

# Create Subscription as Offline Order

Customer service representatives can [place offline orders](#) for subscriptions as well. This supports mixed carts, in which the order includes both subscription and one-time purchase items in it. After selecting a subscribable product, subscription options will be displayed.

1. If the product offers both subscriptions and one-time purchase, click the **Subscribe** checkbox to make it a subscription. If the product is subscription-only, this checkbox will be selected by default and cannot be turned off.
2. Select the desired **Frequency** from the dropdown. If the Subscribe checkbox was not checked, the frequency field will be greyed out and not editable.
3. Select the **Fulfillment** type (**Direct Ship** or **Pickup** at a selected location) for the product from the dropdown. You may have a combination of Direct Ship and Pickup items in one order.

Delivery is not supported for subscription items, only standard in-store pickup. You also cannot set alternate pickup contacts—subscription items can only be picked up by the primary contact.

4. Enter the **Quantity**.
5. Click **Add** to confirm the item.
6. If the product supports trial period, then a pop-up will appear after clicking **Add** to offer a trial. If the customer opts in for the trial, then the trial product will be shipped and the subscription product will only be shipped out after the trial period is complete.
7. You can then add more items, pick a shipping method for any Direct Ship items, input payment information, and place the order as with regular offline orders.

When the order is submitted, subscriptions will be created for the items based on frequency and shipping address. For example, an order could contain the following items:

- **Item A:** Pickup once per month.
- **Item B:** Pickup every other month.
- **Item C:** Direct Ship once per month to 123 First Street.
- **Item D:** Direct Ship once per month to 212 Rocky Avenue.

In this case, Items A and C will be placed into one subscription because they have the same frequency. Items B and D will be placed into their own separate subscriptions, because Item B has a different frequency and Item D has a different shipping address.