

ONBOARDING PLAN, FIRST 60 DAYS

December 1, 2026 to January 30, 2027

Day zero is the day the contract was signed, and every date below is counted forward from it. Every step has one owner at Apex and one at Northlight, and produces something you can point at. Three of them are decision points where the plan either continues or stops.

DAY ZERO Dec 1, 2026 Contract signed and countersigned	DAY 60 Jan 30, 2027 Handover to the standing rhythm	UNITS 6 4 Meridian Bench, 2 Meridian Pro	PLAN PURCHASED Atlas Care Plus On the two Pro units, Atlas Care on the four Bench	INSTALL WINDOW Jan 5 to Jan 9 Confirmed with operations scheduling
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PHASE ONE Setup and site readiness

DAYS 0 TO 10, DECEMBER 1 TO DECEMBER 11, 2026

DATE	STEP	APEX OWNER	NORTHLIGHT OWNER	ARTIFACT PRODUCED
DEC 1 DAY 0	Contract filed Countersigned copy filed to the account record.	Jordan Vale	Regional operations lead	Countersigned agreement on file
DEC 2 DAY 1	Kickoff call, 60 minutes This plan walked through. The site readiness owner is named in writing.	Avery Kellen	Regional operations lead	Kickoff notes naming the readiness owner
DEC 3 DAY 2	Account opened in service and billing Purchase order reference and billing contact recorded before anything ships.	Avery Kellen	Billing contact	Billing record with the PO reference
DEC 3 TO 9 DAYS 2 TO 8	Site readiness survey One visit per site. Power, bench space, and access checked per model.	Morgan Reyes	Site managers, six sites	Six signed readiness sheets
DEC 10 DAY 9	Installation window proposed Built from the readiness results, with a slot per site rather than one window.	Morgan Reyes	Regional operations lead	Proposed window, six per site slots
DEC 11 DAY 10	Installation window confirmed DECISION Confirm the window, or the plan stops here and the calendar is redated.	Morgan Reyes	Regional operations lead	Booked window, six dated slots

PHASE ONE IS DONE WHEN

Six signed readiness sheets are on file and the installation window is booked with a date against every site. If either is missing on December 11, phase two does not start and the calendar is reissued from the confirmed date.

PHASE TWO Delivery and staging

DAYS 11 TO 30, DECEMBER 12 TO DECEMBER 31, 2026

DATE	STEP	APEX OWNER	NORTHLIGHT OWNER	ARTIFACT PRODUCED
DEC 12 DAY 11	Order released to logistics Released against the confirmed window, not the target date on the proposal.	Morgan Reyes	Regional operations lead	Release note, six addresses confirmed
DEC 15 TO 18 DAYS 14 TO 17	Delivery to six sites, staged Staged and left sealed until the install visit.	Morgan Reyes	Site managers	Six delivery acceptance records
DEC 19 DAY 18	Equipment invoiced per site Against the signed acceptance records, net 30.	Finance operations	Billing contact	Six equipment invoices
DEC 22 DAY 21	Pre-install checklist issued What has to be true in the room on the morning of the install, per model.	Avery Kellen	Site readiness owner	Six pre-install checklists
DEC 29 DAY 28	Training days offered and held Three days offered against the January slots and held in both calendars.	Avery Kellen	Regional operations lead	Three held training slots
DEC 31 DAY 30	Accept the staged units, or return them DECISION Per site. A unit not accepted goes back rather than sitting in a corridor.	Morgan Reyes	Site managers	Acceptance or return authorisation per site

PHASE TWO IS DONE WHEN

All six units are on site, accepted in writing, and invoiced, and three training days are held in both calendars. A unit not accepted by December 31 is collected inside five business days and that site restarts at phase one.

PHASE THREE Install, calibrate, train, go live

DAYS 31 TO 45, JANUARY 1 TO JANUARY 15, 2027

DATE	STEP	APEX OWNER	NORTHLIGHT OWNER	ARTIFACT PRODUCED
JAN 5 TO 9 DAYS 35 TO 39	Install and first calibration One visit per site, against the checklist.	Apex technician with Morgan Reyes	Site managers	Six install sign offs, six calibration certificates
JAN 12 TO 13 DAYS 42 TO 43	Training, days one and two Across six sites. Day three is held back.	Avery Kellen	Regional operations lead	Attendance record, names and sites
JAN 14 DAY 44	Go-live checklist walked through Sign offs and certificates attached first.	Avery Kellen	Regional operations lead	Completed go-live checklist
JAN 15 DAY 45	Go live, or hold DECISION Decided against the checklist, not the date.	Dana Whitfield	Regional operations lead	Signed go-live decision

PHASE THREE IS DONE WHEN

Every unit is installed, calibrated, and certificated, two training days are delivered with an attendance record, and the go-live decision is recorded with a name.

PHASE FOUR Stabilise and hand over

DAYS 46 TO 60, JANUARY 16 TO JANUARY 30, 2027

DATE	STEP	APEX OWNER	NORTHLIGHT OWNER	ARTIFACT PRODUCED
JAN 16 DAY 46	First service invoice raised January 15 to 31 pro rata, then monthly.	Finance operations	Billing contact	First service invoice
JAN 19 DAY 49	Coverage confirmed per unit Plan, turnaround, and the number to call.	Avery Kellen	Site readiness owner	Six coverage sheets with direct numbers
JAN 22 DAY 52	Check in after two weeks live Anything raised is ticketed on the call.	Avery Kellen	Site managers	Check in notes with ticket numbers
JAN 26 DAY 56	Next calibration dates set Twelve months out, booked per unit now.	Morgan Reyes	Site readiness owner	Six dated bookings for 2028
JAN 28 DAY 58	Third training day booked or held A date, or a written hold with an expiry.	Avery Kellen	Regional operations lead	Booked date, or a written hold
JAN 30 DAY 60	Handover to the standing rhythm Onboarding closes, the quarterly cycle starts.	Jordan Vale	Regional operations lead	Handover note, review booked April 14, 2027

PHASE FOUR IS DONE WHEN

Every unit has coverage confirmed in writing and a next calibration date, the third training day has a date or a written hold, and the review is in both calendars.

THE THREE DECISION POINTS

Where this plan stops rather than continues

WHEN	THE DECISION	DECIDER	DECIDED AGAINST	IF THE ANSWER IS NO
DAY 10 Dec 11, 2026	Is the installation window confirmed for every site?	Regional operations lead with Morgan Reyes	The six signed site readiness sheets	Phase two does not start and the calendar is rebuilt.
DAY 30 Dec 31, 2026	Accept the staged units, or return them?	Site managers, per site, with Morgan Reyes	The signed delivery acceptance record	That unit is collected and the site restarts at phase one.
DAY 45 Jan 15, 2027	Go live and start billing, or hold?	Dana Whitfield with the regional operations lead	The checklist and the six certificates	The hold names the item and a date. Billing does not start.

WHEN A DATE SLIPS

The escalation ladder

WHAT HAPPENED	GOES TO	WHAT HAPPENS NEXT
Window not confirmed by day 10.	Morgan Reyes, Operations Lead	Stop the calendar and re-plan from the confirmed date.
A model the purchased plan does not cover.	Jordan Vale, Account Manager	Stop. The plan cannot promise a visit nobody paid for.
Site readiness owner misses two attempts.	Jordan Vale, Account Manager	Pause at the current phase and say so in writing, that day.
A decision point passes undecided.	Dana Whitfield, COO	Escalate the same day, not at the end of the phase.

A date nobody agreed to is not a date. Every date on these two pages exists because a named person on each side confirmed it. When one moves the plan is reissued and nothing is quietly adjusted.