

# Entering Orders for Local Delivery

The most basic order you enter in FTD Mercury is an order for local delivery. Typically, this is either placed by a customer in person or over the phone. If the customer is placing the order in person, you should use Point of Sale; orders placed by a customer over the phone should be entered in Order Entry.

## To enter an order for local delivery:

1. On the **FTD Mercury Main Menu**, either click **Order Entry** or **Point of Sale**. The **Order Entry** or **Point of Sale** window opens.
2. From the **Employee** list, select your employee name.
3. In the **Customer** field, enter the customer's name and press **Tab**. If more than one customer matches the name, you need to select the correct customer. If the customer does not exist in your database, you need to add the customer.
4. In the **Ordered By** field, enter the name of the person placing the order.
5. In the **Recipient** area, enter the recipient's name, address, and phone number.
6. In the **Delivery** area, enter the delivery information for the order. If you have configured FTD Mercury to apply delivery zone fees, the delivery fee will be added to the product grid.
7. In the **Card** area, enter the card message.
8. From the **Occasion** list, select the occasion for the order.
9. In the **Products** area, enter product information.
10. Click **Payment**. The **Payments** window opens.
11. Enter payment information for this order.
12. Click **Complete**.

Depending on configurations for your system, billing invoices, worksheets, cards, and/or receipts will print.



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Product Code	Qty	Description	Amount	Discount	Extension	Tax
FTD-001	1	Flowers	\$ 60.00	0%	\$ 60.00	\$ 3.99
DELV	1	Delivery Charge	\$ 0.00	0%	\$ 0.00	\$ 0.00

When entering an order for local delivery, make sure you enter all information. This includes customer, product, recipient, card, and delivery information.

In the Payments window, enter the payment method for the order. You may also have marketing questions to ask the customer.

Type	Account Number	Exp Date	Name	Approval	Amount
Cash					\$ 60.00

Sub Total: \$ 64.99  
Sales Tax: \$ 3.90  
Total: \$ 68.89  
Amount Paid: \$ 68.89  
Balance Due: \$ 0.00

