Reprinting Invoices

Many situations may require you to reprint an invoice, including losing the invoice, damaging the invoice, or printer problems where the invoice did not print correctly. You can reprint any invoice from Ticket Search.

To reprint an invoice:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Ticket**. The **Ticket Search** window opens.
2. In the **Search Parameters** area, enter information necessary to locate the ticket and click **Search**.
3. From the results list, select the order you want to print, and click **Output Invoice**. The **Output Options** window opens.
4. In the **Print Output** area:
   - **a.** Ensure the **Print Invoice** box is selected.
   - **b.** From the **Store Name** list, select the store where you are reprinting the invoice. You must select the store so FTD Mercury can determine the printers you can use to reprint the invoice.
   - **c.** From the **Ticket** list, select the ticket you want to reprint, or select **ALL** to reprint all tickets associated with the order.
   - **d.** From the **Form** list, select the form you want to reprint.
   - **e.** From the **Printer Name** list, select the printer where you want to reprint the invoice.
   - **f.** From the **Tray** list, select the tray on the printer which contains the correct paper to use.
5. In the **Fax Output** area, ensure the **Fax** box is cleared.
6. In the **Email Output** area, ensure the **Email** box is cleared.
7. Click **Execute**.

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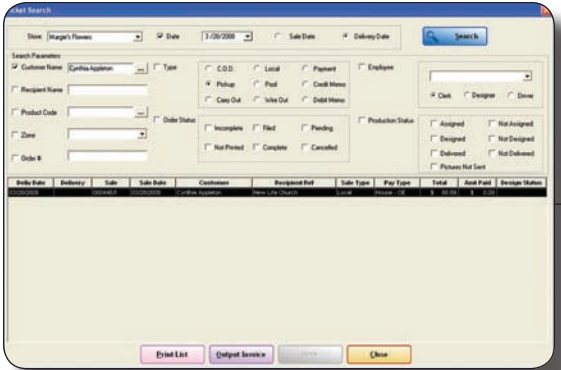
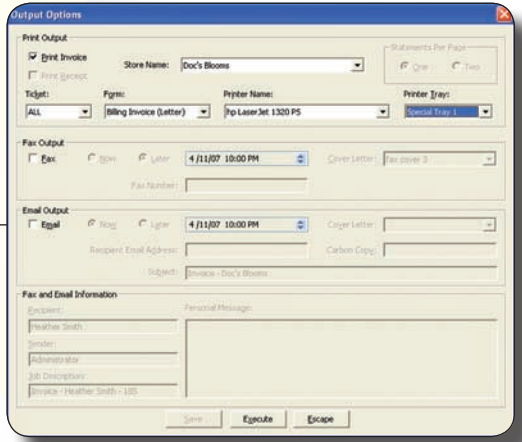


To locate the order you want to reprint the invoice for, you need to perform a Ticket Search. Select the order in the results list and click Output Invoice.



On the Output Options window, ensure you select the ticket(s) you want to print, the form you want to use, and the printer and tray where you want to reprint the invoice.

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