Index

A	Acknowledgement List report 9-54
Abbreviated Customer Master List with Balance report 19-3	Acknowledgement window 4-16
Abbreviated Customer Master List with Days Late report 19-5	acknowledging messages 4-15
abbreviation codes 24-65	Add New Referral Code window 16-20
accessing 24-68	Add Recipient window 9-52
adding 24-68	Address Check window 2-11
card 9-9, 9-35	Address Settings screen. See Form Alignment screen
modifying 24-69	Address Types screen 24-69
recipient 9-6, 9-14, 9-35	address verification 14-1
removing 24-69	setting up 14-2
using 24-67	updating database 14-3
Abbreviation Codes screen 24-65	using 14-2
abbreviations B-1	Address Verification screen 24-51
Canadian provinces B-3	accessing 24-51
Puerto Rico B-3	Address Verification window 14-2
state B-2	Adjustment Message (ADJ) window 4-39
About FTD Mercury 2-10	ADJustment Report message 4-38
About window 2-19	opening the Adjustment Message (ADJ) window 2-8
Accounting 2-8	Advanced Delivery Module 14-1
accounting 2-8	Advanced Settings screen 24-77, 25-2
assigning GL account numbers in third-party software 21-1	Aged Analysis report 19-7
assigning GL account numbers in third-party software 21-1 assigning GL account numbers to products 21-3	All Campaigns window 16-20, 16-32
opening 2-8	All Criteria window 16-32
	ANSwer message 4-21
Accounting folder 24-3 Accounting Module	in Dashboard 25-4
Balance Wizard 20-15	opening the Create ANS Message window 2-7
Chart of Accounts Wizard 20-6	responding to incoming 4-13
	sending delivery confirmation 9-74
Cost of Goods report 20-27	AOI, see Automated Order Interface
GL export history 20-23	AOP, see Automatic Order Processing
Main Menu 20-1	ASK message 4-19
Trial Balance report 20-30	in Dashboard 25-4
accounts	opening the Create ASK Message window 2-7
adding to the Chart of Accounts 20-25 balance forward 7-30	responding to incoming 4-13
	authorization
house 18-1	unsettled credit card 13-12
merging duplicate customer 7-39	voice 13-3
open item 7-30	Auto Reconciliation History 2-9
payments on house 18-2	Auto Reconciliation History window
reconciling against bank statements 20-27	opening 2-9
setting up house 7-29	auto select 4-18
setting up house defaults 24-6	Automated Order Interface 9-92
wedding 7-35	Automatic Order Processing 10-1
	configuring 10-5
	configuring for send-only florists 10-5
	credit card payments 10-2
	disabling 10-5
	handling outgoing orders 10-1
	nanumu outuomu ordeis iv-i

potential issues 10-3	setting federal and provincial tax code labels C-2
searching for orders 10-6	setting federal and provincial tax rates C-3
system employee 10-6	setting the store to Canada C-1
Automatic Order Processing screen 10-3, 24-96	store settings C-7
accessing 10-4, 24-97	wire service exchange rate C-8
automatic reconciliation 17-1	Canadian features
Automatically Apply Customer Discounts 2-18	configuring for debit card processing D-1
В	using debit cards D-2
backing up your data 2-14	Canadian province abbreviations B-3
Backup Status indicator 25-9	Canadian tax 9-27
balance forward accounts 7-30	Cancel or Void Order window 9-92
Balance Wizard 20-15	CANcellation message 4-23, 4-24
Balancing Summary report 20-16	in Dashboard 25-4
banner ads 5-3	opening the Create CAN Message window 2-7
bar code reader, configuring E-1	responding to incoming 4-13
Bar Code window 8-21	cards
bar codes 8-20, 9-83	font sizes 9-85
configuring the bar code reader E-1	messages 9-85
deleting 8-20	trifold 9-67
using in Order Entry 9-83	care instructions 8-12
billing 18-1	carry out orders 9-16
billing cycles 7-30	cash drawers
Billing Invoice (Legal) 24-85	configurations 11-2
Billing Invoice (Letter) 24-84	managing 11-3
billing invoices 9-64	setting up 11-2
bi-monthly directory updates 5-1	Cash-Flo 13-1
configuring your system for 5-1	categories
Bookkeeping	adding marketing 24-22
Accounting 2-5	adding product 24-73
Business Reports 2-5	assigning marketing to customers 15-15
Credit Cards 2-5	marketing 15-14
Receive Payment 2-5	removing product 24-73
Statements 2-5	using customer in reports 15-15
Both Routed and Non Routed Orders report 14-53	Change Passwords 2-10
business reports, see reports	chart of accounts 20-6
Business Snapshot report 19-11	about 20-12
C	account 20-12
C.O.D.	adding accounts to 20-25
completing orders 9-18, 9-19	setting up 20-7
entering orders 9-17, 9-29	Chart of Accounts Wizard 20-6
when to use 9-29	checklists
C.O.D. Orders indicator 25-5	daily 2-14
caller ID 9-35	monthly 2-16
camera	weekly 2-16
design pictures 12-8	Close City Match window 5-12
product pictures 8-6	Closest City County Selection window 5-12
recipient pictures 9-55	Closest City Search 5-11
video chat 2-20	Closest City Search window 5-13
campaigns, see marketing campaigns	combined report
Canadian configurations C-1	diskette 17-1
adding and modifying tax codes C-4	reporting errors 4-38
associating delivery zone fees C-15	Communication folder 24-24
configuring and updating delivery zones C-9	communication status indicators 25-8
creating local zones C-12	Backup Status 25-9
creating provincial map zones for outgoing orders C-10	External Communication 25-8
editing provincial zones C-12	Mercury Connection 25-9
fill order multiplier C-8	company information, changing 20-24
incoming order taxation C-18	completing orders 9-18
local tax rates for product fees and charges C-16	components
removing product tax codes C-9	adding to templates 23-3
setting and verifying tax codes C-2	changing properties 23.7
	changing properties 23-7

in templates 23-5	credit memos 18-25
sample template with 23-4	credit, balances 18-13
CONfirmation message 4-25	Credit/Debit Memo window
in Dashboard 25-4	opening 2-8
opening the Create CON Message window 2-7	Credit/Debit Memos 2-8
responding to incoming 4-14	Customer Account Balance Detail report 7-10
Constant Contact	Customer Account Balance Detail window 7-9
executing email marketing campaigns 16-15	Customer Account Payment report 19-19
Contents 2-10	customer categories
Cost of Goods report 20-27	using in reports 15-15
coupons 8-19	customer contacts 7-32
redeeming 9-31	Customer Credit Card window 7-13
setting up 8-19	Customer Detail Information window
cover letters, creating and editing fax 24-29	Contacts tab 7-14
Create a New Template window 23-2	Credit Cards tab 7-13
Create ANS Message window 4-22	General tab 7-2, 7-24
Create ASK Message window 4-20	House Account tab 7-5
Create Campaign panel 16-18	Marketing tab 7-17
Create CAN Message window 4-24	opening 2-6
Create CON Message window 4-26	Order History tab 7-16
Create DEN Message window 4-31	Standing Order tab 7-20
Create FOR Message window 4-33	Statement tab 7-18
Create REJ Message window 4-35	Statistics tab 7-8
Credit Card Authorization window 13-5	customer letters 15-10
opening 2-9	customer marketing 7-34
Credit Card Search window 13-9	Customer Master List 19-22
opening 2-7	Customer Merge 7-39
Credit Card Settlement History report 19-16	Customer Merge window 7-41
Credit Card Settlement window 13-12	opening 2-10
opening 2-9	Customer Search 7-26
credit cards	Customer Search window 7-26
adding 7-31	opening 2-5, 2-7
approval 13-2	customer statistics, viewing 7-31
automatic order processing 10-2	customers
Cash-Flo 13-1	
changing price prior to settlement 13-3	adding new 2-6, 7-24 assigning marketing categories 15-15
customer maintenance 7-31	contacts 7-32
deleting unapproved transactions 13-9	deleting 7-44
editing 7-32	discounts 7-25
handling unsettled authorizations 13-12	house accounts 7-29
maintaining information 7-31	
<u> </u>	marketing 7-34
manually authorizing 13-4	marking active 7-25
processing over the Internet 13.1	marking inactive 7-25
processing over the Internet 13-1	merging 7-39
removing 7-32	order history 7-32
resending transactions for authorization 13-8	protecting from purge 7-43
searching for transactions 2-7, 13-8	purging 7-42
settlement 13-11	receiving payments 18-2
swiping 13-2	removing duplicates 7-39
unsettled authorizations 13-12	searching for 2-7, 7-26
unsettled transactions 13-12	statement history 7-35
using 13-2	statements 7-35 , 18-8
viewing transactions 13-8	statistics 7-31
voice authorization 13-3	viewing order history 7-32
Credit Cards menu 2-9	D
Manual Authorization 2-9	daily checklist 2-14
Settlement 2-9	Dashboard 25-1
View Unsettled Authorizations 2-9	communication status indicators 25-8
Voice/Resend Authorization 2-9	configuring display 25-2
	enabling 25-2
	flashing events 25-3
	incoming Mercury messages 25-4

Incoming Mercury Messages chart 25-4	editing 14-23
opening 25-2	modifying 14-27
order indicators 25-5	removing orders 14-22
data processing center 3-1	saving 14-22
data, automatically reconciling 17-2	viewing progress 14-24
debit cards D-1	Delivery Snapshot window 14-5
Accounting Balance Report in Detail D-4	Delivery Trip Analysis report 14-56
approval responses D-4	delivery zone fees
configuring Canadian systems D-1	associating for Canadian shops C-15
declined responses D-4	setting up 8-19
payments in Order Entry 9-31, D-3	Delivery Zone Fees screen 24-49
	Delivery Zone report 14-48
payments in Point of Sale 9-31, D-3	· · · · · · · · · · · · · · · · · · ·
refunds D-3	Delivery Zone screen 24-43
reversal file D-4	pool address 24-46
splitting payments D-3	delivery zones 14-7
using on Canadian systems D-2	assigning fees 24-50
debit memos 18-25	changing 14-19
Declined Credit Cards indicator 25-6	configuring and updating for Canadian shops C-9
Default Form Printing screen 24-82	creating 14-7
accessing 24-83	creating by address 14-10
configuring forms to print 24-83	creating by map 14-7
pool tickets 9-69	creating by postal code 14-9
delinquency letters 15-11	pool 24-45, 24-48
printing 15-11	removing fees 24-50
Delivered Orders report 14-55	setting up 8-19
Delivery 2-9	setting up in Mercury Administration 24-47
delivery	ways to set up 8-19
truck return 14-28	DENy message 4-30
viewing route progress 14-24	in Dashboard 25-4
wireless delivery confirmation 14-1, 14-32	opening the Create DEN Message window 2-7
zones 14-7	responding to incoming 4-14
delivery charges	Design Center
setting up 8-19	attaching pictures to tickets 12-8
Delivery Code screen 24-40	marking orders designed 12-7
delivery confirmation 9-72 , 9-74	opening 12-1
required configurations 9-73	printing invoices 12-9
sending ANSwer messages 9-74	viewing product pictures 12-8
sending email messages 9-73	Design Center window 12-1
Delivery Confirmation message (ANS) 4-27	opening 2-9
opening the Delivery Confirmation (ANS) Message window 2-	design pictures
7	attaching to tickets 12-8
sending automatic 4-28	sending 9-58
sending manual 4-28	Designer 2-9
Delivery Confirmation Message (ANS) window 4-29	Designer Analysis window 12-6
· · · · · · · · · · · · · · · · · · ·	= '
Delivery folder 24-40	designers
Delivery Information window 9-89	analyzing workloads 12-5
delivery maps, printing 14-22	assigning products to 12-4
delivery orders	directory
C.O.D. 9-19	bi-monthly updates 5-1
local 9-18	downloading updates 5-2
delivery path	florist 24-93
changing 14-18	updates 5-1
Delivery Priority Code screen 24-42	updating florist 24-93
Delivery Problem report 14-57	your listings 5-11
Delivery report 14-50	discounts 7-25
delivery routes	Display Dashboard 2-18
adding orders 14-21	disputing orders 17-5
changing names 14-18	Distance Map window 5-15
changing origin 14-18	Doc Center 2-9
completing 14-40	documentation conventions 1-2
completing from phone 14-44	dunning messages 7-30
creating 14-12	configuring 24-8

Dunning Messages screen 24-6, 24-8	Employees screen 6-1, 24-51
E	Enable Address Verification Override 2-18
email	Enter Key Functions as Save Button 2-18
collecting customer information 18-10	Events Polling Interval 25-2
incoming mail server setup 24-33	exchanges
outgoing mail server setup 24-32	new-sale based 9-79
email messages	processing 9-75
manually deleting 22-4	with one-click refunds 9-78
resending 22-4	exiting 2-6, 2-11
sending delivery confirmation 9-73	External Communication indicator 25-8
Email screen 24-25	F
Email tab 22-2	facilities
emailing	details 5-14
creating templates 23-1	searching for 2-7
delivery confirmations 9-73	Facilities for a Florist window 5-15
invoices 9-70	Facility Detail window 5-14
monitoring emails 22-2	Facility Search 2-7, 5-13
statements 7-30	opening 2-7
employee	Facility Search window 5-14
system 10-6	opening 2-7
Employee Analysis report 19-25	Fax & Email Monitor 22-1
Employee folder 24-51	Email tab 22-2
Employee History 2-8	Fax tab 22-2
Employee History Information window 6-10	logging in 22-4
opening 2-8	opening 2-9
employee payroll, handling 6-4	Scheduler tab 22-3
employee reports 6-5	Fax screen 24-28
Employee Sales report 19-30, 19-56	Fax tab 22-2
Employee Sales Report window 6-10	faxes
opening 2-8	creating and editing cover letters 24-29
Employee Sales Summary 2-8	manually deleting 22-4
Employee Search 6-9	resending 22-4
Employee Search window 6-9	faxing
opening 2-7	fax cover letters 24-29
Employee Security window 6-7	invoices 9-70
Employee Type screen 24-53	monitoring faxes 22-2
employee types 6-5	statements 7-30
adding 6-5	fees
removing 6-5	assigning to delivery zones 24-50
employee-level security	removing from delivery zones 24-50
setting 6-7, 11-2	setting up delivery zone 8-19
employees	Flle menu 2-6
activating terminated 6-4	File menu
adding 6-1	Exit 2-6
adding types for 6-5	Logout 2-6
changing passwords for 6-3	New Customer 2-6
editing information 6-2	New Product 2-6
handling payroll for 6-4	Order Entry 2-6
history 2-8	Point of Sale 2-6
managing 6-1	filed orders
payroll options 6-4	deleting 9-29
removing job functions 6-6	searching for 9-28
removing types 6-5	Filed Orders indicator 25-8
reports 6-5	filing incomplete orders 9-28
requiring employee name selection 6-2	fill order multiplier C-8
searching for 2-7, 6-9	finance charges 7-30
setting up 2-14	finance grace period 7-30
setting window access for 6-8	floral order relay center 3-1
terminating 6-3	florist directory 24-93
time tracking 6-4	banner ads 5-3
	bi-monthly updates 5-1
	downloading updates 5-2

looking up your listings 5-11	Message menu 2-7
updating 24-93	Search menu 2-7
Florist Search	starting 2-2
banner ads 5-8	Tools menu 2-9
closest city search 5-11	Wire Reconciliation menu 2-9
looking up your listings 5-11	FTD Mercury Configuration window 2-17
opening 2-7	opening 2-10
searching for florists 5-3	FTD Mercury Help menu 2-10
special listings 5-8	FTD Mercury Main Menu
tips 5-4	bookkeeping functions 2-5
Florist Search window 5-5	common functions 2-4
opening 2-5, 2-7	search functions 2-5
florist thank you letters 15-3	FTD Mercury Main Menu window 2-4
printing 15-3	shortcuts 2-10
florists	FTD Mercury online help 2-10
searching for 2-7, 5-3	FTD Mercury Technical Support 1-4
Florists Online 1-5	FTD Reporter 2-11
Automatic Order Processing 10-6	FTD Server Password window 6-3
incoming wire orders 9-22	opening 2-10
wire out order 9-26	Funeral Log
Flowers All Hours 1-4	adding funerals 9-52
Automatic Order Processing 10-6	changing funeral information 9-54
incoming wire orders 9-22	generating acknowledgement lists 9-54
wire out order 9-26	removing funerals 9-55
FOL Web site 8-13	searching for funerals 9-51
adding custom products 8-17	selecting recipients from 9-54
changing product prices 8-18	Funeral Log window 9-51
deactivating custom products 8-18	G
editing custom products 8-17	
removing custom products 8-17	Garmin GPS support 14-45
follow-up deliveries 14-30	General Ledger
font sizes 9-85	assigning account numbers in third-party software 21-
	assigning account numbers to products 21-3
Form Alignment screen 24-78	configuring your system for export 21-1
accessing 24-80	creating account numbers in third-party software 21-1
Form Format screen 24-83	export history 20-23, 20-24, 21-5
accessing 24-90	file export 21-4
Billing Invoice (Legal) 24-85	Peachtree 2000 21-2
Billing Invoice (Letter) 24-84	QuickBooks 21-2
configuring information to print 24-90	General Ledger Export 2-8
TriFold Card 24-89	GENeral message 4-36
Working Invoice (Legal) 24-88	in Dashboard 25-4
Working Invoice (Letter) 24-87	opening the General Message Detail window 2-7
FORward message 4-32	General Message Detail window 4-37
in Dashboard 25-4	general options, configuring 24-60
opening the Create FOR Message window 2-7	General screen 24-58
responding to incoming 4-14	Generate Statements 2-8
FTD clearinghouse	Generate Statements window
reporting phoned-in orders 4-40	opening 2-5, 2-8
FTD Document Center	Gift Card Activity 2-8
exiting 23-8	Gift Card Activity window 9-41
opening 2-9, 23-1	opening 2-8
FTD Flower Exchange 1-5	gift cards 9-36
FTD International Retrans Service 3-2	accepting as payment 9-39
FTD Member Services 1-4	adding value to 9-38
FTD Mercury	expiration period 24-13
configuring 2-16	in QuickBooks Balance Wizard 20-15
Credit Cards men 2-9	issuing credit with 9-40
exiting 2-6, 2-11	redeeming 9-37
File menu 2-6	refunds 9-39
License Agreement 2-10	reporting 9-41
logging off 2-6, 2-11	selling 9-37
Management menu 2-8	
	setting up to use 9-36, 24-9, 24-11

gift certificates 8-18	faxing 9-70
redeeming 9-31	faxing and emailing 9-70
setting up 8-19	generating 18-15
GL Export History 2-8	Order Entry 9-64
GL export report 20-24	printing from Design Center 12-9
GL Export screen 24-17	printing to remote locations 9-70
opening 2-8	printing with statements 7-7, 18-12
GL Export, configuring options 24-19	working 9-65
good, better, best pricing 8-8, 8-13	IVR 14-42
GPS 14-41, 14-45	activating 14-43
accessing routes 14-47	calling in to receive orders 14-44
removing previous routes 14-46	completing a route 14-44
setting Garmin home location 14-45	setting up 14-43
tracking phone location 14-41	J
upgrade 14-41	Job Function Security window 6-8
uploading routes 14-46	job function-level security
grace period 7-30	setting 6-7
H	job functions 6-5
Help menu 2-10	adding 6-6
About FTD Mercury 2-10	removing 6-6
Contents 2-10	Job Functions screen 6-5, 24-54
License Agreement 2-10	jobs, rescheduling 22-4
Merc Tech U 2-10	journal entries
host computer 3-1	store transfers 20-12
forwarding 3-2	K
hours 3-2	Key Criteria panel 16-23
operations 3-1	L
hot keys 9-12	labels 15-6
house accounts 18-1	mailing 15-6
adding additional names 7-32	printing mailing 15-6
defaults 24-6	letters
paying balance 7-38	customer 15-10
payments 18-2	delinquency 15-11
receiving payments 18-2	florist thank you 15-3
setting up 7-29	mailing labels 15-6
setting up defaults 24-6	marketing 15-3
viewing statistics 7-31	modifying templates 15-13
wedding 7-35	occasion code 15-8
HouseAccount screen 24-3	order recipient discount 15-4
1	printing delinguency 15-11
incoming Mercury messages	printing florist thank you 15-3
responding to 4-13	printing mailing labels 15-6
Incoming Mercury Messages chart 25-4	printing occasion code 15-8
incoming orders	printing order recipient discount 15-4
attaching in Message Center 4-9	License Agreement 2-10
Canadian tax 9-27	licenses, adding 24-56
rejecting 4-16	Licensing screen 24-55
wire 9-22	Load Reconciliation window
incoming REJ messages	opening 2-9
handling 4-11	Load Wire Reconciliation 2-9
incomplete orders	local delivery 9-18
filing 9-28	local delivery orders
searching for 9-28	C.O.D. 9-19
Incomplete Orders indicator 25-7	logging off 2-6, 2-11
Interflora 1-7 international orders 3-2	Logitech QuickCam camera
International orders 3-2 International Retrans Service 3-2	controls 9-55
International Retrans Service 3-2 Internet screen 24-30	design pictures 12-8
invoices 9-64	product pictures 8-6
billing 9-64	recipient pictures 9-55, 9-58
emailing 9-70	video chat 2-20
٠ - د د د د د د د د د د د د د د د د د د	

M	other (third-party) 16-7
mail server	predefined templates 16-3
incoming 24-33	scheduling 16-9
incoming setup 24-33	marketing categories 15-14
outgoing 24-32	adding 24-22
outgoing setup 24-32	assigning to customers 15-15
mailing labels 15-6	marketing ideas 15-1
printing 15-6	marketing letters 15-3
MailServer screen 24-31	Marketing screen 24-21
main menu	Marketing Wizard
bookkeeping functions 2-5	Create Campaign panel 16-18, 16-23
search functions 2-5	creating email campaigns 16-13
main menu common functions 2-4	Key Criteria panel 16-23
Management menu 2-8	opening 2-9
Accounting 2-8	Output Fields panel 16-25
Credit/Debit Memos 2-8	Preview and Edit List panel 16-26
Employee History 2-8	Save Campaign panel 16-28
Employee Sales Summary 2-8	Select Target List panel 16-22
General Ledger Export 2-8	Welcome panel 16-17
Generate Statements 2-8	menus 2-4
Gift Card Activity 2-8	Merc Tech U 2-6, 2-10
GL Export History 2-8	Mercury
POS Sales Entry 2-8	component systems 3-1
POS Session History 2-8	connection 24-35
Receive Payment 2-8	network 3-1
Reports and Templates 2-8	Mercury Accounting
Manual Authorization 2-9	Balance Wizard 20-15
manual reconciliation 17-4	Chart of Accounts Wizard 20-6
Manual Wire Reconciliation 2-9	Cost of Goods report 20-27
Manual Wire Reconciliation Filter	GL export history 20-23
opening 2-9	opening 2-5, 2-8
map	Trial Balance report 20-30
time zone 5-4	Mercury Administration 2-10, 24-1
ZIP code 5-4	Abbreviation Codes screen 24-65
MapPoint 14-31	accessing 24-3
Maps (Time Zones) window 5-9	Accounting folder 24-3
Marketing 2-9	Address Types screen 24-69
marketing	Address Verification screen 24-51
campaign analysis 16-10	Advanced Settings screen 24-77, 25-2
categories 24-21	Automatic Order Processing screen 10-3, 24-96
creating a new template 16-11	Communication folder 24-24
creating a new template 10 11 creating a single postcard template 16-13	configuration 24-1
creating other (third-party) campaigns 16-7	Default Form Printing screen 24-82
customer 7-34	Delivery Code screen 24-40
ideas 15-1	Delivery folder 24-40
marketing campaigns 16-2	Delivery Priority Code screen 24-42
modifying an existing template 16-11	Delivery Zone Fees screen 24-49
scheduling campaigns 16-9	Delivery Zones screen 24-43
templates 16-11	Dunning Messages screen 24-6, 24-8
marketing campaigns 16-2	Email screen 24-25
analysis 16-10	Employee folder 24-51
creating direct mail birthday reminder 16-5	Employee Type screen 24-53
creating other (third-party) 16-7	Employees screen 24-51
custom templates 16-5	enabling Dashboard 25-2
deleting 16-10	Events Polling Interval 25-2
direct mail 16-3	exiting 24-97
direct mail 10-3 direct mail using custom templates 16-5	Fax screen 24-28
direct mail using custom templates 10-3 direct mail using predefined templates 16-3	Form Alignment screen 24-78
email 16-13	Form Format screen 24-83
email marketing campaigns 16-13	General screen 24-58
holiday reminder direct mail 16-6	GL Export screen 24-17
launching the Mercury Marketing Module 16-1	HouseAccount screen 24-3

interface 24-1	ASK 4-19, 25-4
Internet screen 24-30	CANcellation 4-23 , 25-4
Job Functions screen 6-5, 24-54	CONfirmation 4-25 , 25-4
Licensing screen 24-55	Delivery Confirmation (ANS) 4-27
logging in 24-3	DENy 4-30, 25-4
MailServer screen 24-31	FORward 4-32 , 25-4
Marketing screen 24-21	GENeral 4-36, 25-4
Mercury Connection screen 24-35	handling high priority (requires attention) 4-9
opening 2-10	Mercury printer options 24-80
Paid Out/In Types screen 24-76	ORDER 25-4
Phone Lines screen 24-37	REC Message List 4-40
Phone Types screen 24-75	REJect 4-34, 25-4
POS Setting screen 24-20	removing from Message Center 4-10
Printer Routing screen 24-80	responding to 4-12
Printer Settings folder 24-78	RESume 4-43
Product Category screen 24-72	RETrieval request 4-44
Questions screen 24-8, 24-9	setting up printer for 2-12
Reason Code screen 24-70	SUSpend 4-42
Referral Code screen 24-73	Transmit Now 2-6
Remote Delivery screen 24-40	types 4-1
Security folder 24-55	Mercury order message 4-17
setting up delivery zones 24-47	Mercury orders
Store folder 24-58	helpful hints 4-17
Store Settings screen 24-61	Mercury Technology Sales 1-4
Store Transfer screen 24-22	Mercury Technology Software Update Application, see MTSUA
System folder 24-65	Merge Customers 2-10
Tax Codes screen 24-14	merge fields, inserting 23-7
Window Access screen 24-57	merging customers 7-39
Wire Code screen 24-60	Message Center 4-3
Wire Service folder 24-91	acknowledging messages 4-15
Wire Services screen 24-91	attaching incoming orders 4-9
Mercury Connection indicator 25-9	deleting messages 4-16
Mercury Connection screen 24-35	handling high priority (require attention) messages 4-9
Mercury Delivery	incoming REJ messages 4-11
opening 2-9	new messages 4-12
Mercury mail 4-36	opening 4-3
Mercury Marketing Module	opening associated orders 4-11
launching 2-9, 16-1	price changes 4-15
Mercury Message menu 2-7	printing messages 4-17
Adjust (ADJ) 2-8	rejecting incoming orders 4-16
Answer (ANS) 2-7	removing messages 4-10
Ask (ASK) 2-7	responding to messages 4-12
Cancel (CAN) 2-7	searching for Mercury messages 2-7, 4-3
Confirm (CON) 2-7	Message Center window 4-3
Delivery Confirmation (ANS) 2-7	opening 2-5, 2-7
Deny (DEN) 2-7	Message Locate Error window 4-48
Forward (FOR) 2-7	Message report 19-31
General (GEN) 2-7	messages 4-1
Rec Message List (REC) 2-8	ADJustment Report 4-38
Reject (REJ) 2-7	ANSwer 4-21
Resume (RES) 2-8	ASK 4-19
Retrieval (RET) 2-8	CANcellation 4-23
Suspend (SUS) 2-8	CONfirmation 4-25
Transmit Now 2-8	Delivery Confirmation (ANS) 4-27
Mercury message printer	DENy 4-30
printing messages 4-17	dunning 7-30
setting up 2-12	FORward 4-32
Mercury Message window	GENeral 4-36
Forward (FOR) 2-7	Mercury 4-1
Mercury messages 4-1	Mercury order 4-17
ADJustment Report 4-38	REC Message List 4-40

REJect 4-34

ANSwer **4-21, 25-4**

RESume 4-43	filing incomplete orders 9-28
RETrieval 4-44	gift card payments 9-39
retrieval from email account for Web Order Interface 27-3	invoices 9-64
SUSpend 4-42	local delivery orders 9-18
Transmit Now 2-6	marking orders delivered 9-74
types 4-1	navigating 9-12
Money Counter 11-9	phoned-in orders 9-24
Money Counter window 11-11	phoned-out orders 9-21
monthly checklist 2-16	pickup orders 9-17
MTSUA 5-2	
	receiving payment 9-30
multiple price points 8-8, 8-13	using bar codes 9-83
Multiple Recipients window 9-91	using product codes in 8-2
multi-store 26-1	vs. Point of Sale 9-1
adding new stores 26-1	wire out orders 9-20, 9-26
customer statement history 26-3	Order Entry window 9-3
customers 26-1	colors 9-2
employees 26-1	opening 2-6
Order Entry 26-3	using 9-14
order history 26-2	when to use 9-3
Point of Sale 26-3	order indicators 25-5
printing to remote locations 26-5	C.O.D. Orders 25-5
product codes 26-4	Declined Credit Cards 25-6
Product Search 26-4	Filed Orders 25-8
reports 26-5	Incomplete Orders 25-7
statement generation 26-2	Pickup Orders 25-5
statement search 26-3	Unauthorized Credit Cards 25-6
store of origin 26-2	Undelivered Orders 25-7
Ticket Search 26-4	ORDER message
transferring orders 9-8, 9-35	in Dashboard 25-4
wire service reconciliation 26-5	responding to incoming 4-13
My Listings window 5-11	order recipient discount letters 15-4
N	printing 15-4
New Message window 4-12	orders
no sale transaction 11-4	adding additional to delivery routes 14-21
Non Routed Orders report 14-52	attaching incoming in Message Center 4-9
Notes window 2-11	automatically processing outgoing 10-1
O	canceling 4-23
	canceling in Order Entry 9-83
occasion code letters 15-8	carry out 9-16
printing 15-8	changing delivery zone 14-19
one-click refunds 9-75	completing 9-18, 9-19
exchanges 9-78	deleting filed 9-29
loading value on gift cards 9-40	
partial refunds 9-77	disputing 17-5
partial refunds of single tickets 9-78	editing from history 9-85
refunding sales 9-76	entering 9-12 , 9-13 , 9-14
single tickets 9-77	entering C.O.D. 9-29
online help	filing incomplete 9-28
	forwarding 4-32
opening 2-10	history 9-85
open item accounts 7-30	incoming Florists Online 9-22
opening balance 11-3	incoming Flowers All Hours 9-22
in QuickBooks 20-14	international 3-2
setting 11-3	local delivery 9-18
Opening Balance window 11-4	marking as delivered in Order Entry 9-74
Order Detail View window 4-47	marking delivered 7-33, 9-74
Order Entry	marking delivered in Order Entry 9-74
attaching incoming orders 9-22	marking delivered in Order Entry 9-74 marking designed 12-7
canceling orders 9-83	
card messages 9-85	marking not delivered 7-33, 9-74
copying tickets 9-82	phoned-in 9-24
debit card payments D-3	phoned-out 9-21
entering orders 9-12, 9-13, 9-14	pickup 9-17
Citizening Oracis > 12/ > 13/ > 17	preparing retrans 3-3

receiving payments 9-30	Money Counter 11-9
recording phoned-out 4-18	navigating 9-12
rejecting incoming 4-16	no sale transaction 11-4
removing from delivery routes 14-22	opening balance 11-3
searching for automatically processed 10-6	paid in transaction 11-5
searching for not assigned/not designed 12-4	paid out transaction 11-5
transferring to another store 9-8, 9-35	phoned-out orders 9-21
wire out 9-20, 9-26	pickup orders 9-17
Output Fields panel 16-25	receiving payment 9-30
Output Options window 9-59, 9-70	security 11-2
P	session 11-1
paid in transaction 11-5	session detail 11-14
paid out transaction 11-5	using product codes in 8-2
paid out/in types 11-2	vs. Order Entry 9-1
Paid Out/In Types screen 24-76	wire out orders 9-20
Paid Out/In window 11-5	x-out 11-12
passwords	z-out 11-9
changing employee 6-3	Point of Sale window 9-11
setting employee 2-14	colors 9-3
Payment Type Totals report 19-33, 19-44	opening 2-6
payments	using 9-14
allocating previous 18-7	when to use 9-3
canceling 18-7	Pool Address window 24-49
house account 18-2	pool delivery zones 24-45, 24-48
receiving in Order Entry 9-30	configuring 24-49
receiving in Point of Sale 9-30	pool tickets 9-69
receiving on house accounts 18-2	POS Manual Entry window 11-16
splitting D-3	opening 2-8
Payments window 9-32	POS Sales Entry 2-8
payroll	POS session detail 11-14
handling employee 6-4	POS Session History 2-8, 11-13
Peachtree 2000 21-2	POS Session History window 11-13
Phone Lines screen 24-37	opening 2-8
Phone Types screen 24-75	POS Setting screen 24-20
phoned-in orders	Preview and Edit List panel 16-26
Canadian tax 9-27	price changes 4-15, 4-21
entering 9-24	Printer Form Settings 2-10
reporting to FTD clearinghouse 4-40	Printer Form Settings window 2-12
phoned-out orders	opening 2-10
entering 9-21	pool tickets 9-69
recording 4-18	printer routing 24-80
pickup orders 9-17	Printer Routing Screen
completing 9-18	accessing 24-81
Pickup Orders indicator 25-5	Printer Routing screen 24-80
pickup zone 24-47	changing printer options 24-82
Picture Center window 9-55	Printer Settings folder 24-78
pictures	printers
attaching to tickets 12-8	changing routing options 24-82
FOL Web site 8-13	checking your Windows default 2-11
product 8-6, 12-8	setting up 2-11
recipient 9-55, 9-58	setting up the Mercury message printer 2-12
sending 9-58	setting up the reports printer 2-12
Point of Sale	printing
carry out orders 9-16	Cost of Goods report 20-27
copying tickets 9-82	invoices to remote locations 9-70
debit card payments D-3	messages from Message Center 4-17
entering orders 9-12 , 9-13 , 9-14	order recipient discount letters 15-4
filing incomplete orders 9-28	statements 7-30
gift card payments 9-39	Trial Balance report 20-30
history 11-13	Process Debit Card in POS 2-18
local delivery orders 9-18	product categories
Mercury Administration settings 24-20	adding 24-73

removing 24-73	Cost of Goods report 20-27
Product Category screen 24-72	current users 20-2
product codes 8-1	exporting lists 20-3
adding new 8-5	exporting to using Balance Wizard 20-15
Automatic Order Processing 10-6	importing lists 20-3
care instructions 8-12	installing 20-5
deleting 8-12	journal entries for outgoing orders 20-12
examples of using 8-1	opening balances 20-14
gift cards 9-37	setting up 20-4
gift cards 9-37 gift certificates 8-18	setting up 20-4 setting up chart of accounts 20-6
	Trial Balance report 20-30
in Order Entry and Point of Sale 8-2	·
multiple stores 8-2	using 20-24
setting up delivery fees 8-19	R
using in Order Entry and Point of Sale 8-2	Reason Code screen 24-70
Product Comparison report 19-34, 19-56	reason codes
Product Entry window 8-8	adding 24-71
opening 2-6	removing 24-72
product maintenance 8-1	Rec Message List (REC) 4-40, 9-24
Product Sales report 19-37	opening the REC Message List window 2-8
Product Search 2-7, 8-3	REC Message List window 4-41
Product Search window 8-3	Receive Customer Payment on Account window
opening 2-5, 2-7	opening 2-5, 2-8
products	Receive Payment 2-8
adding new 2-6, 8-5	
adding pictures 8-6	receive payment 2-5
assigning GL account numbers 21-3	recipes
assigning to designers 12-4	adding 8-7
deleting 8-12	viewing 12-8
for occasions 8-8	recipient pictures 9-55
	attaching to tickets 9-58
marking designed 12-7	email template for sending 24-25
pricing 8-8, 8-13	sending 9-58
quick picks 8-8, 8-11	recipients
recipes 8-7	selecting from Funeral Log 9-54
removing pictures 8-7	Reciprocity report 19-43
removing tax codes from in Canadian shops C-9	reconciliation
search for assigned 12-6	automatic 17-1
searching for 2-7	editing previous wire batches 17-6
viewing pictures 12-8	manual 17-4
Prompt before changing a close address match 2-18	wire service 17-1
Prompt before escaping from a window 2-17	Referral Code screen 24-73
Prompt before sending a message or saving information 2-17	referral codes 7-25, 24-73
Prompt for customer email address before saving 2-18	adding 24-74
Prompt for occasion code before saving 2-18	removing 24-74
Prompt for referral code before saving 2-18	Refund window 9-80
Puerto Rico B-3	
Purge Customers 2-10, 7-42	refunds
Purge Customers window 7-45	debit cards D-3
opening 2-10	gift cards 9-39
· · · · · ·	manual tickets 18-25
Q	new sale-based 9-75, 9-79
questions	of wire out orders 9-79
adding user 24-9	orders paid with gift cards 9-40
Questions screen 24-8	partial of single tickets with one-click refund 9-78
quick picks 8-8	partial with one-click refund 9-77
designating 8-11	processing 9-75
removing 8-11	refunding sales with one-click refunds 9-76
searching for 8-2, 8-11	refunding tickets with one-click refunds 9-77
QuickBooks 21-2	REJect message 4-34
activating 20-5	in Dashboard 25-4
bank reconciliation 20-27	incoming 4-11
company file backup 20-22	opening the Create REJ Message window 2-7
company information 20-13, 20-24	responding to incoming 4-14
configuration information 21-2	responding to incoming +-14
comiguration information z 1- z	

elay 3-1 Remote Delivery screen 24-38	Retrieval Message (RET) window 4-45 reversal file D-4
Report of Orders Filled 19-44	S
eports	
Abbreviated Customer Master List with Balance 19-3	sales
Abbreviated Customer Master List with Days Late 19-5	copying entire 9-48
	removing individual tickets 9-50, 9-82
Aged Analysis 19-7	Sales By Referral Code report 19-46
Balancing Summary 20-16	Sales Summary report 19-50, 19-56
Both Routed and Non Routed Orders 14-53	Sales Tax report 19-56
Business Snapshot Report 19-11	Save Campaign panel 16-28
Cost of Goods 20-27	Scheduler tab 22-3
Credit Card Settlement 19-16	Search menu 2-7
Credit Card Settlement History 19-16	Credit Card Search 2-7
Customer Account Payment 19-19	Customer Search 2-7
Customer Master List 19-22	Employee Search 2-7
Delivered Orders 14-55	Facility Search 2-7
Delivery 14-48	Florist Search 2-7
Delivery Problem 14-57	Message Search 2-7
Delivery Trip Analysis 14-56	Product Search 2-7
Delivery Trip Analysis report 14-56	Statement Search 2-7
Delivery Zone 14-48	Ticket Search 2-7
Delivery Zone report 14-48	searching
employee 6-5	for closest city 5-11
Employee Analysis 19-25	for credit card transactions 2-7
Employee Sales 19-30, 19-56	for customers 2-7, 7-26
for all systems 19-2	for employees 2-7, 6-9
gift cards 9-41	for facilities 2-7, 5-13
Message 19-31	for filed orders 9-28
Non Routed Orders 14-52	for florists 2-7, 5-3
Payment Type Totals 19-33, 19-44	for Mercury messages 2-7, 4-3
Product Comparison 19-34, 19-56	for products 2-7, 8-3
Product Sales 19-37	for statements 2-7
Reciprocity 19-43	for tickets 9-43
Report of Orders Filled 19-44	security 6-6
Reprint Route 14-51	setting employee-level 6-7, 11-2
Sales By Referral Code 19-46	setting employee level 6-7
Sales Summary 19-50, 19-56	Security folder 24-55
Sales Tax 19-56	Select Target List panel 16-22
setting up printer for 2-12	Selected Criteria window 16-27
Tax Exempt Customer 19-66	send to codes 24-65
Ticket 19-68	adding 24-68
Trial Balance 20-30	modifying 24-69
using customer categories 15-15	removing 24-69
using templates 19-1	using 24-67
Wire Reconciliation 19-70	
Wire Service Incoming/Outgoing 19-64, 19-73	Settings 2-10 Settlement 2-9
Reports and Templates 2-8	
eports printer, setting up 2-12	settlement 13-11
Reprint Route report 14-51	changing credit card price prior to 13-3
Reset POS Client Configuration 2-10	credit card 13-11
RESume message 4-43	shop code, setting default 24-61
opening the Resume Message (RES) window 2-8	Software License window 2-19
Resume Message (RES) window 4-44	Standing Order Scheduler window 7-21
Retrans Service 3-2	state abbreviations B-2
charges 3-3	Statement Search window
fees 3-3	opening 2-7
hours of operation 3-3	Statement Search, generating statements 18-19
	statements 18-8
preparing orders 3-3 retrans fees 4-17	email and fax validation 18-19
	emailing 7-30, 7-35, 18-9, 18-10
RETrieval message 4-44	faxing 7-30, 7-35, 18-9, 18-10
opening the Retrieval Message (RET) window 2-8	generating 7-35 , 18-8 , 18-12 , 18-19
	generating in Statement Search 18-19

opening 23-3 sample 23-4 saving 23-8

single postcard 16-13

V
video chat 2-20
View Credit Card Authorization window 13-7
View Settlement Totals window 13-15
View Unsettled Authorizations 2-9
voice authorization 13-3
from the Credit Card Search window 13-9
Voice/Resend Authorization 2-9
W
Web Order Interface 27-1, 27-4
configuring 27-2
how it works 27-1
retrieving email messages 27-3
Web site requirements 27-4
Web orders, processing in FTD Mercury 27-3
Web site requirements 27-1, 27-4
wedding accounts 7-35
charging products 7-36
creating 7-36
receiving payments 7-37
weekly checklist 2-16
Welcome panel 16-17
window access
setting 6-8
Window Access screen 24-57
Wire Code screen 24-60
wire codes
adding 24-61
removing 24-61
setting default 24-61
wire orders
incoming Flowers All Hours 9-22
journal entries for outgoing 20-12
phoned-in 9-24
wire out orders 9-20, 9-26
wire reconciliation
editing previous batches 17-6
Wire Reconciliation menu 2-9
Auto Reconciliation History 2-9
Load Wire Reconciliation 2-9
Manual Wire Reconciliation 2-9
Wire Reconciliation report 19-70
wire service exchange rate C-8
Wire Service folder 24-91
Wire Service Incoming/Outgoing report 19-64, 19-73
wire service percentage allocation 24-94
Wire Service Product Code List window 8-21
wire service reconciliation
automatic reconciliation 17-1
editing previous sessions 17-6
manual reconciliation 17-4
Wire Services screen 24-91
wireless delivery confirmation 14-1, 14-32
•
activating phones 14-38
completing a route 14-40
downloading route to phone 14-39
GPS upgrade 14-41 IVR 14-42
· · · · · · · · · —
license key 14-33
receiving orders on phone 14-39
setting up 14-32

updating phone software 14-40 using **14-39** wireless employees 14-33 WOI, see Web Order Interface Working Invoice (Legal) 24-88 Working Invoice (Letter) 24-87 working invoices **9-65** Χ x-out **11-12** Ζ ZIP code map **5-4** z-out **11-9** Z-Out window 11-10