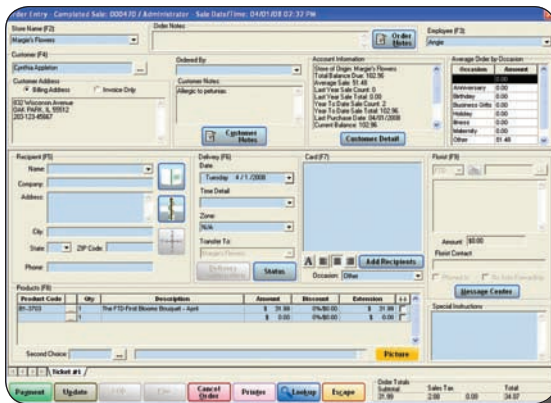# Taking, Attaching, and Sending Recipient Pictures

Recipient pictures are product pictures you attach to a completed order to send to the sending florist (in the case of wire orders) or to a customer (in the case of local orders). Although it is not mandatory to send Recipient Pictures, it can increase customer satisfaction to see the arrangement you created — whether that customer is your customer or the sending florist.

To take, attach, and send product pictures:

1. Perform a **Ticket Search** to locate the ticket.
2. From the results list, double-click the ticket to open it in **Order Entry** or **Point of Sale**.
3. In the **Products** area, click **Picture**. The **Picture Center** window opens.
4. In the **Attach Pictures** area, select **Recipient**.
5. Take and attach the picture:
    - » If you are taking and attaching the picture using a connected Logitech QuickCam Orbit AF camera:
        a. Click **Camera View**.
        b. Place the product so that it is in view of the Logitech QuickCam. If you want to change the camera settings, in the **Logitech QuickCam Toolbar**, click **Change Settings**.
        c. In the **Picture Center** window, click **Take Picture**. If you are satisfied with the picture, click **Attach** to save it. If you want to retake the picture, click **Camera View** and retake the picture, then attach it.
    - » If you are attaching a picture that is already on your computer:
        a. Click **Browse**. The **Open Photo** window opens.
        b. Browse to the picture you want to attach, select it, and click **Open**.
        c. Click **Attach**.
4. Click **Send**. Depending on the type of order, the system does one of the following:
    - » For wire orders, FTD Mercury sends an **ASK** message containing the URL for the picture.
    - » For local orders, the **Output Options** window opens. Verify or modify sending options, then click **Execute** to send the customer an email with a link to the picture.
7. Click **Escape** to close the **Picture Center** window.

Taking, Attaching, and Sending Recipient Pictures

Open the Picture Center by clicking Picture in the Products area of a completed order.

The Picture Center window allows you to take, save, and send product pictures.

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