

Substitutions in Order Admin

If the [Substitutions feature](#) is configured, then Admin users can substitute products on Pending orders, shipments in the Accept Shipment step, and when creating a new shipment on an order. For instance, a customer service representative can select a product and replace the original item with that substitute prior to fulfillment if they know in advance that the item will not be available.

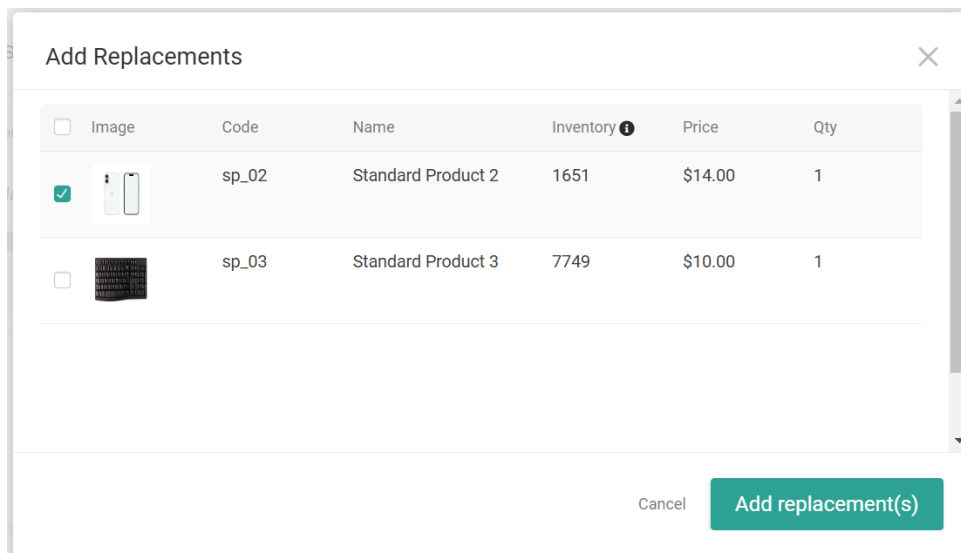
Substitute on Order or New Shipment

To perform a substitution on a Pending order or [when creating a new shipment](#):

1. Go to **Main > Orders > Orders** and select the order you want to update.
2. Either click **Edit Details** or go to the Shipments tab and click **New Shipment**. The following steps will be similar for either case.
3. Whether you are editing an existing line item or adding a new one, the **Replace item** button will appear as long as all required details have been provided for the line item. This is available for both [subscription](#) and one-time-purchase items.



4. In the Add Replacements popup, check the item(s) you want to replace it with. Only substitutes with available inventory will be shown. Hover over the inventory values to view current and future inventory levels. BOPIS and Delivery items will show available inventory at the fulfillment location selected by the shopper, while STH will show aggregate inventory.

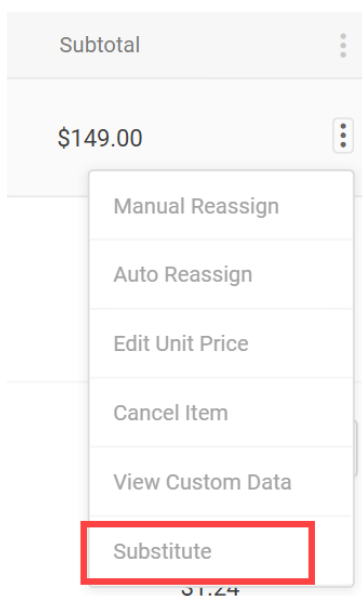


5. Click the Quantity value to enter the substitute quantity.
6. Click **Add replacement(s)**.
7. This will add the substitute to the order as its own line item in place of the original item.
8. Click **Save**.

Substitute on Existing Shipment

To substitute an item on an existing Ready shipment that has not yet been accepted by the fulfiller:

1. Go to **Main > Orders > Orders** and select the order whose shipment you want to update.
2. Go to the Shipments tab.
3. Expand the action menu for a shipment item and click **Substitute**.



4. Check the substitute item(s) you want to use from the list of eligible substitutes available at

the fulfillment location.

5. Select a **Reason** for the substitution.
6. Click the **Quantity** value to enter the substitute quantity.

Substitute item(s) in stock ✕

<input type="checkbox"/> Reason	Image	Product	Product Identifiers	Price	Inventory A...	Substitute ...
<input checked="" type="checkbox"/> Customer Changed Th ▼		Example Item	Product Code: pip_01	140	185	1
<input type="checkbox"/> Select an option ▼		Product Bundle	Product Code: bp_001	100	10	0
<input type="checkbox"/> Select an option ▼		Jeans	Product Code: jeans-1	50	100	0
<input type="checkbox"/> Select an option ▼		Jeans	Product Code: jeans-2	52	100	0

Cancel Confirm ?

7. Click **Confirm**.
8. The substitute will be displayed as a new shipment line item. If inventory was already allocated for the original item, it will be deallocated and the substitute will be allocated instead. Any quantity of the original product that was not substituted will remain on the shipment.

View Substitutes in Order Details

After a substitution has been made on a shipment, the Admin UI's order details will indicate the affected products.

Type	Shipment	Last Updated	Status	Shipment S
Ship to Home	708	09/19/24 12:28:48	READY	329992

▼	Items (9)	Shipped From Loc1	Transfers	Custom Data	Shij
Line	Image	Code			
1		Code: SubstituteProduct1 Substituted For : ExampleProduct1			
2		Code: SubstituteProduct2 Substituted For : ExampleProduct2			