

MDO Installer Pickup

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Installer Pickup

1. Only zip codes that the installer has agreed to and that the MDO serves will have installer pickup available.
2. All orders will still follow the same process as today:
 - Installed on customer-selected date
 - Pre-call will be made to alert member
 - Schedule Confirm: driver shall contact the member the night before and provide 4 hour window for delivery the next day
 - Check-in/check-out on the ServiceLive app
3. At first, this process will only be for standalone dishwashers
 - Appliances sold as part of an appliance suite will continue to be a 2-step process (Appliances delivered by Delivery, with Installer to follow to complete install).
4. Installation orders for MDO Pickup will be identified as:
 - Job Code: 22100 for Dishwasher; Description “Pick up product at designated location”
 - Product Location Code: MDO number (see chart below with number and name)
 - Pickup/merchandise Location Information: MDO address
5. There is a four hour time window
 - The installation will be done on the date of the order
 - The time window will be set by the installer and communicated to the member by the evening before the installation [can be morning, afternoon, or evening]
6. The day/evening prior to picking up the appliance, an email will be sent to the designated MDO email address (see table below)
 - Customer name
 - Customer phone number
 - Type of appliance (currently dishwashers)
7. The Installer will pick up the product at the designated MDO

- Installer is responsible for picking up the necessary accessories (“dish kit”) at MDO during appliance pickup
- 8. Installer will install product at member’s location
- 9. Installer will haul away old product;
 - ✓ All haul away merchandise MUST be returned to the MDO
- 10. Warranty exchanges and Appliance returns
 - Orders will be identified with a warranty exchange job code OR uninstall job code
 - Exchange/uninstall directive will also be noted in the instructions
 - Un-installed appliance MUST be returned to the designated MDO, installer MUST obtain a signature from the MDO as proof of return and take a picture of the returned product; paperwork (or photo of paperwork) will be attached to the order via installer app and uploaded

MDO Location	MDO DOS#	MDO Phone	Role-Based Email
Benicia MDO	8901	(707) 748-1940	D04143MGR@costco.com
Fresno MDO	8913	(559) 264-4295	D04145MGR@costco.com
Hayward MDO	8868	(510) 872-2395 (510) 872-2234	D04034MGR@costco.com
Sacramento MDO	8768	(916) 256-2664 (916) 256-2667 (916) 256-2668 (916) 256-2669 (916) 256-2671 (916) 256-2672	D04142MGR@costco.com
Cerritos MDO	8808	(562) 207-5033 (562) 207-5239 (562) 207-5240 (562) 207-5241	B04046MGR@costco.com
Jurupa Valley MDO	8928	(951) 727-4660	D04045MGR@costco.com
San Diego MDO	8748	(619) 870-2004	D04047MGR@costco.com
Sylmar MDO	8758	(818) 493-7001	D04041MGR@costco.com

Version Table

Date	Version	Description	Owner
6/11/2021	1.0	Initial creation.	Technical Publications