

Accounts Receivable

The billing functionality in FTD Mercury allows you to set up an automated billing system, complete with aging cycles, finance charges, and statements for your customers. You can bill your customers using printed statements, or you can send e-mail or fax statements.

Billing Functions

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Establishing House Accounts

The billing process begins with establishing up house accounts for customers. For complete information on setting up house accounts in FTD Mercury, see [Setting Up House Accounts](#) on page 7–23.

Receiving Payments on House Accounts

When you receive payments on a customer's house accounts, you need to enter them in FTD Mercury. As payments are entered into the system, the customer's balance is updated immediately. When open item account customers make a payment, you must apply the payment to a particular ticket. Balance forward accounts automatically apply payments to the oldest invoice.

TASK To enter a payment on a customer's house account into FTD Mercury:

- 1 On the **Management** menu, click **Receive Payment**. The Receive Customer Payment on Account window opens.

NOTE You can also receive payments on house accounts in Point of Sale.

- 2 In the **Customer** field, type the customer's name and press **TAB**, or click the Search button (...) to perform a Customer Search. The text box populates in with the customer's address and phone number.

- 3 In the **Payments** area:
 - a. Click to the right of the cell in the **Type** column to reveal the down arrow, then click on the arrow and choose the payment type.
 - b. If this is a credit card payment, swipe the credit card, or type the appropriate account or card number in the **Account Number** field. You may also click to the right of the cell in the **Account Number** column to reveal the down arrow, and choose the corresponding credit card number.
 - c. In the **Exp Date** column, type the expiration date of the credit card, if applicable.
 - d. In the **Name** column, type the cardholder's name, if applicable.

NOTE

The Approval field displays the credit card approval code, as appropriate. If the credit card is declined, this field displays a code associated with the reason for decline.

- e. In the **Amount** column, type the dollar amount of the payment.
- 4 The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.
- 5 In the **Date** field, click the arrow to reveal a calendar. Click on the payment date.
- 6 By default, your store name appears in the **Store Name** field. If you have multiple stores, click the arrow and select the name of the store for which you want to enter the customer's payment.
- 7 Click the **Batch Mode** check box so a check mark appears if you wish to record several customer house account payments. Batch mode keeps the window open so that you do not have to re-access the window to enter another payment.

NOTE

To change whether you want Batch Mode checked by default, see the Receive Payment window opened in Batch Mode option in [Configuring Your System](#) on page 2-16.

- 8 Click **Complete**.
 - » If you are receiving payment using **Point of Sale**, a receipt prints (if the payment type is a credit card and your system is set up to process credit card transactions, two additional receipts with signature lines also print). Click **Close** to return to the **Point of Sale** window, or click **Reprint Receipt** to reprint an additional receipt.
 - » If you are receiving payment via the Receive Payment button on the **FTD Mercury Main Menu**, you can print the payment by performing a **Customer Search** and double-clicking the payment in the **Order History** tab.

Receive Customer Payment On Account Window

The Receive Customer Payment On Account window is used to record customer payments on house accounts. The customer's balance is updated immediately. Payments on open item accounts are applied toward tickets, whereas payments made on balance forward accounts are automatically applied toward the oldest invoice.

Figure 18-1: Receive Customer Payment on Account Window

Customer

Heather Smith
 123 N MAIN ST
 PLYMOUTH, MI 48170-1235

Open Item Accounting
 Total Balance Due: 108.11
 Current Balance: -5.30
 30 Day Balance: 14.84
 60 Day Balance: 45.58
 90 Day Balance: 52.99
 120 Day Balance: 0.00

Payments

Type	Account Number	Exp Date	Name	Approval	Amount
Cash					\$ 120.00

Remove Unallocated Credit: 5.30 Total Amount: 125.30

Allocation

Ticket	Date	Total	Unpaid	This Payment
0000165/1	01/31/07	20.14	20.14	\$ 20.14
0000171/1	02/01/07	14.84	14.84	\$ 14.84
0000173/1	02/01/07	5.30	5.30	\$ 5.30
0000174/1	02/01/07	5.30	5.30	\$ 5.30
0000180/1	03/13/07	14.84	14.84	\$ 14.84

Unallocated Balance: 11.89

CHANGE DUE: \$ 0.00 Tendered Amount: \$120.00
 Change Due: 0.00

Print Complete Escape Batch Mode

In Point of Sale, when you receive payment on a customer account, a receipt will print for the customer.

For Canadian systems, when receiving payment on a house count using Point of Sale (click the Receive Payment button in the Point of Sale window), you can specify if you are receiving payment in U.S. or Canadian funds by selecting the appropriate fund type from the Exchange list next to the Tendered Amount field. If you select US, the funds are converted to Canadian dollars using the local exchange rate in the Store Settings screen in Mercury Administration.

Customer Area

In the Customer area, enter or search for the customer for whom this payment is being made. When the customer has been identified, the customer's address and current balance information are displayed.

Payments Area

In the Payments area, select the payment type for this payment and enter the amount being paid. If this is a credit card payment, you need to enter the account number, expiration date, and name on the credit card.

Allocation Area

The **Allocation** area is available only for customers who have open item accounts. In such cases, each ticket with its corresponding information displays. Enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field shows the outstanding dollar amount still to be paid on this open item account. You can also double-click on an unpaid

amount to move the entire amount of that ticket to the **This Payment** column and add the amount to the payment total.

Date and Store Name Area

In the **Date** field, click the arrow to reveal a calendar. Click on the payment date. By default, your store name appears in the **Store Name** field. If you have multiple stores, click the arrow and select the name of the store for which you want to enter the customer's payment.

Statements

To print, fax, or email statements to your customers, you must generate them in your system first. You can generate statements for multiple billing cycles at once. Your system then gives you printing/faxing/emailing options and prints/sends the statements for you.

NOTE

Make sure that before you generate statements, you select the cover letters/templates to use, the time the faxes/email messages should be sent, and specify a reply email address. You are not be allowed to fax or email statements if you do not have cover letters selected for your email messages/faxes. You must also specify a reply email address. See [Fax Screen](#) on page 24–27 and [Email Screen](#) on page 24–24 to learn how to set up this information.

To fax or email statements to your customers, you must complete a few configurations in FTD Mercury. After your system is set up, the process is very simple because faxes and email messages are sent to your customers automatically from FTD Mercury when you generate statements—you don't even need to access a fax machine or open your email account.

Required Setups for Faxing and Emailing Statements

Configurations Required for Emailing Statements

To email statements, you must complete the following setups:

- » **Set up an Internet connection in Mercury Administration.** You must have an Internet connection in order to send email. You can use any type of Internet connection (dial-up [AOL only], DSL, etc.), as long as you can connect. If you do not already have an Internet connection, see [Internet Screen](#) on page 24–29 to learn how to set it up.

If you are using a dial-up connection, you must specify which phone line is used for the Internet. See [Phone Lines Screen](#) on page 24–36 to learn how to set up this information.

- » **Set up your ISP information in Mercury Administration.** If you do not already have access to the Internet, you have to sign up with an ISP company. You can do this on your own, or the Mercury Technology Assistance Center at 1-800-669-1000 can help you (you can sign up with FTD's ISP service, FTD InternetLink). An ISP is a company that provides you with the software or access information that enables your computer to connect to the Internet. If you can connect to the Internet, you are already using an ISP.

After signing up with an ISP, you must set up FTD Mercury with your Internet and outgoing mail server information for that ISP. See [Internet Screen](#) on page 24–29 and [MailServer Screen](#) on page 24–30 to learn how to set up this information.

- » **Set up your default email settings in Mercury Administration.** You are not allowed to email statements until you select a cover letter and specify a reply address for your email messages. Also, there are many other defaults that you can set up. See [Email Screen](#) on page 24–24 for more information.

Configuration Required for Faxing

- » **Set up the phone line in Mercury Administration.** To send a fax, you need a phone line available. Depending on how often you will fax statements, you can share this phone line with another line, except for your Mercury line. (To avoid busy phone lines, you can specify a “later” time for sending faxes, when your shop is less busy. See [Fax Screen](#) on page 24–27 for more information.) Decide which phone line will be used for faxes, then specify this phone line in Mercury Administration (see [Phone Lines Screen](#) on page 24–36).
- » **Set up your default fax settings in Mercury Administration.** You are not allowed to fax statements until you select a cover letter for your faxes. Also, there are many other defaults that you can set up. See [Fax Screen](#) on page 24–27 for more information.

Configuration for a Smooth Billing Process

- » **Collect customers’ email addresses and fax numbers.** (see [Collecting Customers’ Email/Fax Information](#) on page 18–5) It is impossible to send faxes or email messages to customers without the customers’ fax numbers and email addresses saved in their accounts. (This is an ongoing process – you can continue to print statements for customers that do not have email addresses or fax numbers saved in the system.)
- » **Select the preferred billing method for each customer.** (see [Selecting a Customer’s Preferred Billing Method \(Email, Fax, or Printed Statement\)](#) on page 18–6) By default, each customer is selected to print statements only, so if you want to fax or email statements to customers instead, you have to change these settings for each customer based on the customer’s preferences.

Collecting Customers’ Email/Fax Information

If you plan on faxing and/or emailing statements to your customers, you have to collect your customers’ fax numbers and/or email addresses. You will want your employees to ask customers how they want to be billed (printed statement, fax, or email) and collect the relevant information (you have the option to bill customers using any combination of these three methods).

The more email addresses and fax numbers you save, the less money you will have to spend to print statements and mail them to your customers. Also, collecting email addresses for customers allows you to use other new features in this release – Delivery Confirmation and email marketing with Mercury Marketing (if you purchased the Mercury Marketing module).

If you are faxing and/or emailing statements to customers, you must have the fax and/or email address saved for the customer in the customer account. To save a fax number or email address for a customer, access the customer record (through a Customer Search), then enter the information into the Contact Information section as shown below:

Figure 18-2: Saving a Fax/Email Address in the Customer Record

The screenshot shows a software window titled "Customer Detail Information - Heather Smith : 000009". The window has a blue title bar and a menu bar with tabs: General, House Account, Statistics, Credit Cards, Contacts, Order History, Marketing, Statement, and Standing Order. The "General" tab is selected. The form contains several sections: "Customer" with fields for Name (Heather Smith) and Sort Name Key (Smith, Heather); "Address Information" with a Home* dropdown, a Billing Address checkbox (checked), and a text field containing "123 N MAIN ST PLYMOUTH, MI 48170-1235"; "Contact Information" with a Fax* dropdown, a Primary Phone checkbox (unchecked), and an E-mail Address field; "Store Of Origin" with a dropdown menu showing "Doc's Blooms"; "Tax Details" with checkboxes for Tax Exempt, Exempt Code, Discount Percent (0.00), and Referral Code (Friend); and a "Delivery Confirmation" section with checkboxes for Delivery Confirmation, Include In Direct Mail Marketing, Include In E-Mail Marketing, Active Status, and Do not Purge. A "Notes..." button is located at the bottom right of the form area. At the bottom of the window, there is a row of buttons: Save, Print, Previous, Next, Delete, Escape, and a checkbox for Batch Mode.

To save an email address, type the email address in the **E-mail Address** field. To save a fax number, select **Fax** from the drop-down list, then type the fax number in the text field. When you are finished, click **Save** to save your changes, then click **Escape** to exit the window.

Selecting a Customer's Preferred Billing Method (Email, Fax, or Printed Statement)

After you enter a customer's fax and email addresses, the next step is to indicate whether the customer wants to receive statements by mail, email, or fax (or any combination of these methods). You indicate this information in the House Account tab of the Customer Detail Information window (on the FTD Mercury Main Menu, in the Search area, click Customer, locate the account and select it, then click the House Account tab).

Figure 18-3: Selecting a Customer's Preferred Billing Method

Customer Detail Information - Bernice Butterworth : 000022

General **House Account** Statistics Credit Cards Contacts Order History Marketing Statement Standing Order

Account ID: 000022 Auto

Accounting Type: Open Item Accounting

Credit Limit: \$1,000.00

Billing Cycle: Daily

Default Payment: House

Annual Finance Charge: 18.00 %

Minimum Finance Charge: \$2.00

Finance Grace Period: 30 Days

Print Statements: Fax Statements: Email Statements: Print Dunning Messages:

Terms on Account: pay on time please

Save Print Previous Next Delete Escape Batch Mode

At the bottom of the window, check any of these options for the customer. When an option is checked, it is true (for example, the customer above only receives statements by fax and email). You can check any combination of the three:

- » **Print Statements** to print statements to mail to the customer.
- » **Fax Statements** to send a fax statement to the customer automatically when statements are generated.
- » **Email Statements** to send an email statement to the customer automatically when statements are generated.

When you are finished, click Save to save your changes, then click Escape to exit the window.

Generating Statements

TASK To generate statements:

- 1 On the **Management** menu, click **Generate Statements**. To generate a statement for an individual customer, bring up that customer record and in the **Statement** tab, click **New Statement**.
- 2 Select the statement and sorting information:
 - a. In the **Store Name** field, highlight the store for which you wish to generate statements, or select **All Stores** to generate statements for all stores (the statement run is consolidated and not associated with a particular store).
If your customers should receive one bill, regardless of where transactions were placed, you should generate statements for **All Stores**. However if you have separate locations and want to send your customers separate bills from each location, you should generate statements for each store individually.
 - b. In the **Billing Cycle** field, highlight the cycle(s) for which you are generating statements.
 - c. In the **Statement Date** field, click the arrow to display a calendar and click on the statement date.

- d. In the **Primary Sort** field, click the arrow and choose whether you wish to sort statements by name (alphabetically), account number, billing cycle, or postal code.
 - e. In the **Secondary Sort** field, click the arrow and choose whether you wish to sort further according to billing cycle or postal code. If you chose not to sort in the **Primary Sort** field, the **Secondary Sort** field is unavailable.
 - f. Click the **Generate Finance Charges** check box so a check mark appears if you want finance charges to be calculated on customers' statements. (A window appears after you click **OK** that allows you to remove finance charges for individual customers.)
 - g. In the **Promotional Message** text box, type in any promotional message you wish to be printed on customer statements. There is a limit of 123 characters in this text box.
 - h. Click **OK**.
- 3 When the **Finance Charge** window appears, highlight any customers in the list for whom you do not wish to generate finance charges and click **Remove**. Click **OK** to accept the finance charges for the (remaining) customers in the list.

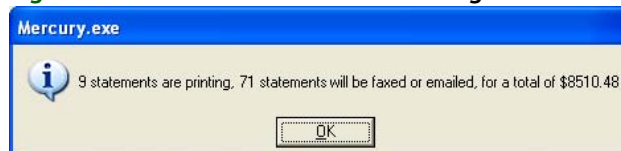
If there are no finance charges to apply, you receive the prompt "No customer is eligible for finance charges." Click **OK**.

- 4 At the **Output Statements** window, specify your print/fax/email options. You have options to send faxes/email messages **Now** (after the statements are generated) or **Later** (the "Later" time that you specified in Mercury Administration [to set the "Later" time in Mercury Administration, see [Email Screen](#) on page 24–24 and [Fax Screen](#) on page 24–27]).

Following are other options in this screen:

- » Choose whether you want your statements to be printed **One** per page or **Two** per page. If you choose **one** per page, make sure that 8.5" x 11" size paper is loaded in the printer. If you choose **two** per page, make sure that 8.5" x 14" size paper is loaded in the printer.
 - » Check **Include Credit balances** to indicate that you want statements with credit balances to be printed in this batch. If you do not want statements with credit balances to print, clear this option.
 - » Check **Only if Activity Since Last Statement** to indicate that you want the system to print/fax/email statements only for those accounts with activity since the last time you generated statements.
 - » Check **Minimum Balance to Output** to indicate that you want the system to print batches only for customers with a particular balance or greater. If you choose this option, be sure to type the minimum balance in the field below the check box.
- 5 Click **Execute**.
 - 6 You are reminded to load the statement forms into the printer. Click **OK**.
 - 7 The system then displays the number of statements being printed, and the number of statements being faxed and e-mailed (combined) along with the total dollar amount billed. Click **OK**.

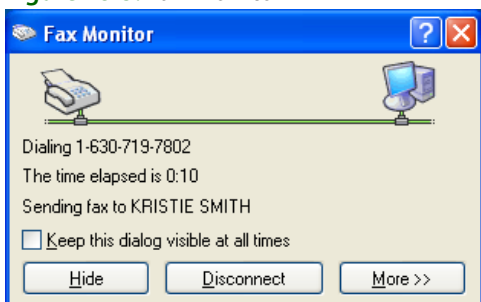
Figure 18-4: Number of Statements Being Printed/Sent



The statements begin to print, and the faxes and email messages are sent within a minute or so (if you selected to send NOW in Mercury Administration) or at the LATER time that you specified in Mercury Administration.

When the system begins sending faxes, you hear the system dial out and the Fax Monitor window displays:

Figure 18-5: Fax Monitor



This window displays each fax as it is dialing out and sending. It only takes a few seconds for a single fax to send, however if you are faxing several statements, expect it to take at least a few minutes to complete. You can click Hide to hide this window and work in other areas of the program; it is not necessary that you keep it open for the faxes to send.

See a sample printed statement below. If you generated statements using the All Stores option and a customer has transactions at multiple stores, the printed statement indicates at which store each transaction was completed. The product detail is followed by a slash (/), and then the store name is printed:

Figure 18-6: Sample Statement

Karen's Flower Shop
3113 Woodcreek Drive
DOWNERS GROVE, IL 60515

Leslie Anderson
802 Eagle Street
NAPERVILLE, IL 60563

STATEMENT DATE	ACCOUNT NO.
07/12/2005	0000011
PLEASE INDICATE AMOUNT PAID: \$	

PLEASE DETACH AND REMIT WITH PAYMENT

630-555-7668
ACCOUNT NO.
0000011

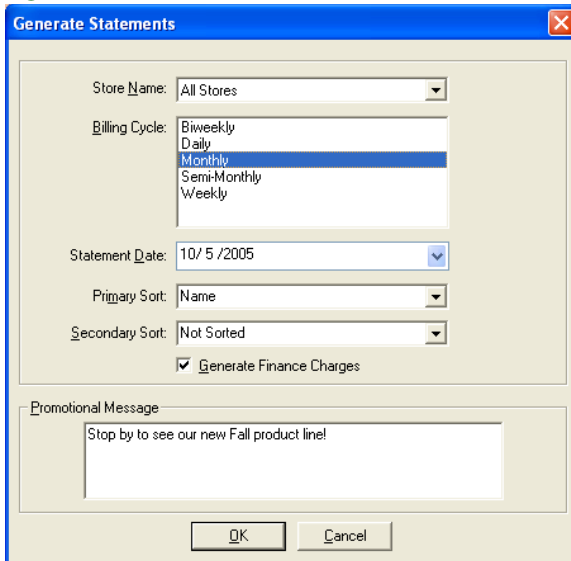
DATE	INV. NO./DESCRIPTION	PRODUCT AMOUNT	SERVICE CHARGE	RELAY CHARGE	DELIVERY CHARGE	Sales Tax	CREDITS	DUE ON ACCOUNT	BALANCE
07/12/2005	000026/1 Jennifer Laidley Local Delivery Fresh arrangement with bright colors / Karen's Flower Shop	69.00			7.00	5.18		81.18	81.18
07/12/2005	000027/1 Carry Out Gourmet Basket, chocolate heavens / Karen's Flower Shop	79.00				5.93		84.93	166.11
07/12/2005	000028/1 Barb Anderson Local Delivery Dozen Roses, Red with bb / Balloons, mylar happy bday / The Flower Garden	99.50				7.46		106.96	273.07
07/12/2005	000029/1 Carry Out Blooming Plants / The Flower Garden	50.00				3.75		53.75	326.82
		326.82	0.00	0.00	0.00				326.82
		CURRENT	30 DAYS PAST DUE	60 DAYS PAST DUE	OVER 90 DAYS	PLEASE PAY THIS AMOUNT Karen's Flower Shop			

The name of the store that is currently logged in prints at the top of the statement.

Generate Statements Window

The Generate Statements window allows you to generate customer statements (print, fax, or e-mail). Doing so regularly will help you maintain an even cash flow.

Figure 18-7: Generate Statements



Following are the fields in the Generate Statements window.

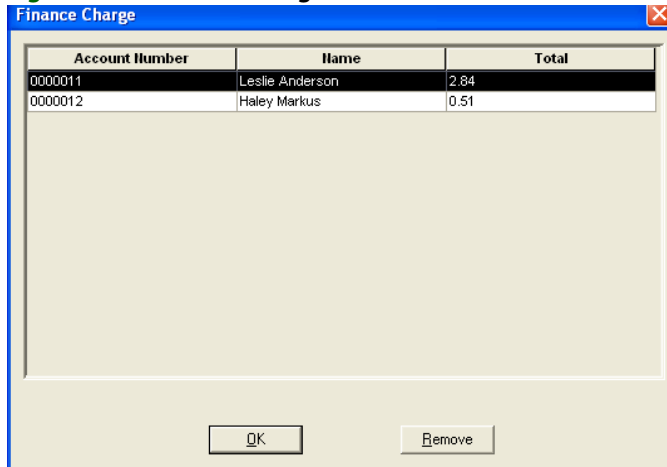
Table 18-1: Generate Statements Window Settings

Setting	Description
Store Name	Highlight the name of the store or stores for which you want to generate statements.
Billing Cycle	Highlight the billing cycle(s) for which you want to generate statements.
Statement Date	Click the down arrow to display a calendar and click on the statement date.
Primary Sort	Click the down arrow and select whether you wish statements to be printed numerically by account number, by billing cycle, alphabetically according to customer name, numerically by postal code, or not sorted at all.
Secondary Sort	Click the down arrow and select whether you would like to sort further according to billing cycle or postal code. If you chose not to sort in the Primary Sort field (step 4), the Secondary Sort field will be unavailable.
Generate Finance Charge	Click the Generate Finance Charges check box so a check mark appears if you would like finance charges to be calculated on customer statements. (A window will appear after you click OK that will allow you to remove finance charges for individual customers.)
Promotional Message	Type any message text you would like to print on this batch of generated statements. This text box is limited to 123 characters.

Finance Charge Window

The Finance Charge window displays the customers that will receive finance charges for this batch of statements.

Figure 18-8: Finance Charges



Following are the fields in the Finance Charges window.

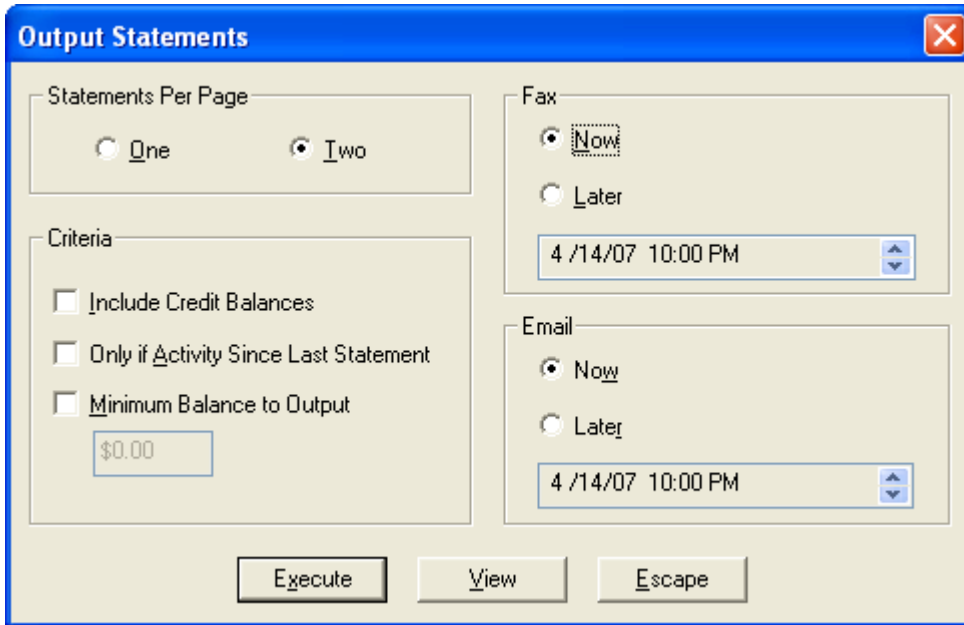
Table 18-2: Finance Charges Window Fields

Field	Description
Account Number	Account number of customers who will receive finance charges on the statement run.
Name	Name of customers who will receive finance charges on the statement run.
Total	Total finance charge that the customers will receive.

Output Statements Window

The Output Statements window allows you to print, e-mail, or fax your customer statements. Each time you generate statements, the Output Statements window will appear.

Figure 18-9: Output Statements



Following are the settings in the Output Statements window.

Table 18-3: Output Statements Window Settings

Setting	Description
Statements Per Page	Choose whether you wish your statements to be printed One per page (on 8.5" by 11" paper) or Two per page (on 8.5" by 14" paper).
Criteria	Select criteria for which statements will be output: <ul style="list-style-type: none"> » Click the Include Credit Balances check box so a check mark appears if you want statements with credit balances to be printed in this batch. » Click the Only if Activity Since Last Statement check box so a check mark appears if you want the system to look only at accounts with activity since the last time you printed statements. » Click the Minimum Balance to Print check box so a check mark appears if you want the system to print batches with a certain minimum balance and above. If so, be sure to type the minimum balance in the field below the check box.
Fax	Select if you would like to send faxes now (after statements are generated) or later. "Later" is the time you specified in FTD Mercury Administration Fax and Email screen.
Email	Select if you would like to send emails now (after statements are generated) or later. "Later" is the time you specified in FTD Mercury Administration Fax and Email screen.

Generating Statements in Statement Search

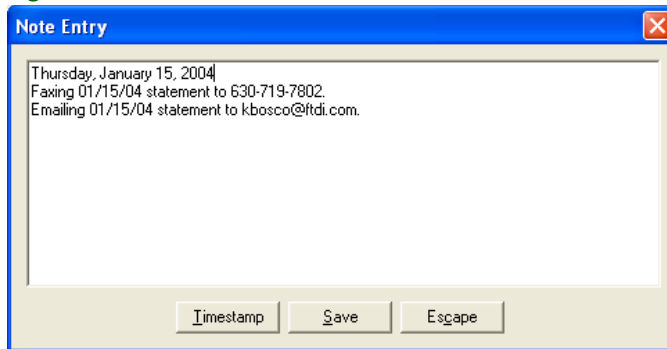
If you want to fax or email a statement to a particular customer, you can do so in Statement Search. Look up the statement using a Statement Search, bring it up on the screen, then click the Output Statement button.

Validating that Statements Were Emailed or Faxed

The best way to view the status of the faxes and email messages is through the Fax and Email Monitor. The Fax and Email Monitor lists all faxes and email messages (statements and delivery confirmations) that were sent via FTD Mercury. The Monitor allows you to view the status of faxes/ email messages as well as retry to send them or change the fax number/email address. See [Fax & Email Monitor Application](#) on page 22-1.

To verify that a statement was faxed or e-mailed to a particular customer, you can bring up that customer's account through a Customer Search and then click the Notes button to view notes. When statements are faxed and/or e-mailed to customers, note entries are made automatically in customer notes, noting the date and email address/fax number.

Figure 18-10: Statement Information in Customer Notes



Re-Printing/Re-Faxing/Re-Emailing Statements

If you need to re-print, re-fax, or re-email a statement to an individual customer, you can do so in two ways:

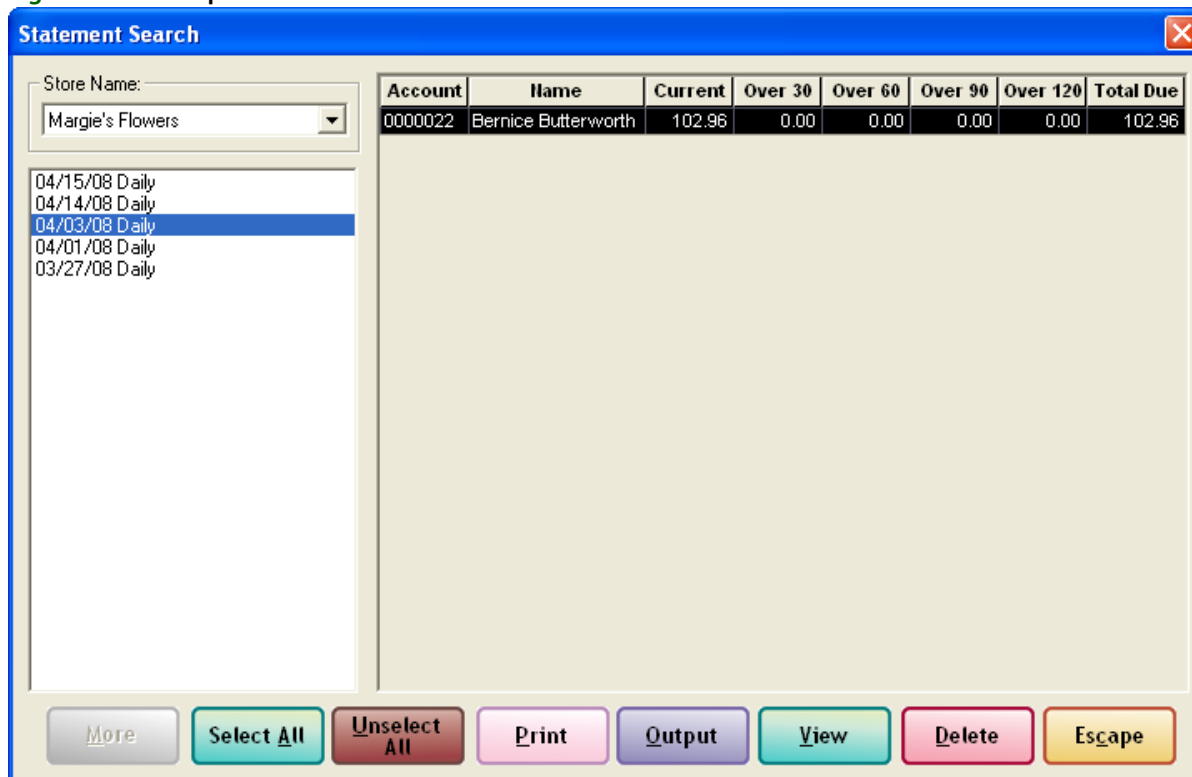
- » If a statement failed to fax or email for any reason, you can resend it in the Fax & Email Monitor. Just right-click on the fax (in the Fax tab) or email (in the E-mail tab) and select Retry (to retry the transmission with the same phone number/email address) or Change Fax Number/Change Email Address (to change the phone number/email address before resending). For more information, see [Resending a Fax](#) on page 22-4 for faxes or [Resending an Email Message](#) on page 22-4 for email messages.
- » To re-print, re-fax, or re-email a statement for any other reason, you can do so in Statement Search (in the menu bar click Search, then click Statements) or in the Statement tab in the Customer Detail Information window (locate the customer through a Customer Search, double-click on the customer, then click the Statement tab).

Highlight the statement run that contains the statement, highlight the statement, then click Output.

NOTE

To select multiple statements, hold the **CTRL** key while you click. Or, click the first statement, then hold the **SHIFT** key and click the last statement.

Figure 18-11: Output Statement in Statement Search



After highlighting the statement and clicking Output, the Output Statements window displays. Here you would specify your options and then click Execute to resend the statement (this is the same Output Statement window that you use when you generate statements – see [Generating Statements](#) on page 18–7 for more information).

Searching for Statements

All statements that have been generated from your store are available to view through the statement search feature. To view statements generated for a particular customer, see [Customer Statement History](#) on page 7–29.

TASK To perform a Statement Search:

- 1 On the **Search** menu, click **Statement Search**. The **Statement Search** window opens.
- 2 In the **Store Name** field, you have the option to search for statements for **All Stores**, or you can select the individual store name to see the statement runs only for that particular store.
- 3 In the left text box, click on the generated statement date/cycle that you want to search through, and the statements display. You may double-click on a customer's name in the text box on the right or press the **SPACEBAR** when the customer's name is highlighted to view that customer's statement details. To view multiple statements, highlight those statements with your mouse and then click **View**. Click **Delete** if you wish to delete the entire statement run.

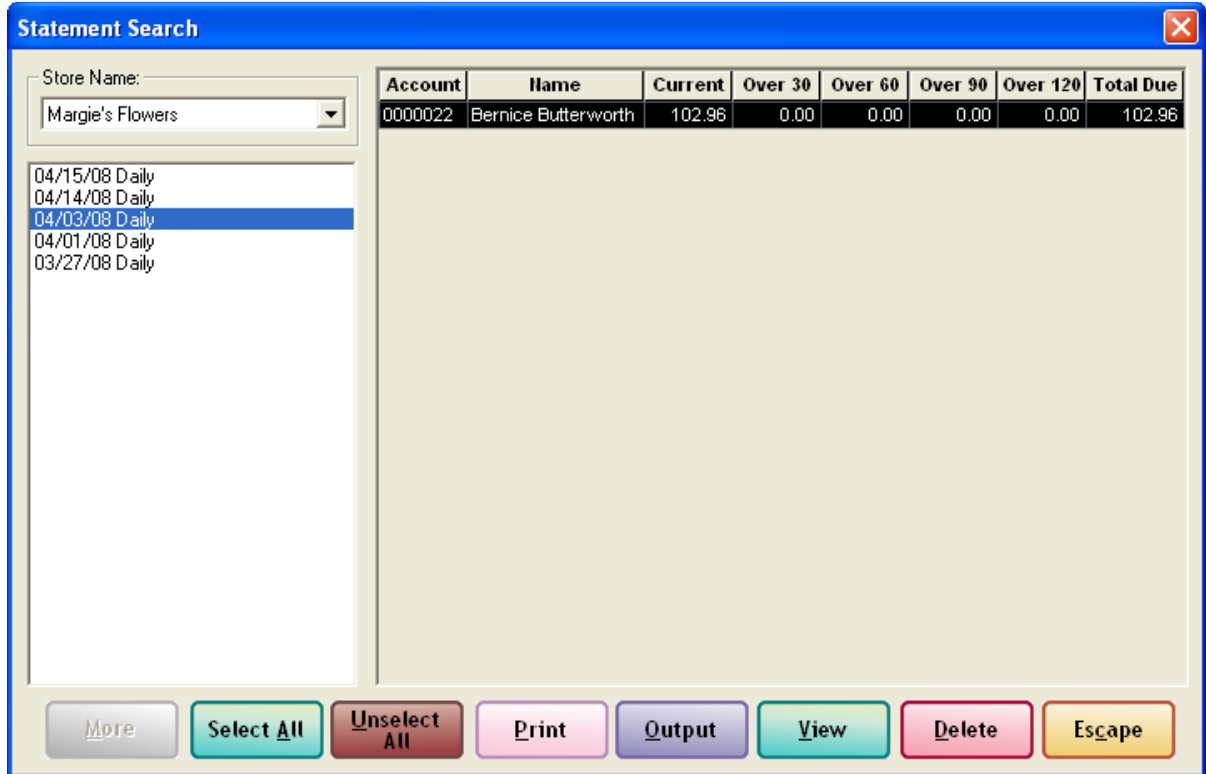
NOTE If you must regenerate statements, be sure to delete the first statement run. If you do not delete the first statement run, no order detail will appear in the regenerated run. Instead, only the balance forward balance will display.

To print, fax, or email a statement, highlight the statement and then click **Output**. See [Re-Printing/Re-Faxing/Re-Emailing Statements](#) on page 18–13 for more information.

Statement Search Window

The **Statement Search** window is used to look for customer statement detail information. You may only search for previously generated statements.

Figure 18-12: Statement Search Window



The following are the fields in the Statement Search window.

Table 18-4: Statement Search Window Fields

Field	Description
Store Name	Name of the store where you will search for generated statements. Your store name is listed by default. If you have multiple stores, select All Stores or click the down arrow and select the name of the store where you will search for statements.
Generated Statement Dates	Dates on which statements were generated for the selected store. Click on the statement date/cycle that you would like to search through. The statements generated for that date/cycle will display to the right.
Statements Area	Shows the account number, name, and balances for statements generated on the selected statement date. To view details for a specific statement, highlight the statement in the list and click View.

View Statements Window

The **View Statements** window allows you to view an individual's statement. This window displays a list of the customer's tickets and the charge for each ticket as well as this customer's current, 30, 60, 90, and 120-day balance.

Figure 18-13: View Statements Window

The screenshot shows a software window titled "View Statements". At the top left, there is a text box containing customer information: "Bernice Butterworth", "832 Wisconsin Avenue", "OAK PARK, IL 60304", and "203-123-45667". To the right of this, there are two input fields: "Statement Date:" with the value "04/03/08" and "Account Number:" with the value "0000022".

Below this information is a table with the following data:

Date	Description	Amount	Service	Relay	Delivery	Sales Tax	Credits	Charge	Balance
03/28/08	000446/1 New Life Churc	59.99			5.00	3.90		68.89	68.89
04/01/08	000470/1 Carry Out The	31.99				2.08		34.07	102.96

Below the table, there is a text box with the message: "pay on time please. We Appreciate Your Business!".

At the bottom of the window, there is a summary section with the following labels and values:

Current	Over 30	Over 60	Over 90	Over 120	Balance Due:
102.96	0.00	0.00	0.00	0.00	102.96

At the very bottom, there are four buttons: "Previous", "Next", "Output", and "Close".

Click **Close** when you have finished viewing this customer's statement.

Order Entry Item Window

The Order Entry Item window is used to set tax code information for a specific item in an order. Additionally, this window enables you to change the product information you have in your product database (although you can already change it in the product grid in Order Entry and Point of Sale), including entering a longer description for an item.

Figure 18-14: Order Entry Item Window

IMPORTANT The Designer field is always inactive; set the Designer for the order in the Design Center window.

You can access the Order Entry Item window by double-clicking on the value in the Product Code column for the item in Order Entry, Point of Sale, or the Credit/Debit Memo window.

Canadian vs. U.S. Dollars

For Canadian systems, you can enter the product amount in either U.S. or Canadian dollars. If the value is in U.S. dollars, select US from the Exchange list. FTD Mercury automatically converts the product amount from U.S. dollars to Canadian dollars based on the exchange rates set in Mercury Administration.

- » If you have already selected a wire out delivery zone, FTD Mercury uses the wire exchange rate.
- » If you have selected a local delivery zone, or have yet to select a delivery zone, FTD Mercury uses the local exchange rate.
- » If you accessed the Order Entry Item window from the Credit/Debit Memo window, FTD Mercury uses the local exchange rate.

Credit/Debit Memo Window

The Credit/Debit Memo window is used to create credit and debit memos.

Credit/Debit Window Tasks

- » [Creating Credit Memos](#) on page 18-19
- » [Creating Debit Memos](#) on page 18-19

Figure 18-15: Creating a Credit Memo

The screenshot shows the 'Credit/Debit Memo' window with the following settings:

- Radio Buttons:** Debit Memo, Credit Memo
- Customer:** American Floral Services, Inc. (with a search button '...')
- Address:** P.O. Box 12309, OKLAHOMA CITY, OK 73157
- Tax Exempt Number:** XXXXXX
- Ordered By:** (empty text field)
- Store Name:** Margie's Flowers (dropdown menu)
- Ticket Date:** 4 / 3 /2008 (dropdown menu)
- Reference:** (empty text field)

Product Code	Qty	Description	Amount	Discount	Extension	(-)
FTD AB	1	The FTD Anniversary Bouquet	\$ 59.99	0%/\$0.00	\$ 59.99	<input type="checkbox"/>
	1		\$ 0.00	0%/\$0.00	\$ 0.00	<input type="checkbox"/>

Summary Totals:

- Sub. Total: \$59.99
- Sales Tax: \$0.00
- Total: \$59.99
- Batch Mode

Buttons: Save, Escape

Following are the settings in the Credit/Debit Memo window.

Table 18-5: Credit/Debit Memo Window Settings

Setting	Description
Debit Memo/Credit Memo	Select the type of ticket you wish to create.
Customer	Name of the customer for whose account you are creating the credit or debit memo. Type the customer's name, or click the search button to search for the customer's name. If this is a new customer, you will be able to click Add and add the customer's information into your system.
Ordered By	Leave this field blank
Store Name	Name of the store where you will enter the credit or debit memo. Your store name is listed by default. Click the down arrow and select the name of another the store.
Ticket Date	Date of the credit or debit memo. Click the down arrow to reveal a calendar.
Reference	Enter a notation about the credit or debit memo to identify the ticket. The contents of the Reference field appear on the customer's statement.
Product Grid	Use the product grid area to select the product code, quantity, amount, and discount for the item(s) in the credit/debit memo.
Batch Mode	Click this check box so a check mark appears if you wish this window to remain open so you can create several credit or debit memos.

Credit and Debit Memos

Credit memos allow you to apply credit toward a customer's house account. You may need to apply the credit if a customer returns an item purchased on a house account. Debit memos allow you to apply a debit toward a customer's house account. You may need to apply the debit to add a miscellaneous charge onto the customer's house account.

Creating Credit Memos

You may need to apply a credit to a customer's account if the customer returns an item purchased on the house account. Credit memos enable you to do so.

TASK To create a credit memo:

- 1 On the **Management** menu, click **Credit/Debit Memo**. The **Credit/Debit Memo** window opens.
- 2 Select the **Credit Memo** option.
- 3 In the **Customer** field, enter the customer's name and press **TAB** so that the system can locate the customer's information, or click ... to perform a **Customer Search**. To add a new customer, click **Add**.
- 4 Leave the **Ordered By** field blank.
- 5 By default, your store name appears in the **Store Name** field. If you have multiple stores, click the down arrow and select the name of the store for which you are creating this memo.
- 6 In the **Ticket Date** field, click the down arrow to reveal a calendar. Click on the date of the credit memo.
- 7 Information entered into the **Reference** field will print onto the customer's statements. For example, you may choose to type the ticket number to which this credit memo corresponds or the order recipient's name.
- 8 In the **Product Code** column, type the product code(s) for which this customer is receiving credit and press **TAB**, or click ... to perform a **Product Search**.
- 9 Enter how many of each product is being credited in the **Qty** column and press **TAB**. Each product's description, amount, and extension (final cost of the product) will fill in automatically. If this customer receives a discount, you must type the discount in the **Discount** field. The correct tax amount will fill in automatically.
- 10 Click the **Batch Mode** check box so a check mark appears if you wish this window to remain open so you may create several credit memos.
- 11 Click **Save**.

Creating Debit Memos

You may need to add another charge on to a customer's house account. Debit memos enable you to do so.

TASK To create a debit memo:

- 1 On the **Management** menu, click **Credit/Debit Memo**. The **Credit/Debit Memo** window opens.
- 2 Select the **Debit Memo** option.
- 3 In the **Customer** field, enter the customer's name and press **Tab** so that the system can locate the customer's information, or click ... to perform a **Customer Search**. To add a new customer, click **Add**.
- 4 Leave the **Ordered By** field blank.
- 5 By default, your store name appears in the **Store Name** field. If you have multiple stores, click the down arrow and select the name of the store for which you are creating this memo.

- 6 In the Ticket Date field, click the down arrow to reveal a calendar. Click on the date of the debit memo.
- 7 Information entered into the Reference field will print onto the customer's statements. For example, you may choose to type the ticket number to which this debit memo corresponds or the order recipient's name.
- 8 In the Product Code column, type the product code(s) for which this customer is being debited and press **TAB**, or click ... to perform a Product Search.
- 9 Enter how many of each product is being debited in the Qty column and press **TAB**. Each product's description, amount, and extension (final cost of the product) will fill in automatically. If the customer receives a discount, you must enter the discount in the Discount field. The correct tax amount will fill in automatically.
- 10 Click the Batch Mode check box so a check mark appears if you wish this window to remain open so you may create several debit memos.
- 11 Click Save.