



HEROIC SOLUTIONS LLC

Shipper resources | Customer setup

global@heroicsolutions.net | 214-457-1573

Customer setup form

Complete this form so Heroic Solutions can establish your shipper account and operating contacts. Account setup does not approve credit or book a shipment. Submit the separate credit application if you request payment terms.

Email subject: **Customer Setup | Legal Company Name**

Contact global@heroicsolutions.net for a private method to return sensitive documents.

Legal company name

DBA name if applicable

Business street address, city, state and ZIP

Company website and main phone

Entity type and state of formation

Primary contact and title

Primary contact email and phone

Shipping contact and title

Shipping email and phone

After-hours shipment contact

After-hours phone and email

Accounts payable contact

Accounts payable email and phone

Invoice delivery address or email and required portal

Required PO / reference number format

Required invoice attachments

Billing entity if different

Billing address if different

Invoice submission rules and dispute contact

Please send customer requirements and relevant tax or exemption documents only where needed for the transaction. Do not enter Social Security numbers, bank credentials or passwords on this form.



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Shipping needs and confirmation

Describe your normal freight needs. Confirm the actual details for every shipment using the Shipment Request Form. Capability and coverage requirements must be agreed before pickup.

Main commodities and freight description

Equipment types normally required

Typical shipment weight, dimensions and volume

Estimated loads per week or month

Common origin and destination lanes

Typical cargo value / maximum cargo value USD

Hazmat or regulated cargo details or none

Temperature, securement, packaging or special handling

Facility hours, appointments, loading method and access restrictions

Required insurance limits, endorsements and customer requirements

Requested payment arrangement

Credit application submitted yes / no

Documents attached and additional instructions

I confirm the information is accurate to the best of my knowledge and that I am authorized to provide it for the company. I understand that credit approval, the broker-shipper agreement and shipment acceptance are separate steps.

Prepared by and title

Date

Heroic will confirm missing information and next steps. Keep your contacts current and report changes to billing instructions or authorized representatives promptly.