if you need an account disabled so you can add your email to another account.

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

A: An email with a 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:** <https://appointments.cwtraffic.com>
2. Click the '**Forgot Password**' link
3. Enter your username and registered email & click 'Go'
 - A Temporary Password will be sent to your email. Check your spam and junk mail for an email from info@costcotraffic.com
4. Enter your username and temporary password in the appointment login screen. This will open a popup with 3 fields: Temporary Password, New Password, Retype Password. Fill out the fields accordingly and click "Submit". This will log you into the site which means your password has been updated successfully.

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:** <https://appointments.cwtraffic.com>
2. Click the '**Forgot Username**' link
3. Enter your registered email address
 - 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:** <https://appointments.cwtraffic.com>
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 **Appointments** page.