

Searching for Mercury Messages

Message Center allows you to locate a message sent from or received by your store via the Mercury Network. You can perform a search by delivery date, message date, message type, recipient name, Mercury order number, local order number, message type, or florist member code. After you search, messages that match your search criteria appear in a results list. You can then highlight individual messages to view details about them, including the text of the message, the florist you were corresponding with, and any messages related to the original order.

To search for messages in FTD Mercury:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Message**. The **Message Center** window opens. You can also click the **Message Center** button in **Order Entry** or **Point of Sale**.
2. In the **Search Parameters** area, enter your search criteria. Click **Search**.
3. From the results list, highlight the message for which you want to view details. Related messages appear in the related messages area; the text of the message and information about the florist appear at the bottom of the window.



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Open the Message Center from the FTD Mercury Main Menu (click Message in the Search area) or by clicking Message Center in Order Entry or Point of Sale.

The Message Center window allows you to search by delivery date, message type, message date, recipient name, order number, or florist shop code. After you perform the search, messages that match your search parameters appear in the results list. Highlight a message to display full details for it.

Unattached orders appear in **green text**. Messages currently being viewed on another FTD Mercury system in your shop (or at a remote location) are highlighted in **yellow**. Messages with errors appear in **red text**.

