Processing Phoned-In Mercury Orders

Phoned-in orders come from florists associated with a wire service. By keeping track of phoned-in FTD 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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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.

Simply **Easier**. Simply **Better**. Simply **Mercury**.™