

U.S. Routing Guide



Table of Contents

Introduction	3
Section 1 – Routing	3
1.1 Routing Instructions	3
Section 2 – Loading	4
2.1 Loading Guidelines	4
2.2 Loading Requirements	4
2.3 Prone Loading	5
Section 3 – Handling	6
3.1 Efficient Handling	6-7
Section 4 – Shipping	8
4.1 Less-than-Truckload (LTL)	8
4.2 Small Parcel	9
4.3 Air Shipments (Collect only)	9
4.4 Additional Shipping Information	9
Section 5 – Bill of Lading	10
5.1 Information Required on Bill of Lading (BOL)	10
Section 6 – Delivery	11
6.1 Appointment Scheduling	11
6.2 CW Traffic Fast Pass Mobile App	12
6.3 Trailer Types	13
Section 7 – Chargebacks	14
7.1 Supplier Freight Chargebacks	14-15
Section 8 – Costco Backhaul Program	15
8.1 Backhaul Services	15
Reference Materials	16
Resources	16
Contacts	17-19
Glossary	20

Introduction

This Routing Guide covers transportation and documentation procedures – and routing/logistics instructions – required for domestic shipping to Costco Wholesale U.S.A.

Section 1 – Routing

1.1 Routing Instructions

Routing will appear on Costco purchase orders (POs) in one of three ways:

- “VENDORS CHOICE” will show in the Carrier field for Prepaid orders
- The carrier name will show in the Carrier field for Collect orders Costco assigns a carrier
- “CALL TRAFFIC” will show in the Carrier field for Collect orders Costco has not assigned a carrier
 - “CALL TRAFFIC” requires that the shipper email a completed Costco Routing Request to the appropriate Regional Traffic contact, based on delivery destination to determine routing [*refer to Regional Traffic Contacts (by destination)*]
 - Contact Regional Traffic to obtain the Costco Routing Request

			
ROUTING REQUEST			
Complete the following information so we can assist you with ROUTING/CARRIER information. Information you confirm for us helps us determine most cost-efficient and expedient routing possible. Email appropriate Costco Regional Traffic group, key vendor name & PO# in subject line.			
DATE AVAILABLE to SHIP			
Shipper Information			
Costco Vendor Name			
Shipping Location Name			
Shipping Address			
Shipping City			
Shipping State			
Shipping ZIP Code			
Shipping Phone #			
Shipping Contact Name			
Shipping Contact EMAIL Address			
Days you Ship (M-F; Weekend?)			
Shipping Hours			
Shipment Configuration			
Palletized?			
How many pallets?			
Pallet Dimensions L x W x H		Length	x Width x Height
Weight of each pallet (not including wood pallet)			
Do pallets DOUBLE STACK?			
Do you require PALLETED?		Pallet Quantity	

Routing for Collect shipments requiring any special handling, such as overlength (> 98 in/249 cm), or purpose-built pallets as high cube, heavy haul, refrigerated, keep-from-freezing, keep-from-melting, ventilated trailers, etc., must be verified with the Traffic Department regardless of the routing noted.

Section 2 – Loading

2.1 Loading Guidelines

All Costco orders are considered “Shipper Load and Count”

The supplier is responsible for ensuring the order is properly packed and loaded to prevent any transit damage and tampering.

If blocking and bracing is required, this is to be done by the supplier or at the supplier's expense.

It is also the responsibility of the supplier to ensure an accurate piece count of the load, and the piece count must be clearly stated on the Bill of Lading (BOL).

On shipments where suppliers require driver count, suppliers will be charged back for associated costs.

Refer to the Costco Wholesale Standard Terms Agreement, Section 2: MANUFACTURING, PACKING, AND PACKAGING, 2.3.

All Costco Collect shipments require two hours free time at loading

- Free time starts at the loading appointment time or upon arrival at first-come, first-served loading
- Any detention charges incurred after the 2-hour free time will result in the issuance of chargebacks, which will be deducted from the supplier's invoice
- Costco Fleet pickups must be preloaded or loaded within one hour if live loaded

2.2 Loading Requirements

All load capacities should be based on maximum utilization of trailer space.

- To maximize the load, full truckloads (FTLs) on pallets need to be turned so the 48 in/121.9 cm side of the pallet is loaded across the width of the trailer
- For FTLs that weigh out, pallets should be loaded in the same orientation from front to back as much as possible while also maintaining over axle weight restrictions
- A supplier not utilizing maximum space available may be subject to any additional freight charges incurred

Non-palletized shipments must be authorized in advance by a Costco buyer.

Supplier is responsible for inspecting all merchandise prior to shipment to ensure quality, safety and conformity.

Any refusals or issues resulting from failure to do the above will result in a chargeback to the supplier for all associated costs to rework, deliver or return the merchandise.

Section 2 – Loading

2.3 Prone Loading

Must adhere to all conditions of Section 3.1.

- Allowed only if preapproved by your Costco buyer
- Prone loaded merchandise cannot be loaded the entire length of the trailer. A minimum of 10 ft/3 m, or two pallet positions at the door must be left clear to prevent unsafe handling conditions



Section 3 – Handling

3.1 Efficient Handling

Optimum pallet configuration is a no-touch pallet, delivered to our door, meeting the following conditions:

Quality, 4-way block pallets are required

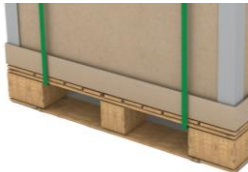
- Refer to *Pallet Policy North America* for complete pallet requirements
- Shipments received on pallets not meeting Costco's specifications will be refused
- Suppliers shipping on unapproved or bad/broken pallets are subject to charges for labor and materials to repalletize/rework/redeliver load

Product(s) must be secured to the pallet to prevent movement

- Contain the unit load and secure it to the pallet with stretch film or strapping
- If product is not secured to the pallets, the supplier will be charged back for all associated costs to secure, rework or return the merchandise



Stretch film – This material is critical for bundling loads, and securing and protecting large individual pieces. Wrap loads tightly to prevent shifting. Stretch film must be uncolored, a minimum of 0.79 mil, and wrapped three times or the performance equivalent. Ensure the film sticks to itself so it can be wipe-sealed as it's applied.



Bands – Banding secures the bundled load to the pallet. Keep the banding close to the load to avoid exposure, damage or breakage. Loads significantly smaller than the pallet should be centered and banded to the closest pallet deck boards, not the pallet exterior. Apply banding to the bottom of the top deck.

No overhang or underhang of the product on the pallet

The pallet tie should maximize the pallet footprint

Pallet height that optimizes the loadable height of inbound shipping equipment

Allows double-stacking

- Dry loads: As close to but not more than 54 in/137.2 cm high, including pallet height*
- Refrigerated loads: As close to but not more than 48 in/121.9 cm high, including pallet height*

*Any exceptions to these standards must be confirmed in writing by the Costco buyer and/or Traffic before shipping.

Section 3 – Handling

3.1 Continued

Additional Considerations

- Use a layer pad or top cap atop unit loads to protect goods in open-top displays; otherwise, use only if necessary
- Corner posts should be used only if necessary
- Distribution quantities should be adjusted to full flat layers for Depot shipping

DDC Loads

- DDC merchandise (safes, appliances, furniture, etc.) handled with 30-48 in/76-121.9 cm clamp must be able to clamp the product from the correct side without damage
- Products with “do not clamp” or other pictograms facing the tail of the load will be refused

Section 4 – Shipping

4.1 Less-than-Truckload (LTL)

FedEx Freight Economy is Costco's preferred carrier for palletized LTL shipments.

Supplier/shipper may schedule a pick up by contacting FedEx Freight Economy 1-866-393-4585. When shipping Collect, be sure to specify "freight Costco pickup."

An account number is not required if above steps are followed.

- When shipping Collect, suppliers should not reach out to FedEx directly for any freight quotes as this will result in an incorrect rate and the supplier will be charged back for the difference.
- If FedEx Freight Priority is selected, or the service level is left blank, this will result in a supplier chargeback for the extra freight expense (unless directed by Regional Traffic to ship priority in the routing instructions).

For any shipment valued over \$100,000, contact Regional Traffic for routing.

LTL shipments weighing in excess of 15,000 lbs/1604 kg, 15 pallet spaces or more "turned" in a trailer (if no overhang on a pallet), or 96 in/244 cm or more in height and/or length, must have routing verified by the Regional Traffic team regardless of any routing noted on the PO.

When pallets are shipped double- or triple-stacked, they must be banded or stretch wrapped together as a single handling unit (HU)* (all product must be secured to its own pallet - *refer to Section 3.1*). (Fig. A) If the stacked pallets are not unitized, Costco will charge back any additional freight charges incurred. (Fig. B)



Fig. A



Fig. B

*Example: 30 pallets, triple-stacked = 10 handling units

Refer to Costco's Structural Packaging Specifications, Section 2.2 for stacking strength requirements.

Section 4 – Shipping

4.2 Small Parcel

For non-palletized shipments weighing less than 150 lbs/68 kg, use UPS Ground (unless product exceeds limitations of UPS Ground).

If freight terms are Collect, contact Regional Traffic for a UPS Small Parcel account number.

4.3 Air Shipments (Collect only)

All Collect air shipments must be authorized and arranged through Regional Traffic.

Any unauthorized shipments will be charged back to the supplier along with any handling and/or potential delivery costs.

4.4 Additional Shipping Information

Shipping/Arrival Dates on the PO

- Collect shipments: Requested ship dates must be met
- Prepaid shipments: Requested arrival dates must be met
- The buyer and/or the Traffic Department should be advised of any deviations
- The supplier will be charged any additional freight charges incurred as a result of not adhering to the shipping/arrival dates

Back Orders/Split Shipments

- Prior to shipping, a Costco buyer must authorize any back order or split shipments
- Any back order or split shipments resulting in additional freight charges will be charged to the supplier

Prepaid Shipments – Inbound to Costco (supplier selects carrier and pays freight)

- The supplier is responsible for arranging transportation and all other logistics in shipping the product from its shipping origin to Costco
- Refer to Costco's Structural Packaging Specifications for complete packaging and pallet requirements

Section 5 – Bill of Lading

5.1 Information Required on Bill of Lading (BOL)

The following information is required on all BOLs – whether Collect or Prepaid:

Single PO

- Costco PO #*
- Costco item number(s), description of product and sell unit quantities (must appear together)
- Actual scale weights
- Complete origin and destination addresses, including accurate ZIP codes

Multiple POs

- All packages consigned on the same day to the same destination must be consolidated on one bill

*The Costco PO #(s) must be clearly written on the BOL or the shipper risks being charged back for additional freight costs associated with shipping via incorrect shipping levels.

Additional Information required on the BOL for LTL Shipments

- For LTL shipments, the BOL must reflect FedEx Freight Economy. If FedEx Freight Priority is selected, or the service level is left blank, this will result in a supplier chargeback for the extra freight expense (unless directed by Regional Traffic to ship priority in the routing instructions).
- The BOL must reflect the amount of HUs tendered once unitized and not the total number of stacked pallets. If the BOL is not properly filled out to reflect the tendered HUs, the Capacity Load rule will apply if it meets the requirements of Item 390 in the *FedEx Freight Rules Tariff*.

Section 6 – Delivery

6.1 Appointment Scheduling

All Costco locations require that delivery appointments be secured at least two business days prior to planned delivery.

Appointment Scheduling for Warehouses: call or email the Warehouse

Online appointment scheduling for Depots/DDCs: appointments.cwtraffic.com

Costco Depots/DDCs must be informed of the correct type of delivery appointments at the time of the carrier's appointment request.

Correct Appointment Types:

- Palletized: entire load is shipped on pallets
- Floor load: entire load is shipped without pallets or is a mixed configuration of floor-loaded and palletized

Incorrect appointment types will result in load refusals and may incur additional handling costs, to be paid by the supplier.

For assistance scheduling an appointment: email the appropriate Regional Traffic contact based on delivery destination [*refer to Regional Traffic Contacts (by destination)*]

Section 6 – Delivery

6.2 CW Traffic Fast Pass Mobile App



Available in the Apple App Store and Google Play Store: CWTraffic

Benefits:

- Expedited check in and check out at Costco Depots
- Electronic proof of delivery upon checkout
- Real-time load tracking and early appointment opportunities
- No personal information is required to log into the CW Traffic mobile app
- Coming soon:
 - Fast Pass Lane exclusively for CW Traffic mobile app users

How to use the app:

- App login information is provided to requestor via delivery appointment email confirmation
- Dispatcher forwards email with login information to the driver
- Driver initiates the app at pick up location using the PO and appointment confirmation number provided by their dispatcher
- Upon arrival at Costco Depot, a QR code will automatically display on the app, which the driver uses to check in and check out at the guard booth

User Guide available through Costco's online appointment scheduling site:
appointments.cwtraffic.com

Section 6 – Delivery

6.3 Trailer Types

Trailers must align with and be able to securely lock to Costco receiving docks.

Trailers must be equipped with mounted ICC bars or Rear Impact Guards. Compliance with the following safety standards is mandatory:

- US: FMVSS 223 and 224 / 49 CFR 393.86
- Canada: CMVSS 223

Trailers that do not meet the above criteria will be refused.

Truck/trailer types not allowed at Costco:

- Trucks/trailers not dock height
- Trucks/trailers with lift gates
- Trucks/trailers with inappropriate or vulgar language and/or graphics
- Trailers with rollers in the floor (air freight trailers)
- Trailers with interior shelving
- Soft-sided/curtain trailers
- Retail-branded trailers
- Flatbed trailers
- Cargo/moving vans
- Box/straight trucks

Section 7 – Chargebacks

7.1 Supplier Freight Chargebacks

The following circumstances require that a freight chargeback to the supplier be initiated. Please note the justification for these chargebacks as outlined in the Costco Wholesale Standard Terms Agreement or other authorization as noted below.

Origin Detention

Loading appointments along with in and out timestamps are highly recommended. Detention starts once the two-hour free time has expired. Costco pays carrier detention invoices when the carrier can provide supporting documentation. A Vendor Services Freight Claim can only be filed when written proof is provided that the detention charges are incorrect.

Merchandise Refusals/Load Shift in Transit

Refer to the Costco Wholesale Standard Terms Agreement, Section 10: REJECTION; PRODUCT RETURN.

Reworks

Refer to the Costco Wholesale Standard Terms Agreement, Section 6: SHIPMENT AND DELIVERY, 6.5.

Overages, Unauthorized Substitutions or Defective Goods

Refer to the Costco Wholesale Standard Terms Agreement, Section 10: REJECTION; PRODUCT RETURN, 10.1(c).

Short Received

POs that are received short will have the freight charges associated with the missing merchandise charged back to the supplier. Refer to the Costco Wholesale Standard Terms Agreement, Section 10: REJECTION; PRODUCT RETURN, 10.1(c).

Truck Order Not Used (TONU)/Layover

Based on documentation received from the freight carrier, suppliers will be subject to charges associated with a vehicle ordered not used or layover charges when merchandise is not ready to ship on the scheduled ship date.

Section 7 – Chargebacks

7.1 Continued

Supplier Freight Chargebacks are located on the Costco Vendor Accounting Portal: <https://hub.costco.com/>. All chargebacks will be deducted against future payables using the Costco PO number with the preceding FDxxx, F00xxx or RDxxx as the invoice number.

- FDxxx deductions are related to freight costs for returning merchandise
- F00xxx deductions are related to freight accessorials [for example, charges for layovers for trucks ordered but not used (TONU)], or additional charges that may be incurred on freight shipments
- RDxxx deductions are related to pallets not meeting Costco's requirements, charges associated with repalleting or freight not secured (wrapped or banded) to the pallet

If you disagree with the deduction or want more information, file a Vendor Services Freight Claim on the Vendor Accounting Portal for our Transportation and Logistics Accounting team to review.

Section 8 – Costco Backhaul Program

8.1 Backhaul Services

Costco provides backhaul opportunities under Collect or Prepaid freight terms that ensure excellent on-time delivery using high-quality equipment, either from Costco or approved, dedicated third-party carriers.

Supplier benefits include:

- Market-competitive rates
- Year-round capacity, eliminating the need for spot bidding during peak times or promotional volume surges
- Costco can assume appointment scheduling responsibilities
- Drop trailer privileges at Costco locations

For information, contact costcobackhauls@costco.com.

Resources

Documents:

Costco Wholesale Standard Terms Agreement

Pallet Policy

Structural Packaging Specifications

Supplier freight chargebacks

FedEx Freight Rules Tariff

Link:

<https://hub.costco.com>

<https://hub.costco.com>

<https://hub.costco.com>

<https://hub.costco.com>

<https://www.fedex.com/en-us/shipping/freight-services/tariff.html>

Contacts:

Backhaul Program

Load study requests, reviews or questions

Pallets/Pallet Requirements

Online appointment scheduling

Technical/system-related questions

Structural Packaging Specifications

Email:

costcobackhauls@costco.com

NLC@costco.com

pallets@costco.com

appointments.cwtraffic.com

support@costcotraffic.com

packaging@costco.com

Contacts

Regional Traffic Contacts – by destination

UNITED STATES		
Region	Email	
BA	costcotrafficba@costco.com	
LA	costcotrafficla@costco.com	Inbound supplier-direct moves for Hawaii
MW	costcotrafficmw@costco.com	
NE	costcotrafficne@costco.com	
NW	costcotrafficnw@costco.com	Inbound supplier-direct moves for Alaska
SD	costcotrafficsd@costco.com	
SE	costcotrafficse@costco.com	Inbound supplier-direct moves for Puerto Rico
TX	costcotrafficte@costco.com	

CANADA		
Region	Email	
EC	ectraffic@costco.com	
WC	wctraffic@costco.com	

INTRA-MEXICO (MX)			
Region	Email	Regional Traffic Contacts	Phone #
MX	amerino@costco.com.mx	Alan Merino Pineda	52-555-246-4600
	achavezf@costco.com.mx	Alma Paulina Chavez	52-555-246-5563

OUTBOUND DDC TRANSPORTATION (MIDDLE MILE)		
Region	Email	
EAST	costcotrafficeast@costco.com	
WEST	costcotrafficwest@costco.com	

Contacts

Location Listing – by Region/Campus

UNITED STATES									
Region	Campus	Location #	Type	Address	City	State	ZIP	Phone #	Appt by email
BA	Stockton	1251	DDC	2115 S Sinclair Ave.	Stockton	CA	95215	209-313-2294	d01251apt@costco.com
	Tracy	179	Dry	25501 Gateway Blvd.	Tracy	CA	95377	209-835-6354	d179apt@costco.com
		172	Wet					209-835-7292	d172apt@Costco.com
		270	Meat	209-835-7292				d172apt@costco.com	
		210	Meat Plant	25862 S Schulte Ct.				209-835-7292	d179apt@costco.com
		725	Small Parcel	25535 Gateway Blvd.				209-221-8400	d179apt@costco.com
LA/SD	Mira Loma	960	Dry	11600 Riverside Dr.	Mira Loma	CA	91752	951-361-3606	d960apt@costco.com
961		Wet	951-361-3612					d961apt@costco.com	
LA		276	Meat	11350 Riverside Dr.				951-361-3612	d961apt@costco.com
		283	Small Parcel					951-361-3606	d960apt@costco.com
		1321	Annex	11280 Riverside Dr. Ste. A	951-361-3606	d960apt@costco.com			
	Ontario	1252	DDC	5600 E Airport Dr.	Ontario	CA	91761	909-563-1955	d01252apt@costco.com
	Pearl City	1412	Dry	98-600 Kamehameha Hwy.	Pearl City	HI	96782	808-204-2860	d01412apt@costco.com
MW	Columbus	1257	DDC	5330 Crosswind Dr., Ste A	Columbus	OH	43228	614-797-0463	d01257apt@costco.com
	Morris	267	Dry	3800 N Division St.	Morris	IL	60450	815-710-2002	d267apt@costco.com
		268	Wet					815-710-2051	d268apt@costco.com
		269	Meat					815-710-2051	d268apt@costco.com
		758	Small Parcel					815-710-2020	d267apt@costco.com
		1255	DDC					815-364-2609	d01255apt@costco.com
	Owatonna	1376	Dry	3601 SW 10th St.	Owatonna	MN	55060	507-599-4000	d01376apt@costco.com
		1377	Wet					507-599-4000	d01377apt@costco.com
		1392	Meat					507-599-4000	d01377apt@costco.com
	Van Buren	1203	Dry	5860 Belleville Rd.	Van Buren TWP	MI	48111	734-725-7005	d01203apt@costco.com
		1204	Wet					734-725-7005	d01204apt@costco.com
NE	Frederick	1052	Dry	5236 Intercoastal Dr.	Monrovia	MD	21770	301-631-7460	d01052apt@costco.com
		1053	Wet					301-631-7460	d01052apt@costco.com
		731	Small Parcel	5151 Intercoastal Ct.				301-631-7460	d01052apt@costco.com
	Gouldsboro	1260	DDC	151 First Ave.	Covington Township	PA	18424	570-843-5191	d01260apt@costco.com
	Monroe Township	175	Dry	10 Costco Dr.	Monroe Township	NJ	08831	732-992-2070	175apt2@costco.com
		265	Wet	12 Costco Dr.				732-992-2000	d265apt@costco.com
		266	Meat	12 Costco Dr.				732-992-2000	d265apt@costco.com
196		CWI	14 Costco Dr.	732-992-2100				d196apt@costco.com	
NW	Salt Lake City	584	Dry	5995 W 300 South St.	Salt Lake City	UT	84104	801-333-3561	d584apt@costco.com
		585	Wet					801-333-3561	d584apt@costco.com
		586	Meat					801-333-3561	d584apt@costco.com
	Sumner	171	Dry	4000-B 142nd Ave E.	Sumner	WA	98390	253-826-6500	d171apt@costco.com
		285	Wet	4000-A 142nd Ave E.				253-826-7921	d285apt@costco.com
		286	Meat					253-826-7921	d285apt@costco.com
	Tumwater	1250	DDC	2311 93rd Ave SW	Tumwater	WA	98512	564-999-5588	d01250apt@costco.com

Contacts

Location Listing – by Region/Campus (Continued)

UNITED STATES (Continued)										
Region	Campus	Location #	Type	Address	City	State	ZIP	Phone #	Appt by email	
SD	Aurora	1386	Dry	26200 E 64th Ave.	Aurora	CO	80019	720-716-2901	d01386apt@costco.com	
		1387	Wet					720-716-2901	d01386apt@costco.com	
		1253	DDC					720-716-2906	d01253apt@costco.com	
	San Diego	910	CWI	2222 Enrico Fermi Dr.	San Diego	CA	92154	619-336-3360	aavenda@costco.com arangel@costco.com cwillhel@costco.com	
		Tolleson	936	Dry	8400 W Sherman St.	Tolleson	AZ	85353	623-293-1100	d936apt@costco.com
			260	Wet					623-293-1100	d260apt@costco.com
	261		Meat	623-293-1100					d260apt@costco.com	
SE	Atlanta	1258	DDC	5390 Hunter Rd.	Atlanta	GA	30349	470-947-5647	d01258apt@costco.com	
	College Park	262	Dry	4250 S Fulton Pkwy.	College Park	GA	30349	404-461-0000	d262apt@costco.com	
		263	Wet					404-461-0065	d263apt@costco.com	
		264	Meat					404-461-0065	d263apt@costco.com	
	Ocala	1259	DDC	655 SW 52nd Ave. Dock 139	Ocala	FL	34474	352-414-3507	d01259apt@costco.com	
	Port St. Lucie	174	Dry	13077 SW Anthony F. Sansone Sr. Blvd.	Port St. Lucie	FL	34987	772-324-4880	d174apt@costco.com	
		280	Wet					772-324-4880	d280apt@costco.com	
		281	Meat					772-324-4880	d280apt@costco.com	
TX	Dallas	288	Dry	3730 Mountain Creek Pkwy.	Dallas	TX	75236	972-587-1801	d288apt3@costco.com	
		289	Wet					972-587-1801	d288apt3@costco.com	
		789	Meat					972-587-1801	d288apt3@costco.com	
	Garland	1254	DDC	2775 W Miller Rd.	Garland	TX	75041	469-453-8379	d01254@costco.com	
	Katy	1354	Dry	31031 US HWY 90	Brookshire	TX	77423	281-375-4006	d01354apt@costco.com	
		1355	Wet					281-375-4006	d01355apt@costco.com	
SD/MX	Katy - MX	932	Dry					956-728-1732	d932apt@costco.com	
		284	Wet					956-222-2291	d284apt@costco.com	
CANADA										
Region	Campus	Location #	Type	Address	City	State	ZIP	Phone #	Appt by email	
EC	Vaughan	573	Dry	3200 Chemin De La Baronnie	Varennnes	QC	J3X 0G3	450-461-3469	d576apt@costco.com	
		574	Wet					450-461-3469	d576apt@costco.com	
		576	Meat					450-461-3469	d576apt@costco.com	
		946	Small Parcel					450-461-3469	d576apt@costco.com	
	Vaughan	571	Dry	100 Line Dr.	Vaughan	ON	L4H 4M2	905-792-9744	d571apt@costco.com	
		572	Wet					905-792-9744	d572apt@costco.com	
		575	Meat					905-792-9744	d572apt@costco.com	
		559	Small Parcel					905-792-9744	d571apt@costco.com	
WC	Airdrie	1034	Dry	1003 Hamilton Blvd. NE	Airdrie	AB	T4A 0G2	403-945-4267	d01034apt@costco.com	
		1035	Wet					403-945-4267	d01034apt@costco.com	
		1036	Meat					403-945-4267	d01034apt@costco.com	
		993	Small Parcel					403-945-4267	d01034apt@costco.com	
	Langley	76	Dry	20313 100A Ave.	Langley	BC	V1M 3Y6	604-888-6644	d076apt@costco.com	
		557	Wet					604-888-6644	d076apt@costco.com	
		558	Meat					604-888-6644	d076apt@costco.com	
		792	Small Parcel					604-888-6644	d076apt@costco.com	

TERM

DEFINITION

Clamp truck	A small vehicle, similar to a forklift, with power-operated attachments at the front that compress loads on either two or four sides for moving and stacking.
Depot	USA: Costco facility that receives full truck and container loads of goods from our <i>suppliers</i> , then ships mixed truckloads of merchandise to Costco <i>Warehouses</i> . Canada: Costco facility that performs the same functions as USA Depot & DDC.
Direct Distribution Center (DDC)	USA: Costco facility that receives full truck and container loads of goods from our <i>suppliers</i> , stores product until ordered online and then ships mixed truckloads of merchandise to <i>MDO</i> for final-mile delivery.
Floor load	Goods delivered to Costco receiving facilities that are not on a <i>pallet</i> .
Inbound collect	<i>Supplier</i> to Costco where Costco arranges the freight.
Inbound prepaid	<i>Supplier</i> to Costco where supplier arranges the freight.
Member Delivery Operation (MDO)	USA: Costco facility that stages product for final-mile delivery to Costco <i>members</i> .
Outbound collect	Costco returns to <i>supplier</i> where supplier arranges the freight.
Outbound prepaid	Costco returns to <i>supplier</i> where Costco arranges the freight.
Pallet	A platform on which goods are received, displayed and stored, that can be lifted and moved using a forklift or electric pallet jack.
Pallet load	Goods on a <i>pallet</i> , including the pallet.
Small parcel	An individual package that weighs up to 150 lbs/68 kg and has a maximum length of 108 in/274 cm and a combined length and girth of up to 165 in/419 cm.
Stretch film	Plastic film that is stretched around a <i>pallet</i> to keep the merchandise from shifting.
Supplier	The manufacturer, vendor, broker, merchant or resource from whom products are purchased.
Unit load	Goods on a <i>pallet</i> , not including the pallet.
Warehouse	Physical location where Costco members shop.