PRINTREACH PAY
POWERED BY FULLSTEAM

Integration Guide For Printer's Plan

MIS for Printers

Developed By:

PRINTREACH

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1. Overview

As part of the Printer’s Plan 2021 update Print Reach introduced a new and enhanced payment processing integration solution called Print Reach Pay. By creating this solution under the Print Reach umbrella we are able to offer competitive transaction rates along with a robust feature set.

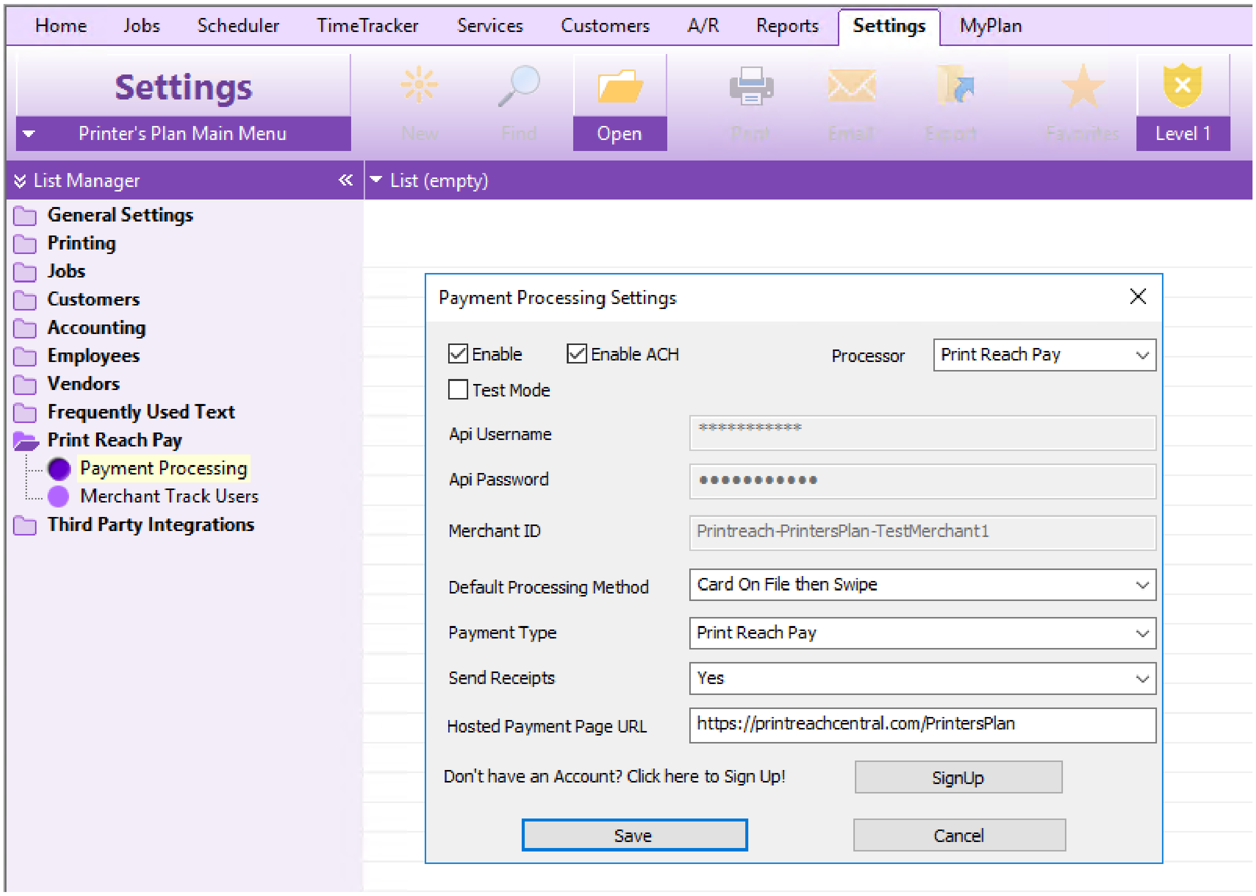
Once enabled, the Printer’s Plan - Print Reach Pay integration allows you to enter credit card payments directly into Printer’s Plan giving you a single point of data entry. Additionally, an email message with a payment link can be generated from Printer’s Plan allowing the customer to pay for an invoice online. Transactions entered using this integration are PCI compliant because Printer’s Plan does not store credit card data.

To use this feature you will need a Print Reach Pay merchant account. For information about obtaining this account please visit the following link: https://printreach.com/printersplan-printreachpay or contact us at (888) 581-3100.

2. Setup and Configuration

A. Configure the Print Reach Pay Settings in Printer’s Plan

In Printer’s Plan go to the **Settings** tab, open the **Print Reach Pay** folder and select **Payment Processing**.



In the **Payment Processing Settings** window fill in the following fields:

Enable: Check this option to enable the Print Reach Pay integration.

Enable ACH: Check this option enable ACH transactions (Please note, processing ACH payments requires an ACH enabled merchant account).

Processor: This field should be set to Print Reach Pay.

Test Mode: This option should be unchecked when using a live Print Reach Pay Merchant ID. This field is only used for internal Print Reach support.

Api Username: This field stores the Api Username created by Print Reach. The value in this field cannot be modified.

Api Password: This field stores the API Password created by Print Reach. The value in this field cannot be modified.

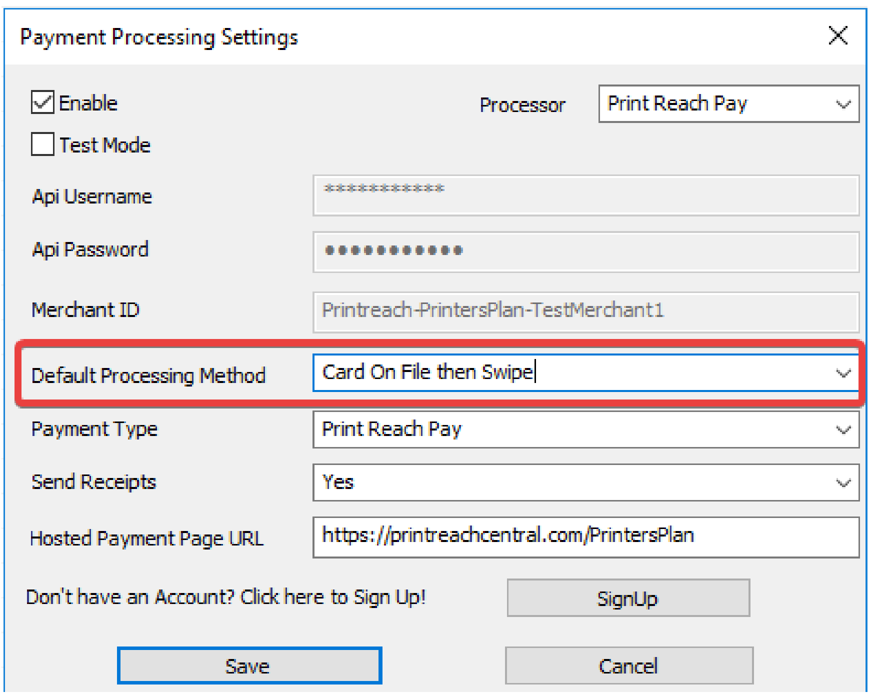
Merchant ID: This field displays the Merchant ID account number provided by Print Reach. The value in this field cannot be modified.

Default Processing Method: Select the default payment processing method that will be used for payment processing transactions. (See the ***Default Payment Processing Method*** section of this document for information about this field).

Payment Type: Select the default Printer's Plan payment type that will be used for payment processing transactions. (See the ***Print Reach Pay Default Payment Type*** section of this document for information about this field).
Send Receipts: When set to **Yes**, Printer's Plan will default to sending an email receipt on approved transactions. This feature is designed to work with the Printer's Plan SMTP client. The following guide outlines the configuration of the Printer's Plan SMTP client: SMTP Email Client
Hosted Payment Page URL: Enter the Hosted Payment Page URL provided by Print Reach.

B. Default Payment Processing Method

When processing a payment, in the **Authorize Payment** window you can set a default processing method. To set this option, go to the **Settings** section, open the **Print Reach Pay** folder and select **Payment Processing**. In the window that appears there is a **Default Processing Method** field:



The selection in this field will be applied when processing a new payment, this menu includes the following options:

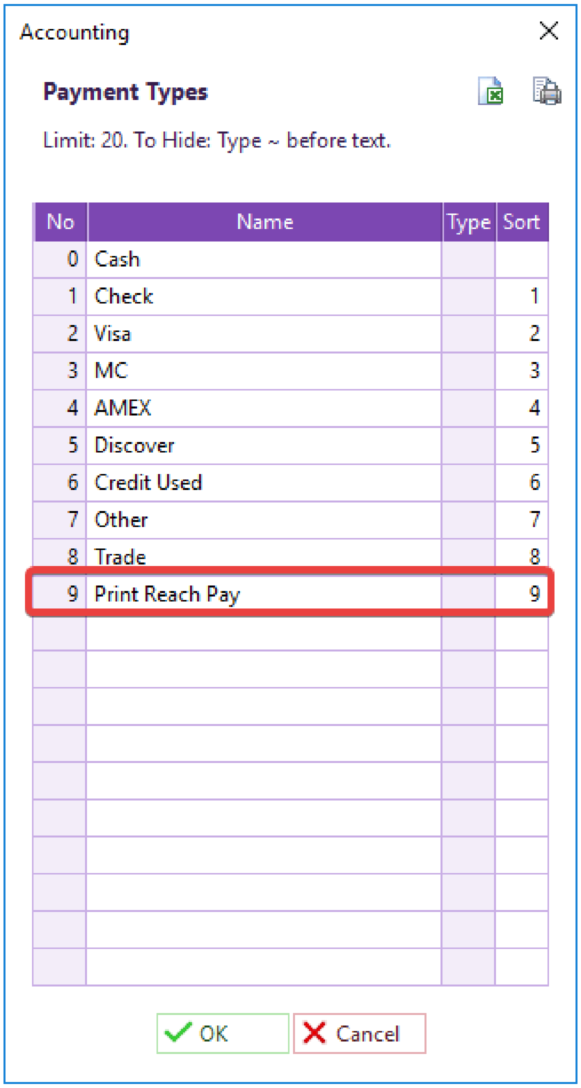
- **Card on File then Swipe** - With this option selected, in the **Authorize Payment** window if the contact has a card on file then this processing method will be selected by default. If the contact does not have a card on file, then the **Swipe** processing method will be selected by default.

- **Card on File then Authorize Manually** -- With this option selected, in the **Authorize Payment** window if the contact has a card on file then this processing method will be selected by default. If the contact does not have a card on file, then the **Authorize Manually** processing method will be selected by default.
- **Swipe** -- With this option selected, the **Authorize Payment** window will default to the **Swipe Card** processing method.
- **Authorize Manually** -- With this option selected, the **Authorize Payment** window will default to the **Authorize Manually** processing method.
- **ACH** -- With this option selected, the **Authorize Payment** window will default to the **ACH** processing method.

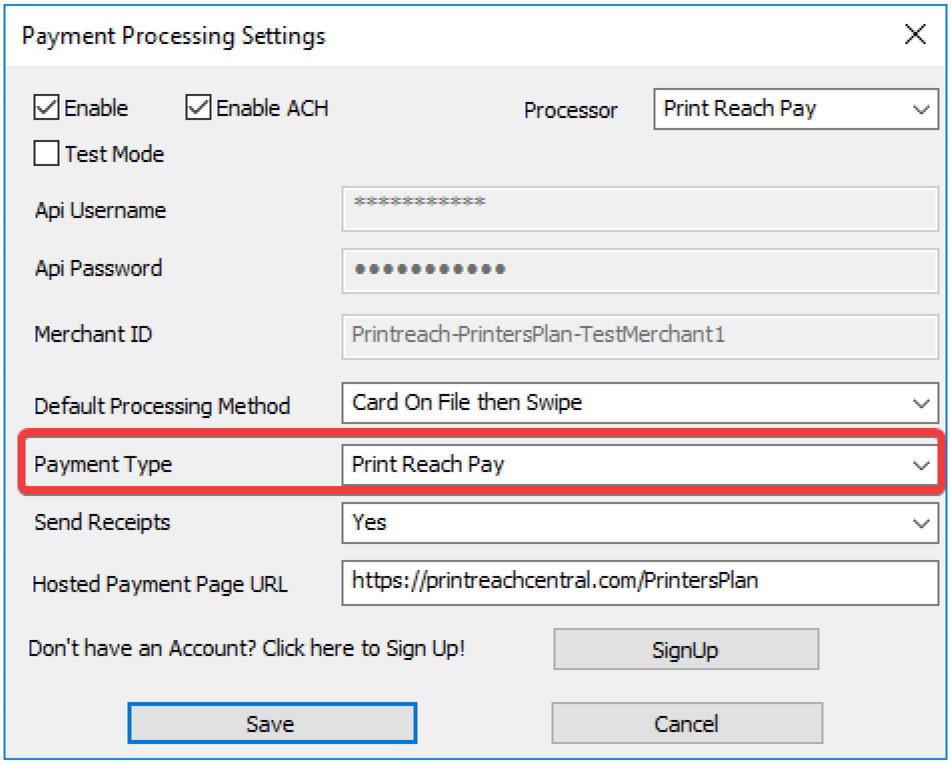
C. Print Reach Pay Default Payment Type

We suggest creating a payment type specifically for the Print Reach Pay integration. This payment type will assist with the reporting of Print Reach Pay payments and has special functionality to ensure credit card transactions are properly processed.

To create a new payment type, go to the **Settings** section of Printer's Plan and open the **Accounting** folder. In this folder select **Payment Types** and the Payment Types table will appear. In this table add a new payment type and click **OK**:



After creating the new payment type, in the **Settings** section open the **Print Reach Pay** folder and select **Payment Processing**. In the Payment Processing Settings window, in the **Payment Type** field, select the payment type:



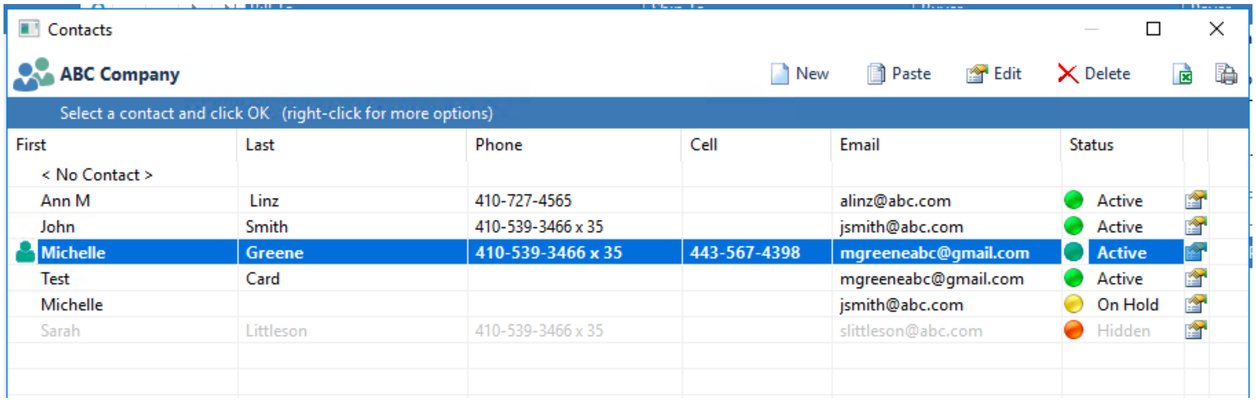
In a Printer's Plan payment window, if this payment type is selected, Printer's Plan will display an alert message if the payment transaction is not properly recorded.

D. Creating a Tokenized Contact (Card on File)

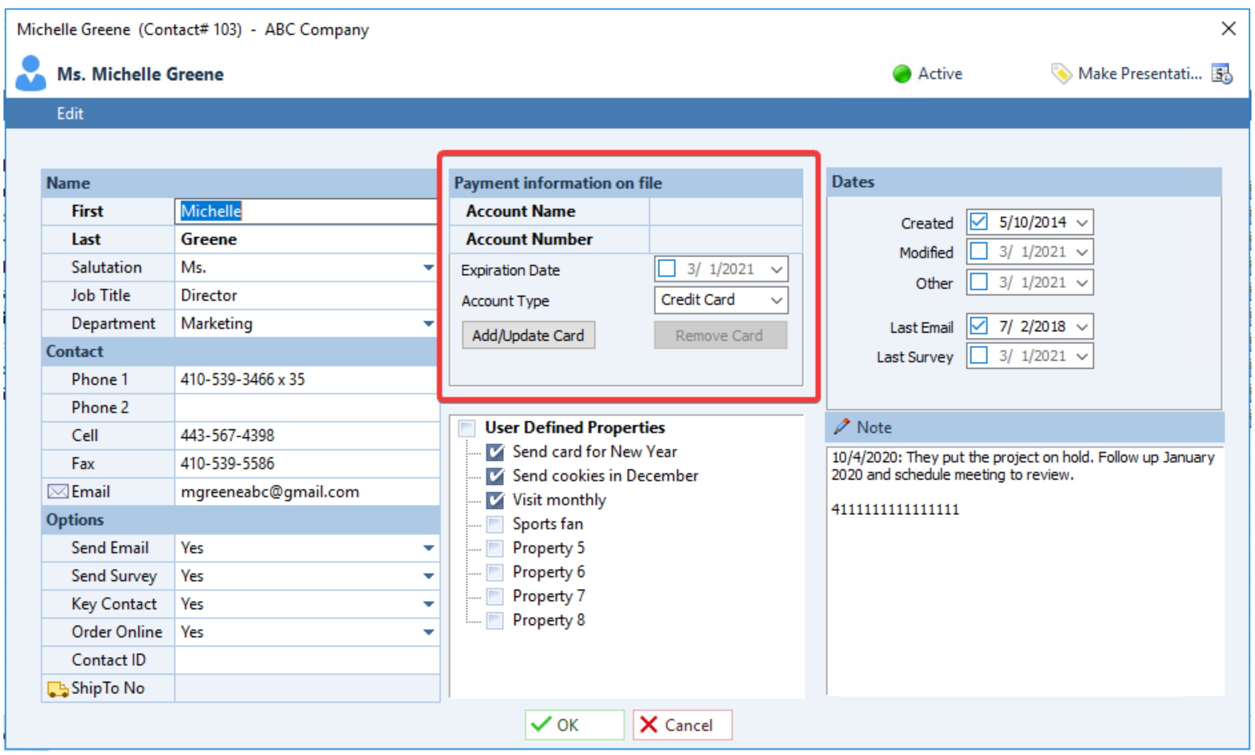
Creating a Tokenized Printer's Plan contact is a PCI accepted method to store cardholder data. By tokenizing cardholder information Printer's Plan does not store credit card data on-site, instead, the program stores a token linked to the contact.

A tokenized contact can be used to process credit card, or ACH transactions. For example, when a customer provides you with credit card information to charge future invoices, this card data is entered with a contact to create a token. On future jobs for this account, the customer's token (Payment Method on File) can be used to pay an invoice.

To create a Tokenized Contact (Payment Method on File) go to the **Customers** section of the program and find the customer account. Open the properties windows of the customer and click on the **Buyer** (or **Payer)** button, this will list the contacts associated with the account.



Highlight a contact and click the **Edit** button, this will open the properties window of a contact. In the properties window of the contact there is a new **Payment information on file** section:



The **Payment information on file** section stores the tokenized data for the contact and includes the following fields:

Account Name: This field stores the name of the tokenized account holder.

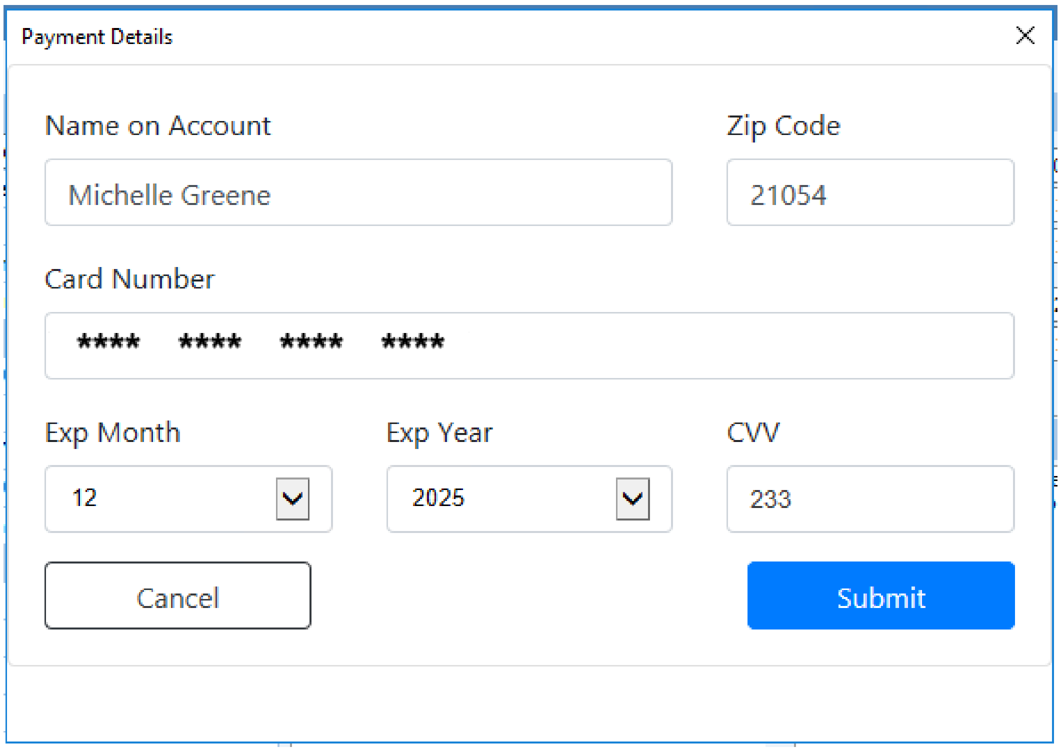
Account Number: This field stores information relating to the token and displays the last four digits of the tokenized credit card.

Expiration Date: This field stores the expiration date of the credit card.

Account Type: This field stores the type of payment token, either Credit Card or ACH.
Add/Update Card: Clicking on this button allows you to add/update information to generate a token.
Remove Card: Clicking on this button will remove token data associated with the contact.

i. Creating a Token

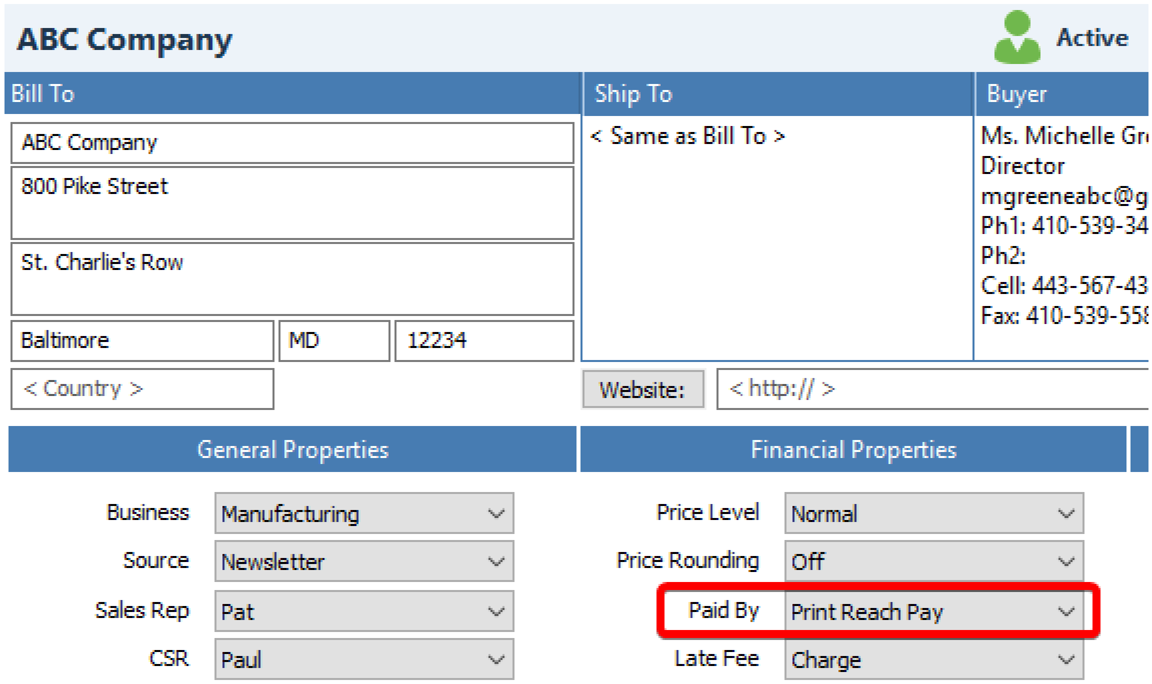
To create a token for the contact set the Account Type field (Credit Card or ACH) and click the **Add/Update Card** button. This will open up the **Payment Details** window. In this window enter the account holder/card information and click **Submit**:



This data will be captured by Print Reach Pay and a token will be generated for the Printer's Plan contact.

Tip: If a customer has a tokenized contact, and prefers that invoices are paid with a card on file, make the following adjustment to the customer account.

In the Customers section of the program find and open the properties window of the customer account. In the properties window set the **Paid By** field to the Print Reach Pay default payment type (See the ***Print Reach Pay Default Payment Type*** section):



The selection in the **Paid by** field is used as the default payment type when entering a new payment for the customer account. The Print Reach Pay default payment type has special functionally to help ensure an integrated credit card payment is properly processed.

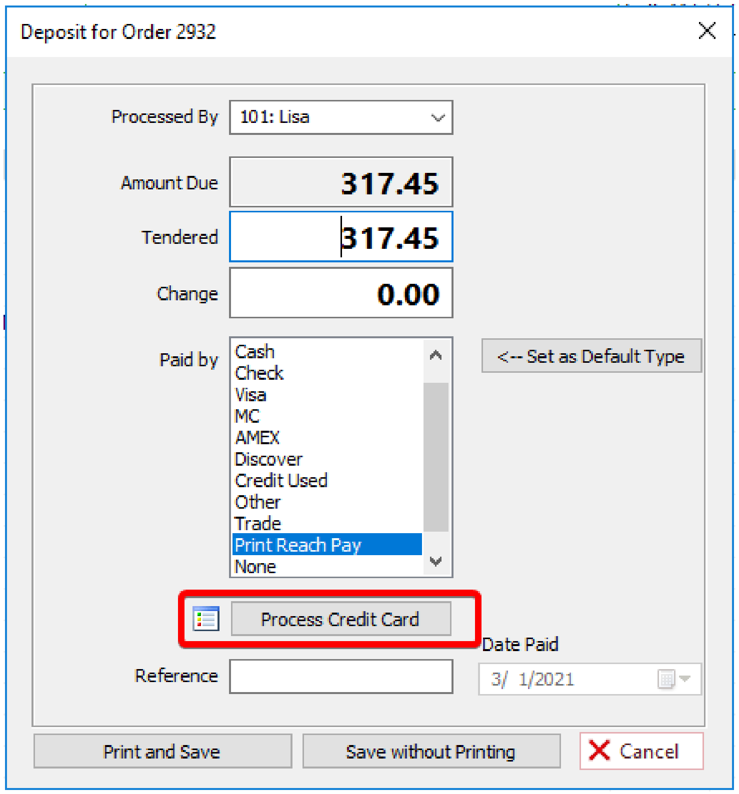
3. Entering Print Reach Pay Integrated Payments

In Printer's Plan there are three different ways that you can enter a payment:

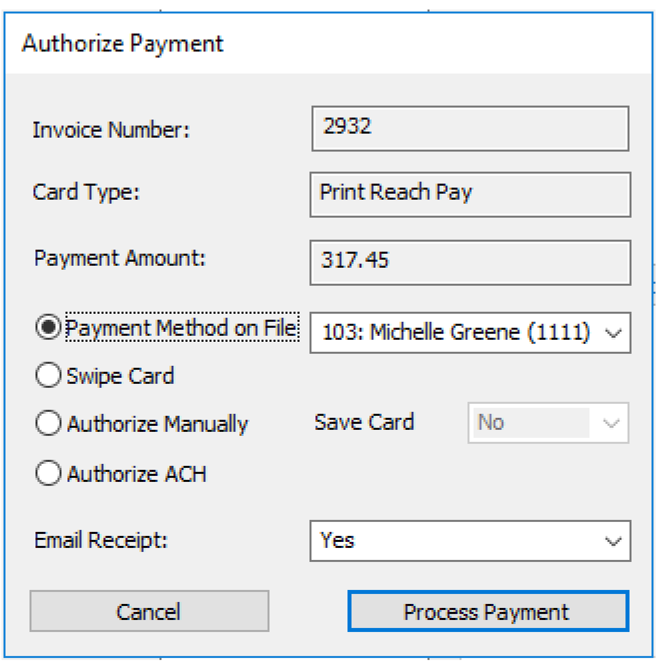
- Deposit Payment.
- QuickSale Payment.
- Accounts Receivable Payment.

A. Entering a Deposit Payment

To enter a deposit payment, open an Order and click on the **Balance Due** button. In the Deposit window, enter an amount in the **Tendered** field and click the **Process Credit Card** button:



This will open the **Authorize Payment** window.



The **Authorize Payment** window has the following fields:

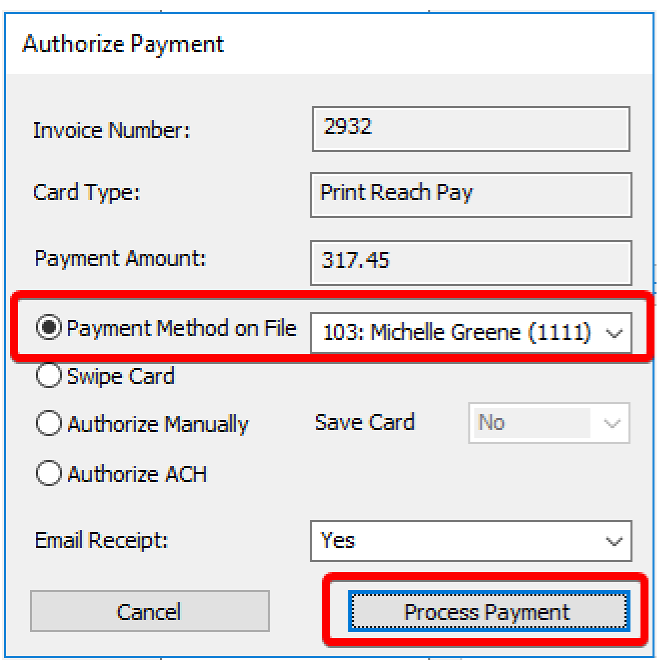
Invoice Number: This field displays the Printer's Plan job number.
Card Type: This field displays the Print Reach Pay default payment type.
Payment Amount: This field displays the amount that will be processed.
Email Receipt: This field displays **Yes,** or **No** based on the default settings established in the Settings/Print Reach Pay/Payment Processing window.

From this window, there are up to four options to process a payment:

Payment Method on File: This option is available if the customer has a tokenized contact.
Swipe Card: This option is available to process '*in person*' credit card transactions through an integrated credit card terminal.
Authorize Manually: This option is used to process credit card transactions through the Print Reach Pay payment window.
Authorize ACH: This option is used to process an ACH payment.

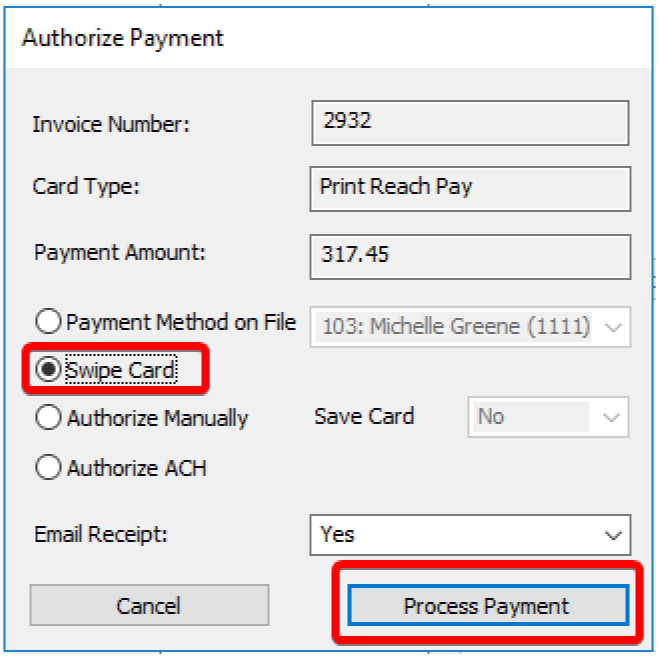
i. Process a Payment using a Payment Method on File

In the Authorize Payment window select the **Payment Method on File** option. In the adjacent pull down menu select a tokenized contact. If the customer does not have a tokenized contact this payment option will not be available. After selecting the tokenized contact click the **Process Payment** button, this will send the payment information to Print Reach Pay.

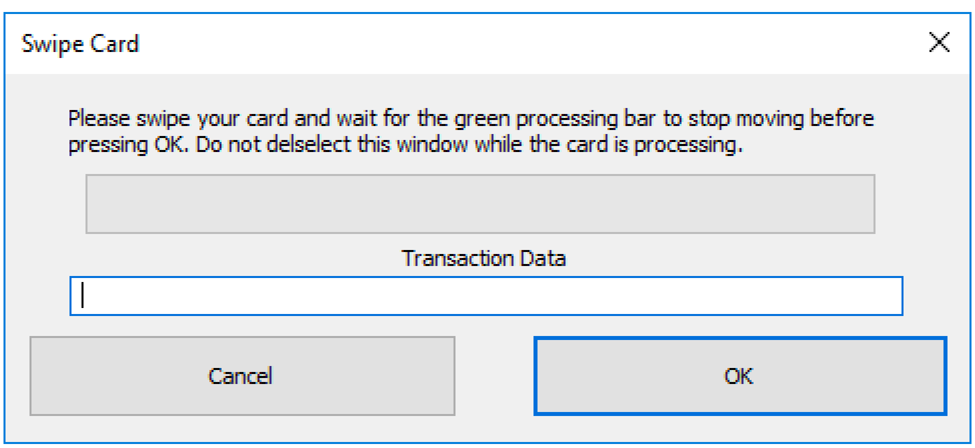


ii. Process a Payment using the Swipe Card Option

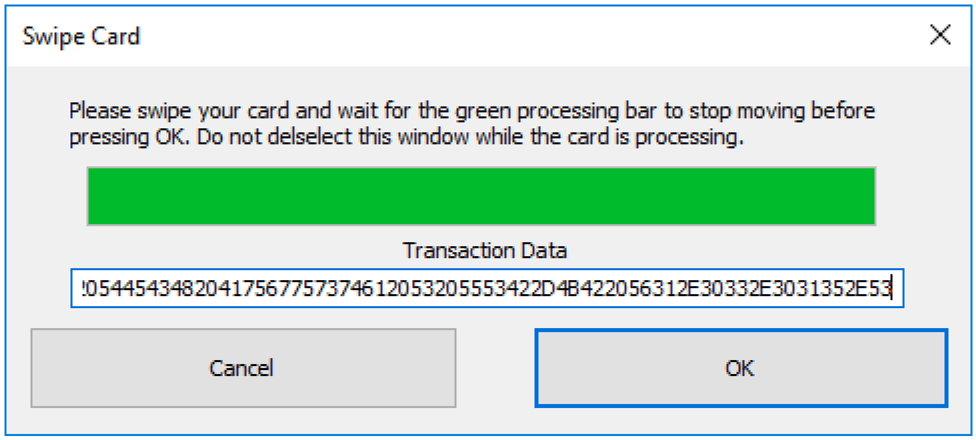
In the Authorize Payment window select the **Swipe Card** option and click the **Process Payment** button.



A **Swipe Card** dialog window will appear:



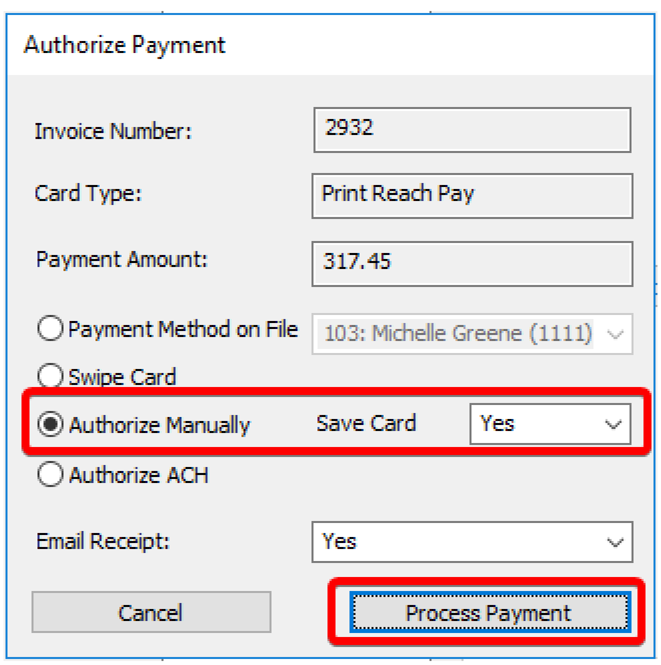
Swipe, or dip the card into the credit card terminal. **IMPORTANT** do not close the **Swipe Card** window until the transaction is complete.



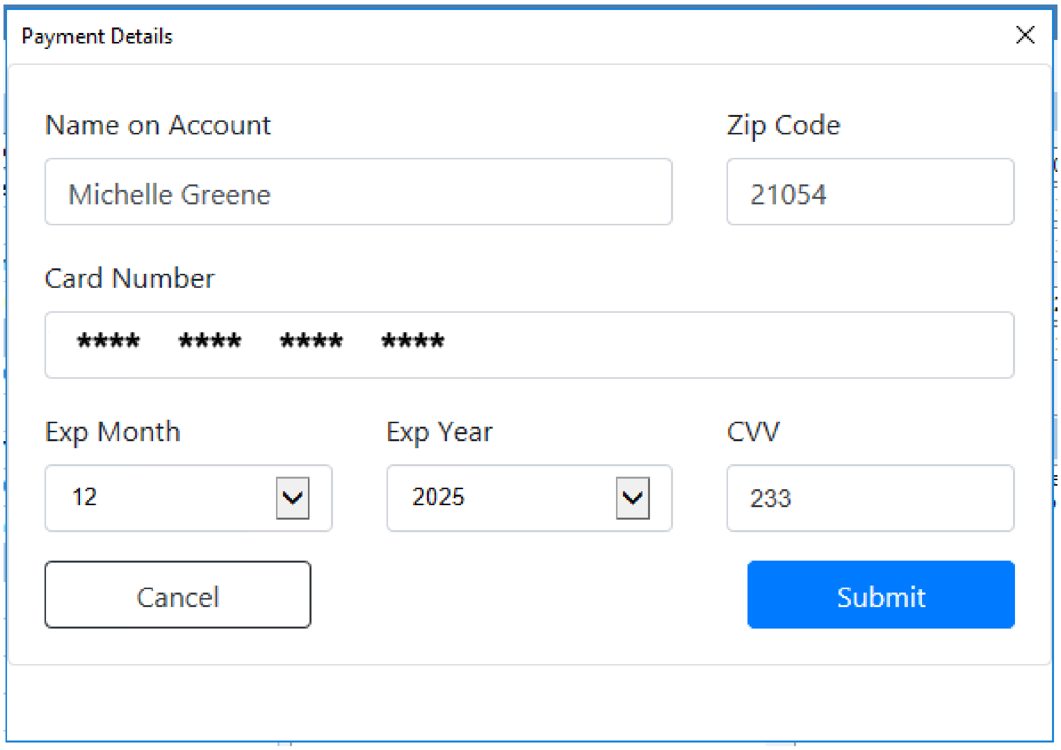
When the green indicator bar is full, and the transaction data text stops populating with new data, the transaction is complete. At this time click the **OK** button to finalize the transaction.

iii. Process a payment using the Authorize Manually Option

In the Authorize Payment window select the **Authorize Manually** option. If the **Save Card** field is set to **Yes**, on successful transactions the card data will be tokenized and saved with the contact. Click the **Process Payment** button to process the transaction.

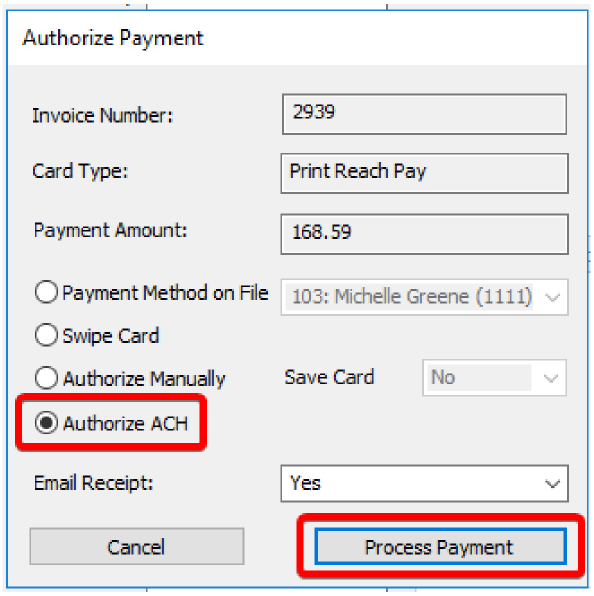


The **Payment Details** window appears. Enter the credit card data and click the **Submit** button to process the transaction:

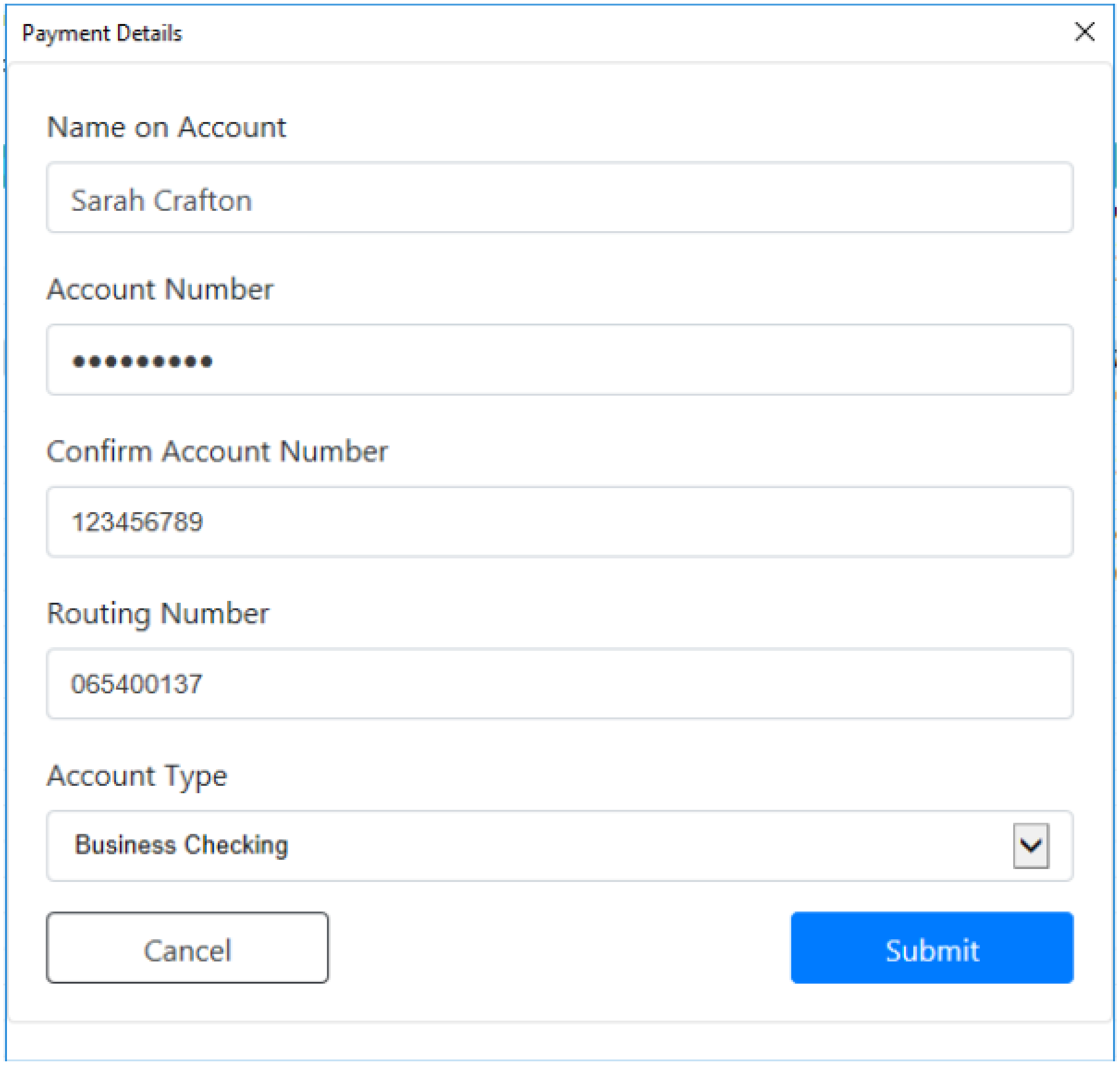


iv. Process a payment using the ACH option

Please note, this option requires an ACH enabled Merchant ID.
In the Authorize Payment window select the **Authorize ACH** option and click the **Process Payment** button.

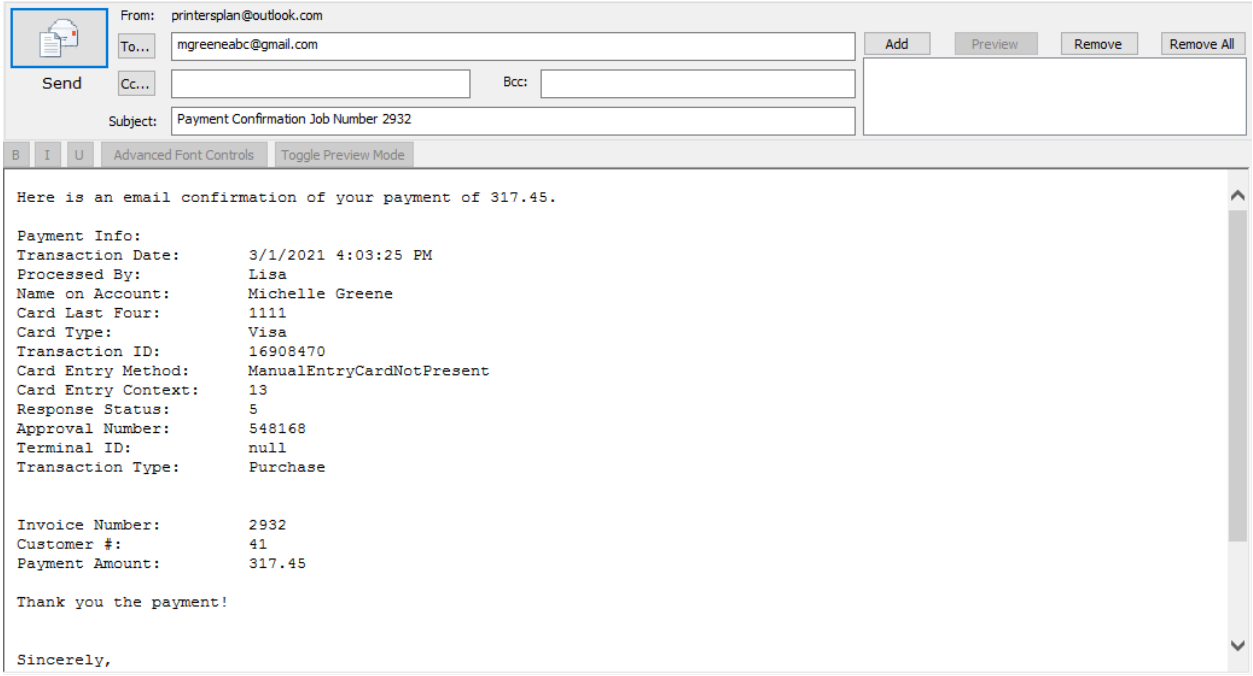


The **Payment Details** window appears. Enter the ACH data and click the **Submit** button to process the transaction:



v. Successful Transactions - Email Receipt

For each of the processing methods outlined above, if the **Email Receipt** field in the **Authorize Payment** window was set to **Yes**, an email message will appear:

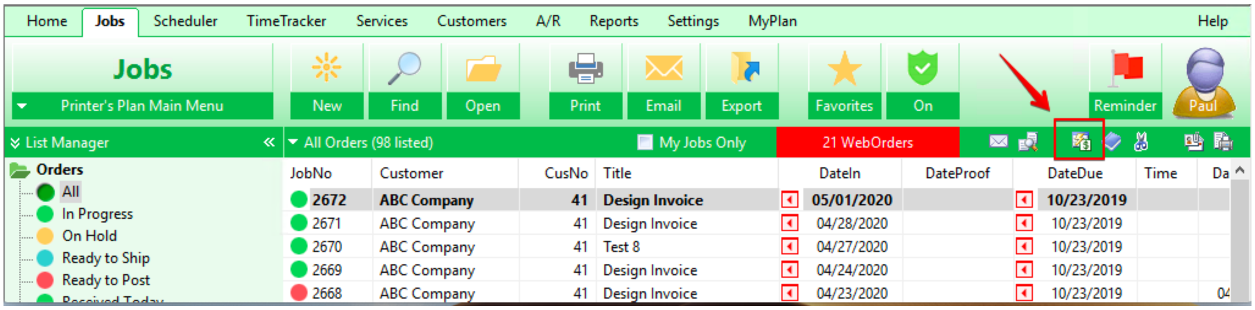


If the payment was made using a tokenized contact then the **To** field of the email message is populated with the tokenized contact's email address. Otherwise, the **To** field is populated with the email address of the job's buyer.

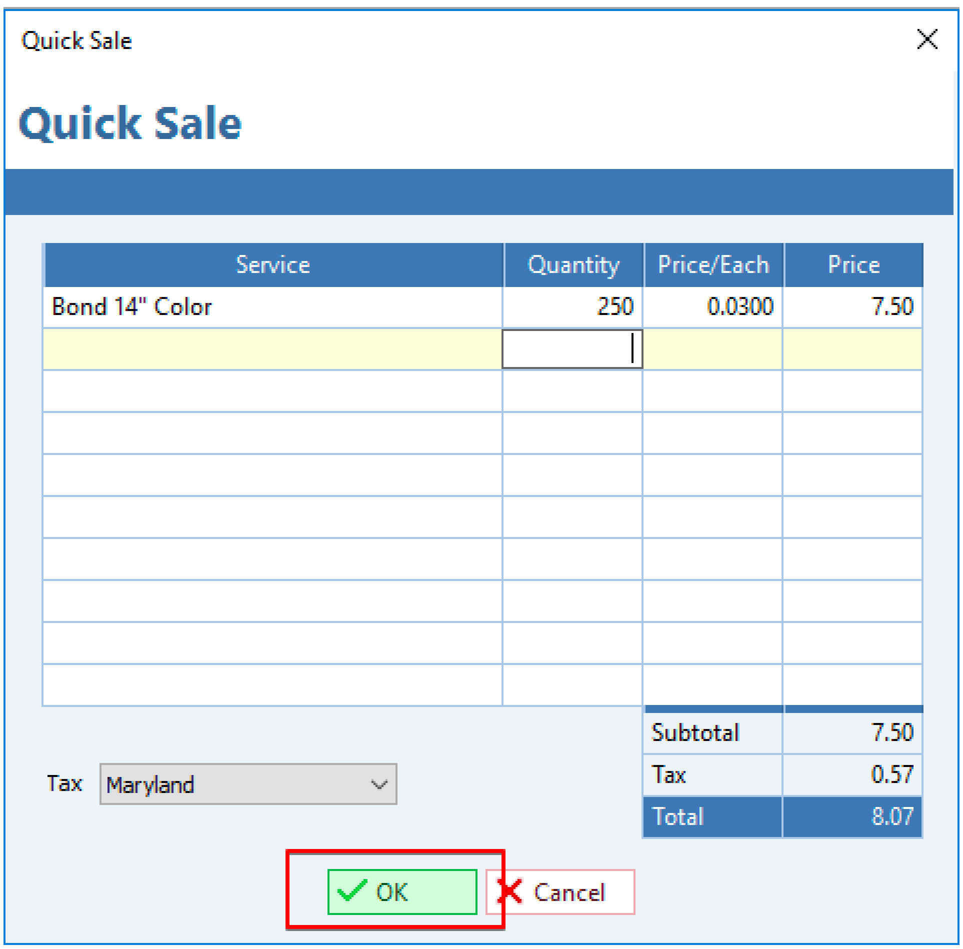
The default text for this email message can be customized. For deposit payments, Printer's plan uses the text file **PrintReachPayJobReceipt.txt** to populate the body of the email receipt. This template file is located in the **Email** folder on the server computer. For a listing of data fields that can be populated in the email message please review the **Email Help - PrintReachPay.txt** file. This help file resides in the Email folder on the server computer.

B. Entering a Quick Sale Payment

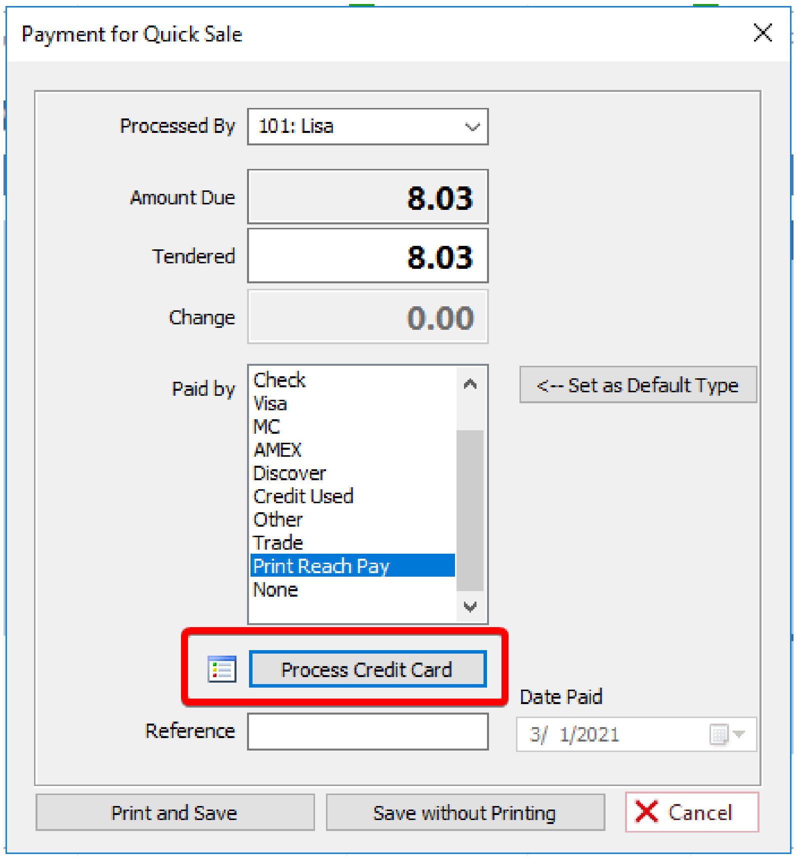
To enter a Quick Sale payment, go to the Jobs section and click on the Quick Sale icon:



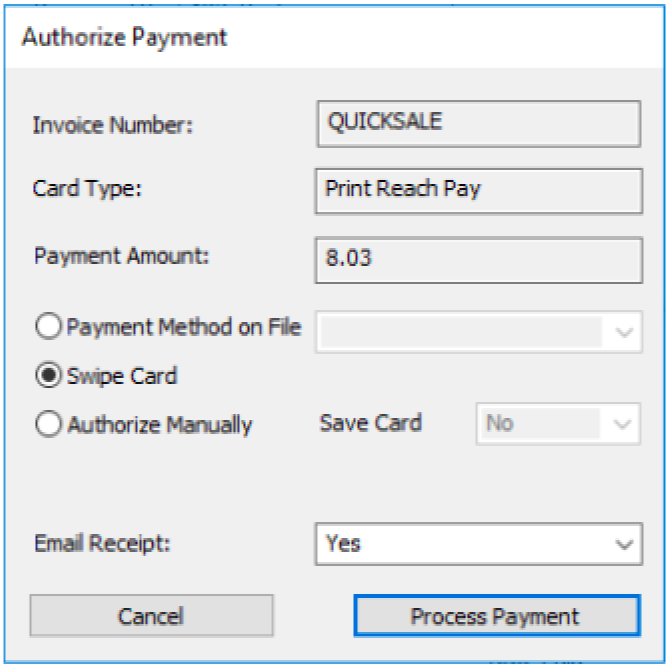
In the Quick Sale window enter the details of the Quick Sale transaction and click **OK**



In the Payment window verify the Tendered amount is correct and click the **Process Credit Card** button:



This will open the Authorize Payment window.



The Authorize Payment window has the following fields:

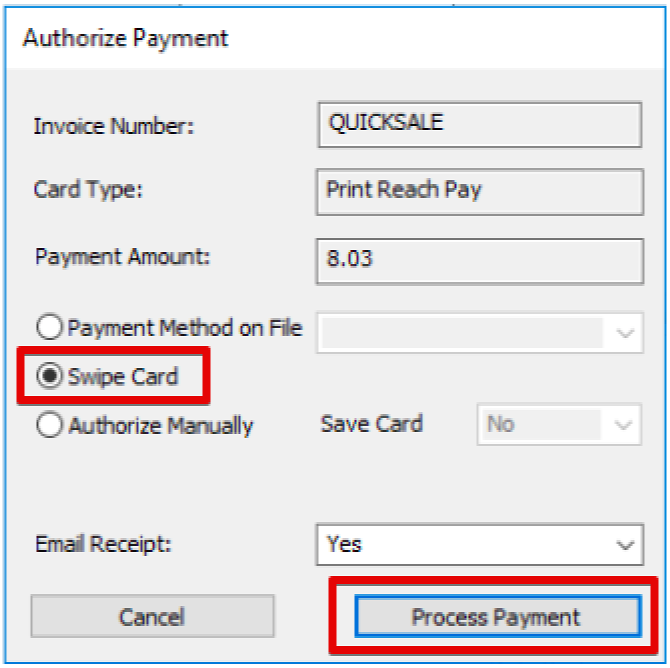
Invoice Number: A Quick Sale does not have an invoice number, this field will display *QUICKSALE*.
Card Type: This field displays the Print Reach Pay default payment type.
Payment Amount: This field displays the amount that will be processed.
Email Receipt: This field displays **Yes,** or **No** based on the default settings established in the Settings/Print Reach Pay/Payment Processing window.

From this window, there are two options to process a credit card:

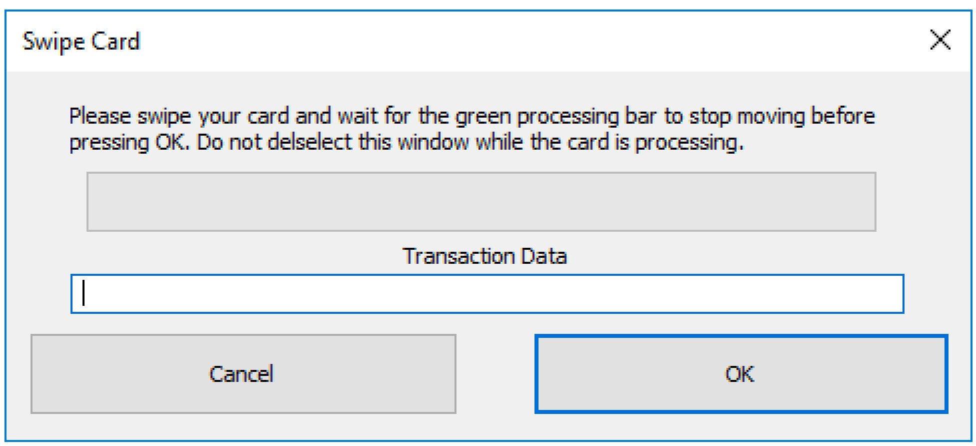
Swipe Card: This option is available to process '*in person*' credit card transactions through an integrated credit card terminal.
Authorize Manually: This option is used to process credit card transactions through the Print Reach Pay payment window.

i. Process a Payment using the Swipe Card Option

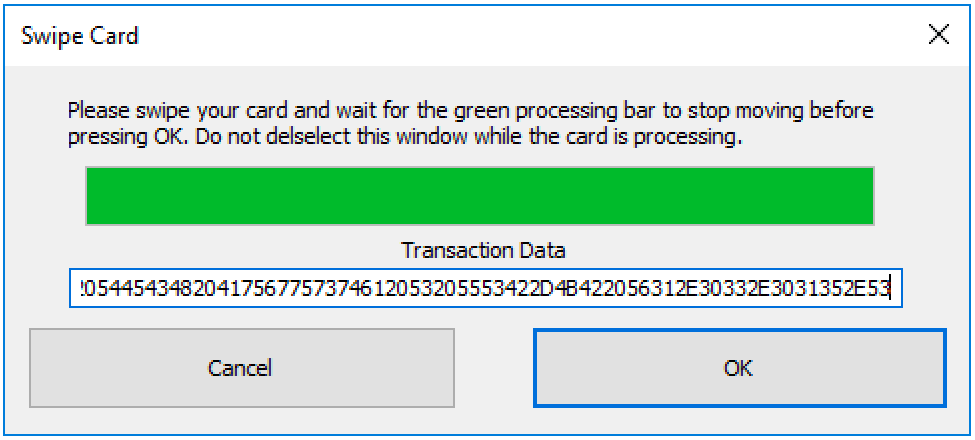
In the Authorize Payment window select the **Swipe Card** option and click the **Process Payment** button.



A **Swipe Card** dialog window will appear:



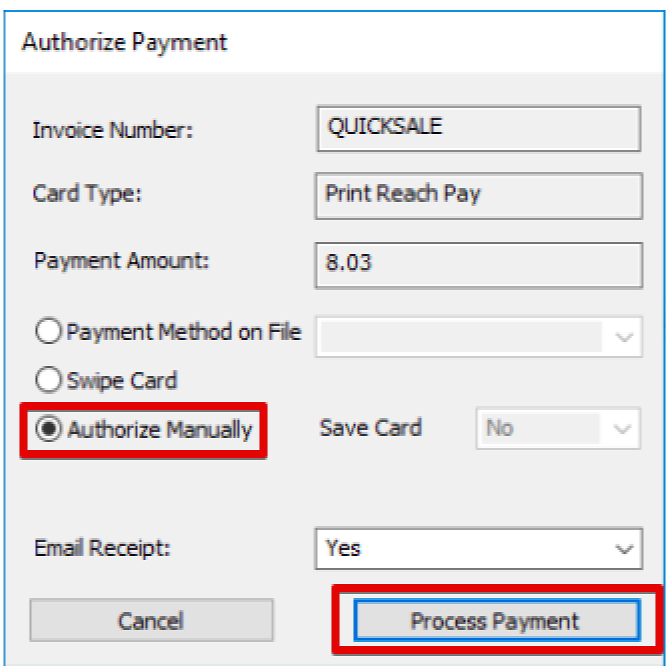
Swipe, or dip the card into the credit card terminal. **IMPORTANT** do not close the **Swipe Card** window until the transaction is complete.



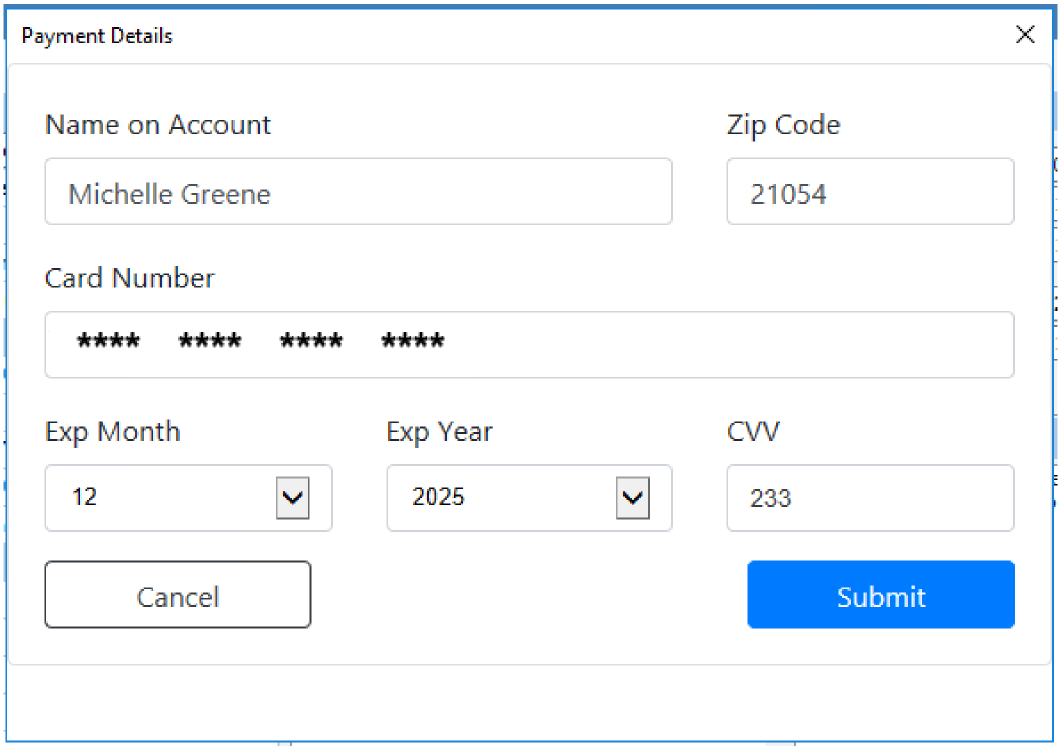
When the green indicator bar is full, and the transaction data text stops populating with new data, the transaction is complete. At this time click the **OK** button to finalize the transaction.

ii. Process a Payment using the Authorize Manually Option

In the Authorize Payment window select the **Authorize Manually** option and click the **Process Payment** button.

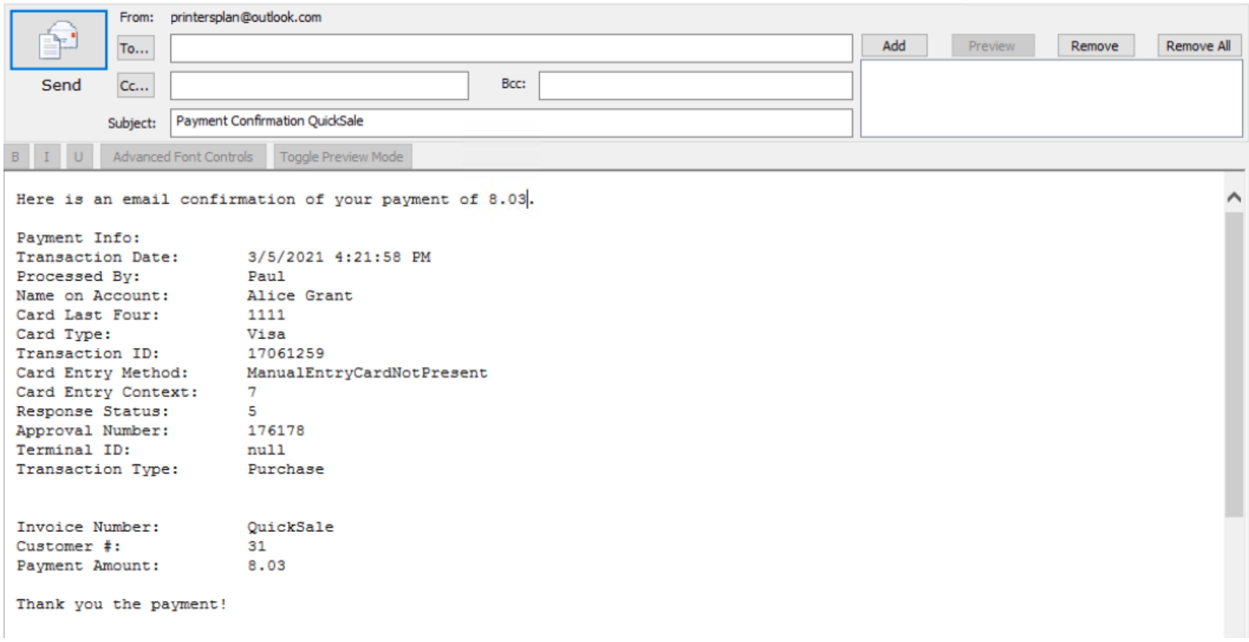


The **Payment Details** window appears. Enter the credit card data and click the **Charge** button to process the transaction:



iii. Successful Transactions - Email Receipt

If the **Email Receipt** field in the **Authorize Payment** window was set to **Yes**, an email message will appear:



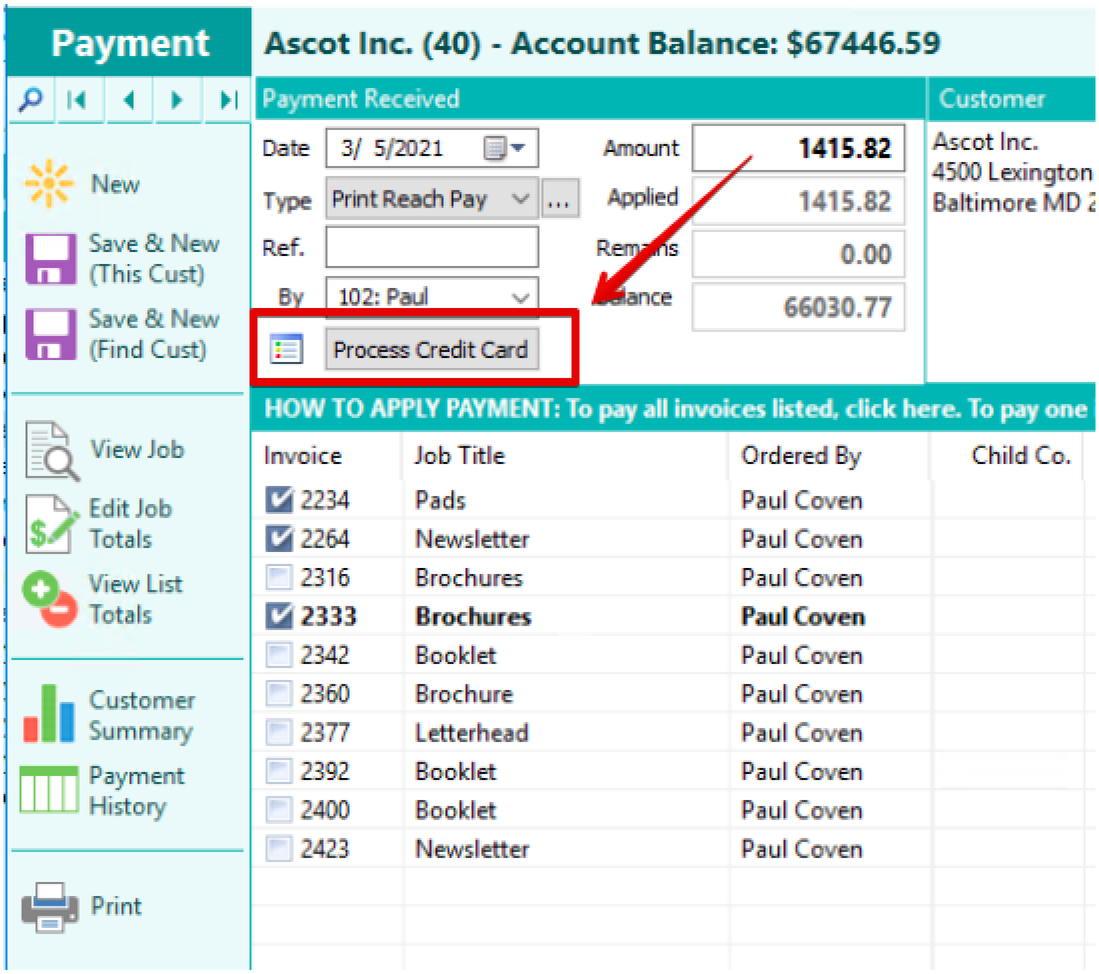
Because a Quick Sale is not linked to a customer or contact, the **To** field of the email message is empty and requires a manual entry of an email address.

The default text for this email message can be customized. For Quick Sale payments, Printer’s plan uses the text file **PrintReachPayQSReceipt.txt** to populate the body of the email receipt. This template file is located in the **Email** folder on the server computer. For a listing of data fields that can be populated in the email message please review the **Email Help - PrintReachPay.txt** file. This help file resides in the email folder on the server computer.

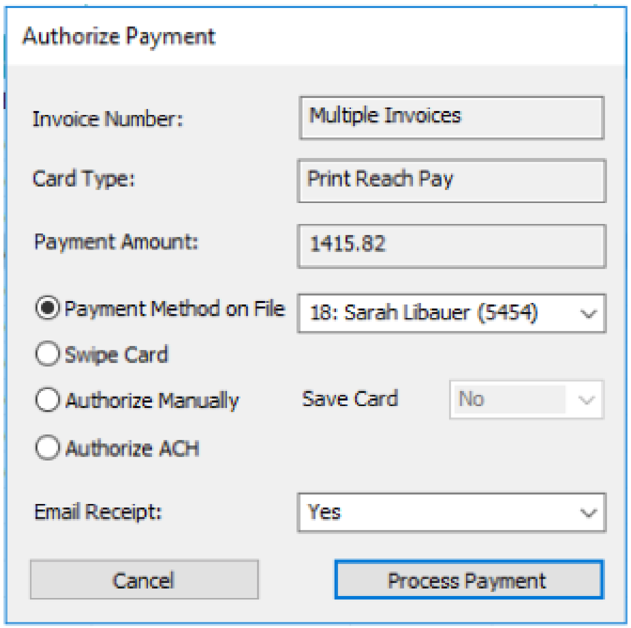
C. Entering an Accounts Receivable Payment

To enter an Accounts Receivable payment, go to the A/R section of Printer’s Plan, open the **Payments Expected** folder and click **Any Date**. This will list all customers that have an open invoice in A/R. From this list double click on a customer to open their Payment window.

In the Payment window enter a payment amount and select the invoice (or invoices) that are being paid. Verify the payment details are correct and click the **Process Credit Card** button:



This will open the Authorize Payment window.



The Authorize Payment window has the following fields:

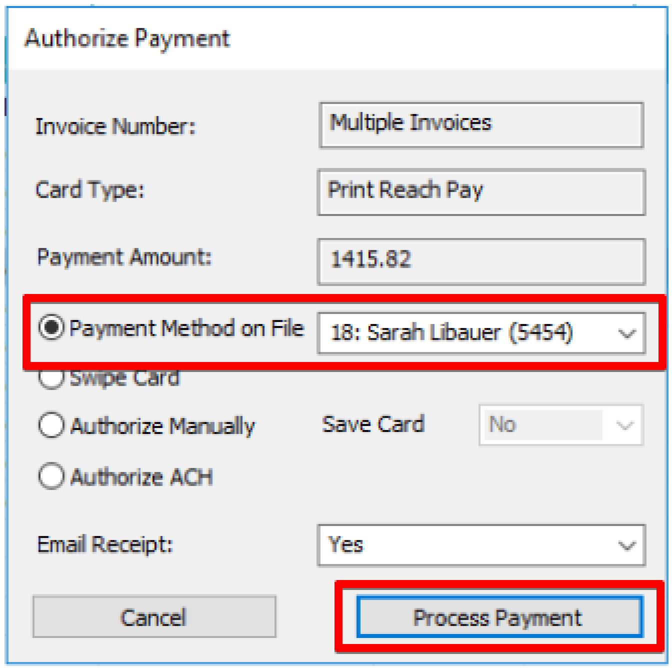
Invoice Number: This field displays the Printer's Plan job number. If multiple invoices are being paid this field will display the text ***Multiple Invoices***.
Card Type: This field displays the Print Reach default payment type.
Payment Amount: This field displays the amount that will be processed.
Email Receipt: This field displays **Yes,** or **No** based on the default settings established in the Settings/Print Reach Pay/Payment Processing window.

From this window, there are up to four options to process a payment:

Payment Method on File: This option is available if the customer has a tokenized contact.
Swipe Card: This option is available to process '*in person*' credit card transactions through an integrated credit card terminal.
Authorize Manually: This option is used to process credit card transactions through the Print Reach Pay payment window.
Authorize ACH: This option is used to process an ACH payment.

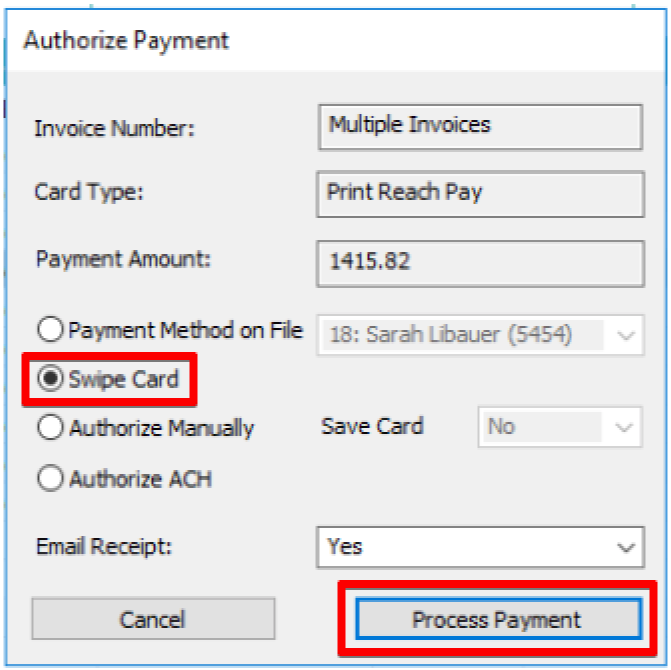
i. Process a Payment using a Payment Method On File

In the Authorize Payment window select the **Payment Method on File** option. In the adjacent pull down menu select a tokenized contact. If the customer does not have a tokenized contact this payment option will not be available. After selecting the tokenized contact click the **Process Payment** button, this will send the payment information to Print Reach Pay.

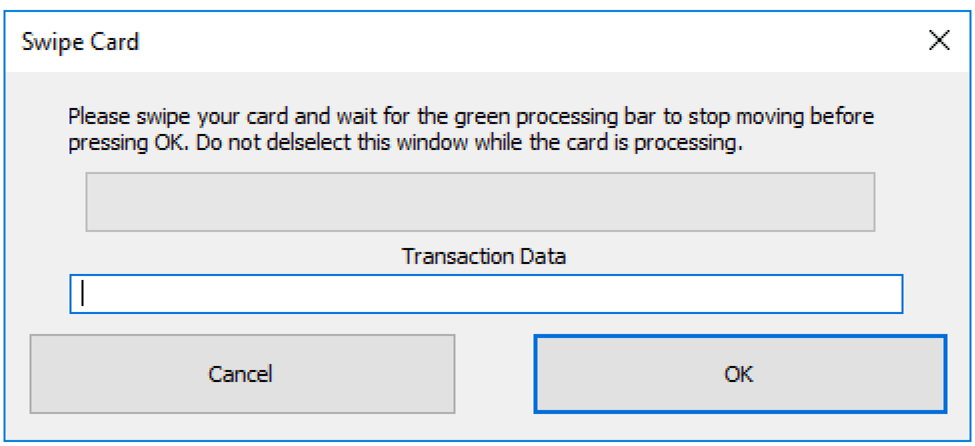


ii. Process a Payment using the Swipe Card Option

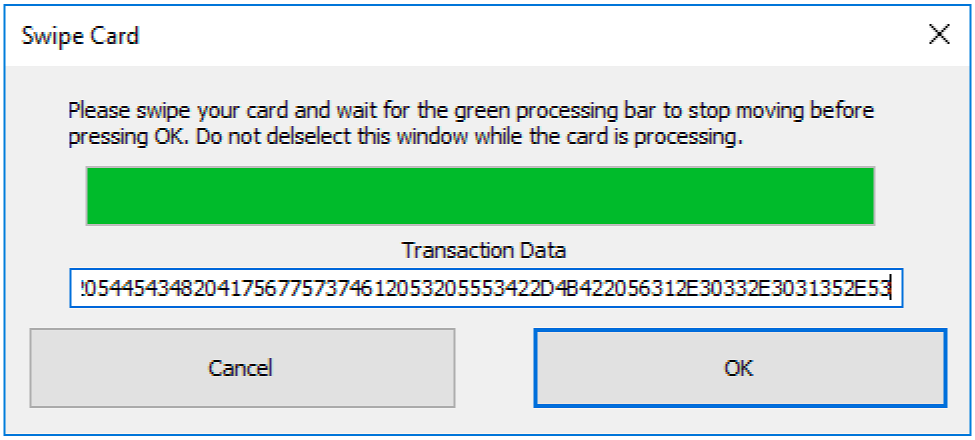
In the Authorize Payment window select the **Swipe Card** option and click the **Process Payment** button.



A **Swipe Card** dialog window will appear:



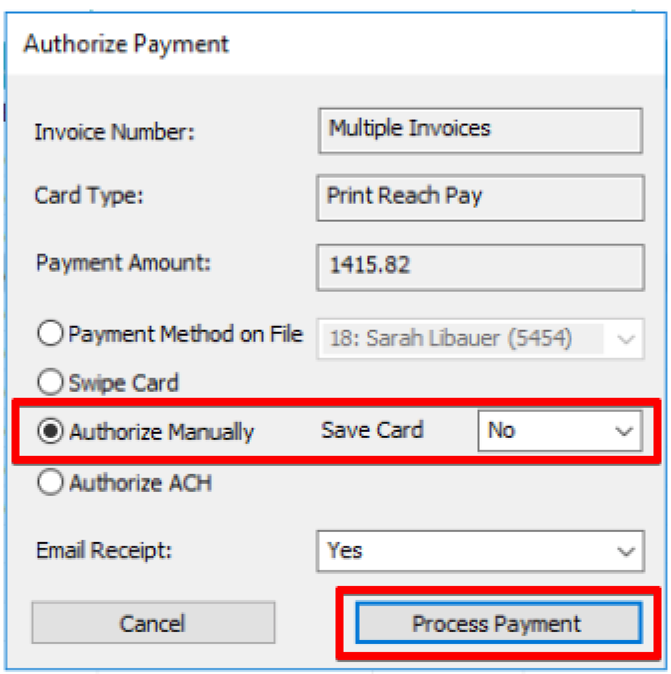
Swipe, or dip the card into the credit card terminal. **IMPORTANT** do not close the **Swipe Card** window until the transaction is complete.



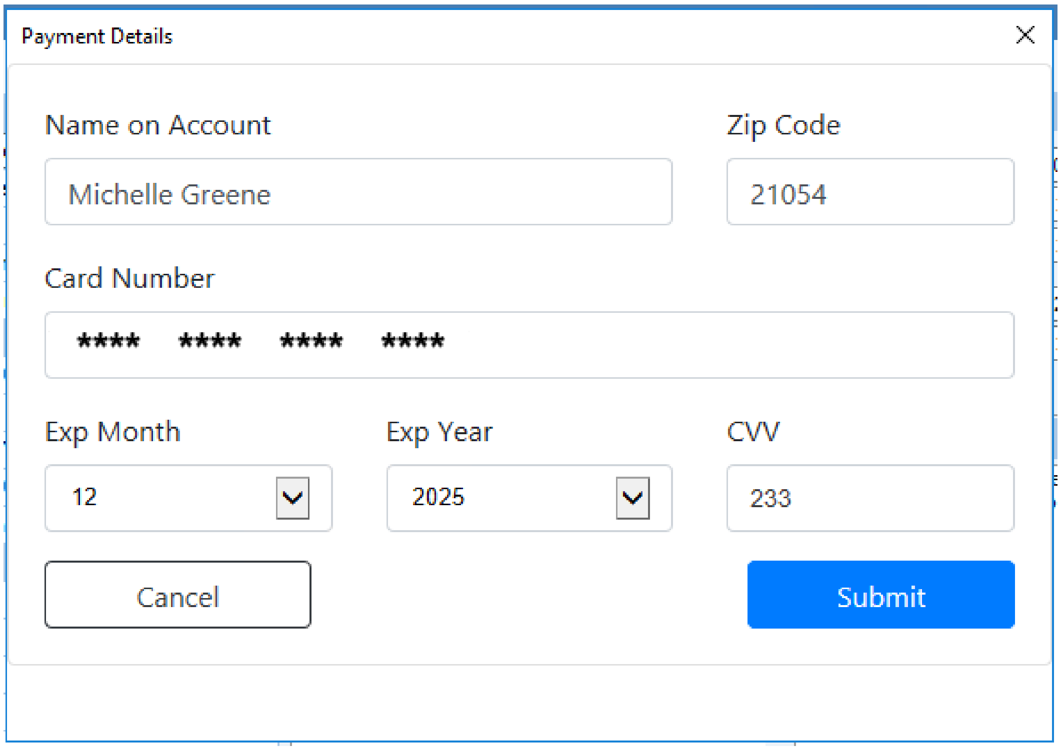
When the green indicator bar is full, and the transaction data text stops populating with new data, the transaction is complete. At this time click the **OK** button to finalize the transaction.

iii. Process a Payment using the Authorize Manually Option

In the Authorize Payment window select the **Authorize Manually** option. If the **Save Card** field is set to **Yes**, on successful transactions the card data will be tokenized and saved with the customer's default payer. If the customer does not have a default payer the token will not be saved. Click the **Process Payment** button to process the transaction.

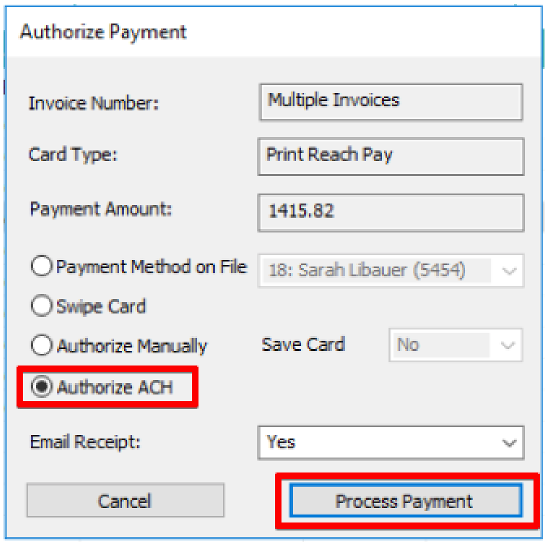


The **Payment Details** window appears. Enter the credit card data and click the **Submit** button to process the transaction:

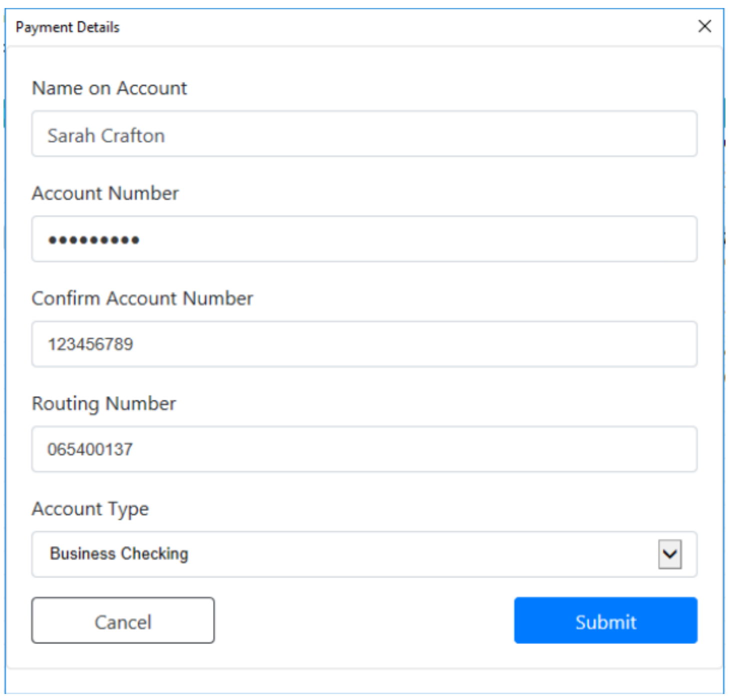


iv. Process a Payment using the ACH Option

Please note, this option requires an ACH enabled Merchant ID.
In the Authorize Payment window select the **Authorize ACH** option and click the **Process Payment** button.



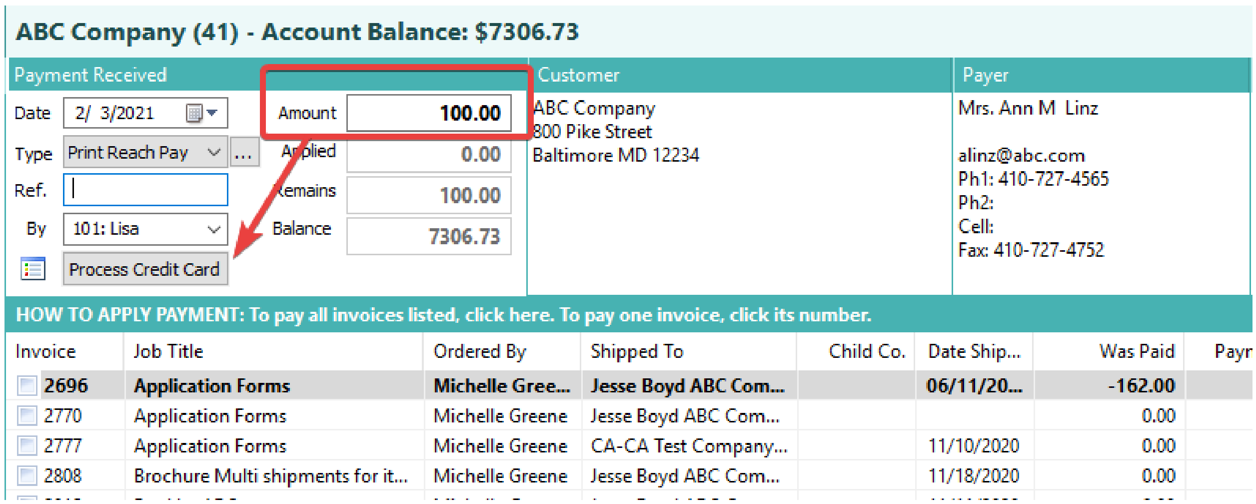
The **Payment Details** window appears. Enter the ACH data and click the **Submit** button to process the transaction:



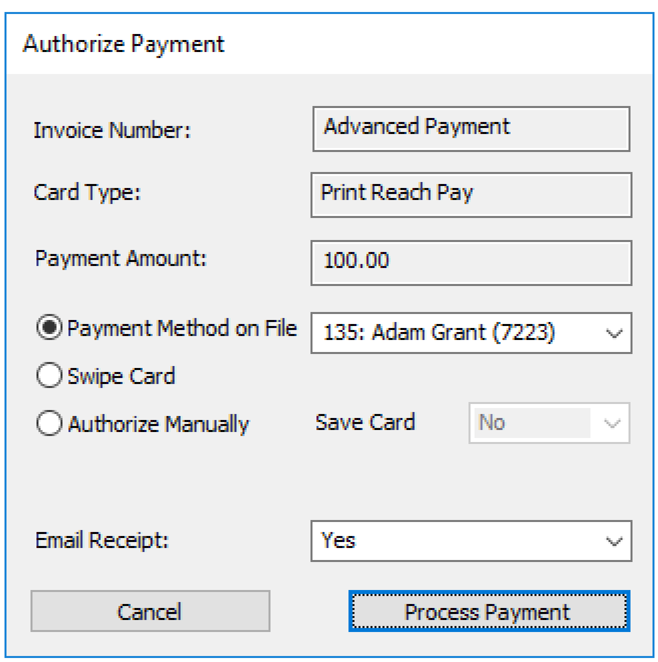
v. Process an Advanced Payment

Printer’s Plan can process advanced payments using the integrated payment processing solution. This advanced payment will create a credit on the customer’s account. To enter an advanced payment go to the A/R section and open the payment window for a customer account.

In the payment window enter an amount without selecting an invoice and click the **Process Credit Card** button.



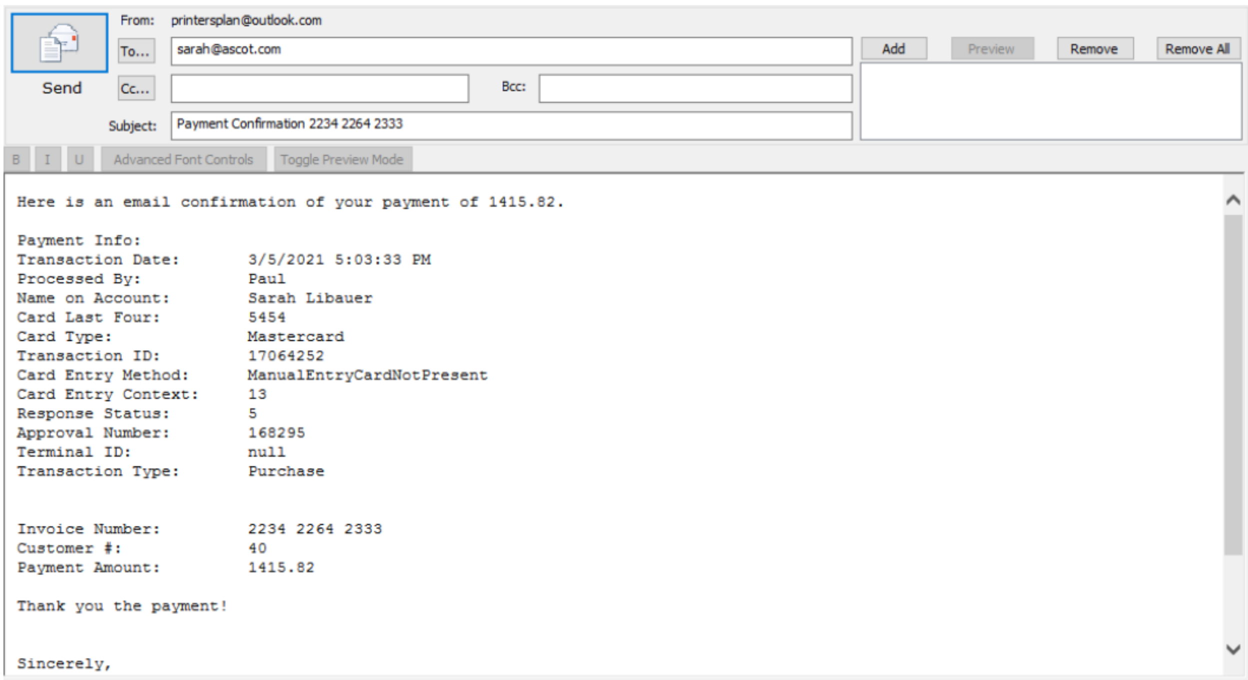
An alert message will appear, click **Yes** to continue. In the **Authorize Payment** window, process the payment.



Once approved, this payment amount will be added as credit to the customer's account.

vi. Successful Transactions - Email Receipt

For each of the processing methods outlined above, if the **Email Receipt** field in the **Authorize Payment** window was set to **Yes**, an email message will appear:



If the payment was made using a tokenized contact then the **To** field of the email message is populated with the tokenized contact's email address. Otherwise, the **To** field is populated with the email address of the customer's default payer.

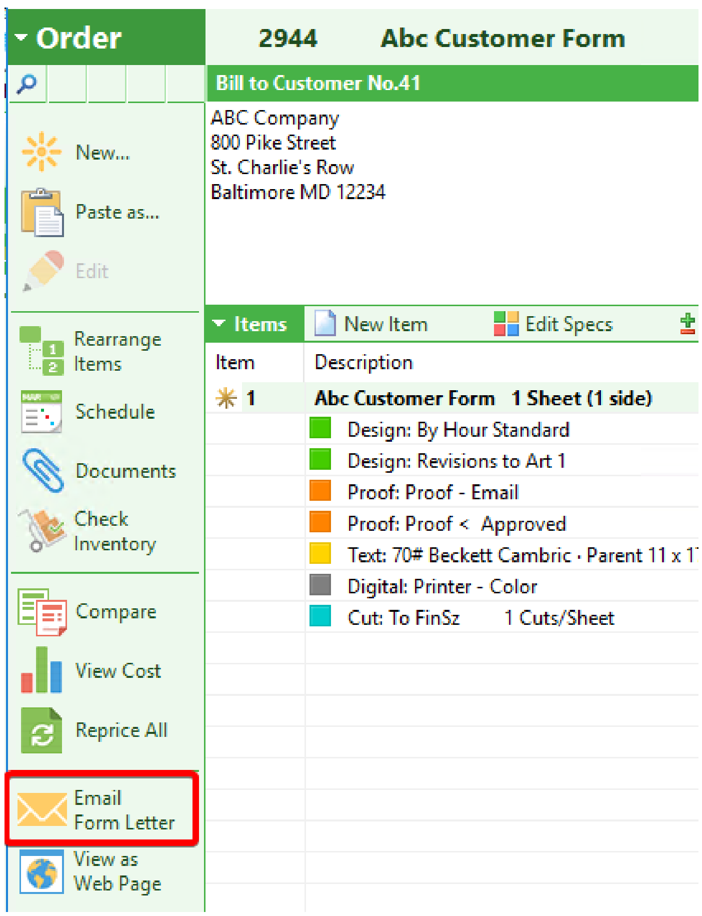
The default text for this email message can be customized. For Accounts Receivable payments, Printer's plan uses the text file **ARPrintReachPayReceipt.txt** to populate the body of the email receipt. This template file is located in the **Email** folder on the server computer. For a listing of data fields that can be populated in the email message please review the **Email Help - PrintReachPay.txt** file. This help file resides in the email folder on the server computer.

4. Generating a Payment Link

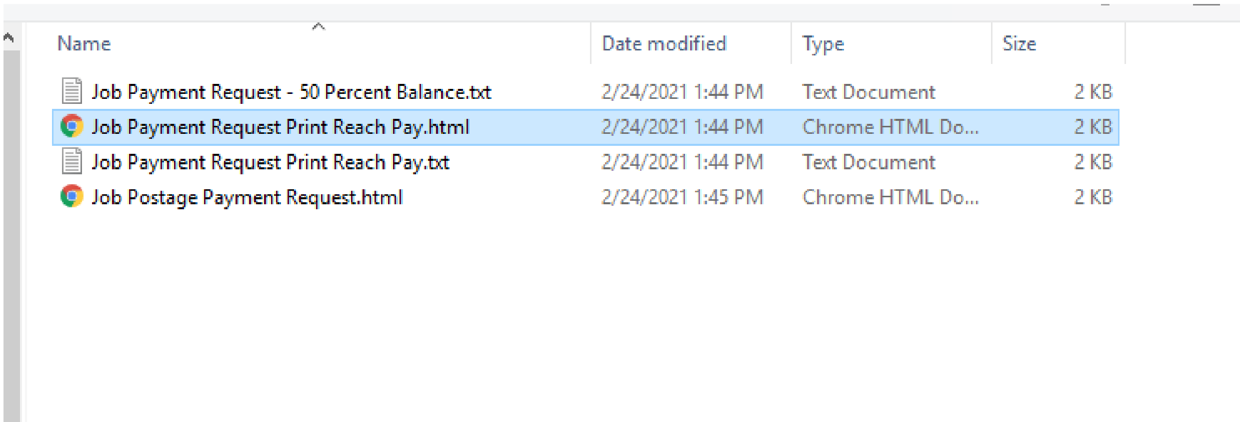
When an invoice is ready for payment, or if you require payment before starting a job, an email message with a payment link can be generated from Printer's Plan. This payment link will direct the customer to the hosted payment page where they will be able to enter a payment.

A. Sending an Email with a Payment Link

The following example illustrates how an email generated from Printer's Plan can include a payment link. In Printer's Plan open a job that is ready for payment and click the **Email Form Letter** button:

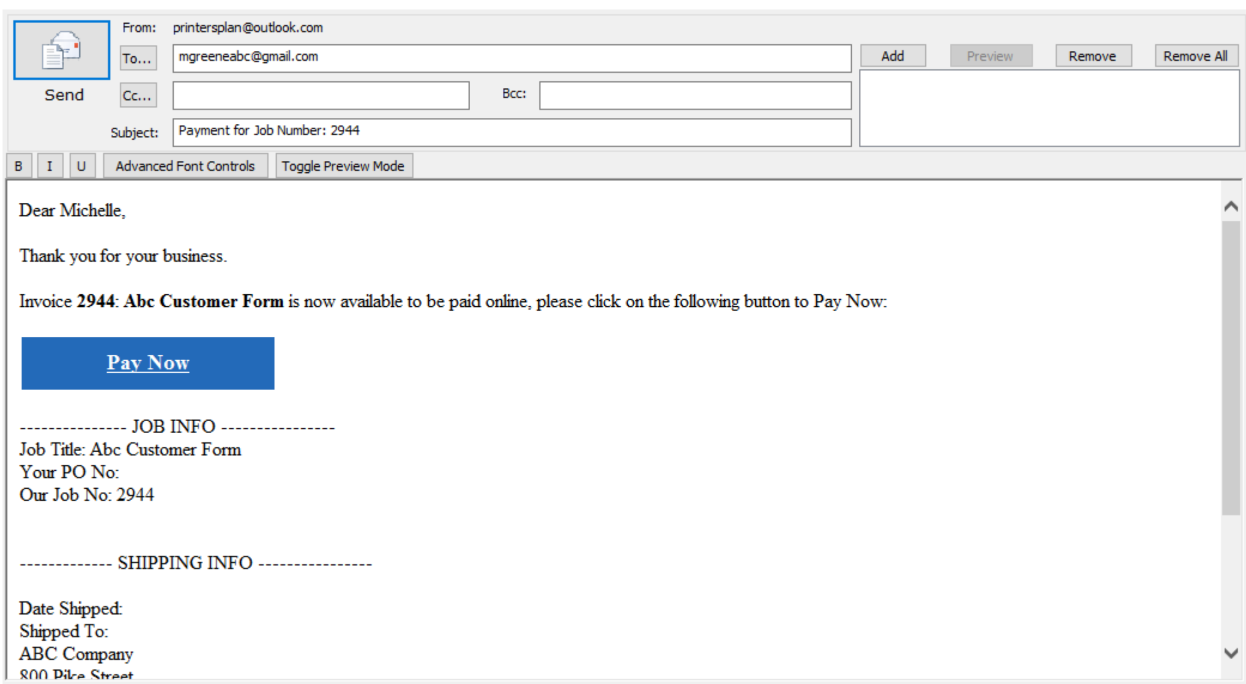


A **Select a template** window will open, in this window select a template that is designed to include the payment link:

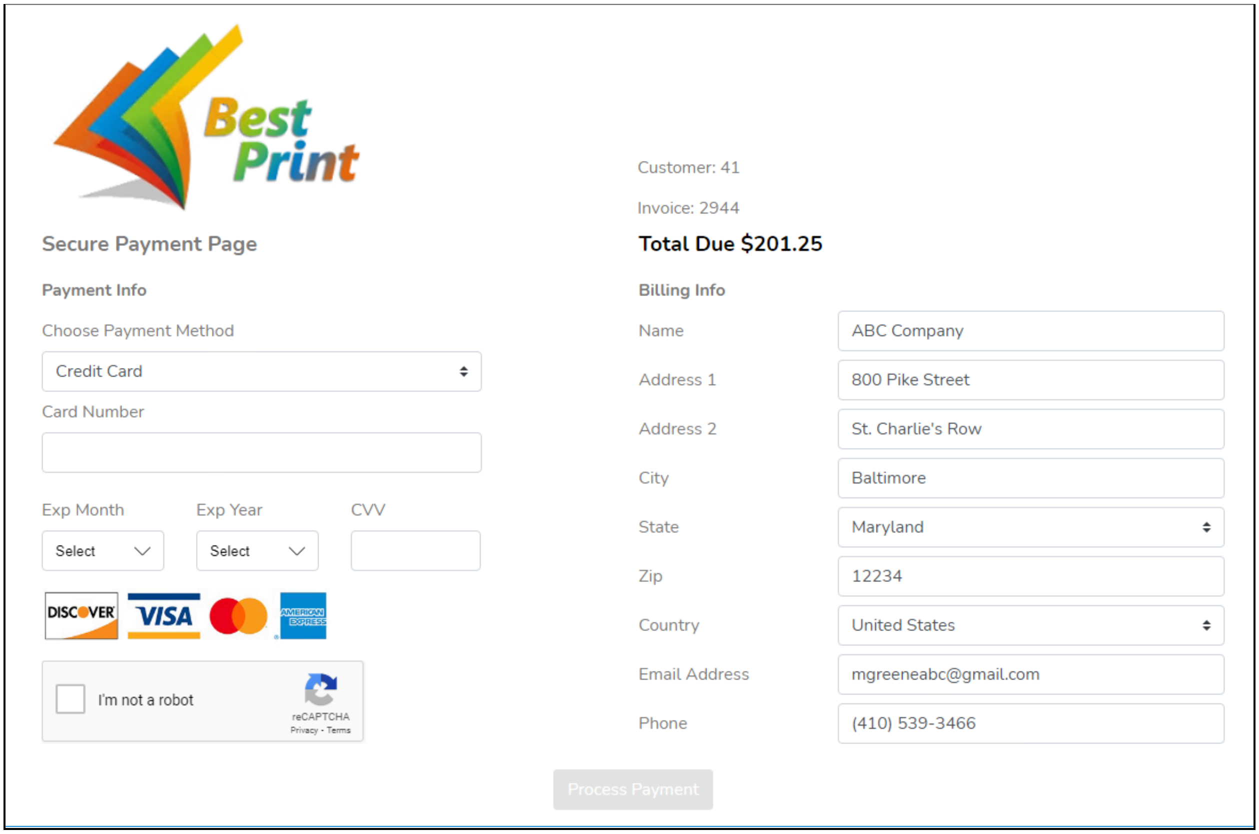


Important!: Make sure email templates that include a link/button to pay are updated with the address of your Print Reach Pay hosted payment page (Please see the **Updating the payment link on email templates** section of this document for information on how to update the payment link).

After selecting a template, an email message will appear, verify the contents of the message and click **Send** to send the payment request:



When the customer receives the email message they can click on the **Pay Now** link and they will be taken to the hosted payment page. On this page they can submit their payment.



On a successful transaction, Print Reach Pay will send the payment data to Printer's Plan updating the Printer's Plan job and payment totals. To receive this data in Printer's Plan, the following requirements need to be met:

- Active Printer's Plan API (Web2Plan) solution installed (version 2021.3.04 or later).
- Valid Webhook URL configured on the Print Reach Pay Hosted Payment Page.

To activate, or verify the version of the Printer's Plan API, and to ensure a valid webhook URL is configured on the hosted payment page, please contact the Print Reach support department at support@printreach.com or call 888-581-3100.

If you are running the Printer's Plan API (Web2Plan) on your local server, for the Print Reach Pay hosted payment page to communicate back to Printer's Plan you will need to whitelist the following IP addresses: 52.204.238.248.

If you are not running the Printer's Plan API solution (Web2Plan), payments entered on the hosted payment page need to be manually entered in Printer's Plan.

B. Updating the Payment Link on Email Templates

Email templates that include a link (or button) to pay must be updated to include the address of your Print Reach Pay hosted payment page.

For example, on the J**ob Payment Request Print Reach Pay** email template, the initial payment link on the template will look like this:

> *https://printreachcentral.com/**[SiteName]**/hpp?application=printersplan&customerID=<CusNo>&invoiceID=<JobNo>&tax=<TaxAmountPRP>&subtotal=<SubtotalPRP>&totaldue=<Balance>*

On this template, edit the ***[SiteName]*** text of this link to include the address of your Hosted Payment Page. The updated link will look similar to the following:

> *https://printreachcentral.com/**bestprint**/hpp?application=printersplan&customerID=<CusNo>&invoiceID=<JobNo>&tax=<TaxAmountPRP>&subtotal=<SubtotalPRP>&totaldue=<Balance>*

Repeat this change for each of the email templates.

By design the payment link on the email templates will capture data from the Printer's Plan job and populate this information on the hosted payment page. This helps reduce the amount of data the customer will need to enter when making an online payment. Listed below is a description of the job fields that are part of the payment link:

customerID= (*required) -- Customer number on the job.
invoiceID= (*required) -- Printer's Plan Job number.
tax= (*required) -- Tax amount of the job.
subtotal= (*required) -- Sum of the job's subtotal, discount, shipping, postage and paid fields.
totaldue= (*required) -- The current balance due on the job. This amount must equal the sum of the subtotal and tax fields.

(the following fields in the payment link are optional)
name= Bill To Company Name.
address1=Bill To Address 1.
address2 = Bill To Address 2.
city= Bill To City.
state=Bull to State.
zip= Bill to Zip.
country=Bill to Country.
emailaddress= Email Address.

phone= Phone Number.

For a listing of additional data fields that can be populated in the email message please review the **Email Help - PrintReachPay.txt** file. This help file resides in the email folder on the server computer. HTML formatted email templates are designed to work with the Printer's Plan SMTP client, results may vary when using a third party email client.

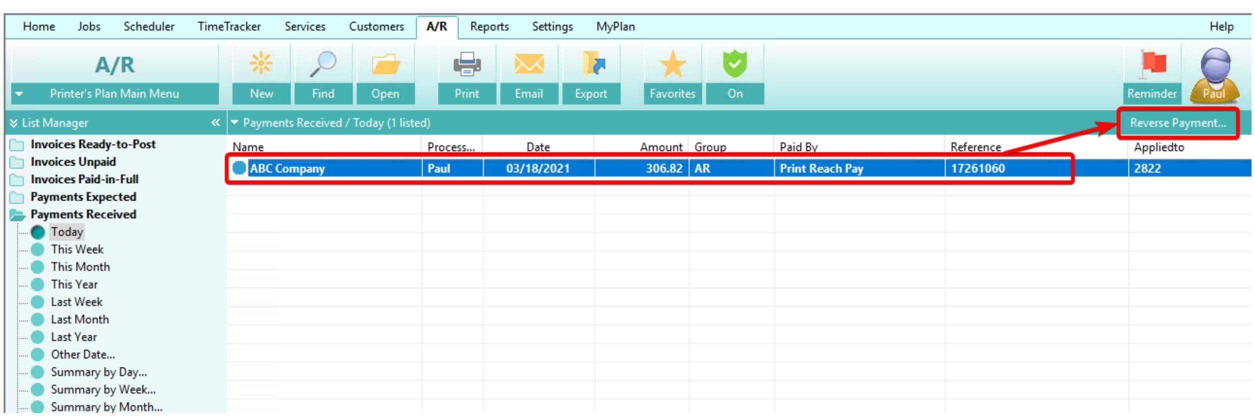
Additionally, the 2021 update of Printer's Plan includes the ability to create Formula Fields on an email template. This feature will allow you to send partial payment requests. For example, you can send an email asking for a 50% deposit before starting production on a job. Instructions on how to use the formula fields on an email template can be found in the following Knowledge Base article (Formula Fields on Email Templates)

5. Reversing a Payment

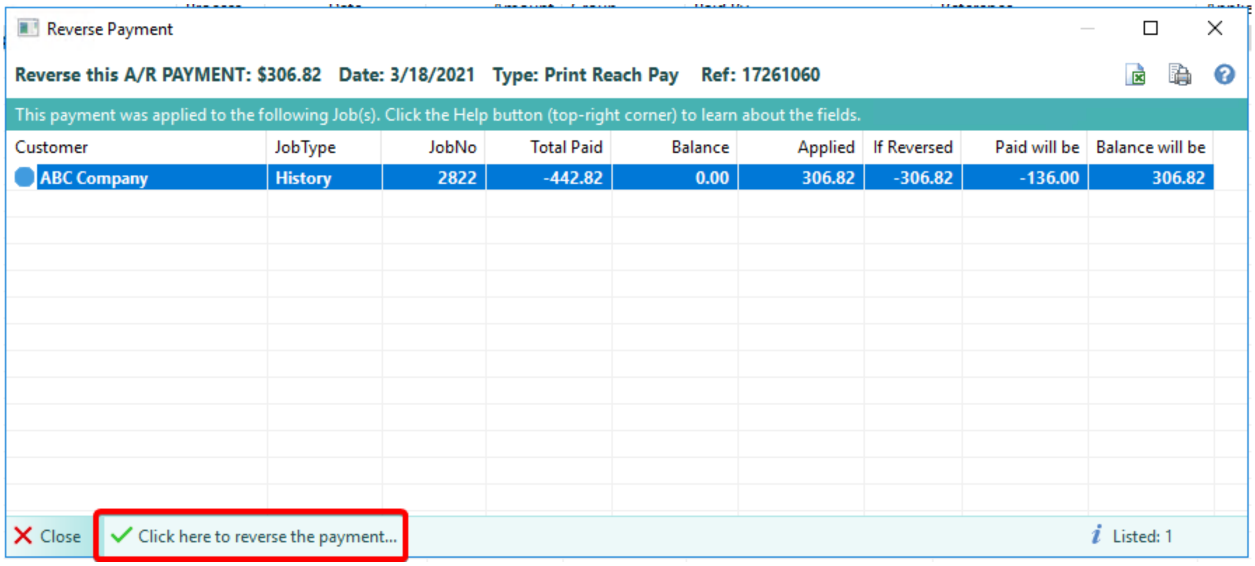
The payment reversal steps outlined in this section apply to each of the Printer's Plan payment methods (Deposit Payments, Quick Sale Payments, and Account Receivable Payments).

To reverse a payment that was entered in Printer's Plan, and processed by Print Reach Pay, go to the A/R section of Printer's Plan. Open the **Payments Received** folder and select one of the list options. To filter for a specific payment, in this folder click **Other...** and a filtering window will appear allowing you to search for the payment.

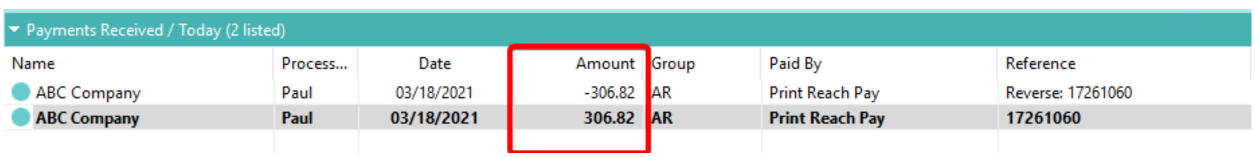
When the payment is listed on the screen, highlight the record and click the **Reverse Payment** button located at the top right corner of the screen:



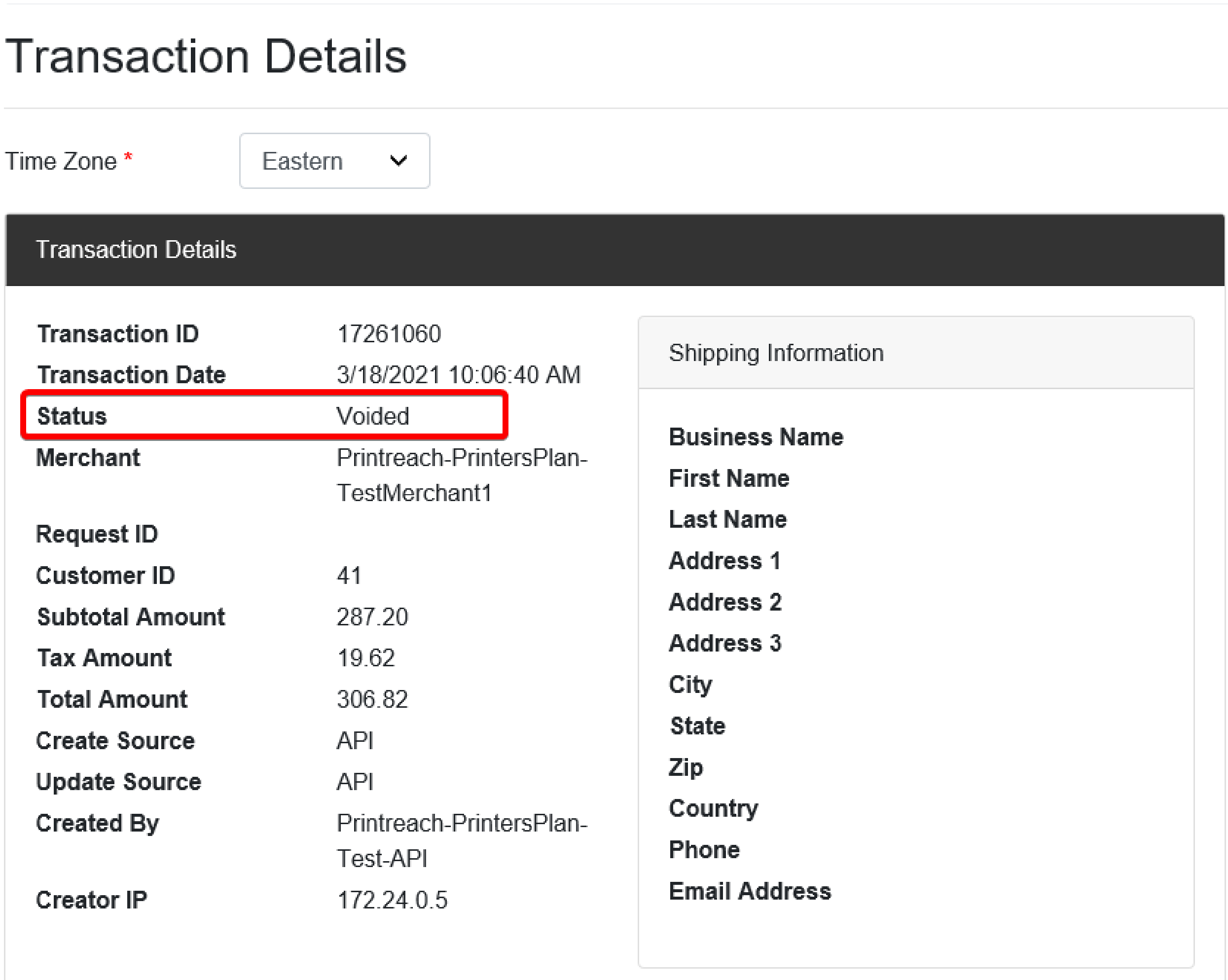
This will open the **Reverse Payment** window. In this window click on the '**Click here to reverse the payment...**' button:



This will reverse the payment and the payment list will refresh displaying the negative payment.



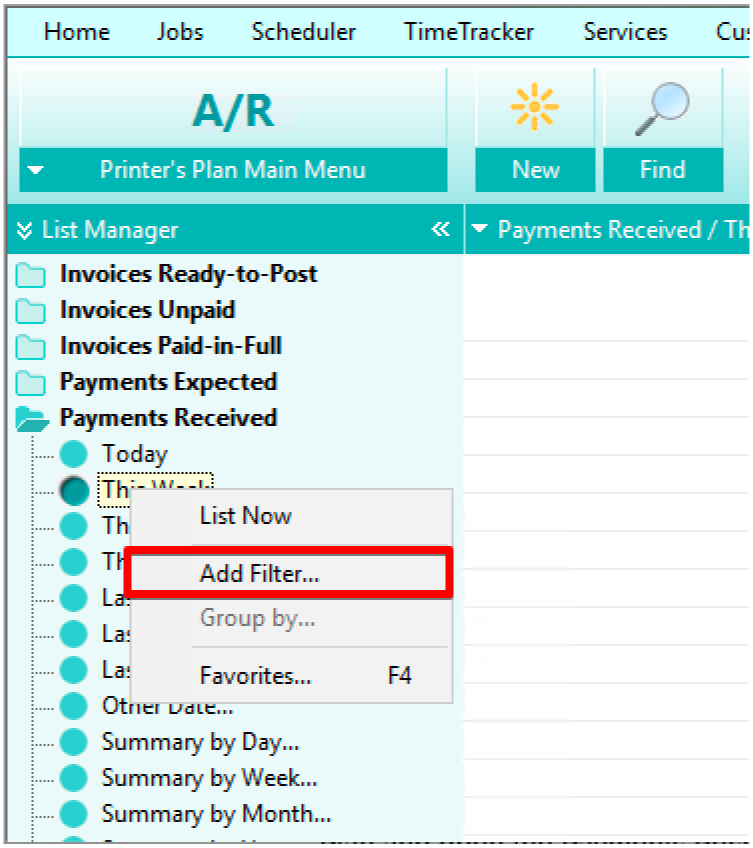
As part of the payment reversal process, the balance of the Printer’s Plan job is restored and the Print Reach Pay transaction is voided. To see the voided transaction, log on to your Merchant Track Portal (Accessing the Merchant Track Portal) and view the transaction log:



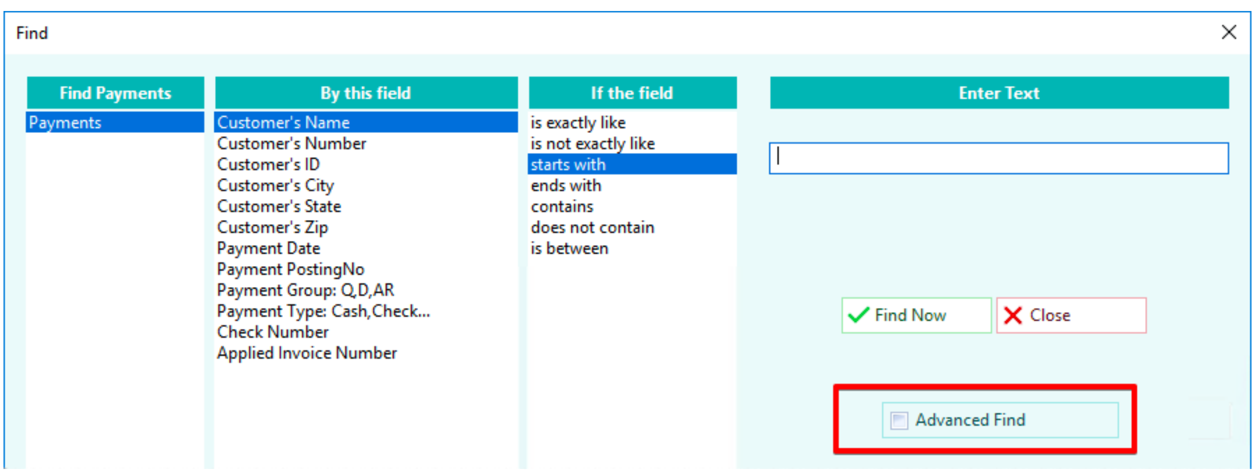
If the Printer’s Plan payment reversal process fails we recommend that you navigate to the Merchant Track Portal (Accessing the Merchant Track Portal) to manually reverse the transaction. After reversing the payment in the Merchant Track Portal, contact the support department at Print Reach support@printreach.com for assistance in reversing the Printer’s Plan portion of this transaction.

6. Print Reach PayPayment Reports

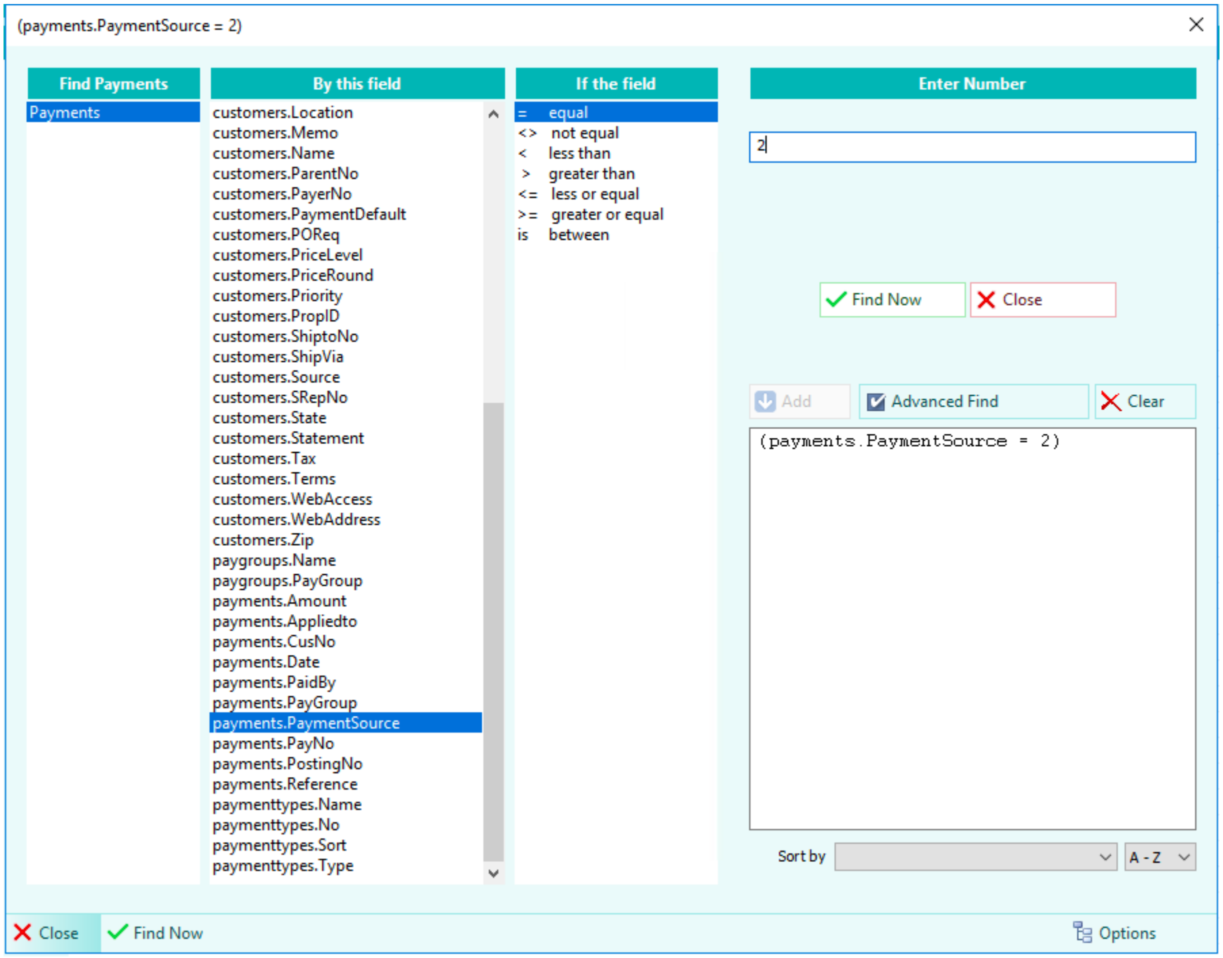
To generate a report of the Print Reach Pay integrated payments go to the A/R section of Printer’s Plan and open the Payments Received folder. In this folder right-click on one of the list options and a menu will appear. On this menu select **Add Filter**:



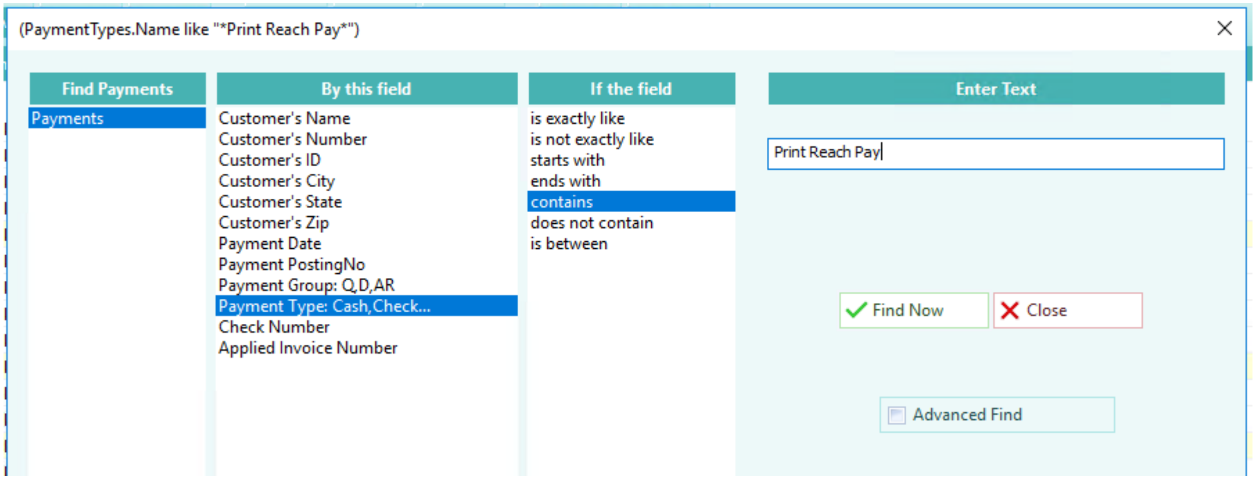
The **Find** window will appear and in this window check-in the **Advanced Find** option:



In the **By this field** column highlight **payments.PaymentSource**, and in the **If the field** column highlight = **equal**. Enter **2** in the **Enter Number** field -- all Print Reach Pay payments will have a payment source value of 2. Click the **Add** button to add this criteria to the filter. The **Find** window will look like this:



Add any additional criteria to the filter and click **Find Now** to display the results. Alternatively, if you created a default payment type for the integrated payments (as outlined in the ***Print Reach Pay Default Payment Type*** section of this guide) you can generate a payment report filtering by this payment type:



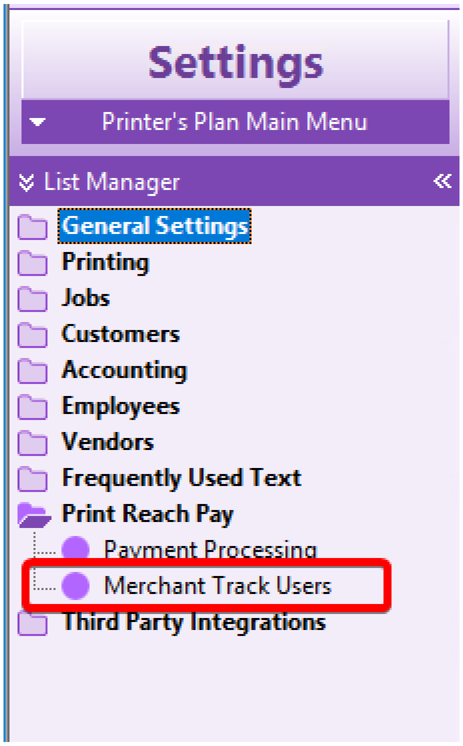
To view in-depth details about payment transactions, and to generate a comprehensive list of Payment Reports, access the Print Reach Pay Merchant Portal as outlined in the following section of this guide: Accessing the Merchant Track Portal

7. Accessing the Merchant Track Portal

Merchant Track is an integrated portal that allows you to view transaction details and generate funding reports. To access the Merchant Track Portal you will need to create a Merchant Track user account.

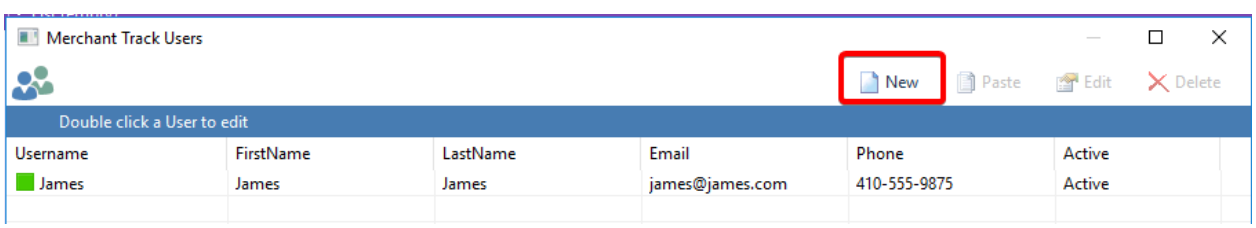
A. Creating a Merchant Track User Account

To access Merchant Track you first need to create a Merchant Track user account. To create a Merchant Track user account go to the **Settings** tab, open the **Print Reach Pay** folder and select **Merchant Track Users**.

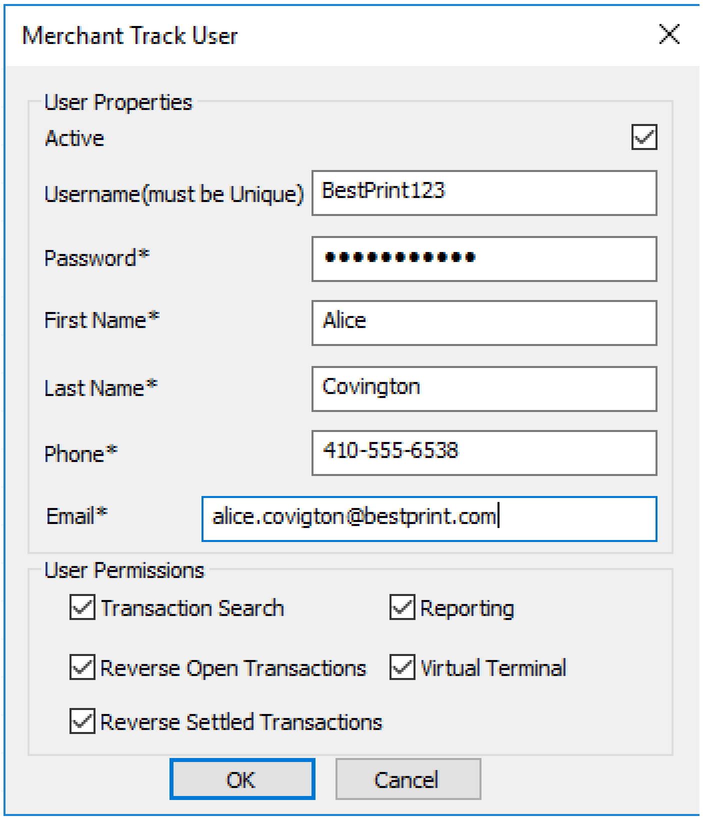


Please note, creating and editing a Merchant Track User requires a top level password (**Settings/General Settings/Passwords)**.

In the Merchant Track Users window click **New** to create a new user:



This will open the **Merchant Track User** window:

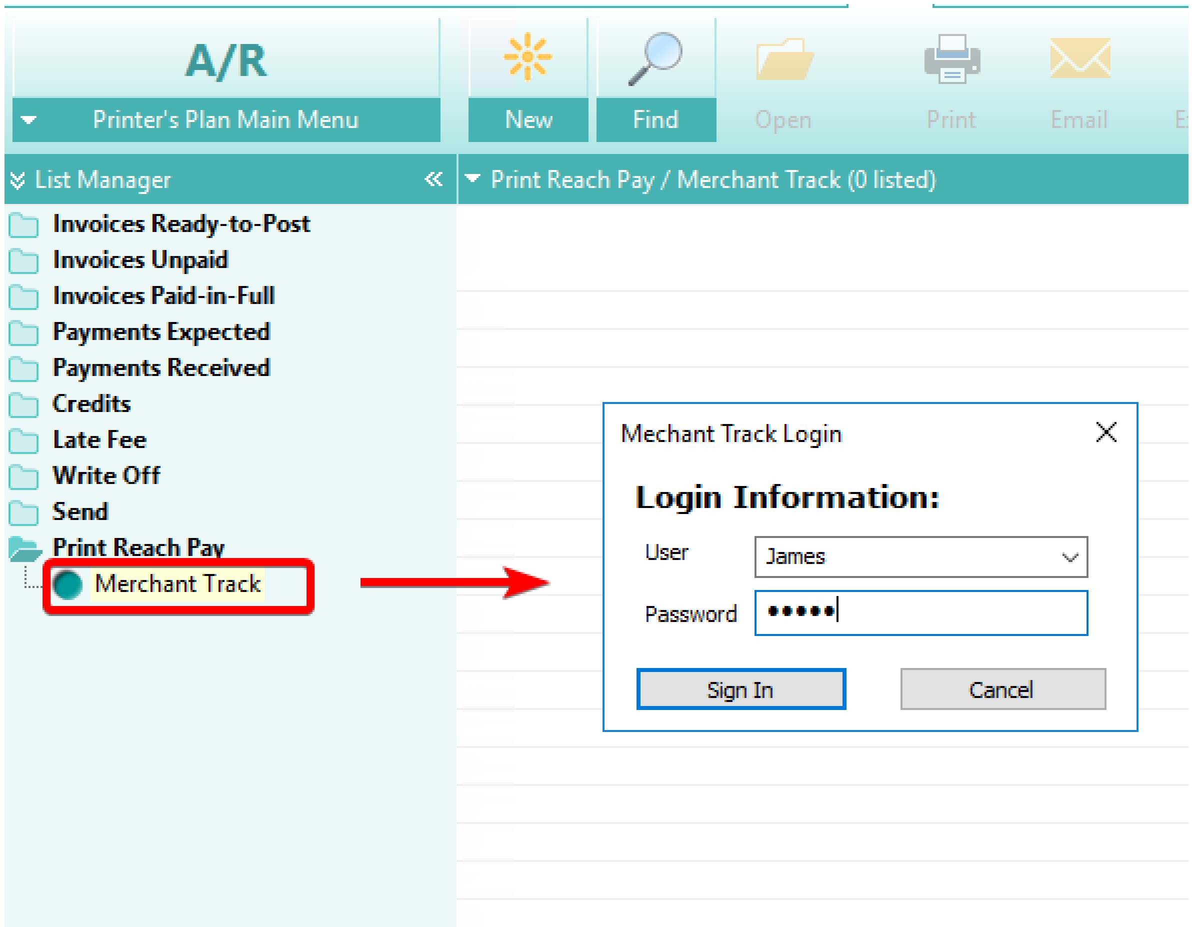


In the **Merchant Track User** window fill in the following fields:

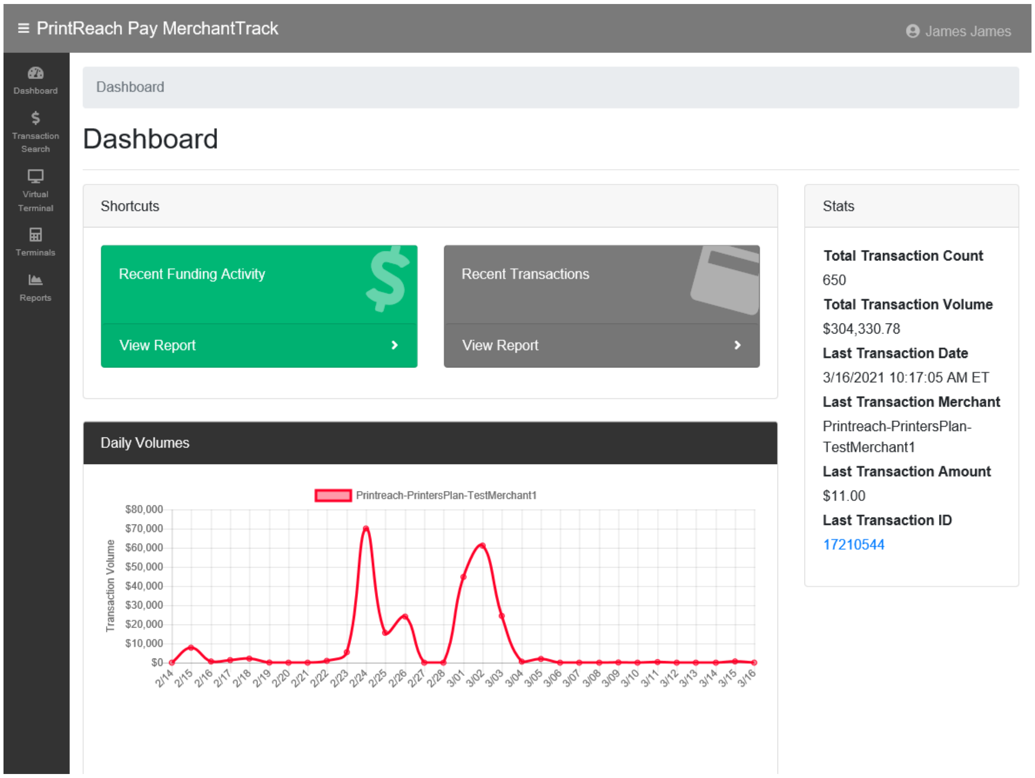
Actve: Check this option to enable the user account.
Username: Enter a unique username.
Password: Enter a password.
First Name: Enter the user account first name.
Last Name: Enter the user account last name.
Phone: Enter the user account phone number.
Email: Enter the user account email address.
User Permissions: Select the enabled options for the Merchant Track user.

B. Opening the Merchant Track Portal

To access the Merchant Track Portal go the **A/R** section, open the **Print Reach Pay** folder and select **Merchant Track.** This will open the **Merchant Track Login** window:



In the **Login** window select the User, enter the Password and click **Sign In**. This will open the Merchant Track Portal Dashboard:



From this dashboard you can view and search for transactions, generate reports and print payment receipts.

The Merchant Track Portal can also be used to reverse payment transactions, or process a new payment using the Merchant Track Virtual Terminal.

Important! Transaction reversals and new payments should only be entered in the Merchant Track Portal in cases where the transactions failed in Printer's Plan. Transactions entered using the Merchant Track Portal will not be captured in the Printer's Plan database.

This concludes the Printer's Plan - Print Reach Pay Integration Guide

For any questions please contact the Print Reach Support Department at support@printreach.com or 888-581-3100

(Revised March 29, 2021)