

Alliance Laundry Systems LLC
PO Box 990, Shepard Street
Ripon, WI 54971, USA
T | +1 800 590 8872

www.primuslaundry.com

Primus i-Trace Distributor Ordering & Installation Checklist

1. Finalize Order

☐

Order Gateways + Value Center + XControl FLEX machines + networkboards.

2. Location Form

☐

Complete Primus I-Trace Location Form in ordering section of MyAlliance.

<https://ec.alliancels.net/en-US/Brand/LocationForm>

3. Account Setup –Owner

☐

Owner to open payment processing account with Stripe via Stripe.com and send Software Support the account's public and secret API keys. Instructions can be found here <https://alliancels.quip.com/3JeaAUNqik5h/Stripe-Organization-Setup>

4. Install Hardware

☐

If applicable, install network boards + gateway(s).

5. Gateway Connection

☐

Contact Software Support to connect gateway(s) to the cloud. Email: softwaresupport@alliancels.com

6. Account Access –Owner

☐

Owner will receive email with access to Primus i-Trace. The system is now activated and ready for use.

Alliance Laundry Systems LLC
PO Box 990, Shepard Street
Ripon, WI 54971, USA
T | +1 800 590 8872

www.primuslaundry.com

Primus i-Trace Support Reference Guide

Primus has a dedicated team of product specialists and support staff available to help you. Contact your product specialist for individualized training on how to maximize Primus i-Trace or contact Software Support anytime.

Chat Support

- 24/7
- Urgent matters will be escalated immediately to phone support at any hour
- Access through Primus i-Trace and the Primus App

Phone Support

- Monday – Friday
- 6:00 am – 7:00 pm CDT
- 844.541.5519

Email Support

- Monday – Friday
- 6:00 am – 7:00 pm CDT
- softwaresupport@alliances.com

Report an Issue

- Submit a trouble ticket 24/7 through Primus i-Trace to report an issue (e.g., a report isn't displaying data properly)
- You will receive progress updates as the ticket is resolved

Additional Resources

- How to Videos: Step by step instructions and How-To videos are available within Primus i-Trace for information on how to use the system. Within Primus i-Trace > click the Red Q (top left corner) > then click "Resources" to view instructions and videos.
- Marketing Tools: Free marketing assets and best practice guides are available for download within Primus i-Trace. Within Primus i-Trace > click the Red Q (top left corner) > then click "Marketing" to view marketing best practices, consumer-facing how to videos, signage and more.