



cantaloupe

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How to create a new account.

Step 1: Draft an email to: newaccounts@cantaloupe.com

Subject: New Account

Body:

- Legal Business Name
- Primary Contact Name
- Billing Address, City, State, Zip Code
- Phone number
- Email address
- ePort Serial number (VJ with 9 digits)
- Is the average vend price less than \$5.00?

The new accounts team will draft and send you your new account documents via DocuSign. This document package is sent to the email address used in step one. Please fill out and return these documents through DocuSign.

The new accounts process is 2 business days. You will know your account is set up when you receive a welcome letter email. Please move on to step 2 to activate your reader.

Step 2: Draft an email to: activations@cantaloupe.com

Subject: Activation for (Account name used in step 1)

Body:

- Serial Number (Starts with VJ or VK or K3. Can be found on the telemeter barcode.)

You will receive a confirmation email letting you know when your activation is complete. You can now test your ePorts.

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