## **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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| In the Florist area, enter a new florist and click<br>Update. The order will be sent to the new florist.   | Originality Testing in Testin   |



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