



cantaloupe

Structural Concepts[®]

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Customer Onboarding Process

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

Subject: New Account

Body: In the body MAKE SURE TO HAVE ALL THE INFO BELOW.

- Legal Business Name
- Primary Contact Name
- Billing Address, City, State, Zip Code
- Phone number
- Email address
- Device serial number prefix (**K3SMST**)
- Is the average vending 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. **PLEASE CHECK SPAM IF NOT RECEIVED.**

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: customersuccess@structuralconcepts.com

Subject: Cantaloupe Activation - Serial Number Request

Body: Inform Structural Concepts that you've received your welcome letter email.

The customer success team will send your serial number via email.

Step 3: Draft an email to: activations@cantaloupe.com

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

Body: Serial Number (Starts with K3SMST). You will get this number from Structural Concepts once Step 2 has been completed. Request **passcode** for this Serial Number.

The Activations team will draft and send you an activation form via **DocuSign**. This DocuSign is sent to the email address used in step one. Please fill out and return these documents through DocuSign. **PLEASE CHECK SPAM IF NOT RECEIVED.**

Step 4: Send your passcode to: customersuccess@structuralconcepts.com

Subject: Cantaloupe Activation - Passcode

Body: Send Serial Number (Starts with K3SMST), Account Name, and Passcode.



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FAQ

How does Cantaloupe structure their fee arrangements?

Cantaloupe makes deposits via electronic funds transfer (EFT) to your bank account weekly, less transaction fees (**\$9.95/month per device**, plus **5.95% card processing fee for an average vend of \$4.99 and below OR 2.5% + .10 for an average vend of \$5 and above**). Cantaloupe will also process the monthly fee (deducted from revenue earned through the card reader) on the 20th of each month. The monthly fee covers Seed Live access, Consumer Call mitigation, PCI Service, daily sales reporting, and cash reporting. All deposits are fully reconcilable through your Seed Live platform and via the emails we send automatically when the deposit occurs.

How often will deposits be made into my bank account?

Cantaloupe deposits weekly on Fridays **ONLY IF** \$25 or more has accumulated in the account, less fees. Otherwise, it rolls over to the next week. The monthly fee is deducted from the flow of revenue on the 20th of the month.

The transaction fee is deducted per transaction.

I have questions, who can I speak with?

Our customer service team is available to answer any questions related to onboarding. Please call them at **888.561.4748**.

For questions re onboarding, please contact **Kathrine Gard** (Cantaloupe's Manager of Onboarding), ktaylor@cantaloupe.com, +1 484 324 1860.