



# TEXT DELIVERY CONFIRMATION SERVICE

## STEPS FOR DELIVERY DRIVERS

### STEP 1

Join the text service by texting **JOIN XX-XXXXXX** (i.e., 12-3456AA) to **1-844-399-9047** using the shop's Mercury Member Code.\*

*You only have to do this once per member code*

### STEP 2

After each Mercury delivery, text us any of the following information to pull up the order:

**Recipient Name**

or

**Street Address**

or

**FTD Mercury Order ID**

### STEP 3

Follow the text prompts to view order details and update delivery status.

### STEP 4

That's all! Now on to the next delivery!

\*Mercury Member Code: \_\_\_\_\_

**Important:** it is critical that delivery confirmations are sent real-time and not in advance of the actual delivery.

## TEXT COMMANDS

Take actions and access information by sending the following messages to 1-844-399-9047.

*Standard message/data rates may apply.*

### HOW TO:

Join text service .....

Stop text confirmations for a single member code .....

View shop information .....

Get instructions .....

Stop using the service completely .....

Locate an order .....

### TEXT MESSAGE:

**JOIN XX-XXXXXX**  
(i.e., JOIN 12-3456AA)

**LEAVE XX-XXXXXX**

**MEMBERSHIP**

**HELP**

**STOP**

**RECIPIENT NAME**  
or  
**STREET ADDRESS**  
or  
**FTD MERCURY ORDER ID**



Call the Mercury Technology Assistance Center at 888-309-2244 for assistance.