



FTD Mercury[®]

Quick Reference Guide

Simply **Easier**. Simply **Better**. Simply **Mercury**.[™]



Contents

Using the FTD Mercury Quick Reference Guide.....	iii
Contacting FTD.....	iv

Customer Management

Searching for Customers.....	A1
Adding New Customers.....	A3
Configuring House Accounts.....	A5
Receiving House Account Payments.....	A7
Manually Changing House Account Balances.....	A9
Generating Customer Statements.....	A11

Order Management

Entering Orders for Local Delivery.....	B1
Creating C.O.D. Orders.....	B3
Handling Returns & Exchanges.....	B5
Adding & Using Funerals in Orders.....	B7
Canceling Orders.....	B9
Changing Prices for Credit Card Orders.....	B11
Reprinting Invoices.....	B13
Searching for Mercury Messages.....	B15
Sending Mercury Orders.....	B17
Processing Incoming Mercury Wire Orders.....	B19
Processing Phoned-In Mercury Orders.....	B21
Searching for Florists.....	B23
Resending Rejected Orders.....	B25
Reporting Phoned-In Orders to FTD.....	B27
Searching for Tickets.....	B29
Adding & Copying Tickets.....	B31
Taking, Attaching, and Sending Recipient Pictures.....	B33
Checking for Pending or Incomplete Orders.....	B35

Product Management

Adding New Products.....	C1
Assigning Products to Designers.....	C3
Taking & Attaching Design Pictures.....	C5
Selling & Activating Gift Cards.....	C7

Operations

Viewing Total Daily Sales.....	D1
Generating Reports.....	D3
Reprinting Point of Sale Receipts.....	D5
Performing a Z-Out Transaction (End of Day).....	D7
Checking Mercury Network Connectivity.....	D9
FTD Cash-Flo Voice Authorization Numbers.....	D11

Checklists

Daily Checklist.....	E1
Weekly Checklist.....	E3
Monthly Checklist.....	E4

Glossary..... G1

Index..... I1

