Checking for Pending or Incomplete Orders

Pending orders usually involve some issue with credit card approval. Incomplete orders are ones that you have not yet finished for some reason (not enough information, clarification needed, etc.). In either case, you want to ensure orders are completed and processed.

To search for pending or incomplete orders:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Ticket**. The **Ticket Search** window opens.
2. In the **Search Parameters** area, click **Order Status** and both **Incomplete** and **Pending**.
3. If you have multiple stores, from the **Store** list select the store you want to restrict the search to, or select **All Stores** to search for pending orders for all of your stores.
4. Click **Search**. The results list contains all pending and incomplete orders for the store(s) you selected. You can double-click an order to open it.

You can also use the same procedure to search for filed orders, which may also need to be completed. When performing a Ticket Search, select Filed in the Search Parameters area.

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When performing a Ticket Search, select Incomplete and Pending to display all orders that fall into either of those categories. After the Ticket Search returns results, double-click on the order and take whatever action necessary to complete it.

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