

# Glossary

## **Aged Analysis Report**

Report that provides an analysis of your customer account balances.

## **Automatic Order Processing (AOP)**

Feature that allows FTD Mercury to automatically process inbound Mercury, Flowers Online, Flowers All Hours, and Web orders if all necessary information is included in the order.

## **Balance Forward Accounting**

Customers with this type of house accounts receive statements that show running unpaid balances. As payments are made, the payment amount is applied to the oldest invoice.

## **Balance Wizard**

Allows you to view or print your sales information for a given date range and, if you have Mercury Accounting, export it to QuickBooks.

## **C.O.D. Order**

Orders that are paid for when the order is delivered or picked up.

## **Communications Alert**

Received if FTD Mercury cannot connect to the Mercury Network. It is usually caused by a problem with your Internet connection. If you can connect to the Internet when you receive this alert, contact the Mercury Technology Assistance Center.

## **Credit Memo**

Allow you to apply credit to a customer's house account (for example, if a customer returns an item purchased on their account).

## **Debit Memo**

Allow you to apply a debit to a customer's house account (for example, to add a miscellaneous charge to the customer's account).

## **Delivery Code**

Allows you to flag an order as delivered or not delivered.

## **Design Pictures**

Pictures you can take and attach to orders to show what was designed for the customer.

## **Distance Map**

Tool that allows you to see the location of potential filling florists in relation to the recipient for a wire out order. This can help you select the best florist to fill the order.

## **Funeral Log**

Tool that allows you to enter in details about funerals and use that information to populate recipient information in tickets. Also can be used to generate a list of items to provide to the funeral director or deceased's family.

## **General Message**

Allows you to communicate with other Mercury Members and FTD Personnel. The General (GEN) message does not link with an order or order-related messages in Message Center.

## **Gift Cards**

Plastic cards you can sell to customers and can be used as payment for goods in your store. You can also provide store credit on these cards.

## **House Account**

An account used to extend credit from your store to a customer. When the customer purchases items from your store, they are charged to the customer's house account, and the customer provides payment when you send an invoice or statement.



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**Map It**

Tool that allows you to see how far a recipient is from your shop.

**Message Center**

Allows you to view all incoming and outgoing messages sent over the Mercury Network for your shop. Also allows you to search for messages and view any related messages between you and other florists.

**One-Click Refund**

A refund created by locating the original ticket or sale using Ticket Search, right-clicking on it, and editing the resulting Refund Sale.

**Open Item Accounting**

Accounting where as each payment is made, it is applied to an individual ticket. Typically used by companies or customers who pay by invoices.

**Phoned-In Order**

An order that is phoned to your shop by an FTD florist who does not have Mercury technology in their store. You must report phoned-in orders via an REC Message List to receive payment.

**Point of Sale (POS)**

FTD Mercury system connected to the cash drawer and receipt printer. You typically enter orders from walk-in customers on this system.

**REC Message List**

Reports incoming orders that were received via phone from other Mercury Network florists. Use this message to report these orders to FTD so you can receive payment for them.

**Recipient Pictures**

Pictures you can send to a customer, or a filling florist can provide to the sending florist.

**Router**

Hardware that allows multiple computers to use the same Internet connection.

**Sales Summary Report**

Report that lists the total sales summary for your store for a given date range. Also prints outgoing and incoming sales according to wire service.

**Send To Codes**

Also known as abbreviation codes, these are shortcuts that allow you to quickly enter in card messages and recipient addresses. You can configure them in Mercury Administration.

**Server**

The computer that contains the shared information for all of your FTD Mercury systems.

**Standing Order Templates**

Used to create orders that recur on a set schedule.

**Ticket Search**

Tool used to locate previously created orders.

**Wire Out Order**

Orders sent over the Mercury Network to another Mercury florist.

**Z-Out Transaction**

Closes the current Point of Sale session and prints out totals for all completed transactions so the cash drawer can be balanced. A Z-out is usually performed at the end of the day.

