Adding & Copying Tickets

In both Order Entry and Point of Sale, you can copy tickets. This allows you to create a ticket for a customer and then create additional tickets based on the information you already entered — all within the same order. You can also add tickets to an order in Order Entry and Point of Sale.

To duplicate tickets in Order Entry or Point of Sale:

- 1. On the FTD Mercury Main Menu, click Order Entry or Point of Sale. The Order Entry or Point of Sale window opens.
- 2. Fill out order information that will be common to tickets. Typically, this is customer information and possibly the items being ordered.
- 3. At the bottom of the window, right-click on Ticket #1 and click Copy Ticket. Ticket #2 is created (and is identical to Ticket #1).
- 4. With **Ticket #2** selected, make any changes necessary for the second ticket.
- 5. Complete the order as you normally would.

You can also add tickets to an order (where you have common customer information).

To add a ticket in Order Entry or Point of Sale:

- 1. At the bottom of the window, right-click on Ticket #1 and click New Ticket. Ticket #2 (a blank ticket) is created.
- 2. Enter in ticket information for the new ticket.

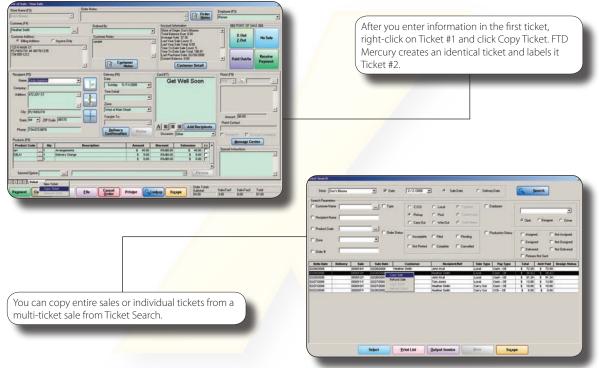
Additionally, you can also copy entire sales or individual tickets in multi-ticket sales from Ticket Search. When you copy a sale or ticket from Ticket Search, you are creating a new order with identical information from the previous order or ticket in the order. You can then modify the order as necessary.

To copy a ticket or sale in Ticket Search:

- 1. Perform a **Ticket Search** and locate the sale or ticket you want to duplicate.
- 2. In the results list, right-click on the ticket or sale and either click **Copy Sale** (if you want to duplicate the entire sale) or **Copy Ticket** (if you want to duplicate this ticket only).
- When the order opens in the Order Entry or Point of Sale window, make modifications as necessary and complete the sale as you normally would.



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