



corporate office
100 Deerfield Lane
Suite 300
Malvern, PA 19355
800.633.0340

How to create a new account.

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

My distributor is TPI

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.

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

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

Body: Serial Number (Starts with VJ and has 9 digits. 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.

Manager of Onboarding

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