

Using the FTD Mercury Quick Reference Guide

Although you will rapidly become proficient in using FTD Mercury in your shop, there are some tasks you may not perform often, and others that are important for everyone (including new or seasonal employees) to know how to perform. This *FTD Mercury Quick Reference Guide* walks you through many of the important tasks you may need for day-to-day operations and will be particularly helpful for those new to FTD Mercury.

Topic cards in the *FTD Mercury Quick Reference Guide* are double-sided. The front side contains the procedure to follow; when possible, the reverse shows one or two images of the windows you interact with when performing the task. In procedures, user interface elements (such as window, button, and option names) appear in boldfaced text.

Cards are organized into sections by different flower banners as follows:



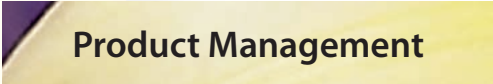
Administrative



Customer Management



Order Management



Product Management



Operations



Checklists

For more details about these procedures, or for other information not included in this guide, check out the *FTD Mercury Reference Guide* (a link to it is available on your FTD Mercury desktop). You can also access online help for FTD Mercury by selecting Contents from the Help menu within FTD Mercury.

Contacting FTD

By Phone

FTD Mercury Support: **1-888-309-2244**
 Mercury Technology Sales: **1-800-767-3222**
 FTD Member Services: **1-800-788-9000**
 FTD Directory Services: **1-800-788-9000**
 FTD Mercury Billing: **1-800-788-9000**

By Email

Mercury Technology Sales: TechSales@FTDi.com
 FTD Member Services: FTDMemberServices@FTDi.com
 FTD Directory Services: DirectoryServices@FTDi.com

By General Message

FTD Mercury Technical Support: **90-5034AA**
 Mercury Technology Sales: **90-4664AA**
 FTD Member Services: **90-0555AA**
 FTD Directory Services: **90-0258AA**
 FTD Mercury Billing: **90-0373AA**

By Web

FTD, Inc.: www.FTDi.com
 FTD Mercury: www.FTDMercury.com

