



# Glossary

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Throughout FTD Mercury documentation, as well as throughout FTD Mercury itself, there are a number of terms that may be unfamiliar to users. Some are technical terms, others are specific to the floral industry, FTD Mercury, or FTD itself. The following list of terms and their definitions is provided as a reference.

**Table G-1: Glossary of FTD Mercury Terms**

Term	Definition
<b>Abbreviated Customer Master List with Balance Report</b>	Report that provides you with a list of all of your customers and their current balance totals.
<b>Abbreviated Customer Master List with Days Late</b>	Report that provides you with a list of all of your customers and the number of days their payments are late.
<b>Abbreviation Codes</b>	Two- or three-letter codes entered in the card message field that designate common messages. Entries are prefaced by a backslash (\) (for example, \hb is converted to HAPPY BIRTHDAY!). The Abbreviation Code list is maintained in Mercury Administration.
<b>ADJ Message</b>	Allows you to report an error on the Outgoing Orders section of the combined report. Only the sending florist can send an ADJ message.
<b>Administrator</b>	Your store's computer system administrator. This person is often an owner or manager, who determines employee access to information as well as the status of other florists.
<b>Aged Analysis Report</b>	Report that provides you with an analysis of your customer account balances.  This report is only available if you have purchased the Billing upgrade module.
<b>ANS Message</b>	Allows you as a sending florist who receives an ASK message to respond. If the ASK message is a price change request, you must respond with a new price.
<b>ASK Message</b>	Allows you to inquire about an order-related issue. Also allows you, as a filling florist, to request a price change.
<b>Associated Florist</b>	In the Facility Detail window, this is the list of florists that deliver to that particular facility.
<b>Attach Incoming</b>	An option in the Order Entry and Point of Sale windows that allows you to access incoming orders.
<b>Attach Outgoing</b>	An option in the Order Entry and Point of Sale windows that allows you to access outgoing orders.



**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Auto Forward</b>	A field in Order Entry and Point of Sale that tells the system whether you wish to forward an order automatically to anyone other than the selected filling florist (if the filling florist cannot fill your order).
<b>Auto Select</b>	A feature that allows FTD Mercury to select a filling florist for you automatically. Taken into consideration are location of florist, reciprocity, and status.
<b>Automatic Reconciliation</b>	A feature that compares the data on your Combined Report diskette to the data in your FTD Mercury system. When loading the Combined Report file from diskette, your system will compare the orders from the diskette to the orders on your system and reconcile all orders that match automatically. This process verifies that you are paying and receiving the correct amount of money from the wire service.
<b>Automatic Transmission</b>	Automatic transmission priority. The Host Computer selects the most economical priority based on the delivery date and time zone of the filling florist.
<b>Average Order</b>	The total dollar amount of orders divided by the number of orders.
<b>Backup</b>	A process by which the system transfers data files stored on the hard drive to a zip disk, so that your data is "backed up" on the zip disk.
<b>Balance Forward Accounting</b>	Customers with this type of house accounts receive statements that show running unpaid balances. As payments are made, the payment account is applied to the oldest invoice.
<b>Balance Wizard</b>	A tool in the Mercury Accounting module that allows you to export your FTD Mercury data to QuickBooks.
<b>Batch Mode</b>	A program function that allows you to complete a message or authorization, click Send, and the window will remain open for the next entry.
<b>Billing Cycle</b>	The frequency of billing (for example, monthly).
<b>Bi-Monthly Directory Updates</b>	The Florist Directory is updated twice every month, and can be downloaded via the Mercury Technology Software Update application.
<b>Both Routed and Non Routed Orders Report</b>	Report that includes routed and non-routed orders for a particular delivery date.  This report is available only if you have the Mercury Delivery module.
<b>Business Snapshot Report</b>	Report that provides you analysis of your business for a given date range. Four different cross-sections are included: Sales, Delivery, Products, and Wire.
<b>Button</b>	An on-screen button is a shortcut, or it further executes a program. A button is usually a square or rectangle and consists of words, pictures, or both.
<b>CAN Message</b>	Allows you to request that a filling florist or the Host Computer cancel a previously sent message by your shop.
<b>Cash-Flo</b>	An FTD program that allows you to process all your credit card payments through your own terminal and deposits your credit card transactions directly to your bank account. For more information, call Member Services at 1-800-788-9000.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Check Box</b>	A box next to information that, when checked, indicates the information is true.
<b>Clearing House</b>	The FTD Clearing House is responsible for working with Members on the payment of their statements and outstanding balances.
<b>Click</b>	This is an instruction to press and release the left mouse button one time, quickly. Clicking on an item allows you to select the item. To click on an item: (1) position the pointer on the item using the mouse, (2) press the left mouse button once to select the item, and (3) release the mouse button.
<b>Close City Match</b>	A search function that will list city names spelled very much like the one you entered. The Close City Match window will appear with such a list if it cannot match the city you have entered during a Florist Search.
<b>Closest City Search</b>	A search function that allows you to search for a city closest to any city in the United States. You may need to perform a Closest City Search if there is no Mercury florist in the recipient's city.
<b>Combined Report</b>	This is a Clearing House report confirming your store's incoming and outgoing orders each month.
<b>CON Message</b>	Allows you to send a message to a sending florist to confirm their CAN message.
<b>Configuration Wizard</b>	See Store Setup Wizard.
<b>Credit Card Settlement History Report</b>	Report that lists credit card settlement for the given date range. The report also includes the settlement number, date, approval or error codes, and dollar amounts.  This report is available only if you have the Credit Card module.
<b>Credit Memo</b>	Credit memos allow you to apply credit toward a customer's house account. You may need to apply the credit if a customer returns an item purchased on a house account.
<b>Customer Account Payment Report</b>	Report that lists all payments made on house accounts in a given date range.  This report is available only if you have the Billing upgrade module.
<b>Customer Master List</b>	Report that provides you a list of all of your customers, as well as their current balance information, and house account information such as their credit limit and discount account.
<b>Customer Name</b>	Name of the person or organization placing an order.
<b>Customer Search</b>	A search in FTD Mercury that allows you to locate customers in your FTD Mercury system.
<b>Data</b>	Information of any type that is stored in an electronic file, such as a customer database file.
<b>Data Files</b>	Files containing information utilized by the program.
<b>Data Processing Center</b>	Division of FTD Headquarters which, for billing purposes, automatically reports incoming orders processed through the Mercury Network.
<b>Database</b>	A collection of data stored and organized especially for rapid search and retrieval. For example, your FTD Mercury system stores your product information in a product database.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

Term	Definition
<b>Debit Memo</b>	Debit memos allow you to apply a debit toward a customer's house account. You may need to apply the debit to add a miscellaneous charge onto the customer's house account.
<b>Default</b>	A setting that is assigned automatically by the system and remains in effect unless changed manually.
<b>Delivered Orders Report</b>	Report that includes all orders that have been marked as delivered for a particular delivery date.  This report is available only if you have the Mercury Delivery module.
<b>Delivery Code</b>	Allows you to flag an order as either delivered or not delivered.
<b>Delivery Priority Code</b>	Custom delivery codes to use in Order Entry and Point of Sale. These codes designate when an order should be delivered.
<b>Delivery Problem Report</b>	Report that includes orders that have not been delivered due to a delivery problem (customer not at home, order refused, etc.).  This report is available only if you have the Mercury Delivery module.
<b>Delivery Trip Analysis Report</b>	Report that includes delivery trip statistics for each delivery driver, such as total trips, percent trips complete, total miles traveled, and total time traveled.  This report is available only if you have the Mercury Delivery module.
<b>Delivery Zone Report</b>	Report that includes the number and total dollar amount of deliveries per delivery zone for a given date range.  This report is available only if you have the Mercury Delivery module.
<b>Delivery Zones</b>	Used to help you route your deliveries and automate delivery charges in Order Entry and Point of Sale.
<b>DEN Message</b>	Allows you to send a message to the sending florist to refuse their CAN message.
<b>Design Center</b>	The window in FTD Mercury where you assign products to designers and mark orders as designed.
<b>Design Picture</b>	A picture attached to an order which displays the product created. This picture is not sent externally.
<b>Desktop</b>	The visual work area that fills your screen.
<b>Directory</b>	See Florist Directory.
<b>Double-click</b>	An instruction to push down the left mouse button two times, quickly. Double clicking an item allows you to open a file, folder, or execute an option. To double-click an item: (1) position the pointer on the item using the mouse, and (2) quickly press and release the left mouse button twice.
<b>Down Arrow</b>	The down arrow  is used to open a drop-down menu or calendar.
<b>Drop-Down Menu</b>	A list of options, opened by clicking  (the down arrow).
<b>Dunning Messages</b>	Payment reminders that appear on customer statements. You can set up messages for customers who are current with their statements, 30 days late, 60 days late, 90 days late, and 120+ days late. You can create dunning messages in Mercury Administration.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Economy Transmission</b>	Economy transmission priority. The order or message is processed by 8:00 a.m. the following day. If the order is relayed through call forwarding, it will be received by 10:00 a.m. the following business day. (The times 8:00 a.m. and 10:00 a.m. refer to the local time of the filling florist.)
<b>Edit Outgoing</b>	An option in the Order Entry window that allows you to send an order as a Mercury Order message.
<b>Email</b>	Electronic mail. A way of sending other people messages from your computer.
<b>Employee Analysis Report</b>	Report that allows you to print productivity reports for your clerk designer, and driver employee types.
<b>Employee Sales Report</b>	Report that provides an order count and total dollar amount of orders for each employee for a given date range.  This report is only available if you have either the Billing, Order Entry, or Point of Sale module.
<b>Express Transmission</b>	Express transmission priority. The order or message will be processed immediately.
<b>F1 Help</b>	A help program that is accessed by pressing the <F1> key. F1 help is context sensitive; it displays a help page for the window you are working in (the active window).
<b>Facility</b>	A delivery site such as a hospital, funeral parlor or nursing home.
<b>Facility Search</b>	Search that allows you to locate a facility, such as a hospital, nursing home, or funeral home.
<b>FAH</b>	See Flowers All Hours.
<b>Fax and Email Monitor</b>	Application that allows you to monitor outgoing faxes and email messages sent from FTD Mercury.
<b>Field</b>	Individual work screen lines allowing you to enter data or choose listed options.
<b>Field Help</b>	A help system in FTD Mercury that is accessed by right clicking on a field or by pressing the <Ctrl> and <F1> keys simultaneously. Field Help displays a small pop-up window that gives you information on how to complete a particular field. To access field help in the Mercury Administration program, right click or press the <Shift> and <F10> keys simultaneously.
<b>File</b>	A computer document.
<b>File Name</b>	Letters or numbers assigned to identify a file.
<b>Filling Florist</b>	The florist who receives an order message and fills the order.
<b>Finance Charge</b>	A charge that is applied to a house account that is past due. You can set up default finance charges for house accounts in Mercury Administration). Or, you can specify a finance charge for individual customer accounts.
<b>Finance Grace Period</b>	The period of time that you would like the system to wait before applying finance charges to a house account.


**Table G-1: Glossary of FTD Mercury Terms (cont.)**

Term	Definition
<b>First Choice Status</b>	A florist status type. Marking florists First Choice will choose them automatically when using the Auto Select option and sending an order to that florist's city. A florist's status may be changed in the Florist Search or Florist Detail window.
<b>Floral Order Relay Center</b>	The division of FTD Headquarters which handles orders and order-related messages by telephone to Members with temporarily inoperative systems.
<b>Florist Code/ID</b>	A code number assigned by a wire service to identify each store. Each wire service's number format is different and a single store will have different florist codes for each wire service to which they subscribe.
<b>Florist Directory</b>	A directory containing FTD member florists, including their addresses, phone numbers, and minimum ordering information. You can access florists from the directory by performing a Florist Search.
<b>Florist Search</b>	A search in FTD Mercury that allows you to locate florists in the Florist Directory.
<b>Florists Online</b>	The Floral Industry's Leading E-Commerce Solution! See <a href="http://www.ftdi.com/ftdfloristsonline/default.htm">http://www.ftdi.com/ftdfloristsonline/default.htm</a> for details.
<b>Flowers All Hours</b>	A service which provides Members' stores and customers with 24-hour telephone service. See <a href="http://www.ftdi.com/flowersallhours">www.ftdi.com/flowersallhours</a> for details.
<b>FOL</b>	See Florists Online.
<b>Folder</b>	A structural device for representing the location of files. A folder may contain other folders.
<b>FOR Message</b>	Enables you as the selected florist to forward an order received on your system to another Mercury member for delivery.
<b>FTD International Retrans Service</b>	Allows Members to send flowers to virtually anywhere in the world. FTD International Retrans Service receives your order, prepares it for dependable delivery, and transmits it to the appropriate country.
<b>FTD Reporter</b>	The program that manages your printers.
<b>FTD Startup</b>	The program in the system that starts the server and FTD Reporter (printer communications).
<b>FTO Transmission</b>	Toll free transmission priority. If possible, the Host Computer selects the most economical priority based on the delivery date and time zone of the filling florist.
<b>Funeral Log</b>	Allows you to track funerals and quickly enter them as recipients in Order Entry and Point of Sale.
<b>GEN Message</b>	Allows you to communicate with other Mercury Members and FTD personnel. The GEN message does not link with an order or order-related message in Mercury history.
<b>General Ledger Export</b>	The process by which your store transactions are sent to accounts you have created in third party accounting software.
<b>Gift Cards</b>	Plastic cards onto which you can load values for your store. Customers can use gift cards as a payment type.
<b>Goods and Services Tax</b>	See GST.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**


<b>Term</b>	<b>Definition</b>
<b>GST</b>	Acronym for Canada's Goods and Services Tax. This tax type is only collected on products and delivery for the province in which the products are delivered.
<b>Harmonized Provincial Sales Tax</b>	This tax is a combination of the Canadian Goods and Services Tax (GST) and the Provincial Sales Tax (PST). This tax applies to Nova Scotia, New Brunswick, and Newfoundland. GST is included in this tax type.
<b>Host Computer</b>	The FTD computer that routes the orders sent from a sending florist to a filling florist.
<b>House Account</b>	Allow a customer to run a monthly balance at your store so they may charge products and services and receive statements.
<b>HST</b>	See Harmonized Provincial Sales Tax.
<b>Icon</b>	A small picture that represents a program or a shortcut to a program. When you double-click on an icon, the program starts.
<b>Incoming Message</b>	A message sent to your store by another florist.
<b>Input Auto Select</b>	This occurs when the filling Member selected by the sending Member is closed or not accepting orders. Upon receipt of the order, the Host Computer automatically selects a new filling Member, based on the city server, not on the zip code.
<b>Interflora</b>	An Interflora order is an order for flowers, plants or other floral related items, with or without gifts, with its value specified in fleurins, exchanged between two active Members belonging to two different groups of Interflora, Inc.
<b>Job Function</b>	A short description of the job types at your store (for example, "clerk" or "designer").
<b>Jump</b>	An item in an Online Help system that, when clicked on, takes you to another help page. Jumps are displayed as blue text underlined once in blue.
<b>Key</b>	A single button on the keyboard.
<b>Keyboard</b>	The device you use to enter data into a program on your computer.
<b>Keyword</b>	A word related to the term you are searching for in an Online Help program. For instance, if you were looking for information on Slimcast Message procedures, you could enter the word "Slimcast" as a keyword.
<b>Log</b>	See Message Log.
<b>Login Name</b>	The name an employee enters in order to login to FTD Mercury. The login names and login IDs are issued in the Employee window of the Mercury Administration program when adding employees for the first time.
<b>Mail Merge</b>	Importing data into a word processing program for marketing purposes. With mail merge you may personalize form letters; print addresses on envelopes and mailing labels; and produce other marketing documents.
<b>Main Menu</b>	The window that appears when you log into the FTD Mercury software. The FTD Mercury Main Menu contains 10 items that will take you to commonly-used areas of the program.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Manual Reconciliation</b>	An alternative to automatic reconciliation, manual reconciliation allows you to compare the orders on your printed Combined Report to the orders on your FTD Mercury system. This process verifies that you are paying and receiving the correct amount of money from the wire service.
<b>Maximize</b>	To increase window size to original size or the size of the screen. To maximize a window, either double-click the window's title bar, or click  in the upper right corner of the window.
<b>Menu</b>	A list of program options. When you click on a menu item, that function is available to you.
<b>Menu Bar</b>	A Menu Bar is a collection of menus in a program. The bar can be used as an alternate way of accessing the functions On the FTD Mercury Main Menu.
<b>Mercury Administration</b>	A program in your FTD Mercury software that determines certain program defaults and settings, such as your delivery zones and house account defaults.
<b>Mercury Component System</b>	The Mercury Component System is the distributed system of computers in FTD Member stores.
<b>Mercury Host Computer</b>	The computer at FTD Headquarters which processes orders and messages and sends them on to Members.
<b>Mercury Messages</b>	Mercury messages have been established to help communication among FTD Members and with FTD Headquarters and your FSR. The various message types perform several business functions including placing orders, processing product orders through Marketplace, and administering billing activity.
<b>Mercury Network</b>	A communications network developed for FTD Members. It consists of two key elements: the Mercury Component system and FTD Headquarters in Downers Grove, IL.
<b>Mercury Number</b>	A system-assigned number for each Mercury message.
<b>Mercury Sales Department</b>	Division of FTD Headquarters which can fill orders for new equipment or can answer questions as to what equipment would best suit your store. You can reach this department between 7:00 A.M. and 5:00 P.M. Central Time at 1-800-669-1000. You can also send a free general (GEN) message to 90-4664AA.
<b>Mercury Technology Assistance Center</b>	Division of FTD Headquarters which can answer questions and help Members find solutions to their problems. Members can contact the Mercury Technology Assistance Center by dialing 1-800-669-1000, or by sending a free general (GEN) message to 90-5034AA.
<b>Message Center</b>	A function in your FTD Mercury program that allows you to search for incoming and outgoing messages..
<b>Message Log</b>	A list of Mercury messages that have been sent from or been received by your shop. The Message Center serves as this log.
<b>Message Report</b>	Report that lists all orders and messages that you have sent or received in a given time period.



**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Minimize</b>	Sending a window to the task bar. To minimize a window, click  in the upper right corner of the window.
<b>Minimum Finance Charge</b>	The minimum charge you would like added to overdue accounts.
<b>Mouse</b>	A hardware item used to navigate by “point and click” navigation through a program. A mouse replaces the need to use navigation keys on your keyboard such as the arrow keys, the <Tab> key, and the spacebar. The mouse allows you to select menus easily, click on items (graphics, fields), move the cursor to a different location, or to drag and drop graphics and files.
<b>MTAC</b>	See Mercury Technology Assistance Center.
<b>Multi Store</b>	A store setup category that allows you to set up more than one store. Each store will have a completely separate customer base. All aspects of bookkeeping must be done separately. However, the physical bookkeeping can be consolidated at a central location or maintained individually by each store.
<b>Navigate</b>	The process of opening and closing drives and folders in Windows to find what you are looking for.
<b>No Auto Forward</b>	See Auto Forward.
<b>No Sale</b>	A Point of Sale transaction that is used when you must open the cash drawer without taking out or adding in money, for example, making change for a customer.
<b>Non Routed Orders Report</b>	Report that includes all orders that have not been routed for a particular delivery date.  This report is available only if you have the Mercury Delivery module.
<b>Normal Status</b>	A florist status type. By default, all florists are marked Normal. A florist’s status may be changed in the Florist Search or Florist Detail window.
<b>Normal Transmission</b>	Normal transmission priority. The order or message will be processed within 90 minutes. This time period is extended during major floral holidays.
<b>Not Preferred Status</b>	A florist status type. This status type indicates to the program to never select this florist to fill an order when using the Auto Select option. A florist’s status may be changed in the Florist Search or Florist Detail window.
<b>Online Help</b>	A help program, usually titled Help Topics, that is located in the software’s Help menu. This program allows you to search for procedures and troubleshooting guidelines. FTD Mercury, the Mercury Administration program, and Microsoft Windows each have their own Online Help systems. To access FTD Mercury Online Help, select Contents from the Help menu.
<b>Open Item Accounting</b>	In this type of account, as each payment is made, it is applied to an individual ticket. Typically used by companies or customers who pay by invoices.
<b>Opening Balance</b>	The amount of money that is in the drawer at the start of a Point of Sale session (usually the amount of money that is in the drawer when you begin the day).

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Operator</b>	The name of the employee completing the transaction or message.
<b>Outgoing Message</b>	Messages sent from your store to another florist.
<b>Paid Out/Paid In</b>	A transaction that is used to take money out of or put money in to the cash drawer, but is not a sale.
<b>Password</b>	An access code used to access the FTD Mercury system. Passwords are assigned in the Employee window of the Mercury Administration program when adding an employee to your system.
<b>Payment Type Totals Report</b>	Report that lists all payments made by your customers within a specified date range.  This report is available only if you have the Billing upgrade module.
<b>Phoned In</b>	An option in the Order Entry and Point of Sale windows that allows you to enter orders phoned in from other florists.
<b>Point of Sale Session</b>	A series of transactions on one Point of Sale terminal that begin with an opening balance and end with a z-out.
<b>Pointer</b>	A small, white arrow on the screen that follows the direction of your mouse. The pointer can be a number of things. For example, it can be a small vertical line that blinks (cursor) that allows you to enter text, an hourglass (indicating wait time), a small white hand (indicating an object can be moved), a double-sided black arrow (indicating an object can be resized), or a cross (also indicating an object can be moved).
<b>Pop Up</b>	An item in an Online Help system that, when clicked on, displays a small window containing more information on that item. Pop ups can be identified in online help systems as blue text with a blue underline.
<b>POS</b>	Point of Sale.
<b>Preferred Status</b>	A florist status type. When you mark a filling florist Preferred, the likelihood of the program selecting this florist during an Auto Select is increased. Marking a florist "Preferred" also brings the florist to the top of your lookup screen when performing a Florist Search.
<b>Product Code</b>	An abbreviation consisting of numbers and letters assigned to each product you sell in your store. Product codes help your FTD Mercury system track which products are being sold in your store. Wire service branded products are assigned product codes automatically.
<b>Product Comparison Report</b>	Report that allows you to view a sales comparison of two date ranges or the same date range for two stores.
<b>Product Sales Report</b>	Report that provides you with an analysis of which products are selling and how many are being sold either in-house, outgoing, or both.
<b>Product Search</b>	A feature of your FTD Mercury software that allows you to search for a product's detail information.
<b>Prompt</b>	A message that requests or gives information. A typical prompt is: You have received a message.
<b>Provincial Sales Tax</b>	Also known as PST. Canadian provinces other than Quebec and Prince Edward Island charge this tax before applying Goods and Services Tax (GST) to a sale.
<b>PST</b>	See Provincial Sales Tax.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>QST</b>	See Quebec Sales Tax.
<b>Quebec Sales Tax</b>	Also known as QST. Provincial sales tax for order originated or received in Quebec.
<b>Reason Codes</b>	A reason for sending a message (for example, "Customer Cancelled Order" may be a reason code for a Cancellation message). Reason codes are maintained in the Mercury Administration program.
<b>REC Message</b>	Reports incoming orders phoned, faxed, or received in your shop through means other than the Mercury Network. A REC message should be sent for every incoming order that is not received over the Mercury Network.
<b>Recipient</b>	The person who will receive the order.
<b>Recipient Pictures</b>	Pictures you attach to an order and send to customers.
<b>Reciprocity</b>	The Host Computer's attempt to send an equal number of orders or total value of orders between stores.
<b>Reciprocity Report</b>	Report that provides you with an analysis of your reciprocity statistics by wire service.
<b>Reconciliation</b>	See Wire Service Reconciliation.
<b>Referral Code</b>	A code that helps you determine how customers hear about your shop. Referral codes are maintained in the Mercury Administration program.
<b>Referral Codes</b>	Used to explain how a new customer first heard about your store, such as through a newspaper ad, word of mouth, or a friend.
<b>REJ Message</b>	Allows you to reject an order sent by another Mercury member.
<b>Report of Orders Filled</b>	Report that lists all incoming orders that you filled and entered in FTD Mercury in a given date range. The report also provides the grand total number of orders filled, and the dollar amount associated with the orders.  This report is available only if you have the Billing, Order Entry, or Point of Sale module.
<b>Reprint Route Report</b>	Report that includes the route information for a saved route. It includes each order in the saved route, stop numbers for each order, delivery zone, recipient information, product information, and priority.  This report is available only if you have the Mercury Delivery module.
<b>RES Message</b>	Informs your system to accept orders, in addition to administration messages, earlier than the time specified when suspending your receiving capacity.
<b>RET Message</b>	Allows you to retrieve a copy of an order or message you previously received.
<b>Retrans (International)</b>	A service provided by FTD for international orders that will convert language and costs between countries.
<b>Right-Click</b>	To press down the right mouse button once, quickly. A right click usually displays an additional menu.
<b>Sales Analysis Report</b>	A report that provides you with an analysis of which products are being sold in your shop.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Sales By Referral Code Report</b>	Report that lists the total sales by referral code for a given date range. This report is only available if you have the Order Entry or Point of Sale modules.
<b>Sales Summary Report</b>	Report that lists the total sales summary for your store for a given date range. This report is only available if you have the Billing, Order Entry, or Point of Sale module.
<b>Sales Tax Report</b>	Report provides information to assist in completing the monthly sales tax report that you are required to file with your state. This report is only available if you have either the Billing, Order Entry, or point of Sale module.
<b>Sales Tax Report</b>	A report that displays all of the sales and tax paid on each product within a specific tax category.
<b>Scroll</b>	To cause text to move vertically or horizontally across the screen so a new line appears for each line that moves off the screen.
<b>Scroll Bar</b>	A bar that is used to move text across the screen. A scroll bar is found on the right side of vertical scrolling text and the bottom of horizontal scrolling text.
<b>Second Choice Product</b>	An optional product if the First Choice product is not available.
<b>Select</b>	To mark an option, check box, or item in a list by highlighting it with your mouse or keyboard. Selecting (or highlighting) an item does not start an action.
<b>Sending Florist</b>	The florist who sends the order or message.
<b>Setup Wizard</b>	See Store Setup Wizard.
<b>Shop Code</b>	See Florist Code/ID.
<b>Shortcut Keys</b>	Items on your keyboard that help you navigate faster. To activate the shortcut keys in FTD Mercury, press and hold the <Alt> key, then press the underlined letter of the shortcut item. For example, you can activate the File menu shortcut by pressing and holding the <Alt> key, and then pressing F.
<b>Single Store</b>	A store setup option with one store and one customer base. All bookkeeping is done at a single location.
<b>Slimcast Message</b>	Slimmed down, targeted messages used for marketing floral products, promoting upcoming functions, or communicating with fellow Mercury Network members.
<b>Software</b>	The instructions, in computer languages, that control and direct computer programs and operating systems to perform designated tasks.
<b>Sort Name</b>	The name by which FTD Mercury will sort a customer's name for reports and statements.
<b>Special Instructions</b>	A field to enter any special instructions for the delivery driver such as "Leave on the front porch if recipient is not home."
<b>Standing Order</b>	A recurring order that FTD Mercury generates based on a Standing Order template.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Start Button</b>	When you click the Windows Start button on your desktop, the Windows Start menu opens, allowing you to access programs, adjust computer settings, and find files.
<b>Status</b>	How one florist is ranked in relation to others when the Administrator marks a specific florist. All stores are ranked "normal" by default, but other statuses are "First Choice," "Preferred" and "Not preferred." You can change a florist's status in the Florist Search or Florist Detail windows.
<b>Store Setup Wizard</b>	A program that is executed when you turn on your computer for the first time. This program prompts you for basic store information, such as wire service codes and store name and address.
<b>Store Transfer</b>	The ability from Order Entry or Point of Sale to transfer an order in a multi-store environment. You must enable Store Transfer in Mercury Administration.
<b>SUS Message</b>	Allows you to suspend FTD Mercury from receiving orders temporarily. Your system will continue to receive administrative and order-related messages during the suspension period. While suspended, orders sent to your shop are forwarded automatically.
<b>System Tray</b>	The system tray appears on the right side of
<b>Tabs</b>	Items that allow you to access more information without changing windows. For example, the Mercury Message window contains tabs that allow you to choose how you would like to search for a message.
<b>Task Bar</b>	The bar located at the very bottom of your screen. This bar displays every program or file you have open. When you minimize a window, it is sent to the task bar. To open an item on the task bar, simply click it with your left mouse button once.
<b>Tax Exempt Customer Report</b>	Report that lists all tax-exempt customers that have had transactions within the specified date range.  This report is only available if you have either the Billing, Order Entry, or Point of Sale module.
<b>Ticket Report</b>	Report that provides you with an analysis of each ticket type, the products ordered on each ticket, and the cost and quantity of product ordered per ticket, for a given date range.  This report is available only if you have the Billing, Order Entry, or Point of Sale module.
<b>Title Bar</b>	Located at the very top of every window, this bar displays the name of that window.
<b>Transmission Priority</b>	The priority of an order, which determines the processing time and cost for transmitting the order. Once the Host Computer receives the order, it is sent to a filling Member based on the priority selected by the sending Member.
<b>Transmit</b>	Sending or transferring data over the Mercury Network.
<b>Wire Reconciliation Report</b>	Report that lists disputed, reconciled and/or non-reconciled orders.
<b>Wire Service Incoming/ Outgoing Report</b>	Report that provides you with all incoming and outgoing orders by wire service in a given date range.

**Table G-1: Glossary of FTD Mercury Terms (cont.)**

<b>Term</b>	<b>Definition</b>
<b>Wire Service Reconciliation</b>	Comparing the messages in your Message Log to those on your Combined Report to determine whether you are paying the correct amount of money or receiving the correct amount of money from each wire service of which you are a member.
<b>Wire Services</b>	Organizations (such as FTD) that provide floral-ordering services electronically.
<b>X-Out</b>	A Point of Sale transaction that prints out cash drawer totals, but does not close the Point of Sale session.
<b>Z-Out</b>	Closes out the current Point of Sale session for the given terminal and prints out totals for all completed transactions so the cash drawer can be balanced. A z-out (also known as "end of day") is usually performed at the end of the day.