

Sending Mercury Orders

Using Order Entry or Point of Sale to create a Mercury wire out order allows you to access your customer database so you can add or change information when entering the order. You can also charge the order to the customer's house account.

To create an outgoing Mercury wire order:

1. On the **FTD Mercury Main Menu**, click **Order Entry** or **Point of Sale**. The **Order Entry** or **Point of Sale** window opens.
2. From the **Employee** list, select your employee name. If you are in a multi-store environment, from the **Store** list, select your store.
3. In the **Customer** field, enter the customer's name and press Tab to locate the customer's information.
4. In the **Ordered By** field, enter the name of the person placing the order.
5. In the **Recipient** area, enter the recipient's name, address, and phone number.
6. In the **Delivery** area, enter delivery information for the order. You must select a wire out zone from the **Zone** list.
7. In the **Card** area, enter the card message.
8. From the **Occasion** list, select the occasion for the order.
9. In the **Products** area, enter product information. You should also fill in a second choice in case the first choice is not available.
10. In the **Florist** area, select a wire service and enter the filling florist's wire code (you can click the **Auto Select** button to have FTD Mercury select the florist for you). If you have called the florist to place the order by phone, selected the **Phoned Out** box; if you are transmitting the order over the Mercury Network, ensure the **Phoned Out** box is cleared.
11. Select whether you want to disable auto forwarding for this order.
12. Click **Payment** to open the **Payments** window.
13. In the **Payments** area, from the **Type** list, select the payment method. For credit card orders, in the **Account** column, enter the account number or swipe the card.
14. Click **Complete**.

When FTD Mercury sends the outgoing message, the message will contain the information in the Order Entry or Point of Sale window.



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Order Entry - New Sale

Store Name (F2) Doc's Blooms Order Notes: Employee (F3) Florist

Customer (F4) Heather Smith Ordered By: Customer Notes: Account Information: Store of Origin: Doc's Blooms Total Balance Due: 145.16 Average Sale: 72.58 Last Year Sale Count: 0 Last Year Sale Total: 0.00 Year To Date Sale Count: 2 Year To Date Sale Total: 145.16 Last Purchase Date: 05/06/2008 Current Balance: 145.16

Average Order by Occasion: Occasion Amount Anniversary 0.00 Birthday 0.00 Business Gifts 0.00 Holiday 0.00 Wedding 0.00 Maternity 0.00 Other 48.59

Customer Address: 205 N BECK RD CANTON, MI 48187-4808 Customer Notes:

Recipient (F5) Name: Sherry Davis Delivery (F6) Date: Sunday 5/11/2008 Card (F7) Happy Anniversary! Florist (F8) KNOWLES FLDVWR SHOP 172 N Pleasant St JAMHERST, MA 01002 (413)253-2600 Minimum Order: 75.00H Toll Free Mercury - Mercury Terminal Amount: \$60.99 Florist Contact: Special Instructions:

Address: 123 MAIN ST City: JAMHERST State: MA ZIP Code: 01002-2250 Phone: 413-567-3345

Time Detail: PM Please Zone: W/Ve Out Transfer To:

Product Code	Qty	Description	Amount	Discount	Extension
RELAV	1	Relay Fee	\$ 6.00	0%/80.00	\$ 6.00
DELIV	1	Delivery Charge	\$ 8.00	0%/80.00	\$ 8.00
ANNV	1	Anniversary Bouquet 08	\$ 52.99	0%/80.00	\$ 52.99
	1	Anniversary Bouquet 06	\$ 0.00	0%/80.00	\$ 0.00

Order Totals: Subtotal 66.99 SalesTax1 4.52 SalesTax2 0.00 Total 71.51

You enter information about the outgoing Mercury order in the Order Entry or Point of Sale window. This includes customer information, product information, recipient information, delivery information, and the card message.

When you select a wire out zone, the Florist area becomes active. In this area, you need to either select a filling florist or let FTD Mercury automatically select one based on the recipient's location.

