

## Reference Guide – Mercury Cloud

**Alerts** - This section is to notify you of ORDERS that need attention. You can click on the alert type to view the full list of orders for that alert.

### 1. **New Orders**

- Must respond within 2 hours of receiving the order. Acknowledge or REJ (send related message) to remove the alert. The convenience of Acknowledge/Print option will allow you to print orders while Acknowledging.
- New orders are displayed by priority, with the highest priority orders listed first. If you have multiple orders, messages will be listed from oldest to newest. The priority is determined based on the alert level, which signifies the amount of time since the order has been received but has not been acknowledged. The alert levels for new order messages are:
  - **High:** The message was received more than 105 minutes ago.
  - **Medium:** The message was received between 60 and 105 minutes ago.
  - **Low:** The message was received less than 60 minutes ago.

### 2. **Rejected Orders**

- This will display outgoing orders that have been rejected by the other florist, or if there was an error while sending. This notification is to inform you that you will need to send the order to another florist.

### 3. **Cancelled Orders**

- This will only display incoming orders that have been cancelled by the sending florist. If you need to respond (send related message) to the **CAN/In**, you must do so in message center. Once in message center, find the incoming cancel message and respond in message details. Send related message will allow you to send the **DENy** or **CONfirm**.

### 4. **Today’s Unconfirmed Deliveries**

- This alert will show how many incoming orders with a delivery date of ‘Today’ that still requires a DCON message.

**How to remove Alerts:** You can remove certain alerts by Acknowledging, Confirming Delivery, or sending a Related Message

Alerts	Notes	Acknowledge	Acknowledge & Print	Confirm Delivery
New Orders	Displays incoming orders	X	X	X (This option sends a DCON)
Rejected Orders	Displays outgoing orders that the filler has rejected. OR will show outgoing orders with an error status.	X	X	
Cancelled Orders	Displays incoming orders that have been cancelled by the sending florist.	X	X	
Today’s Unconfirmed Deliveries	Displays incoming orders with a delivery date of today (current date).			X (This option sends a DCON)

The screenshot shows the Mercury Cloud dashboard interface. At the top left is the FTD logo and 'Mercury Cloud'. At the top right is 'Welcome, Kristy' and 'Help Log Out'. A notification banner at the top center says 'YOU HAVE NEW MESSAGES'. The dashboard is divided into several sections:

- DASHBOARD DETAILS:** Shows a 'Click to Refresh' button and 'Member Number# 90-01344AT'.
- ALERTS:** A summary section with four cards: 'NEW ORDERS' (5), 'REJECTED ORDERS' (4), 'CANCELLED ORDERS' (1), and 'TODAY'S UNCONFIRMED DELIVERIES' (3). Below these are action buttons: 'Select All', 'Acknowledge', and 'Acknowledge & Print'.
- Alert List:** A list of alerts with columns for 'Received', 'Message Type', and 'Delivery Date'. Each alert has a right-pointing arrow.
- UPCOMING DELIVERY CALENDAR:** A calendar for July 2017 showing the number of new orders for each day.
- FTD NOTIFICATIONS:** A table with columns for 'Date', 'From', and 'Subject'.

Numbered callouts in the image point to:

- The 'NEW ORDERS' alert card.
- The 'Member Number# 90-01344AT'.
- The 'YOU HAVE NEW MESSAGES' notification banner.
- The right-pointing arrow on the first alert panel.
- The 'UPCOMING DELIVERY CALENDAR' section.

1. Highest level alert flag will display on the New Orders Alert.
2. You can streamline information on the dashboard by selecting a single store whose information you'd like to view. Once a single store is selected, the dashboard will be refreshed to include information on the store that you've selected. To return to the default view of all stores, click Select All in the member code dropdown.
3. YOU HAVE NEW MESSAGES link in the header is your notification that you have incoming messages that are NEW. Clicking the link will open message center, filtering all messages with a status of NEW. As soon as you view or print the message, it will be no longer considered "NEW".
4. Clicking the arrow on a message panel will open the Message Details window. Message Details on an order will show: Order Details (print or respond), Enclosure Card (print tri-fold), Related Messages (print or respond), and Order Life Cycle (view). Message Details on a message will show: Message Details (print or respond), and Related Messages (print or respond).
5. Upcoming Delivery Calendar will show the number of incoming orders, by delivery date, that still require a DCON message.