

Substitutions in Fulfiller UI

If the [Substitutions feature](#) is configured and a product is unavailable after an order has been placed, fulfillers can substitute a similar product during the fulfillment process.



Perform a Substitution

Substitutions occur in the Validate Stock step of shipment fulfillment and are independent of any reassignments or transfers. When a non-Assembly item in an [STH](#) or [BOPIS](#) (not Curbside or Delivery) shipment is unavailable and substitutions are set up for the product, the Substitute button will be displayed for that item.

1. At the Validate Stock step, if the In Stock Quantity is less than the required Quantity then **Substitute** will appear next to that line item. Click this to begin the substitution process.

2 Validate Stock

Select quantity to fulfill from stock


Image	Product	Product Identifiers	Quantity	In Stock
	Cheese Goat	UPC : CH02 Product Code : CH02	5	3 <input type="text"/> Substitute
	Cheese Cheddar	UPC : CH03 Product Code : CH03	5	5 <input type="text"/>

Do you have all of these items ready for the customer?

[Transfer Shipment](#)

2. Eligible substitutes and their available inventory at the fulfillment location will be displayed. Enter the quantity of the substitute(s) you want to use and a reason for the substitution.

Substitute Item(s) in stock



Reason	Image	Product	Product Identifiers	Price	Inventory Available	Substitute Quantity
Damaged Or Defective Item		CH01	UPC : CH01 Product Code : CH01	7	2876	2 <input type="text"/>

[Confirm](#)

3. Click **Confirm**.
4. The substitutes will be displayed in a new table underneath the original line items, where you can click **Remove** to remove them from the shipment if desired.

2 Validate Stock

Select quantity to fulfill from stock

Image	Product	Product Identifiers	Quantity	In Stock
	Cheese Goat	UPC : CH02 Product Code : CH02	5	3 <input type="text"/>
	Cheese Cheddar	UPC : CH03 Product Code : CH03	5	5 <input type="text"/>

Substitutes

Product	Substitute	Substitute Identifiers	Substitute Quantity	Remove Substitution
Cheese Goat	Cheese	UPC : CH01 Product Code : CH01	2	Remove



Do you have all of these items ready for the customer?

[Proceed](#)

5. You can now continue with the fulfillment process as usual. The substitute item's inventory will be allocated while the original item's quantity will be deallocated. The substitutions will also be included on any packing slips and pick sheets.

Once a substitution has been made, information about the item and substituted quantity is listed

on the shipment details and can be displayed in Shipment Confirmation notifications.

Image	Product	Product Identifiers	Quantity	Unit Price	Discount	Subtotal
	Cheese Goat	UPC: CH02 Product Code: CH02	1	USD \$5.99	USD \$0.00	USD \$5.99
	Cheese Cheddar	UPC: CH03 Product Code: CH03	1	USD \$5.99	USD \$0.00	USD \$5.99

Product	Substitute	Substitute Identifiers	Substitute Quantity	Unit Price	Discount	Subtotal
Cheese Goat	Cheese Goat	UPC: CH02 Product Code: CH02	1	USD \$5.99	USD \$0.00	USD \$5.99
Cheese Goat	Cheese Goat	UPC: CH03 Product Code: CH03	1	USD \$5.99	USD \$0.00	USD \$5.99
Cheese Cheddar	Cheese Cheddar	UPC: CH03 Product Code: CH03	1	USD \$5.99	USD \$0.00	USD \$5.99

Subtotal						USD \$59.90
Adjustment						(USD \$0.00)
Shipping and Handling						USD \$0.00
Tax						USD \$0.00
Total						USD \$59.90

Cancel and Return Substitutions

If the original line item is cancelled from the shipment, any associated substitute item(s) will be removed from the shipment as well.

If a substitute item is returnable, then it will be listed in [the Create Return and Process Return modals](#). Substitutes will be labelled to help identify them and which shipment item they were originally substituted for.

Select Items	Product	Shipped By	Quantity Shipped	Quantity to Return	Reason
<input type="checkbox"/>	Cheese - Substitutable UPC: CH05	Belethon's General Goods	4	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	CH06 - Substitutable UPC: CH06	Belethon's General Goods	3	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Cheese UPC: CH01 <small>Substitute for: Cheese - Substitutable</small>	Belethon's General Goods	1	<input type="text" value="1"/>	Different Expectations <input type="text"/>
<input checked="" type="checkbox"/>	Cheese Goat UPC: CH02 <small>Substitute for: CH06 - Substitutable</small>	Belethon's General Goods	2	<input type="text" value="2"/>	Different Expectations <input type="text"/>

Return Location: