Creating C.O.D. Orders

In FTD Mercury, cash on delivery (C.O.D.) encompasses more than just a cash payment when something is delivered. Orders that require payment on delivery (either cash or check) or payment on pickup (by cash, check, or credit card) are designated as C.O.D. orders.

To enter an order as C.O.D.:

1. In **Order Entry** or **Point of Sale**, create the order as you normally would. If the order is for pickup, select a pickup zone. For C.O.D. orders that will be delivered, select a local delivery zone.
2. When you finish entering the order, instead of clicking **Complete** or **Payment** as you normally would, click **COD**.

When the invoice prints, the order will be clearly marked as requiring payment before delivery or pickup.

To complete a C.O.D. order:

1. On the **FTD Mercury Main Menu**, click either **Order Entry** or **Point of Sale**.
2. In the **Order Entry** or **Point of Sale** window, click **Lookup**. The Ticket Search window opens.
3. Select the **Type** option and select **C.O.D.** from the available order types.
4. If necessary, select the store where the C.O.D. order was placed from the **Store** list.
5. Click **Search**.
6. In the results list, double-click the ticket you need to complete. The order opens in either **Order Entry** or **Point of Sale**.
7. Click **Complete**. The **Payments** window opens.
8. In the **Payments** area, select the payment type and the amount tendered.
9. Click **Complete**.
10. Click **Escape** to close the **Order Entry** or **Point of Sale** window.

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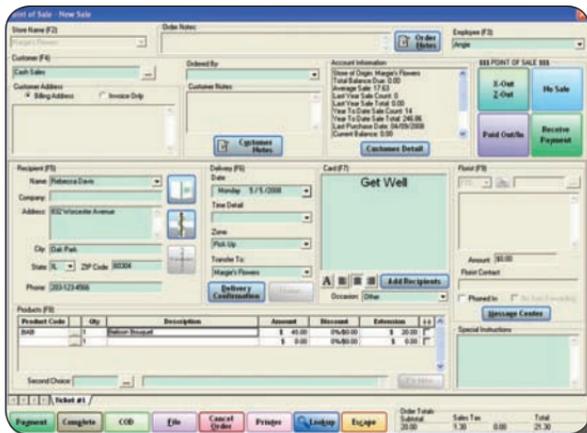
When creating a C.O.D. order, you fill out information in Point of Sale or Order Entry the same as you would for any other order. However, you click COD instead of Payment or Complete.

When the customer picks up the order or after your driver has collected cash when the order was delivered, you need to perform a Ticket Search to find the order and complete it.

Simply **Easier**. Simply **Better**. Simply **Mercury**.™