

## Question Index

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## Questions and Answers

What is the difference between a Supplier and a Facility?

*A supplier is the parent company which has a relationship with Costco for supplying product. A facility produces product on behalf of the supplier. A supplier may have one or more facilities which produce product. A facility may be part of the supplier’s corporation, or may be an independent facility contracted to produce goods for the supplier.*

What does it mean, “I have to register my facility”?

*Access the registration system through [www.traqtion.com/costcofood](http://www.traqtion.com/costcofood). Click on the button “supplier registration”, and provide the necessary information to register your facility with Costco. This will initiate the process for having an audit conducted, and fulfilling the Costco food safety requirements.*

How much does it cost to register? How often do I have to pay?

*Registration fee should be paid once a year. Cost for annual registration is \$225.00 per facility for the first 5 facilities, \$200 for the next 5 and \$175 for over 10 facilities under the same parent supplier company. Each facility should renew the registration on an annual basis before their food safety audit. **Note:** This fee is for TraQtion services only. Additional audit fees will apply for your audit by the audit company, contact audit companies for pricing schedule.*

**I just completed my registration. When will I get a user account?**

*All new supplier registrations will be routed to Costco for review and creating an application for audit. At this time, a user account will be automatically created for the primary contact of the supplier and information is emailed at that time.*

**I am an existing supplier with Costco; do I have to register right now?**

*No. If you are an existing supplier for Costco, you should receive an email to renew your registration when it is time to do so. You may wait to register in TraQtion until you receive that email. Normally, this is 4 months before your audit due date.*

**Do I still have to register with ICiX?**

*No. After July 1, 2013 please do not register or renew with ICiX for the fulfillment of Costco Food Safety requirements.*

**What happens if I have more than one Facility that produces product?**

*Each facility must be registered in TraQtion, and each facility must meet the food safety expectations set forth by Costco.*

**What if my Facility is on a contract basis to me (it is not part of my company)?**

*The process is the same whether a facility is part of the supplier's corporation, or is on a contract to produce goods on behalf of the supplier.*

**What does it mean, "I have to renew my registration"?**

*Each year, the facility's primary contact will receive a reminder to renew the facility's registration. The information on file will need to be confirmed and/or changed, and the annual fee will have to be paid before the annual audit can occur.*

**How will my audit information get into TraQtion?**

*The Audit body/Certification Body conducting your audit activities will populate your audit data into the TraQtion database.*

## Am I still able to choose my own Audit Company?

*The registration process does ask for your preferred audit company (from the list of audit companies approved by Costco). Costco will make the final assignment of your audit company initially. Each year, the previous audit company is automatically assigned to your facility but you can request a change.*

## What if I want to change my Audit Company?

*You may request an audit company change to Costco during your annual renewal cycle. You can also request Costco directly anytime during the year.*

## How can I see the audit report online?

*You will receive email of the audit results with the audit report attached to the email. Additionally, the audit report is available online. Log into TraQtion and access the TraQtion Online application through your portal page. Click on the completed audit choice in the audit menu. Click on the date of the audit, and the audit report will be available for display.*

## We have a new person in our company, how do they get an account?

*The TraQtion Administrator at your company will create an account for them.*

## Who is a TraQtion Supplier Administrator?

*Each Supplier has an Administrator in the TraQtion system. This typically is the primary contact for the Supplier, and has access to all their company's facility data in the TraQtion system. The Administrator may create TraQtion user accounts for other users related to that Supplier and/or Facility.*

## Where can I find written user documentation? Is there a training video?

*The training page on the user portal contains links to all of the written and video user documentation.*

## How do I respond to corrective actions?

*Log into your TraQtion account and access the TraQtion Online application from your user portal. You will have alerts which tell you about outstanding corrective actions, and you can access those corrective actions through those alerts. There is also a Corrective Action menu which will allow you to access open Corrective Actions. Detailed documentation is available on the training page in the portal.*

## How long do I have to respond to corrective actions?

*The timeframe for submission of Corrective Action plan is set by Costco, and detailed in their Food Safety Expectations Manual.*

## Who approves the corrective action plans I submit?

*The corrective action plans submitted are reviewed and approved by the auditor who conducted your audit.*