18

Accounts Receivable

The billing functionality in FTD Mercury allows you to set up an automated billing system, complete with aging cycles, finance charges, and statements for your customers. You can bill your customers using printed statements, or you can send e-mail or fax statements.

Billing Functions

Establishing House Accounts

The billing process begins with establishing up house accounts for customers. For complete information on setting up house accounts in FTD Mercury, see Setting Up House Accounts on page 7–29.

Receiving Payments on House Accounts

When you receive payments on a customer's house accounts, you need to enter them in FTD Mercury. As payments are entered into the system, the customer's balance is updated immediately (as long as the payment is not entered for a future date). When open item account customers make a payment, you must apply the payment to a particular ticket. Balance forward accounts automatically apply payments to the oldest invoice.

When a customer walks in with payment, you typically want to record the payment in the Point of Sale window (see Receiving Payments in Point of Sale on page 18–2). For all other cases, use the Receive Payment button from the FTD Mercury Main Menu (see Receiving Payment from the FTD Mercury Main Menu on page 18–4).

Receiving Payments in Point of Sale

There are three main scenarios when receiving payments in Point of Sale, differentiated by payment type.

Cash Payments

TASK   **To receive a house account payment in cash in Point of Sale:**

1   On the **FTD Mercury Main Menu**, click **Point of Sale**. The **Point of Sale** window opens.
2   Click **Receive Payment**. The **Receive Customer Payment on Account** window opens.
3   In the **Customer** field, enter the customer's name and press **TAB**, or click the **Search** button (**…**) to perform a Customer Search. Once the customer has been located, the text box below the name displays the customer's address and phone number, and the text box to the right of the name displays information about their account (including current balance).

TIP   When performing a Customer Search, to verify you have the correct customer, check the Account column (which displays the account number) and/or the Balance column (which displays the balance).

4   In the **Payments** area:
  a.   In the **Type** column, select **Cash**.
  b.   In the **Amount** column, enter the amount being paid towards the outstanding balance. This may be different than the amount of cash being provided by the customer.
5   The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.
6   In the **Tendered Amount** field, enter the amount of cash the customer is providing you as payment. If this amount is more than the amount entered in the **Amount** column in the **Payments** area, the window displays the amount that will be due back to the customer as change for their payment.
7   Click the **Batch Mode** check box so a check mark appears if you wish to record several customer house account payments. Batch mode keeps the window open so that you do not have to re-access the window to enter another payment.
8   Click **Complete**. A receipt prints (if the payment type is a credit card and your system is set up to process credit card transactions, two additional receipts with signature lines also print). Click **Close** to return to the **Point of Sale** window, or click **Reprint Receipt** to reprint an additional receipt.

Check Payments

TASK   **To receive a house account payment by check in Point of Sale:**

1   On the **FTD Mercury Main Menu**, click **Point of Sale**. The **Point of Sale** window opens.

2   Click **Receive Payment**. The **Receive Customer Payment on Account** window opens.

3   In the **Customer** field, enter the customer's name and press **TAB**, or click the **Search** button (**…**) to perform a Customer Search. Once the customer has been located, the text box below the name displays the customer's address and phone number, and the text box to the right of the name displays information about their account (including current balance).

TIP   When performing a Customer Search, to verify you have the correct customer, check the Account column (which displays the account number) and/or the Balance column (which displays the balance).

4   In the **Payments** area:

   a.   In the **Type** column, select **Check**.

   b.   In the **Name** column, ensure the name is the name on the check.

   c.   In the **Amount** column, enter the check amount.

5   The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.

6   Click the **Batch Mode** check box so a check mark appears if you wish to record several customer house account payments. Batch mode keeps the window open so that you do not have to re-access the window to enter another payment.

7   Click **Complete**. A receipt prints (if the payment type is a credit card and your system is set up to process credit card transactions, two additional receipts with signature lines also print). Click **Close** to return to the **Point of Sale** window, or click **Reprint Receipt** to reprint an additional receipt.

Credit Card Payments

TASK   **To receive a house account payment via credit card in Point of Sale:**

1   On the **FTD Mercury Main Menu**, click **Point of Sale**. The **Point of Sale** window opens.

2   Click **Receive Payment**. The **Receive Customer Payment on Account** window opens.

3   In the **Customer** field, enter the customer's name and press **TAB**, or click the **Search** button (**…**) to perform a Customer Search. Once the customer has been located, the text box below the name displays the customer's address and phone number.

TIP   When performing a Customer Search, to verify you have the correct customer, check the Account column (which displays the account number) and/or the Balance column (which displays the balance).

4   In the Payments area:

   a.   From the **Type** column, **Credit**.

   b.   Swipe the credit card or enter the account or card number in the **Account Number** field. You can also click in the column to select from previously used credit card numbers.

   c.   In the **Exp Date** column, enter the expiration date of the card (if it was not populated via the swipe).

   d.   In the **Name** column, enter the cardholder name (if it was not populated via the swipe).

    e. In the **Amount** column, enter the payment amount.

5 The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.

6 Click the **Batch Mode** check box so a check mark appears if you wish to record several customer house account payments. Batch mode keeps the window open so that you do not have to re-access the window to enter another payment.

7 Click **Complete**. A receipt prints (if the payment type is a credit card and your system is set up to process credit card transactions, two additional receipts with signature lines also print). Click **Close** to return to the **Point of Sale** window, or click **Reprint Receipt** to reprint an additional receipt.

Receiving Payment from the FTD Mercury Main Menu

TASK   **To receive payment from the FT D Mercury Main Menu:**

1 On the **FTD Mercury Main Menu**, click **Receive Payment**. The **Receive Customer Payment on Account** window opens.

2 For multi-store environments, select the store at which the payment will be recorded.

3 In the **Date** field, enter the date of the payment.

4 If you want to reopen this window after you are finished (for example, if you are recording many payments at once), select the **Batch Mode** check box.

5 In the **Customer** field, enter the customer's name and press **TAB**, or click the **Search** button (**…**) to perform a **Customer Search**. Once the customer has been located, the text box below the name displays the customer's address and phone number.

TIP   When performing a Customer Search, to verify you have the correct customer, check the Account column (which displays the account number) and/or the Balance column (which displays the balance).

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6 In the **Payments** area, in the **Type** column, select the payment type. Typically, these are payments received in the mail with a check. However, if you are provided with a credit card number:

    a. Enter the account or card number in the **Account Number** field. You can also click in the column to select from previously used credit card numbers.

    b. In the **Exp Date** column, enter the expiration date of the card.

    c. In the **Name** column, enter the cardholder name.

    d. In the **Amount** column, enter the payment amount.

7 The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.

8 Click **Complete**.

Receive Customer Payment On Account Window

The Receive Customer Payment On Account window is used to record customer payments on house accounts. The customer's balance is updated immediately. Payments on open item accounts are applied toward tickets, whereas payments made on balance forward accounts are automatically applied toward the oldest invoice.

Figure 18-1: Receive Customer Payment on Account Window

In Point of Sale, when you receive payment on a customer account, a receipt will print for the customer.

For Canadian systems, when receiving payment on a house count using Point of Sale (click the Receive Payment button in the Point of Sale window), you can specify if you are receiving payment in U.S. or Canadian funds by selecting the appropriate fund type from the Exchange list next to the Tendered Amount field. If you select US, the funds are converted to Canadian dollars using the local exchange rate in the Store Settings screen in Mercury Administration.

The Receive Customer Payment on Account window is divided into several areas:

Store Name/Date Area

The Store Name selection list and Date fields only appear if you access the window from the FTD Mercury Main Menu. From the list, you can select the store to which to post the payment. You can also select the date for the payment.

NOTE   Payments received via Point of Sale are posted to the store associated with the Point of Sale session and are recorded as the current date.

Customer Area

In the Customer area, enter or search for the customer for whom this payment is being made. When the customer has been identified, the customer's address and current balance information and account number are displayed.

Payments Area

In the Payments area, select the payment type for this payment and enter the amount being paid on the outstanding account balance (this may be different than the amount tendered in cash from the customer). If this is a credit card payment, you need to enter the account number, expiration date, and name on the credit card.

If you enter a payment that is incorrect, highlight the row and click Remove to remove it.

The Total Amount field displays the total amount of all payments that are to be applied against the outstanding balance on the house account. The Unallocated Credit field displays any unallocated credits from previous payments.

Allocation Area

The Allocation area is available only for customers who have open item accounts. Additionally, the customer must have unpaid invoices for tickets to appear in this list.

In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the This Payment column. The Unallocated Balance field shows the outstanding dollar amount still to be paid on this open item account from the current payment. You can also double-click on an unpaid amount to move the entire amount of that ticket to the This Payment column and add the amount to the payment total.

If FTD Mercury is cofigured (via Mercury Administration) to allocate payments across invoices from all stores, all upaid invoices from all stores appear in the Allocation list. If FTD Mercury is configured to allocate payment only to invoices in the store where the payment is received, only the unpaid invoices for the store selected for the payment displays in the Allocation list.

Tendered Area

If the payment type supports a tendered amount, enter the amount you are receiving in the Tendered Amount field. If you are a Canadian shop, select whether the amount is in U.S. or Canadian dollars. The Change Due reflects the difference between the payment amount and the tendered amount.

Also, in the lower right corner of the window when accessed in Point of Sale, the Batch Mode check box allows you to automatically reopen the Receive Customer Payment on Account window following completion of the payment.

Button Ribbon

The following buttons are at the bottom of the window:

Table 18-1:

Button	Description
Print	Prints an acknowlegement of the payment received.
Complete	Completes the payment transaction.
Update	This button, available only when receiving payment in Point of Sale via credit card or debit card, appears if the card is declined. You can then change the payment and click this button to update the payment.

Table 18-1:

Button	Description
Cancel Payment	When you open a previously made payment, you can click this button to cancel the payment. This is helpful if you accidently put the wrong payment on a customer's account, or if you entered the wrong payment amount. **NOTE:** Cancelled payments do not appear on customer statements.
Reprint Receipt	This button, available when accessing this window from Point of Sale, enables you to reprint the receipt for payment.
Escape	Closes the window without recording any changes.

Allocating Previous Payments

If you had previously received a payment on an open item account and had not allocated payment, there is an unallocated credit on the account. You can later access the account and allocated payments.

TASK   **To allocate previous payments:**

1   On the **FTD Mercury Main Menu**, click **Receive Payment**. The **Receive Customer Payment on Account** window opens.

2   For multi-store environments, select the store at which the payment will be recorded.

3   From the **Date** field, enter the date of the payment.

4   If you want to reopen this window after you are finished (for example, if you are recording many payments at once), select the **Batch Mode** check box.

5   In the **Customer** field, enter the customer's name and press **TAB**, or click the **Search** button (**…**) to perform a **Customer Search**. Once the customer has been located, the text box below the name displays the customer's address and phone number.

TIP   When performing a Customer Search, to verify you have the correct customer, check the Account column (which displays the account number) and/or the Balance column (which displays the balance).

6   The **Unallocated Credit** field displays the amount of unallocated credit. In the **Allocation** area, enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.

7   Click **Complete**.

Canceling Payments

Customer payments are displayed in Ticket Search. You can cancel payments made to house accounts if certain criteria are met:

»   Payments made in Point of Sale can only be canceled in Point of Sale (you cannot cancel these payments by opening them in Ticket Search via the Order Entry window or the FTD Mercury Main Menu).

»   You can only cancel a payment if it has not yet been printed on a customer's statement.

»   Payments can only be canceled if they have not yet been exported to QuickBooks.

»   You must have appropriate user rights to cancel a payment.

»   If the payment was made using a credit card, the transaction must still be unsettled.

When you cancel a payment, allocations made to house accounts are removed. Subsequent searches in Ticket Search display the transaction as cancelled.

If you cancel a payment in Point of Sale, a receipt prints with the word Cancelled on the receipt. Cancelled transactions are included in the X out and Z out payment totals, and are listed as Voided <payment type> with the payment type as one of the following:

» Cash & Check

» Credit Card

» Debit Card

» Gift Certificate

Voided payments are listed as negative amounts, and are included in the void totals in X out and Z out reports.

TASK **To cancel a house account payment which was taken in Point of Sale:**

1 On the **FTD Mercury Main Men**u, click **Point of Sale**. The **Point of Sale** window opens.

2 Click **Lookup**. The **Ticket Search** window opens.

3 Enter criteria to locate the transaction you want to cancel and click **Search**.

4 From the results list, double-click on the payment you want to cancel. The **Receive Customer Payment on Account** window opens.

5 Click **Cancel Payment**. The **Cancel or Void Order** window opens.

6 Enter your **Login Name** and **Password** and click **OK**.

TASK **To cancel a house account payment which was taken from the FTD Mercury Main Menu:**

1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Ticket**.The **Ticket Search** window opens.

2 Enter criteria to locate the transaction you want to cancel and click **Search**.

3 From the results list, double-click on the payment you want to cancel. The **Receive Customer Payment on Account** window opens.

4 Click **Cancel Payment**. The **Cancel or Void Order** window opens.

5 Enter your **Login Name** and Password and click **OK**.

Statements

To print, fax, or, email statements to your customers, you must generate them in your system first. You can generate statements for multiple billing cycles at once. Your system then gives you printing/faxing/emailing options and prints/sends the statements for you.

NOTE Make sure that before you generate statements, you select the cover letters/templates to use, the time the faxes/email messages should be sent, and specify a reply email address. You are not be allowed to fax or email statements if you do not have cover letters selected for your email messages/faxes. You must also specify a reply email address. See Fax Screen on page 24–28 and Email Screen on page 24–25 to learn how to set up this information.

To fax or email statements to your customers, you must complete a few configurations in FTD Mercury. After your system is set up, the process is very simple because faxes and email messages are sent to your customers automatically from FTD Mercury when you generate statements—you don't even need to access a fax machine or open your email account.

Required Setups for Faxing and Emailing Statements

Configurations Required for Emailing Statements

To email statements, you must complete the following setups:

» **Set up an Internet connection in Mercury Administration.** You must have an Internet connection in order to send email. You can use any type of Internet connection (dial-up [AOL only], DSL, etc.), as long as you can connect. If you do not already have an Internet connection, see Internet Screen on page 24–30 to learn how to set it up.

   If you are using a dial-up connection, you must specify which phone line is used for the Internet. See Phone Lines Screen on page 24–37 to learn how to set up this information.

» **Set up your ISP information in Mercury Administration.** If you do not already have access to the Internet, you have to sign up with an ISP company. You can do this on your own, or the Mercury Technology Assistance Center at 1-800-669-1000 can help you (you can sign up with FTD's ISP service, FTD InternetLink). An ISP is a company that provides you with the software or access information that enables your computer to connect to the Internet. If you can connect to the Internet, you are already using an ISP.

   After signing up with an ISP, you must set up FTD Mercury with your Internet and outgoing mail server information for that ISP. See Internet Screen on page 24–30 and MailServer Screen on page 24–31 to learn how to set up this information.

» **Set up your default email settings in Mercury Administration.** You are not allowed to email statements until you select a cover letter and specify a reply address for your email messages. Also, there are many other defaults that you can set up. See Email Screen on page 24–25 for more information.

Configuration Required for Faxing

» **Set up the phone line in Mercury Administration.** To send a fax, you need a phone line available. Depending on how often you will fax statements, you can share this phone line with another line, except for your Mercury line. (To avoid busy phone lines, you can specify a "later" time for sending faxes, when your shop is less busy. See Fax Screen on page 24–28 for more information.) Decide which phone line will be used for faxes, then specify this phone line in Mercury Administration (see Phone Lines Screen on page 24–37).

» **Set up your default fax settings in Mercury Administration.** You are not allowed to fax statements until you select a cover letter for your faxes. Also, there are many other defaults that you can set up. See Fax Screen on page 24–28 for more information.

Configuration for a Smooth Billing Process

» **Collect customers' email addresses and fax numbers.** (see Collecting Customers' Email/Fax Information on page 18–10) It is impossible to send faxes or email messages to customers without the customers' fax numbers and email addresses saved in their accounts. (This is an ongoing process – you can continue to print statements for customers that do not have email addresses or fax numbers saved in the system.)

» **Select the preferred billing method for each customer.** (see Selecting a Customer's Preferred Billing Method (Email, Fax, or Printed Statement) on page 18–10) By default, each customer is selected to print statements only, so if you want to fax or email statements to customers instead, you have to change these settings for each customer based on the customer's preferences.

Collecting Customers' Email/Fax Information

If you plan on faxing and/or emailing statements to your customers, you have to collect your customers' fax numbers and/or email addresses. You will want your employees to ask customers how they want to be billed (printed statement, fax, or email) and collect the relevant information (you have the option to bill customers using any combination of these three methods).

The more email addresses and fax numbers you save, the less money you will have to spend to print statements and mail them to your customers. Also, collecting email addresses for customers allows you to use other new features in this release – Delivery Confirmation and email marketing with Mercury Marketing (if you purchased the Mercury Marketing module).

If you are faxing and/or emailing statements to customers, you must have the fax and/or email address saved for the customer in the customer account. To save a fax number or email address for a customer, access the customer record (through a Customer Search), then enter the information into the Contact Information section as shown below:

Figure 18-2: Saving a Fax/Email Address in the Customer Record

To save an email address, type the email address in the **E-mail Address** field. To save a fax number, select **Fax** from the drop-down list, then type the fax number in the text field. When you are finished, click **Save** to save your changes, then click **Escape** to exit the window.

Selecting a Customer's Preferred Billing Method (Email, Fax, or Printed Statement)

After you enter a customer's fax and email addresses, the next step is to indicate whether the customer wants to receive statements by mail, email, or fax (or any combination of these methods). You indicate this information in the House Account tab of the Customer Detail Information window (on the FTD Mercury Main Menu, in the Search area, click Customer, locate the account and select it, then click the House Account tab).

Figure 18-3: Selecting a Customer's Preferred Billing Method

At the bottom of the window, check any of these options for the customer. When an option is checked, it is true (for example, the customer above only receives statements by fax and email). You can check any combination of the the following:

» **Print Statements** to print statements to mail to the customer.

» **Print Invoices** to print invoices at the same time as statements for the customer.

» **Fax Statements** to send a fax statement to the customer automatically when statements are generated.

» **Email Statements** to send an email statement to the customer automatically when statements are generated.

» **Print Dunning Messages** to include a dunning message (as configured in Mercury Administration) on the statement.

When you are finished, click Save to save your changes, then click Escape to exit the window.

Generating Statements

TASK **To generate statements:**

1   On the **FTD Mercury Main** menu, click **Statements**. To generate a statement for an individual customer, bring up that customer record and in the **Statement** tab, click **New Statement**.

2   Select the statement and sorting information:

a.   In the **Store Name** field, highlight the store for which you wish to generate statements, or select **All Stores** to generate statements for all stores (the statement run is consolidated and not associated with a particular store).

If your customers should receive one bill, regardless of where transactions were placed, you should generate statements for **All Stores**. However if you have separate locations and want to send your customers separate bills from each location, you should generate statements for each store individually.

b.   In the **Billing Cycle** field, highlight the cycle(s) for which you are generating statements.

c.   In the **Primary Sort** field, click the arrow and choose whether you wish to sort statements by name (alphabetically), account number, billing cycle, or postal code.

d.   In the **Secondary Sort** field, click the arrow and choose whether you wish to sort further according to billing cycle or postal code.

e.   For the **Billing Method**, click **Statement Billing**.

f.   In the **Statement Billing** area, select the **Statement Date**.

g.   Click the **Generate Finance Charges** check box so a check mark appears if you want finance charges to be calculated on customers' statements. (A window appears after you click **OK** that allows you to remove finance charges for individual customers.)

h.   In the **Promotional Message** text box, type in any promotional message you wish to be printed on customer statements. There is a limit of 123 characters in this text box.

i.   Click **OK**.

3   When the **Finance Charge** window appears, highlight any customers in the list for whom you do not wish to generate finance charges and click **Remove**. Click **OK** to accept the finance charges for the (remaining) customers in the list.

If there are no finance charges to apply, you receive the prompt "No customer is eligible for finance charges." Click **OK**.

4   At the **Output Statements** window, specify your print/fax/email options. You have options to send faxes/email messages **Now** (after the statements are generated) or **Later** (the "Later" time that you specified in Mercury Administration [to set the "Later" time in Mercury Administration, see Email Screen on page 24–25 and Fax Screen on page 24–28]).

Following are other options in this screen:

»   Choose whether you want your statements to be printed **One** per page or Two per page. If you choose **one** per page, make sure that 8.5" x 11" size paper is loaded in the printer. If you choose **two** per page, make sure that 8.5" x 14" size paper is loaded in the printer.

»   Select whether you want to print a copy of invoices for the statement. This option is only available if at least one of the accounts is configured to print invoices with statements; if you select this option, invoices will be printed following invoices only for accounts where printing invoices has been selected. Accounts that do not have printing invoices selected will not print invoices; you must configure that account in the House Account tab of the Customer Detail Information if you want invoices to print following statement printing.

» Check **Include Credit balances** to indicate that you want statements with credit balances to be printed in this batch. If you do not want statements with credit balances to print, clear this option.

» Check **Only if Activity Since Last Statement** to indicate that you want the system to print/fax/email statements only for those accounts with activity since the last time you generated statements.

» Check **Minimum Balance to Output** to indicate that you want the system to print batches only for customers with a particular balance or greater. If you choose this option, be sure to type the minimum balance in the field below the check box.

5 Click **Execute**.

6 You are reminded to load the statement forms into the printer. Click **OK**.

The system then displays the number of statements being printed, and the number of statements being faxed and e-mailed (combined) along with the total dollar amount billed.

NOTE   If you selected to print invoices with statements, and if you are configured to use the same printer for both statements and invoices, after the statements print you will be prompted to load invoice paper.

Click **OK**.

Figure 18-4: Number of Statements Being Printed/Sent
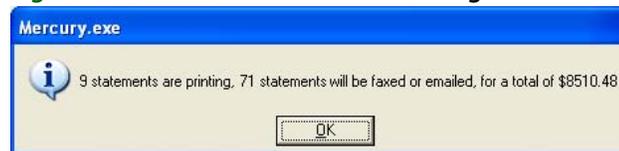
The statements begin to print, and the faxes and email messages are sent within a minute or so (if you selected to send NOW in Mercury Administration) or at the LATER time that you specified in Mercury Administration.

When the system begins sending faxes, you hear the system dial out and the Fax Monitor window displays:

Figure 18-5: Fax Monitor

This window displays each fax as it is dialing out and sending. It only takes a few seconds for a single fax to send, however if you are faxing several statements, expect it to take at least a few minutes to complete. You can click Hide to hide this window and work in other areas of the program; it is not necessary that you keep it open for the faxes to send.

See a sample printed statement below. If you generated statements using the All Stores option and a customer has transactions at multiple stores, the printed statement indicates at which store each transaction was completed. The product detail is followed by a slash (/), and then the store name is printed:

Figure 18-6: Sample Statement

Karen's Flower Shop
3113 Woodcreek Drive
DOWNERS GROVE, IL 60515

STATEMENT DATE	ACCOUNT NO.
07/12/2005	0000011

Leslie Anderson
802 Eagle Street
NAPERVILLE,IL 60563

PLEASE INDICATE
AMOUNT PAID: $

PLEASE DETACH AND REMIT WITH PAYMENT

630-555-7668

ACCOUNT NO.
0000011

DATE	INV. NO./DESCRIPTION	PRODUCT AMOUNT	SERVICE CHARGE	RELAY CHARGE	DELIVERY CHARGE	Sales Tax	CREDITS	DUE ON ACCOUNT	BALANCE
07/12/2005	000026/1 Jennifer Laidley Local Delivery Fresh arrangement with bright colors / Karen's Flower Shop	69.00			7.00	5.18		81.18	81.18
07/12/2005	000027/1 Carry Out Gourmet Basket, chocolate heaven / Karen's Flower Shop	79.00				5.93		84.93	166.11
07/12/2005	000028/1 Barb Anderson Local Delivery Dozen Roses, Red with bb / Balloons, mylar happy bday / The Flower Garden	99.50				7.46		106.96	273.07
07/12/2005	000029/1 Carry Out Blooming Plants / The Flower Garden	50.00				3.75		53.75	326.82

326.82	0.00	0.00	0.00	326.82
CURRENT	30 DAYS PAST DUE	60 DAYS PAST DUE	OVER 90 DAYS	PLEASE PAY THIS AMOUNT

Karen's Flower Shop

The name of the store that is currently logged in prints at the top of the statement.

Generating Invoices

You can also generate inovices only via the Generate Statements window. This prints completed invoices charged to house accounts with unpaid balances.

TASK   **To generate invoices:**

1   On the **Management** menu, click **Generate Statements**. The **Generate Statements** window opens.

2   In the **Store Name** field, highlight the store for which you wish to generate invoices, or select **All Stores** to generate invoices for all stores (the invoice run is consolidated and not associated with a particular store).

3   In the **Billing Cycle** field, highlight the cycle(s) for which you are generating invoices.

4   In the **Primary Sort** field, click the arrow and choose whether you wish to sort invoices by name (alphabetically), account number, billing cycle, or postal code.

5   In the **Secondary Sort** field, click the arrow and choose whether you wish to sort further according to billing cycle or postal code.

6   For the **Billing Method**, click **Invoice Billing**.

7   In the **Invoice Billing** area, select whether you want to print the invoices by **Delivery Date** or **Sale Date**. Select the **Start Date** and **End Date** for the run.

8   Click **OK**. Letter invoices are printed on the printer configured for letter invoice billing for tickets paid via house charge.

Generate Statements Window

The Generate Statements window allows you to generate customer statements (print, fax, or e-mail). Doing so regularly will help you maintain an even cash flow.

Figure 18-7: Generate Statements Window

Following are the fields in the Generate Statements window.

Table 18-2: **Generate Statements Window Settings**

Setting	Description
Store Name	Highlight the name of the store for which you want to generate statements, or select All Stores to generate statements for all of your stores.
Billing Cycle	Highlight the billing cycle(s) for which you want to generate statements.
Primary Sort	Click the down arrow and select whether you want statements to be printed numerically by account number, by billing cycle, alphabetically according to customer name, or numerically by postal code.
Secondary Sort	Click the down arrow and select whether you want to sort further according to billing cycle or postal code.
Billing Method	Select either Statment Billing or Invoice Billing as the method. If you select Statement Billing, the Invoice Billing area is disabled. Likewise, if you select Invoice Billing, the Statement Billing area is disabled.
	NOTE: If you select Invoice Billing, only completed invoices charged to the house account with unpaid balances will be printed.
	Invoice billing causes FTD Mercury to print a letter-sized billing invoice to the default printer for all house charges in the date range selected.
Invoice Billing	Select if you want to perform invoice billing by Delivery Date or Sale Date. Select the Start Date and the End Date for the statement run.
Statement Billing	Select the statement date.
Generate Finance Charge	Select this option if you want finance charges to be calculated on customer statements. (A window will appear after you click OK that will allow you to remove finance charges for individual customers.)
Promotional Message	Type any message text you would like to print on this batch of generated statements. This text box is limited to 123 characters.

Finance Charge Window

The Finance Charge window displays the customers that will receive finance charges for this batch of statements.

Figure 18-8: **Finance Charges**
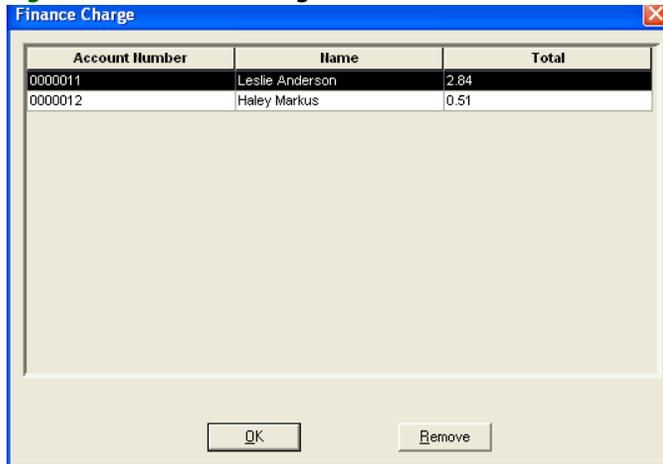
Following are the fields in the Finance Charges window.

Table 18-3: **Finance Charges Window Fields**

Field	Description
Account Number	Account number of customers who will receive finance charges on the statement run.
Name	Name of customers who will receive finance charges on the statement run.
Total	Total finance charge that the customers will receive.

Output Statements Window

The Output Statements window allows you to print, e-mail, or fax your customer statements. Each time you generate statements, the Output Statements window will appear.

Figure 18-9: Output Statements Window
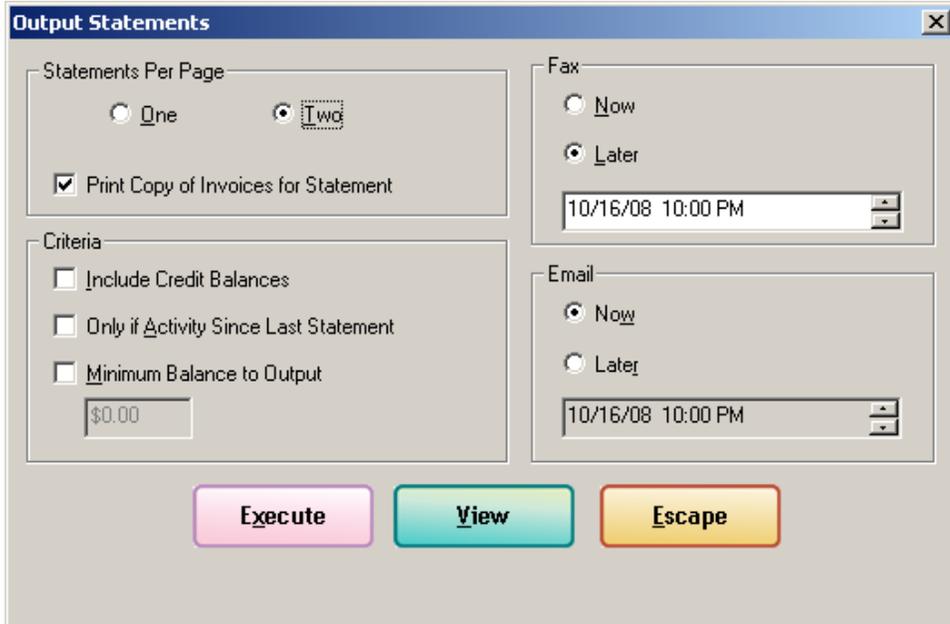
Following are the settings in the Output Statements window.

Table 18-4: Output Statements Window Settings

Setting	Description
Statements Per Page	Choose whether you wish your statements to be printed One per page (on 8.5" by 11" paper) or Two per page (on 8.5" by 14" paper).
Print Copy of Invoices for Statement	Select this option to print copies of invoices included on the statement once the statement is printed. If you select this option, the statement includes the text "Invoices Enclosed" when you print.
	When you are outputting statements from the Statement tab of the Customer Detail Information window, this option is only avaialble if the account has been configured to print invoices from the House Account tab.
	If you are outputting statements from a statement search, as long as at least one of the accounts is configured to print invoices, this option is available. However, only accounts configured to print invoices will output the invoices if you select this option. The same is true when generating statements from the Generate Statement window.
Criteria	Select criteria for which statements will be output:
	» Click the Include Credit Balances check box so a check mark appears if you want statements with credit balances to be printed in this batch.
	» Click the Only if Activity Since Last Statement check box so a check mark appears if you want the system to look only at accounts with activity since the last time you printed statements.
	» Click the Minimum Balance to Print check box so a check mark appears if you want the system to print batches with a certain minimum balance and above. If so, be sure to type the minimum balance in the field below the check box.
Fax	Select if you would like to send faxes now (after statements are generated) or later. "Later" is the time you specified in FTD Mercury Administration Fax and Email screen.

Setting	Description
Email	Select if you would like to send emails now (after statements are generated) or later. "Later" is the time you specified in FTD Mercury Administration Fax and Email screen.

Generating Statements in Statement Search

If you want to fax or email a statement to a particular customer, you can do so in Statement Search. Look up the statement using a Statement Search, bring it up on the screen, then click the Output Statement button. The Output Statements window opens, allowing you to output statements.

Validating that Statements Were Emailed or Faxed

The best way to view the status of the faxes and email messages is through the Fax and Email Monitor. The Fax and Email Monitor lists all faxes and email messages (statements and delivery confirmations) that were sent via FTD Mercury. The Monitor allows you to view the status of faxes/ email messages as well as retry to send them or change the fax number/email address. See Fax & Email Monitor Application on page 22–1.

To verify that a statement was faxed or e-mailed to a particular customer, you can bring up that customer's account through a Customer Search and then click the Notes button to view notes. When statements are faxed and/or e-mailed to customers, note entries are made automatically in customer notes, noting the date and email address/fax number.

Figure 18-10: **Statement Information in Customer Notes**

Re-Printing/Re-Faxing/Re-Emailing Statements

If you need to re-print, re-fax, or re-email a statement to an individual customer, you can do so in two ways:

» If a statement failed to fax or email for any reason, you can resend it in the Fax & Email Monitor. Just right-click on the fax (in the Fax tab) or email (in the E-mail tab) and select Retry (to retry the transmission with the same phone number/email address) or Change Fax Number/Change Email Address (to change the phone number/email address before resending). For more information, see Resending a Fax on page 22–4 for faxes or Resending an Email Message on page 22–4 for email messages.

» To re-print, re-fax, or re-email a statement for any other reason, you can do so in Statement Search (in the menu bar click Search, then click Statements) or in the Statement tab in the Customer Detail Information window (locate the customer through a Customer Search, double-click on the customer, then click the Statement tab).

Highlight the statement run that contains the statement, highlight the statement, then click Output.

NOTE   To select multiple statements, hold the **CTRL** key while you click. Or, click the first statement, then hold the **SHIFT** key and click the last statement.

Figure 18-11: Output Statement in Statement Search
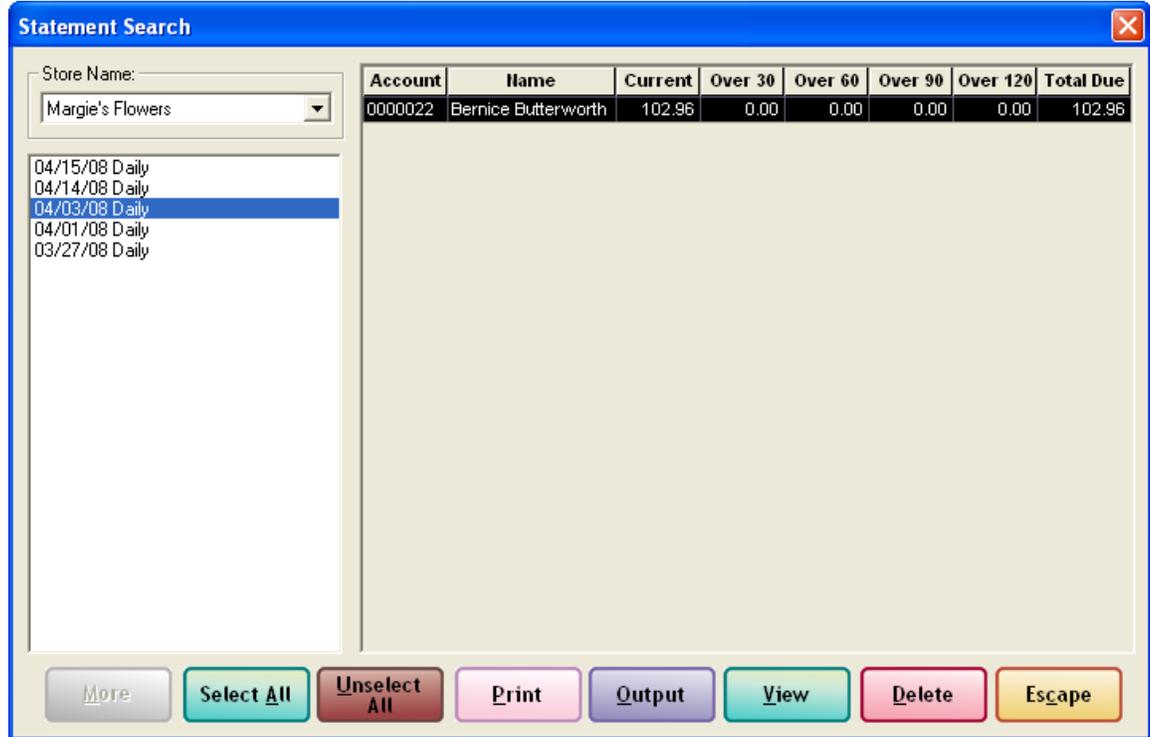
After highlighting the statement and clicking Output, the Output Statements window displays.

Here you would specify your options and then click Execute to resend the statement (this is the same Output Statement window that you use when you generate statements – see Generating Statements on page 18–12 for more information).

Searching for Statements

All statements that have been generated from your store are available to view through the statement search feature. To view statements generated for a particular customer, see Customer Statement History on page 7–35.

TASK   **To perform a Statement Search:**

1   On the **Search** menu, click **Statement Search**. The **Statement Search** window opens.

2   In the **Store Name** field, you have the option to search for statements for **All Stores,** or you can select the individual store name to see the statement runs only for that particular store.

3   In the left text box, click on the generated statement date/cycle that you want to search through, and the statements display. You may double-click on a customer's name in the text box on the right or press the **SPACEBAR** when the customer's name is highlighted to view that customer's statement details. To view multiple statements, highlight those statements with your mouse and then click **View**. Click **Delete** if you wish to delete the entire statement run.

NOTE   If you must regenerate statements, be sure to delete the first statement run. If you do not delete the first statement run, no order detail will appear in the regenerated run. Instead, only the balance forward balance will display.

To print, fax, or email a statement, highlight the statement and then click **Output**. See Re-Printing/Re-Faxing/Re-Emailing Statements on page 18–19 for more information.

Statement Search Window

The **Statement Search** window is used to look for customer statement detail information. You may only search for previously generated statements.

Figure 18-12: Statement Search Window
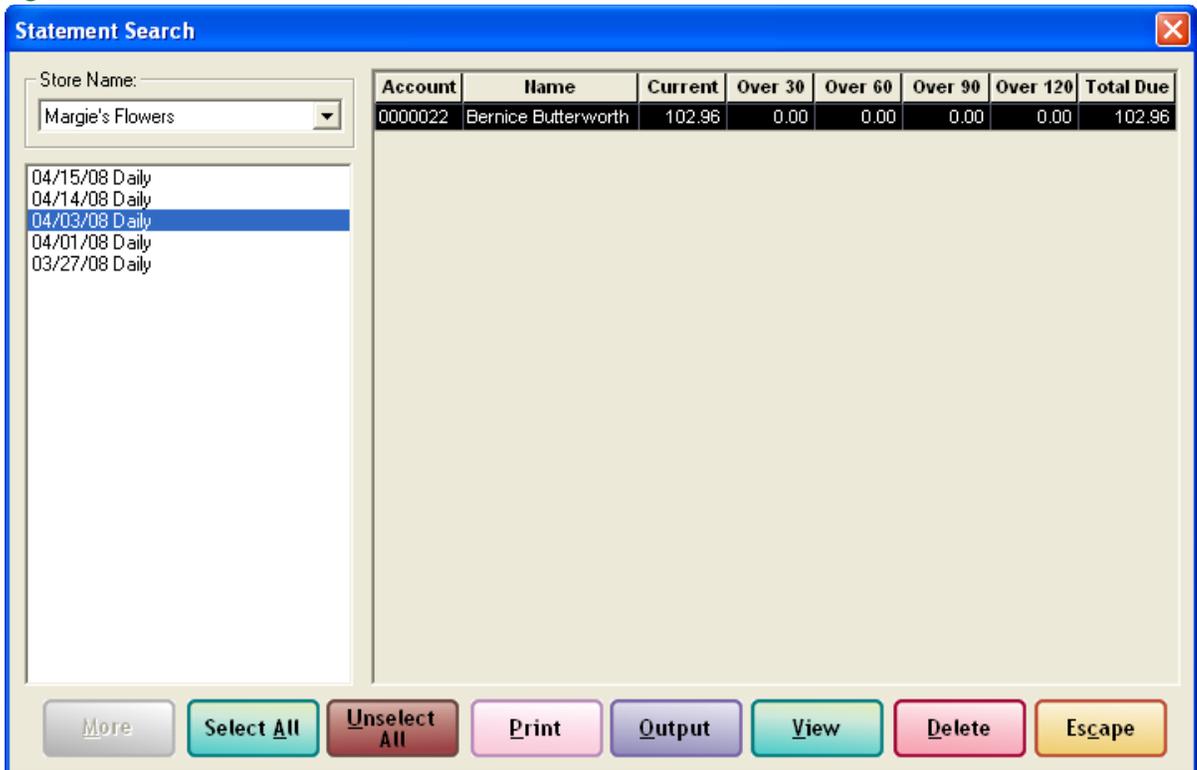
The following are the fields in the Statement Search window.

Table 18-5: Statement Search Window Fields

Field	Description
Store Name	Name of the store where you will search for generated statements. Your store name is listed by default. If you have multiple stores, select All Stores or click the down arrow and select the name of the store where you will search for statements.
Generated Statement Dates	Dates on which statements were generated for the selected store. Click on the statement date/cycle that you would like to search through. The statements generated for that date/cycle will display to the right.
Statements Area	Shows the account number, name, and balances for statements generated on the selected statement date. To view details for a specific statement, highlight the statement in the list and click View.

View Statements Window

The **View Statements** window allows you to view an individual's statement. This window displays a list of the customer's tickets and the charge for each ticket as well as this customer's current, 30, 60, 90, and 120-day balance.

Figure 18-13: **View Statements Window**

Click **Close** when you have finished viewing this customer's statement.

Order Entry Item Window

The Order Entry Item window is used to set tax code information for a specific item in an order. Additionally, this window enables you to change the product information you have in your product database (although you can already change it in the product grid in Order Entry and Point of Sale), including entering a longer description for an item.

Figure 18-14: Order Entry Item Window

IMPORTANT   The Designer field is always inactive; set the Designer for the order in the Design Center window.

You can access the Order Entry Item window by double-clicking on the value in the Product Code column for the item in Order Entry, Point of Sale, or the Credit/Debit Memo window.

Canadian vs. U.S. Dollars

For Canadian systems, you can enter the product amount in either U.S. or Canadian dollars. If the value is in U.S. dollars, select US from the Exchange list. FTD Mercury automatically converts the product amount from U.S. dollars to Canadian dollars based on the exchange rates set in Mercury Administration.

»   If you have already selected a wire out delivery zone, FTD Mercury uses the wire exchange rate.

»   If you have selected a local delivery zone, or have yet to select a delivery zone, FTD Mercury uses the local exchange rate.

»   If you accessed the Order Entry Item window from the Credit/Debit Memo window, FTD Mercury uses the local exchange rate.

Credit/Debit Memo Window

The Credit/Debit Memo window is used to create credit and debit memos.

Credit/Debit Window Tasks

Figure 18-15: Creating a Credit Memo

Following are the settings in the Credit/Debit Memo window.

Table 18-6: Credit/Debit Memo Window Settings

Setting	Description
Debit Memo/Credit Memo	Select the type of ticket you wish to create.
Customer	Name of the customer for whose account you are creating the credit or debit memo. Type the customer's name, or click the search button t search for the customer's name. If this is a new customer, you will be able to click Add and add the customer's information into your system.
Ordered By	Leave this field blank
Store Name	Name of the store where you will enter the credit or debit memo. Your store name is listed by default. Click the down arrow and select the name of another the store.
Ticket Date	Date of the credit or debit memo. Click the down arrow to reveal a calendar.
Reference	Enter a notation about the credit or debit memo to identify the ticket. The contents of the Reference field appear on the customer's statement.
Product Grid	Use the product grid area to select the product code, quantity, amount, and discount for the item(s) in the credit/debit memo.
Batch Mode	Click this check box so a check mark appears if you wish this window to remain open so you can create several credit or debit memos.

Credit and Debit Memos

Credit memos allow you to apply credit toward a customer's house account. You may need to apply the credit if a customer returns an item purchased on a house account. Debit memos allow you to apply a debit toward a customer's house account. You may need to apply the debit to add a miscellaneous charge onto the customer's house account.

Creating Credit Memos

You may need to apply a credit to a customer's account if the customer returns an item purchased on the house account. Credit memos enable you to do so.

TASK **To create a credit memo:**

1   On the **Management** menu, click **Credit/Debit Memo**. The **Credit/Debit Memo** window opens.

2   Select the **Credit Memo** option.

3   In the **Customer** field, enter the customer's name and press **TAB** so that the system can locate the customer's information, or click **…** to perform a **Customer Search**. To add a new customer, click **Add**.

4   Leave the **Ordered By** field blank.

5   By default, your store name appears in the **Store Name** field. If you have multiple stores, click the down arrow and select the name of the store for which you are creating this memo.

6   In the **Ticket Date** field, click the down arrow to reveal a calendar. Click on the date of the credit memo.

7   Information entered into the **Reference** field will print onto the customer's statements. For example, you may choose to type the ticket number to which this credit memo corresponds or the order recipient's name.

8   In the **Product Code** column, type the product code(s) for which this customer is receiving credit and press **TAB**, or click **…** to perform a **Product Search**.

9   Enter how many of each product is being credited in the **Qty** column and press **TAB**. Each product's description, amount, and extension (final cost of the product) will fill in automatically. If this customer receives a discount, you must type the discount in the **Discount** field. The correct tax amount will fill in automatically.

10   Click the **Batch Mode** check box so a check mark appears if you wish this window to remain open so you may create several credit memos.

11   Click **Save**.

Creating Debit Memos

You may need to add another charge on to a customer's house account. Debit memos enable you to do so.

TASK **To create a debit memo:**

1   On the **Management** menu, click **Credit/Debit Memo**. The **Credit/Debit Memo** window opens

2   Select the **Debit Memo** option.

3   In the **Customer** field, enter the customer's name and press Tab so that the system can locate the customer's information, or click … to perform a Customer Search. To add a new customer, click Add.

4   Leave the Ordered By field blank.

5   By default, your store name appears in the Store Name field. If you have multiple stores, click the down arrow and select the name of the store for which you are creating this memo.

6   In the Ticket Date field, click the down arrow to reveal a calendar. Click on the date of the debit memo.

7   Information entered into the Reference field will print onto the customer's statements. For example, you may choose to type the ticket number to which this debit memo corresponds or the order recipient's name.

8   In the Product Code column, type the product code(s) for which this customer is being debited and press **TAB**, or click … to perform a Product Search.

9   Enter how many of each product is being debited in the Qty column and press **TAB**. Each product's description, amount, and extension (final cost of the product) will fill in automatically. If the customer receives a discount, you must enter the discount in the Discount field. The correct tax amount will fill in automatically.

10 Click the Batch Mode check box so a check mark appears if you wish this window to remain open so you may create several debit memos.

11 Click Save.