



The Newsletter for Online Entrepreneurs

## **Upselling Galore**

What I am about to tell you can easily double, triple or quadruple the amount of money you're bringing in from your website. Let me explain.

Last Sunday I got up early to do a little reading, but before doing so I turned on the idiot box to get mentally prepared. In most cases this strategy is not going to lead to anything productive, just a bunch of wasted time, so I avoid it. But there are exceptions in life sometimes, and this one turned out to be a BIG ONE.

As I navigated from channel to channel, doing my damndest to find something worth watching, I came upon an infomercial. This one was for the product called *Hip Hop Abs®*.

I immediately liked what I heard - not having to lie on the floor to work your abdominals. Because I use the same type of line with my **Combat Abs** program, my attention was immediately activated. While watching I started to make mental notes of all the strategies being used to sell this program. When it was time for a close, they left nothing to chance.

First, you were told that if you order now you'll have your price reduced. Instead of four easy payments of \$19.95, you'll only have to make three. Okay, great.

Second, if you order now they'll throw in a bonus of something or other and this amazing product will help you blah, blah, blah.

Third, if you order within the next eight minutes (or was it seven), you'll get FREE express shipping - otherwise you may have to wait four weeks. Wooooo. Now that one certainly adds an element, doesn't it?

At the same time this is being said, a countdown clock comes up on the screen. And the close continues. Yet another enticement is given if you order NOW. At least four reasons to act immediately were given. I made a note on my yellow pad.

Typically most really good marketers give you one reason to order NOW. So what about the crew who gives you three, four or more reasons to pull out your credit card and place a phone call right away? Do you think they hold an advantage when it comes to selling?

Of course.

Especially when the majority of people sit around believing that their products sell themselves, or that word of mouth is the whole key, or that they don't need any copy, and so on.

Fact is you CAN sell through word of mouth alone and you can make sales with very little copy - but what about entertaining the idea that you love and believe in your product so much you want to do everything you possibly can to get it into more peoples' hands?

I can assure you, **Carl Daikeler**, the man behind the making of **Hip Hop Abs®** - and a number of super-selling infomercials, like **Power 90®**, which has been running for years, doesn't appear content to sell a lot. He wants to sell tons. He wants to dominate.

In fact, he pretty much states this on his blog - carldaikeler. blogspot.com - to wit:

"I am the CEO of Product Partners, a marketing company which has specialized in developing fitness and weight loss products under the Beachbody brand since 1998. It's a good place to work. I started working at age 12, in theater production, which led to a teenage interest in TV production. I graduated from Ithaca College with a major in educational media, which had a huge impact on my approach to creating fitness/nutrition systems. I've been involved in direct marketing since 1987, and got into creating product with the "8 Minute Abs" video.

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I am a voracious student of business, and enjoy studying what makes a company/brand successful, especially to its customers. Beachbody is the expression of a career filled with plenty of success, failure, careful observation, and a lot of hard work. We've built a great company, with great people and we're just getting started. I am convinced this company will truly revolutionize the way people look at exercise and nutrition. What Starbucks is to coffee, what Nike is to sneakers - Beachbody will be to body transformation!"

WOW! Compare your vision to what Carl Daikeler wrote in his blog. Are you thinking BIGGER as a result? I hope so.

Anyway, back to the infomercial. While watching I decided to place my order. But instead of calling it in, I decided to go online.



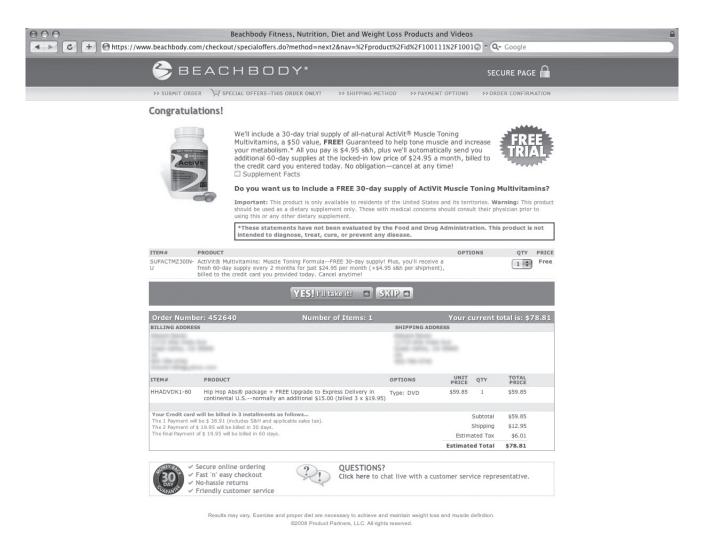
The website - www.hiphopabs.com - was clearly visible throughout the entire infomercial - proving once again, that an array of offline marketing strategies giving people the option of calling or going online to order, reigns supreme. This is something I've been saying for over eight years - even when the other so-called Internet gurus cried that I was not a "true" Internet marketer because I used offline media as well as online. They finally conceded this to be a reality a few years back, but not without begrudgingly using the middle digit to do so.



Okay, perhaps you're wondering why I went online to order instead of using the phone. Well, it wasn't because I wanted to check out the website. It was mostly because I didn't want to go through the plethora of upsells infomercial companies are famous for using today.

After you order the product you called in for, you feel like you got pitched on everything, including vitamins, vacations and vaccinations.

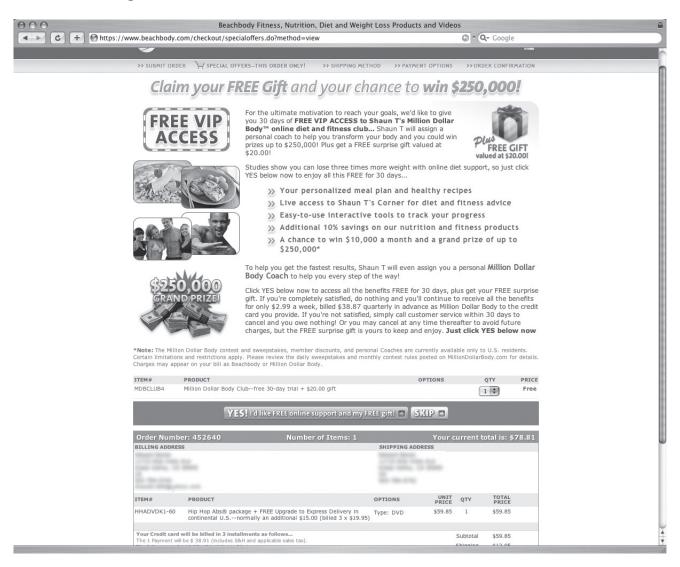
I'd rather not have to listen to this. I just want the product I ordered so I can get on with my day. That's why I went online. I figured it would be a nice, easy, clean transaction.



Here's what happened: When I submitted my order for the 3 easy payments of \$19.95 - I was brought to an upsell page wherein I could buy another related product. The upsell wasn't huge, so I took it. And as soon as I agreed to the first upsell, I was taken to another window with yet another upsell. Once more, the product was related, so I took it.

I hit submit and the third upsell came right up. I rejected this upsell, figuring this would end the process. Wishful thinking. In spite of saying no to upsell numero tres, I got a fourth upsell. This one, was for a kid's version of the product. They got me again. I hit the button to order.

And yet another upsell, this one for personal coaching. I rejected the offer. And as soon as I hit the button to decline I was brought to another page, this one selling me a protein drink. Again, I said no - but the selling continued.

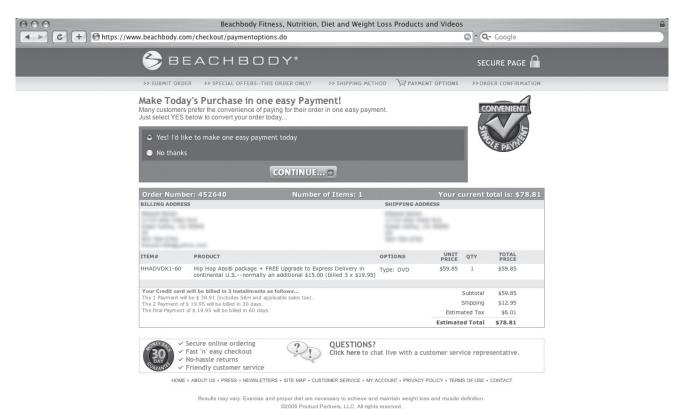


By the time I got out of the shopping cart I had invested \$190.82. I went online to order a product in three payments of \$19.95. I left making ONE PAYMENT of almost two hundred bucks.

Oh yeah, are you wondering how they managed to get me to make one payment? It's quite simple. At the time of checkout, offer another bonus - or another discount - if the customer pays in full.

I get nothing for telling you all of the above. Not a nickel. But I am telling you right now it would be a very wise decision for you to go to www.hiphopabs.com and place an order for this product just so that

you go through, up close and personal, the very thing I'm describing for you. Whether you end up rolling out sixty bucks or two hundred, or more - the education you will get - if you're paying attention, could help you double, triple and perhaps quadruple your online income.



[Unless, of course, you don't have a product or a back end to follow the initial sale. If that's the case, get one. And if you don't have an initial product and a back end to go with it, sell other peoples' stuff until you do. No excuses. There is opportunity everywhere.]

Alright, now let me tell you what happened as soon as I finished buying on this website. I did something you might do after you buy something that has a great selling procedure. I immediately called someone else to tell him about it. In this case, that would be Ed Baran, my webmaster.

First thing I did was tell Ed to go to the site and order, just like I did, so he knew the entire procedure being used. Then I told him what I needed to be doing on my websites. Guess what it is? Something similar to www.hiphopabs.com.

It's a money-making no-brainer, especially after you've been through the process yourself and had it done to you. You cannot go through what I have just described and be the same marketer forever more, unless you just don't give a damn.

Now, let's examine something very, very important.

I avoided the phone call because I didn't want to go through the upsell process. Most of the time when I call to place an order and the upsells begin, I am annoyed. The products are unrelated. I don't want them.

But when I went online, I was NOT annoyed in the least. I said "yes" to some offers and "no" to others, but I was not irritated. Not only that, I was tuned in to what the offers were because they were related to what I had already purchased. I didn't view them with an evil eye; I viewed them with curiosity. I didn't immediately cast judgment on the offers as undesirable, as I'd be prone to do on the phone, nor did I see a mental picture of some greedy sales rep going for more, more, more.

Such is the power of taking what used to be an off-line strategy and figuring out a way to do the same thing online, albeit in a softer manner. Now... don't view the word "softer" that I used in the previous sentence to mean that it is light with the pressure. Quite the contrary. What I mean by softer is that the sales process is perceived to be softer, yet the reality is that you're involved in a hard core boxing match directed at your pocket book. And chances are you won't mind being in this boxing match - whereas you may despise the one you get into on the phone.

Even so, SELLING is still taking place. Whether you're talking to a salesperson on the phone or the silent sales copy on a website - the objective is the same. Sell as much product as you can.

Think about this. And figure out a way to include more and more upsells into your online marketing system.

Matt Furey

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