

Overview

Substitutes is a handy feature that allows you to substitute an item at Fred Point of Sale. Substitutes is a great way to encourage staff to promote alternate brands.

Using Substitutes in five key steps:

1. Create "Substitute" Hot Key
2. Create "Substitute Available" item message
3. Add Substitute items to stock card
4. Add Item Message to stock card
5. Scan items at POS and substitute

Create Substitute Hot Key

It is recommended to log a call to Fred Support.

This function Hot Key can be named to suit your requirement, or it can be named **Substitute** (by default).

Create Substitute Item Message

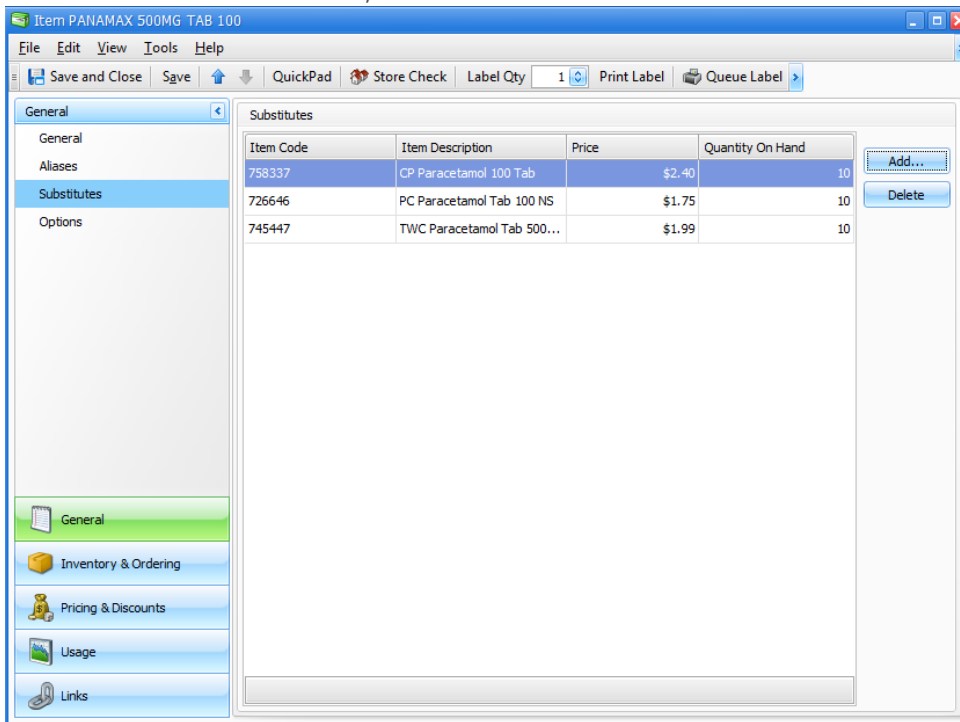
1. Navigate to **Inventory > Tools > Item Options**.
2. Click the **Messages** tab.
3. Type a new Item Message **Substitute Available**, then click **Add**.

The screenshot shows the 'Item Options' dialog box with the 'Messages' tab selected. The 'Item Messages' section has a text input field and an 'Add' button. The 'Existing Item Messages' section contains a table with two rows: 'Dont forget to companion sell' and 'Substitute available'. A 'Remove' button is next to the table. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Code	Messages
	Dont forget to companion sell
	Substitute available

Add Substitute Items to a stock card

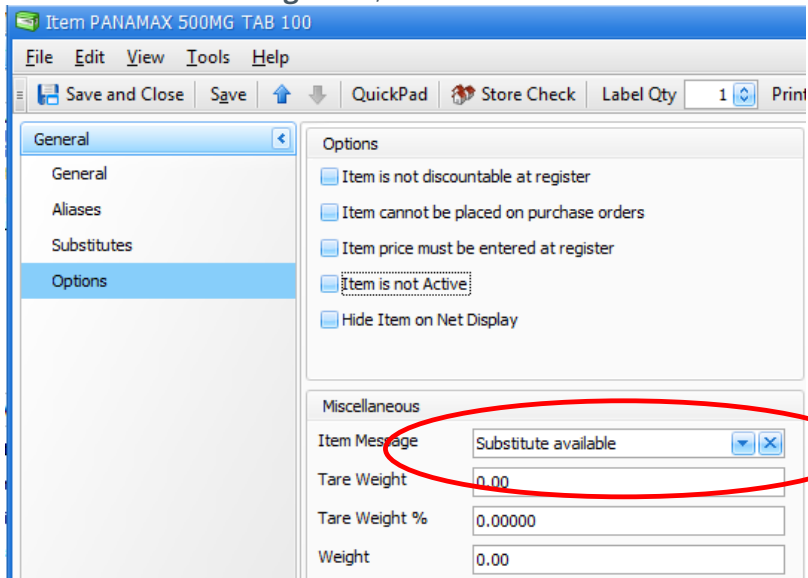
1. Open up a stock card, then click **Substitute**.
2. In the **Substitute** section, add the details of the alternate items available.



3. Click **Save and Close**.

Add Item Message to stock card

1. Open up a stock card.
2. Click **Options**.
3. In the **Item Message** field, select **Substitute Available** from the drop down options.



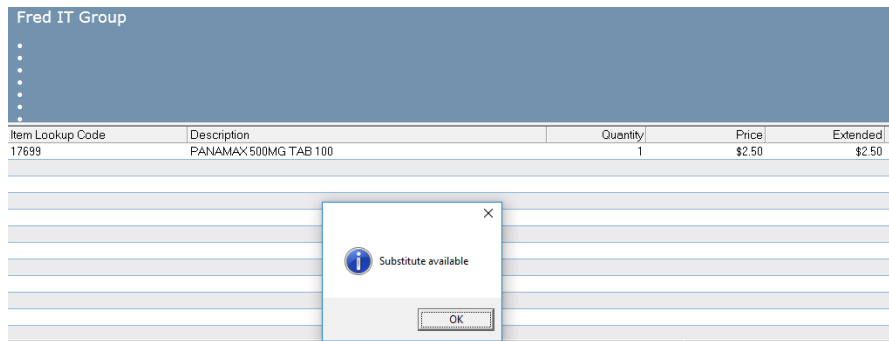
This is the message that was created in **Create Substitute Item Message**.

4. Save and close.

Scan items at POS and substitute

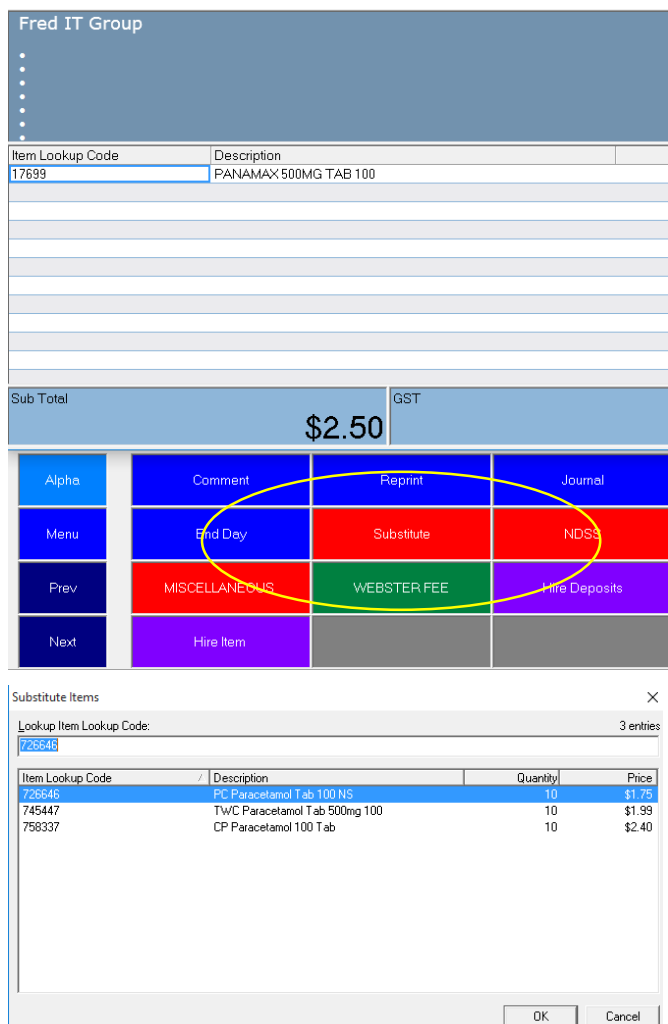
1. Log in to POS.
2. Scan the item.

In this example, we are promoting a generic brand.



A message is displayed advising that there is a Substitute available.

3. Press **OK**.
4. Use the arrow to place the cursor on the scanned item, then press the **Substitute Hot Key**. A list of the Substitute items is displayed.



5. Highlight the Substitute item and press **OK** or (Press **Cancel** if you do not wish to substitute).
6. Complete the sale as normal.