

Processing Phoned-In Mercury Orders

Phoned-in orders come from florists associated with a wire service. By keeping track of phoned-in FTD Mercury orders using FTD Mercury, the Rec Message List is automatically built for you, and you can send it to FTD at the end of each month. Using Order Entry to enter incoming phone orders allows you to print a Report of Orders Filled to send to the wire services you are a member of to receive credit for your orders.

To process a Mercury order received over the phone:

1. On the **FTD Mercury Main Menu**, click **Order Entry**.
2. From the **Employee** list, select your employee name.
3. In the **Florist** area, click **Phoned In**. Select the wire service the sending florist is using, enter the sending florist's shop code, enter the name of the person you spoke with at the sending florist shop, and enter the amount the provided to you by the sending florist in the **Amount** field.
TIP: When you select Phoned In, the wire service's house account is automatically filled in as the customer.
4. In the **Recipient** area, enter recipient information.
5. In the **Delivery** area, enter delivery information.
6. In the **Card** area, enter the card message.
7. From the **Occasion** list, select the occasion for the order.
8. In the **Product** area, a new item has been entered called **Wire** with the value of the **Amount** field less any delivery fees or exchange rates. In the product grid, enter each product for the order. The total of the products you add should be the same as the value of the **Wire** product.
9. When the total of the products is the same as the **Wire** product, right-click on the **Wire** product and click **Remove**.
10. Click **Payment**. The **Payments** window opens.
11. Click **Complete**.

Depending on the settings for your system, invoices, worksheets, and/or cards will print.



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Order Entry - New Sale

Store Name (F2) Doc's Blooms Order Notes Employee (F3) Arge

Customer (F4) Ordered By: Account Information

Floral Transworld Delivery Customer Address: 3112 Woodcock Ct, DOWNERS GROVE, IL 60515 Tax Exempt Number: *****

Customer Notes: Customer Detail

Account Information: Store of Origin: Doc's Blooms, Total Balance Due: 34.99, Average Sale: 34.99, Last Year Sale Count: 0, Year To Date Sale Count: 1, Year To Date Sale Total: 34.99, Last Purchase Date: 04/30/2008, Current Balance: 0.00

Average Order by Occasion: Anniversary 0.00, Birthday 34.99, Business Gifts 0.00, Holiday 0.00, Illness 0.00, Maternity 0.00, Other 0.00

Recipient (F5) Name: Heather Stewart, Company: Address: 12200 N SHELDON RD, City: PLYMOUTH, State: MI, ZIP Code: 48170, Phone: 734-459-1212

Delivery (F6) Date: Sunday 5/11/2008, Time Detail, Zone: West of Main Street, Triangle To

Card (F7) Get Well Soon! Love, April

Floral (F8) FTD, 09-5141AA, JOHN & BOB YOUR FLORISTS, 1503 SE 47th Ter, CAPE CORRAL, FL 33904, (239)541-0219, Minimum Order: 21.00H

Amount: 30.00, Floral Contact, Phoned In, No Auto Forwarding, Message Center

Special Instructions

Products (F9)

Product Code	Qty	Description	Amount	Discount	Extension	(+)
arr	1	Arrangements	\$ 51.00	0%(.00.00)	\$ 51.00	
DELV	1	Delivery Charge	\$ 9.00	0%(.00.00)	\$ 9.00	
	1		\$ 0.00	0%(.00.00)	\$ 0.00	

Second Choice: Picture

Order Totals: Subtotal 60.00, SalesTax1 0.00, SalesTax2 0.00, Total 60.00

Payment Complete COO EJE Cancel Order Printer Lookup Escape

Fill out product, recipient, and delivery information using the wire service house account as the customer.

When you click Phoned In, the Florist area becomes active. You can then select the florist ID, wire service, and adjust the amount to reflect the total price of product and delivery. When you click Payment, the wire service house account will be selected.

