

Onboarding Questionnaire

Customer Information		Customer Contact Information (Email Preferred)	
Customer Account Name: Customer Account #: Customer Corporate HQ Address: Customer Mailing Address:		Accounts Payable: Appointment Scheduling: Claims: Customer Service: EDI: API/Website/Portal: Onboarding: ★Freight Disposition (NDP):	
ONBOARDING CALL REQUESTED PRIOR TO GO LIVE: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Pickups			
★ Notification Method for pickup requests (Web,Email,EDI,Phone,Fax):		★Average Daily Bill Count:	
Shipping Go Live Date:		★Average Skids per Shipment:	
EDI/Web Services			
If EDI Required - Provide ISA ID/qualifier, EDI and communication specs, accessorial codes, and transactions desired (204, 210, 214, etc...): For EDI 210 Invoicing: Any special requirements or different invoicing methods required by location?		Are support document images required with EDI invoices? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, please indicate below under Invoicing Requirements section. Will EDI testing be required? <input type="checkbox"/> YES <input type="checkbox"/> NO	
If EDI Required - Please visit: https://www.centraltransport.com/forms/edi-profile.aspx for EDI form OR email: EDI@centraltransport.com If API Required - Please email: WebServices@centraltransport.com, specify track and trace, pickups, documents, rate quotes.			
Invoicing Requirements			
★Invoicing Method (EDI,Paper,Email) – If email, please provide address:		If utilizing a pay/audit agent, please provide company name, contact and details:	
If EDI 210 set up is not complete before go live, please provide alternate invoicing method:			
Documents required with invoices (BOL, POD, W&I Certificates, etc...):		Reference Numbers required on invoices (PO, Load, BOL, etc.):	
Preferred Method of Payment:		Please include example of required reference number(s) on sample BOL. Key Reference Number, other than pro, preferred for tracking/invoicing:	
Additional Requirements			
Special Process for Carrier to Follow: Shipment Exception Notification: Appointment Scheduling: Special Reports: Pros Required in Advance of Pickup:		Escalation path if operational issues arise: Additional Comments:	
Additional Documentation Included With This Form:			
Scorecard (metrics measured, criteria, frequency, expectations): <input type="checkbox"/> YES <input type="checkbox"/> NO EDI Specifications: <input type="checkbox"/> YES <input type="checkbox"/> NO Sample BOL: <input type="checkbox"/> YES <input type="checkbox"/> NO		Billing Guide: <input type="checkbox"/> YES <input type="checkbox"/> NO Carrier Guide/SOP: <input type="checkbox"/> YES <input type="checkbox"/> NO Other: <input type="checkbox"/> YES <input type="checkbox"/> NO	
Central Transport Contact Information			
Customer Service: cs@centraltransport.com	Pickup Scheduling: cs.pickup@centraltransport.com	Appointment Scheduling: cs.appointment@centraltransport.com	Claims: cs.claims@centraltransport.com
EDI: EDI@centraltransport.com	Web Services/API: WebServices@centraltransport.com	Collections: cs.collections@centraltransport.com	For additional information, please visit: www.centraltransport.com
CORPORATE ADDRESS: CENTRAL TRANSPORT 12225 STEPHENS RD WARREN, MI 48089		MAILING ADDRESS: CENTRAL TRANSPORT P.O. BOX 33299 DETROIT, MI 48232	