

Daily Checklist

At the beginning of the day, perform these tasks:

- » Check that your automatic backup from last night was completed.
- » Remove your backup media (Zip disk or USB thumb drive) and store it in a safe place (ideally offsite).
- » Replace your backup media (either a different Zip disk or USB thumb drive) on your server. As a best practice, you should alternate between two or more Zip disks or USB thumb drives and store the ones not being used for backup that night offsite. You can purchase additional USB thumb drives from FTD.
- » Set the opening balance for each Point of Sale terminal.

During each day, perform these tasks:

- » Use Ticket Search to check for pending orders, particularly orders that are pending due to credit card authorization.
- » Check to see if you have incomplete orders and process them.
- » Open Order Entry or Point of Sale, click Message Center, and attach incoming orders (by double-clicking on them). Unattached orders appear in green text.
- » Check for any credit card errors or declined credit card transactions.

For end-of-day tasks, see the other side of this card...



Daily Checklist

At the end of each day:

- » Verify all incoming wire orders have been attached.
- » Verify all orders for the day have been completed. Look at the Dashboard for a quick glance of what may remain to be done, and perform a Ticket Search for tickets with statuses of pending, incomplete, or filed.
- » Ensure all orders have been marked as Designed in Design Center.
- » For Mercury Delivery users, verify all orders have been marked as delivered.
- » Balance your cash drawers and close your Point of Sale systems by using Z-out transactions. When you perform a Z-out, FTD Mercury automatically performs an X-Out transaction first, allowing you to find errors and correct them prior to finalizing the Z-out transaction.

TIP: To help balance a cash drawer, perform a Ticket Search for completed orders. Verify that sales were entered correctly. Common issues that can cause the cash drawer to be out of balance include cash sales being completed in Order Entry instead of Point of Sale, and payments on accounts made from the FTD Mercury Main Menu instead of Point of Sale (if you are putting money in the cash drawer, you should use Point of Sale).

- » Print the Credit Card Settlement History report for today.
- » Prepare your bank deposit.
- » Run the Balance Report using the Balance Wizard in Mercury Accounting. Print any pages you need for your records.
- » Double-check your backup media (Zip disk or USB thumb drive) in place for your server.

For other daily tasks, see the other side of this card...

