

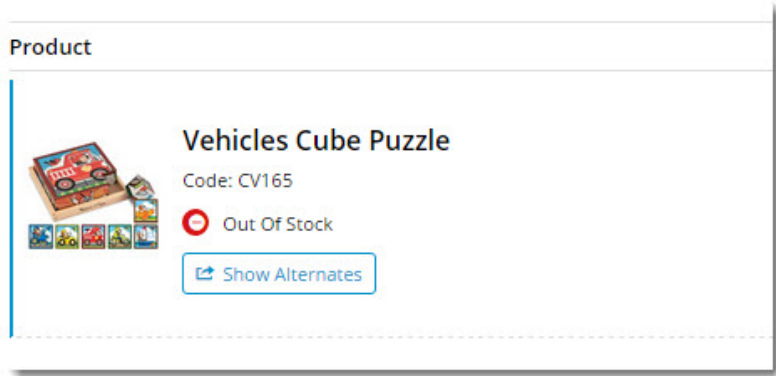
Alternate Product Substitution

Overview

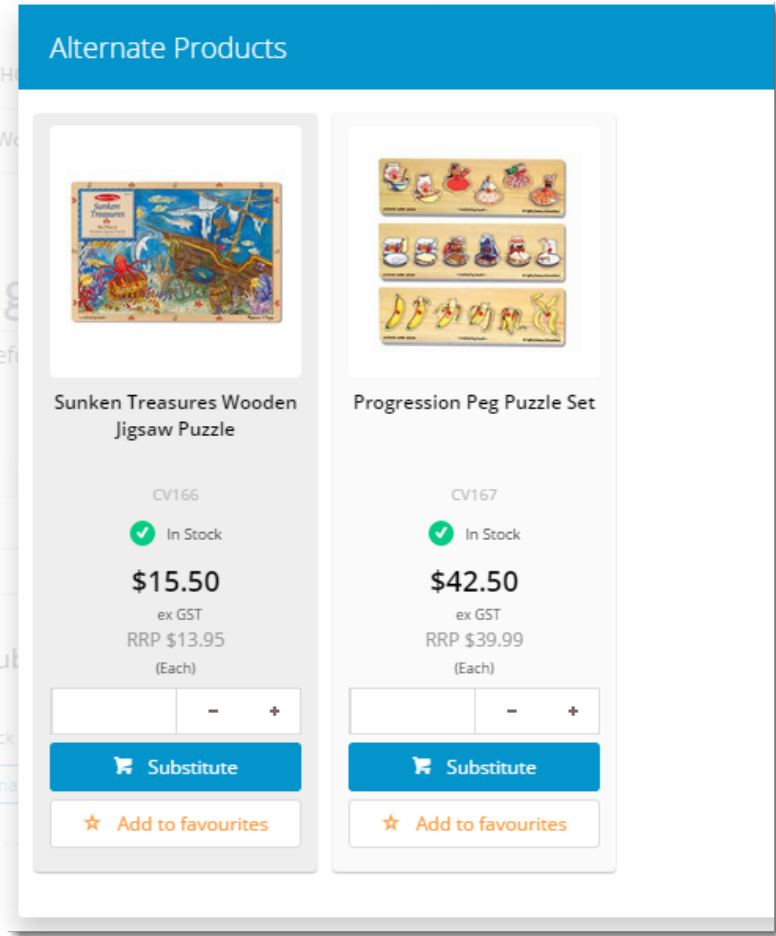
Add an Alternate Product Substitution offer feature, where out of stock items in the cart can be substituted with alternates at the customer's request. This feature could also be used to showcase higher quality or higher margin products compared to those your customer has selected.

The scenario is as follows:

- 1. A product in the cart is out of stock. A 'Show Alternates' prompt appears under the product information.



- 2. When the user clicks 'Show Alternates', a popup window opens, with alternate products presented in a grid format.



- 3. The User selects an alternative option by clicking the 'Substitute' button.

4. The out of stock product is removed and the alternate is added to cart in its place.

Shopping Cart

Please review your cart before checkout.

Product



Sunken Treasures Wooden Jigsaw Puzzle

Code: CV166

 In Stock

Step-by-step guide

To configure Alternate Product Substitution functionality:

1. Login to the CMS.
2. Navigate to **Content Standard Pages**.
3. Select the **Cart** template.
4. Scroll to the template's **Main content zone** and click '**Add Widget**'.
5. Search for '**Alternates Popup**' and click '**Add Widget**'.

Zone Main

Order Lines

EditDelete

Cart Fast Order Entry

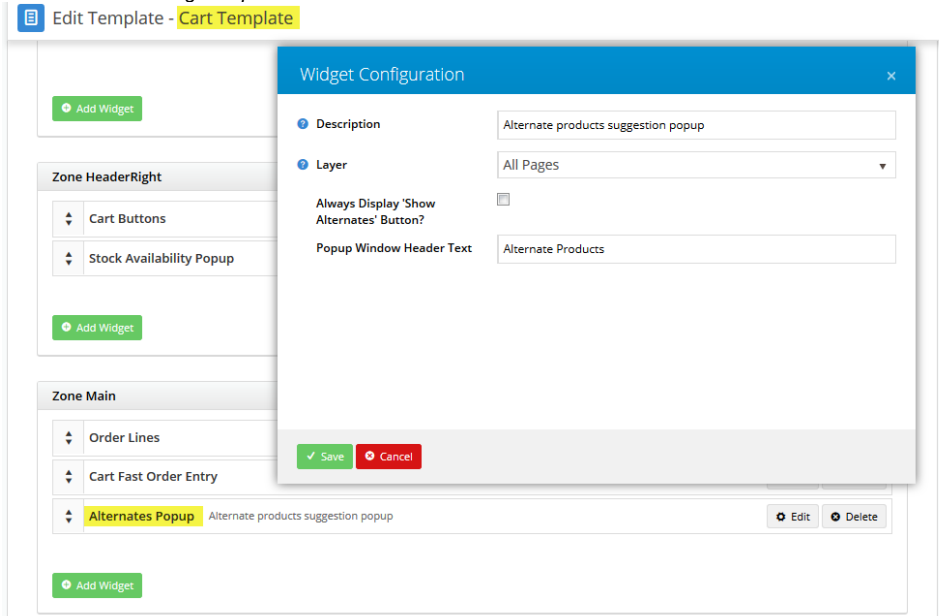
EditDelete

Select Widget :

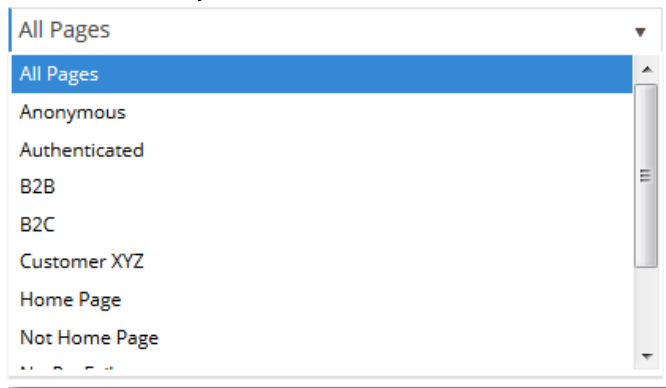
Alternates Popup

AddCancel

6. Click 'Edit' and configure options:

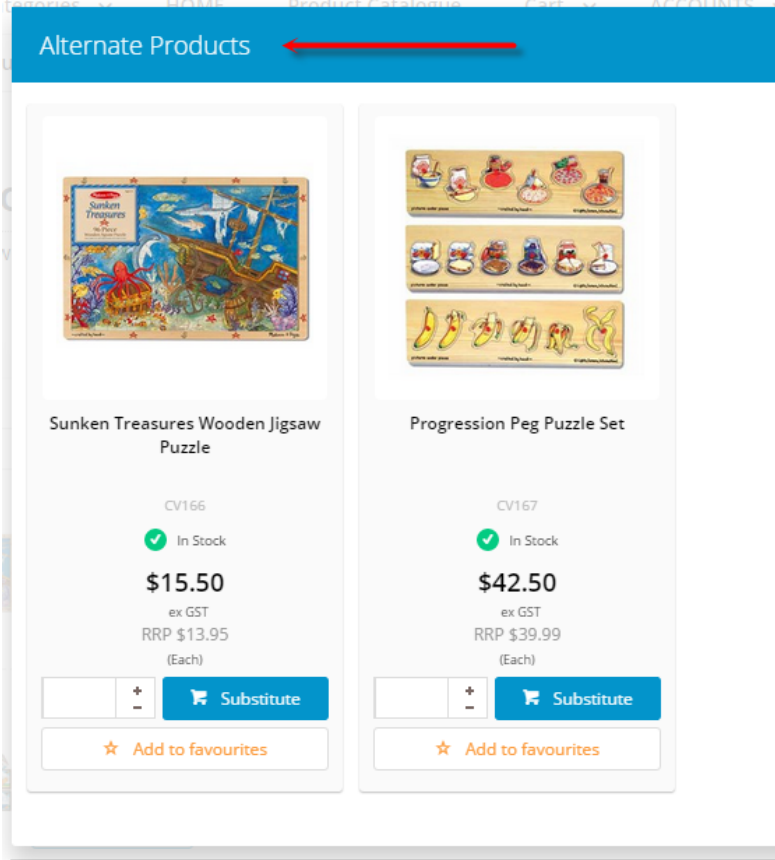


- **Description** - A description for the eCommerce team's reference. Appears on this widget layout page only.
- **Layer** - Select a layer to display this conditionally (e.g. for B2C roles only), or leave as 'All Pages' by default. For more information on layers, see our [CV Connect article](#)!

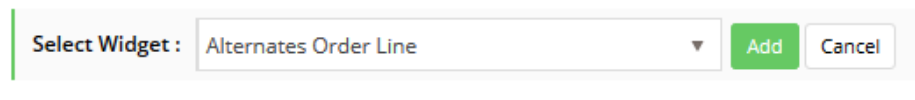


- **Always Display 'Show Alternates' Button?** - Tick this if you'd like the prompt to show for ALL products in the cart which have alternates set up against them, whether in stock or not. Otherwise, the prompt will only show for Out Of Stock products.

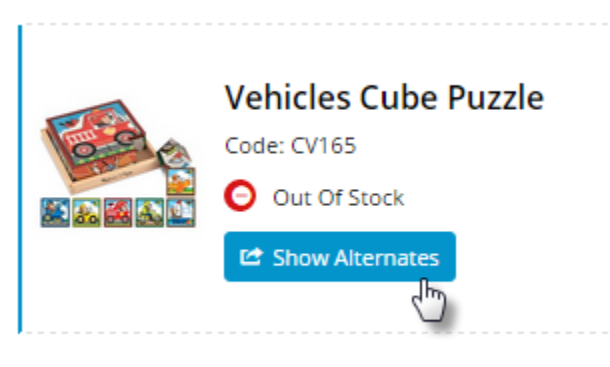
- **Popup Window Header Text** - The title which displays on the modal window for alternate products.



- Click **'Save'**.
- Navigate back to **Content Standard Pages**.
- Click the **'Order Lines Info'** template.
- Click **'Add Widget'**.
- Select the **'Alternates Order Line'** widget and click **'Add'**.



- Click **'Edit'** and configure options:
 - **Description** - A description for the eCommerce team's reference. Appears on this widget layout page only.
 - **Layer** - Set this to match the Layer setting for the 'Alternates Popup' widget configured previously.
 - **Show Alternates Button Text** - The text which appears on the button prompt in the cart.



13. Click **'Save'**.

The 'Show Alternates' button will now appear in the cart based on the options set above. The button sits just under the product information and is styled in line with the site theme.

Customise appearance of product data in Alternates popup window (optional)

To customise the appearance of product data in the Alternates popup window:

1. Navigate to **Content Standard Templates**.
2. Select the **'Alternates Popup'** template.
3. Here, the product list widgets are laid out in the order they appear (eg. product image at the top, then product title (description), product code, etc).

Edit Template - Alternates Popup Template

Widget Layout

Zone Column1

- ☒ Product List Image
- Add Widget

Zone Column2Left

- ☒ Product List Product Title
- ☒ Product List Product Code
- ☒ Product List Availability
- ☐ Product List Click And Collect
- Add Widget

Zone Column2Right

- ☒ Product List Price
- ☒ Product List GST
- ☒ Product List RRP
- ☒ Product List Unit Description
- Add Widget

Zone Column2Bottom

- ☒ Product List Attributes
- ☒ Product List Qty Box
- ☒ Alternate Substitute

4. Select the required widget and click **'Edit'** to configure options, or **'Delete'** to remove it. You may also use the tickbox to disable (rather than remove) it.
5. New widgets can also be added to this template if product data you wish to show is missing.
6. Drag and drop widgets to reorder them if required.
7. Changes will be visible on refresh of the web page.

Additional Information



Products must have Alternates configured (either in the ERP or the CMS) in order for this functionality to work. If an out of stock product has no Alternate data, the button will not display.

Minimum Version Requirements	03.79.00
Prerequisites	**
Self Configurable	Yes
Business Function	Website User Experience
BPD Only?	Yes
B2B/B2C/Both	Both
Third Party Costs	n/a

Related help

- [Product Maintenance Settings](#)
- [Product Maintenance](#)
- [Add Video to a Product Page](#)
- [Variant Tags](#)
- [Product Variant Grid](#)

Related widgets

- [Alternate Product Substitute Widget](#)
- [Alternates Popup Widget](#)
- [Alternates Order Line Widget](#)
- [Product List Alternates and Accessories Widget](#)