



Substituting customer items

2 min

About the Resource

Sometimes when you're shopping for a customer's order, an item might be out of stock. When this happens, you can substitute the unavailable item with a similar one.

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Video summary

In this video, we'll walk you through how to do it with the Spark Driver™ app!

Video summary

You can make substitutions if an item is out of stock. ✓

If you can't find an item, please press "Can't Find Item" and follow the prompts. ✓

If the suggested substitution isn't found, try looking for one yourself. ✓

Customers prefer a substitution. If there are no substitutions found, move on to the next item. ✓

Customers can opt out of receiving substitutions - in this case, move on to the rest of the list. ✓