



All members on Mercury Cloud have been set up with the delivery service. To access the delivery service in Cloud, please follow the directions below.

ORDER ENTRY:

- Members must first acknowledge the orders. Once acknowledged, orders that have the delivery service available will have a Green Truck icon to the right of the Mercury Order number. Those without delivery coverage will not have an icon. See screenshots below.

GREEN ICON - orders that have the option to use the delivery service, will have a green truck icon. Please note that the icon only appears on orders that have been ACKNOWLEDGED. If an order has not been acknowledged by the filling florist, then no icon will show.

<input type="checkbox"/> Status: ACKNOWLEDGED	Received : 05/28/18 at 12:54 AM		>
Mercury # G4298S-5981	Message Type Order/In	Delivery Date 05/29/18 TUE	
Srinu, t			
Downers Grove, IL 60515			
\$1.00 ARR - Fresh Arrangement			

NO TRUCK ICON – if the order has been acknowledged and there is no green truck, then the delivery service is not available for this order.

<input type="checkbox"/> Status: VIEWED	Received : 10/15/18 at 09:52 AM		>
Mercury # G2769C-0096	Message Type CAN/In	Delivery Date 10/13/18 SAT	
Walaa Tlais			
Buena Park, CA 90620			
Please cancel this order due to non-deliver...			

- If the member (filling florist) wants to send the order to the delivery service, they need to click on the right arrow to open up the window shown below:

The screenshot shows a detailed view of an order. On the left, the order summary includes the member's name (Walaa Tlais), address (Buena Park, CA 90620), status (ACKNOWLEDGE/PRINT), received date (10/15/18 at 12:06 AM), message type (Order/In), and delivery date (10/16/18 TUE). A red arrow points to a right-pointing arrow icon next to the order summary. On the right, the 'Access Message Details panel' shows a message from FTD (Mon Oct 15 18 12:05 AM 95) with buttons for 'Confirm Delivery', 'Print', 'Send to FTD DEL Service', and 'Send Related Messages'. A second red arrow points to the 'Send to FTD DEL Service' button.

- **Delivery Date** will default to the delivery date on the order. Members are able to edit.
- Member will need to confirm if they want an **Afternoon** (3pm) or **Time Specific** (9am-7:30pm) pickup.
- Member will need to select the **Address Type** from the drop down. (Business, Church, Funeral Home, Hospital, Hotel, Nursing Home, Residence)
- **Number of Items** will default to 1. Members are able to edit.

- **Business Name & Address Line** – since FTD Mercury systems do not have a separate field for Business name, the Business Name and Address Line fields have been open to allow the members to edit for the delivery service. Mercury Cloud has put in programming to recognize alpha only text in the address line and auto transfer to the Business Name field. This will catch most but not all. **If there is a Business Name, please move it to the Business Name field**
- **Delivery Details** – since we do not have the drop down to select what to do if the recipient is not home, we have an open field for Delivery Instructions. **To ensure the best gifting experience, default instructions for both DoorDash and Postmates is to return all residential deliveries when the recipient is not home**

FTD DELIVERY SERVICE ✕

DELIVERY REQUEST

Delivery Date ←

Afternoon Delivery ←

Time Specific

Pickup Time

Delivery Time

 to

Address Type

Number of Items : Floral

 ←

Business Name

 ←

* Address Line

 ←

City : Buena Park
State : California
Postal Code : 90620

Delivery Details

Type delivery details ←

255 characters remaining

Send

Cancel

4. Once the above has been filled out, the member will click on Send, and the truck icon will turn Brown.

BROWN ICON – order was sent to the delivery service.

Status: **DS_REQUESTED**

Mercury #
G4302N-5984

test test

downers grove, IL
60515

Received : **05/28/18 at 06:48 AM**

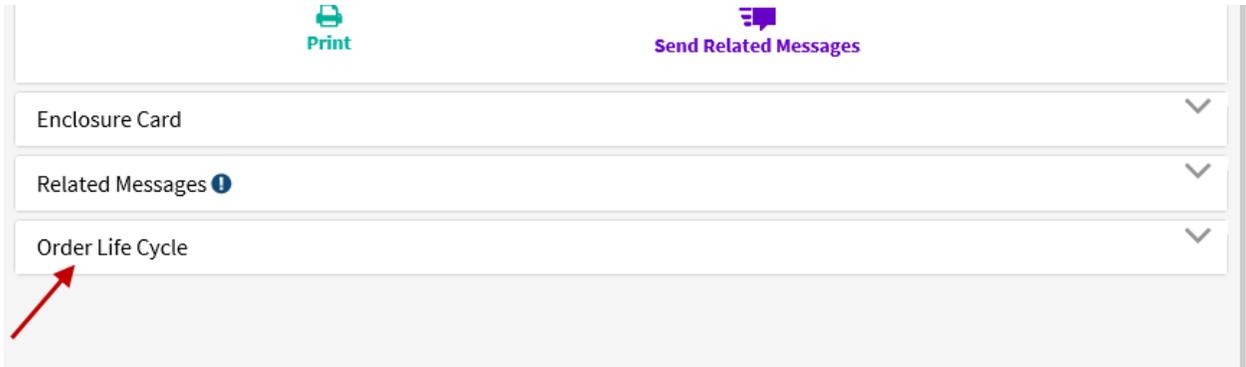
Message Type
Order/In

\$1.00
CFC - Candy Flower Combination

Delivery Date
05/28/18 MON

>

5. Members can view the Order history/status in the Order Life Cycle section:



6. Click on the down arrow to display.

The screenshot displays an order management interface. On the left, a list of orders is shown. The second order, with Mercury # F7987L-0012, is selected. A red arrow points from this order to a detailed view on the right. The detailed view shows a vertical timeline of events for the order.

10/13/18 12:24 PM	By SYSTEM	Received Order
Received Order from Mercury Network		
10/13/18 12:33 PM	By Safewayadmin290753	Printed
Printed		
10/13/18 12:40 PM	By Safewayadmin290753	Acknowledged
Acknowledged		
10/13/18 12:45 PM	By Delivery Service	Delivery Service Requested
Delivery Service Requested		
	Pickup Time	Delivery Date
	3:00 PM US/Pacific	10/13/2018
10/13/18 12:45 PM	By DeliveryService	Marked for Delivery
Order Received		
10/13/18 02:13 PM	By DeliveryService	Marked for Delivery
Order Confirmed		
10/13/18 02:27 PM	By DeliveryService	On Truck
Out for Delivery		
10/13/18 02:36 PM	By DeliveryService	Delivered
Order Delivered		