



# Onboarding Questionnaire

Customer Information	Customer Contact Information (Email Preferred)
<u>Account Name:</u>	<u>Accounts Payable:</u>
<u>Customer #:</u>	<u>Appointment Scheduling:</u>
<u>Corporate HQ Address:</u>	<u>Claims:</u>
	<u>Customer Service:</u>
	<u>EDI:</u>
<u>Mailing Address:</u>	<u>API/Website/Portal:</u>
	<u>Onboarding:</u>
	<u>★Freight Disposition/Reconsignment:</u>

Pickups		
<u>★How will we be notified of pick-up requests (Web, Email, Fax, EDI, Phone):</u>	<u>★Average Daily Bill Count:</u>	<u>Shipping Go Live Date:</u>

EDI/Web Services	
<u>IF EDI REQUIRED - PROVIDE ISA ID/QUALIFIER, EDI AND COMMUNICATION SPECS, ACCESSORIAL CODES, AND TRANSACTIONS DESIRED (204, 210, 214, ETC...):</u>	<u>IF 204 TENDERS ARE UTILIZED, CUSTOMER ACCOUNT WILL BE SET AS DEBTOR PROVIDING BILL TO INFO SENT IN 204. IF ALTERNATE SET UP IS REQUIRED, PLEASE EXPLAIN:</u>

If API Required - Please email: [WebServices@centraltransport.com](mailto:WebServices@centraltransport.com), specify track and trace, pickups, documents, rate quotes.  
For EDI Setup - Please visit: <https://www.centraltransport.com/forms/edi-profile.aspx> for EDI form

Invoicing Requirements		
<u>★How to send Invoices (EDI,Paper,Email) – If email, please furnish address:</u>	<u>If a pay agent will be utilized, please furnish details:</u>	
<u>Documents Required with Invoices:</u>	<u>Ref Numbers Required on Invoices:</u>	<u>Preferred method of Payment:</u>

Additional Requirements	
<u>Any unique or specific processes for carrier to follow (OSD Exception Notification, Appointment Scheduling, Reference Pros, etc...):</u>	<u>Escalation path to utilize if operational issues arise:</u>

Please furnish and return with this form: EDI Guide, Billing Guide, Carrier Guide, Sample BOL, Company SOP, Scorecard	
<u>Scorecard Metrics Measured (criteria, frequency, expectations, etc...):</u>	<u>Additional Comments:</u>

Central Transport Contact Information			
<u>Customer Service:</u> cs@centraltransport.com	<u>Appointment Scheduling:</u> cs.appointment@centraltransport.com	<u>Customs:</u> cs.customs@centraltransport.com	<u>Claims:</u> cs.claims@centraltransport.com
<u>EDI:</u> EDI@centraltransport.com	<u>Web Services/API:</u> WebServices@centraltransport.com	<u>Collections:</u> cs.collections@centraltransport.com	<u>For additional information, please visit:</u> www.centraltransport.com

<u>CORPORATE ADDRESS:</u> CENTRAL TRANSPORT 12225 STEPHENS RD WARREN, MI 48089	<u>MAILING ADDRESS:</u> CENTRAL TRANSPORT P.O. BOX 33299 DETROIT, MI 48232
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