

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 product enabled for subscriptions, subscribe and frequency 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 for the product from the dropdown.
4. 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.
5. You can then add more items, pick a fulfillment method (which can only be Direct Ship/STH for subscription items), input payment information, and place the order as with regular offline orders.

Order No. 101 | FlashSale Pricing ×

Line	Image	Code	Name	Subscribe	Frequency	Fulfillment	Amount	Qty	Line Item Total
<i>No order items to display</i>									
			Shampoo	<input checked="" type="checkbox"/>	1 month	Direct Ship		10	<input type="text" value=""/>