

Searching for Tickets

Each time you enter a new order, you create one or more tickets. These tickets are a record of the order in FTD Mercury. When you need to find the order again, either to find out information, to provide additional information, or to handle a refund or an exchange, you need to perform a Ticket Search.

To search for a ticket:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Ticket**. Alternatively, if you are in **Order Entry** or **Point of Sale**, click **Lookup**. The **Ticket Search** window opens.
2. In the **Search Parameters** area, enter the search criteria you want to use. You can search by **Customer**, **Recipient**, **Product Code**, **Delivery Zone**, **Order #**, **Sale Date**, **Delivery Date**, **Order Type**, **Order Status**, **Employee**, or **Production Status**. Typically, you will search by customer, sale date, employee, or order status.

NOTE: If you enter more than one search parameter, the ticket must match all parameters to appear in the results list.

3. Click **Search**. Tickets that match your search parameters display in the results list.
4. Double-click the ticket to open it. If you opened **Ticket Search** from **Point of Sale** using the **Lookup** button, the ticket opens in **Point of Sale**. If you opened **Ticket Search** from **Order Entry** or from the **FTD Mercury Main Menu**, the ticket opens in **Order Entry** (even if the order was originally entered in **Point of Sale**).



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Ticket Search

Store: Date: Sale Date Delivery Date

Search Parameters:

Customer Name Type C.O.D. Local Payment Employee

Recipient Name Pickup Post Credit Memo Desk Designer Driver

Product Code Order Status Carry Out Write Out Debt Memo Incomplete Filled Pending Production Status Assigned Not Assigned

Zone Not Printed Complete Cancelled Designed Not Designed

Order # Pictures Not Sent Delivered Not Delivered

Order Date	Delivery	Sale	Sale Date	Customer	Recipient Ref	Sale Type	Pay Type	Total	Amnt Paid	Design Status
03/27/2008		0004304	03/27/2008	Steven Unsworth	Justin Buckner	Local	MAJ - CE	\$ 61.89	\$ 61.89	
03/25/2008		0004064	03/25/2008	Alta Vikstrom	Justin Buckner	Local	MAJ - CE	\$ 47.31	\$ 47.31	
03/14/2008		0004001	03/25/2008	Chris Sculle	Justin Buckner	Local	MAJ - CE	\$ 68.89	\$ 68.89	
03/20/2008		0003991	03/20/2008	Rick Vless	Justin Buckner	Carry Out	MAJ - CE	\$ 53.21	\$ 53.21	
03/20/2008		0003945	03/20/2008	Iran Ochoa	Justin Buckner	Local	MAJ - CE	\$ 53.26	\$ 53.26	

In the Search Parameters area, enter the criteria for how you want to search for the ticket. You can search by customer, recipient, product code, delivery zone, order #, sale date, employee, order type, order status, or production status.

Results in Ticket Search are color coded. Tickets that are highlighted in **red** are associated with a credit card error or declined credit card. Tickets highlighted in **yellow** are canceled. Tickets highlighted in **blue** have refunds associated with them.

