



As a Mercury Point of Sale user, this guide will take you through the steps and screens to enter your delivery order requests on FTDDeliveryService.com. Please save this manual as a reference, an online version under “How it Works” is also available on the delivery site.

MEMBER LOGIN

Username:

Password:

[Forgot your password?](#)

SIGN IN >

ABOUT FTD® DELIVERY SERVICE

Web Address: www.FTDDeliveryService.com

Internet Explorer 6.0 (or higher) is required to access the site, do not use any other web browser as you may not have all the functionality in the website.

LOGGING IN TO FTDDELIVERYSERVICE.COM:

All FTD Members have been setup with a login for FTDDeliveryService.com. Enter either your FTD Member Number as both the User Name and Password (will be case sensitive), or enter the same credentials that you are currently using to login to the FTDFlowerExchange.com website.

If you need help, please contact us at 888.556.7424.

ENTER DELIVERY REQUEST:

Once you log in, you are automatically taken to the **DELIVERY REQUEST** screen. This section is where all of the recipient information is entered including the number of items to be delivered and any special delivery instructions. Once the information is complete, just click on Next.



DELIVERY REQUEST

Your Order Number:

DELIVERY INFORMATION

Delivery Date:

Afternoon Delivery Pickup Time:
Time Specific Delivery time: -

Delivery Type: Floral

Number of Items: Floral:

RECIPIENT INFORMATION

First Name:

Last Name:

Address Type:

Company Name:

Street Address:

Suite/Apt./Room Number:

City/Town:

State:

Zip Code:

Email Address:

Phone: Ext: Cell:

Delivery Instructions:

If Recipient is not at address:

SENDER INFORMATION

First Name:

Last Name:

How would you like us to send confirmation to the SENDER when order is picked up and delivered?

Email:

Text:

* Indicates Required Information

**Any fields with a red asterick is required information.*

Your Order Number: an optional field used to reference your internal/Mercury order number.

Delivery Date: the date that the driver will pick-up and deliver. Click on the calendar icon to the right of the field to view the calendar and select a date. Afternoon Delivery pick-up time is 3:00 pm and delivered between 3:30pm and 4:30pm. Time Specific - enter the pick-up time; order will be delivered within an hour. Pick-up times: 9:00am - 7:30pm

Delivery Type: click on Floral and then enter the number of items for that order.

Number of Items: is the quantity for the Delivery Type. This will insure that the delivery partner takes the correct number of items and brings the appropriate vehicle for the delivery.

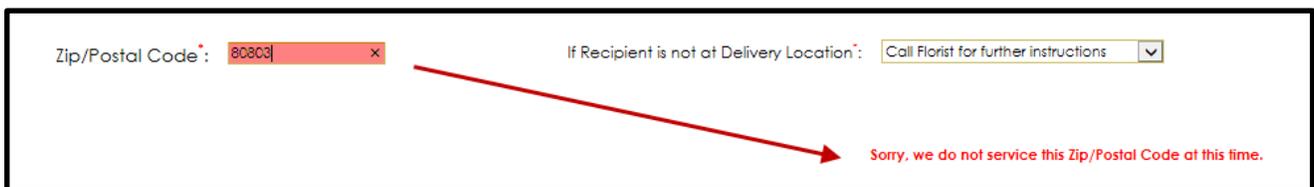


A screenshot of a form section. On the left, there is a label "Delivery Type:" followed by a checked checkbox and the text "Floral". To the right, there is a label "Number of Items:" followed by a dropdown menu showing "Floral:" and a text input field containing the number "2". A green circle highlights the "Floral:" dropdown menu.

Address Type: click the drop down field and choose Business, Church, Funeral Home, Hospital, Hotel, Nursing Home or Residence.

Recipient Information: enter First Name, Last Name, Address Type, Company Name *if applicable*, Street Address, City, State, Zip Code and Recipient Phone Number *in case the driver needs to contact the recipient*.

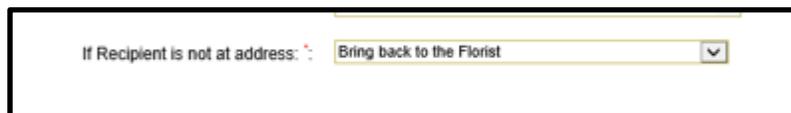
Zip/Postal Code: will be verified against our database confirming a valid delivery address. Zip codes entered incorrectly or outside the delivery service area will turn the field red.



A screenshot of a form section. On the left, there is a label "Zip/Postal Code:" followed by a red input field containing "80803" and a red "x" icon. To the right, there is a label "If Recipient is not at Delivery Location:" followed by a dropdown menu showing "Call Florist for further instructions". A red arrow points from the "x" icon to a red error message below: "Sorry, we do not service this Zip/Postal Code at this time."

Delivery Instructions: is an open field allowing for additional information regarding a delivery. As an example, for a Hotel delivery, you could note that the recipient is a guest and not an employee.

If Recipient is not at the Delivery Location: to ensure a positive gifting experience, when the recipient is not available to accept their delivery, the default instructions are "bring back to the florist".



A screenshot of a form section. It shows a label "If Recipient is not at address:" followed by a dropdown menu showing "Bring back to the Florist".

At any point during the Delivery Request entry, you can select *Clear* to refresh the screen and start over. Once the Delivery Request is completed, click *Next* to review the delivery order.



A screenshot of a form section. It shows two buttons: "Clear" with a left arrow and "Next" with a right arrow.

DELIVERY ORDER REVIEW:

While reviewing the delivery request, you can click *Edit*, which will take you back to the request screen or *Submit* to send the order to the delivery partner. Please note this screen will also display a reminder of when the items need to be ready for pickup.

NEW DELIVERY REQUEST | MY DELIVERY ZIP/POSTAL CODES | DELIVERY ORDER HISTORY | HOW IT WORKS | PRINT DELIVERY LABEL

DELIVERY REQUEST 1 Delivery Order Review 2 Confirmation

Your Order Number: 123456TEST
Delivery Type: Floral
Delivery Date: 01/30/2019
Pickup Time: 3:00 PM
Delivery Time: 3:00 PM - 4:00 PM
Number of Items: Floral: 5

RECIPIENT INFORMATION	SENDER INFORMATION
Recipient First Name: Mary	Sender First Name: Joe
Recipient Last Name: Smith	Sender Last Name: Smith
Delivery Location Type: Residence	Email: uselesinfo4me@gmail.c
Company Name:	Text:
Address: 1254 Flagstone Sq	
Suite/Apt./Room Number: 3C	
Country: United States	
City: Westerville	
State: Ohio	
Zip/Postal Code: 43081	
Home/Office Phone: (630)2971322 Ext:	
Email Address:	
Special Instructions: Doorman will let you in to building	
If Recipient is not at Delivery Location: Bring back to the Florist	

Reminder: Items must be ready for pickup by 3:00 PM on the delivery date.

Delivery Total: \$13.00

[← Edit](#) [Submit →](#)

CONFIRMATION SCREEN:

The confirmation screen will display the delivery order number on the top left of the screen. You also have the ability to print the delivery order from this screen by clicking the PRINT PAGE on the top right.

NEW DELIVERY REQUEST | MY DELIVERY ZIP/POSTAL CODES | DELIVERY ORDER HISTORY | HOW IT WORKS | PRINT DELIVERY LABEL

Home > Confirmation Page

Thank you for your business. Your delivery order request is being processed and you will receive a delivery order confirmation shortly. 1 Delivery Order Review 2 Confirmation

Delivery Order Number: 01308709 [PRINT PAGE](#)

DESCRIPTION	PICK-UP DATE/DELIVERY DATE DELIVERY PRICE	NUMBER OF ITEMS	TOTAL PRICE
Delivery Services Floral- 5	1/30/2019 Wednesday Pickup Time: 15:00	5	\$13.00

RECIPIENT INFORMATION

Your Order Number: 123456TEST
Delivery Location Type: Residence
Company Name:
Recipient Name: Mary Smith
Address: 1254 Flagstone Sq
Suite/Apt./Room Number: 3C
Country: US
City: Westerville
State: OH
Zip: 43081
Home/Office Phone: (630)2971322
Cell Phone:
Special Instructions: Doorman will let you in to building
If Recipient is not at Delivery Location: Bring back to the Florist

BILLING INFORMATION

Business: KROGER FLORAL SHOPPE #965
Name: ATTN FLRL MGR
Address: 5991 S SUNBURY RD
City: WESTERVILLE
State: OH
Zip: 43081
Day Phone: (614)895-1500
Email: nomail@nomail.com
Payment Method: Clearinghouse

Delivery Order Number: 01308709 Delivery Total: \$13.00

PRINT DELIVERY LABEL:

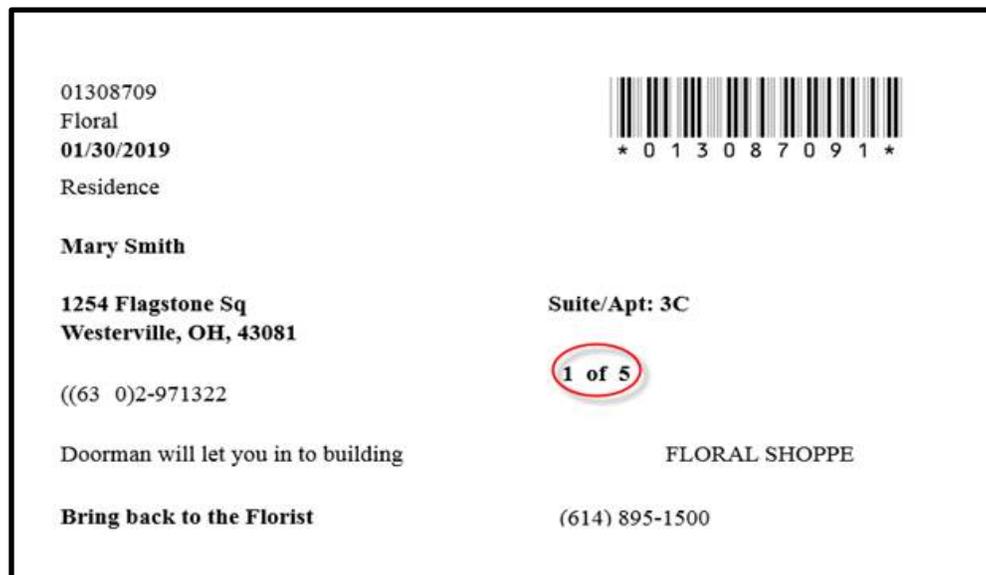
Each item being picked up by the delivery partner **MUST** have a delivery ticket attached to the item. Click on **PRINT DELIVERY LABEL** in the black header at the top of the screen.



Click on the checkbox to the left of the items and then select *Print*.

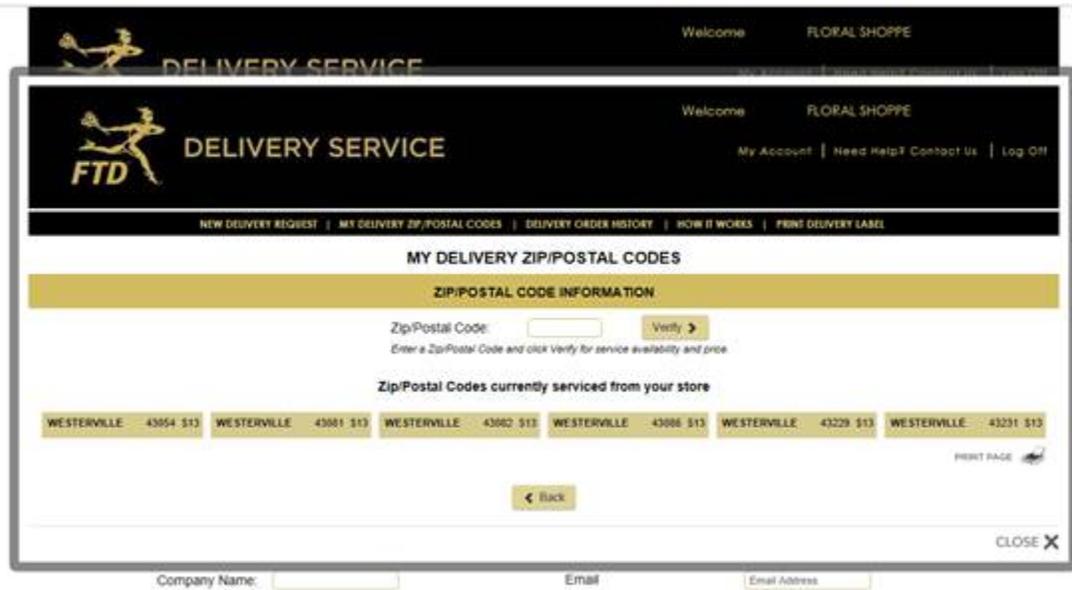


Delivery labels default to PDF and will print on a standard 8 ½" X 11" sheet of paper. See example below. For deliveries with multiple items, the labels will be numbered 1 of 2, 2 of 2, etc. The labels contain the recipient information along with a bar-code. If equipped, the delivery partner will scan the bar-code when the items are picked up and delivered. The labels also contain your store information, how the driver should proceed if the recipient is not at the delivery location along with any additional special instructions.



MY DELIVERY ZIP/POSTAL CODES:

The zip codes in your area that have coverage are located under the **MY DELIVERY ZIP/POSTAL CODES** tab. This printable list is in alphabetical order by city name and includes the delivery fee. This is a quick reference tool that can be kept near your POS system and/or telephone. You also have the ability to enter a zip code in the search box and click on *Verify* to confirm coverage.



DELIVERY SERVICE

Welcome FLORAL SHOPPE

My Account | Need Help? Contact Us | Log Off

NEW DELIVERY REQUEST | MY DELIVERY ZIP/POSTAL CODES | DELIVERY ORDER HISTORY | HOW IT WORKS | PRINT DELIVERY LABEL

MY DELIVERY ZIP/POSTAL CODES

ZIP/POSTAL CODE INFORMATION

Zip/Postal Code:

Enter a Zip/Postal Code and click Verify for service availability and price.

Zip/Postal Codes currently serviced from your store

WESTERVILLE - 43054 \$13	WESTERVILLE - 43081 \$13	WESTERVILLE - 43082 \$13	WESTERVILLE - 43086 \$13	WESTERVILLE - 43229 \$13	WESTERVILLE - 43231 \$13
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Company Name: Email: Email Address:

CLOSE X

DELIVERY ORDER HISTORY:

You can view future deliveries, as well as monitor the status of your deliveries, under the **DELIVERY ORDER HISTORY** tab.



DELIVERY STATUS:

The delivery partner will confirm receipt of the order, as well as mark it delivered. You can see the status of the deliveries in the status column circled below.



NEW DELIVERY REQUEST | MY DELIVERY ZIP/POSTAL CODES | DELIVERY ORDER HISTORY | HOW IT WORKS | PRINT DELIVERY LABEL

Home > My Account > My Orders

My Delivery Orders

Starting Date: 12/28/2018 Ending Date: 2/3/2019 Delivery Order Number: Find >

Delivery Order Number	Delivery Type	Your Order Number	Requested Date	Delivery Date	Recipient	Address, City, State & Zip	Total	Status	Edit/Cancel	Credit	Credit Amount	Reject/Return Reason
01308709	Floral-5	123456TEST	1/4/2019 1:19:17 PM	1/30/2019	Mary Smith	1254 Flagstone Sq Westerville, OH, 43081	\$13.00	Confirmed			\$0.00	

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Clicking on the icon to the right of the order number will provide a real time status of your order.



NEW DELIVERY REQUEST | MY DELIVERY ZIP/POSTAL CODES | DELIVERY ORDER HISTORY | HOW IT WORKS | PRINT DELIVERY LABEL

Home > My Account > My Orders

My Delivery Orders

Starting Date: 12/28/2018 Ending Date: 2/3/2019 Delivery Order Number: Find >

Delivery Order Number	Delivery Type	Your Order Number	Requested Date	Delivery Date	Recipient	Address, City, State & Zip	Total	Status	Edit/Cancel	Credit	Credit Amount	Reject/Return Reason
01308709	Floral-5	123456TEST	1/4/2019 1:19:17 PM	1/30/2019	Mary Smith	1254 Flagstone Sq Westerville, OH, 43081	\$13.00	Confirmed			\$0.00	

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(this order has been "scheduled" for delivery with the local courier)



FTD DELIVERY SERVICE

Invoice Date: 1/30/2019
Invoice: 01308709
Cust No: 16999
Cust P.O.: 123456TEST
Address: 5991 S SUNBURY RD WESTERVILLE, OH 43081
Tracking Number: 129770478

Go Back to Orders

Package Details:

Item	Code	Description	Box Type	UPB	Qty
1	XX-DLVRY	Delivery Services	F	1	5

Driver	Event	Local Time	Observations
	scheduled	2019-01-04 16:19	

CANCEL DELIVERY REQUEST:

You can cancel a delivery by calling FTD customer service, within 1 hour of the order being picked up, at 888.556.7424.

REQUEST A POD OR CREDIT:

From the DELIVERY ORDER HISTORY tab locate the delivery that requires a POD or credit request. Click on the [POD or Credit](#) link on the right side of your screen.

Status	Edit/Cancel	Credit	Credit Amount	Reject/Return Reason	POD or Credit
Delivered			\$0.00		POD or Credit

The system will auto generate all of the information pertaining to the delivery, you will have to enter information in a few more fields (as noted below in red) then click Send at the bottom of the page.

Email to Customer Service

To:

CC:

Subject:

Body

FTD Member #: [REDACTED]
Vida #: [REDACTED]
Store Name: [REDACTED]
MANAGER
Phone number: [REDACTED]
Delivery Order #: 01467305
Your Order #:
Delivery Date: 09/20/2019
Recipient Name: Bulbin Susan

How can we help?
(Choose an option)

Comments:

Product Value:

Contact Name:

Phone #:

E-mail address:

Your message is important to us and we will be in touch as soon as possible.
Please note that our customer service hours are Monday – Friday, 8:00am – 5:00pm CST.
Thank you for using the FTD Delivery Service!

HOW IT WORKS:

HOW IT WORKS is where you will find the online version of this manual!

[POSTAL CODES](#) | [DELIVERY ORDER HISTORY](#) | [HOW IT WORKS](#) | [PRINT DELIVERY LABEL](#)



NEED HELP? CONTACT US

FTD DELIVERY SERVICE

Welcome POETRY IN BLOOM

[My Account](#) | [Need Help?](#) | [Contact Us](#) | [Log Off](#)

[NEW DELIVERY REQUEST](#) | [MY DELIVERY ZIP/POSTAL CODES](#) | [DELIVERY ORDER HISTORY](#) | [HOW IT WORKS](#) | [PRINT DELIVERY LABEL](#)

Get in touch with us, we're here to help!

CALL US: (888) 556-7424

EMAIL US: fxcustomerservice@ftdi.com

WE ARE HERE: Weekdays: 7:30 a.m. – 6:30 p.m.
Saturday: 8:00 a.m. – 3:00 p.m.
All times are shown in Central Standard Time (CST).

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