Digital Marketing







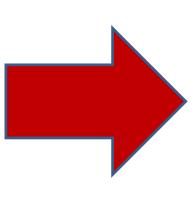






Technology Changes EVERYTHING!!











Retail Transformation

...to anyone paying attention, it's no surprise that retail is in the midst of a revolution.

It's not stores vs. Ecommerce
there are now
New Terms of Engagement
Ecosystem of Customer Expectations





Why should small business care?

- 75% of customers under age 65 do online research before going to a store (Purdue University)
- Roughly 80% of Iowa MA survey participants use social media on a regular basis (MSI-2019)
- Average person looks at their smart phone 150 times a day! (Shop Talk)
- Digital is a touchpoint consumers EXPECT!
- Cost effective way to reach current and new customers.
- Best opportunity to expand your brand





New ways to connect

- Social media channels
- Email marketing
- Apps
- Blogs
- Websites
- Text messages

How many are YOU using??







RETAILERS, BRANDS, AND ONLINE MARKETPLACES BATTLE FOR WALLET SHARE

Average Volume of Online Purchases Made Across the Following Digital Channels



Shoppers' Preferred Channel for First-Time and Repeat Purchases

First-time purchase



SHOPPING EVOLVES AS CONSUMERS DEFINE NEW TERMS OF ENGAGEMENT

Top Traits of Shoppers' Favorite Brand

Offers exclusive shopping experiences/promotions

Caters to my unique needs

Engages me in the places I prefer

I tend to shop with a specific brand in mind

SHOPPER JOURNEYS MOVE TO THE EDGE

Shoppers Who Buy Products with the Following

Mobile wallet (e.g., Apple Pay, Android Pay, Venmo) Social media

Messaging apps

3%

On average, shoppers have





shopping apps on their mobile devices

STORES REMAIN CRITICAL FOR DISCOVERY, EXPERIENCE, AND FULFILLMENT





Top Reasons to Shop In-Store

To get merchandise immediately

To touch and feel merchandise

The overall in-store experience

SPOTLIGHT: 2019 HOLIDAY SHOPPING



LAST LOOK: TRUST AND SUSTAINABILITY INCREASINGLY DRIVE THE PATH TO PURCHASE*



^{* &}quot;State of the Connected Customer," Salesforce Research, June 2019. Consumer data.

Salesforce Research





SHOPPING IS INCREASINGLY INGRAINED IN EVERYDAY LIFE

Discrete → Embedded

Analog → Digital

Consumers can shop anytime, anywhere

of consumers using voice assistants have ordered an item with them*

75% of repeat purchases are made online

Connected & personalized experiences

Linear → Fragmented

Product → Experience

Lots of digital & physical touchpoints

8

Average number of channels customers use to communicate with companies* 83%

of consumers say the experience a company provides is as important as its products* What happens in store matters

* "State of the Connected Customer," Salesforce Research, June 2019.





SHOPPING MOVES TO THE EDGE - EASIER AND FASTER THAN EVER



" "State of the Connected Customer," Salesforce Research, June 2010.





Digital Marketing should be a part of your <u>overall</u> Marketing campaign

- BE professional
- BE consistent
- Keep it FUN







Ask Yourself...

What are your goals for using

Digital Marketing?



- Driving sales
- Improving customer traffic
- Improving the lifetime value of customers
- Customer engagement
- Raising the status/brand of your business in the local marketplace





Creating Goals

Choose your target audience
 Who do you want to reach?
 Be specific!!

Example:

- Young people, age 20-30 years
- Just establishing their 1st home
- Unaware that my business is here







Creating Goals

- 2. Articulate what you want to achieve!
- Drive more traffic into the store
- Increase email/newsletter sign-ups
- Build brand awareness
- Increase sales \$100/day/week





Creating Goals

What strategies & tactics will help you achieve your goals?

Example: Drive traffic to website

Always include links to your website

Example: Increase foot traffic

- Ask customers how they found out about you or your store.
- Daily/hourly customer counts





Choose how you will measure

- Count shares, likes, comments
- Sales revenue, average sales per customer
- Daily, weekly, quarterly?

How will you justify that your time on digital/social channels is worth it?





I don't have TIME to be on social media!!!







Social Media for business

- NOT like your personal page!
- Great place to start
- Should enhance relationships with customers
- Customers use it to see the most up-to-date info on your business
- Devote 10 minutes a day to increase your visibility
- Goal is to drive sales!!
- Be visual photos are the most effective means of driving engagement

The bottom line: Your customers are on social media!

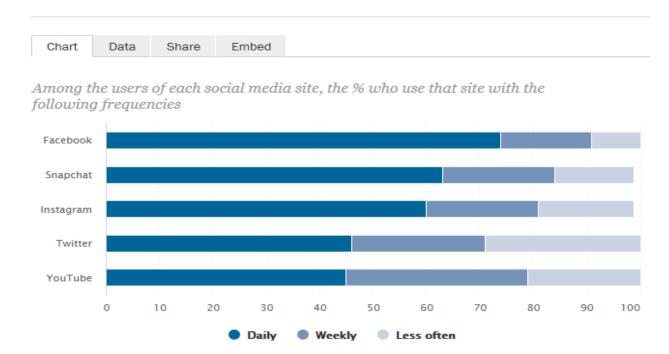




Business

How often Americans use social media sites

For many users, social media is part of their daily routine. Roughly threequarters of Facebook users — and around six-in-ten Instagram users — visit these sites at least once a day.

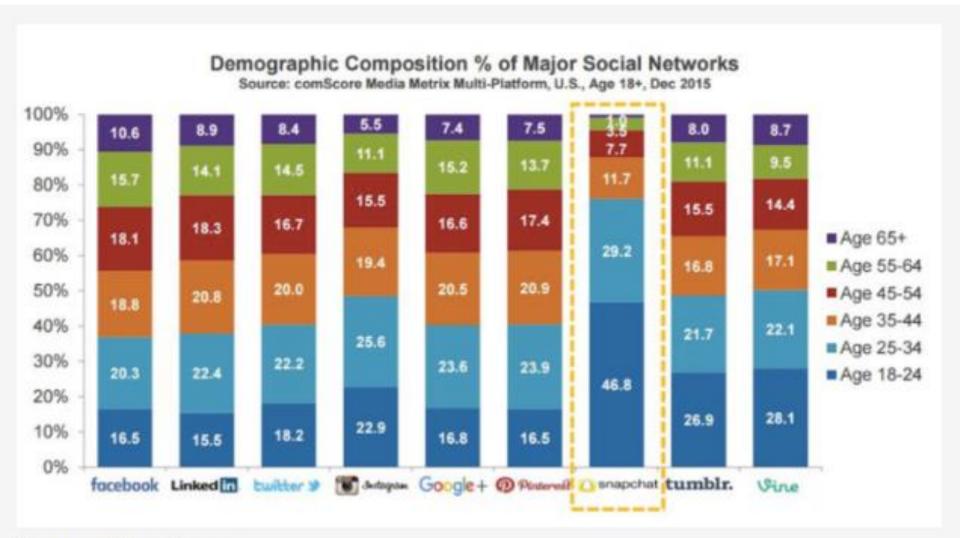


Note: Numbers may not add to 100 due to rounding. Source: Survey conducted Jan. 3-10, 2018.

PEW RESEARCH CENTER







Source: ComScore







ANSWER CHOICES	RESPONSES	
еВау	14.48%	168
Etsy	12.24%	142
Facebook	81.21%	942
Foursquare	1.03%	12
Instagram	25.95%	301
LinkedIn	16.03%	186
Pinterest	28.71%	333
Twitter	19.66%	228
Yelp	10.95%	127
YouTube	36.72%	426
None	7.07%	82
Other (please specify)	5.95%	69
Total Respondents: 1,160		

Q12: Which of the following social media networks or online applications do you regularly use? (select all that apply)

Answered: 1,160 Skipped: 31





Ask Yourself...

How much time do you realistically have?





- 10 minutes a day
- Once a week
- Can other staff help?
- Hire it done!





So where do you start?

- 1. Know what **YOUR** goals are
- 2. Identify your **TARGET** customer
- 3. Determine what **SOCIAL NETWORKS** they use







Create a simple calendar

January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- What
- When
- Which platform
- How often



BRICK-AND-MORTAR STORES REMAIN A MAINSTAY FOR SHOPPERS

Top Reasons for Shopping in a Physical Store

#1 To touch and feel

merchandise

#2

The overall in-store experience #3

To get merchandise immediately

#4

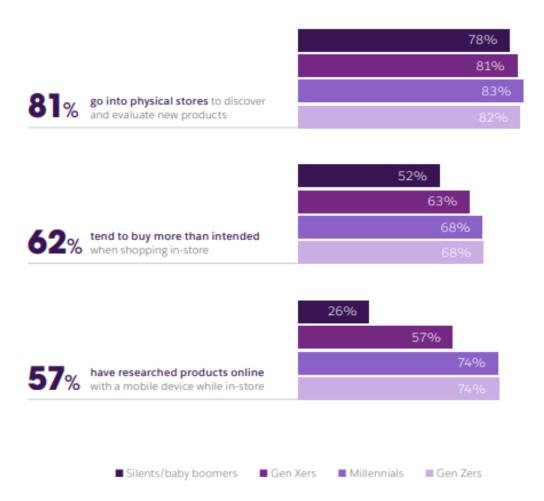
To take advantage of in-store discounts #5

To avoid shipping fees





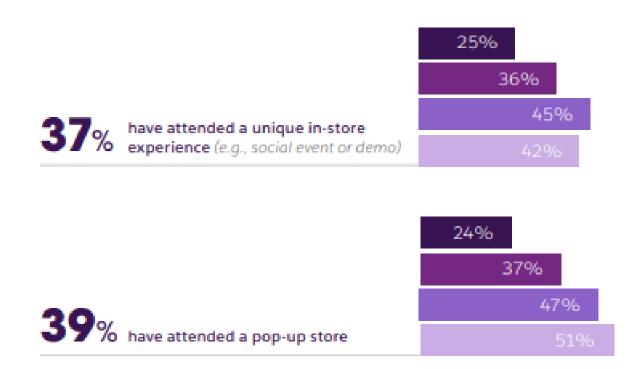
THE STORE IS A DISCOVERY HUB







THE STORE IS AN EXPERIENCE HUB







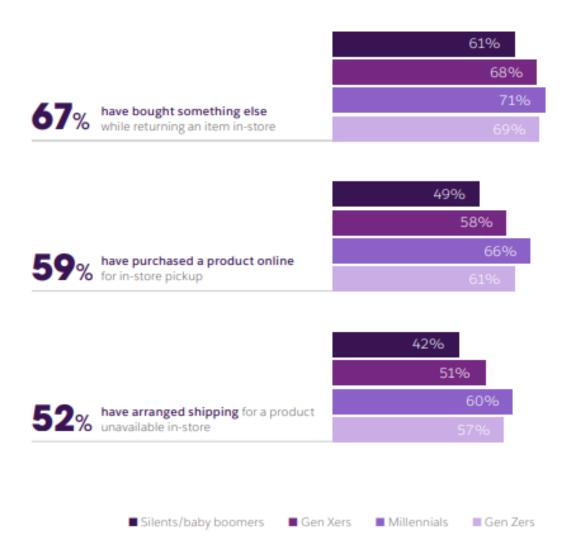








THE STORE IS A FULFILLMENT HUB







Lots of options . . .

PURCHASE PREFERENCES VARY ACROSS GENERATIONS

Shoppers Who Plan to Increase Purchases Through the Following Channels Over the Next 12 Months









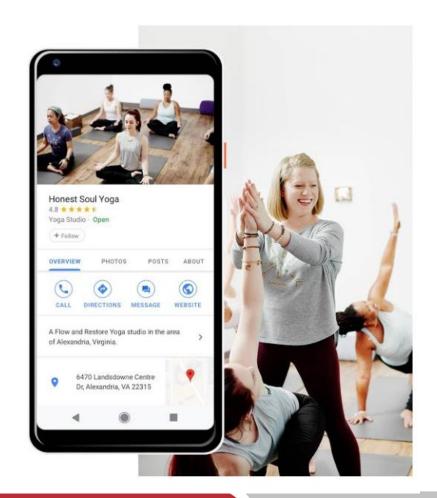
Claim Your Google Profile!!

Stand out on Google with a free Business Profile

Your free Business Profile on Google lets you engage with customers directly and manage how your business appears on Google Search and Maps.

Manage now

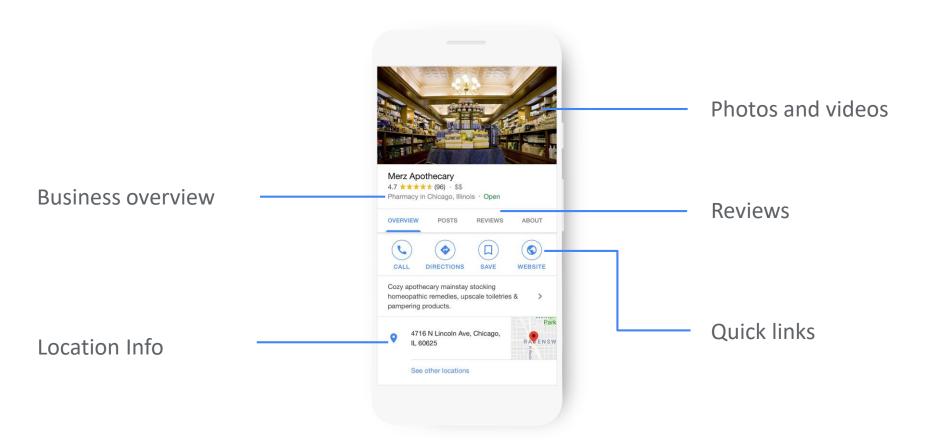
Or call us 1-844-491-9665







ANATOMY OF A BUSINESS PROFILE ON GOOGLE

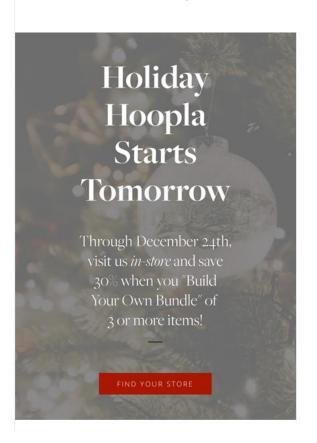






Email Marketing

Carvers Ridge



Carvers Ridge

Join us on November 1st & 2nd for our annual Holiday Open House

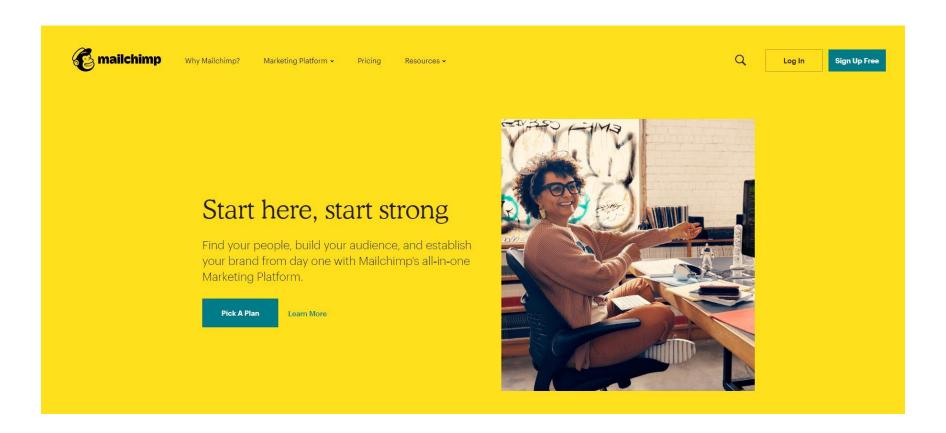
buffalo - AND - mistletoe







Email Marketing







Use your POS system

Square





Shelby's Southern Smokehouse

THANK YOU to our customers for a spectacular year.
Our Holiday hours are as follows:
Christmas Eve and Christmas Day: We will be closed. We will open on Thursday, Dec 26.

New Year's Eve and New Year's Day: We will be closed. We will open on Thursday, January 2.

Merry Christmas and Happy New Year! Shelby, Rhonda and their great team.

Shelby's Southern Smokehouse





Text Messages

- Customers sign up for this service
- Medical appointment reminders
- Salon appointments
- Lunch specials

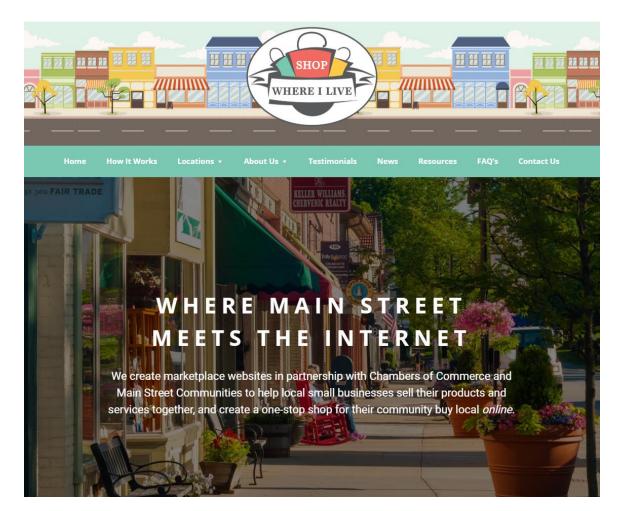


Make it easy for your customers to do business with YOU!!





Shop Where I Live







Getting Started

Create a Calendar



- Holidays
- Local events
- Special sales
- Theme days

Gather Content



- Photos
- Quotes
- Graphics
- Examples from others

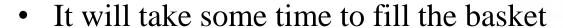




Social Media Content Plan

Create a "Basket" of Content Ideas

- 1. Top 3 goals be specific
- 2. Brainstorm ideas for each goal
- 3. Build out a calendar of when & how you will post

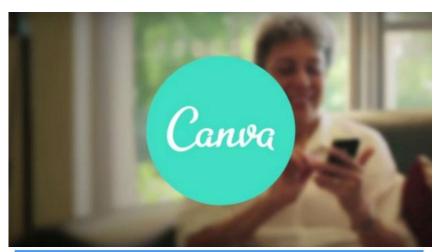


- Share content across multiple channels
- Try to be more focused!





Creating Visual Content











Behind the scenes . . .





Finery Bridal and Trend Boutique

March 21 at 1:30pm · 🚱

The Wanderer will be in the Cedar Rapids area on April 8th and 15th! I have had several people ask if we ever get that way and we do! We will be Wandering from 1-4:30 and would love to come visit you! Message us to set something up!









Recognition & awards . . .





Original Cyns shared F&M Bank & Trust's photo.

September 2, 2015 - 🚷

Shop local, bank local





Receive 10% off of your purchase when you say "F&M is Fabulous!" at checkout!



F&M Bank & Trust

September 1, 2015 · 🚱

Original Cyns is our Business of the Month for September. Original Cyns is owned by Cynthia Schuyler and was founded in 2003. Original Cyns offers an eclectic m...

See More

Share





Recognition & awards . . .



Congratulations to our very own Dwayne Campbell, our representative at this year's National Best Grocery Bagger Competition! Dwayne placed first in this year's competition and was named the best bagger in the nation last night! You can see Dwayne's helpful smile at our Park Avenue Hy-Vee in Des Moines.







Many thanks to those of you who voted us best of @valleyjunction! We think you're the best too 😘



Best Valley Junction Store Hinge

The Historic Valley Junction has been known for its long list of boutiques, novelty shops, art galleries and unique shopping experiences. As such, being named the Best Valley Junction Store is a high honor. That honor

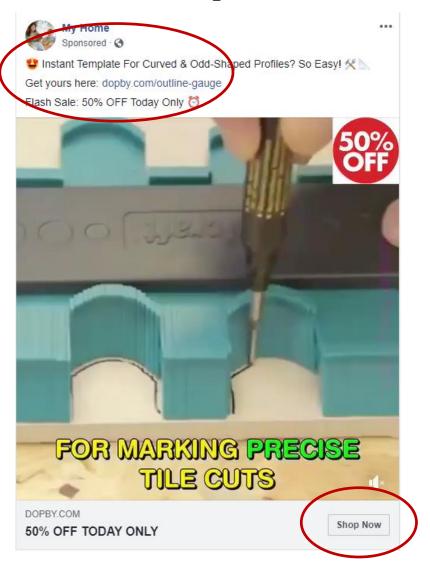


10 Comments





Call to Action posts . . .







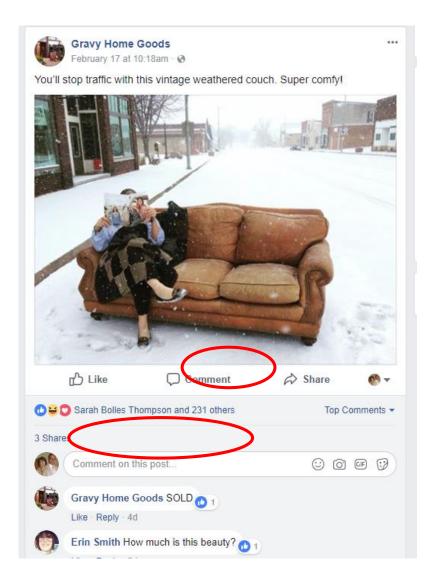
82 Comments





Weather related . . .



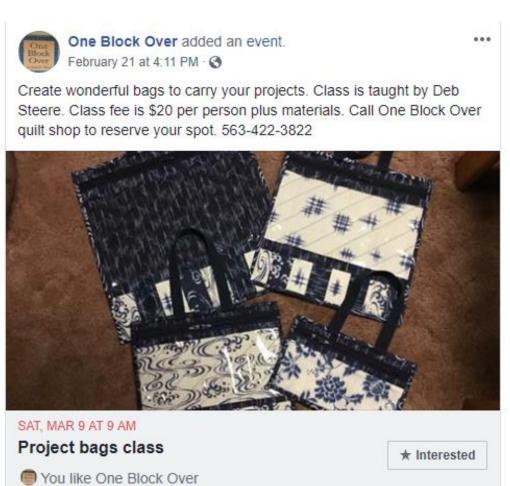






Classes & workshops. it's about the *Experience!*









Adorable kiddos & animals . . .









Local shop small support. . .



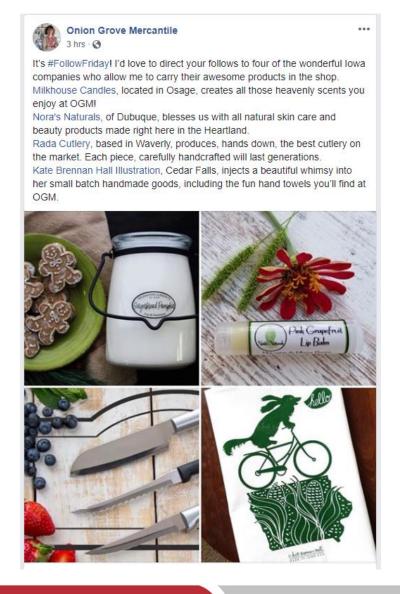






Highlight your customers or locally made products . . .



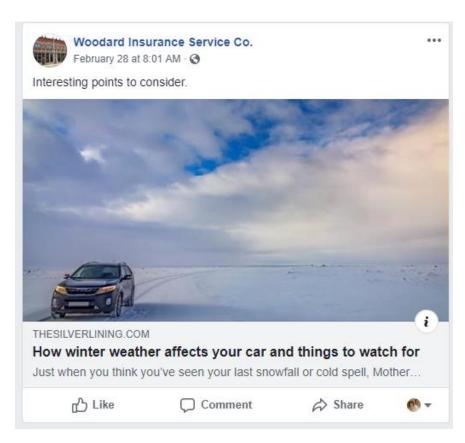






Service & professional businesses . . .









Health care & hospitals . . .



February 13 at 9:17 AM - 3

Julie Eischeid Creery & Jessica Wegner braved the Iowa weather last week to accept our HSI award for winning the Medium Workplace nomination!



Healthiest State Initiative is at Ron Pearson Center. February 11 at 2:59 PM · West Des Moines · 3

Like Page

Gundersen Palmer Lutheran Hospital and Clinics - winner of the Medium Workplace Award!

1 Dessica Wegner, Judy Roach and 51 others

7 Comments



IT'S A GIRL!



Congratulations Julia & Juan. Welcome Dulce Maria! February 27, 2019~ 8 lbs 5 oz ~ 19"

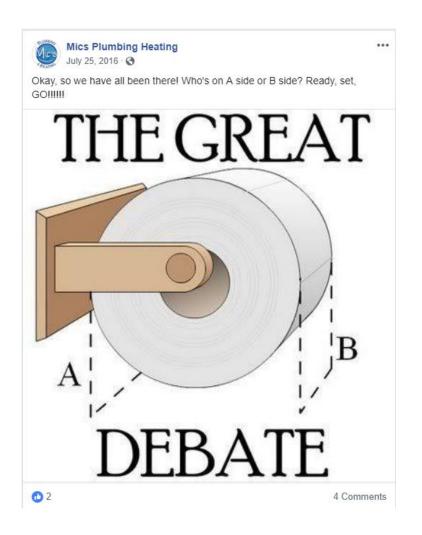


(1) Edith Ann Langerman and 14 others





Keep it light and fun . . . Be creative with your content!













How to Start Making Business Videos DIY - Write, Shoot, Edit with Mike Tringe

CreatorUp!

2 years ago • 4,947 views

Want to promote your business with professional looking videos, but can't afford to hire out a pro to help make them? Learn how to ...

Offers phenomenal SEO & marketing

- Great for how-to-videos (recipes, repairs, decorating)
- Product demonstrations
- New product arrivals
- Short & sweet is best
- Used to drive customers into your store
- Create a channel just for your business











Video Ideas:

- Live video what's happening right now
- Interview series employees, customer, partners
- Favorite products & how to use them
- Demonstrations on how to use, fix, install products
- Your favorite thing to do in your business











Video Ideas:

- Turn your top 5-10 customer inquiries into videos
- Great for products that require assembly
- Customers get immediate assistance
- Make sure Audio quality is excellent
- YOU become the go-to expert in your field!!









The makeup you wear to achieve professional results doesn't have to be full of harmful chemicals & cost you a fortune.



Root

Home

Videos

Playlists

Channels

Discussion

About



All activities ▼



Root uploaded a video 1 week ago



Root Macy Mineral Blush Swatch

by Root

1 week ago • 29 views

Macy Mineral Blush: http://www.rootpretty.com/products/macy-mineral-blush



Root uploaded a video 1 week ago



Root Punch Love Mineral Blush Swatch

by Root

1 week ago • 27 views

Punch Love Mineral Blush: http://www.rootpretty.com/products/punch-love-mineral-blush







▶ Subscribe 345



The Green Bunny Subscribe



Related channels

Natural Beautiful Life Subscribe

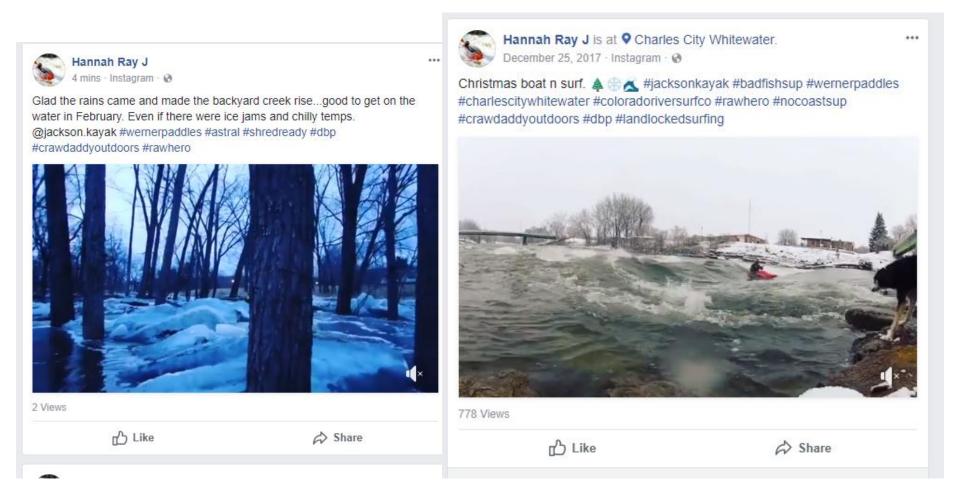


AESTHETIKA

Subscribe



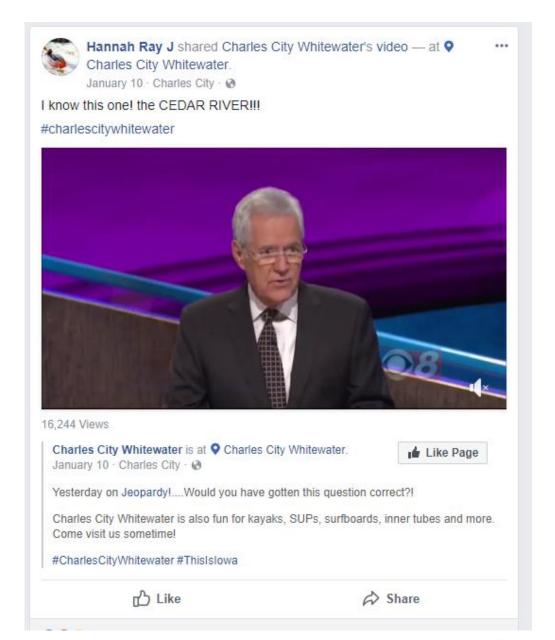
Teri Miyahira Subscribe



Crawdaddy Outdoors – Waverly











Harry's uses content throughout their entire ads funnel. They often run Facebook ads with videos that showcase their products. According to AdEspresso, video ads boost engagement (compared to images), which helps drive down ad costs.

Become a problem SOLVER!!



...

"I'm 53 years old, I have tried every razor sold to man from electric to single blade, disposable, etc. I just broke down and tried your razor. Fellows you have made the razor that should be famous and replace all that are inferior. Best kept secret I have found." - Clay B.

Tired of overpaying for razors? Give our best-selling products a try in our Trial Set, including the award-winning Truman razor and foaming shave gel. Give



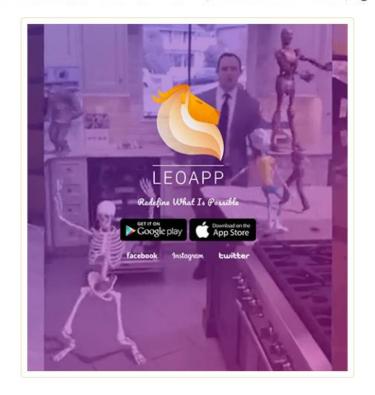




With Leo AR, you can create augmented reality movies on your iPhone or Android phone.

With augmented reality, you can add things to the movie that aren't there in the real world and record as if they are. After you find a virtual animated item you like in the app, you tap it and then tap where you want it to appear in your movie. Your camera remembers where the objects are as you record. You can even touch or move these items, which include animals, signs, or smiley faces.

Augmented Reality Apps



After you drop these objects into the video using the app, you can then use the app to record a video of yourself walking around and interacting with these animations. The app captures the sound in your video, too.

The Leo AR app is free and available for iPhone and Android.



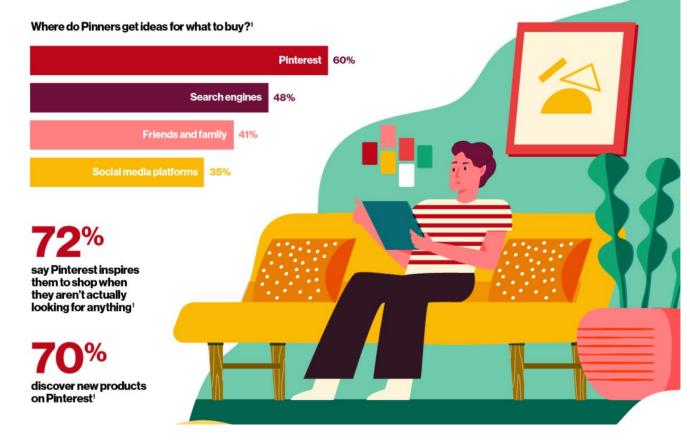








Shopping starts on Pinterest











Anders Ruff and AR Workshop

30,134 Followers

Following

www.andersruff.com Charlotte, NC / AR Workshop offers hands-on DIY Workshop locations around US! Book a workshop: www.arworkshop.com Visit our DIY Party blog & shop: www.shop.andersruff.com











AR Workshop Boutique DIY Stud...



Custom Wood Plank Signs Home...



Custom Home Decor Pillows



Centerpiece Box Customized AR ...



Floral Watercolor Design Techniq...











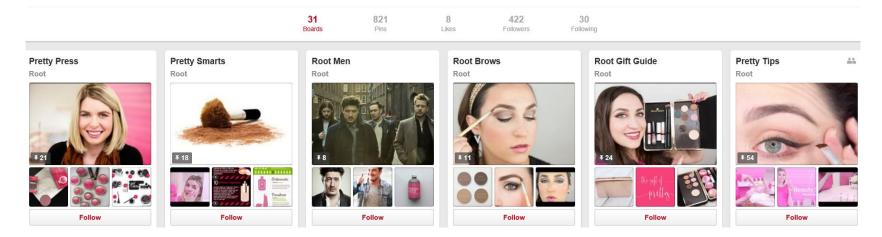






Waverly, Iowa www.rootpretty.com

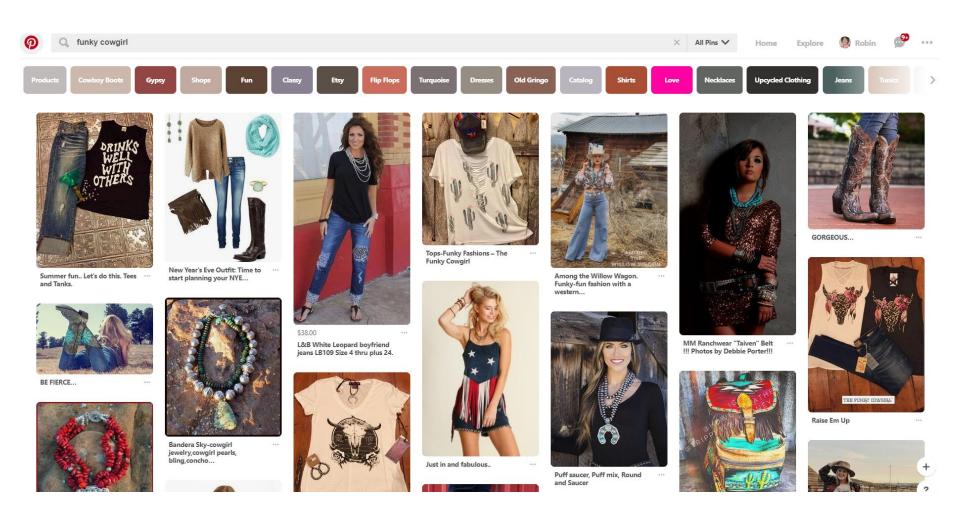
Natural & Organic Beauty Products + All Things Pretty. Our products are vegan, cruelty free, gluten free, paraben free, affordable and non-toxic.



https://www.pinterest.com/rootpretty



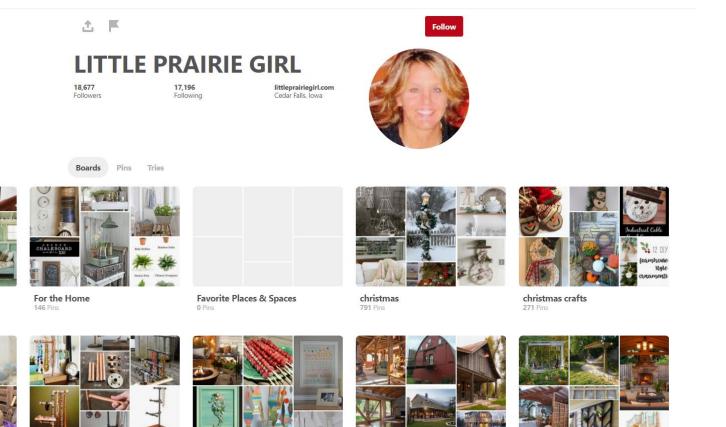




Funky Cowgirl – Fort Madison







Barns

469 Pins

Little Prairie Girl – Cedar Falls

summer

33 Pins



spring decorating

ww.pinterest.com/nataliemeester/jewelry

GIRL BOSS should read zorg edition

565 Pins

Books Worth Reading

Peter

jewelry



outdoor decorating



Instagram

- 400M active **DAILY** users
- Very visual
- Usage has doubled in the last 2 years



- 188M active daily users
- 71% under 34 years old
- Good for younger demographic





How to Use 🖸 Instagram For Business

Instagram is a real-time photo sharing network that makes it easy for your business to become more visible.

Download Now















gravyhomegoods



2,089 followers 452 posts

759 following

Gravy Home Goods

Vintage, salvage, and handmade home decor store. Open every Friday, Saturday, and Sunday. 630 Main Street, Jewell, Iowa.

facebook.com/gravyhomegoods

Followed by figandfrolic, broadstreetmarketiowa, junkjubilee + 3 more





Table







Fall 4 Junk

Benches

Highlights

Ⅲ POSTS

(A) TAGGED



JEWELL MAIN STREET
PROMOTIONS COMMITTEE PRESENTS Jewell Junction Enchanted Christmas Movie Bingo





JEWELL MAIN STREET PROMOTIONS COMMITTEE PRESENTS Jewell Junction Enchanted Christmas Movie Bingo





JEWELL MAIN STREET
PROMOTIONS COMMITTEE PRESENTS Jewell Junction Enchanted Christmas Movie Bingo















jethrosbbq

Follow



•••

468 posts 3,047 followers

1,149 following



World Famous Slow Smoked Meats 🥌 🧞

NEW App - Order Online Today! #jethrosbbq

bit.ly/2MFBZvf

















Lakehouse ...

NEW App! ...

Jambalaya...

Pork Chop ...

Ames 🍘

Bacon B...

Jake's Stea...

Ⅲ POSTS

2 TAGGED

























Mobile Apps



Distrx is a new app that is completely geared toward Main Street Communities across the country. Cedar Falls was fortunate enough to get in on testing of this app and we want to share it with you. It is very easy, you download the app for free from the Apple Store or Google Play, you will need to sign in and it will find your location, Cedar Falls will pop right up. There are currently 35 locations included on our downtown app from Cup of Joe to Spotlight Boutique and Salon. The great thing about this app is that it does include other communities including Waterloo who just came on board not to mention several throughout the country. Download the app today and experience all it has to offer.





Resources to get you started

- Each network has it's own tips & tools
- Google "How to ..."
- Social Media Examiner
- Local service providers
- Host a workshop locally
- Peer to peer business groups



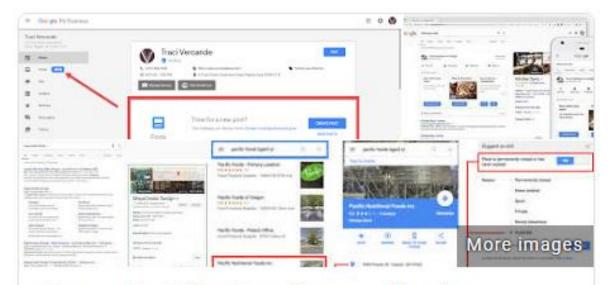


Social Media









Google My Business listing

Create a Google My Business Listing

Step 1: Log into the **Google** Account you want associated with your **business** (or create a **Google** Account if you don't already have one). Step 2: Go to **google**.com/**business** and select "Start now" in the top right-hand corner. Step 3: Enter your **business** name. Apr 27, 2018

The Ultimate Guide to Google My Business - HubSpot Blog https://blog.hubspot.com > marketing > google-my-business





How to Improve Your Facebook Ads During a Holiday Season



Do you run seasonal Facebook ads during Christmas, Hanukkah, or any other holiday season? Wondering how to run more successful holiday ad campaigns?

In this article, you'll discover how to warm up an audience and deliver holiday-themed Facebook advertising campaigns.





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12 Techniques to Reduce Your Facebook Ad Spend



Do you want to reduce unnecessary spending on your Facebook ads? Looking for a way to audit your work?

In this article, you'll discover how to assess and improve your Facebook ad campaign performance —from first click to landing page conversion.





This week's news



Webinar: Get started with ads

Learn our official best practices for successful campaigns on Pinterest. Whether you're new to Pinterest Ads or just looking for a refresher, this webinar has helpful tips to get the most out of Pinterest.







Holiday retail: Wrap up these Pins

Get ready for holiday shopping—see what's trending in retail apparel and home so you can plan your Pins for the holiday season.

9/12 at 9:30 am PDT

Register now



Holiday CPG: Serving up holiday Pins

Get the scoop on how consumer-packaged goods businesses are using Pinterest to help customers get ready for the holidays. 9/14 at 9:30 am PDT



Register now

Holiday travel: Pins, planes, trains and automobiles

Tune in to learn how to meet the holiday travelers of Pinterest at every step of their journey.

9/20 at 9:30 am PDT

Register now

Note: These webinars will be recorded and available for viewing here within a





Best Practice Tips...

- Know which channels your customers use
- Publish on those channels (87% of marketers use social media as a part of their strategy)
- Think about posting on Saturday or Sunday (40% -50% fewer posts so less competition in the news feeds!)
- Social Listening answer questions (Respond to a complaint ASAP)
- Encourage happy customers to post what they like about your product or services (70% of consumers trust brand or product recommendations from friends)
- Good quality photos & videos





Social Customer Service

- Address customer queries
- Address complaints
- Find potential customers
- Customer testimonials

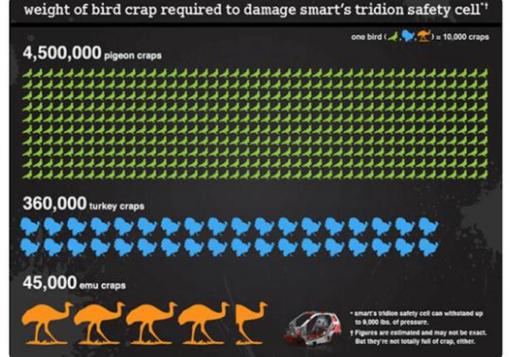
The best marketing you can have is existing customers who tell others about a great experience . . . Brand Advocates





Online customer complaints: Keep it fun!









Best Practice Tips...

Follow the 60 -30 -10 Rule
 60% content you SHARE

30% content you CREATE

10% promotional or CTA (Call to Action)

Call to Action

Tell them what you want them to do!

Sales, special offers & events

Give-aways, likes and shares



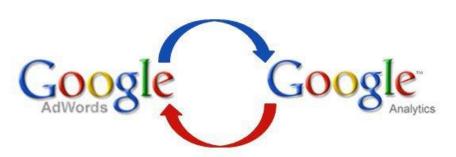


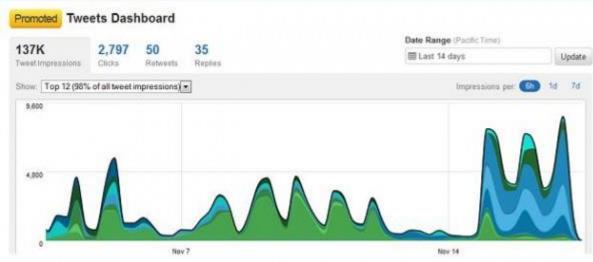
Best Practice Tips...

You MUST look at your analytics!

Promoted Tweets











Get Started TODAY!

Be professional

Be "real" in building your brand

- Be consistent!!
- Good quality photos
- Avoid lengthy posts
- Focus on engagement
- Schedule posts 10 minutes per day
- Use posts to drive customer loyalty













Contact Information

Robin Bostrom

Business Specialist

Main Street Iowa

1963 Bell Ave – Suite 200

Des Moines, Iowa 50315

515-348-6176

robin.bostrom@iowaeda.com



