



ePort Transfer Process Requirements

1. **Current owner of the devices MUST initiate the transfer by logging into their SeedLive account, <https://seedlive.com>, and filling out the information on the transfer screen. Owner will need to include the following:**
 - a. ePort serial numbers that will be transferred.
 - b. Name, Address, City, State, Phone, and email address of the NEW owner.
2. **Current owner (seller) must have a positive balance on their Cantaloupe, Inc. account, and no outstanding AR, prior to moving the devices or make arrangements with Cantaloupe to settle the difference.** If the current account is closing, all funds will be “held”, and no deposits will be received by any party until the transfer is complete.
3. **A new Connect Agreement, Merchant Application and EFT Authorization must be completed by the NEW owner/company with Cantaloupe if an account hasn't been established.** This includes new banking information listing the TAX ID or Social Security number of the new customer.
4. The new owner (buyer) can contact the New Accounts Department for an overview of Cantaloupe services by emailing newaccounts@cantaloupe.com. The New Accounts Department will send account setup documents at that time.
5. Once the new account is set up by Cantaloupe, Inc., a quotation for **Transfer Fees will be emailed to the new owner (buyer).**
6. Once the transfer quote is signed and returned, and payment for transfer fees is received, Cantaloupe will move the devices over to the new account. The transfer process takes at least **THREE WEEKS FROM THE DATE OF NOTIFICATION**, so please plan accordingly.

Transfer Fees	
1-10 Devices	\$30 per device
11-149 Devices	\$20 per device
150+ Devices	\$2500 flat fee

PLEASE NOTE: JumpStart or Rental units and owned units CAN be transferred. Quick Start or LEASED Units CANNOT be transferred, seller must buyout all device(s) from original Sales Order containing device(s) to be transferred.

Please inquire with your transfer team member or account manager if transfer is to be rushed. **Rush fees will apply.**

Cantaloupe has ended support of its ePort and Seed 2G and 3G devices, excluding 3G in Canada, on June 1, 2021. As of this date, technical assistance, firmware and software support, including transfers are no longer supported. Devices with the following prefix can no longer be transferred: EE10, EE12, G81, G82, G84, G87, VJ1, VJ2, VJ4 & VJ5. Please [click here](#) for more information.

If you have any questions about the Transfer process or would like an update on a case, please send reply to your transfers case or call customer service at 888-561-4748.