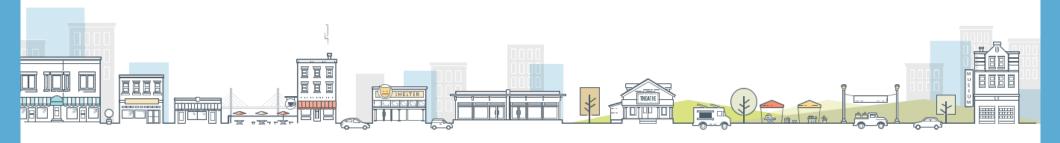


The Power of the Inbox

Tips and Tricks for Successful Email Marketing



Matt Ward





Authorized Local Expert, Constant Contact



matt@inconcertweb.com



facebook.com/inconcertweb





@webresults @inconcertweb

















First impressions matter.



Should your first impression be this:

Stay cool when it's hot!



Southside Cycling <southside@southside.com>

to Black, Robert; Black, S.; Braun, Adelle; Braxton, Carson, Thomas; Sherry; Cassey, Spenser; Chives, Daniel; Duggar, Rich; Downs, Tammy; Dale, Mickey; Dickens, Kyle; Finnegan, Carry; Finestein, B.; Fish, Alex; Felder, M.: Grace, Kiley; Heldman, Samantha; Isaacson, Fiona; Jackson, Cheryl; Jackson, Bob; Jones, Robert; Johnson, Ben; Kale, Gretchen; Lindstrom, David; Lowes, David; Miles, Jackson; Minestrone, Chicory; Manolitisis, Rebecca [©]

From: Southside Cycling [mailto:southside@constantcontact.com]

Sent: Thursday, June 11, 2015 3:37 PM

To: Black, Robert; Black, S.; Braun, Adelle; Braxton, Carson, Thomas; Sherry; Cassey, Spenser; Chives, Daniel; Subject: Stay cool when it's hot!

Let us help you have the perfect cycling summer! Visit our shop for the latest trends on gear for the season.

Hi! Tanya,

Have you checked us out lately?

Our bike shop has all the latest the Summer season trends at discounted prices and we're looking to keep you 'coof' in the healt! We appreciate your business and if you haven't stopped in recently, bike on over and you will find all the latest gear for your cycling needs. We want to be your partner on the road. Check out our new latest and greatest in helmets, shoes, glasses, gloves and other sports wear. In addition, we have some upcoming workshops that may interest you.

Our very own Brody will be instructing those of you who would like to learn the art of bike repair and tuneup, for a hands-on workshop this month. You will learn how to clean and restore older models for reuse and he will also educate you on what to look for when shopping for a new one. Workshops start June 21 and run for 3 weeks, from 7.00 pm -9.30 pm. Please visit our website at www.southsidecycling.com to sign up! Bring a friend and receive a 15% discount on your next in-shop ourchase!

Don't forget about our event at the end of the month! We put our best foot forward when we pedal for charity! Donations are accepted and you don't have to be a professional to participate. Be sure to visit our shop to gear up for that Summer trek to stay comfortable while you help to make someone else's life a little easier. Sign up now for this wonderful event on our website. Families are welcome.

Thank you for your continued customer loyalty and please stop in the shop and say hello to Brody and myself! We look forward to seeing you!

Stay cool!

Southside Cycling Team



Or this?

Summer trends in cycling so you don't have to break a sweat!



CYCLING



SUMMER TRENDS IN CYCLING



Hey guys--it's summer at last and your partner on the road wants to make sure you're ready for riding! Stop by to see the latest trends and what's going to be big on two wheels this season. See you soon!







. . .

VISIT OUR SITE





What is email marketing?



Delivering **professional** email communications...



to an interested audience...





CLICK HERE TO VIEW

Containing information the recipient finds valuable...

that looks great in any inbox!





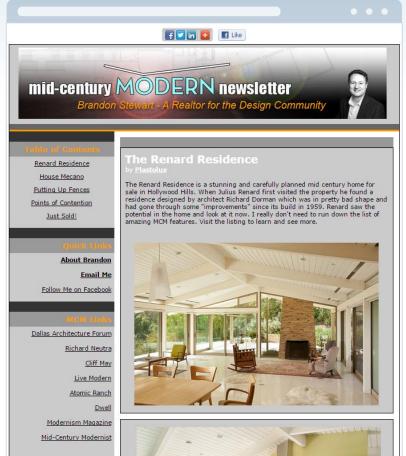


What can it do for *your* business? Boost repeat business.

"Every time I send out an email, I get a sale in 15 minutes. Overall, I get up to four times as many sales with these newsletters than I did with my old ones, and they've gone from about \$50 per order to \$100."

- Irene Schmoller, founder Cotton Clouds





What can it do for *your* business? Create and increase awareness.

"The emails are an important reinforcement of brand. I get calls from people I've never met all the time. They get the newsletter, or a friend of theirs gets the newsletter, and they know I'm the person to call. It really helps establish credibility upfront."

- Brandon Stewart, realtor at <u>David Griffin & Company Realtors</u>







Summer Spa Savings

Enjoy a 50 minute Swedish Massage OR 45 minute Custom Facial for \$125 (originally \$150)

10% discount on all other spa services

10% discount excludes hair and nail salon. Offer expires on September 7, 2015 and cannot be combined with any other promotion or discount.

Open Daily

Gym 6:00am-8:00pm | Aqua Sanitas 8:00am-7:00pm Spa and Salon services 9:00am-7:00pm

Allegria Spa | Park Hyatt | 100 E Thomas Place | Beaver Creek | CO | 970-748-7500 | www.allegriaspa.com |

What can it do for *your* business? Drive revenue and profit.

"It has definitely been the easiest way to reach people. If we have a slower day and know that we want to reach local people, we can create a quick email and will get at least a few calls right away."

- Christine Copertino, spa director for Allegria Spa



You need to harness the **power of the inbox**. Are you ready?



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 - a. Grow a healthy list
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- 3. Putting it all together

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Q: What is the #1 app on cell phones?

A: Email

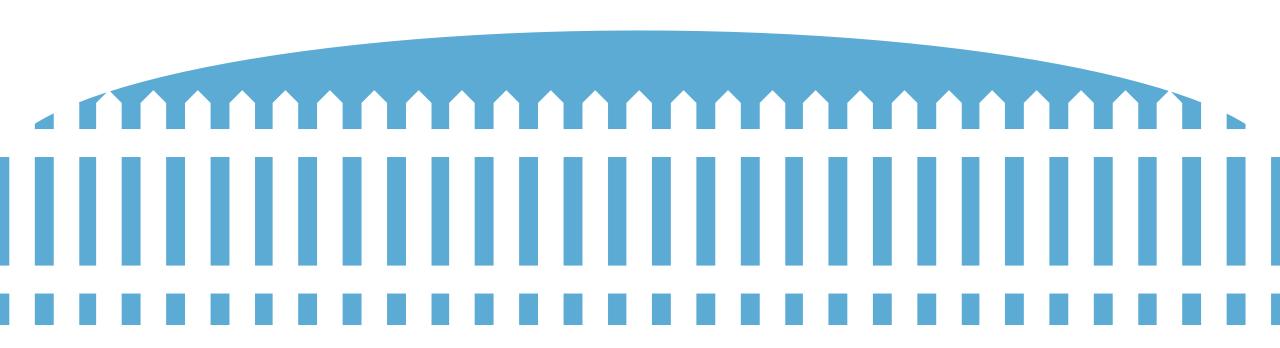
More than half of all emails are opened on a mobile device

More people own a cell phone than own a toothbrush!





Engagement is the new word of mouth



People read it

88% regularly check email on their smartphones (more than social media or videos) 91% of people check their email daily

Email is reliable

Email gets delivered 90+% of the time; (Facebook posts reach just 2% of fans)

Email works

Email marketing has 3X the conversion rate as social media For every \$1 spent on email marketing, there is a \$44.25 average ROI



Why regular email doesn't work

- Limited # of emails sent at once
- No formatting control
- List break up more susceptible to filters
- No cohesive branding
- Potential SPAM complaints
- No tracking and reporting of email results

Stay cool when it's hot!

-

Southside Cycling <southside@southside.com>

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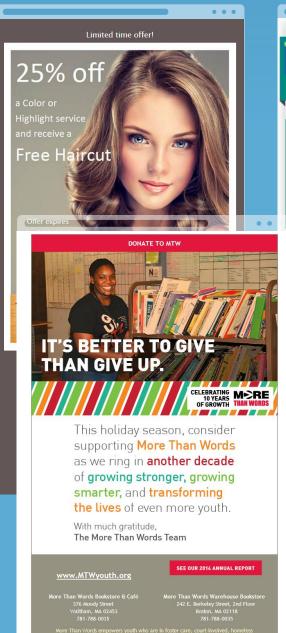
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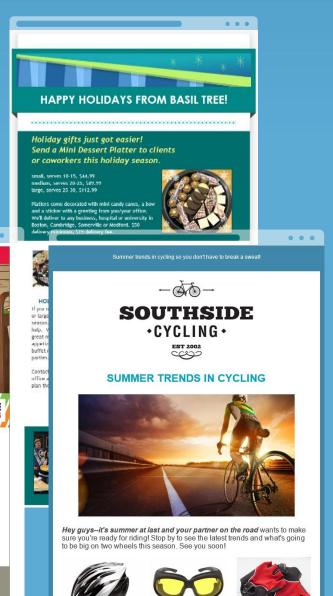
Thank you for your continued customer loyalty and please stop in the shop and say hello to Brody and myself! We look forward to seeing you!

Stay cool!

Southside Cycling Team







Email Marketing automates best practices for you and makes you look great!

- Provides beautiful, mobile-responsive, easy-to-use templates
- Reinforces brand identity
- Emails addressed to recipient only
- Manages lists adding new subscribers, handling bounce-backs, removing unsubscribes
- Ensures email delivery, tracks results and obeys the law



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Growing your list is all about how and where you ask.

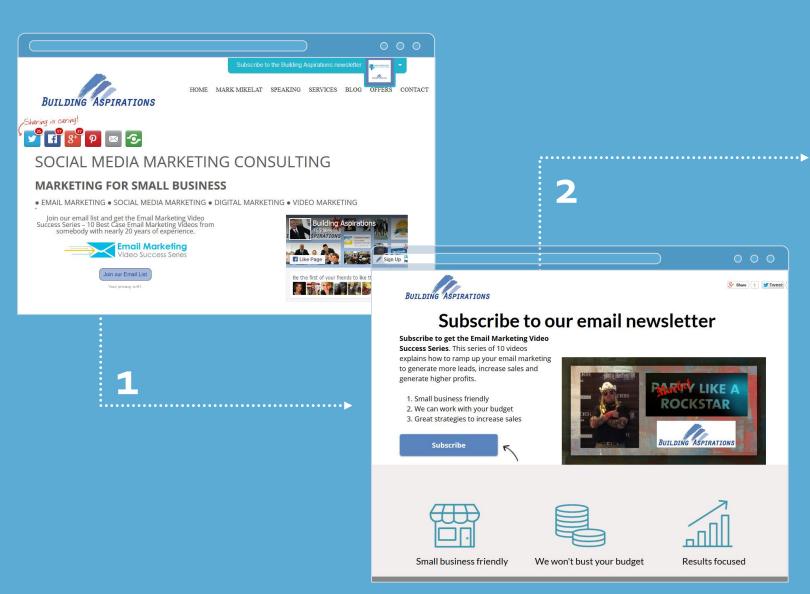
And yes, you have to.

How to Ask: The importance of permission

Get express consent	Ask for permission to send them email
Be straightforward	Let them know what content to expect & follow through
Offer opt-out	Include the option to unsubscribe in every email
Respect privacy	Post your privacy policy – it adds credibility
Don't overwhelm	Respect the privilege of communicating & plan strategically
Follow Compliance Guidelines (CAN-SPAM, CASL etc.)	 Clear & obvious permission on your sign up form Clearly identify the person, business or organization Include a valid mailing address & phone number, email or web address Inform them that they can unsubscribe any time Have a process to record express consent

3

Where to Ask: Everywhere you're online





Where to Ask: Everywhere else!



Collect email addresses at events

At speaking engagements





5 Reasons to do "X"

Sign up form on the bill or in a check presenter





Top 10 Reasons Download Guide Use a 'fishbowl' to collect business cards





Use a sidewalk sign to offer an incentive to subscribe inside

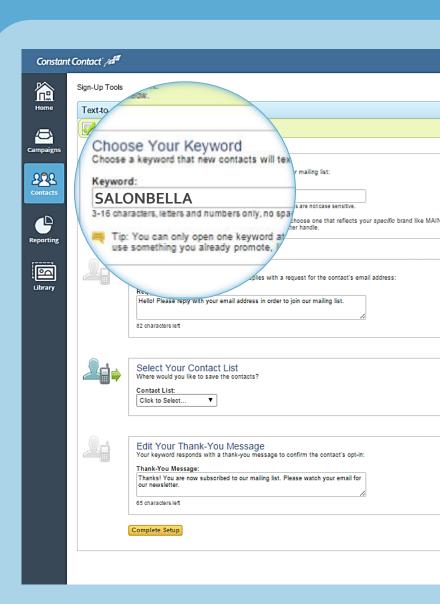
Create additional content and give it away for free in the form of eBooks and other types of free guides.



Tip: Use Text-to-Join to collect contacts









Don't forget - give them a reason to join your list and let them know when to expect it.

Ongoing education related to your product

VIP preference

Insider news or exclusive access

E-book, whitepaper, guide

Updates on your mission

Friends & Family discounts

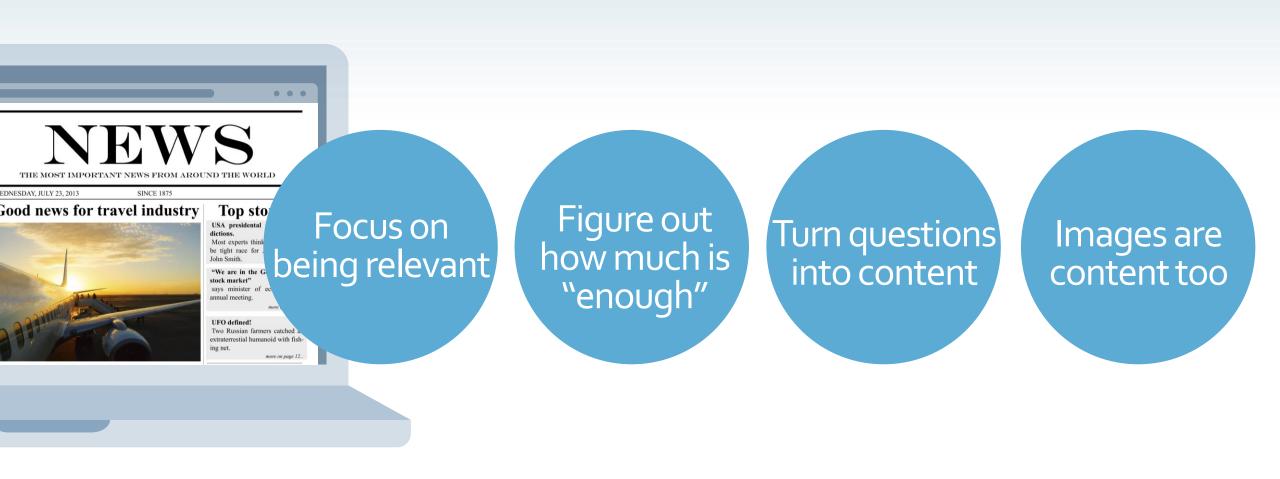
The #1 reason for an unsubscribe is irrelevant content.



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It's not always about you.

It's about what you know, or what you have access to.



Write for your audience, not for you.





Want to put a smile like this on your dog?





Morning, afternoon and evening walks and hiking, agility, tricks classes, swimming, clicker training, dock diving, scent games and freestyle fun!

Try a water tricks class with clicker trainer Erica Etchason from Canine Water Sports or move to the music with Jenn Michaelis from SassyT Canine Academy. Share the fun of relaxing and playing together with your dog doing as much or as little as you would like.

Visit our website more details.

Register now!

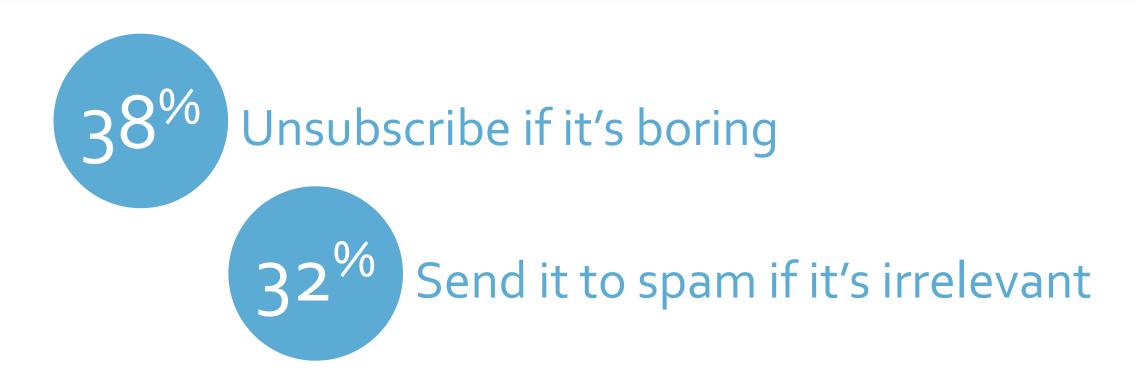








Write for your audience, not for you.



Source: MarketingSherpa



How Lieus is is neme ugh?

forward to this summer in Grafton

3 pictures or less



Miles of Mountain Biking
Ride to your heart's content (Grafton
open 7 days a week starting June 22),
join a Mountain Bike Camp for Kids or of
first ever Bike and Brew Fest.



Tantalize your Taste Buds
Chef Mary Ann Esposito will once again lead
the Third Annual Grafton Food Festival celebrale Vermont's "taste of place," and save
room for her incredible 5-course dinner!



-20 lines of text or less





Number of Links















5+
less to no clicks

Fewer links, more clicks



Turn Questions...

- 1. How do I ensure my pipes won't burst this winter?
- 2. Do I get to deduct mileage I drive _____ 2. Answers to Your Top 3 from work to home each day?
- 3. What's a simple way to pick the right wine?
- 4. How do I get more people..... to show up at my events?

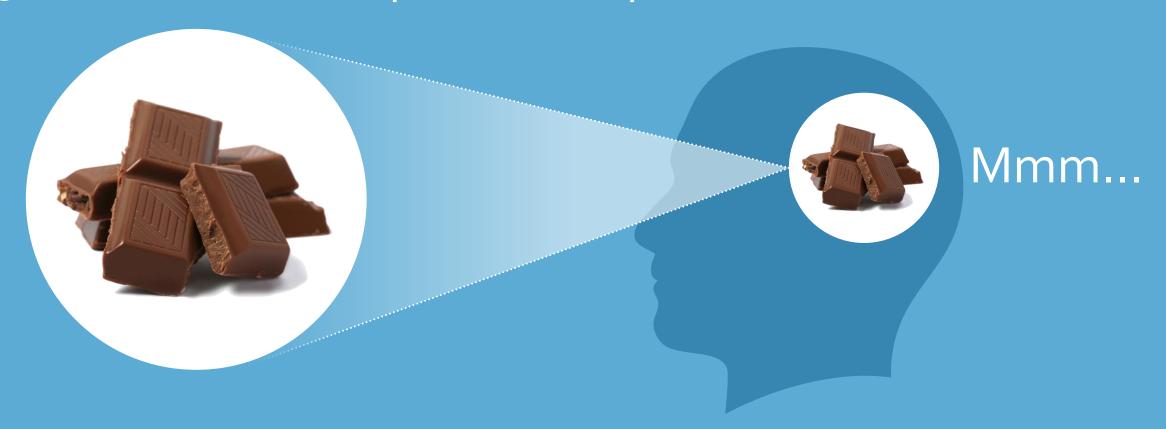
...Into Content

- 1. 5 Ways to Protect Your Pipes from Freezing this Winter
- Mileage Deduction Questions
- 3. Red or White? 5 Simple Wine-Pairing Tips
- 4. 10 Ways to Sell More Tickets for Your Next Event



Images are content too!

90% of information processed by the brain is visual content

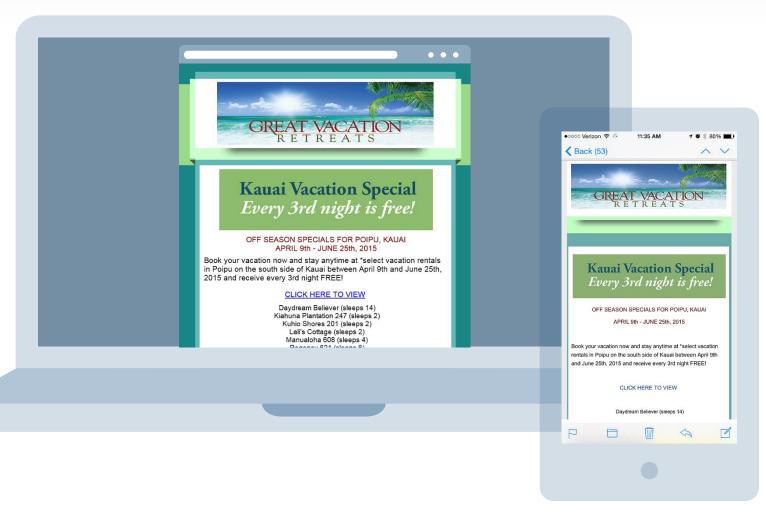


Source: www.adweek.com



Communicate through Images

- Communicate through pictures – and make them clickable
- Keep key action above the scroll line
- Use design wisely (and limit choices!)

















Working with photos

- Choose the right size
- Avoid copyright issues
- Use your own photos or stock images

Stock photo sites

BigStock

http://www.bigstockphoto.com

StockVault.net

http://www.stockvault.net

Freelmages.com

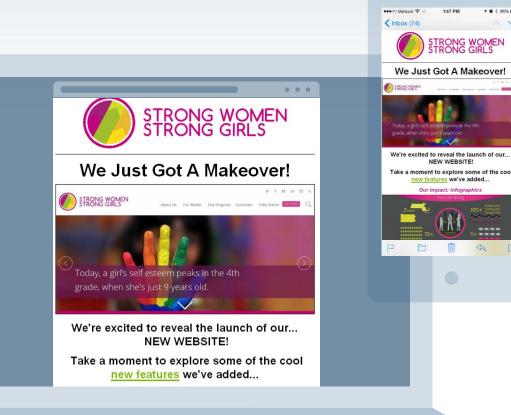
http://www.freeimages.com



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Select a mobilefriendly template that matches your message

Make sure your brand is consistent everywhere

Look great – and recognizably you – in any inbox!



Newsletters

Frequency: Monthly / quarterly

Content: Educational (often nonpromotional)







Donate

January 2015 Newsletter

Between successful mountain gorilla orphan exams, the hiring of a new field veterinarian in Uganda, donations of crucial equipment and supplies for our laboratories, and training workshops in surgical techniques for our field vets, 2015 is off to a great start for the Gorilla Doctors! The excitement of the New Year is tempered, however, as we say farewell to Regional Manager Dr. Jan Ramer, who returned to the US this month after a year in Africa managing field operations in each country.

Announcements

Frequency: Event / date driven

Content:
Promotional or
educational with targeted
message

Surveys, new products, special events



The annual Rockport HarvestFest celebration eatures the best of the season in a quintessentia coastal New England setting, offering live music,

reat food, and plenty of activities for families. This

Promotions

Frequency: Bi-weekly / monthly

Content:
Promotional / limited
content

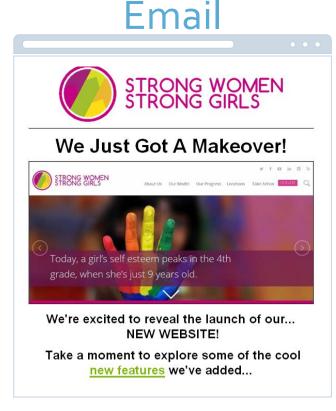
Deals or coupons





Be recognizable. Everywhere.

- Be consistent with logo & branding colors
- Use images of your business, products & people
- Use consistent language



Facebook





Strong Girls will dream farther. Strong Women will help them get there.



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Follow this simple recipe for success...

- 1. Single column template
- 2. Fewer than 3 Images
- 3. Fewer than 20 lines of text
- 4. No more than 3-5 links
- 5. Action above the scroll line







Compelling Subject: "Is it worth reading?"



Good Timing: "When was it received?"

Easy 'share' options: "Can I send to friends?"

Give them 4 reasons to pay attention.



Who sent it?

How do people know you best?

Make your "from name" and "from email" recognizable.













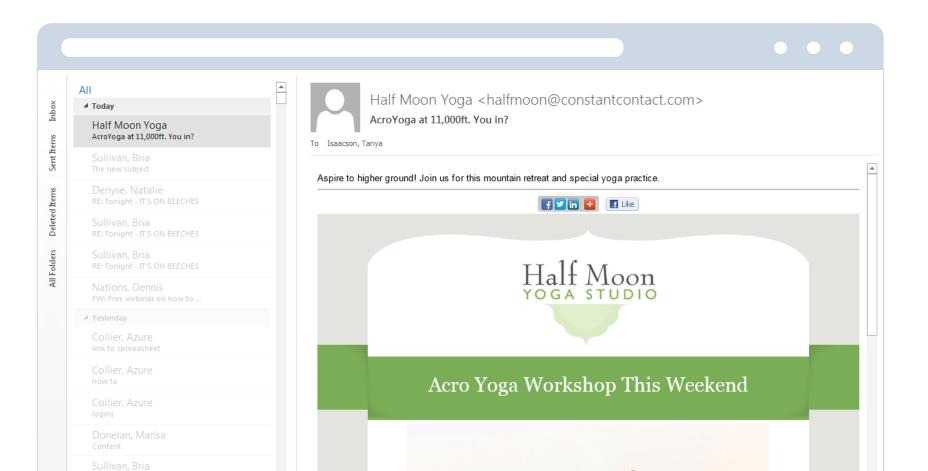




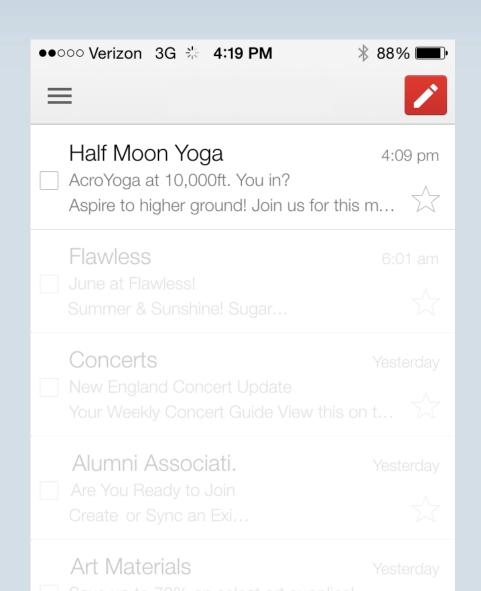


Is it worth reading?

Identify your purpose. Be clear, be clever and...







Entice them.

- Use "teaser" text
- Customize the message



Choose your words carefully.

Avoid the following:

- Spam-like terms
 - Check your spam folder
 - Use spam-check button
- ALL CAPITAL LETTERS
- Excessive punctuation and symbols !!!, ???, \$\$\$

Refund Fast! Act Now! dollars remove rates Click order home Win credit Free offers Get guaranteed now income cash Save Act Now! traffic Urgent
Purchase
Fees money



Less sis More Keep it clear, keep it clever, keep it short.

30-40 characters max typically appear on most mobile devices

6-10 words is best; 4-7 has greatest response

Control first 11-18 words of "pre-header" text to entice mobile readers

51% of email is opened on mobile devices

Source: Litmus



Timing is everything. Create a master schedule.

How often?

- Keep the promises you made at signup (weekly, monthly, regular)
- Coordinate timing across email and social channels for maximum impact
- When it's urgent!

What day and time?

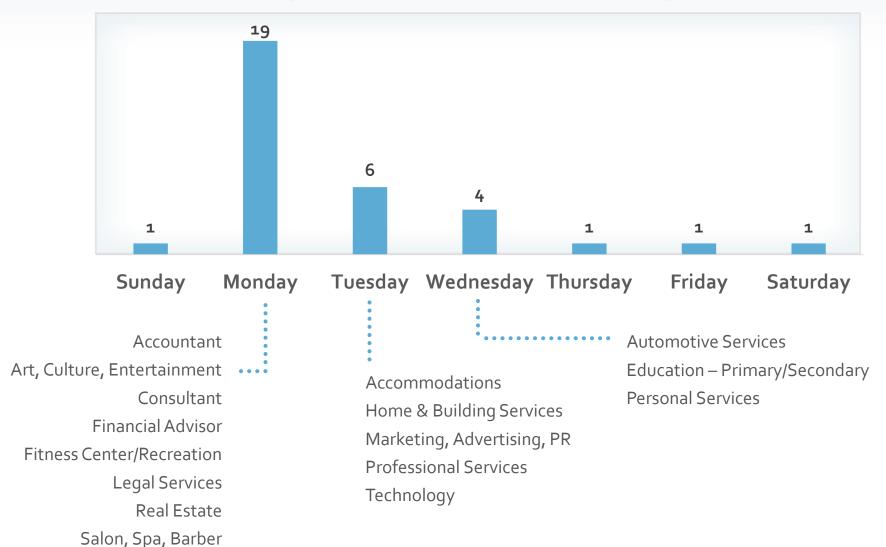
- When is your audience most likely to read it?
 - Day of week (Tuesday & Wednesday)
 - Time of day (10am to 3pm)
- Test, test, test

When is it best to send emails?

Accountants & Hotels, Inns, Religious Financial **Arts & Crafts** Restaurants Organizations B&Bs Advisors Monday Tuesday Wednesday Thursday Friday 6:00 am 7:00 am 12:00 pm 7:00 am 5:00 am



Best **day** to send (# of industries out of 33 studied)



Cool and interesting fact:
When to Send

[#1]



Get to know what's right for you... How to test the day and time that works.

Day:

- 1. Select two different audiences
- 2. Select two days in the week
- 3. Send your email and watch for the best open rate

Time:

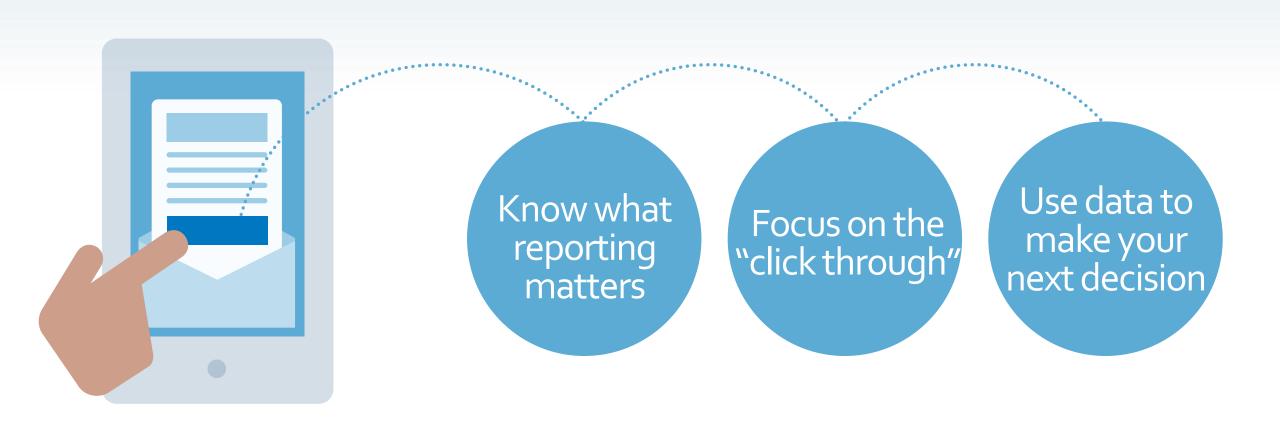
- 1. Use the same two audience lists
- 2. Select two times on the day with the best open rate
- 3. Send your email different times and watch for the best open rate



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Tracking your results...

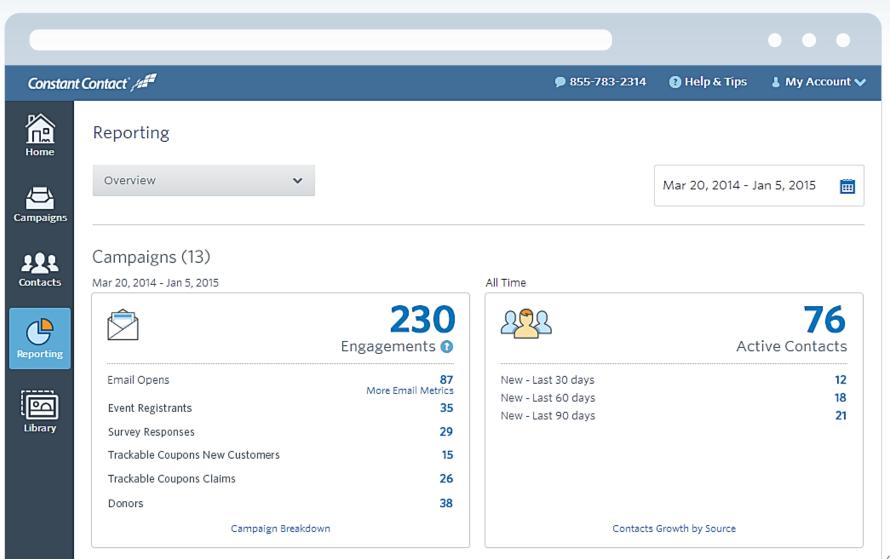


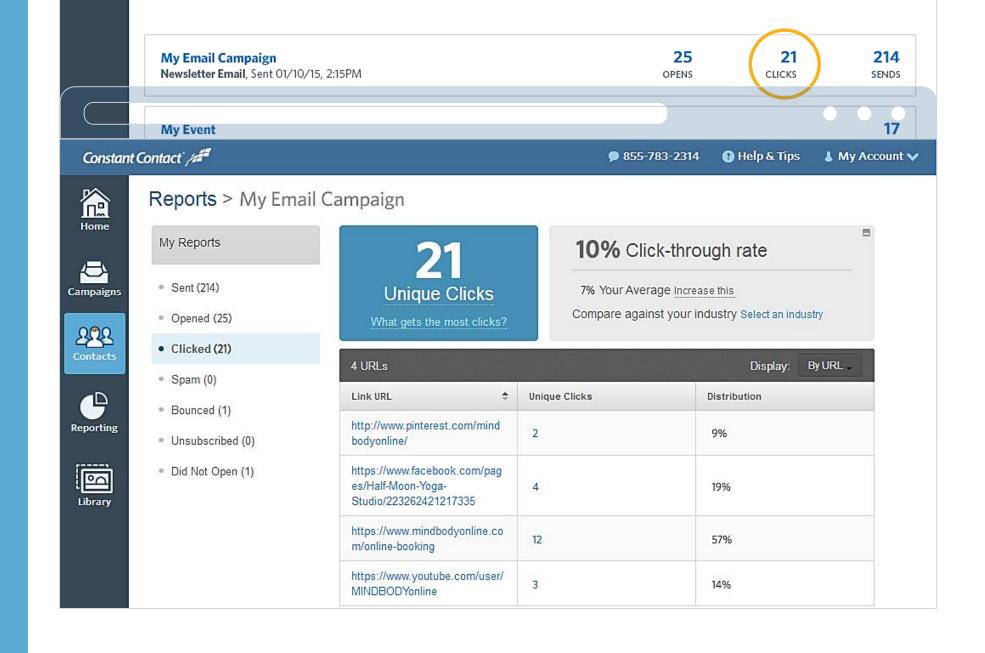


Small businesses believe that reports and analytics...



Spotlight on the "click-though"







Making Decisions based on Metrics



High open rate, **low** click-through rate

High open rate

Make it even better:

- Find the best time & day
- Identify best keywords
- Segment your audience by interest

Low click-through rate

Improve it by:

- Have a strong call to action
- Make email mobile friendly
- Keep email short



Low open rate, **high** click-through rate

Low open rate

Improve it by:

- Watch timing & frequency
- Write a strong subject line
- Send relevant, engaging content

High click-through rate

Make it even better:

- Format links to stand out
- Offer links to preferred content
- Segment audience based on clicks

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You have an advantage. Your customers love you!

Three simple steps to get started:

- Get your contact list together, even if it's just five people.
- Create and send one campaign...hit send!
- Watch what happens...do more of what works.



What an "ideal" email looks like...

Subject line: keep below 50 characters (this one is 8 words, 35 characters)

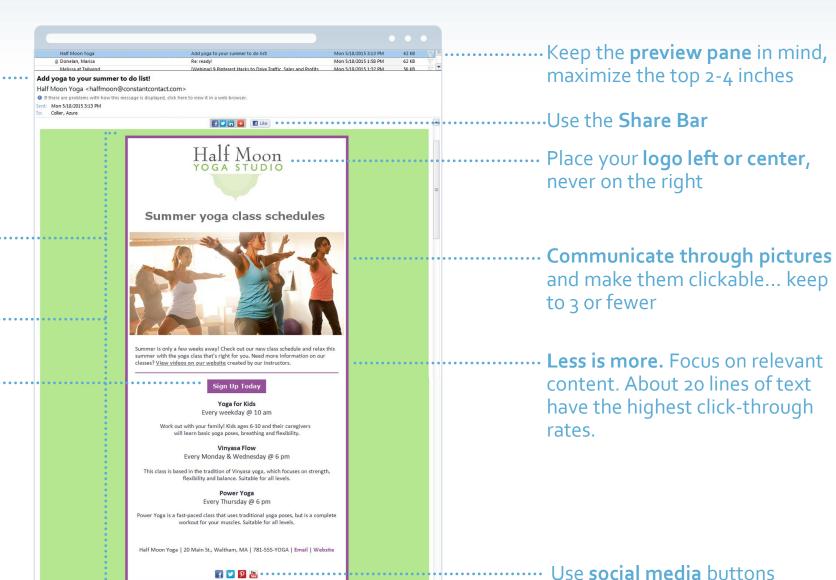
Include your **business name**in 'from name' text

Choose the **right template** for your message and **design for mobile**

Use your brand colors ..

Keep key call-to-action above the scroll line

Minimize the **number of links**. One is best, after 3 clicks drop off significantly.





Small business marketing is...

Nurturing relationships. Delivering on your promise. Getting measurable results.



You really can do this!
One toolkit. One login.



Today's Offer?

Session Offer

Constant Contact

Free 60 Day Trial

Plans start at \$20/month | No Contract | 100% Money Back Guarantee

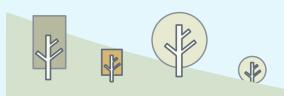
Website Audit

12 Point Website Audit (*Usually \$199*)

Audit Report, Discussion and Recommendations for improvement!

Matt Ward





Authorized Local Expert, Constant Contact



matt@inconcertweb.com



facebook.com/inconcertweb





@webresults @inconcertweb















Web Solutions... bringing it all together.

Attract, Convert & Grow!







