

Resending Rejected Orders

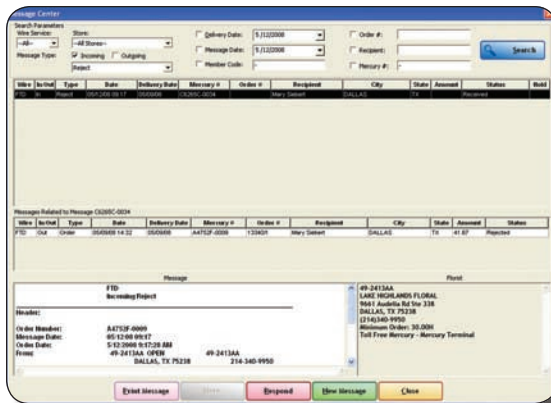
When you send a Mercury wire order, the florist you selected may reject the order. This may be for a variety of reasons, such as if the recipient is outside of the filling florist's delivery area, if the florist is out of product, or even if the florist is too busy to fill the order.

To resend a rejected order:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Message**. The **Message Center** window opens.
2. In the **Search Parameters** area, next to **Message Type**, select **Incoming** and ensure **Outgoing** is cleared. From the **Message Type** list, select **Reject**.
3. Click **Search**.
4. From the results list, double-click the rejected order you want to resend. The order opens in **Order Entry**.
5. In the **Florist Area**, change the florist code to a new florist. You can also click the **Auto Select** button to select a new florist, or click the **Search** button (...) to perform a **Florist Search** to find a new filling florist.
6. Click **Update**. The order is automatically sent to the new filling florist.



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Use the Message Center to locate the message you want to resend. Double-click the message to open it in Order Entry or Point of Sale.

In the Florist area, enter a new florist and click Update. The order will be sent to the new florist.

