

WELCOME TO APEX INSTRUMENTS

Your account is open. Here is your team and your first 30 days.

Everything a new partner needs to order, service, and get answers, on one page you can keep on the wall.

WHAT COMES NEXT

Your account manager will call within one business day to confirm ship-to sites, portal users, and your service plan. Nothing is due from you before that call.

YOUR TEAM

Three people who know your account by name

JV

Jordan Vale
Account Manager

jordan.vale@apexinstruments.example
(555) 010-0101

AK

Avery Kellen
Customer Success Lead

avery.kellen@apexinstruments.example
(555) 010-0102

MR

Morgan Reyes
Operations Lead

morgan.reyes@apexinstruments.example
(555) 010-0103

YOUR FIRST 30 DAYS

Four steps, then it runs on its own

1

DAY 1 Kickoff call

Jordan walks through your account setup, confirms ship-to sites, and agrees the order cadence with your team.

2

DAYS 2 TO 7 Portal and profiles

Every buyer at your sites gets a portal login. We load your price sheet, tax status, and approved shipping accounts.

3

DAYS 8 TO 14 First order and baseline

Your first Meridian units ship. Morgan schedules a calibration baseline so every instrument starts from a known reading.

4

DAYS 15 TO 30 30-day review

Avery reviews turnaround, open tickets, and usage with you, then tunes the plan before it settles into a routine.

HOW TO REACH US

Three ways in, one team on the other end

SUPPORT HOURS

Mon to Fri, 7 am to 7 pm ET

Saturday 9:00 am to 1:00 pm ET for priority accounts. Tickets logged after hours are picked up first thing the next business day.

PARTNER PORTAL

portal.apexinstruments.example

Orders, calibration certificates, ticket history, and invoices in one place. Logins arrive by email during your first week.

PHONE

(555) 010-0100

Press 1 for support, 2 for orders, 3 for billing. Your account manager's direct line is on the team card in this kit.