

Upsell Visibility (POS, eCommerce and CMS)

This page covers how upsells work in IXO Commerce, where they appear, and the order they are presented in.

If you would like to see how to select Upsells in the POS and CMS, click [here](#).

Where upsells are shown

Upsells are presented in a step-by-step wizard in two places:

- **POS and CMS**, when a product is added to an order
- **Ecommerce website**, for made-to-order (MTO) items only

Wizard sequence

The wizard runs through the following steps in order. Any step with nothing to show is skipped.

1. **Configure the main product.** Only shown if the product needs configuring (for example, an MTO item with Customisations).
2. **Variant upsells assigned manually.** Set on the product edit screen.
3. **Variant upsells assigned by rules.**
4. **Product upsells assigned manually.** Set on the product edit screen.

All variant-level steps come before any product-level step.

Add-ons to upsells

If an upsell has its own add-ons, they slot into the journey straight after that upsell, before the wizard moves on to the next step.

Stacking

Upsells can be stacked, so a product can have as many upsell groups as it needs. Each group is shown in turn within its step.

Rules and restrictions

Product type combinations

Parent product	Upsell product	Result
Standard	Standard	Shown
MTO	Standard	Shown
Standard	MTO	Can be attached, but will not show
MTO	MTO	Shown

An MTO item cannot be upsold with a standard product. The system will let you attach one, but it will not appear in the wizard.

Rule-based upsells

Upsells assigned by rules only appear in the wizard if they are a variant upsell type. Rule-based product upsells will not show.

MTO option preselection

When an MTO upsell has options that match those already chosen on the parent product, those options are preselected. For example, if the customer picked a fabric on the parent and the same fabric is available on the upsell, it will be selected for them. The customer can still change it.