

Product Maintenance

The products you sell in your store include your wire service–branded products as well as any custom products that you sell. FTD Mercury is loaded with your wire service and Selection Guide products, and these products are arranged by product codes. Product codes are a way for you and FTD Mercury to track what is being sold in your store.

Product codes also help you when you are processing an order. For example, when a customer requests an FTD-branded product, enter the product’s code and the product information is completed for you. This way, your system knows which product is to be sent, eliminating product entry errors and faulty pricing.

Product Codes

Product codes are abbreviations for products you sell in your store. They help you track sales and quantity on hand. Wire service–branded and Selection Guide products are installed in your system for you. FTD Mercury allows you to add your own products, and allows you to enter care and design information for each product in the database. You can also associate pictures with your products.

When sending a Mercury order, the Mercury Network uses the product codes in the product fields to determine if a filling florist can fill your order. The sending florist has control over the method used by the Mercury Network in scanning the choice fields of an order. If a sending florist enters product codes in both choice fields, the Mercury Network checks to see whether the filling florist is accepting either or both products. If not, it attempts to find another filling florist (unless the sending florist has decided not to auto forward).

Following are some examples:

Table 8-1: Product Codes in Mercury Orders

Scenario	Settings	Description
Both First and Second Choice Provided	First Choice	.PMU1
	Second Choice	.PMU2
	Action by Network	The Network checks to see if the filling florist is accepting either or both products. If not, it attempts to find another filling florist (unless No Auto Forwarding was selected in the order message).

Table 8-1: Product Codes in Mercury Orders (cont.)

Scenario	Settings	Description
First Choice and Non-Product Code Second Choice Provided	First Choice	.PMU1
	Second Choice	ONE DOZEN YELLOW ROSES
	Action by Network	The Network checks to see if the filling florist is accepting the .PMU1 product. The Network cannot interpret the Second Choice field because it is not a product code. If the filling florist does not carry the .PMU1 product or yellow roses, then it is the filling florist's responsibility to reject or forward the order.
First Choice and SIMILAR Second Choice Provided	First Choice	.PMU1
	Second Choice	SIMILAR
	Action by Network	The Network checks to see if the filling florist is accepting the .PMU1 product. The Network cannot interpret the Second Choice field because it is not a product code. If the filling florist does not carry the .PMU1 product, the florist tries to match the arrangement as best as it can. It is the filling store's responsibility to forward or reject orders it cannot fill or match appropriately.
Only First Choice Provided	First Choice	.PMU1
	Second Choice	
	Action by Network	The Network checks to see if the filling florist is accepting the .PMU1 product code. If not, it attempts to find another filling florist (unless No Auto Forwarding was selected in the order message). It is not recommended to leave the Second Choice field blank when sending Mercury orders.

Using Product Codes in Order Entry and Point of Sale

When entering the product information, type the product code and press **TAB** to allow the system to search for the product for you, or click the Search button (...) to browse your product database.

TIP

By default, when you click the Search button, it searches for any defined Quick Picks. You can still enter in search criteria and perform subsequent searches to browse your product database. If you do not have any products marked as Quick Picks, you will be able to browse your product database immediately. For more information, see [Quick Picks](#) on page 8-11.

Add products that you regularly sell into your product database to reduce order processing time (see [Adding New Products](#) on page 8-5). Wire service-branded products are set up for you.

If you have multiple stores, products are associated with each store. If in Order Entry or Point of Sale you type a product code of a product that is not associated with the store selected for the order, you receive the following message:

The product code you have entered is not available at this store. Use anyway?

Click **Yes** to use the product code anyway, or click **No** to select a different product code. If you select **Associate product with all stores** and then click **Yes**, you associate this product with all stores (this message will not appear the next time you select this product at this store).

Searching for Products

You can search for products from the FTD Mercury Main Menu (either from the Product search button or from the Search menu), the Order Entry window, and the Point of Sale window.

TASK To perform a product search:

- 1 On the **FTD Mercury Main Menu**, click the **Product Search** button. Additionally, in the **Order Entry** or **Point of Sale** window, in the **Products** area, click the **Search** button (...).
- 2 When the **Product Search** window opens, enter your search parameters and click **Search**. (When you use the **Product Name** parameter, Product Search searches against the product code and product name.) Products matching your parameters appear in the results list.

TIP You can also use a % symbol as a wildcard. If you just enter %, all products will be returned. If you enter some text before the wildcard (such as W%), Product Search will perform a search for all matches that start with W.

NOTE If you specify multiple search parameters, products must match all parameters to appear in the results list.

When you find the product you are looking for, double-click on the product or press the **SPACEBAR** when the product is highlighted to view detailed information or make changes to the product's information.

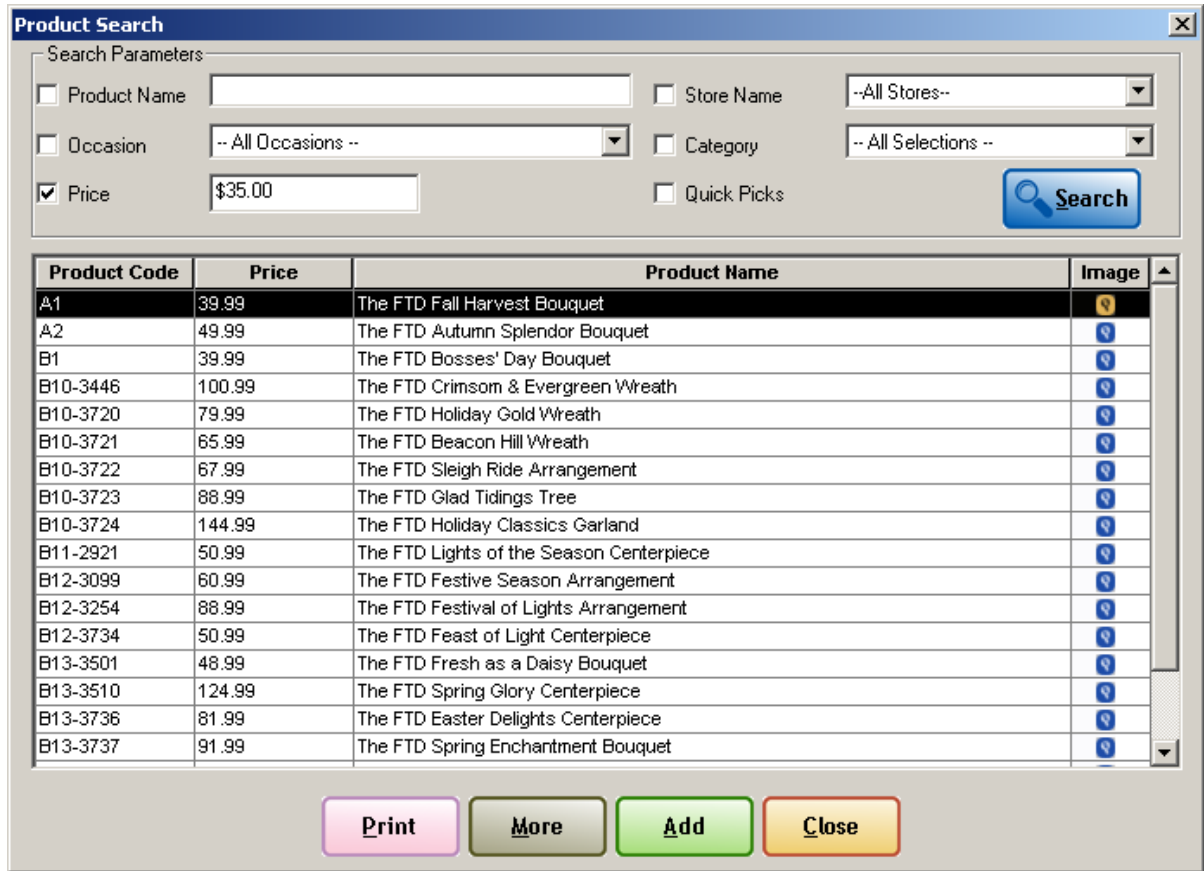
In most cases, you will be searching for a product while taking an order. Once you perform your search and locate the product, highlight it in the results list and click Select (you can also highlight and use the keyboard shortcut **ALT+L**). You are then returned to Order Entry or Point of Sale with the product entered in the Products area.

TIP If there are multiple price points for the product, you can select the appropriate price from the Price column in the Product Search results list prior to clicking Select. The appropriate price will be reflected when you return to Order Entry or Point of Sale. For more information, see [Multiple Price Points](#) on page 8-13 for details.

Product Search Window

The Product Search window is used to look for the products you sell in your shop. This window provides you access to all products in FTD Mercury. This window is most frequently used when looking up products (performing Product Searches) from Order Entry and Point of Sale. You can also access it by clicking the Product Search button on the FTD Mercury Main Menu.

Figure 8-1: Product Search Window



Search Parameters

If you search using multiple parameters, products must match all parameters to be included in the results list. You can use the following parameters when searching for products:

Table 8-2: Product Search Parameters

Parameter	Description
Product Name	Enter the product code or product name of the product for which you are searching. Product Search first searches against the Product Code, and if no matches are found, it will search against the Product Name. You can also use the % symbol as a wildcard.
Occasion	Select the occasion with which the product is associated. If you have products assigned to occasions, you can search for those products by selecting the occasion.
Price	Results will be included if the price on a product is the value you enter or above. For example, if you enter \$45.00, all products that are \$45.00 and above will be included in the search results.
Store Name	If you are a multi-store environment, select the store which sells the product.
Category	If you want to restrict the category, select it from this list.
Quick Picks	Select this option to display products that have been marked as Quick Pick items in their respective product details. For more information, see Quick Picks on page 8-11.

Results List

The results list displays products that match your search parameters. If you used multiple parameters, products must match all parameters to be included in the results list. When you double-click a product in the results list, it opens in the Product Entry window.

Each product has the following information displayed in individual columns:

Table 8-3: Search Results Columns

Column	Description
Product Code	The product code for the product.
Price	The product's price. If there are multiple price points for the product (see Multiple Price Points on page 8-13), you can select the price point you want to use for this product before clicking Select and returning to Order Entry or Point of Sale. When you return to the order, the selected price will be used.
Product Name	The product's name as it appears in the Product Entry window.
Image	If there is an image available for this product, an icon appears in this column. Click the icon to display the picture without opening the Product Entry window.

Button Ribbon

The following buttons are available in the button ribbon at the bottom of the window:

Table 8-4: Button Ribbon Buttons

Button	Description
Select	This button only appears if you access Product Search from Order Entry or Point of Sale. From the results list, highlight the product you want to use for the order and click Select (or press ALT+L). The Product Search window will close and the selected product appears in the Products area of the Order Entry or Point of Sale window.
Print	Click to print the results list.
More	Available if there are additional matching results that could not be displayed. Click to display the additional results.
Add	Opens the Product Entry window, allowing you to add a new product.
Close	Closes the window.

Adding New Products

FTD Mercury is preloaded with your wire service-branded and Selection Guide products; however, likely you will want add your own products to your system.

NOTE

You are only required to enter the **Local Product Code** and **Product Name** when adding a new product; other required fields already have default values.

TASK To add a new local product:

- 1 On the **File** menu, click **NewProduct**. Alternatively, if you are at the **Product Search** window, click **Add**.
- 2 In the **Local Product Code** field, enter the product code for the new product in any format. Typically, you will want to make this short and memorable so you do not have to search for it when entering orders.
- 3 In the **Product Name** field, type a short description for the product.
- 4 Configure other fields as necessary. For more details, see [Product Entry Window](#) on page 8-8.
- 5 If you want to add any additional notes for this product, click the **Notes** button and type them in.
- 6 If all the information is correct, click **Save**.

Adding Pictures to Products

You can also add your own pictures to local products (Selection Guide products already have pictures associated with them). You must have previously saved a new product before you can add a picture to it. You can either take a picture using the Logitech QuickCam, or browse to an existing picture.

NOTE If you are attaching pictures you are using for custom products that you will upload to your FOL Web site, FTD recommends the pictures are 300x300 pixels.

Product pictures are stored in C: \Wi ngs\Pi cs\Products.

Taking Pictures and Adding Them to Products

TASK To add a picture to a local product using a live camera view:

- 1 Perform a **Product Search** to locate the product to which you want to add a picture.
- 2 Double-click the product from the results list. The **Product Entry** window opens.
- 3 Click **Add Picture**. The **Picture Center** window opens.
- 4 Click **Camera View**.
- 5 Place the product so that it is in view of the Logitech QuickCam. If you want to change the camera settings, click **Change Settings** in the Logitech QuickCam toolbar.
- 6 Click **Take Picture**.
- 7 If you are satisfied with the picture, click **Attach**. The path to the picture appears in the **Attached Pictures** area.
- 8 Click **Escape** to close Picture Center.

The picture now appears in the Image area of the Product Entry window.

NOTE When you add a picture, you do not need to click Save.

Adding Existing Pictures to Products

TASK To add a picture to a local product using a file:

- 1 Perform a **Product Search** to locate the product to which you want to add a picture.
- 2 Double-click the product from the results list. The **Product Entry** window opens.
- 3 Click **Add Picture**. The **Picture Center** window opens.
- 4 Click **Browse**. The **Open Photo** window opens.
- 5 Browse to the picture you want to associate with the product and click **Open**.
- 6 Click **Attach**. The path to the picture appears in the **Attached Pictures** area.
- 7 Click **Escape** to close Picture Center.

The picture now appears in the Image area of the Product Entry window.

NOTE When you add a picture, you do not need to click Save.

Removing Pictures from Local Products

You can remove pictures you have added to local products. You cannot remove Selection Guide images.

TASK To remove a picture from a local product:

- 1 On the **FTD Mercury Main Menu**, click the **Product Search** button. The **Product Search** window opens.
- 2 Enter search parameters to locate the product from which you want to remove the picture. Click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click **Remove Picture**. The picture is removed.

NOTE Picture removal is instantaneous; you do not need to click Save.

If you remove an image, you are only disassociating it from the product. The picture remains in the C:\FTD Album\product folder.

Product Recipes

Each product in your system can have a recipe associated with it. By default, FTD Selection Guide products have their recipes included so your designers know the components that go into making up these products. Likewise, you can include recipes with your own products.

When you have configured to print recipes on Worksheets (in Mercury Administration), the entire recipe you enter (or was provided by the FTD Selection Guide) will be printed.

You enter or modify product recipes from the Product Entry window (accessible after you perform a Product Search).

TASK To add a recipe to a product:

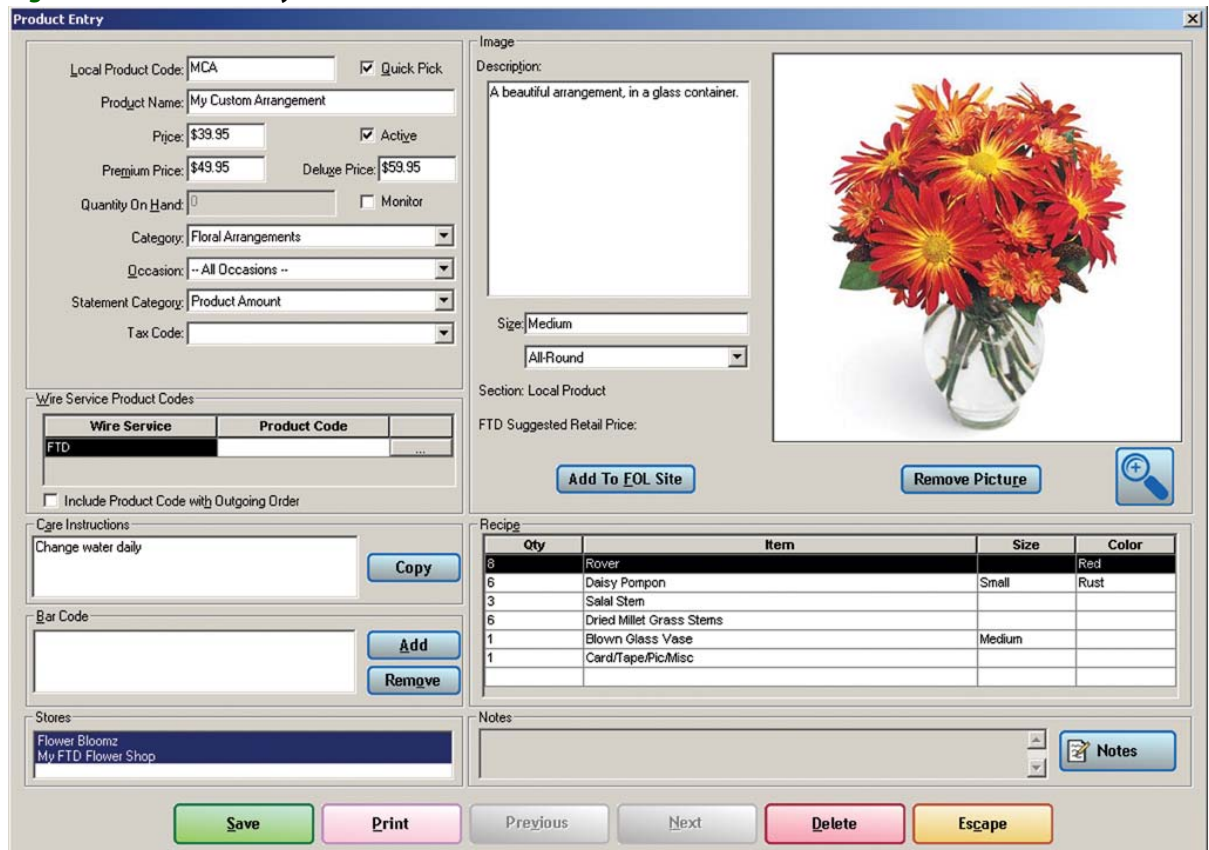
- 1 Perform a **Product Search** to locate the product to which you want to add the recipe.
- 2 Double-click the product from the results list. The Product Entry window opens.
- 3 In the Recipe area:
 - a. Click in the **Qty** column of the blank row. Enter the quantity the item you are entering. Press **TAB** to move to the next column.
 - b. In the **Item** column, enter the name of the item (for example, Oriental Lily stem). Press **TAB**.
 - c. In the **Size** column, enter a size for the item. Press **TAB**.
 - d. In the **Color** column, enter a color for the item.
 - e. If you have additional items to add to the recipe, press **TAB** to tab to another line and repeat steps a–d.
- 4 Click **Save** to save your changes.

TIP If you have multiple price points for the product, you can add additional lines to the recipes and indicate in the Item column instructions for each additional price point.

Product Entry Window

The Product Entry window opens when you either view a product's details (by double-clicking a product in Product Search) or when you add a new product to FTD Mercury.

Figure 8-2: Product Entry Window



The window is divided into several areas.

Product Details

The main area of the Product Entry window is for product details. You can enter the following information:

Table 8-5: Product Detail Options

Option	Description
Local Product Code	Enter the product code in any format for this product. Typically, this should be short and memorable so you do not have to search for it when entering orders. This is a required field.
Quick Pick	Select this check box if you want this item to appear in the Quick Pick list. For more information, see Quick Picks on page 8-11.
Product Name	Enter a short name for the product. This is a required field.

Table 8-5: Product Detail Options (cont.)

Option	Description
Active	Select this check box if you want to offer this item for sale. If this check box is cleared, the product is marked as inactive in your system. If you attempt to enter this product code in Order Entry or Point of Sale, you will be prompted to confirm you really want to use this inactive product. When you perform a Product Search from Order Entry or Point of Sale, inactive products will not appear in the results list.
Price	Provide a default price for the product. When the product is chosen for purchase, this price appears automatically. For more information, see Multiple Price Points on page 8-13.
Premium Price	Enter the price for the middle price point for the product. For more information, see Multiple Price Points on page 8-13. This field is enabled only if the value for Price is greater than \$0.00.
Deluxe Price	Enter the price for the top tier of the product. For more information, see Multiple Price Points on page 8-13. This field is enabled only if the value for Price is greater than \$0.00.
Quantity on Hand	When the Monitor check box is selected, you can enter the number of this item you have in stock in this field. Ensure you update the quantity when you receive more in stock.
Monitor	Select this check box if you want FTD Mercury to monitor your inventory and warn you when the quantity on hand is less than or equal to zero. When you select this check box, the Quantity on Hand field becomes enabled.
Category	Click the arrow and designate the category for this product. By default, all Selection Guide products have the category of Other. <hr/> TIP: Because Selection Guide products have the category of Other, you should avoid using this product category for your own products. <hr/> Product category types are maintained in Mercury Administration.
Occasion	Select the occasion with which you want the product associated. You can then locate this product when you search by occasion. You can also select --All Occasions-- to designate this product as one that can be used for any occasion.
Statement Category	Click the arrow and select the category under which this product or fee should be displayed on customer statements. Ensure this matches the product type correctly. For example, ensure all delivery fees have this set to Delivery Charge and all relay fees (including Retrans) have this set to Relay Charge.
Tax Code	By default, this field is blank. If the product falls under a different tax code, click the arrow and select the appropriate code. The new tax code overrides the customer, store, and delivery zone tax codes for this product. Changing this value is useful if, for example, an item is food and is taxed differently than other items in an order.
GL Account Number	If you are using the legacy General Ledger module, the GL Account field is active. If you have the Accounting module, you cannot see this field. Enter the GL account number to which this product should be attributed in this field.

Wire Service Product Codes

This area allows you to associate a local product code with a wire service product code. For example, if you create a local product code for a balloon bouquet, you can associate that balloon bouquet with the FTD wire service product code for balloons (.BLN). Then, if Include Product Code with Outgoing Order is selected, the corresponding wire service code goes out with the outgoing order.

To select a wire service product code, click the Search button (...) and select the wire service product code from the resulting list.

Care Instructions

This area contains the care instructions for the product. If another product already has care instructions you want to use for this product, you can click Copy to search for that other product and copy the care instructions to this product.

Bar Code

If you want to associate a bar code with this product, you can click Add to display a window from which you can either scan the bar code or manually type in the bar code.

Stores

The Stores area lists the stores where this item is available. If you are a single store, this will always be your store. If you have multiple stores, you can select the stores where you are offering this product.

Image

The Image area allows you to describe the product, enter dimensions for it, and view/attach pictures of the arrangement for reference.

Table 8-6: Image Options & Buttons

Option/Button	Description
Description	Enter a description for this product.
Size	Enter the dimensions for this product. If this is an FTD Selection Guide product, this field is read-only.
Product Design	Select whether this product is one-sided or all around. You can also leave this field blank. If this is an FTD Selection Guide product, this list is disabled.
Section	If this is an FTD Product, the section in the selection guide where this product appears is listed here.
FTD Suggested Retail Price	If this is an FTD product, the suggested retail price appears here.
Add Picture	Click to associate a picture with the product. You can only associate new pictures with local products. For more information, see Adding Pictures to Products on page 8-6.
Remove Picture	Click to remove an associated product picture from a local product. If you remove an image, you are only disassociating it from the product. The picture remains in the C:\FTD Album\product folder.
Enlarge Button	Click to display a larger version of the product picture (if available).
Add to FOL Web Site	Click to upload the product to your Florists' Online (FOL) Web site.

Recipe

The Recipe area contains the recipe for the product. Each line can contain the quantity, item, size, and color for each component of the product. For more information, see [Product Recipes](#) on page 8-7.

Notes

Click the Notes button to open the Note Entry window and enter any notes about this product. Any notes entered appear in the Notes area (so you can read the notes without having to open the Note Entry window).

Quick Picks

You can designate items as Quick Picks in FTD Mercury. When you perform a Product Search from the Products grid in Order Entry or Point of Sale, the Product Search automatically returns all items marked as Quick Picks. Although you might already know the product codes for common items, designating an item as a Quick Pick can substantially help a person who is unfamiliar with the product codes. You can also easily change Quick Picks for each holiday.

Designating Products as a Quick Picks

TASK To designate a product as a Quick Pick:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter your search parameters to locate the product and click **Search**.
- 3 From the results list, double-click on the product you want to make a Quick Pick. The **Product Entry** window opens.
- 4 Select the **Quick Pick** check box.
- 5 Click **Save**.
- 6 Click **Escape** to close the **Product Entry** window.
- 7 Click **Close** to close the **Product Search** window.

In subsequent Product Searches, the product you designated will show up as a Quick Pick.

Searching for Quick Picks

Typically, you search for Quick Picks from Order Entry or Point of Sale. However, if you perform a Product Search from the FTD Mercury Main Menu, you can also select Quick Pick as a search parameter.

TASK To search for a Quick Pick from Order Entry or Point of Sale:

In the **Products** grid in the **Order Entry** or **Point of Sale** window, click the **Search** button (...). The **Product Search** window opens and automatically performs a search for all Quick Picks.

TASK To search for a Quick Pick from the FTD Mercury Main Menu:

- 1 In the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Select the **Quick Picks** check box.
- 3 Click **Search**.

Quick Picks appear in the results list.

Removing Products as Quick Picks

TASK To remove a product as a Quick Pick:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter your search parameters to locate the product and click **Search**. (The fastest way may be to search using the **Quick Picks** parameter).
- 3 From the results list, double-click on the product you want to remove as a **Quick Pick**. The **Product Entry** window opens.
- 4 Clear the **Quick Pick** check box.
- 5 Click **Save**.
- 6 Click **Escape** to close the **Product Entry** window.
- 7 Click **Close** to close the **Product Search** window.

The product will no longer show up as a Quick Pick.

Copying Care Instructions

When you create a new product, you may want to use the same care instructions from an already existing product. FTD Mercury provides a mechanism for copying these instructions.

TASK To copy care instructions from one product to another:

- 1 Perform a product search and bring up the product detail of the product that you want to copy the care instructions to (or add a new product).
- 2 With the product detail on the screen, click the **Copy** button (located to the right of the **Care Instructions** field). This brings up the **Product Search** window.
- 3 Search for the product from which you want to copy the care instructions. Enter your search criteria and then click **Search**.
- 4 Highlight the product in the list and then click **Select**. (Do not double-click on the product; this brings up the product detail and does not copy the product information).
- 5 After clicking **Select**, the care instructions are copied into the **Care Instructions** field. Click **Save** to save the new care instructions.

Deleting Products

To delete a product from your system, you must first search for the product via a Product Search. The product will be deleted from your system permanently. You can only delete local products from your product database; you cannot delete Selection Guide products.

An alternative is to remove the check from the Active check box in the Product Entry window. This will cause a message to appear when you try to enter the product in the Products area in Order Entry or Point of Sale. Additionally, if you perform a Product Search from Order Entry or Point of Sale, inactive products do not appear in search results.

You can only delete local products; FTD Selection Guide products cannot be removed.

TASK To delete a product:

- 1 On the **FTD Mercury Main Menu**, click the **Product Search** button. The **Product Search** window opens.
- 2 Enter your search parameters and click **Search**.

- 3 From the results list, double-click on the product you want to delete. The product opens in the **Product Entry** window.
- 4 Click **Delete**. You will be prompted to confirm the deletion. Click **Yes**.
- 5 Click **Escape** to close the **Product Search** window.

Multiple Price Points

Each product can have up to three price points (good, better, best pricing). You can enter these values in the Product Detail window for any product. The lowest value is recorded in the Price field, the middle value is in the Premium Price field, and the top value is in the Deluxe Price field.

When you perform a Product Search and display results, you can click in the Price column to display a drop-down list of available prices. Select the price you want to use, and select the product. When you return to Order Entry or Point of Sale, the product is entered in the Products area with the price you selected.

FTD Mercury & Your FOL Web Site

You can use FTD Mercury to upload product pictures and pricing information to your Florists' Online (FOL) Web site. This functionality is available when:

- » An image is associated with the product (for information on adding pictures to products, see [Adding Pictures to Products](#) on page 8–6). Pictures should be 300x300 pixels for best results on your FOL Web site.
- » The product is not an FTD-branded product.

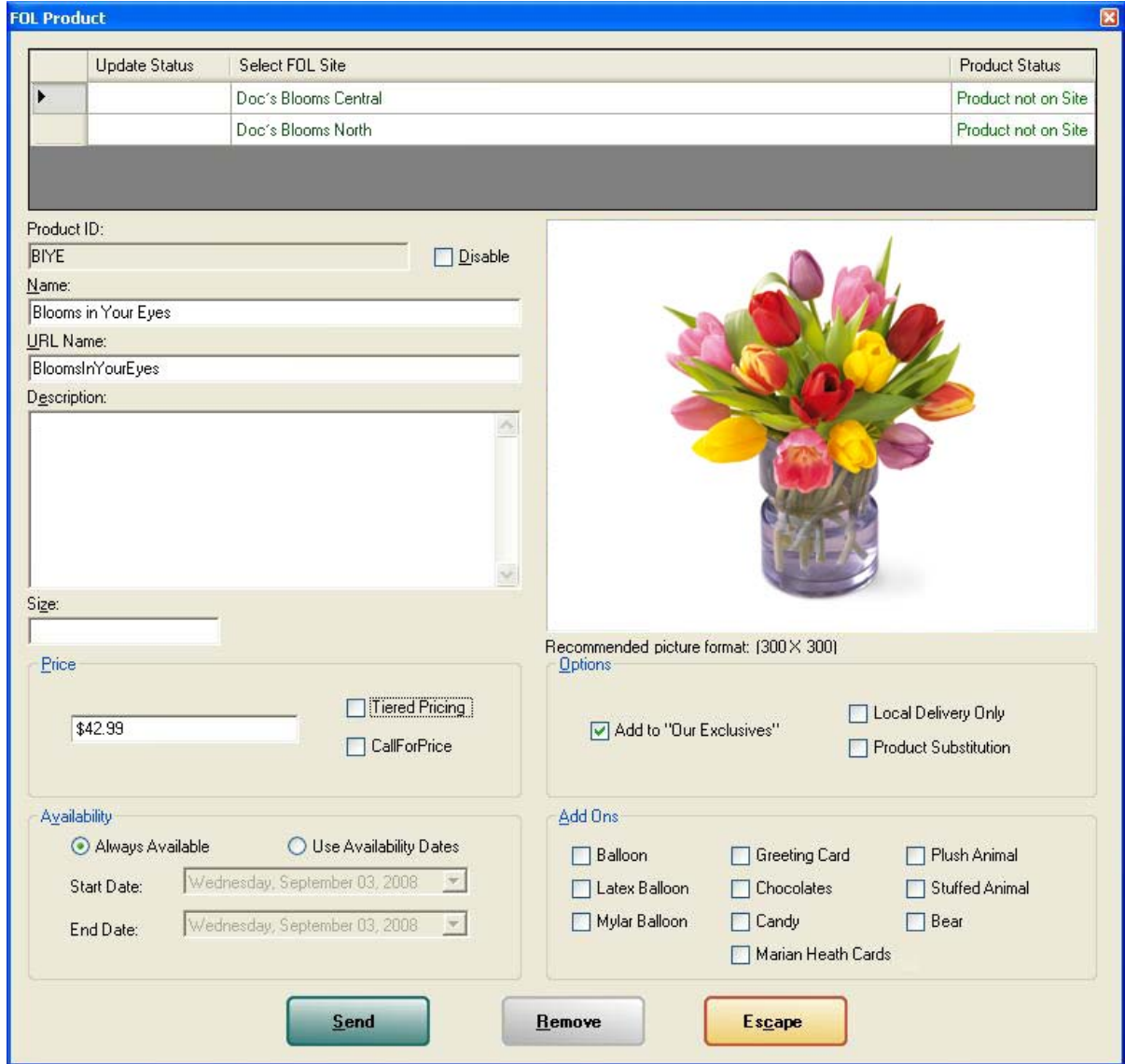
When you maintain products on your FOL Web site from FTD Mercury, the product codes must match (that is, your local product code must be used for the FOL Product ID). If you change a local product code, the link between FTD Mercury and the FOL site is broken and the local product will no longer be associated with the product on your site. If you delete a product in FTD Mercury, the product is not removed from your FOL Web site (maintenance of the product then must be handled through the FOL Web portal).

FOL Product Window

The FOL Product window allows you to configure product information prior to uploading it from FTD Mercury to your FOL Web site. If a product does not yet exist on your FOL Web site, details are populated from information in the Product Entry window. However, if the product does exist, the FOL Product window displays the details from the FOL Web site.

NOTE The picture displayed in this window will always be the one displayed in the Product Entry window for this product.

Figure 8-3: FOL Product Window



The window contains the following areas:

FOL Site

The FOL Site area provides information about the current product status and update status for each of your FOL Web sites.

Table 8-7: FOL Site Area

Column	Description
Select FOL Site	Displays a list of your available FOL Web sites.
Product Status	Displays the current product status, which can be one of the following: <ul style="list-style-type: none"> » Active—the product exists on the FOL site and is active. » Disabled—the product exists on the FOL site, but is currently disabled. The background color for products that exist but are disabled is yellow. » Does Not Exist—the product does not exist on the FOL site (after a successful removal of a product, its status will change to Does Not Exist). The text color for products that do not exist is green.

Table 8-7: FOL Site Area (cont.)

Column	Description
Update Status	Displays the status of the update. This can be one of the following: <ul style="list-style-type: none"> » Blank—displays if you have yet to click the Send or Remove buttons » Pending—the update is being processed » Updated—the product has been created or updated successfully » Removed—the product has been successfully removed from your FOL site » Error—the response received contains an error code

Product Information

The product information area contains the following information:

Table 8-8: Product Information Fields

Field	Description
Product ID	The Product ID. This is automatically populated from the local product code for this product, and is not editable from this window. However, if the local product code format does not conform to FOL product ID requirements (maximum of 20 alphanumeric characters with no spaces), you will be prompted to change the local product code when you attempt to upload the item to your site. If you select the Disable check box, the product will be disabled when you add or update the product on your site by clicking the Send button.
Name	Enter the name of the product as it will appear on your FOL site.
URL Name	Enter the URL for the product. (If a URL contains spaces, they will automatically be converted to underscores.)
Description	Enter a description for the product. The default text comes from the description entered in the Product Entry window.
Size	Enter the size for the product. By default, this comes from the size entered in the Product Entry window.

Price

Enter the price for this product. If you want to enable multiple price points for this product, select the Tiered Pricing box. (Once selected, the price you enter will be the lowest tier for tiered pricing.) You can also select the Call for Price box to not list a price for the product and advise customers to call you for pricing. (If you select Call for Price, other pricing information will be ignored.)

Availability

Select whether you want to always have this product available on your FOL Web site, or want it only available between certain dates. If you select Use Availability Dates, enter a start date and an end date for product availability.

Options

Select from the following options for this product:

Table 8-9: Product Options

Option	Description
Add to "Our Exclusives"	Select this check box to add this product to the "Our Exclusives" portion of your FOL site. By default, this option is selected. IMPORTANT: This option must be selected for the product to appear on your FOL Web site.
Local Delivery Only	Select this check box to mark this product as local delivery only on your site.
Product Substitution	If you select this option, the product can be substituted for a similar product. If this option is cleared, no product substitution is allowed for this product.

Add Ons

Select the add on(s) you want to make available with this product. You can choose from the following:

- » Balloon
- » Latex balloon
- » Mylar balloon
- » Greeting card
- » Chocolates
- » Candy
- » Marion Heath cards
- » Plush animal
- » Stuffed animal
- » Bear

Button Ribbon

The button ribbon includes the following buttons:

Table 8-10: Ribbon Bar Buttons

Button	Description
Send	Click this button to either add a product (if it does not yet exist on your FOL Web site) or update it (if it already exists).
Remove	Click this button to remove the product from your FOL Web site.
Escape	Click this button to close the FOL Product window without uploading the product to or removing the product from your FOL Web site.

Adding Custom Products to Your FOL Web Site

TASK To add a custom product to your FOL Web site:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter criteria to locate the product and click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click the **Add to FOL Web Site** button. The **FOL Product** window opens.

NOTE The Add to FOL Web Site button is only available when you are adding a custom product that already has an image associated with it.

- 5 Select the FOL Web site to which you want to add the product.
- 6 The window displays details about the product from the **Product Entry** window. Edit product details as necessary.
- 7 Click **Send**.

Once the product has been successfully uploaded, the Product Status will change to Active and the Update Status will change to Updated.

Editing Custom Products on Your FOL Web Site

TASK To edit details about a custom product on your FOL Web site:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter criteria to locate the product and click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click the **Add to FOL Web Site** button. The **FOL Product** window opens.
- 5 Select the FOL Web site for the product you are editing.
- 6 The window displays details about the product as it currently exists on the selected FOL Web site. Edit the product details as necessary.
- 7 Click **Send**.

Once the product has been successfully edited, the Update Status will change to Updated.

Removing Custom Products from Your FOL Web Site

IMPORTANT You can only remove a custom product from your FOL Web site via FTD Mercury if you have a corresponding product in FTD Mercury. If you already have products on your FOL Web site that you want to maintain in FTD Mercury, you can add a new product with a product ID that matches the FOL Web site product ID.

TASK To remove a custom product from your FOL Web site:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter criteria to locate the product and click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click the **Add to FOL Web Site** button. The **FOL Product** window opens.
- 5 From the FOL site list, click the site from which you want to remove the product.

NOTE If the product status is Does Not Exist, the product is not listed on your FOL Web site (and therefore cannot be removed).

6 Click **Remove**.

Once removal has happened successfully, the Update Status column will change to Removed and the Product Status column will change to Does Not Exist.

Deactivating Custom Products on Your FOL Web Site

You can deactivate a product on your FOL Web site, allowing you to continue to have the product on the site, but not show it to customers. This is particularly useful if you are out of stock on an item, or if it is used only for particular holidays.

TASK To deactivate a custom product on your FOL Web site:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter criteria to locate the product and click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click the **Add to FOL Web Site** button. The **FOL Product** window opens.
- 5 Select the FOL site for the product you want to deactivate. (You must pick a site where the Product Status is active.)
- 6 The window displays information about the product as it currently exists on the selected Web site. In the product information area, click the **Disable** check box.
- 7 Click **Send**.

Once the product has been successfully marked as disabled, the Product Status will change to Disabled and the Update Status will change to Updated.

Changing the Price for Products on Your FOL Web Site

TASK To edit details about a custom product on your FOL Web site:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Product**. The **Product Search** window opens.
- 2 Enter criteria to locate the product and click **Search**.
- 3 From the results list, double-click the product. The **Product Entry** window opens.
- 4 Click the **Add to FOL Web Site** button. The **FOL Product** window opens.
- 5 Select the FOL Web site for the product you are editing.
- 6 The window displays information about the product as it currently exists on the selected Web site. Change the price as desired.
- 7 Click **Send**.

Once the product has been successfully updated, the Update Status will change to Updated.

Gift Certificates

To set up your system so that your customers can purchase and redeem gift certificates, you must first set up a gift certificate product so that the gift certificate can be purchased in Order Entry and Point of Sale. A payment type of **Gift Certificate** has been added to the payment window in Order Entry and Point of Sale so that your customers can pay by gift certificate.

Setting Up Gift Certificates

To set up gift certificates in FTD Mercury, add a new product called “Gift Certificate” and set it up like you would any other product. The only unique setup for gift certificates is that you must select **Gift Certificate** as the statement category when you are setting up the product.

FTD Mercury allows great flexibility when working with gift certificates so you can customize how you want to issue and redeem them. For example, if you have custom gift certificates in your store, you can use the **Product Entry** window to monitor the quantity that you have on hand. Also, you should consider how the gift certificate should be taxed, according to the tax regulations in your state. Most often gift certificates are set up as tax exempt or no tax.

TIP

FTD Mercury also allows you to use Gift Cards, which can be loaded and redeemed in your shop. For more information about getting set up with Gift Cards, contact FTD Technology Sales at 1-800-767-3222.

Coupons

FTD Mercury allows you to create coupons and to assign quantities and amounts. Coupons are set up similar to products, and can be taxable or non-taxable. Taxable coupons reduce the sale amount before taxes are calculated. Non-taxable coupons reduce the sale amount after the taxes are calculated.

Setting Up Coupons

TASK

To add a coupon to FTD Mercury:

- 1 On the **FTD Mercury Main Menu**, click the **Product Search** button. The **Product Search** window opens.
- 2 Click **Add**. The **Product Entry** window opens.
- 3 In the **Local Product Code** field, type the product code for the coupon. In most cases, you will want to make this short and memorable so you do not have to look it up in the product search each time.
- 4 In the **Product Name** field, provide a name for the coupon.
- 5 In the **Price** field, enter the value of the coupon. This must be a positive value; FTD Mercury will interpret this value as the price off of the transaction.
- 6 Ensure the **Active** check box is selected.
- 7 Ensure the **Monitor** check box is cleared.
- 8 In the **Statement Category** list, click the arrow and select **Coupon**.
- 9 In the **Tax Code** list, click the arrow and select either the correct tax code for a taxable coupon or **Tax Exempt** for a non-taxable coupon.
- 10 In the **Description** field, enter a description for the coupon (if desired).
- 11 Click **Apply**.

Delivery Zones and Fees

If your store charges for delivery, you can set up multiple delivery zones and a delivery charge for each zone. After you set up your zones and charges, delivery charges are automatically entered in Order Entry and Point of Sale when you select a zone for delivery.

There are two ways that you can set up delivery zones:

- » **Using the Mercury Delivery application**—If you have purchased it, you can set up delivery zones in Mercury Delivery. You can set up delivery zones by postal codes, address, or by drawing a boundary on a map. See [Delivery Zones](#) on page 14–7.
- » **Within Mercury Administration**—If you do not have Mercury Delivery, the quickest and easiest way to set up delivery zones and delivery charges is within Mercury Administration. By setting up delivery zones in Mercury Administration, you are assigning delivery zones to postal codes (when a recipient address with a particular postal code is entered in Order Entry or Point of Sale, the associated delivery charge is added to the order automatically). See [Delivery Zone Screen](#) on page 24–43 for more information.

Bar Codes

FTD Mercury includes support for bar codes and bar code readers. You can either scan an existing bar code and assign it to a product, or you can create a new bar code for a product by manually entering an alphanumeric code as a bar code. Once you have associated a bar code with a product, you can use a bar code scanner when entering an order to scan products.

If you want to create and print bar code labels to use with your products, you must purchase your own third-party bar code creation software. You can typically find this software at an office supply store or on the Internet. Once you create bar code labels, you can affix them to your products so they can be scanned at in Point of Sale or Order Entry (see [Using Bar Codes](#) on page 9–83).

NOTE FTD does not support any third-party software for printing bar codes. However, to ensure you are purchasing bar code creation software that is compatible with your bar code scanner, consult the bar code scanner documentation. This documentation (or the manufacturer's Technical Support department) can tell you which software is compatible with your specific bar code scanner model.

For instructions on setting up an LS2208 bar code reader for use with a Cherry keyboard in FTD Mercury refer to [Bar Code Reader Configuration](#) on page E-1.

Associating Bar Codes with Products

TASK To associate a bar code with a product in FTD Mercury:

- 1 Either create a new product or perform a Product Search to locate an existing product.
- 2 In the **Bar Code** area, click **Add**.
- 3 Scan the bar code (if you already have a bar code reader) or enter the alphanumeric sequence in the **Bar Code** window.
- 4 Click **Save** to add the bar code to the list.
- 5 Click **Save** to save the change to the product.

Deleting Associated Bar Codes

TASK To delete a bar code already associated with a product:

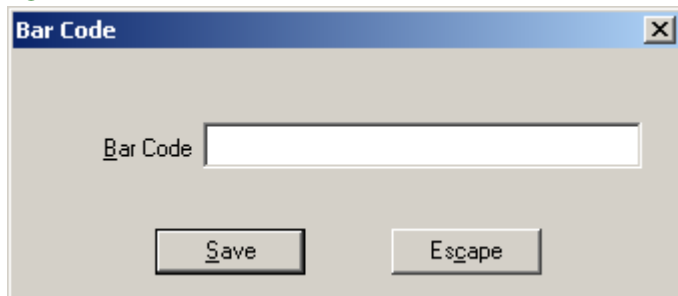
- 1 Perform a product search to locate the product from which you want to remove the bar code.
- 2 In the **Bar Code** area, select the bar code you want to delete.
- 3 Click **Remove**.

Click **Save** to save your change to the product.

Bar Code Window

The Bar Code window is used when you enter a bar code for a product. You can either scan the bar code or enter the code manually. Click **OK** when you are finished entering in the bar code.

Figure 8-4: Bar Code Window



Wire Service Product Code List Window

This window displays a list of codified products that you can assign to your local product code. By assigning a codified product to your local product code, your staff can select local product codes in outgoing orders, and the filling florist will receive the wire service code equivalent.

Figure 8-5: Wire Service Product Code List Window

