

Wire Service Reconciliation

Wire Service Reconciliation verifies that you are either paying the correct amount of money to or receiving the correct amount of money from the wire services to which you subscribe. Automatic and manual reconciliation allow you to compare the data on your monthly Combined Report to the orders in FTD Mercury.

Regardless of whether you use Automatic Reconciliation or Manual Reconciliation, you have three main options when reconciling your statement:

Table 17-1: Reconciliation Options

Option	When to Use
Reconcile	If you want to match an order on your Combined Report to one in your Message Log because all of the order information matches between these two sources.
Dispute	If you have been billed for the wrong amount or billed in error and wish to create an ADJustment Message (see ADJustment Report Message on page 4–38).
Unmatch	Clears the reconciled or disputed status.

Automatic Reconciliation

Automatic Reconciliation compares the data on your Combined Report disk to the data in FTD Mercury. If you do not receive your Combined Report on disk, call Member Services at 1-800-788-9000 to request a monthly shipment of the disk along with your printed statement. You can also view your statement online at www.ftdi.com.

When loading the Combined Report file from disk, FTD Mercury compares the orders from the disk to the orders on your system and reconciles all orders that match automatically. Orders may not match for several reasons—for example, different order amounts, recipient names, or delivery dates. You can then work from that screen to reconcile or dispute the remaining orders manually.

You cannot automatically reconcile data in your system that is dated more than three months prior to the statement date for that month's statement. However, you can use Manual Reconciliation to reconcile those orders.

NOTE

To reconcile previous batches, use the Auto Reconciliation History command on the Wire Reconciliation menu.

Automatically Reconciling Data

TASK To automatically reconcile data:

- 1 On the **Wire Reconciliation** menu, click **Load Wire Reconciliation**.
- 2 From the **Statement Date** list, click the arrow to display a calendar and select the date displayed on the printed Combined Report.
- 3 From the **Wire Service** list, select **FTD**.
- 4 Insert the Combined Report disk into your floppy disk drive.
- 5 In the **File Name** field, click the search button, select the **A:** drive in the drop-down menu, and navigate to the appropriate Combined Report statement file on the disk.
File names are in the format: shopcodecb.xxx, where xxx is the 3-letter abbreviation for the month represented in the Combined Report. For example, if your shop code is 90-0034AA, and this is the Combined Report for the month of September, the file you are searching for is named 900034cb.sep.
- 6 Click **Load**. The **Match Reconciliation** window opens and fills in with the orders from your Combined Report displayed in the bottom box, and the Mercury orders in your Message Log in the top box.

When you click on an order in the bottom box, the matching order in your Message Log is highlighted in the top box so you may compare. Orders with matching information are reconciled automatically and appear in green in the bottom box. If you want to see details about the order, double-click on a line in the top box to view the order in full detail.

TIP Keep the following in mind:

- » You may double-click on a line in the top box to view the order in full detail.
 - » Use the totals sections to help you balance your books with your Combined Report. Note that the dollar amount displayed in the "Disputed" column is the dollar amount of the disputed transactions in the list (not the actual disputed amount created through ADJustment messages).
- 7 If no match was found, nothing is highlighted in the upper box. Under that circumstance, you may either:
 - » Find the order in the top box you believe should match and click **Reconcile** or **Dispute**.
 - » If you are unable to find anything in the top box that should match, click **Reconcile**. This creates a synthetic order with a status of **Exception** in your Message Log. Under that circumstance, the synthetic order remains in your Message Log until it is reconciled during your automatic reconciliation session next month.
 - 8 Click **Save** when you have finished reconciling orders.
 - 9 Remove the disk from the floppy disk drive.

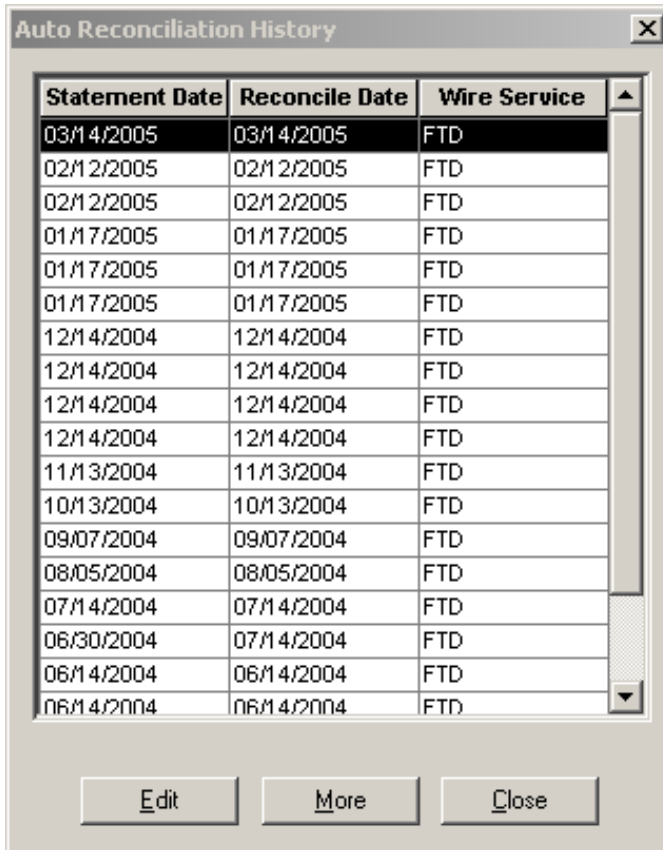
Auto Reconciliation History Window

The Auto Reconciliation History window allows you to access batches you have loaded onto your system from previous automatic wire reconciliation sessions. Using the auto wire reconciliation history feature of your FTD Mercury system saves you valuable time, as you may return to and edit any previously loaded batches.

NOTE It is not recommended that you load the data for each statement from your Combined Report diskette into your system more than once.

Highlight the statement you wish to edit in the list, and click Edit.

Figure 17-1: Auto Reconciliation History Window



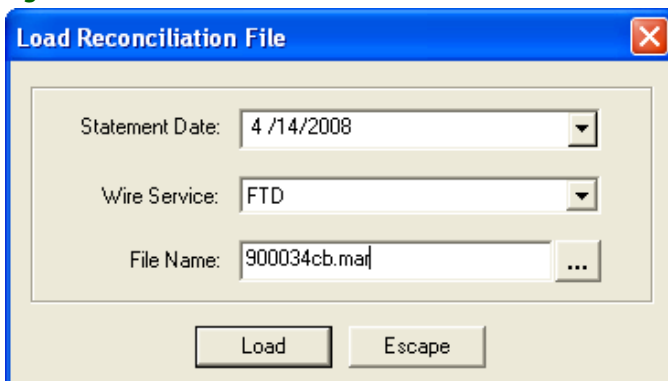
Statement Date	Reconcile Date	Wire Service
03/14/2005	03/14/2005	FTD
02/12/2005	02/12/2005	FTD
02/12/2005	02/12/2005	FTD
01/17/2005	01/17/2005	FTD
01/17/2005	01/17/2005	FTD
01/17/2005	01/17/2005	FTD
12/14/2004	12/14/2004	FTD
12/14/2004	12/14/2004	FTD
12/14/2004	12/14/2004	FTD
12/14/2004	12/14/2004	FTD
11/13/2004	11/13/2004	FTD
10/13/2004	10/13/2004	FTD
09/07/2004	09/07/2004	FTD
08/05/2004	08/05/2004	FTD
07/14/2004	07/14/2004	FTD
06/30/2004	07/14/2004	FTD
06/14/2004	06/14/2004	FTD
06/14/2004	06/14/2004	FTD

Buttons: Edit, More, Close

Load Reconciliation File Window

The Load Reconciliation File window allows you to load data from your Combined Report so you can complete the automatic wire reconciliation process. FTD recommends you load data from each statement into FTD Mercury only once. Contact Member Services at 1-800-788-9000 for more information on automatic wire reconciliation.

Figure 17-2: Load Reconciliation File Window



Load Reconciliation File

Statement Date: 4/14/2008

Wire Service: FTD

File Name: 900034cb.mar

Buttons: Load, Escape

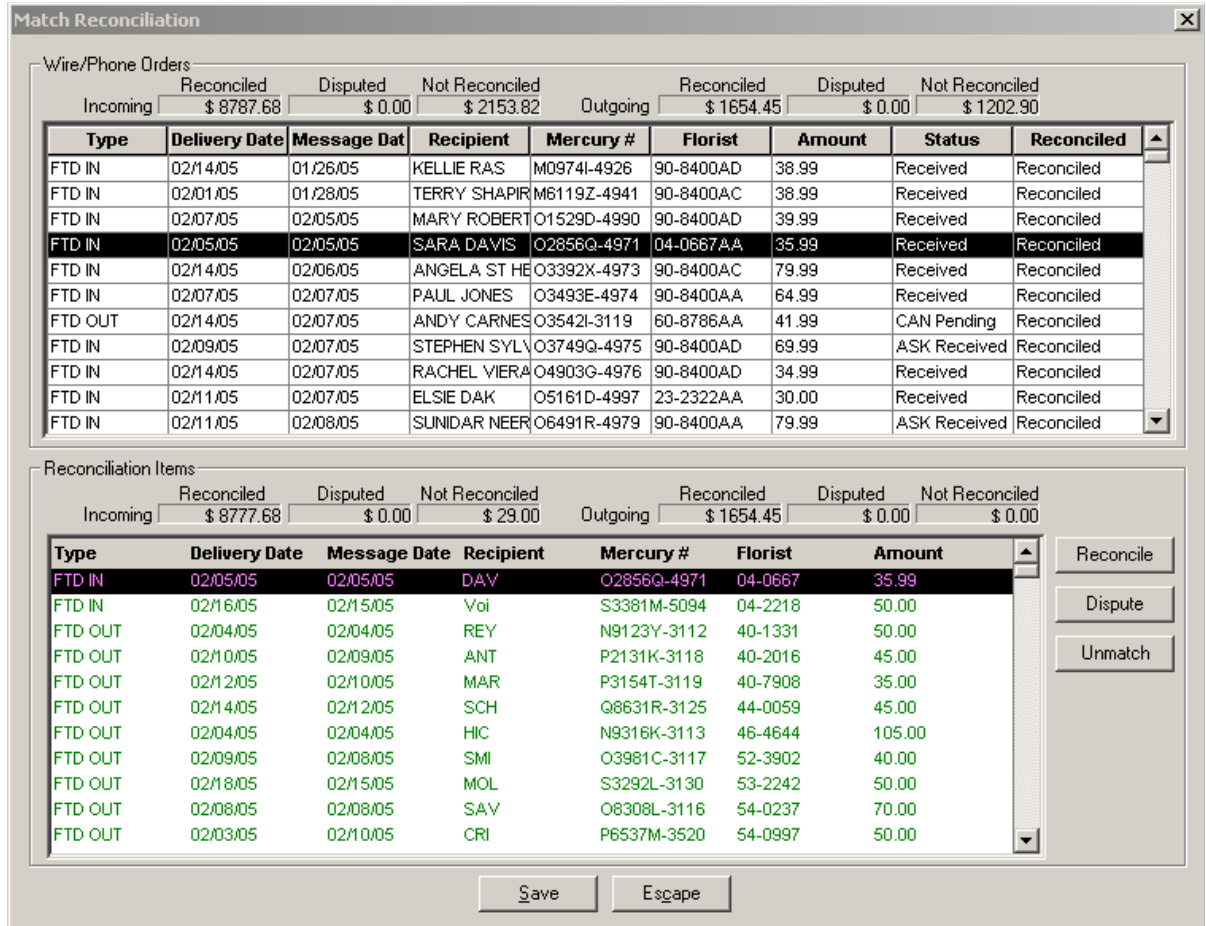
Match Reconciliation Window

The Match Reconciliation window allows you to compare the data in your Message Log to the data on the Combined Report during the automatic reconciliation process. You may also designate a status of "reconcile" or "dispute" to each order. Please remember that data in your system older than three months prior to the statement date will not be listed in your top text box (which

contains the Mercury orders in your Message Log). In order to perform an automatic wire reconciliation, you must first load the diskette data into your system. Or, you may use the data from previous batches.

NOTE Wire Service Reconciliation only includes billable orders. Orders from Flowers All Hours, Flowers Online, as well as voided and cancelled orders do not appear in Wire Service Reconciliation.

Figure 17-3: Match Reconciliation Window



Manual Reconciliation

Manual wire reconciliation is an alternative to automatic reconciliation if you do not receive a monthly Combined Report disk. Perform Manual Reconciliation each month when you receive your Combined Report, comparing the data in your system to the orders shown on your printed Combined Report.

TASK To manually reconcile orders:


- 1 On the **Wire Reconciliation** menu, click **Manual Wire Reconciliation**.
- 2 In the **From Date** field, click the arrow to display a calendar. With your mouse, choose the date from which you want to begin the list of orders in your Message Log.
- 3 In the **To Date** field, click the arrow to display a calendar. With your mouse, choose the date at which you wish to end the list of orders in your Message Log.
- 4 In the **Wire Service** field, click the arrow and select from the list the wire service for which you want to reconcile orders.
- 5 In the **Store Name** field, select the store that you are reconciling or select **All Stores**.

- 6 Click **Filter**. The system only displays orders for the given wire service and the given date range.
- 7 Once the list of orders appears in the **Manual Reconciliation** window, highlight each order and click **Reconcile**, **Dispute**, or **Unmatch**. Or, click in the appropriate column so an **X** appears.
- 8 Click **Save** when you have finished reconciling orders.

Manual Reconciliation Window

The **Manual Reconciliation** window will allow you to reconcile orders in your system if you are unable to perform an automatic wire reconciliation because your diskette is damaged, did not arrive, etc. Wire reconciliation in general verifies that you are either paying the correct amount of money or receiving the correct amount of money from the wire service. You will need to compare the data in your system to the orders shown on your Combined Report. A printed copy of your Combined Report is sent to you monthly, at no charge. Perform this procedure each month when you receive your Combined Report.

Figure 17-4: Manual Wire Reconciliation Window



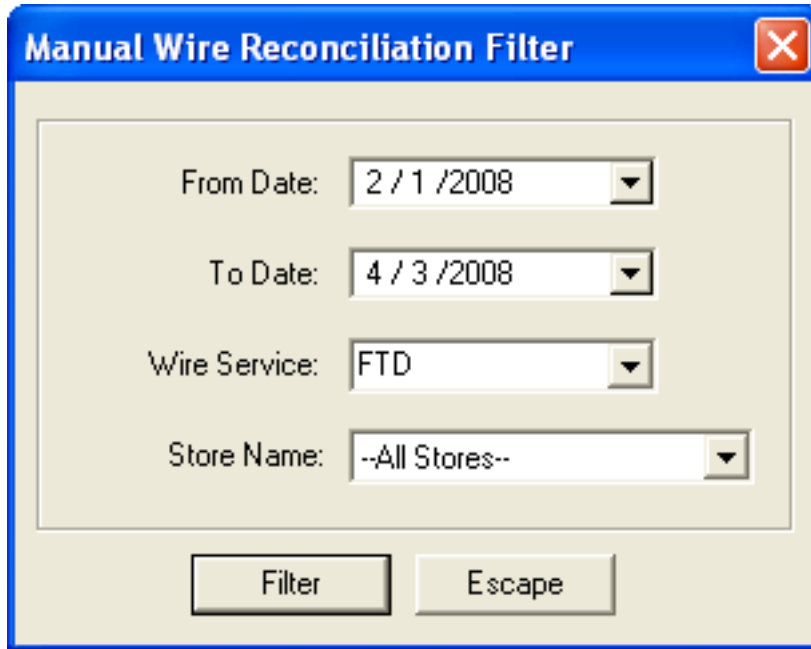
The screenshot shows a window titled "Manual Reconciliation" with a table of orders. The table has the following columns: Type, Delivery Dat, Message Da, Recipient, Mercury #, Florist, Amount, Status, Reconciled, and Disputed. Below the table are five buttons: Save, Reconcile, Dispute, Clear, and Escape.

Type	Delivery Dat	Message Da	Recipient	Mercury #	Florist	Amount	Status	Reconciled	Disputed
FTD IN	02/13/08	03/11/08	Tess Mitchel	A2923U-0207	90-0001EE	85.00	Received		
FTD IN	02/13/08	03/11/08	Terry Jones	A2923V-0208	90-0001EE	110.00	Received		
FTD IN	02/22/08	03/11/08	Jane Smithe	A2933L-0209	90-0001EE	65.00	Received		
FTD OUT	03/17/08	03/17/08	Jon Hart	A9341E-8741	90-9085JW	75.00	Phoned		
FTD OUT	03/27/08	03/27/08	ELYSE DAK	A3015F-0180	90-9085AF	59.99	Sent		
FTD IN	03/27/08	03/27/08	Betsy Butter	A3412J-0907	90-9085AF	69.99	Phoned		
FTD IN	03/27/08	03/27/08	Betsy Butter	A4201G-1185	90-9085AF	69.99	Phoned		

Manual Wire Reconciliation Filter Window

The **Manual Wire Reconciliation Filter** window allows you to filter what is displayed in the **Manual Reconciliation** window. You can filter by a date range, wire service, or store.

Figure 17-5: Manual Wire Reconciliation Filter Window



Reconcile Detail Window

This window displays detail information from the reconciliation items in your Combined Report data. The information in this window is read only and cannot be changed.

For information on a particular field in this window, right click on that particular field.

Editing Previous Wire Reconciliation Batches

Using the Auto Reconciliation History feature of FTD Mercury saves you valuable time, as you may return to any previously loaded batch to reconcile or dispute orders.

CAUTION It is not recommended that you load the data for each statement from your Combined Report disk into your system more than once.

TASK To reconcile wire orders from batches you have loaded on your system from previous Combined Report statement files:

- 1 On the **Wire Reconciliation** menu, click **Auto Reconciliation History**.
- 2 When the **Auto Reconciliation History** window opens, it displays the statement files. Select the statement you want to edit in the list and click **Edit**.
- 3 Once the **Match Reconciliation** window opens, follow the automatic wire reconciliation process as you normally would. See [Automatic Reconciliation](#) on page 17-1 for detailed procedures.
- 4