

Changing Prices for Credit Card Orders

Before a credit card transaction has been settled, you still have an opportunity to change the price for the order. You may, for example, need to change a delivery or product price, or you may need to add to an order. You cannot make changes after the transaction has settled.

To change the price for an already placed credit card order (if the transaction has not been settled):

1. On the **FTD Mercury Main Menu**, click **Order Entry** or **Point of Sale**, depending on where the transaction was originally entered.
2. Click **Lookup**. The **Ticket Search** window opens.
3. In the **Search Parameters**, enter the customer's name in the text box and click **Search**.
4. From the results list, double-click on the ticket you want to change. The ticket opens in **Order Entry** or **Point of Sale** (where you launched **Ticket Search**).
5. Make changes to the product or delivery amounts as necessary.
6. Click **Payment**. The **Payments** window opens.
7. In the **Payments** grid, change the value of the **Amount** column for the credit card to equal the amount displayed in the **Total** field.
8. If an unassigned remainder payment is present below the credit card payment (or, for multi-payment transactions, if an unassigned remainder is present below the other payment types and credit card payment), right-click on the unassigned remainder payment and click **Remove**.
9. Click **Complete**. The sale is approved with the new total.

For information on when you can modify orders, see the section *Editing an Order from History* in the *Working with Orders* chapter of the *FTD Mercury Reference Guide* (click on the shortcut on your FTD Mercury desktop to open the Adobe Acrobat PDF).



Changing Prices for Credit Card Orders

Marketing

Referral Code:

Payments

Type	Account Number	Exp Date	Name	Approval	Amount
Credit	XXXXXXXXXXXX	04/08	Cyrthia Appleton	AP1234567	\$ 34.07

Remove

Cardholder Present:

Sub. Total: \$ 31.99
Sales Tax: \$ 2.08

Total: \$ 34.07
Amount Paid: \$ 34.07
Balance Due: \$ 0.00

Complete Save Escape

In the Payments window, you need to change the value of the Amount column in the Credit row to match the value in the Total field. This allows you to change the price for a credit card order.

