

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).
3. 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.



Adding & Copying Tickets

Customer Information

Customer Name: [Blank] Customer Mkt: [Blank]

Customer Address: [Blank] Inquire Ship: [Blank]

Customer Phone: [Blank] Customer Email: [Blank]

Customer Details: [Blank]

Delivery Information

Deliver To: [Blank] Date: 5/11/2008

Time Detail: [Blank]

Zone: [Blank]

Address: [Blank]

City: [Blank] State: [Blank] ZIP Code: [Blank]

Phone: [Blank]

Product Information

Product Code	Qty	Description	Amount	Discount	Extension
0000	1	Delivery Charge	\$ 0.00	0%	\$ 0.00
0000	1	Delivery Charge	\$ 0.00	0%	\$ 0.00

Buttons: X-Out, No Sale, Paid Out, Receive Payment, Add Receipts, Storage Center

After you enter information in the first ticket, right-click on Ticket #1 and click Copy Ticket. FTD Mercury creates an identical ticket and labels it Ticket #2.

You can copy entire sales or individual tickets from a multi-ticket sale from Ticket Search.

Search Filter: Store: Own's Bloom, Date: 5/7/2008, Tab Date, Delivery Date

Search Parameters:

- Customer Name: [Blank] Type: C.O.D., Local, Express
- Recipient Name: [Blank] Pickup, Post, Copy Out, Visa Out
- Product Code: [Blank] Order Status: Incomplete, Flat, Pending
- Zone: [Blank] Production Status: Assigned, Not Assigned, Delivered, Not Delivered, Pickup Not Sent

Sales Date	Delivery	Sale	Sub Date	Customer	Received Date	Sales Type	Pay Type	Total	Order Paid	Receipt Status
05/07/08	05/09/08	0000445	05/09/08	Heather Smith	05/09/08	Local	Cash-OC	\$ 22.00	\$ 22.00	
05/07/08	05/09/08	0000445	05/09/08	Heather Smith	05/09/08	Local	Cash-OC	\$ 10.00	\$ 10.00	
05/07/08	05/09/08	0000445	05/09/08	Heather Smith	05/09/08	Local	Cash-OC	\$ 13.00	\$ 13.00	
05/07/08	05/09/08	0000445	05/09/08	Heather Smith	05/09/08	Local	Cash-OC	\$ 10.00	\$ 10.00	
05/07/08	05/09/08	0000445	05/09/08	Heather Smith	05/09/08	Local	Cash-OC	\$ 0.00	\$ 0.00	

Buttons: Select, Print List, Output Invoice, Store, Escape

