

The Mercury Network

Congratulations on becoming a Mercury Network Subscriber! As an FTD Mercury user, you are now a part of the most sophisticated, yet easy-to-use network available for handling your wire orders and communications with other florists (using Mercury messages).

The Mercury Network is a communications network developed especially with the FTD Member in mind, made up of individual systems linked to a Host Computer.

The Mercury Network includes two key elements: the Mercury component system, and FTD Headquarters in Downers Grove, Illinois

The first element is the Mercury component system, located in each participating Member's store. Multi-store owners may choose to have the system serve more than one store. A branching design allows traffic going to different stores to be routed through a single system.

Mercury component systems are linked via telephone lines to the second major element, FTD Headquarters located in Downers Grove, Illinois. This element consists of:

- » The **Mercury Host Computer**, which processes orders and messages and sends them on to receiving Members.
- » The **Floral Order Relay Center** facility, which manually handles orders and order-related messages by telephone to Members with temporarily inoperative systems.
- » The **Mercury Technology Assistance Center**, which answers questions and helps Members find solutions to problems. Members can contact the Mercury Technology Assistance Center by dialing 1-800-669-1000, or by sending a free general (GEN) message to 90-5034AA.
- » The **Data Processing Center**, which, for billing purposes, automatically reports incoming orders processed through the Mercury Network.
- » The **Mercury Sales Department**, which can fill orders for new equipment or can answer your questions on which equipment would best suit your store. You may reach the Mercury Sales Department between 7 A.M. and 5 P.M. Central Time at 1-800-669-1000. You may also send a free general (GEN) message to 90-4664AA.

Host Computer Operations

When an order is transmitted from a sending Member to a filling Member, and both Members are linked to the Mercury Network via component systems, the order is routed through the Host Computer to the filling Member.

Orders are first routed to the filling Member selected by the sending Member. Three attempts are made to reach the Member's store via its component system. Occasionally, due to busy telephone lines (or for some other reason), the filling Member selected cannot be reached. If this situation occurs and the priority time on the order permits, another florist also serving that city will be chosen by a random computer selection process, called *auto select*. An attempt will then be made

to send the order to the new filling Member. The sending Member will receive a FORward message which will indicate:

FORWARDING FLST: auto select

At the text or reason prompt, this explanation will appear:

Unable to contact selected florist. Order forwarded. Do not resend.

If a filling Member cannot be reached within the allotted time specified by the priority level of the message, the Host Computer will reject and return the order to the sending Member. The sending Member may then elect to resend the order.

An *input auto select* can also take place. This occurs when the filling Member selected by the sending Member is closed or not accepting orders. Upon receipt of the order, the Host Computer automatically selects a new filling Member based on the city in which the original filling florist is located, NOT on the ZIP code. *Input auto select* will appear under the time and date on the verified order. The sending florist will receive a FORward message indicating the new filling Member.

Hours of Operation

The Host Computer is available to send floral orders and messages Monday through Saturday, at the following times:

Table 3-1: Host Computer Availability (Monday–Saturday)

Time Zone	Hours of Operation
Eastern	7:00 A.M. to Midnight
Central	6:00 A.M. to 11:00 P.M.
Mountain	5:00 A.M. to 10:00 P.M.
Pacific	4:00 A.M. to 9:00 P.M.
Alaska and Hawaii	1:00 A.M. to 6:00 P.M.

NOTE The Host Computer can send floral orders and messages on Sundays from 6:00 A.M. to 7:00 P.M. Central Time.

FTD International Retrans Service

The FTD International Retrans Service allows Members to send flowers to virtually anywhere in the world. FTD International Retrans Service receives your order, prepares it for dependable delivery, and transmits it to the appropriate country. The service is valuable to stores that send or receive orders internationally for the following reasons:

- » Ease of transmission
- » Knowledge of the overseas Retrans Unit in selection of a filling florist
- » No language barriers to overcome
- » Billing through FTD Clearing House without currency conversion or exchange rate problems

To send an order through the FTD International Retrans Service, send a Mercury order to 90-0266 (Retrans Mercury Number) followed by the appropriate country suffix as listed on page I-6 of your FTD Directory and Toll-Free Listings book. Normal transmission charges for all orders sent to FTD Retrans Service at 90-0266 are free.

IMPORTANT The Mercury® Network serves Canada and Puerto Rico. You should not send orders to Canada and Puerto Rico through FTD Retrains.

Preparing Your Retrains Order

When a customer requests an order to be sent overseas, please refer to your Interflora International Delivery Directory (IDD) for the current year and check for the following information:

- » Check that the country and city you are sending the order to is listed in the directory.
- » When you locate the country in the directory, check that the flowers and/or plants the customer is requesting are available (as well as any minimum prices).
- » Check for any special operating hours or holiday hours.
- » Check the delivery information (charges, guarantees) and ensure the order will have enough time to be delivered.

Following are instructions to complete the order. The order must be a Mercury order.

TASK To complete a Retrains order:

- 1 Enter all recipient information as normal. Be sure to record the recipient name, complete address including ZIP code (maximum 255 characters), and phone number.
- 2 Complete the delivery information as normal. Same day delivery is not possible (except for Central and South America).
- 3 Enter the first and second choice products as normal (be sure these products are available by checking the country information in the directory).
- 4 Fields for products, card message, and special instructions should contain no more than 255 characters each.
- 5 Complete the price in dollars. Do not include the regular Retrains fee of \$12.00 for U.S. and \$14.00 for Canada. However, include taxes and any service charges your store charges for the order. Although you do not indicate the Retrains fee on the order, collect the fee from the customer. You will be billed on your Clearing House statement for the Retrains fee.
- 6 Type the filling florist code 90-0266 (Retrains Mercury Number) followed by the appropriate country suffix as listed on page I-6 of your FTD Directory and Toll-Free Listings book.

Retrans Charges

Retrans charges are \$12.00 for U.S. and \$14.00 for Canada. All orders received from FTD Retrains are credited automatically to your Clearing House account.

International Retrains Service Hours of Operation

The number for the International Retrains Service is 1-800-788-9000, extension 4600. Times are listed in Central Time.

Table 3-2: International Retrains Service Hours of Operation

Days	Times (Central Time Zone)
Monday–Friday	7:00 A.M.–5:30 P.M.
Saturday (June 1–September 4)	7:00 A.M.–1:00 P.M.
Saturday (September 5–May 31)	7:00 A.M.–4:00 P.M.

