

Florist Directory & Search

Using the Florist Search, you can locate florists in the electronic version of the FTD Florist Directory. The electronic directory is sent to you quarterly; you should always install it promptly to ensure your FTD Mercury system has the most up-to-date florist information. FTD also provides bi-monthly updates to the directory between CD releases.

Bi-Monthly Directory Update

Florist Directory updates are available to download from the Internet. The directory is updated twice per month. Downloading the directory allows you to keep your Florist Directory current in between the quarterly updates that you receive on CD.

When a directory update is available to download, you will receive a GENeral message from FTD. At that point, you can download the directory. These instructions teach you how to download the update.

IMPORTANT You must have the latest directory CD installed before you can download the directory update. If you have not yet installed the latest directory from the CD, please do so before downloading.

Configuring Your System for Bi-Monthly Directory Updates

If you use the Internet to send and receive Mercury orders and messages, then your system is already configured to download directory updates. Skip to [Downloading Directory Updates](#) on page 5–2.

Determining Whether FTD Mercury Uses the Internet for Mercury Orders and Messages

TASK To determine whether your system is configured to use the Internet to send and receive Mercury orders and messages:

- 1 On the **FTD Mercury Main Menu**, on the **Tools** menu, click **Mercury Administration**. You can also double-click the **Mercury Administration** icon on your computer's desktop. A login window for Mercury Administration opens.
- 2 Enter your login name and password and click **Login**. **Mercury Administration** opens.
- 3 Double-click the **Communication** folder.
- 4 Double-click **Mercury Connection**.
 - » If **Internet Access** is selected, it means that you use the Internet to send and receive Mercury orders and messages. You do *not* have to set up any information to download the directory update. Proceed to [Downloading Directory Updates](#) on page 5–2.


- » If **Direct Dial Access** is selected, it means that you use the Ford Mercury Protocol to send and receive Mercury orders and messages. You will have to complete the configuration in the following section ([Configuring Your System for Updates](#)) so you can download the directory updates (you only have to set up the information once).

Configuring Your System for Updates

TASK To configure FTD Mercury for bi-monthly directory updates:

- 1 Access the **Internet** screen in **Mercury Administration**.
- 2 In **Internet Connection Type** section, select the connection type that you use to connect to the Internet. Your options are as described below:
 - » **Always Online:** The Always Online connection type means that your system is always connected to the Internet, and your computer does not have to “dial up” to connect. The three types of Always Online connections available are a LAN connection, cable modem connection, or a DSL connection.
 - » **Dial Up:** The Dial Up connection type means that your system will dial an access number to connect to the Internet.
 - » **Dial Client:** The Dial Client connection type means that you are using third-party software (only AOL is supported at this time) to connect to the Internet.
- 3 Depending on the option you chose in the **Internet Connection Type** section, you will have to complete the rest of the necessary information on this screen.
 - » If you chose **Always Online**, the **Permanent** section is active. You only have to complete this section if you are using a proxy server. If you are using a proxy server, click the **Proxy Server is Used** check box and the fields to the right become active. If you are unsure of your proxy server settings, contact your network administrator for the proxy server settings in this section.
 - » If you chose **Dial-Up**, the **Dial-Up Networking** section is active. In this section, select the name of the ISP company that you are using from the **Internet Service Provider** list. If the name of your ISP does not appear in this field, it means that it has not yet been set up. Exit Mercury Administration and set up your ISP before returning to this screen.
 - » If you chose **Dial Client** (choose only if you are using AOL), the **Dialing Client** section at the bottom of the window is active. From the **Name** list, select **AOL**. Leave the default of **60** seconds in the **Authentication Delay** field.
- 4 Click **Apply** to save your changes before exiting this screen.

Downloading Directory Updates

By default, the Mercury Technology Software Update Application (MTSUA) is configured to download directory updates automatically at approximately 3:00 A.M. You can determine if MTSUA is running by looking for the  icon in your system tray (in the lower right corner of your desktop, next to the time).


TASK To launch MTSUA if it is not running:

On the **Windows Start** menu, point to **All Programs**, then to **FTD Software**, and click **MTSUA**. **MTSUA** will launch and the icon will appear in the system tray.

Manually Downloading Directory Updates

If you want to manually download any available directory updates (for example, if your computer has been offline for a period of time and you do not want to wait until 3:00 A.M. for the automatic update), you can do so by launching MTSUA.

TASK To download the directory update:

- 1 Double-click the  icon in the system tray (the lower right hand corner of your computer's desktop, next to the time). The **Mercury Technology Software Update** window opens.
- 2 Click **Check for Updates**. The system downloads the update from the Internet.

The directory update is then complete.

Banner Ads

Banner Ads allow you to advertise your shop in the online Florist Directory. Sending florists see your Banner Ad when your shop is returned in the Florist Search results list. Ads are rotated every few seconds. Clicking on a Banner Ad highlights that florist in the Florist Search window.

Three types of ads are available: Gold, Silver, and Bronze. The price and type of ad depends on how often the ad is rotated, as well as the content of the ad. If you have an ad in the printed Florist Directory, you already have a Banner Ad in the online Florist Directory. If you have a Display Ad in the printed directory, you have a Gold Banner Ad in the online directory. Otherwise you have a Silver Banner Ad (6 inch or 4.5 inch list ad in the printed directory) or a Bronze Banner Ad (3 inch or 1.5 inch list ad in the printed directory).

If you do not already have a Banner Ad, you can work with Member Services to create an ad to be placed in the online directory. Call Member Services at 1-800-669-1000 for details.

NOTE Florist directories beginning with November 2005 include Banner Ads in Florist search. For that reason, do not reinstall a florist directory dated August 2005 or earlier. For information on installing the florist directory, refer to the instructions printed on the CD jacket of the florist directory.

Banner Ads and Multiple Shop Codes

Banner Ads are tied to your shop code (including the suffix) so you can have multiple Banner Ads if you have multiple store locations. For example, you can have one Banner Ad for 90-9999AA and one for 90-9999AB (also served by). However only the banner ad for the location that displays in the florist search results will display. Therefore if you only have an ad for your main location and not one for your also served by listing, then no ad will display in a search that returns only the also served by listing.

Searching for Florists

When you need to find a filling florist, you perform a Florist Search. If you are in the middle of a wire out order, you will access the Florist Search from the Order Entry or Point of Sale window; otherwise, you can access Florist Search from the FTD Mercury Main Menu.

Florists who match all of the selected parameters appear in the results list. For this reason, you may want to start with a single parameter to search and narrow the results by adding subsequent parameters if there are too many results; if you start with too many parameters, you may find few florists who match your criteria in its entirety.

TASK **To search for a florist:**

- 1 In **Order Entry** or **Point of Sale**, in the **Florist** area, click the **Search** button (...). If you have already entered in the recipient's address, the Florist Search attempts to find a filling florist in the same city. Alternatively, on the **FTD Mercury Main Menu**, in the **Search** area, click **Florist**. The **Florist Search** window opens.
- 2 Select the parameter(s) you want to use for your search and enter values in their associated fields. You must select at least one of the following parameters: **City/State**, **Zip**, **Member Code**, **Florist Name**, **Phone**, or **Owner's Name**.
- 3 Refine your search, if necessary, by selecting one or more of the secondary parameters: minimum order amount, product/price, FTD-only florists, florists with Mercury terminals, and/or florists who deliver on Sundays.
- 4 Click **Search**.

Florists matching your search criteria are displayed in the results list. When you select a florist, details about that florist are displayed below the results list.

If you did not spell the city name correctly, the Close City Match window opens, listing city names that have a similar spelling. Select the correct city name and click Select. Or, if none of the names match your desired city, click Escape and try another search in the Florist Search window.

If you are unable to find a Mercury florist in the town you entered, you may need to perform a Closest City Search. See [Closest City Search](#) on page 5-11 for more information.

When you locate a florist through a Florist Search, you may also change a florist's status. When your Florist Search results display, click the current status of a florist in the list to change the status. A down arrow will display. Click the down arrow to highlight and select a new status.

Florist Search Tips

Following are a few helpful tips to keep in mind when you are performing a Florist Search:

- » The status of the store may be changed directly from the Florist Search window. See [Florist Status](#) on page 5-10 for details.
- » If you type an abbreviation for a city in Florist Search, the system corrects it for you automatically:
 - » Mt, Mt., Mnt, or Mnt. is corrected to Mount.
 - » Ft, Ft., Frt, or Frt. is corrected to Fort.
- » In the Store Name column, if the name of the store is preceded by ALSO SERVES, the florist also serves the recipient's city.
- » You can display a time zone map by clicking the Time Zones button in the Florist Search window.
- » You can display a ZIP code map of your chosen city by clicking the Zip Map button in the Florist Search window (if available).
- » When the shop has purchased an ad in the Sunday supplement, the grid color in the results list will be light green.
- » When the shop has paid for Red ink in the paper version of the Florist Directory, the letters in the results list will be red.
- » If a florist has a Mercury terminal, the Mercury terminal indicator will display an icon in the Mercury column of the results.

- » If there are notes about the florist you have entered, FTD Mercury displays a note icon in the notes column for the florist. You can double-click on the icon to view or edit the notes. If you want to add notes about a florist, you can double-click in the notes column and the Notes window opens for you to enter and save your new florist notes.

Florist Search Window The Florist Search window allows you to enter criteria for a florist and search the electronic florist directory for florists who match your parameters.

Figure 5-1: Florist Search Window

The screenshot shows the 'Florist Search' window with the following search parameters:

- City/State: DALLAS TX (TEXAS)
- ZIP: 75208
- FTD Only: FTD
- Member Code: (empty)
- Florist Name: (empty)
- Mercury Terminal: (empty)
- Phone: (empty)
- Owner's Name: (empty)
- Sunday Delivery: (empty)
- Minimum Order: \$0.00
- Product: (empty)

The search results table is as follows:

Shop Name	Notes	City	State	Postal Code	Minimum	Status
MC SHAN FLORIST INC		DALLAS	TX	75218	\$30.00	NORMAL
LAKE HIGHLANDS FLORAL		DALLAS	TX	75238	\$30.00	NORMAL
FLOWER CENTER		DALLAS	TX	75240	\$30.00	NORMAL
FORESTWOOD FLORIST		DALLAS	TX	75244	\$35.00	NORMAL
MOCKINGBIRD LANE FLORIST INC		DALLAS	TX	75206	\$40.00	NORMAL
REMBRANDT FLORIST AT LAUREL LAND		DALLAS	TX	75232	\$43.00	NORMAL
LILAND'S FLORIST OF DALLAS		DALLAS	TX	75207	\$40.00	NORMAL
REMBRANDT FLORIST AT RESTLAND		DALLAS	TX	75243	\$40.00	NORMAL
BAYLOR PLAZA'S FLOWER POWER		DALLAS	TX	75246	\$25.00	NORMAL
KROGER		DALLAS	TX	75248	\$50.00	NORMAL
DALLAS FLOWER CART LEVISOVS LLC		DALLAS	TX	75220	\$35.00	NORMAL
DALLAS HOUSE OF FLOWERS		DALLAS	TX	75237	\$35.00	NORMAL
MARCO POLO SHOP, THE		DALLAS	TX	75252	\$30.00	NORMAL
MY OBSESSION		DALLAS	TX	75218	\$35.00	NORMAL
ELEGANT FLOWER WORKS		DALLAS	TX	75219	\$35.00	NORMAL
FLORAL DESIGNS BY TONI		DALLAS	TX	75227	\$35.00	NORMAL
KABLOOM		DALLAS	TX	75254	\$46.00	NORMAL

Special Listing details for FORESTWOOD FLORIST:

- DS: City wide delivery, Addison, Carrollton, Farmers Branch, Garland, Plano, Richardson, University Park, Highland Park.
- HR: Mon-Fri 8:30-6, Sat 9-2
- PQ: Quality is our priority. 100% satisfaction guaranteed.
- PR: Specialize in exotic, tropical & contempo
- Location: 49-6372AA, FORESTWOOD FLORIST, 11818 Inwood, DALLAS, TX, 75244, (972)233-4762, Yong Sim Lewis, Add Delivery Charge: 7.00, Reciprocity #: 0
- Pricing: Balloon Bouquet (35.00H), Blooming Plants (40.00H), Candy/Flower Combination (60.00H), Dozen Roses Arranged (60.00H), Dried and Silk Arrangements (40.00H), Fresh Arrangements (40.00H), Fresh Fruit (50.00H)

Buttons at the bottom: Select, Print, Time Zones, Zip Map, Distance, Facilities, Escape.

Search Parameters Area

When you perform a Florist Search using multiple search parameters, the florist must match all parameters to be included in the results list.

You must select at least one of these parameters to perform a Florist Search:

Table 5-1: Primary Search Parameters

Parameter	Description
City/State	Enter the city and state or province for the florist. Your city name must be at least three characters in length. If you enter only part of the city name, you could have multiple cities that match and will be displayed in the results list; for optimal accuracy, enter the entire city name. If you select a state, you must enter a city. If you access Florist Search from the FTD Mercury Main Menu, you do not have to select a state; Florist Search will search for the city regardless of the state. If you enter Florist Search from Order Entry or Point of Sale, the state is automatically filled in based on the recipient address.
Zip	Enter the ZIP/postal code for the florist. If the value you enter matches the beginning of a ZIP/postal code for a florist, the shop will be included in the results list.
Member Code	Enter the florist's member code. If the value you enter matches the beginning of a florist's member code, the shop will be included in the results list.
Florist Name	Enter the name of the florist's shop. You must enter a minimum of three characters as the value. If the value you enter matches the beginning of a florist name in the directory, the florist will be included in the results list.
Phone	Enter the phone number for the florist. You must enter at least three digits of the phone number as the value. If the value you enter matches the beginning of a florist's phone number, the shop will be included in the results list.
Owner's Name	Enter the owner's name for the florist shop. You must enter at least three characters as the value. If a florist shop's owner contains the value you enter, the shop will be included in the results list.

The following search parameters are available only if you select a primary search parameter as well:

Table 5-2: Secondary Search Parameters

Parameter	Description
Minimum Order	If you want to ensure a filling florist will accept a certain order value, select this parameter and enter the value for the order. Florists who will accept an order with of that value (or less) will be included in the results list. For example, if you enter \$20.00 as the Minimum Order value, florists who will accept \$20 or less as their minimum value will be included in the results list. However, florists who will only accept a value of \$20.01 or more will not be included.
Product/Price	If you want to ensure a filling florist sells a product, select the Product parameter and select the appropriate product from the list. If you want to further refine the search, you can enter a minimum product price. All florists who sell the product for the amount you enter or less will be included in the results. If you do not enter a minimum product price, the results list will contain florists who sell that product regardless of the price.
FTD Only	If you select this parameter, the Florist Search will only return florists who are marked as FTD Only in the florist directory.
Mercury Terminal	If you select this parameter, the Florist Search will only return florists who have Mercury terminals.

Table 5-2: Secondary Search Parameters (cont.)

Parameter	Description
Sunday Delivery	If you select this parameter, the Florist Search will only return florists who are marked as having Sunday delivery in the florist directory.

After you click Search, results are displayed in the results list below the Search Parameters area. All results are included in the scrollable list.

Results List

Search results are displayed in a list below the Search Parameters area. The number of florists who matched your search criteria is listed directly to the right of the banner ad. Each florist who matches the search criteria is listed on an individual line, which includes the following columns:

Table 5-3: Results List Columns

Column	Description
Mercury Terminal	If the florist has a Mercury terminal, an icon will appear in this column.
Shop Name	The name of the florist shop. If a shop serves the city, but is not located in the city, the shop name is preceded by Also Served By.
Notes	If florist notes exist, a notes icon will appear in this column. You can click the icon to display or edit the notes in the Note Entry window. If no notes exist and you click in the Notes column, the Note Entry window will open, allowing you to enter notes about the florist.
City	The florist's city.
State	The florist's state or province.
Postal	The florist's ZIP or postal code.
Minimum	The minimum order amount the florist will accept (if listed).
Status	The florist's status, as determined by your shop. By clicking on the column, you can set this value to First Choice, Preferred, Normal, or Not Preferred. By default, all florists have a status of Normal.

TIP If you click on a column header in the results list, the list will sort by that column.

If a florist has purchased an advertisement in the Sunday supplement, that florist's row will be light green in the results list. If the florist has red ink in the printed florist directory, the letters in the florist's row will be red.

Table 5-4: Florist Search Window Legend

Format	Description
Green Highlight	The florist has purchased an advertisement in the Sunday supplement.
Red Letters	The florist has purchased red ink in the printed florist directory.

TIP If you want to purchase an advertisement or red ink, contact the National Marketing Consultant for your area by calling 800-788-9000.

When you highlight a florist in the results list (either by clicking on the row or using the arrow keys to highlight the row), additional information is displayed in the Special Listings area, the Location area, and the Pricing area.

FTD Domestic Retrans Service as Result

If there are no florist shops that service a town you searched for, the FTD Domestic Retrans Service will display in the results list. This will only happen if you are entering an order in Order Entry or Point of Sale—not if you are searching for a Florist using Florist Search from the FTD Mercury Main Menu.

FTD Mercury will never automatically select the FTD Domestic Retrans Service as the filling florist. You must manually select it if you want FTD's Domestic Retrans department to place an order with a non-member florist that might service the town

Special Listings Area

The Special Listings area contains additional information about the selected florist. Some or all of the following codes can appear in this area:

- » **HR:** Hours of business
- » **CL:** Days closed
- » **SU:** Sunday delivery available
- » **TF:** Toll-free telephone number
- » **FX:** Fax number
- » **DS:** Delivery service information
- » **PR:** Products available
- » **PQ:** Professional qualifications

TIP

If you want to purchase special listings, contact the National Marketing Consultant for your area by calling 800-788-9000.

Location Area

The Location area contains information about the selected florist, including the florist's member code, address, and telephone number. You can also determine from this area whether this florist is FTD only, and what the reciprocity totals are.

Pricing Area

The Pricing area contains information about minimum pricing for codified products that the florist provides. This is obviously not an all-inclusive listing. However, it can give you a good idea for common items (for example, the price for a dozen roses).

Banner Ads

Banner ads are displayed based on your search results. If you click on a banner ad (displayed at the bottom of the window), the florist associated with that ad will be highlighted in the results list.

Paid Placement Ads

Paid placement ads are displayed on the right side of the window, and are based on search results. If you click on a paid placement ad, the florist associated with that ad will be highlighted in the results list.

Buttons

At the top of the Florist Search window, there are three buttons:

Table 5-5: Florist Search Buttons

Button	Description
Search	After selecting at least one search criteria, click Search to display matching florists in the results list.
Closest City	Click this button to display cities close to the city you entered as a search parameter.
My Listings	Click this button to display your listings in the florist directory.

At the bottom of the Florist Search window, there are several buttons in the button ribbon that provide access to additional features and functions

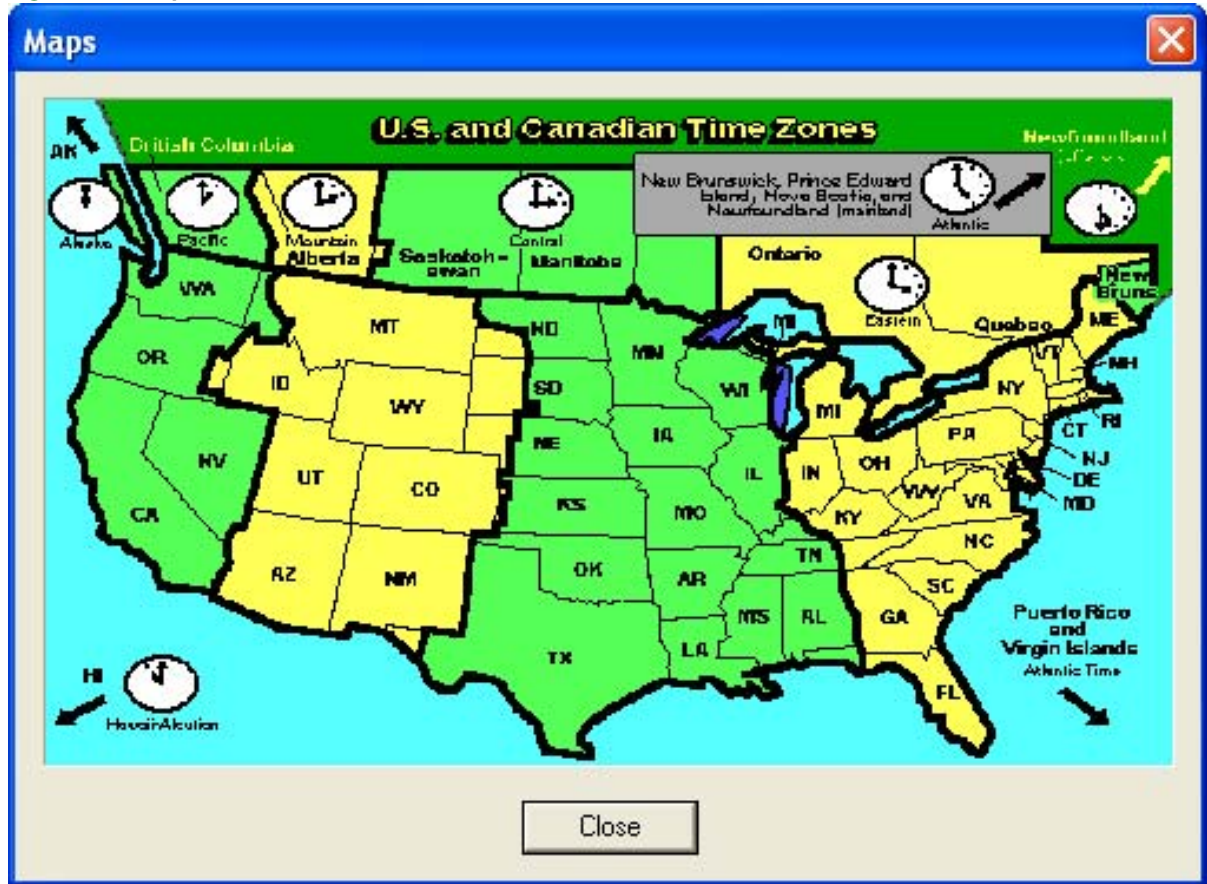
Table 5-6: Florist Search Button Ribbon Buttons

Button	Description
Select	If you opened Florist Search from Order Entry or Point of Sale, you can click this button to select the currently highlighted florist from the results list.
Print	Click this button to print detailed information about the florist currently selected in the results list.
Time Zones	Click this button to display a time zone map.
Zip Map	Click this button to display a ZIP code map for the city (if available).
Distance Map	Click this button to display a distance map that shows where the available florists are vs. the recipient. This can help you select the best florist for the order.
Facilities	When you click this button, a Facility Search will be performed for the florist currently selected in the results list. The list of facilities associated with the selected florist are displayed in the Facilities for a Florist window.
Escape	Click this button to close the Florist Search window.

Maps (Time Zones) Window

The Maps window displays the time zones within the United States and Canada. The clocks at the top of the window show the relative time changes between zones. You can open this window by clicking Time Zones in the Florist Search window.

Figure 5-2: Maps Window



Florist Status

You can provide a status for each florist in the florist directory. Status is your “ranking” of a florist in relation to other florists in the city. By default, all florists have a status of Normal. The available status levels for each florist are (in descending order):

- » **First Choice**
- » **Preferred**
- » **Normal**
- » **Not Preferred**

As a sending shop, it is up to you how you rank florists (the florists in your directory do not know how you have ranked them). However, it is beneficial to rank florists so you make sure your employees know which filling florists deliver the best quality and represent your shop. Additionally, if you use Auto Select to select a filling florist, the florist status comes into play (along with location, product availability, and reciprocity). Also, if you use automatic order processing, the florist chosen for outgoing messages relies on your ranking.

You can change a florist’s status from the Florist Search window.

TASK To change a florist’s status:

- 1 On the FTD Mercury Main Menu, in the Search area, click **Florist**. The **Florist Search** window opens.
- 2 Enter your search criteria and click **Search**.

- 3 In the results list, click in the **Status** column for the florist to display an arrow. Click the arrow and select a status from the list.

The change in florist status is effective immediately.

Looking Up Your Directory Listings

You may, at some point, want to look up your own Florist Directory listing. When you do, you can see your current Rank (1, 2, 3, etc.) in the Florist Directory. This is the order in which your store displays when other florists perform a “city, state” search. For example, if your rank is 3 and you are located in Westmont, IL, when a florist types Westmont, IL in Florist Search, your shop is the third shop listed. Ranks are rotated with each florist directory.

You can also see the Type of listing you have, and detailed information about your listing.

TASK To view your listing(s) in the online Florist Directory, including the rank of each listing:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Florist**. The **Florist Search** window opens.
- 2 Click **My Listings**. The **My Listings** window opens, displaying all of your listings along with their current ranks in the Florist Directory.
- 3 Double-click on a listing to display to display that listing in the **Florist Search** window.

My Listings Window

This window gives you easy access to all of your listings in the florist directory. Your listings display along with their current ranks in the directory. The Rank (1, 2, 3, etc.) is the order in which your store displays in a “city, state” search in Florist Search. For example, if your rank is 3 and you are located in Westmont, IL, when you type Westmont, IL in Florist Search and click Search, you are the third shop listed. Ranks are rotated with each florist directory.

The Type of listing is categorized as Regular (**R**), Extra (**E**), or Also Serve (**S**).

To view details about that listing, double-click on it to open it in the Florist Search window.

Closest City Search

A Closest City Search is used to find cities nearby any city in the United States. This feature is useful when you want to search for a filling florist near (but not in) the city where the recipient is located. For example, if Long Grove, IL does not have a Mercury florist (or a florist with an appropriate status), you can use the Closest City Search feature to locate nearby cities: Buffalo Grove, IL and Vernon Hills, IL. You may then decide to locate a filling florist in one of these cities.

Searching for the Closest City

TASK To find the closest city:

- 1 On the **FTD Mercury Main Menu**, in the **Search** area, click **Florist**. The **Florist Search** window opens.
- 2 In the **City** field, enter the name of the city for which you want to find a close city. From the **State** list, select the state. If you are searching for a Canadian store, select the province from the State list. If you are searching for a florist in Puerto Rico, select **PR (PUERTO RICO)** from the **State** list.
- 3 Click **Closest City**. The **Closest City Search** window opens.

- 4 The city and state (or province) you entered in the **Florist Search** is already entered. Click **Search**.
- 5 The ten closest cities appear in the results list. An asterisk next to the town name indicates that there is a Mercury florist in that town. From the results list, select the city you want to use in your **Florist Search** and click **Select**.

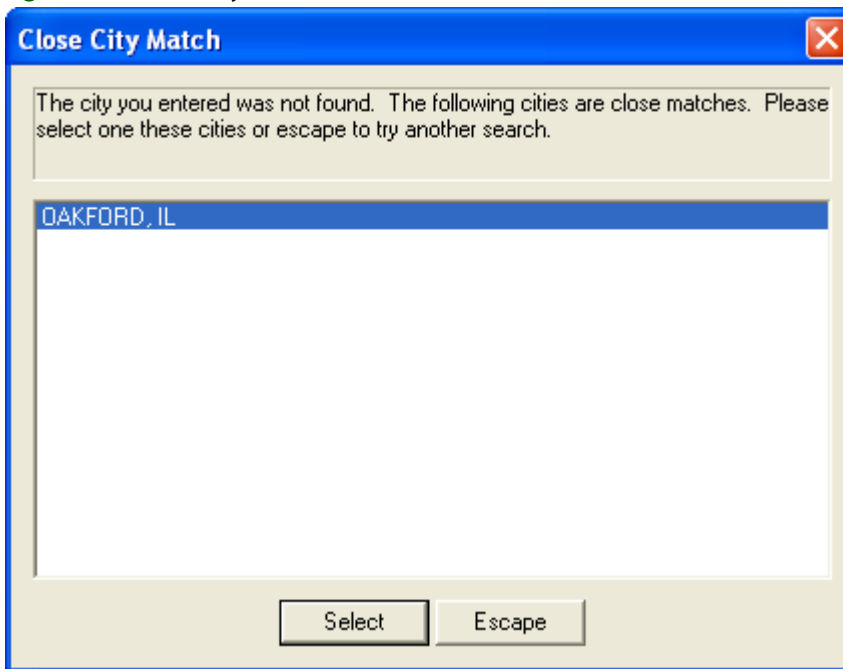
When you return to the Florist Search window, a search has already been performed on the city you selected.

NOTE If there are other cities with the same name, the Closest City County Selection window appears. Select the county of your search city from the list and click Select. The Closest City Search window reappears and displays the cities closest to your search city.

Close City Match Window

The Close City Match window is used to determine which city you are searching for in a Florist Search. This window is particularly useful if you have forgotten the spelling of a particular city, but can remember part of it. Your FTD Mercury system can help you determine which city you are looking for by listing several cities that have similar spellings to the one you have entered.

Figure 5-3: Close City Match Window



Highlight the correct city in the list and click Select. Or, if none of the names match your desired city, click Escape and try another search in the Florist Search window.

Closest City County Selection Window

From the Closest City County Selection window, select the correct county from the list. This window appears because there is more than one city with the same name and the program needs to verify the correct city.

- 1 With your mouse, select the name of the county in which the city is located.
- 2 Click **Select**. The **Closest City Search** window will reappear and display the ten cities closest to your search city.

Closest City Search Window

The Closest City Search window is used to find cities nearby your Florist Search city. You may need to find a filling florist in another city in the case that there is not a Mercury florist in your search city. The Closest City Search feature is available for cities in the U.S. only.

Figure 5-4: Closest City Search Window

Enter city and state

LONG GROVE, IL

Search

FTD Non-Member City

County: Lake

Notes about this city:

FTD Member City	State	County	Distance
BUFFALO GROVE*	IL	Cook	2.7 SE
VERNON HILLS*	IL	Lake	3.0 NE
WHEELING*	IL	Cook	4.4 SE
PALATINE*	IL	Cook	5.1 SW
LAKE ZURICH*	IL	Lake	5.1 W
MUNDELEIN*	IL	Lake	5.9 N
LAKE FOREST*	IL	Lake	6.1 E
ARLINGTON HEIGHTS*	IL	Cook	6.3 S
PROSPECT HEIGHTS*	IL	Cook	6.5 SE
ROLLING MEADOWS*	IL	Cook	6.6 S

Select

Escape

Facility Search

You perform a Facility Search when a customer is sending flowers to a recipient in a hospital or nursing home, or if you are sending flowers to a funeral home. You use the Facility Search to locate the recipient information (such as address and phone number) for that facility.

You can begin a Facility Search directly from the Order Entry, Point of Sale, or Add Recipient window. You can also begin a Facility Search by clicking Facility Search on the Search menu.

TASK To perform a Facility Search from the Order Entry, Point of Sale, or Add Recipient window:

- 1 Click the **Facility** button.
- 2 Type your search criteria in the text box. You can search by ZIP code, city/state (for example, Chicago, IL), facility ID number, or part or the entire facility name.
- 3 The search automatically includes all hospitals, nursing homes, and funeral homes that meet your search criteria. If you want to exclude any of these facility types from your search, clear the boxes containing unwanted facility types.
- 4 Click **Search**. The results list displays facilities display in alphabetical order.
- 5 If you want to view details about the facility, double-click a facility from the results list. The **Facility Detail** window opens.

- 6 If you want to search for additional florists in the area, click **Search Surrounding Area**.

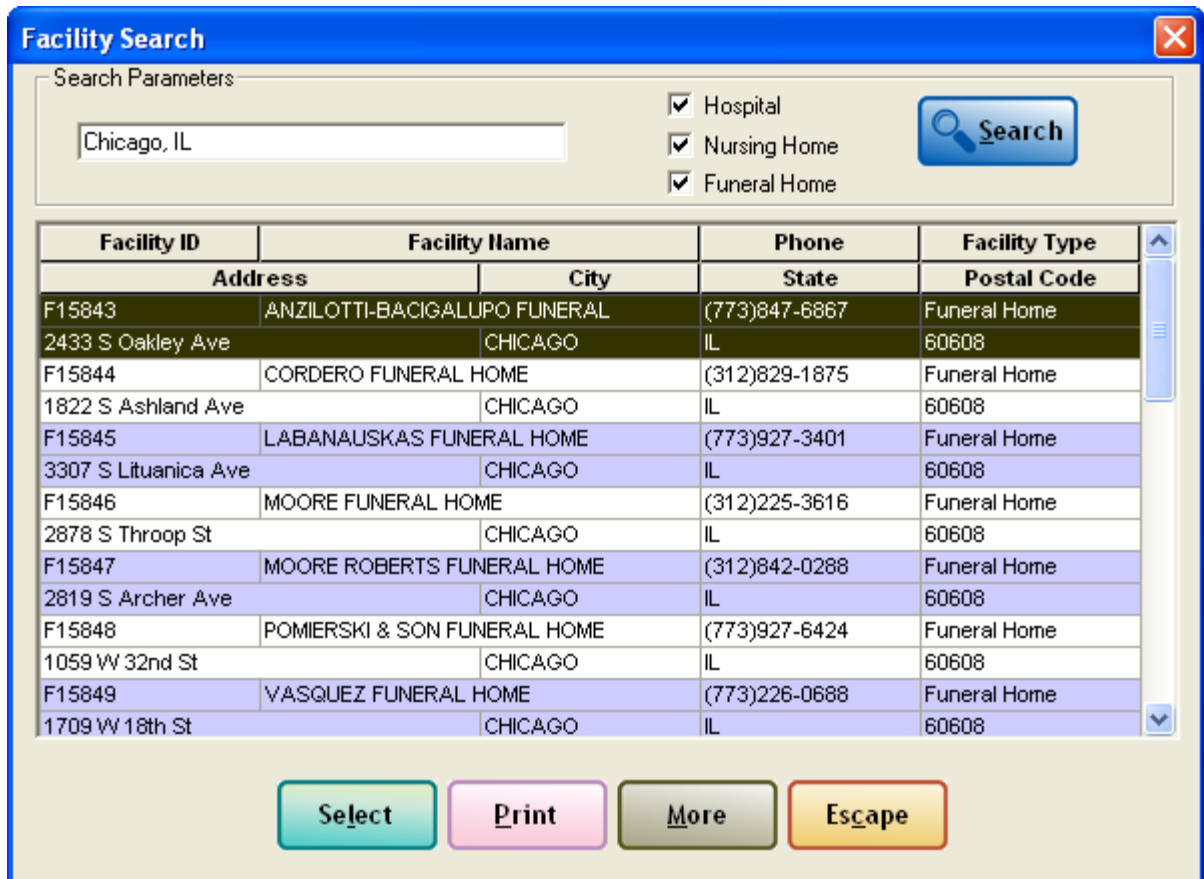
Facility Search Window

The Facility Search window is used to locate facility (hospital, nursing home, etc.) information. This window is most commonly used when completing the recipient information in the Order Entry or Point of Sale windows, and the recipient is located at a facility. You can also open this window from the Add Recipients window (in Funeral Log).

If you accessed this window from the Order Entry, Point of Sale, or the Add Recipient window, highlight the facility where the recipient resides and click Select.

When you locate a facility through a Facility Search, you may also display facility detail information. Double-click a facility in the list or highlight it in the list and press the **SPACEBAR** to display the Facility Detail window. In this window you may view florists that deliver to that facility.

Figure 5-5: Facility Search Window



Facility Detail Window

When you double-click on a facility in a Facility Search results list or in the Facilities for a Florist window, the Facility Detail window opens. This window displays the following information:

- » Facility location, phone number, ID, and facility type.
- » Florists delivering to that facility. You can double-click on a florist in the list to display detailed information.

NOTE Florists listed here are not necessarily the only florists that deliver to the facility.

If you want to search for additional florists in the area, click Search Surrounding Area.

NOTE If you need updates to the list of facilities your shop is associated with, send a GENERAL message to FTD Directory Services (90-2058AA).

Facilities for a Florist Window

The Facilities for a Florist window opens when you select a florist from the results list in Florist Search and click Facilities. This window displays a listing of facilities that this florist serves. If you double-click on a facility, information about the facility opens in the Facility Detail window.

Distance Map Window

When you click the Distance button, the Distance Map window opens. This button is only available if you open Florist Search from Order Entry or Point of Sale for wire out orders. This window plots the available florists for the order in relation to the recipient address, providing you the distance between the recipient and potential filling florists. This can assist you in choosing the right florist for the order.

Figure 5-6: Distance Map Window

	Miles	Min	Shop Name	City	State	Zip Code	Phone	Status
1	1.0	\$40.00	LILAND'S FLORIST OF DALLAS	DALLAS	TX	75207	(214)823-9505	Normal
2	1.4	\$37.00	GERALDINE HALE FLORIST	DALLAS	TX	75202	(214)748-1226	Normal
3	1.8	\$35.00	AM FLOWERS	DALLAS	TX	75201	(214)777-6584	Normal
4	1.8	\$45.00	ANTHONY CHISOM INTERIORS	DALLAS	TX	75201	(214)542-1626	Normal
5	2.1	\$35.00	FLOWERS BY JOCELYN	DALLAS	TX	75208	(214)941-8880	Normal
6	2.2	\$35.00	ROSE GARDEN	DALLAS	TX	75208	(214)943-8100	Normal
7	2.6	\$30.00	ALL OCCASIONS FLORIST	DALLAS	TX	75219	(214)528-0898	Normal
8	2.6	\$50.00	KROGER	DALLAS	TX	75219	(713)507-6255	Normal
9	2.6	\$35.00	THE PETAL PUSHER	DALLAS	TX	75246	(214)827-7496	Normal
10	3.0	\$35.00	ELEGANT FLOWER WORKS	DALLAS	TX	75219	(214)522-3790	Normal

By default, the map displays the first 10 florists; if you want to display florists beyond the first 10, select the florist from the list and click Add to Map.

IMPORTANT You must have Microsoft MapPoint installed on a computer to view the Distance Map.

