

# Processing Incoming Mercury Wire Orders

As a member of the Mercury Network, you can receive incoming Mercury wire orders. Incoming wire orders are charged to the appropriate wire service house account, allowing you to track incoming orders from each wire service. When you attach an incoming order, FTD Mercury automatically applies all fees associated with the delivery zone, reducing the product amount by the total fee amount. This eliminates the need to change the product amount manually to match the order amount.

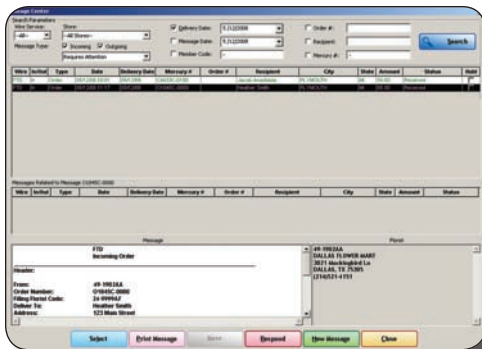
## To process an incoming Mercury wire order:

1. On the **FTD Mercury Main Menu**, click **Order Entry**.
2. From the **Employee** list, select your employee name.
3. In the **Florist** area, click **Message Center**. Messages requiring attention (including incoming orders) are displayed in the results list when Message Center opens.; unattached messages are displayed in green text.  
**TIP:** If you use Automatic Order Processing (AOP), depending on your configuration, many of your incoming orders may already be attached and processed.
4. Double-click the order from the results list. It automatically opens in **Order Entry**, with most information already entered.
5. In the **Products** area, enter the appropriate product codes (if necessary).
6. If the order is for delivery, from the **Zone** list, select the appropriate delivery zone (if the correct one is not already selected). If the zone was not already selected, adjust the product amount so the sale total is correct.
7. Click **Payment**. The **Payments** window opens.
8. In the Payments area, change the payment type in the **Type** column (if necessary). For wire orders, this should already be set to **House**; for Florists Online (FOL) or Flowers All Hours (FAH) orders, you should typically set this to **Credit**.
9. Click **Complete**.

Depending on your system settings, invoices, worksheets, and/or cards will print.



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In the Order Entry window, click Message Center to open the Message Center window. You can then search for the wire order you want to attach (most likely with today's date). Unattached orders appear in green text. Double-click the order to attach the order.

After you attach the incoming order, information about the order is transferred to your Order Entry window. You can then complete the order as you would for a local order. Make sure you select a local delivery zone.

