

Mercury Messages

Mercury messages are a way for you to communicate with other florists, FTD Headquarters, FTD.com, and your Floral Business Consultant (FBC). Several Mercury Message types have been created to assist you

Mercury message types have been established to help you with this communication, and they allow you to perform several business functions for your store including placing orders and administering FTD billing activity. Message types have also been created to respond to other Mercury Messages.

Mercury Message Types

Mercury Messages are divided into four main groups:

Orders

The Mercury Order Message is a message that allows you to create an order to send to another florist on the Mercury Network. You create Mercury Order messages by entering an order in Point of Sale or Order Entry and sending it to a filling florist over the Mercury Network.

Responses

Most Mercury Messages are ones you send in response to an incoming message (whether that be an order or subsequent message from another florist). Responses include the following:

Table 4-1: Mercury Message Responses

Message Type	Description
Price Change	To request a price change. This is typically when you receive an incoming order from another florist and you would like more money for the item(s) the sending florist is ordering. Price changes are done via ASK messages, but they have their own option in the Response menu in Message Center.
ASK Message	To make order-related inquiries. Price change requests are also done via ASK messages.
ANSwer Message	To respond to an ASK message.
CANcellation Message	To request that a filling Member or the Host Computer cancel a previously sent order.
CONfirmation Message	To confirm a CANcel request.
Delivery Confirmation Message (ANS)	To send a confirmation of delivery to the sending florist.

Table 4-1: Mercury Message Responses (cont.)

Message Type	Description
DENy Message	To refuse a CANcel request.
FORward Message	To forward an order to another Member.
REJect Message	To reject an order.

Suspend/Resume Terminal Messages

The Suspend message allows you to suspend your system temporarily from receiving orders or messages. When you send a Suspend message, you also set the time and date when you want your terminal to start receiving messages again. After you have sent a Suspend message, if you want to change the time or date when you want to start receiving messages again, you can send a Resume message.

Miscellaneous Messages

There are several “miscellaneous” messages that allow you to perform other tasks. These messages include:

Table 4-2: Miscellaneous Mercury Messages

Message Type	Description
GENeral Message	To send general messages to other Mercury Members, FTD, or your FBC.
ADJustment Report Message	To report an error on the Outgoing Orders section of the Combined Report (sending Member only).
REC Message List (REC)	To report Mercury orders that you receive by telephone to the FTD Clearing House.
RETrieval Message	To retrieve previously transmitted messages.

Searching for Mercury Messages

Message searches are performed in Message Center. Once you open Message Center (either from the FTD Mercury Main Menu or via Order Entry or Point of Sale), you can search for any Mercury messages in your system by one or more parameters. Messages that match all parameters are displayed in the results list. If you specify too broad of a search, you may get too many results; if your search is too narrow (too many parameters), you may not get any matches. You may want to try a broad search first, and if you have too many results, add additional search parameters to narrow the results.

TASK To search for a Mercury Message:

- 1 If you are searching from the **FTD Mercury Main Menu**, click the **Message** button from the **Search** area at the top right of the window. If you are searching from **Order Entry** or **Point of Sale**, click the **Message Center** button. In both cases, the **Message Center** window opens.
- 2 In the **Search Parameters** area, enter the criteria you want to use to locate the message. When you have entered all desired parameters, click **Search**.

NOTE

- If you enter more than one search parameter, for a message to be included in the results list, it must match all parameters.
- 3 Messages that meet the criteria entered appear in the results area.

Once the search is complete, the first row in the results list is selected. When you highlight a message in the results list, any related messages are displayed in the related messages list. A preview of the actual message is displayed in the Message area, and details about the florist are displayed in the Florist area.

You can click on column headers in the results area to sort the results. If there are more matching messages than can be displayed, click More to display additional messages matching your search criteria.

Message Center

The Mercury Message Center is an integrated hub through which you can review all incoming and outgoing Mercury Messages, as well as access all related Mercury Messages in the conversation. You can search for Mercury Messages in your system using a variety of criteria.

Opening Message Center from Order Entry and Point of Sale

You can open Message Center from both the Order Entry window and the Point of Sale window. However, in Point of Sale, the opening balance must have been set (otherwise the Message Center button is disabled).

TASK To open Message Center from the Order Entry window or Point of Sale window:

On the Order Entry window or Point of Sale window, click Message Center. The Message Center window opens.

If you open Message Center from a blank Order Entry or Point of Sale window (that is, you have not entered information into the window yet for the order), by default Message Center searches for all orders that have not been attached, have an error status, have not been completed, or orders with related messages that have not been acknowledged nor had a response sent. If you attempt to open the Message Center when you are entering an order, you are asked if you want to cancel the order. If you respond Yes, the order is cancelled and Message Center opens. If you respond No, you are returned to the order.

If you have a completed order open in Order Entry or Point of Sale and you click Message Center, Message Center opens and automatically performs a search for that Order #, displaying all messages related to that order.

As you attach (open the incoming message in Order Entry) messages, acknowledge messages, or send responses to messages, orders are removed from the Message Center results list (that is, they no longer appear as requiring attention).

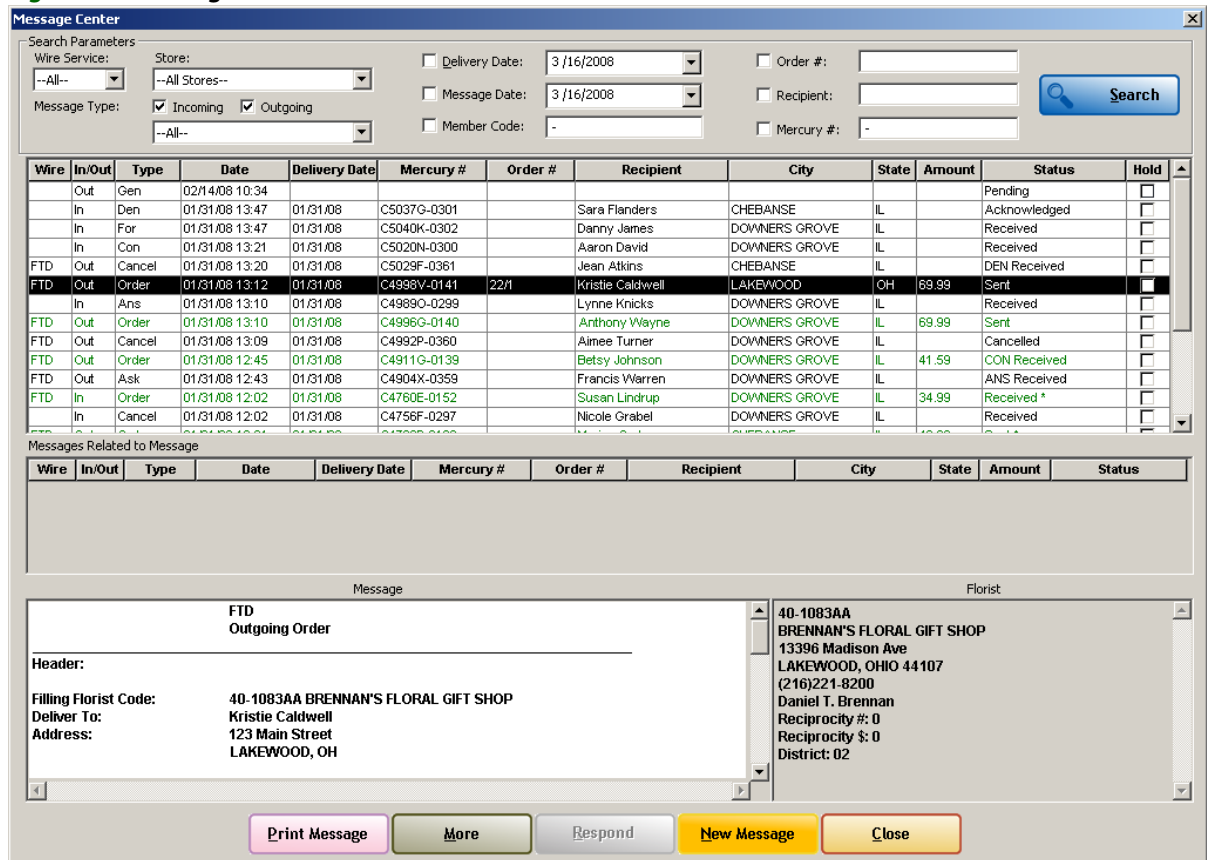
Opening Message Center from the FTD Mercury Main Menu

You can open the Message Center from the FTD Mercury Main Menu by clicking the Message button from the Search area at the top right of the window. You can also open it by selecting Message Search from the Search menu. By default, Message Center searches for all message types by message date and displays the results.

Message Center Window

The Mercury Message Center is an integrated hub through which you can review all incoming and outgoing Mercury Messages, as well as access all related Mercury Messages in the conversation. You can search for Mercury Messages in your system using a variety of criteria.

Figure 4-1: Message Center Window



The Message Center is divided into the following major areas:

- » Search Parameters Area
- » Search Results List
- » Related Messages List
- » Message Area
- » Florist Area
- » Button Ribbon

Search Parameters Area

In this area, you specify the criteria you want to use when performing a message search. If you select multiple criteria, a message has to match all parameters to be included in the search results area.

Table 4-3: Search Parameters

Parameter	Description
Wire Service	<p>Select the wire service you want to search. You can select from the following:</p> <ul style="list-style-type: none"> » --ALL--: This option searches all wire services configured in the Wire Code screen in Mercury Administration. » FTD: Restricts the search to FTD messages. » Teleflora: Restricts the search to Teleflora messages. » FOL: Restricts the search to Florists Online orders. » FAH: Restricts the search to Flowers All Hours orders. » WEB: Restricts the search to Web Order Interface (WOI) orders. » DOV: Restricts the search to Dove orders received via the Automated Order Interface (AOI), if you are licensed to use AOI. » BLM: Restricts the search to BloomLink orders received via the Automated Order Interface (AOI), if you are licensed to use AOI.
Store	<p>If you are configured as a multi-store business, either select --All Stores-- to search all stores, or select the specific store you want to search. If you are a single-store business, this parameter is disabled.</p>
Message Type	<p>Select whether you want to search incoming messages, outgoing messages, or both. Then select whether you want to restrict the search to specific message types. You can select from the following:</p> <ul style="list-style-type: none"> » Requires Attention » --ALL-- » Answer » Ask » Cancel » Confirm » Deny » Forward » Gen Message » Order » Reject » Retrieval » Adjustment » REC Message List » Resume » Suspend
Delivery Date	<p>Specify the delivery date for the message for which you are searching. Any delivery date from that date forward to the current date will be included in the search.</p>
Message Date	<p>Specify the message date for the message for which you are searching. Any date from that date forward to the current date will be included in the search.</p>

Table 4-3: Search Parameters (cont.)

Parameter	Description
Member Code	Enter the member code of the florist associated with the message you are searching for.
Ticket #	Enter the ticket number associated with the message you are searching for.
Recipient	Enter the recipient for the Mercury Message you are searching for.
Mercury #	Enter the Mercury number for the Mercury Message you are searching for.

Search Results List

Once you click the Search button, the Message Center displays a list of all messages that match your search criteria. This list contains the following columns (you can click on column headers to sort the list).

Table 4-4: Search Results List

Column	Description
Wire	The wire service through which the message was received. This can be one of the following: <ul style="list-style-type: none"> » FTD (used for orders received from or sent to the FTD Mercury Network) » TEL, AFS, etc. (used for orders entered for other wire services maintained on the system) » DOV (used for Dove orders received through AOI) » BLM (used for Bloomlink orders received through AOI) » FAH (used for orders received via Flowers All Hours) » FOL (used for orders received from Florists Online) » WEB (used for orders received through WOI)
In/Out	IN is for incoming messages; OUT is for outgoing messages. When you search for incoming orders, phoned in orders are included in the search results.
Type	The type of message. This can be one of the following: <ul style="list-style-type: none"> » Answer » Ask » Cancel » Confirm » Deny » Forward » Gen » Order » Reject » Adjustment » Retrieval » Resume » Suspend » Rec Message
Date	The date and time of the Mercury Message.
Delivery Date	The delivery date for the order. If there is no delivery date, this will be blank.

Table 4-4: Search Results List (cont.)

Column	Description
Mercury #	When there is an associated Mercury number, it will be displayed here. For phoned-in orders, this column displays the Contact Name; if no Contact Name was provided, this column will be blank.
Ticket #	The ticket number associated with the message. If this message is not order-related or is not attached to an order, this column will be blank.
Recipient	The Recipient Name from the message (if available).
City	The City from the message (if available).
State	The State or Province from the message (if available).
Amount	The total amount of the message.
Status	<p>The current status for the message. This can be one of the following:</p> <ul style="list-style-type: none"> » Received » Sent » Error (you can see the error cause at the bottom of the Mercury Message; errors are colored in red text) » Pending » ASK Received » ASK Sent » ANS Received » ANS Sent » Cancelled » Rejected » CAN pending » Phoned » CON Received » CON Sent » DEN Received » DEN Sent » Acknowledged » In Use (in addition to this status, the row will be highlighted in yellow) <p>Once you have responded to a message, the status includes an asterisk (*) after it in the Status column.</p>
Hold	When this box is checked, the message will be included in the Requires Attention list in Message Center. The Hold check box is disabled for all messages except for order messages.

Search Results Colors

Search results are color-coded as follows:

Table 4-5: Search Results Colors

Color	Description
Yellow Highlighted Row	The message is currently in use by another employee. You cannot access in-use messages.

Table 4-5: Search Results Colors (cont.)

Color	Description
Red Text	There was an error in the message. Typically, the error is listed at the bottom of the Mercury Message (in the bottom left corner of the Message Center).
Green Text	Any unattached message (messages waiting to have orders created for them on your system).

Related Messages List

This list displays all messages related to the message selected in the Mercury Message Log. When you select a message from this list, the message appears in the Message Area and the florist associated with the message displays in the Florist Area.

Message Area

This area contains the text of the Mercury Message. If you print a message, it will be outputted in the same format you see in the Message area.

Florist Area

This area displays information about the florist associated with the currently selected message.

Button Ribbon

The following buttons are available in the button ribbon at the bottom of the screen:

Table 4-6: Button Ribbon

Button	Description
Select	This button only appears if you open Message Center from Order Entry or Point of Sale. Clicking this button is equivalent to double-clicking a message—for unattached orders, this attaches them in Order Entry or Point of Sale, and for already attached orders (or messages related to already attached orders), the order opens in Order Entry or Point of Sale.
Print Message	Prints a copy of the currently selected and displayed message. A single copy of the selected Mercury Message prints to the Mercury Message printer. If no printer is configured as the Mercury Message printer, the message prints to the default Windows printer.
More	Displays additional messages that meet the search criteria.
Respond	This button is only enabled if the selected message is associated with a Mercury Message number. When you click Respond, the list of appropriate responses for the selected message is displayed (the same functionality exists if you right-click on a message in the results list). When you select the response, the appropriate response window opens so you can create the message and send the response. After you create a response, the related messages list automatically refreshes to include your response. Any responses will use the sending shop code from the original order.
New Message	Opens the New Message window, allowing you to select the message type you want to create. The appropriate message window will then open and allow you to craft and send your message.
Close	Closes Message Center and returns you to the window from which you launched Message Center (the FTD Mercury Main Menu, Order Entry, or Point of Sale).

Working with Message Center

There are several tasks you perform using Message Center.

- » Attaching incoming orders (creating orders in Order Entry from incoming orders). For more information, see [Attaching Incoming Orders](#) on page 4-9
- » Responding to incoming messages. For more information, see [Responding to Mercury Messages](#) on page 4-12.
- » Sending new outgoing messages. For more information, see [Creating New Mercury Messages](#) on page 4-11.
- » Printing the selected message. For more information, see [Printing Messages](#) on page 4-17.

Attaching Incoming Orders

Attaching incoming messages, in essence, allows you to convert an incoming message from another florist, from Florists Online (FOL), from Flowers All Hours (FAH), or from your Web site into an order in Order Entry. Once in Order Entry, you can then make any additional modifications to the order (product changes, set the delivery zone, etc.), and then complete the order.

NOTE In previous versions of FTD Mercury, this was done via Order Entry. Now, you handle it through Message Center.

Messages that still need to be attached appear in green text in Message Center.

IMPORTANT If you attach a Web order with a product code that has more than 10 characters, the product code on the Web order may not be selected correctly in Order Entry. You may have to manually select the equivalent product code on your system.

TASK **To attach incoming orders:**

- 1 On the **FTD Mercury Main Menu**, click either **Order Entry** or **Point of Sale**. The **Order Entry** or **Point of Sale** window opens.
- 2 Click **Message Center**. The **Message Center** opens, and automatically performs a search for messages that require attention. Orders in the results list that need to be attached appear in green text.
- 3 Double-click on an order in the results list. The order opens in **Order Entry** or **Point of Sale** (depending on where you opened Message Center).
- 4 Make any necessary changes and click **Payment**. The **Payments** window opens.
- 5 Click **Complete**.

Invoices and worksheets will print based on settings in Mercury Administration. The order will become available in Design Center for designer assignment.

Handling Messages that Require Attention

Message Center includes a filter that displays messages that require your attention. By default, when you open Message Center from Order Entry or Point of Sale, Message Center performs a search for these messages.

You should always ensure you are handling these messages that require attention to keep your business running smoothly when it comes to wire orders.

The following criteria is used in determining whether a message requires attention:

- » Any incoming or outgoing order message that has not been attached (except for phoned in orders)

- » Any incomplete order
- » Any outgoing order with errors
- » Any order where you have received a message that needs a response (for example, an Ask message you need to answer or a Reject message where the order needs to be resent)
- » Any order message where the Hold box has been checked

The Requires Attention list also sets the Delivery Date parameter to 30 days back from the current date.

TASK To display the Requires Attention list in Message Center:

- 1 Select both the **Incoming** and **Outgoing** check boxes.
- 2 From the **Message Type** list, select **Requires Attention**.
- 3 Click **Search**.

All messages that require attention appear in the results list.

TIP When you open Message Center from Order Entry or Point of Sale, the default search is for messages that require attention.

Removing Messages from the Requires Attention List

If a message appears in the Requires Attention list, you need to take an action on it to remove it from the list. If you are unclear on why the message appears in the Requires Attention list, right-click on the message and select Why This Requires Attention. A window will inform you why the message requires attention.

The action you take depends on the type of message and its status.

Table 4-7: Removing Messages from Requires Attention

Message Type	How You Remove It from Requires Attention
Incoming Order	<ul style="list-style-type: none"> » Attach it » Reject it » Forward it
Incoming Ask	<ul style="list-style-type: none"> » Send an Answer message (when you send an Answer message, the Ask message is automatically acknowledged) » Acknowledge the message
Incoming Answer	Acknowledge the message
Incoming Forward	Acknowledge the message
Incoming Reject	<ul style="list-style-type: none"> » Resend the order » Cancel the order
Incoming Confirm	Acknowledge the message
Incoming Cancel	<ul style="list-style-type: none"> » Confirm the message » Deny the message
Incoming Deny	Acknowledge the message
Outgoing Order with Error	Resend the order

Table 4-7: Removing Messages from Requires Attention (cont.)

Message Type	How You Remove It from Requires Attention
Outgoing Order Attached to an Incomplete Sale	Complete the sale

Although the optimal way for removing messages from the Requires Attention list is to take action on the message, you can also right-click on a message in Requires Attention and select Remove from Requires Attention. You are informed that updates to the order or additional related messages may cause the message to reappear in the list. You are then prompted to confirm the removal.

Dealing with Incoming Reject Messages

When you receive an incoming reject message and you double-click on it in Message Center, the original order that was rejected opens in Order Entry. The order itself is marked as an incomplete wire out order (that can be located via Ticket Search if necessary), and will show up in Dashboard as Incomplete.

Once you open the order in Order Entry, you can then select a new filling florist and complete the order as you would normally. A new Mercury Order message will be sent to the new filling florist.

NOTE

If you use Auto Select to find a new filling florist, it will automatically disregard any florist who previously rejected the message (so there is no danger of sending it to the same florist again). For more information, see [Auto Select](#) on page 4-18.

Opening Orders Related to Messages

For any message that already has an associated order in your system, when you double-click the message in the results list, Order Entry opens the order associated with the message, allowing you to view the order or make appropriate changes (prior to responding to a message, for example).

If you reject or forward a message from Message Center, you are not required to open the message in Order Entry (by double-clicking the order). Once you send the Reject or Forward message, the original message you received will be removed from the results list.

Likewise, if you receive a Cancel message on an incoming order and send a Confirm message, the order will be removed from the results list without you having to open the message in Order Entry.

Creating New Mercury Messages

There are several different Mercury Messages you may need to create (as opposed to responding to an incoming message):

- » Adjustment message. For more information, see [Sending an ADJustment Report Message](#) on page 4-38.
- » General message. For more information, see [Sending a GENeral Message](#) on page 4-37.
- » REC Message list. For more information, see [Sending a REC Message](#) on page 4-40.
- » Retrieval message. For more information, see [Sending a RETrieval Message](#) on page 4-45.
- » Resume message. For more information, see [SUSpend and RESume Messages](#) on page 4-42.
- » Suspend message. For more information, see [SUSpend and RESume Messages](#) on page 4-42.

You can create all of these messages from Message Center by clicking the New Message button. When the New Message window opens, select the message type you want to create and another window will open, allowing you to craft and send your message.

New Message Window

The New Message window opens when you click New Message in the Message Center.

Figure 4-2: New Message Window



You can select from the following new message types:

- » Adjustment—Opens the Adjustment Message (ADJ) window. For more information, see [Sending an ADJUSTment Report Message](#) on page 4-38.
- » General—Opens the General Message Detail window. For more information, see [Sending a GENeral Message](#) on page 4-37
- » REC Message List—Opens the REC Message List window. For more information, see [Sending a REC Message](#) on page 4-40
- » Retrieval—Opens the Retrieval Message (RET) window. For more information, see [Sending a RETrieval Message](#) on page 4-45
- » Resume—Opens the Create Resume Message (RES) window. For more information, see [SUSpend and RESume Messages](#) on page 4-42
- » Suspend—Opens the Create Suspend Message (SUS) window. For more information, see [SUSpend and RESume Messages](#) on page 4-42

Once you select the message you are creating, click OK to open the appropriate message window and craft your message.

Responding to Mercury Messages

When you receive messages from other florists, you may need to respond to them. For example, if you receive an Ask message, you need to send an Answer message. If you receive a Cancel message, you either need to send a Confirm or a Deny message.

TASK **To respond to a message in Message Center:**

- 1 Perform a search to locate the message to which you want to respond.
- 2 Select the message from the results list and click the **Respond** button. A menu with valid responses opens. Select the response.
- 3 When the window for the response opens, craft the message.
- 4 Click **Send**.

NOTE You can only respond to messages that have a Mercury Message number.

Responding to Incoming Messages

Depending on the incoming message type, there are several tasks you can perform.

Responding to Incoming Order Messages

When you receive an incoming order message from another florist, you can:

- » Accept the order and fill it. You must attach the message and complete it in Order Entry. For more information, see [Attaching Incoming Orders](#) on page 4–9. Once you attach the message, it is removed from the Requires Attention list.
- » Send a price change request. For more information, see [Requesting a Price Change](#) on page 4–15.
- » Send an Ask message to ask a florist a question about the order. For more information, see [Sending an ASK Message](#) on page 4–19.
- » Forward the order to another florist. For more information, see [Sending a FORward Message](#) on page 4–32. Once you forward the order, the message is removed from the Requires Attention list.
- » Reject the order. For more information, see [Rejecting Incoming Orders](#) on page 4–16. Once you reject an order, the message is removed from the Requires Attention list.

Responding to Incoming Ask Messages

When you receive an incoming Ask message, you need to answer it using an Answer message. For more information, see [Sending an ANSwer Message](#) on page 4–21. The Ask message is used both to ask you a question and to request price changes.

If the incoming Ask message is requesting delivery confirmation, you can answer it using the Delivery Confirmation message (which is sent as an Answer message). For more information, see [Delivery Confirmation Message \(ANS\)](#) on page 4–27.

Once you answer the message, it will be automatically acknowledged and removed from the Requires Attention list.

Responding to Incoming Answer Messages

If you receive an incoming Answer message, you can either send another Ask message to the florist (see [Sending an ASK Message](#) on page 4–19) or acknowledge the message so it no longer appears in your Requires Attention list (see [Acknowledging Messages](#) on page 4–15).

Responding to Incoming Cancel Messages

When you receive an incoming Cancel message, the sending florist is asking you to cancel their order. There are two responses you can send: Confirm (see [Sending a CONFirmation Message](#) on page 4–26) if you agree to cancel the order, or Deny ([Sending a DENy Message](#) on page 4–30) if you will not agree to cancel the message. Typically, you should confirm the cancellation unless you have already begun work on the order.

Once you confirm or deny the message, it will be removed from the Requires Attention list.

Responding to Incoming Confirm Messages

When you receive an incoming Confirm message, the filling florist has agreed to your request to cancel the order. You can then acknowledge the message to remove it from your Requires Attention list. For more information, see [Acknowledging Messages](#) on page 4-15.

After you have acknowledged the Confirm message, you should either cancel the order in Order Entry or send it to another florist in Order Entry. In either case, double-click the message to open it in Order Entry and perform the necessary tasks. For more information, see [Cancelling Orders](#) on page 9-83.

Responding to Incoming Deny Messages

If you receive an incoming Deny message, the filling florist to whom you sent the Cancel message is indicating that they are unable/unwilling to cancel the order. In the overwhelming majority of cases, this is because work has already begun on the order. You can acknowledge the message to remove it from your Requires Attention list. For more information, see [Acknowledging Messages](#) on page 4-15.

Responding to Incoming Reject Messages

When you receive an incoming Reject message, the florist to whom you sent the order cannot fill it. In many cases, when this happens, the florist will automatically forward it to another florist. However, if you receive an incoming Reject message, that did not happen. You need to open the order in Order Entry (by double-clicking it from the Message Center results list) and either select a new filling florist or cancel the order. For more information, see [Cancelling Orders](#) on page 9-83.

Although you can also acknowledge the incoming Reject message (for more information, see [Acknowledging Messages](#) on page 4-15 for details), the original order message will still appear in the Requires Attention list until you either cancel it or send it to another florist.

Responding to Incoming Forward Messages

When you receive an incoming Forward message, it is to let you know that an order you sent was forwarded to another florist. The incoming Forward message includes information about the florist who received the order. You need to acknowledge the message to remove it from your Requires Attention list.

Responding to Outgoing Orders

Although there are fewer possible scenarios dealing with outgoing orders, you can also respond to outgoing orders for the following scenarios:

- » Requesting a price change. If you need to update a price after the initial order was sent (for example, the customer wants to add more money to the order), you need to respond using a Price Change request. [Requesting a Price Change](#) on page 4-15
- » Sending an order cancellation. If you need to send a cancellation message after the order has been sent, you need to respond with a Cancel message. [Sending a CANCEL Message](#) on page 4-24.

If you send a Cancel message to a florist, the order is automatically marked as incomplete. You can then double-click that order in Message Center to open it in Order Entry, allowing you to either cancel the order in or send the order to a new florist. Until you cancel or resend the order, the order will appear in Message Center as requiring attention.

IMPORTANT It is customary to wait for a Confirm message when you send a Cancel message, but it is not necessary to receive it in order to cancel it in your system or resend it to a different florist.

- » Sending an Ask message to the filling florist. The majority of time, this is to inquire about the order's delivery status. For more information, see [Sending an ASK Message](#) on page 4-19.

Requesting a Price Change

A possible response to a message is to request a price change. You can do this as the filling florist (the more common scenario), or as the sending florist wanting to update a price after the initial order was sent.

TASK **To request a price change:**

- 1 Open **Message Center** and perform a search to locate the order message for which you are requesting a price change.
- 2 Select the message from the results list and click the **Respond** button.
- 3 Select **Price Change**. The **Create Ask Message** window opens.
- 4 Enter information for the price change and click **Send**.

Acknowledging Messages

Acknowledging messages allows you to remove messages from the requires attention list without having to send a message in reply. Essentially, it allows you to mark that you have read the message.

You can acknowledge the following Mercury Message types:

- » Incoming Ask (ASK) messages
- » Incoming Answer (ANS) messages
- » Incoming Deny (DEN) messages
- » Incoming Reject (REJ) messages (although you can acknowledge this message, you must still either cancel the order or resend it to remove the message from the Requires Attention list)
- » Incoming Confirmation (CON) messages
- » Incoming Forward (FOR) messages
- » Incoming General (GEN) messages

When you acknowledge a message, the Acknowledgement window opens. You can then select your employee name from the Employee list, and then click Save to save the Acknowledgement. Once you acknowledge a message, it no longer shows up under the requires attention list and the message status is set to Acknowledged.

If you acknowledge a message that is associated with an already attached (opened in Order Entry via Message Center) order, the acknowledgement is recorded in Order Notes for the order.

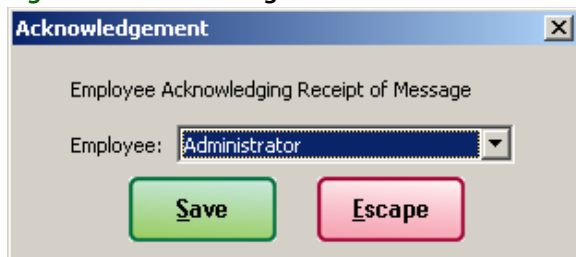
NOTE You cannot acknowledge a message that has previously been acknowledged; that option is no longer available as a response.

When you send an Answer message as a response to an Ask message, the Ask message is automatically acknowledged. Delivery Confirmation messages are automatically acknowledged when they are received.

Acknowledgement Window

The Acknowledgement window opens when you respond to a message and select Acknowledge as the response.

Figure 4-3: Acknowledgement Window



You can only acknowledge the following message types:

- » Incoming Answer (ANS) messages
- » Incoming Deny (DEN) messages
- » Incoming Reject (REJ) messages
- » Incoming Confirmation (CON) messages
- » Incoming Forward (FOR) messages
- » Incoming General (GEN) messages

When you acknowledge a message, the Acknowledgement window opens. You can then select your employee name from the Employee list, and then click Save to save the Acknowledgement. Once you acknowledge a message, it no longer shows up under the requires attention list and the message status is set to Acknowledged.

If you acknowledge a message that is associated with an already attached (opened in Order Entry via Message Center) order, the acknowledgement is recorded in Order Notes for the order.

NOTE You cannot acknowledge a message that has previously been acknowledged; that option is no longer available as a response.

Rejecting Incoming Orders

You may need to reject an incoming order. Some reasons for doing so include it is past your delivery cutoff time, the order is outside of your delivery area, or you do not have the product requested.

IMPORTANT You should forward the order to another florist instead of rejecting it if another florist can fill the order instead. Only reject an order if you feel that no other florist can fill it. For more information, see [Sending a FORward Message](#) on page 4-32.

- TASK** **To reject an incoming order in Message Center:**
- 1 Enter search criteria to locate the incoming order message. Click **Search**.
 - 2 In the results list, select the message, click Respond, and then select Reject from the pop-up menu. The **Create REJ Message** window opens.
 - 3 Fill out the window and click **Send**.

For more information, see [Sending a REJect Message](#) on page 4-34.

Deleting Messages from Message Center

Certain messages can be deleted from Message Center entirely:

- » General (GEN) messages
- » Unattached, non-FTD orders

In the case of General messages, this allows you to keep the Message Center organized. For users who also send with non-FTD wire services, this allows you to remove order messages that would otherwise appear in the Requires Attention list.

TASK To remove a message from Message Center:

- 1 In **Message Center**, right-click on the message and select **Delete Message**.
- 2 You are informed you are about to remove the message and will no longer be able to access it. Click **Yes** to confirm the deletion.

Printing Messages

TASK To print a Mercury Message:

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The **Message Center** window opens.
- 2 Select search parameters to locate the message and click **Search**.
- 3 From the **Mercury Message Log**, select the message you want to print. The message will display in the **Message Area**.
- 4 Click **Print Message**.

A single copy of the selected Mercury Message prints to the Mercury Message printer. If no printer is configured as the Mercury Message printer, the message prints to the default Windows printer.

Mercury Order Message

The Mercury Order message allows you to send an order to another Member florist. You may need to send orders to another florist if a customer requests that a delivery be made outside your delivery area. You create a Mercury Order message by creating a wire out order in Order Entry or Point of Sale.

IMPORTANT The preferred way of sending a Mercury Order message is by creating a wire out order in Order Entry or Point of Sale.

Helpful Hints on Sending a Mercury Order

Following are a few hints to keep in mind when sending a Mercury order:

- » Avoid using "same" as a second choice product. *Similar* is acceptable.
- » If you want to perform a Closest City Search while completing an order, see [Closest City Search](#) on page 5–11. A Closest City Search is used to find cities nearby any city in the United States. This feature is useful if there is no Mercury florist in the recipient's city or if there are no florists with an appropriate status in that city.
- » Retrans fees are applied to Retrans orders automatically. *Do not* enter the Retrans fee on the order; however, collect the payment from the customer. You are billed for the Retrans fee on your Clearing House statement. (See [FTD International Retrans Service](#) on page 3–2 for more information.)

- » If an outgoing Mercury Order message is rejected by the host, the Rejected notification on the message prints in a large font so it is noticeable.

Auto Select

The Auto Select feature allows FTD Mercury to select a filling florist for you based on location of the recipient, status of the filling florist, and the product and price of the first choice product on the order. To automatically select a filling florist, click the **Auto Select** button in the **Filling Florist Information** section of the screen.

The following criteria are used to select a filling florist:

- » The recipient's ZIP code.
- » The status of the filling florist (the system will NOT select a florist that is marked as NOT PREFERRED).
- » The first choice product code (the florist must carry the first choice product code). If the first choice product is not indicated at the time that you click the **Auto Select** button, then the first choice product will not be criteria for selecting the filling florist.
- » The price including delivery (the price must meet the florist's minimum ORDER amount requirement AND meet the florist's minimum PRODUCT amount requirement). If the price is not indicated at the time that you click the **Auto Select** button, then price will not be criteria for selecting the filling florist.

If multiple florists meet the requirements listed above, then the following will determine which florist is selected to fill the order:

- » Preferred status (First Choice florists are selected first, then Preferred, then Normal).
- » Reciprocity count (number of orders) or dollar amount (total dollar amount of orders), depending on your system's reciprocity configuration (see "[General Features](#)" on page 613). Reciprocity counts and dollar amounts are calculated on a daily basis.
- » Directory listing order (the directory rotates florists on a quarterly basis).

Recording a Phoned-In Order

Phoned-in orders should be recorded so that you can get paid for taking the order (on your Clearinghouse Statement). When you correctly record a phoned in order, the order is placed in the REC message window automatically so that it can be sent to FTD for payment.

Phoned-in orders should also be recorded for reconciliation purposes. Phoned-in orders are placed in the Mercury message log with a status of Phoned. When you reconcile, the order is in your message list so that you can match it with the order on the Clearinghouse Statement.

For more information on taking a phoned-in order, see [Entering Phoned-In Orders](#) on page 9-24.

Message Responses

Depending on the type of message being responded to, similar windows open when you select the message type from the Mercury Message menu. Messages that use this type of window include:

- » ASK ([Create ASK Message Window](#))
- » ANSwer ([Create ANS Message Window](#))
- » CANcellation ([Create CAN Message Window](#))
- » CONfirm ([Create CON Message Window](#))

- » DENy ([Create DEN Message Window](#))
- » FORward ([Create FOR Message Window](#))
- » REJect ([Create REJ Message Window](#))

Message Response Window

This window is used to respond to a Mercury Message. The message types that use this window are the ASK, ANSwer, CANcellation, CONFirm, DENy, FORward, and REJect messages.

TASK To complete a message response:

- 1 If necessary, change the recipient's name and address.
- 2 If you are requesting or confirming a price change (ASK and ANSwer messages only), click the **New Price** check box and enter the new price. You may click the calculator icon to help you compute the new price.
- 3 In the **Reason** field, click the down arrow to highlight and select the reason you are sending this message.
- 4 If you are forwarding a message, enter the shop code of the florist you are forwarding the message to in the **Florist** field. You may click ... to search for a florist.
- 5 Add notes (if any), in the **Notes** field.
- 6 In the **Operator** field, click the down arrow and select your name from the list.
- 7 If you have multiple stores, click the down arrow in the **Sending Florist** field and select the sending store code from the list.
- 8 Click **Send**.

ASK Message

The ASK message allows you to make order-related inquiries or to request a price change. If the message is used to indicate a price change, it must be sent in the same calendar month as the original order. Sending the ASK message within the same calendar month allows the program to correct the price for Clearing House billing. (If you have questions regarding Mercury messages and the FTD Clearing House, see your *FTD Member Owner Handbook* for more information.) If the filling Member requests a price change, the sending Member must send an ANSwer message stating the new price. Only then will the price be adjusted on the Clearing House billing.

Sending an ASK Message

TASK To send an ASK message:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Message**. **Message Center** opens
- 2 Locate the order message for which you are creating your ASK message. For information on searching for messages in Message Center, see [Searching for Mercury Messages](#) on page 4-2.
- 3 When you locate the message, right-click on the message in the list and click **ASK**. The **Create ASK Message** window appears with most of the information completed for you.
- 4 Change any information, or add notes as needed. If you are requesting a price change, click **New Price** and type the new price.
- 5 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create ASK Message Window

Figure 4-4: Create ASK Message Window

The ASK message allows you to make order-related inquiries or to request a price change. If the message is used to indicate a price change, it must be sent in the same calendar month as the original order. Settings for this window are described below.

Order Information

Table 4-8: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-9: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-10: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

ANSwer Message

The ANSwer message allows you to respond to a question, comment, or price change request. ANSwer messages should only be used to respond to ASK messages.

Sending an ANSwer Message

TASK **To send an ANSwer message:**

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The Message Center opens.
- 2 Perform a search to locate the message to which you want to respond. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 The **Create ANS Message** window appears with most of the information completed for you.
- 5 Change any information or add notes as needed. If you are answering a price change, click **New Price** and type the new price to confirm.
- 6 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create ANS Message Window

Figure 4-5: Create ANS Message Window

Order Information

Table 4-11: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-12: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-13: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

CANcellation Message

The CANcellation message allows you to request that a filling Member or the Host Computer cancel a previously sent order. If the CANcellation message is sent before the order is processed by the Host Computer, the Host cancels the order (and does not transmit to the filling florist) and sends you a confirmation of the cancellation.

However, if the CANcellation message reaches the Host after the order has been processed and sent to the filling Member, the filling Member receives the CANcellation request (the incoming CANcellation message) and can either CONFIRM or DENY the request.

If you send a Cancel message to a florist, the order is automatically marked as incomplete. You can then double-click that order in Message Center to open it in Order Entry, allowing you to either cancel the order in or send the order to a new florist. Until you cancel or resend the order, the order will appear in Message Center as requiring attention.

IMPORTANT It is customary to wait for a Confirm message when you send a Cancel message, but it is not necessary to receive it in order to cancel it in your system or resend it to a different florist.

Sending a CANcel Message

TASK To send a CANcel message:

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The **Message Center** opens.
- 2 Perform a search to locate the message to which you want to respond. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 From the menu, click **Cancel**. The **Create CAN Message** window appears with most of the information completed for you.
- 5 Change any information or add notes as needed.
- 6 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create CAN Message Window

Figure 4-6: Create CAN Message Window

The screenshot shows the 'Create CAN Message' window with the following fields and values:

- Order Information:**
 - Order Date: Thursday, January 31, 2008
 - Number: C4996G-0140
- Recipient Information (F3):**
 - Name: Billy Blythe
 - Address: 3113 WOODCREEK DR
DOWNERS GROVE, IL 60515-5412
- Delivery Date:** 1 /31/2008
- New Price (F5):** \$69.99
- Reason:** (empty dropdown)
- Detailed Florist Information (F2):**
 - Florist: 75-0370AE
- Notes:** (empty text area)
- Operator:** Administrator
- Sending Florist:** 90-5893AF

Buttons at the bottom: Send (F9), Ord. Detail, Escape

Order Information

Table 4-14: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-15: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-16: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

CONFIRMATION MESSAGE

The CONFIRMATION message allows you to confirm a cancellation request. For example, you may receive a CANCELLATION message requesting that an order not be filled. CONFIRMATION messages are optional. You do not have to send back a CONFIRMATION message if you receive a CANCELLATION message and are able to cancel the order.

However if you cannot cancel the order in time, you must send a DENY message to deny the cancellation (see [DENY Message](#) on page 4-30).

Sending a CONFIRMATION Message

TASK To send a CONFIRMATION message:

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The Message Center opens.
- 2 Perform a search to locate the message to which you want to respond. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 From the menu, click **Confirm**. The **Create CON Message** window appears with most of the information completed for you.
- 5 Change any information or add notes as needed.
- 6 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create CON Message Window

Figure 4-7: Create CON Message Window

The screenshot shows the 'Create CON Message' window with the following fields and values:

- Order Information:**
 - Order Date: Thursday, January 31, 2008
 - Number: C4440D-0151
- Recipient Information (F3):**
 - Name: Jimmy Smith
 - Address: 3113 Woodcreek Dr
DOWNERS GROVE, IL 60515-5412
- Delivery Date:** 1 /31/2008
- New Price (F5):** \$49.99
- Reason:** (empty dropdown)
- Detailed Florist Information (F2):**
 - Florist: 75-0370AE
- Notes:** (empty text area)
- Operator:** Administrator
- Sending Florist:** 90-5893AF

Buttons at the bottom: Send (F9), Ord. Detail, Escape

Order Information

Table 4-17: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-18: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-19: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

Delivery Confirmation Message (ANS)

The Delivery Confirmation message is an Answer (ANS) message that you send back to the sending florist, confirming that you delivered the order.

There are two ways you can send a Delivery Confirmation: automatic or manual.

Sending an Automatic Delivery Confirmation Message

NOTE Before you can send an automatic Delivery Confirmation message back to the sending florist, you must first ensure that Delivery Confirmation is enabled for the FTD house account.

The easiest way to send a Delivery Confirmation is to send it automatically in Order Entry or Point of Sale.

TASK To send a delivery confirmation automatically in Order Entry or Point of Sale:

- 1 In **Order Entry** or **Point of Sale**, attach the incoming order.
- 2 Click **Delivery Confirmation**. The **Delivery Information** window opens.
- 3 Select **Send Confirmation**.
- 4 Click **Save**.
- 5 Complete the order as usual.

When the order is marked delivered, the Delivery Confirmation message is sent to the sending florist automatically.

Sending a Manual Delivery Confirmation Message

TASK To send a manual delivery confirmation message:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Message**. **Message Center** opens.
- 2 Enter the search parameters to locate the order for which you are sending delivery confirmation and click **Search**.
- 3 From the results list, select the message and click **Respond**.
- 4 Select **Delivery Confirmation**. The **Delivery Confirmation Message (ANS)** window opens.
- 5 Fill out the information on the window and click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Delivery Confirmation Message (ANS) Window

Figure 4-8: Delivery Confirmation Message (ANS) Window

The Delivery Confirmation message is an Answer (ANS) message that you send back to the sending florist, confirming that you delivered the order.

After filling in the necessary fields, click **Send** to send the message, or click **Escape** to close the window. You can also click **Ord. Detail** to view the detail of the Mercury order.

Following are descriptions of each setting on this window.

Order Information

This area displays the date of the order (read-only) and the Mercury number. You can type the number of the Mercury order in the Number field, or click the Search button (...) to open Message Center.

Recipient Information

This section contains fields for the recipient’s name and address. Enter the information into the appropriate fields.

Detailed Florist Information

This area contains information about the florist who sent you the order.

Delivery Information

In the Delivery Information area, provide the following information:

Table 4-20: Delivery Information Fields

Field	Description
Date Delivered	Enter the date you delivered the order.

Table 4-20: Delivery Information Fields (cont.)

Field	Description
Delivery Time	Enter the time the order was delivered.
Product Description	Enter a description of the order.
Invoice	Enter the Order Entry number of the order, or any information that will help identify the order. This field is optional.
Driver	Enter the name of the driver who delivered the order. This field is optional.

Notes

Enter any additional notes in this area.

Operator Information

From the Operator list, select your employee name. The Sending Florist list, by default, displays your florist code. If you have multiple shops, select the shop from which you are sending this message.

Click the Ord. Detail button to open the Order Detail View window.

DENy Message

The DENy message allows you to refuse to accept a request to cancel an order. If a CONFirmation message is sent after a DENy message for the same order, the CONFirmation message overrides the DENy.

Sending a DENy Message

TASK **To send a DENy message:**

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The **Message Center** opens.
- 2 Perform a search to locate the message to which you want to respond. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 From the menu, click **Deny**. The **Create DEN Message** window appears with most of the information completed for you.
- 5 Change any information or add notes as needed.
- 6 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create DEN Message Window

Figure 4-9: Create DEN Message Window

Order Information

Table 4-21: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-22: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-23: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

FORward Message

The FORward message allows the filling Member to forward an order to an alternate Member for delivery. When you select an alternate Member, the network routes the order and billing to that Member.

NOTE You can forward orders to Mercury subscribers only.

Do not forward Mercury orders by telephone. If you do, you will remain the filling Member on the Clearing House billing statement. Using the FORward message allows the network to reassign the order to the Member actually filling the order.

Sending a FORward Message

TASK To send a FORward message:

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The Message Center opens.
- 2 Perform a search to locate the message to which you want to forward. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 From the menu, click **Forward**. The **Create FOR Message** window appears with most of the information completed for you.

- 5 In the **Florist** field, type the shop code of the new filling florist (the florist to whom you are forwarding the message). To perform a Florist Search, click the search button to find a new filling florist.
- 6 Change any information or add notes as needed.
- 7 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create FOR Message Window

Figure 4-10: Create FOR Message Window

Order Information

Table 4-24: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-25: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-26: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

REJect Message

The REJect message allows you to reject an order sent to you by another Mercury Member. Only a filling Member may reject an order. Prior to rejecting an order, review the guidelines for order rejection in the *FTD Member Owner Handbook*. You **must** send the REJect message in the same calendar month as the date of the original order. This ensures the accuracy of the Clearing House statement. If you have questions regarding Mercury messages and the FTD Clearing House, see your *FTD Member Owner Handbook* for more information.

NOTE The preferred method of declining an order is to send a FORward message.

Sending a REJect Message

TASK To send a REJect Message:

- 1 On the FTD Mercury Main Menu, in the Search area, click Message. You can also click Message Center from a blank Order Entry or Point of Sale window. The Message Center opens.
- 2 Perform a search to locate the message to which you want to respond. For more information, see [Searching for Mercury Messages](#) on page 4-2.
- 3 Select the message from the results list and click **Respond**.
- 4 From the menu, click **Reject**. The **Create REJ Message** window appears with most of the information completed for you.

- 5 Change any information or add notes as needed.
- 6 Click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

Create REJ Message Window

Figure 4-11: Create REJ Message Window

Order Information

Table 4-27: Order Information Settings

Setting	Description
Order Date	Displays the date of the original order.
Number	Displays the Mercury number of the original order. You can also click the Search button (...) to search for the Mercury # in Message Center. When you find the message in Message Center and double-click it in the results list, this field will automatically populate with the selected message's Mercury #.

Recipient Information

In this area, enter the recipient's name and address in the appropriate fields.

Message Information

Table 4-28: Message Information Settings

Setting	Description
Delivery Date	Enter the delivery date. You can also click the arrow to display a calendar, from which you can select the delivery date.
New Price	If you are requesting a new price for the order, select this option and enter the new price in the text box.
Reason	Select the reason you are sending this message.

Detailed Florist Information

This area contains information about the sending florist, including their shop code and contact information.

Notes

Enter any additional information for this message in this area.

Operator Information

Table 4-29: Operator Settings

Setting	Description
Operator	Select the name of the employee sending this message.
Sending Florist	By default, your store name appears selected in this list. If you have multiple stores, select the name of the store sending this message.

Click the Ord. Detail button to open the Order Detail View window.

Miscellaneous Mercury Messages

The other Mercury messages that do not fall into the categories of orders or responses include:

- » [GENeral Message](#)
- » [ADJustment Report Message](#)
- » [REC Message List \(REC\)](#)
- » [SUSpend Message](#)
- » [RESume Message](#)
- » [RETrieval Message](#)

GENeral Message

The GENeral message allows you to use your FTD Mercury program to communicate with other Mercury Members, FTD Headquarters in Downers Grove, IL, or your FTD Field Service Representative (FSR).

GENeral messages are not relayed through the order relay center. If the receiving Member's component program is not working, the program rejects the GENeral message.

NOTE The transmission charge for sending a GENERAL message to another Member is based on the transmission priority you select. There is no transmission charge for sending a GENERAL message to FTD Headquarters or your FTD Field Business Consultant.

Sending a GENERAL Message

TASK To send a GENERAL Message:

- 1 On the **Mercury Message** menu, click **General (GEN)**.
- 2 In the **Filling Florist** field, type the florist code of the filling florist (the florist to whom you are sending the message) and press **TAB**, or click the search button to perform a Florist Search OR type the Mercury number of the FTD department or FSR.

NOTE For more information on performing a Florist Search, see [Searching for Florists](#) on page 5-3.

- 3 In the **Priority** field, click the arrow and select a priority level for this message.
- 4 In the **Text or Reason** field, type your message text.
- 5 In the **Operator** field, click the arrow and select your name from the list.
- 6 In the **Sending Florist** field, click the arrow and select your shop code (if you have multiple stores).
- 7 If all information is correct, click **Send**.

The system prints a verified copy of the message on your Mercury printer once the message has been received by the Host Computer (unless you have specified otherwise in Mercury Administration). The verified copy includes the Mercury number.

General Message Window

The GENERAL Message window allows you to use the Mercury Network to communicate with other Mercury Members, FTD Headquarters in Downers Grove, IL or your FTD Field Service Representative (FSR).

General Message Detail Window

Figure 4-12: General Message Detail Window

The screenshot shows a software window titled "General Message Detail". The window contains the following elements from top to bottom:

- A text field labeled "Filling Florist (F2):" followed by a search button (three dots).
- A large, empty rectangular text area.
- A dropdown menu labeled "Priority:" with "Normal" selected.
- A large, empty rectangular text area labeled "Text or Reason".
- A dropdown menu labeled "Operator:" with "Administrator" selected.
- A dropdown menu labeled "Sending Florist:" with "90-5893AF DOC'S BLOOMS" selected.
- Two buttons at the bottom: "Send (F9)" and "Escape".

This window displays detail information of a GENeral message that has been sent from or received by your shop. The GENeral message is used to communicate with other Mercury Members, FTD Headquarters in Downers Grove, IL or your FTD Field Service Representative (FSR). The information in this window is read only and cannot be changed.

This window contains the following settings:

Table 4-30: GENeral Message Detail Window Settings

Setting	Description
Filling Florist	Enter the code of the florist to whom you are sending the message. You can also click the search button (...) to search for the filling florist's shop code.
Priority	Select the priority for this message.
Text or Reason	Enter the text for the GENeral message.
Operator	Select the name of the employee sending this message.
Sending Florist	Select the name of your store.

Click **Send** to send the message, or **Escape** to cancel the message without sending.

ADJustment Report Message

The ADJustment Report message allows only the sending Member to report an error on the Outgoing Orders section of the Combined Report.

IMPORTANT Do not file this report until you have contacted the filling Member and an agreement is reached concerning the error.

Do not file this report for errors listed in the Confirmation of Orders Filled (Incoming) section of the Combined Report. You should contact the sending Member, explain the error, and authorize the sending Member to file the Adjustment Report.

Sending an ADJustment Report Message

TASK To send an ADJustment Report Message:

- 1 On the **Mercury Message** menu, click **Adjust (ADJ)**.
- 2 In the **Combined Report #** field, type the report number of the Combined Report on which the error occurred. Type the number in the following format: NN-1 where NN is the month of the year. For example, 02-1 would be February's report.
- 3 In the **Recipient** field, type the name of the person who received the order.
- 4 Click either the **Mercury #** (Mercury program number) or the **ROF#** (Report of Orders Filled number) option, depending on what number you plan to use on the adjustment.
- 5 In the text box next to the **Mercury#** or **ROF#** option, type the number in the following format: ANNNNA (F2031J) for the Mercury program number or NNN-NN (071-09) for the Report of Orders Filled number.
- 6 In the **Filling Florist** field, type the code of the florist who filled the order and press **TAB**. To perform a Florist Search, click the search button (...) to find a filling florist.
- 7 In the **Delivery Date** field, change the date to the delivery date. To change the date, click the arrow to reveal a calendar, and click the delivery date.
- 8 In the **Order Amount** field, type the total price of the order. You may click the calculator icon to help you compute the price.

- 9 In the **Reason** field, click the arrow and select a reason for sending this message.
- 10 In the **Text or Reason** field, further explain the reason you chose (in step 9, above) and why you are filing this adjustment. You can also type any additional information here.
- 11 In the **Over/Under Chg** field, enter the correct order amount. Do not enter the difference.
- 12 In the **Operator** field, click the arrow and select your name from the list.
- 13 In the **Sending Florist** field, click the arrow and select your shop code (if you have multiple stores).
- 14 If all information is correct, click **Send**.

Adjustment Message (ADJ) Window

The ADJUSTMENT Report message allows only the sending Member to report an error on the Outgoing Orders section of the Combined Report.

Figure 4-13: Adjustment Message (ADJ) Window

This window contains the following settings:

Table 4-31: Adjustment Message (ADJ) Window Settings

Setting	Description
Combined Report #	Enter the report number of the Combined Report on which the error occurred. Enter the number in the format NN-1, where NN is the month of the year. For example, 02-1 would be the February run.
Recipient	Enter the name of the person who received the order.
ROF # / Mercury #	Select whether you are using the Report of Orders Filled number or Mercury number, and enter that number in the field to the right of the options.
Filling Florist	Enter the shop code of the florist who filled the order. You can also click the search button (...) to search for the florist's shop code.

Table 4-31: Adjustment Message (ADJ) Window Settings (cont.)

Setting	Description
Delivery Date	Enter the delivery date. You can click the arrow to reveal a calendar, from which you can select the delivery date.
Order Amount	Enter the total price of the order and delivery. Click the calculator icon to help compute the total amount.
Reason	From this list, select the reason you are filing this adjustment.
Text or Reason	Type a further reason or a more detailed explanation of why you are filing this adjustment.
Over/Under Chg	Enter the correct order amount. Do not enter the difference.
Operator	From this list, select your employee name.
Sending Florist	By default, your store name is displayed in this list. If you have multiple stores, select the sending store name.

Click **Send** to send the message; click **Escape** to close this window without saving changes.

REC Message List (REC)

The Rec Message List allows you to report Mercury orders that you receive by telephone to the FTD Clearing House. This eliminates the need to enter these orders on your Report of Orders Filled form. Use the Rec Message List to report phoned in FTD orders only. You may send Rec Messages in batches rather than individually, if you prefer.

All Mercury orders (including order relay orders) received through the Mercury Network are reported automatically. Do not report orders sent over the Mercury Network using this message. Interflora orders cannot be reported using the Rec Message List.

Phoned In orders entered in Order Entry and Point of Sale automatically added to the list of Rec Messages. (If you want to delete orders created in Order Entry or Point of Sale from the Rec Message List, you must cancel these orders in Order Entry or Point of Sale before you can delete them from the list.)

NOTE There is no transmission charge to the filling Member who submits a Rec Message List. If the sending Member uses the Rec Message List to report an order, a transmission fee is charged.

For Canadian systems, when creating REC messages for incoming phone orders from outside of Canada, FTD Mercury uses the amount of the order in the Phoned-In window and not the amount converted to Canadian funds in the Order Entry window. If taxes are included on an incoming order, the amount in the REC message will be the order total including the taxes.

Sending a REC Message

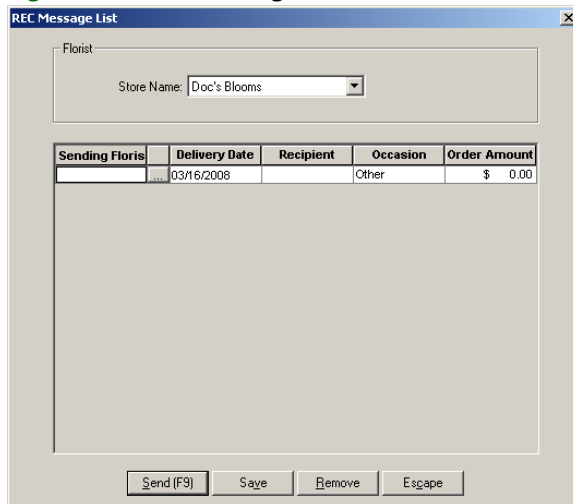
TASK To send a REC Message:

- 1 On the **Mercury Message** menu, click **Rec Message List (REC)**. The **REC Message List** window opens.
- 2 In the **Store Name** field, click the arrow and choose the store from which you are sending this message.
- 3 In the **Sending Florist** column, type the sending shop code (the shop that sent you the order) and press **TAB**. You can type the code in one of the following formats: NN-NNNNAA or NNNNNNAA where N is a number and A is a letter. For example, 90-1234AA. You may click the search button to perform a Florist Search.

- 4 To change the delivery date, click to the right side of the **Delivery Date** column, to reveal two sets of arrows. Highlight the month with your mouse, then click the up and down arrows until the correct month displays. Do the same for the day and year. Or, click the arrow to reveal a calendar and click on the delivery date.
- 5 In the **Recipient** column, type the full name of the person who received the order.
- 6 Click to the right side of the **Occasion** column to reveal a down arrow. click the arrow and select the occasion for this order.
- 7 In the **Order Amount** column, enter the total price of the order. You may click to the right side to reveal the calculator icon to help you compute the price.
- 8 Click **Save** to save your Rec Message List. The next time you open this window, it will contain all saved Rec messages. You can then click **Send** at any time when you are ready to send your Rec Message List to the Clearing House. It is strongly recommended that you send your Rec Message List before the end of each month so your Combined Report Statement will be correct.

REC Message List Window

Figure 4-14: REC Message List Window



You can configure the following settings in the REC Message List window:

Table 4-32: REC Message List Window Settings

Setting	Description
Store Name	From this list, select the store for which you are sending this message.
Sending Florist	Enter the sending shop code (the shop that sent you the order).
Delivery Date	To change the delivery date, click on the right side of this column to reveal two sets of arrows. Use these arrows to select the delivery date.
Recipient	Enter the name of the person who received the order.
Occasion	Click in this column and select the occasion for the order from this list.
Order Amount	Enter the total amount for this order.

Click **Send** to send the orders to the Clearing House. You should do this near the end of each month so your statement is correct. Click **Save** to save changes you made in this window. Click **Remove** to remove the selected order from the list. Click **Escape** to close this window.

SUSpend and RESume Messages

The SUSpend Message is used to suspend your system from receiving orders temporarily. FTD Mercury will continue to process administrative messages while the SUSpend message is in effect. The RESume Message activates FTD Mercury so it can receive orders earlier than the date and time specified in the SUSpend Message.

SUSpend Message

The SUSpend message allows you to suspend FTD Mercury temporarily from receiving orders or messages. Administrative messages will continue to be received during the suspension period. The Host Computer automatically forwards orders sent to your console to other Mercury Members. Orders that have a delivery date after the suspension period will be transmitted to your store. Flowers All Hours orders are not affected by the suspension.

Sending a SUSpend Message

TASK **To send a SUSpend Message:**

- 1 On the **Mercury Message** menu, click **Suspend (SUS)**.
- 2 In the **Suspend** area:
 - a. In the **From Date** field, click the arrow to reveal a calendar, and select the date you want to stop receiving orders.
 - b. In the **Time** field, change the time to the time you want to stop receiving orders. To change the time, highlight the hour with your mouse, then click the up and down arrows until the correct hour displays. Do the same for the minutes and AM/PM.
- 3 In the **Resume** area:
 - a. In the **To Date** field, click the arrow to reveal a calendar, and select the date you want to resume receiving orders.
 - b. In the **Time** field, change the time to the time at which you want to resume receiving orders. To change the time, highlight the hour with your mouse, then click the up and down arrows until it displays the correct hour. Do the same for the minutes and AM/PM.
- 4 In the **Operator** field, click the arrow and select your name from the list.
- 5 Click **Send**.

Suspend Message (SUS) Window

Figure 4-15: Suspend Message (SUS) Window

The Suspend Message (SUS) window contains the following settings:

Table 4-33: Suspend Message (SUS) Window Settings

Setting	Description
From Date	Enter the date you want FTD Mercury to begin suspending messages. You can also click the arrow to reveal a calendar, from which you can select the date.
Time	Enter the time on the selected date you want FTD Mercury to begin message suspension.
To Date	Enter the date on which you want FTD Mercury to begin receiving messages again. You can also click the arrow to reveal a calendar, from which you can select the date.
Time	Enter the time on the selected day you want FTD Mercury to begin receiving messages again.
Operator	From this list, select your employee name.
Sending Florist	If you have multiple stores, select the store for which you are sending this SUSpend message.

Click **Send** to send the SUSpend message, or click **Escape** to cancel the message without sending.

RESume Message

The RESume message allows your program to receive orders earlier than the date and time that you specified in your SUSpend message. FTD Mercury will continue to process administrative messages while the SUSpend message is in effect.

Sending a RESume Message

TASK To send a RESume Message:

- 1 On the **Mercury Message** menu, click **Resume (RES)**.
- 2 In the **Resume** area:

- a. In the **To Date** field, click the arrow to reveal a calendar, and select the date you want to resume receiving orders.
 - b. In the **Time** field, change the time to the time at which you want to resume receiving orders. To change the time, highlight the hour with your mouse, then click the up and down arrows until the correct hour displays. Do the same for the minutes and AM/PM.
- 3 In the **Operator** field, click the arrow and select your name from the list.
 - 4 Click **Send**.

Resume Message (RES) Window

NOTE When sending a RESume message, the Suspend area is disabled.

Figure 4-16: Resume Message (RES) Window

The Resume Message (RES) window contains the following settings:

Table 4-34: Resume Message (RES) Window Settings

Setting	Description
To Date	Enter the date on which you want FTD Mercury to begin receiving messages again. You can also click the arrow to reveal a calendar, from which you can select the date.
Time	Enter the time on the selected date you want FTD Mercury to begin receiving messages again.
Operator	From this list, select your employee name.
Sending Florist	If you have multiple stores, select the store for which you are sending this RESume message.

Click **Send** to send the RESume message, or click **Escape** to cancel the message without sending.

RETrieval Message

The RETrieval Request message allows you to retrieve previously transmitted messages. You should use the manual RETrieval message if one of the following occurs:

- » You are missing sequence number
- » You want to retrieve a copy of a prior transmission for your records

Normally, you may retrieve a maximum of 22 messages per request. During holiday periods, the maximum may be reduced. When necessary, the retrieval procedure may be temporarily restricted.

You are able to complete a RET for approximately four to six weeks after the message was originally sent or received. After this time period, you will need to request the information from the archive file, which a Mercury Technology Assistance Center representative can view and print to be mailed or faxed to you.

Sending a RETrieval Message

TASK To send a RETrieval Message:

- 1 On the **Mercury Message** menu, click **Retrieval (RET)**.
- 2 In the **From Order Number** field, enter the number of the last “good” order or message you sent or received if you were requesting the RETrieval message due to missing sequence numbers.

NOTE Typing an order number into this field and leaving the To Order Number field empty allows you to retrieve all messages from the number you typed in through the last message you sent or received.

- 3 In the **To Order Number** field, you may do one of the following:
 - » Type the same order or message and sequence number that you entered in the **From Order Number** field if you want to retrieve just that specific order or message.
 - » Type a different order or message and sequence number if you want to retrieve a range of orders or messages.
 - » Leave this field blank to retrieve all messages (from the order number you entered into the **From Order Number** field through the last message you sent or received).
- 4 Select one of the following:
 - » **Retrieve SENT Messages.** This option prompts the Host Computer to retrieve a copy of orders and messages that were sent over FTD Mercury (starting with the indicated order or message number).
 - » **Retrieve RECEIVED Messages.** This option prompts the Host Computer to retrieve a copy of orders and messages that were received over FTD Mercury (starting with the indicated order or message number).
 - » **Retrieve ALL Messages.** This option prompts the Host Computer to retrieve a copy of all orders and messages that were sent and received over FTD Mercury (starting with the indicated order or message number).

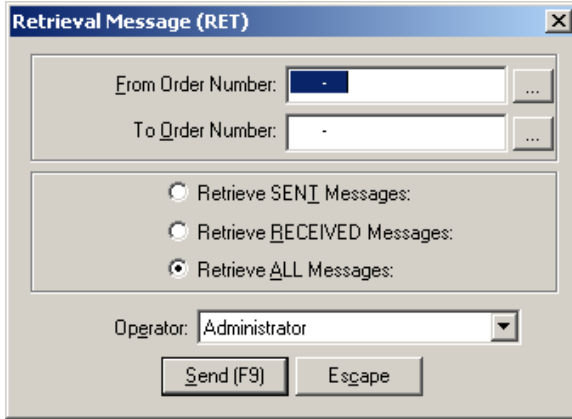
NOTE It is strongly recommended that you use the Retrieve ALL Messages option if your FTD Mercury program experiences a temporary printer problem or if you are missing sequence numbers.

- 5 In the **Operator** field, click the arrow and select your user name from the list.
- 6 If all information is correct, click **Send**.

Retrieval Message (RET) Window

The RETrieval Message window is used to retrieve previously received orders or messages. You may want to send this message type if you are missing sequence numbers. You should not use a Retrieval message if you just want to print a copy of a previous message for your records; instead, use Message Center to search for the message and print a copy of it.

Figure 4-17: Retrieval Message (RET) Window



The Retrieval Message window contains the following settings:

Table 4-35: Retrieval Message (RET) Window Settings

Setting	Description
From Order Number	Enter the number of the last “good” order message you sent or received. You can also click the Search button (...) to launch Message Center and select a message. When you select one in Message Center, when you return to this window, the Mercury # of the message you selected will automatically be populated in this field.
To Order Number	Enter the same order number you entered in the From Order Number field to retrieve that specific order or message. You can also type a different number to retrieve a range of orders and messages. To retrieve all messages, leave this field blank. You can also click the Search button (...) to launch Message Center and select a message. When you select one in Message Center, when you return to this window, the Mercury # of the message you selected will automatically be populated in this field.
Message Types to Retrieve	Select whether you want to retrieve sent messages, received messages, or all messages within the specified message number range.
Operator	Select your employee name from this list.

Order Detail View Window

Figure 4-18: Order Detail View Window

The screenshot shows a window titled "Order Detail View" with a blue header bar and a close button in the top right corner. Below the header are three tabs: "Order", "Header/Footer", and "Additional". The "Order" tab is active and contains the following fields:

- Order Number: A2923V-0208
- Priority: FTO
- Sending Florist: 90-0001EE
- Occasion: Other
- Status: Received
- Price Includes Delivery: 39.45 US\$
- Recipient Information: Mindy Williams, 3113 Woodcreek Dr, DOWNERS GROVE, IL 60515-5412, 630-630-6300 Ext.- 1234
- Delivery Date: Wednesday, February 13, 2008
- First Choice: .BH FTD Big Hug Bouquet
- Second Choice: none
- Card Message: Hugs & Kisses! - Mark
- Special Instructions: (empty)

At the bottom of the window are two buttons: "Print" and "Close".

This window displays detail information of an order that has been sent from or received by your shop. It opens when you click the Ord. Detail button in message creation windows (such as Create ASK Message, Create CON Message, etc.). The information in the tabs are read only and cannot be changed. To change an order, you must send another Mercury message.

Order Tab

Some important fields in this tab are described below. For information on a particular field in this window, right click on that particular field.

- » Order Number: Displays the number of the order (as assigned by your system).
- » Status: The current status of the order. An asterisk (*) next to a status type signifies that the status may change (due to ASK and ANSWER messages in progress for example). Status types are:
 - » Received displays for an order that has been received by your shop.
 - » Sent displays for an order that has been sent from your shop.

- » Pending displays when the order has been sent, but has not yet been received by the filling florist.
- » Error displays when the order has been rejected.

Header/Footer Tab

This tab displays header and footer detail information of an order that has been sent from or received by your shop. The Mercury Network may display a message in the header or footer, such as error codes or warning messages.

The information in this window is read only and cannot be changed. To change an order or message, you must send another Mercury message type.

Additional Tab

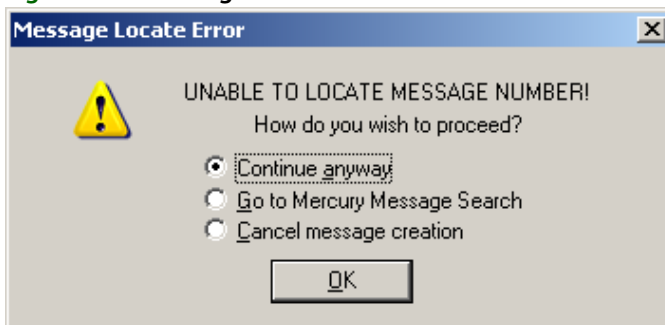
This tab displays general order information: wire service name, sending and filling florist, and the operator name.

This information is read only and cannot be changed. To change an existing order or message, you must send a Mercury message.

Message Locate Error Window

This window will appear if FTD Mercury cannot find a message that corresponds to the message number that you entered (usually from a Create ASK Message or Create ANS Message window and entering an incorrect number for the message). This may also occur if the message has not had a chance to be recognized by the Host Computer, or if you entered the message number incorrectly.

Figure 4-19: Message Locate Error Window



The best way to locate a message is by searching for the message in Message Center. This way, you can locate the message and its corresponding message number. Select Go to Mercury Message Search and click OK.