

Canceling Orders

If the customer has charged an order to their house account, you can cancel the order as long as you have not run statements for this transaction, have not exported it to QuickBooks, or (if the order was placed in Point of Sale) you have not performed a Z-out transaction for the Point of Sale session. Otherwise, you must either issue a credit memo to credit the house charge back to the account, or process a return. You cannot cancel a credit card order if the order has been settled.

If the customer placed the order on a credit card, the amount is credited back to the customer's account. If the order was a cash sale, you will refund cash back to the customer.

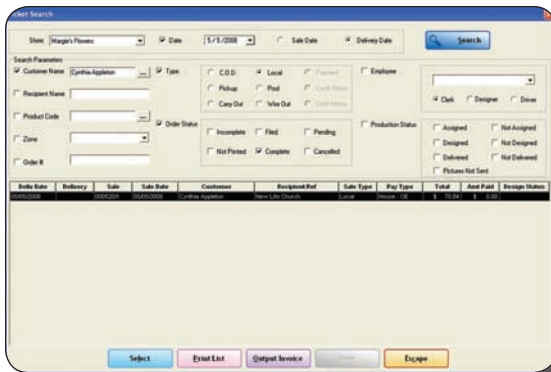
To cancel an order:

1. On the **FTD Mercury Main Menu**, either click **Order Entry** or **Point of Sale**, depending on where the original order was entered. This is critical for house charges entered in **Point of Sale**; you can only cancel these within **Point of Sale** before you have performed a Z-out transaction for the session.
2. Click **Lookup** to perform a **Ticket Search**. The **Ticket Search** window opens.
3. Enter the criteria you are searching by in the appropriate field(s) and click **Search**.
4. From the results list, double-click on the ticket to open it in **Order Entry** or **Point of Sale**.
5. Click **Cancel Order**. If **Cancel Order** is disabled, you need to process the order as a return or refund.
6. FTD Mercury asks you "Are you sure you want to cancel this order?" Click **Yes**.
7. When the **Order Entry** or **Point of Sale** window appears again, the order has been canceled.

If you cannot cancel an order, you can create a refund for the customer. Consult the *FTD Mercury Reference Guide* or online help for specifics on when you can cancel or change an order.



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Use Ticket Search to locate the order you want to cancel.

Once you have found the order and opened it in Order Entry or Point of Sale, click Cancel Order. You will be asked to confirm the cancellation.

