

THE 9 STEP PROCESS TO SCALING YOUR ECOMMERCE BRAND

USING FACEBOOK & INSTAGRAM ADVERTISING

Have you ever had this experience with Facebook ads?

- 1. Excitement.
- 2. Even more excitement.
- 3. Boosting a post/running an ad.
- 4. And then..... dismay/despair/frustration/confusion?





We're going to be talking about....

- 1. Understanding the mass consumer and the social landscape.
- 2. The 9 step process to scaling an ecommerce brand.
- 3. How we scaled a start up beauty brand from launch to £100k per month in 10 months.
- 4. How to achieve ROAS of 10
- 5. Core, Custom & lookalike audiences and why these matter SO much
- 6. The things you need to do before you even THINK about advertising.
- 7. The ecommerce advertising funnel deep dive into real advertising campaigns.
- 8. Ad creatives & inspiration from competitor brands
- 9. Ad split testing







HELLO, I'M TASH

 Ex journalist at mainstream magazines and newspapers targeted at mass ABC1 female audiences including the Daily Mail.





HELLO, I'M TASH

• Expert digital marketer working with brands, celebrities & advising government.





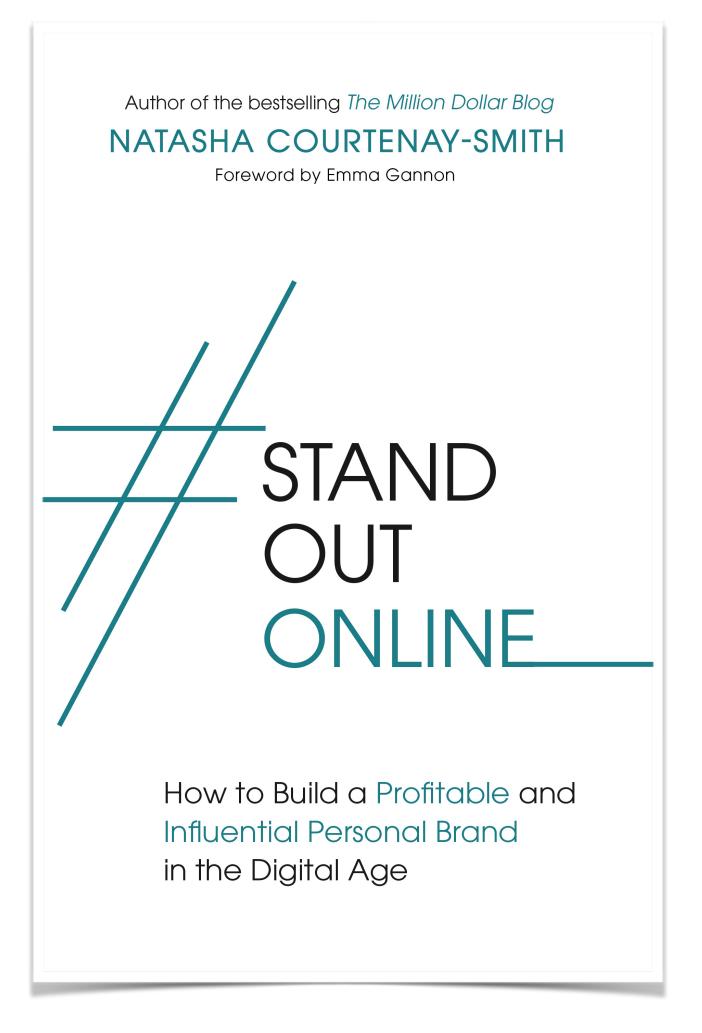
- Understanding, mastering and implementing the latest integrated online marketing strategies since 2008.
- Sold my first digital business in 2014.





MY BOOKS









Case studies



£2.5 million sales from 17k of ads

How we helped drive £2.5 million in off plan property sales with £17k in Facebook ads for Fritton Lake Holiday Resort.



Scaling a beauty brand from launch to £80,000 monthly revenue in 8 months

We helped a start up beauty brand start up go from zero to £66k in revenue per month in just 8 chain Ole & Steen got over 1 million views in 24 months, achieving up to 80% growth month on month AND a return on adspend (ROAS) of 8.



Bolt Digital social content gets over 1 million views in 24 hours

Our social content for the Danish casual dining hours.



ROAS of 7 for fashion brand making the shift from bricks to clicks

Using Facebook to build a direct to consumer market for a niche fashion brand that traditionally sold via wholesale & retail.



Moving from wholesale to direct to consumer

Achieving a Return On Adspend of 10.5 for a fashion workwear brand as the brand moves from an 'old world' sales model to direct to consumer ecommerce.



Generating prospective patients for the Zita West Fertility Clinic at 0.63 pence each.

These strategies will work for any type of private clinic including back clinics, pain clinics, cosmetic clinics, sleep clinics and many more....

How can we help?



Facebook advertising

We are really very very good at building, managing and optimizing ROIfocused advertising funnels on Facebook and Instagram.

Our founder Tash is one of 8 accredited trainers in the UK for Facebook's She Means Business campaign, regularly speaking on behalf of Facebook and helping train 10,000 entrepreneurs per year in how to use Facebook's family of apps to grow and scale their businesses.



Google Adwords

This isn't about Facebook versus Google. We think the two work perfectly in tandem.

We develop comprehensive search marketing strategies across Search, Shopping, Youtube and Display that convert high-intent shoppers into customers.



Email and Messenger Bots

Don't let anyone tell you email is dead. Hold that thought right there! Our email and Messenger sequences drive conversions at 10%, convert new customers, increase LTV and drive revenue growth.



Creative & Content

Ah, the old problem of how to capture attention and stand out from the crowd. We understand the importance of having amazing assets that convert. Just ask us about the time we increased return on adspend at top of funnel to cold audiences 4 times by relentlessly testing creatives.



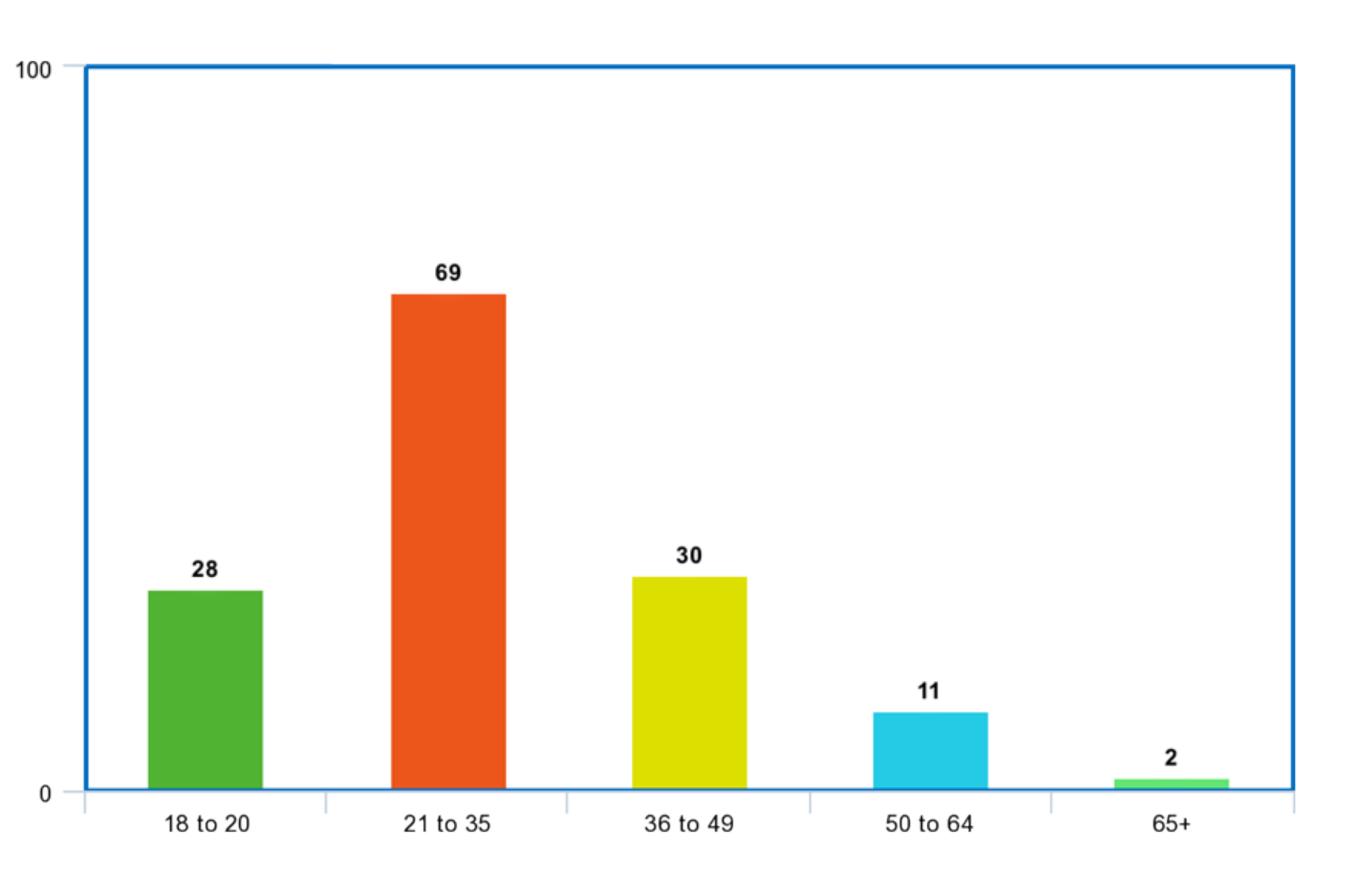








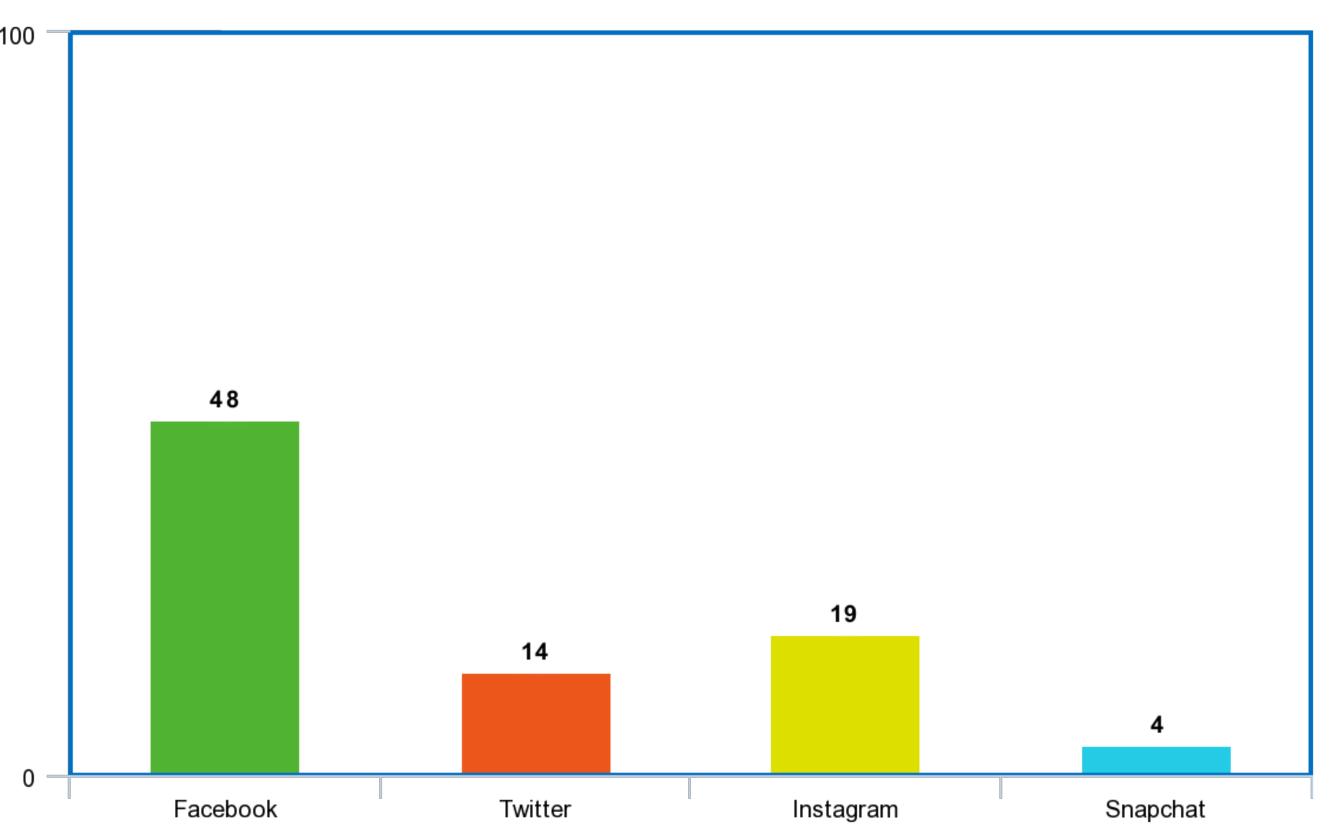
THE SOCIAL CONSUMER



THE ECOMMERCE CONSUMER

- Have you made a purchase online in last 30 days?
- · A complicated consumer.
- Relies heavily on subjective views ("human" information), communicated through social media and especially video.





HAVE YOU EVER BOUGHT ANYTHING ONLINE AS A RESULT OF SOMETHING YOU'VE SEEN ON THE FOLLOWING SOCIAL MEDIA?

- The influence of Facebook is dominant here and unsurprisingly so, given that, when it comes to buying anything, we value the opinions and experiences of our friends, families and others similar to us the most.
- Facebook offers exceptional opportunities to gain visibility and build your brand – particularly if you can encourage natural, organic sharing, liking and commenting on your products.
- The highly visual nature of Instagram also makes it an influential channel on ecommerce.
- An important factor to consider is the number of people who may have made online purchases without realising or remembering the influence of something they've seen on social media dark traffic)





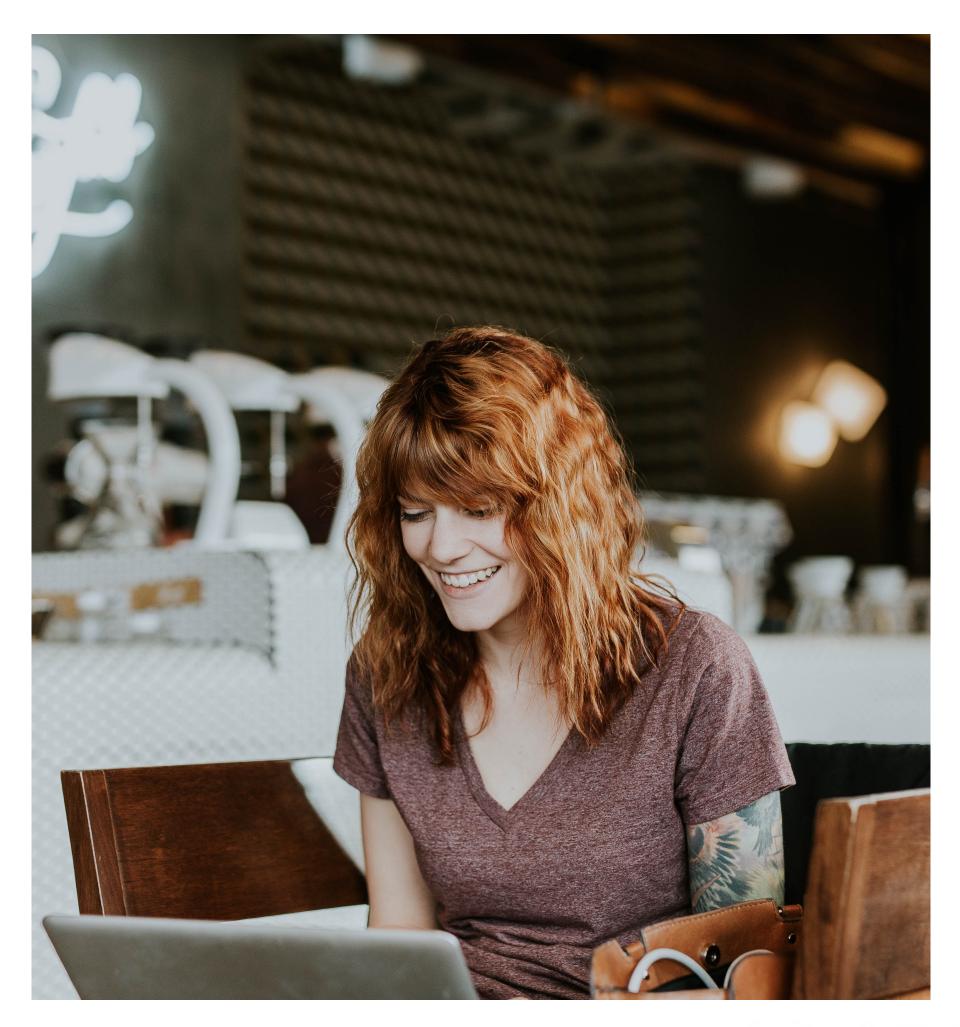
- Online disproportionately about research, advice and browsing

 with an average of only three in every 100 site visits converting to a purchase.
- This principally to "downtime browsing" on smartphones: consumers often turn to their phones just to fill the time, with little or no intention of purchasing.



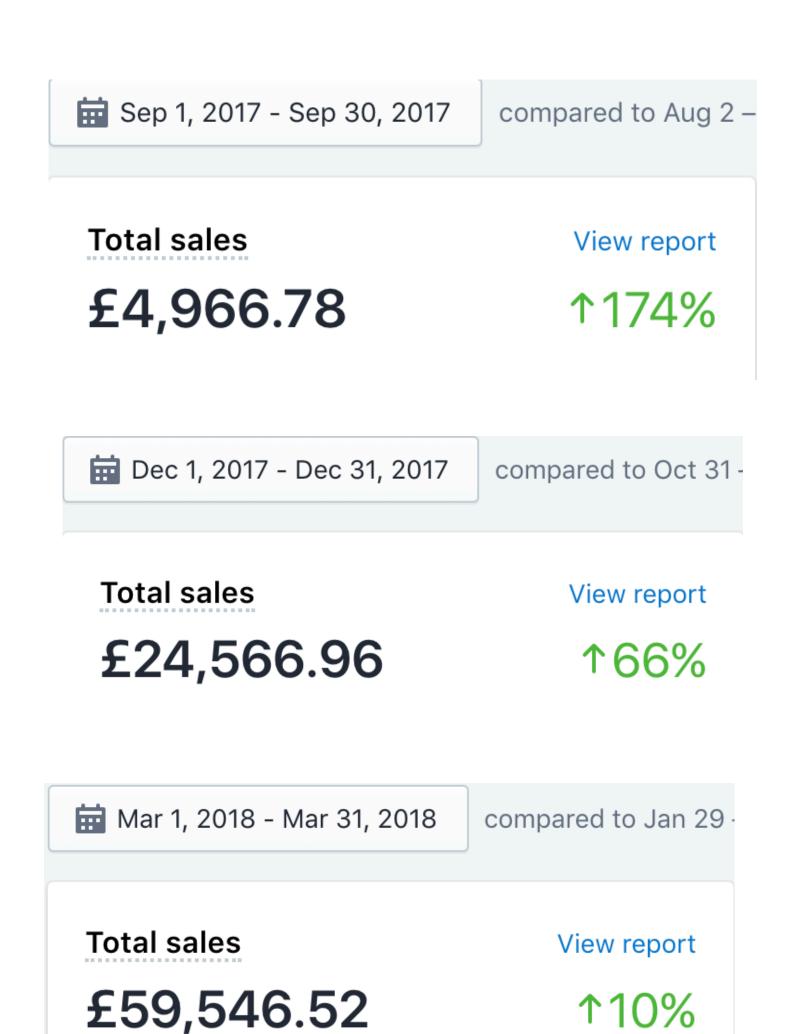
GOOD NEWS FOR THOSE IN BEAUTY

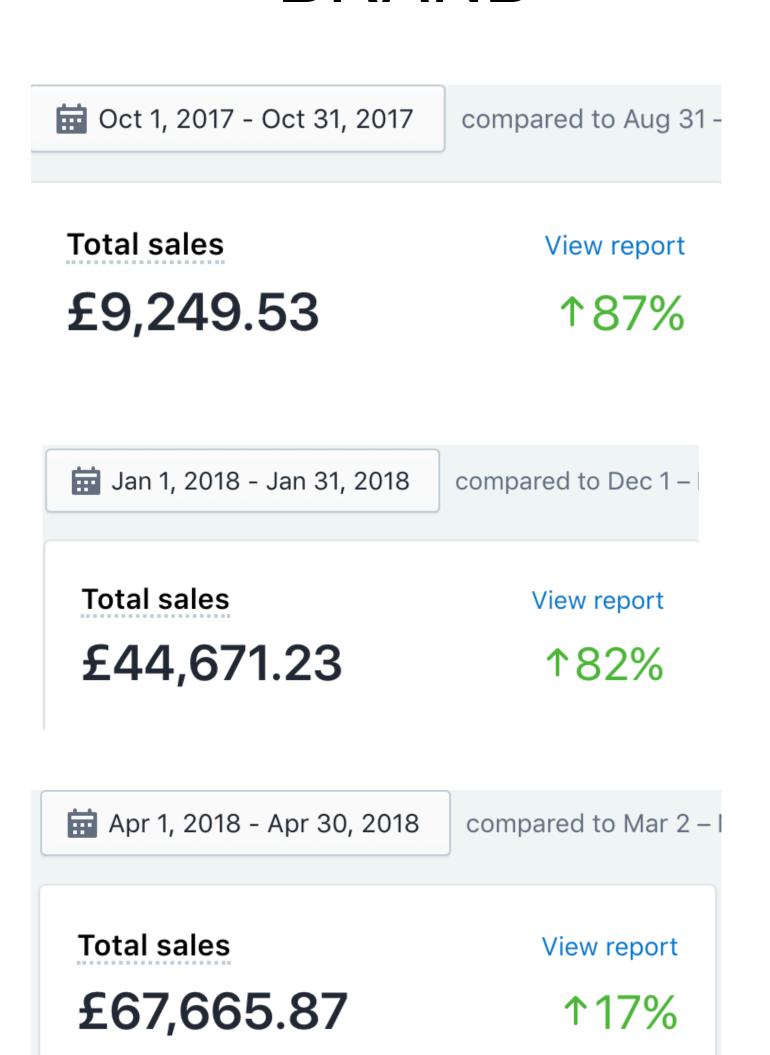
- 'Luxury' beauty ecommerce outperforms other luxury sectors:
 - Beauty tends to be a repeat purchase, and there is little need for the consumer to see or try the product once she or he has already bought it once.
 - Beauty is at the lower end of the luxury price spectrum, which means that consumers are likely more willing to buy it online and that it will draw in more massmarket shoppers who will purchase online.
 - No need for adjustments there may be for categories such as apparel and jewelry.

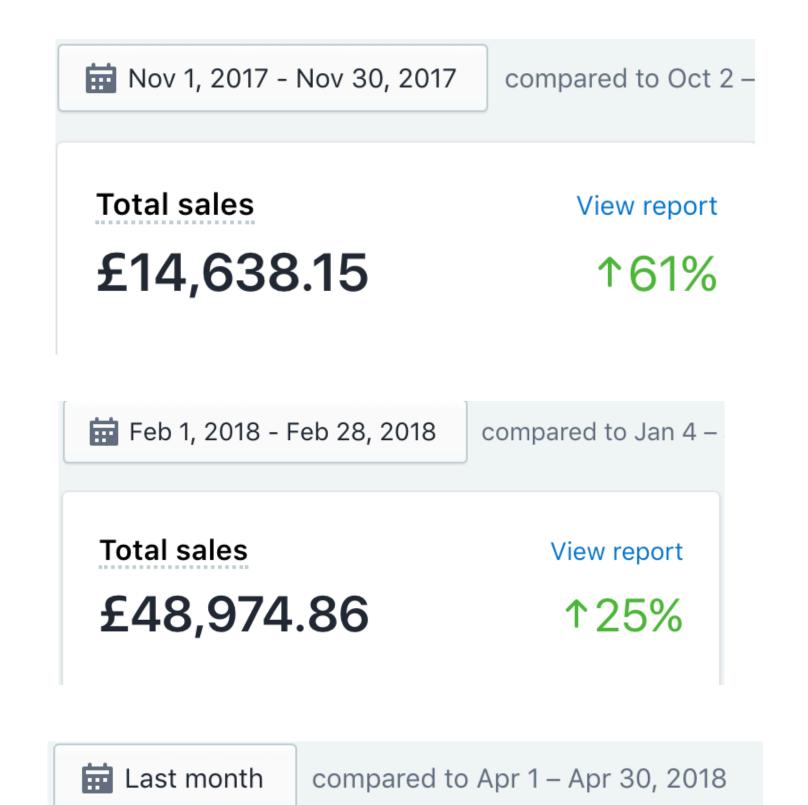




THE 9 STEP PROCESS TO SCALING AN ECOMMERCE BRAND







View report

17%

Total sales

£79,233.52

Website purchase ROAS	
21.73	
10.08	
4.10	
7.06	
7.63	
25.27	
42.26	
11.25	
_	
_	
_	
10.54 Average	

Achieving a Return On Adspend of 10.5 for a fashion workwear brand as the brand moves from an 'old world' sales model to direct to consumer ecommerce.

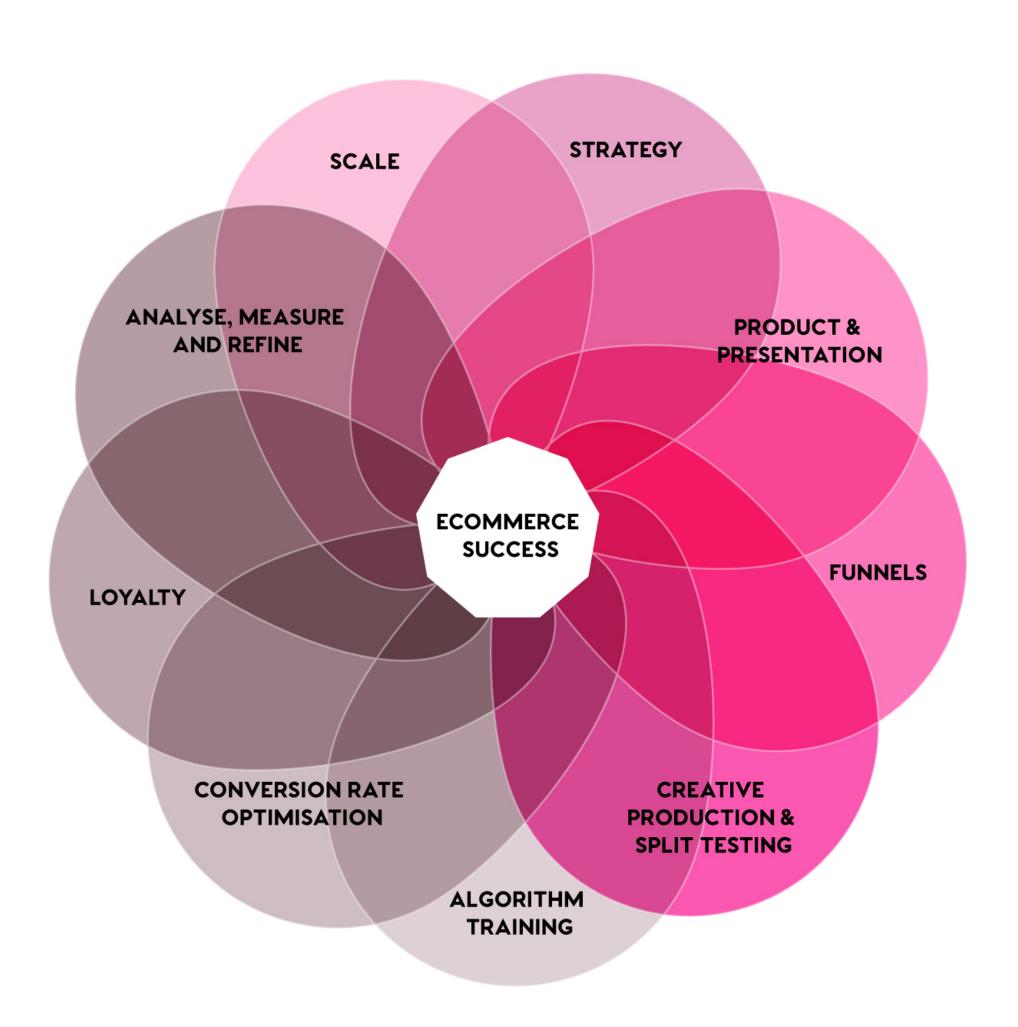
Here's some of our results in more detail

- ✓ Return on adspend: 10.54 (that means for every \$1 spend on ads, the brand gets \$10.54 back oh and acquires customers with lifetime value).
- ✓ Campaign click through rate: 1.11%
- ✓ Top performing campaign: BOF ATC days 0 2 with ROAS of 42.46

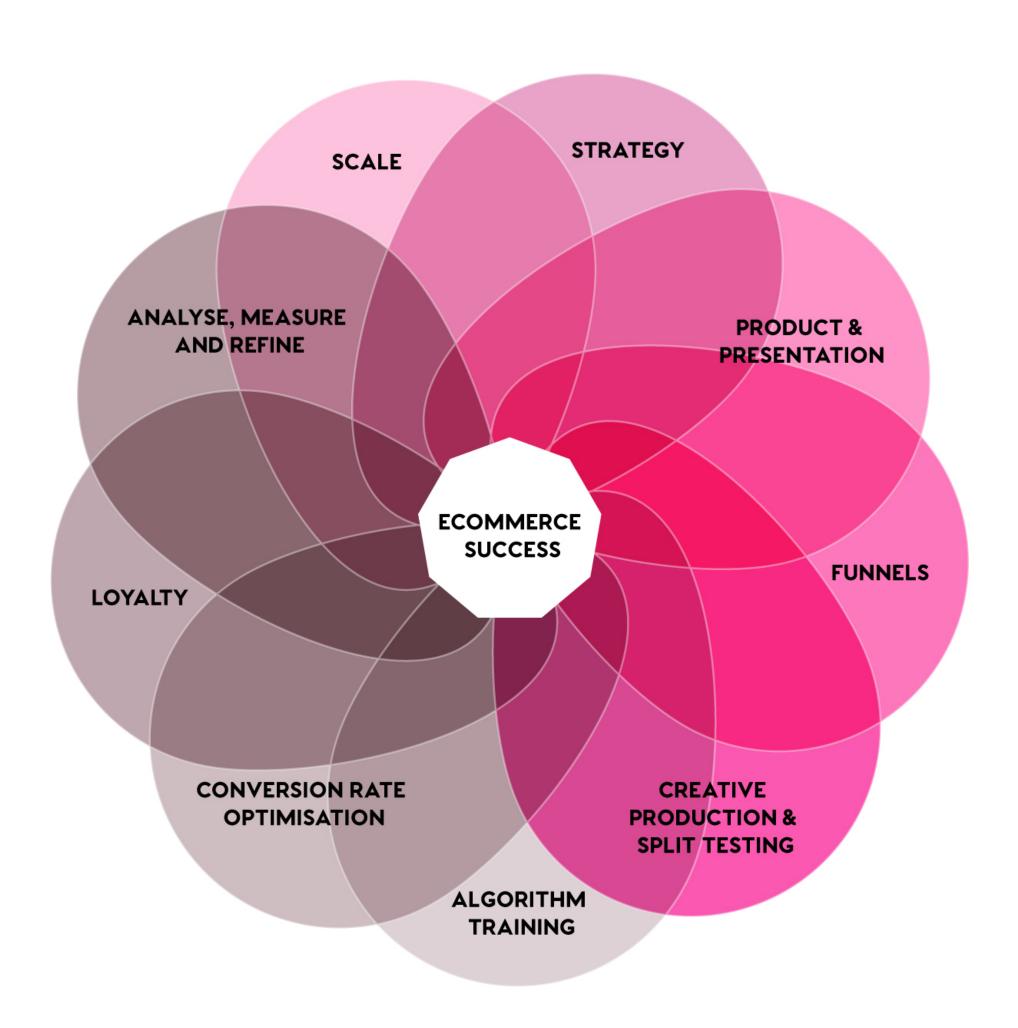
We are particularly proud of our Top of Funnel campaigns to 'cold' audiences - which have achieved Returns on Adspend of 4.10 - 10.08.

It's safe to say we *have* tracked down the right audience for this brand.

TOF Quiz WC - Complete Quiz	\$3.49	\$4.27	74	\$6.23	12	\$38.44	11	\$41.93	\$4,647.30	10.08
TOF WC-Pur Carousel Creative	\$2.99	\$4.05	138	\$9.03	32	\$38.96	24	\$51.95	\$5,107.37	4.10

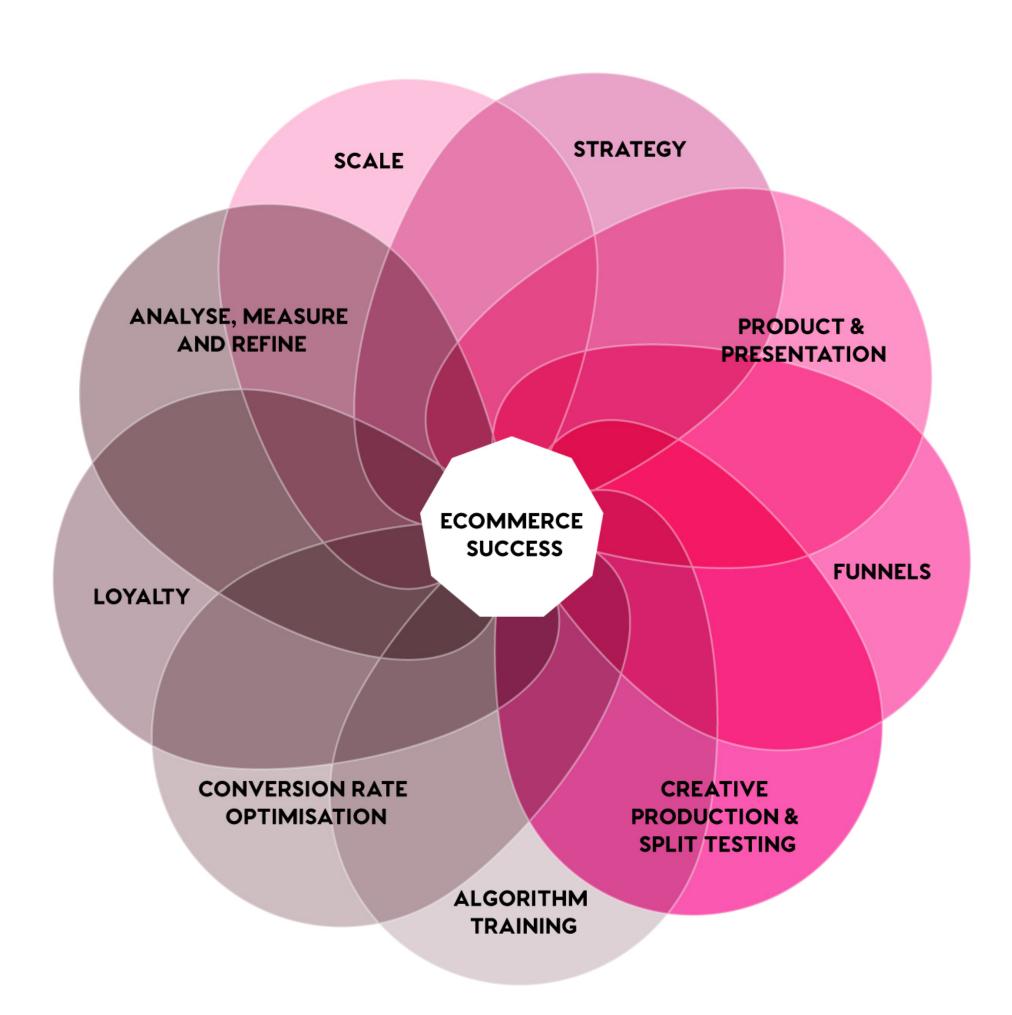






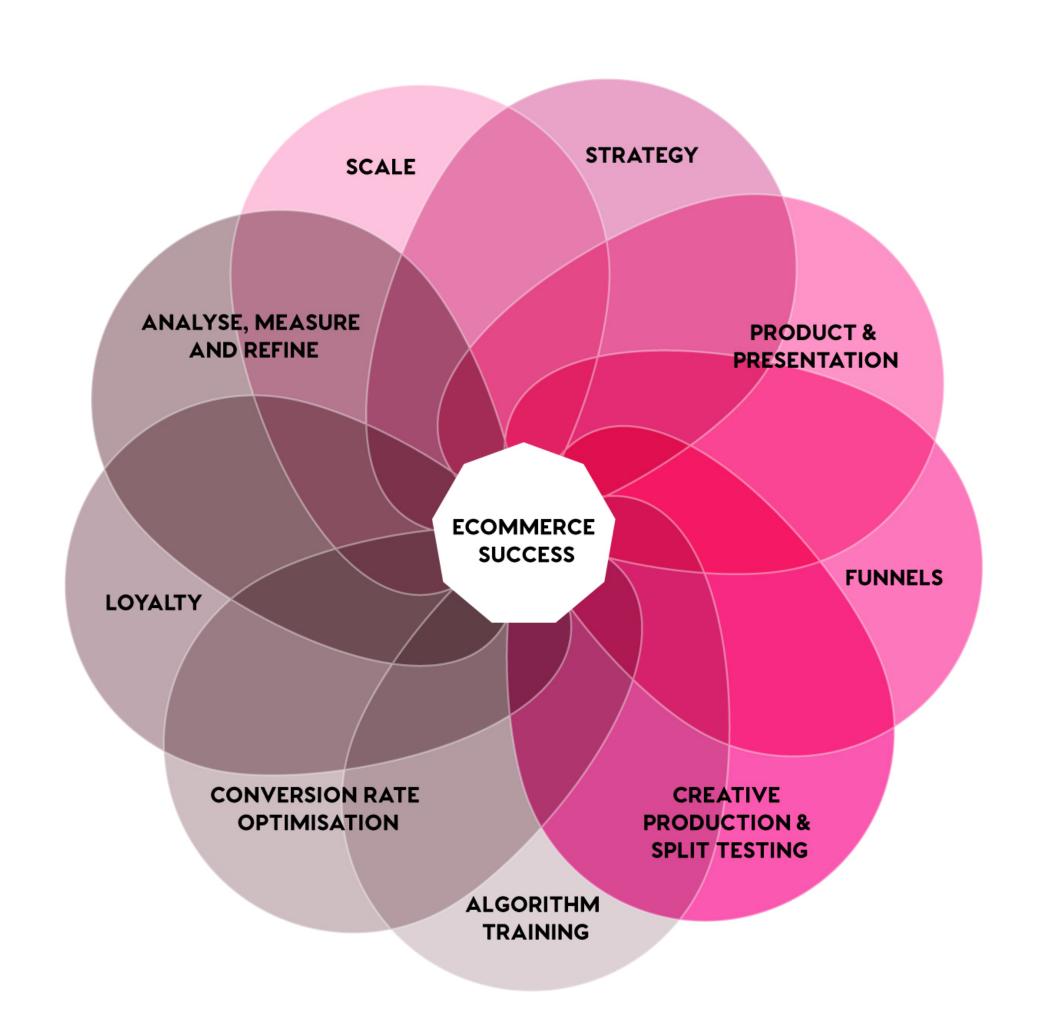
- **Strategy:** How to build better full funnel and customer acquisition executions for your product within the new attention spectrum of online media.
- **Product & presentation:** Is this product viable for social and digital advertising? Does it appeal to mass mainstream ABC1 audiences? Is it being presented in the correct manner with appropriate stories that will resonate with purchasers? Does the presentation have the optimum blend of creativity and commerciality.
- **Funnels:** How to deploy adspend across a multi channel digital marketing world and sending traffic through a variety of high converting funnels on Facebook, Instagram and Google.
- Creative production & split testing: What ad creatives will work best in the today's 'fast frequent environment' for your brand? Our approach is to never stop launching and testing new creatives, even when one seems to be a 'winner'. There is always the potential for both a new creative to perform better, and for winning creatives to run out of steam. Just ask us about the time we increased Return On Adspend (ROAS) at top of funnel to cold audiences 4 times by relentlessly testing creatives.





- Algorithm training: Facebook is like a puppy. It needs training. We use a methodical process of conversion training, tiered funnels, audience & creative elimination, controlled bids & campaign optimizations to train Facebook steadily on who your ideal 'ready to buy' purchaser is.
- Conversion rate optimisation: Our website optimisation processes have seen conversions on ecommerce sites shift from 1.5% to up to 6%. For one brand this conversion shift added over £80,000 in additional revenue in 3 months.
- **Loyalty:** Our email and Messenger sequences drive conversions at 10%, increase LTV and drive revenue growth.
- Analyse, measure and refine: We make decisions on what is working and what isn't based on data, not emotion.
- Intelligent scaling: When we're satisfied stages 1 8 are complete, we use intricate rules to scale adspend according the exact adsets where profit is being delivered.

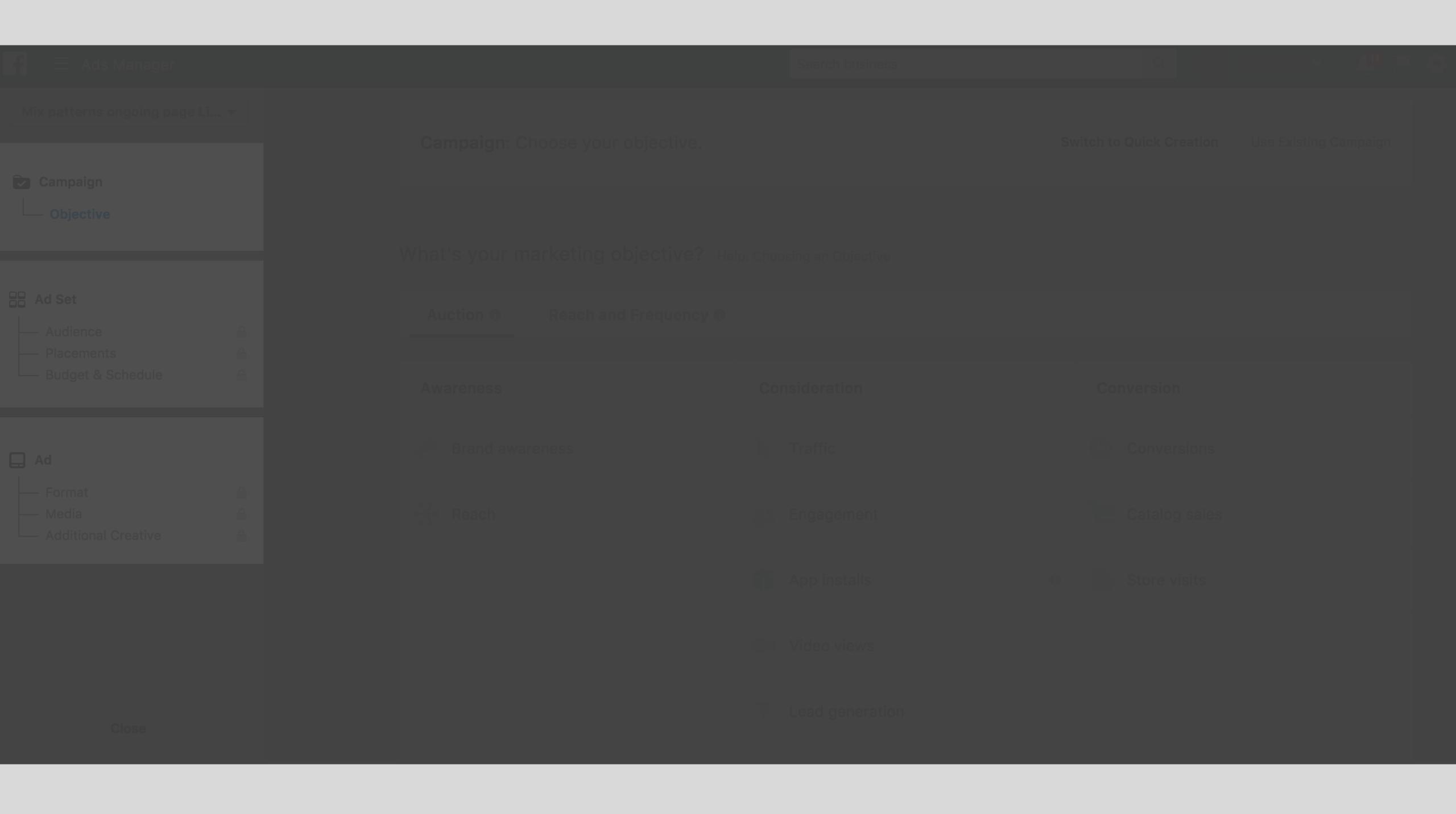




- An integrated approach
- Other factors: PR & Influencers, great customers service AND a GOOD PRODUCT

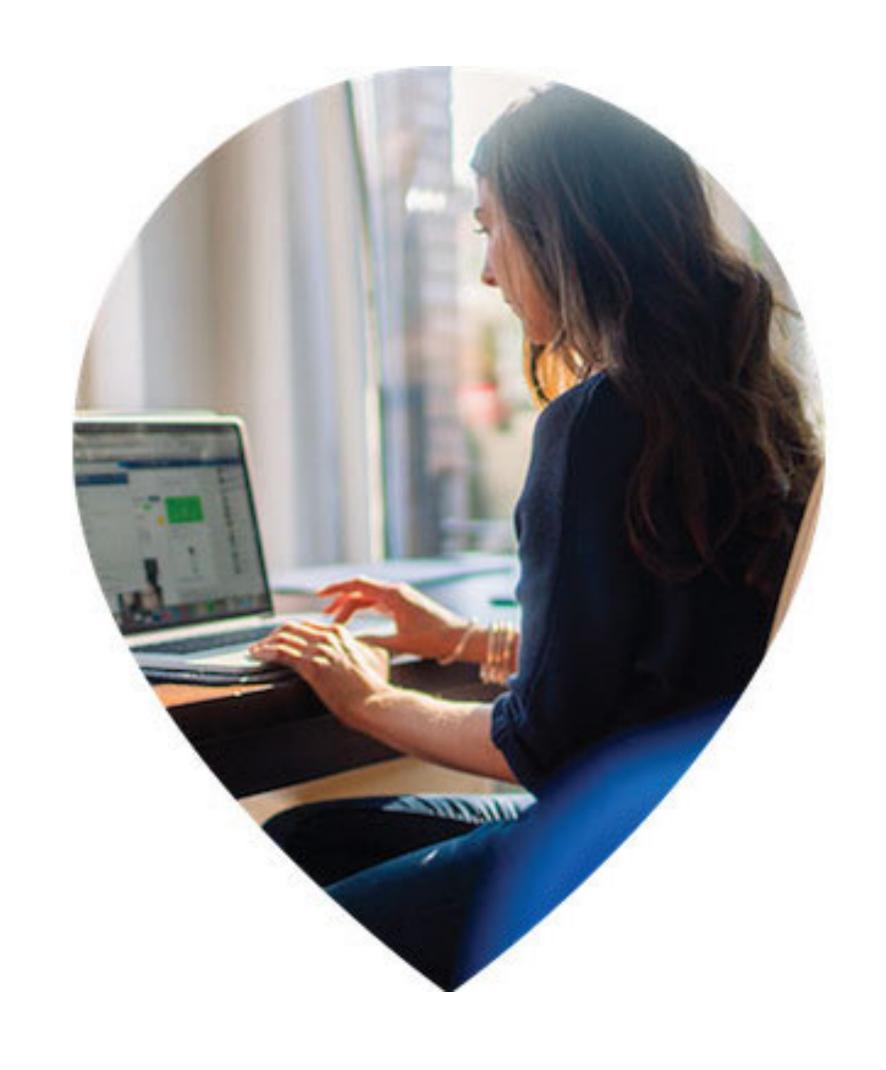








BUT STOP RIGHT HER!

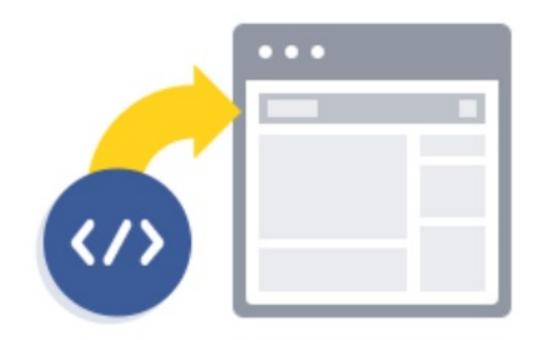






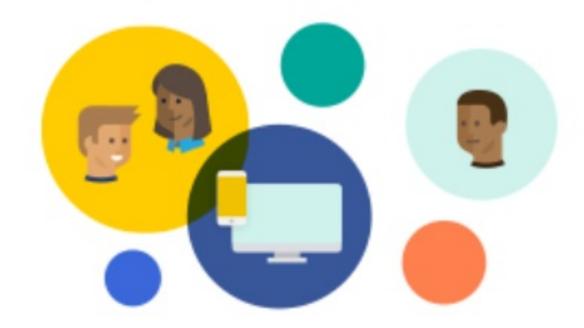
Facebook Pixel

One pixel for conversion tracking, optimization and remarketing.



1. Create and Install Your Pixel

Create your Facebook pixel in seconds, and then simply paste the code into the header of your website to get started.



2. Create Custom Audiences

Easily create audiences based on activity on your website. Remarket to everyone who visits your site, or define rules for people who visit specific pages or take specific actions.



3. Track the Actions that Matter

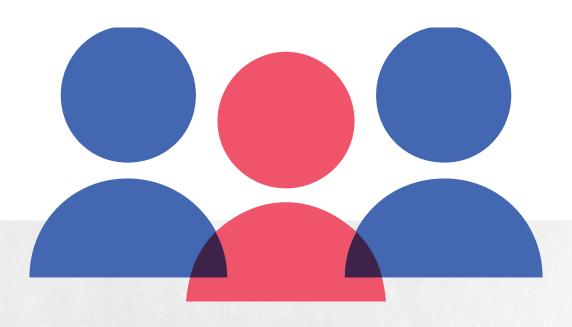
The pixel automatically tracks visits across your website. You can also add events to track actions like viewing specific content, adding products to a cart or making a purchase.

Create a Pixel











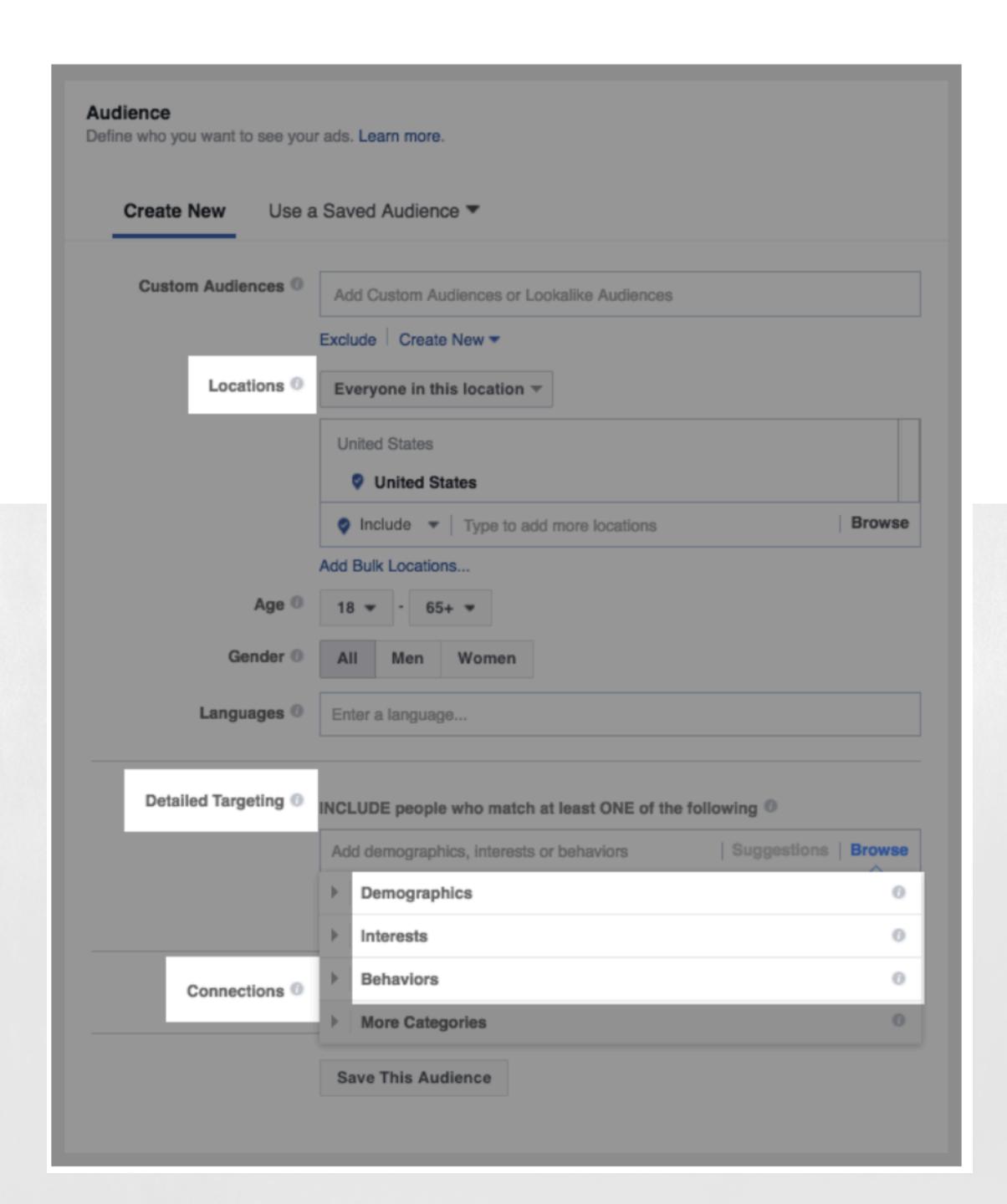
Core Audiences

Custom Audiences

Lookalike Audiences

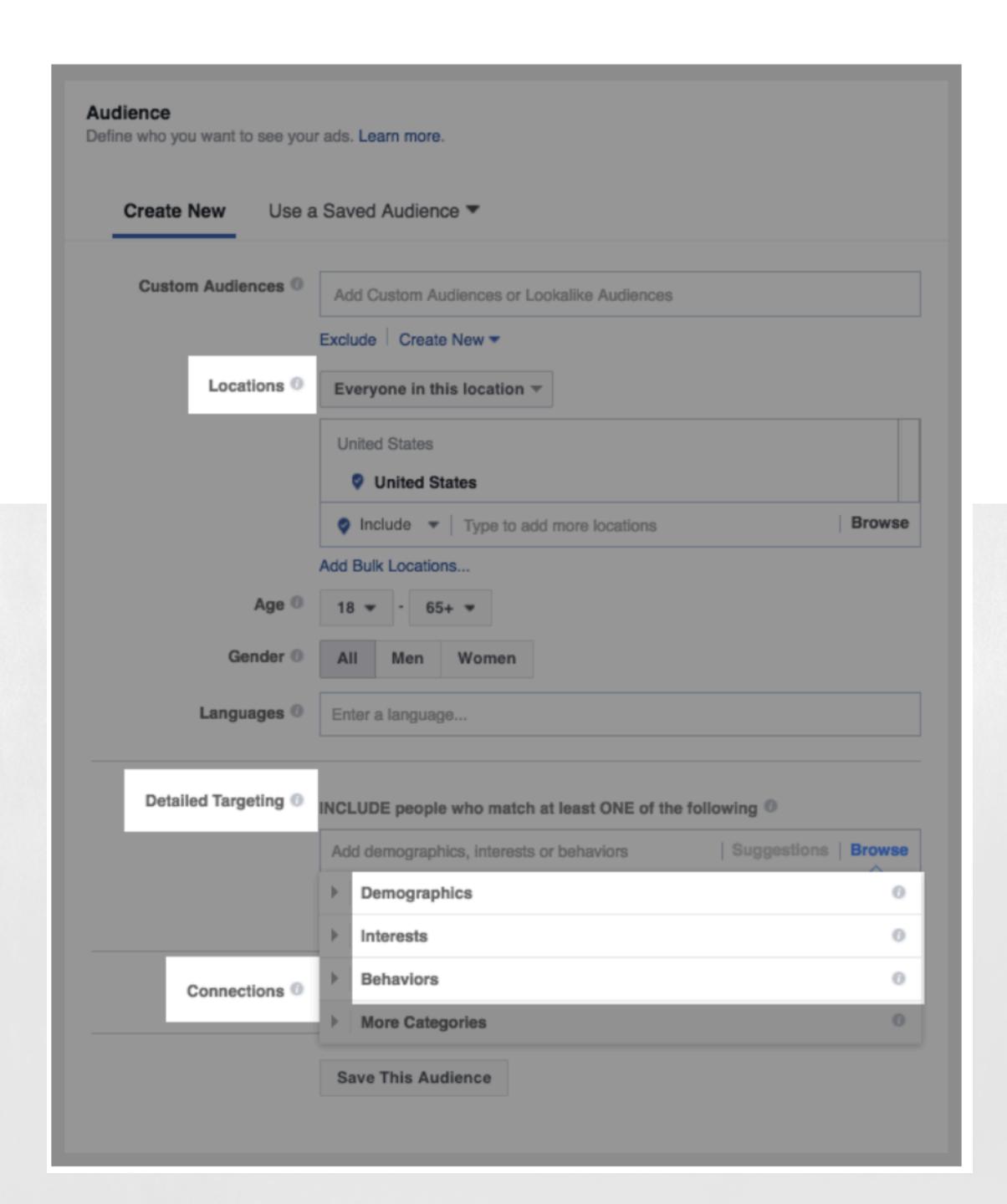


Core Audiences

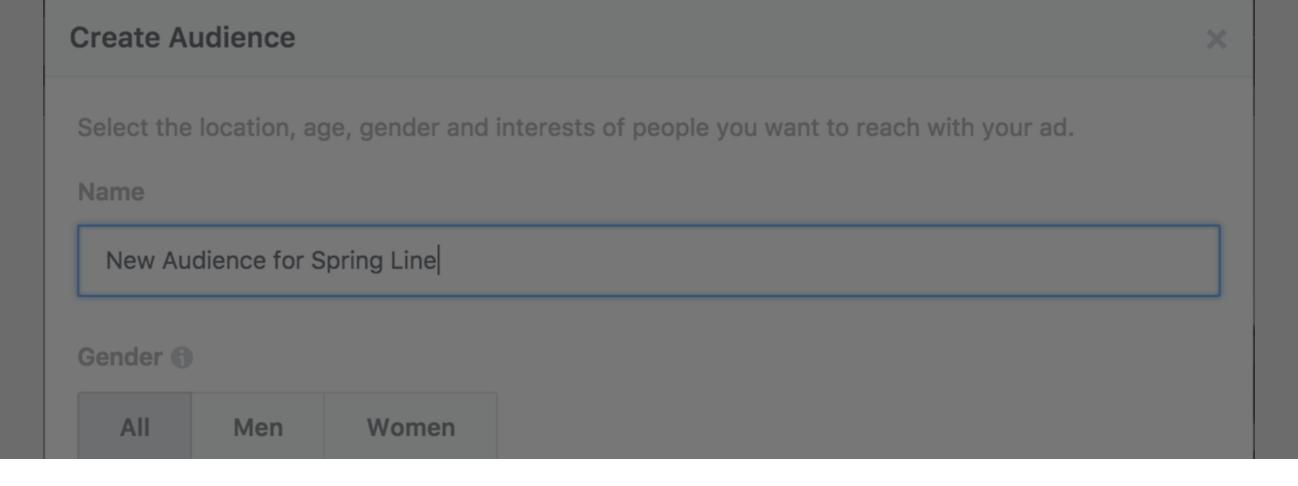




Core Audiences







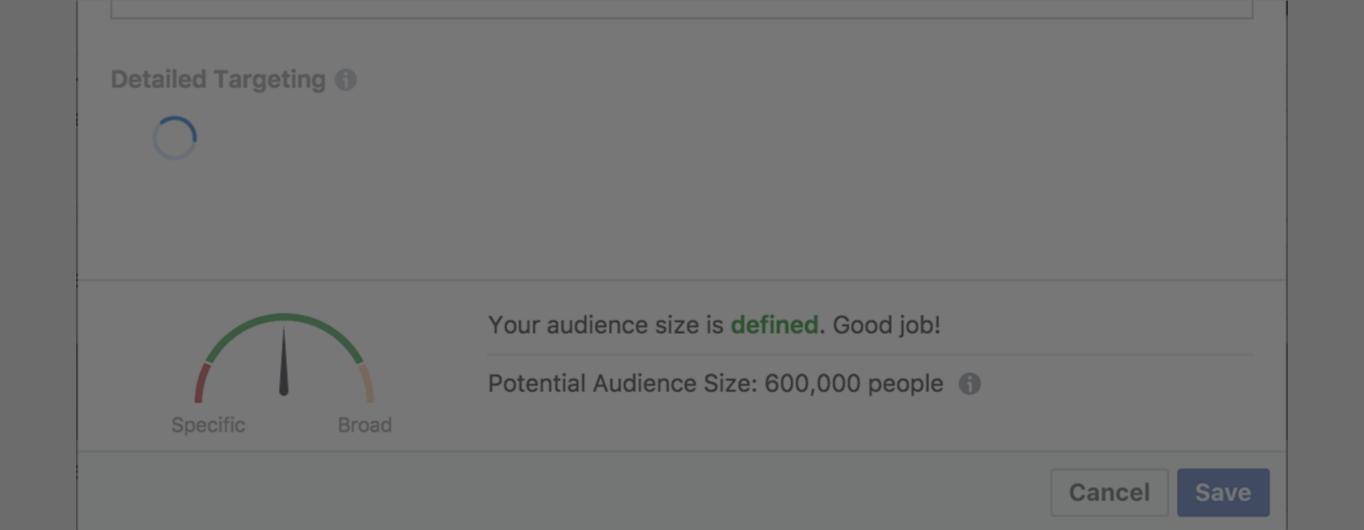


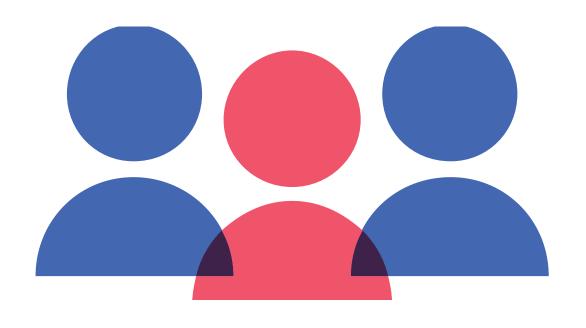
Your estimated audience is **broad**. You may need a large budget to reach this many people.

Potential Audience Size: 160,000,000 people 📵

Cancel

Save







Loyal customers

Custom Audiences

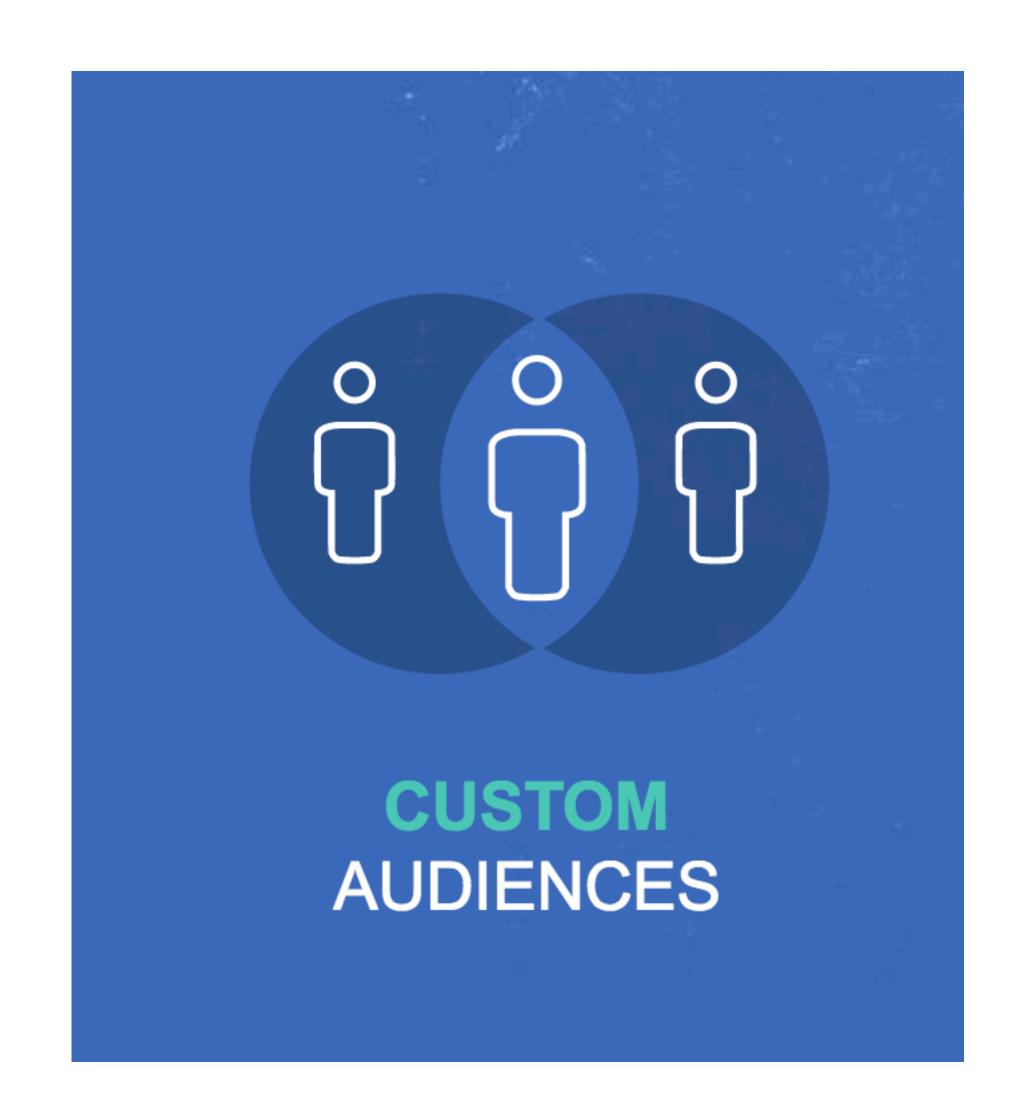
Reach people you already know



Site visitors



Mobile users

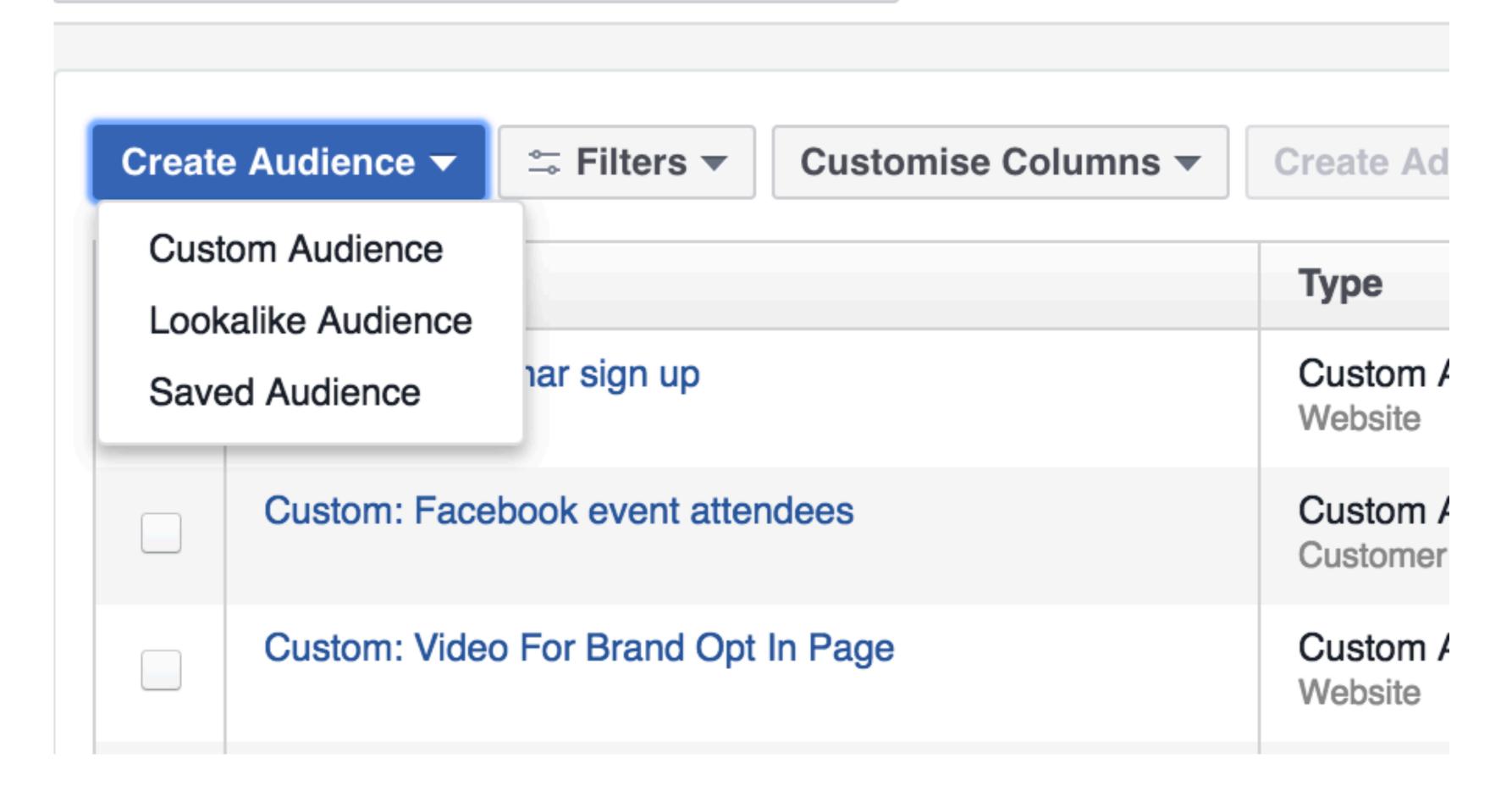


CUSTOM AUDIENCES INCLUDE

- Your actual customers
- Your email list
- Those who have engaged with your content on Facebook
- · Your website visitors
- People who have bought specific items/ visited specific pages on your website.



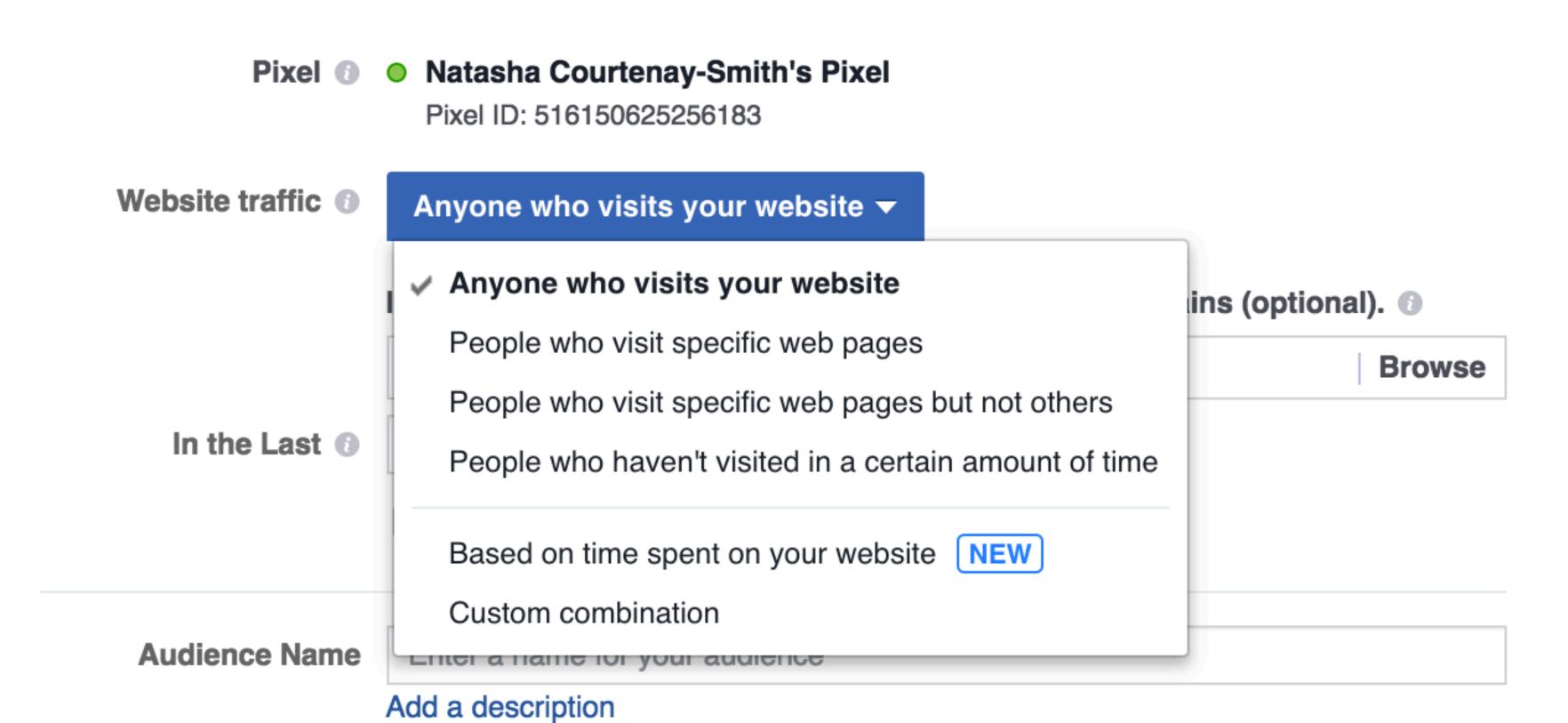
Natasha Courtenay-Smith (1015652671... ▼





Create Audience





₩

Cancel Create Audience

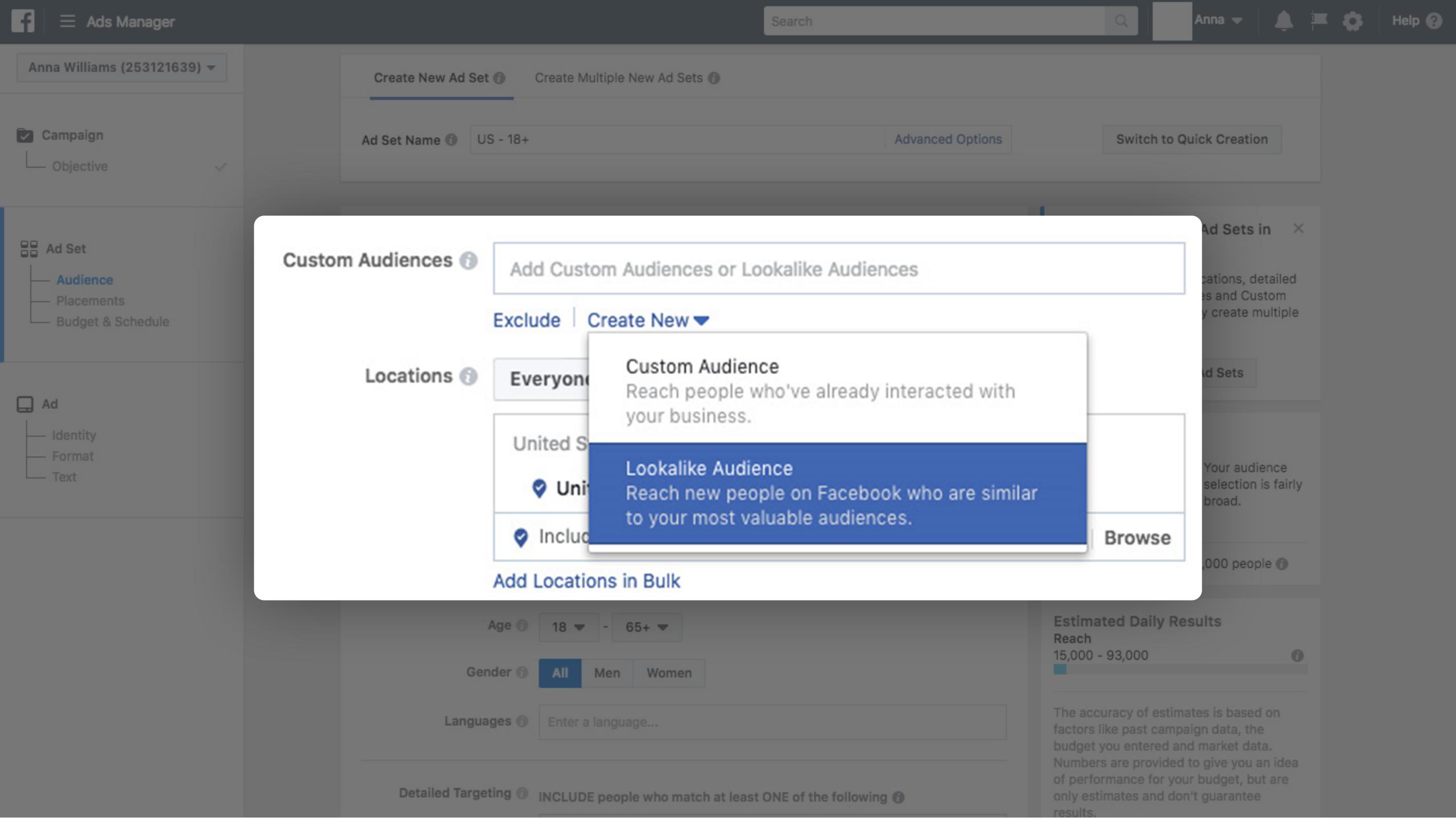


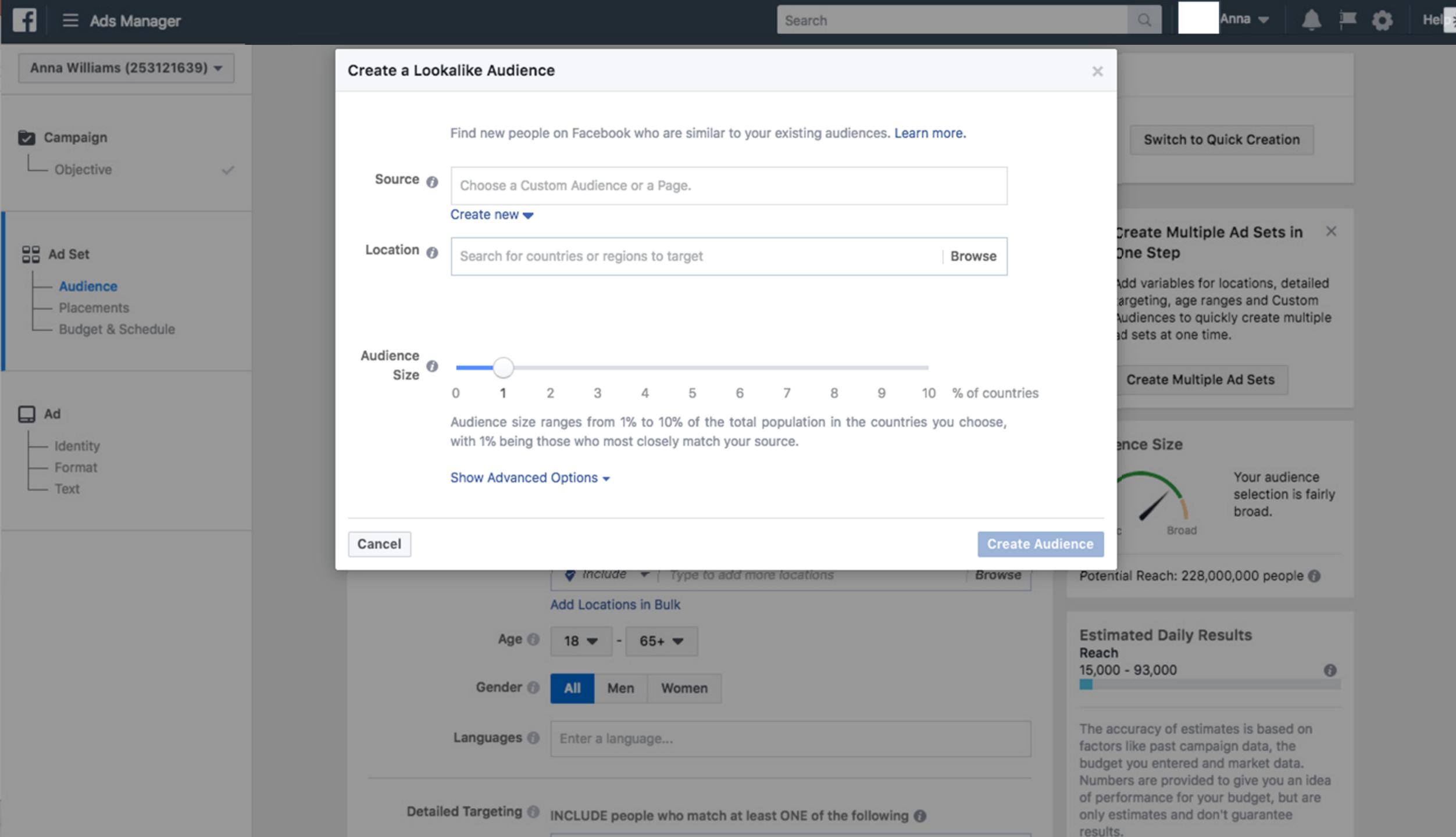
Custom: VC (2-7 Days)	Custom Audience Website
Custom: ATC: Last 7 Days	Custom Audience Website
Custom: ATC: Days 0-2	Custom Audience Website
Custom: ATC 2 Days IC 14 or Pur 30	Custom Audience Website
Custom: Initiate Checkout: Last 14 Days	Custom Audience Website
Custom: Purchase - Last 30 Days	Custom Audience Website





Lookalike audiences

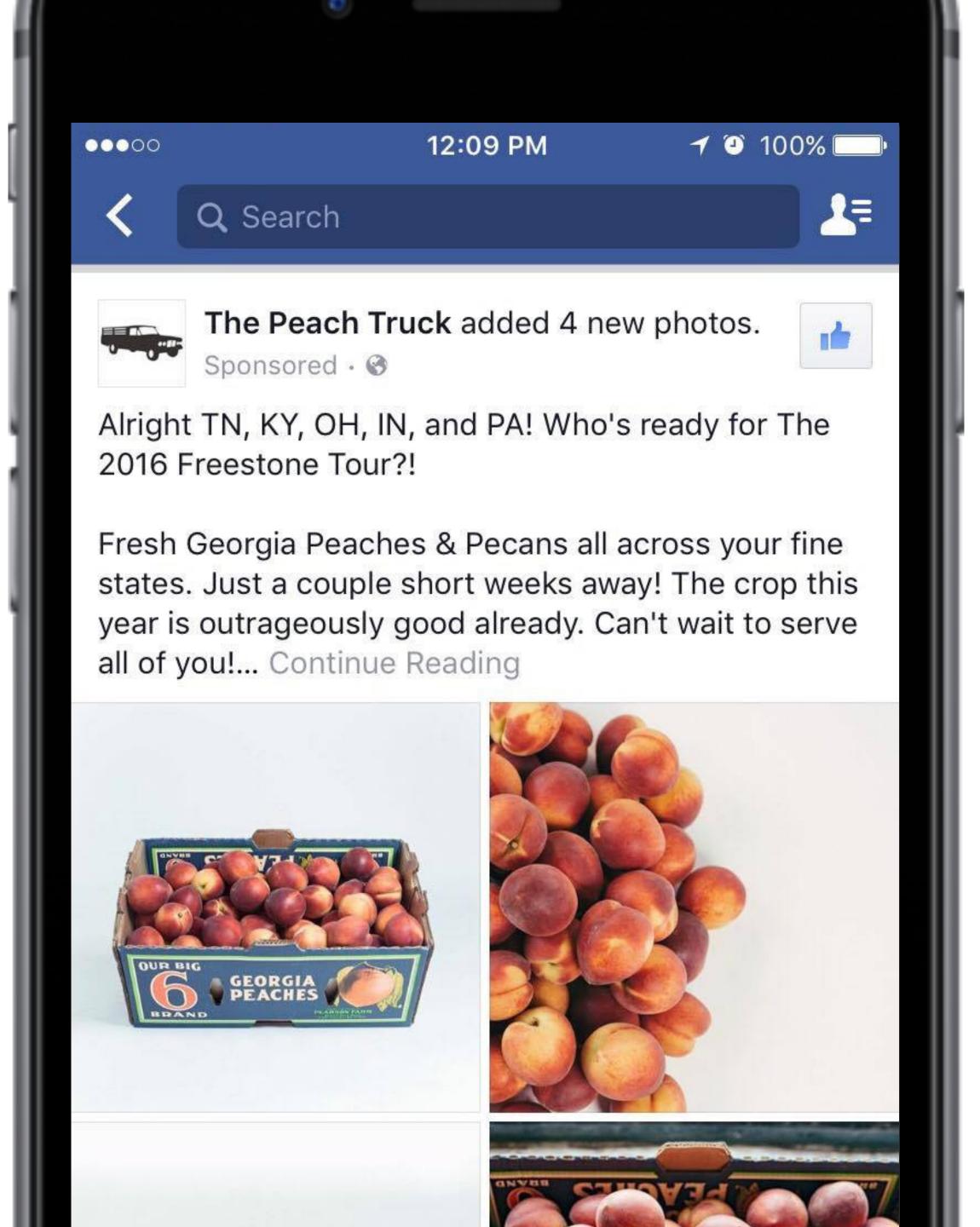


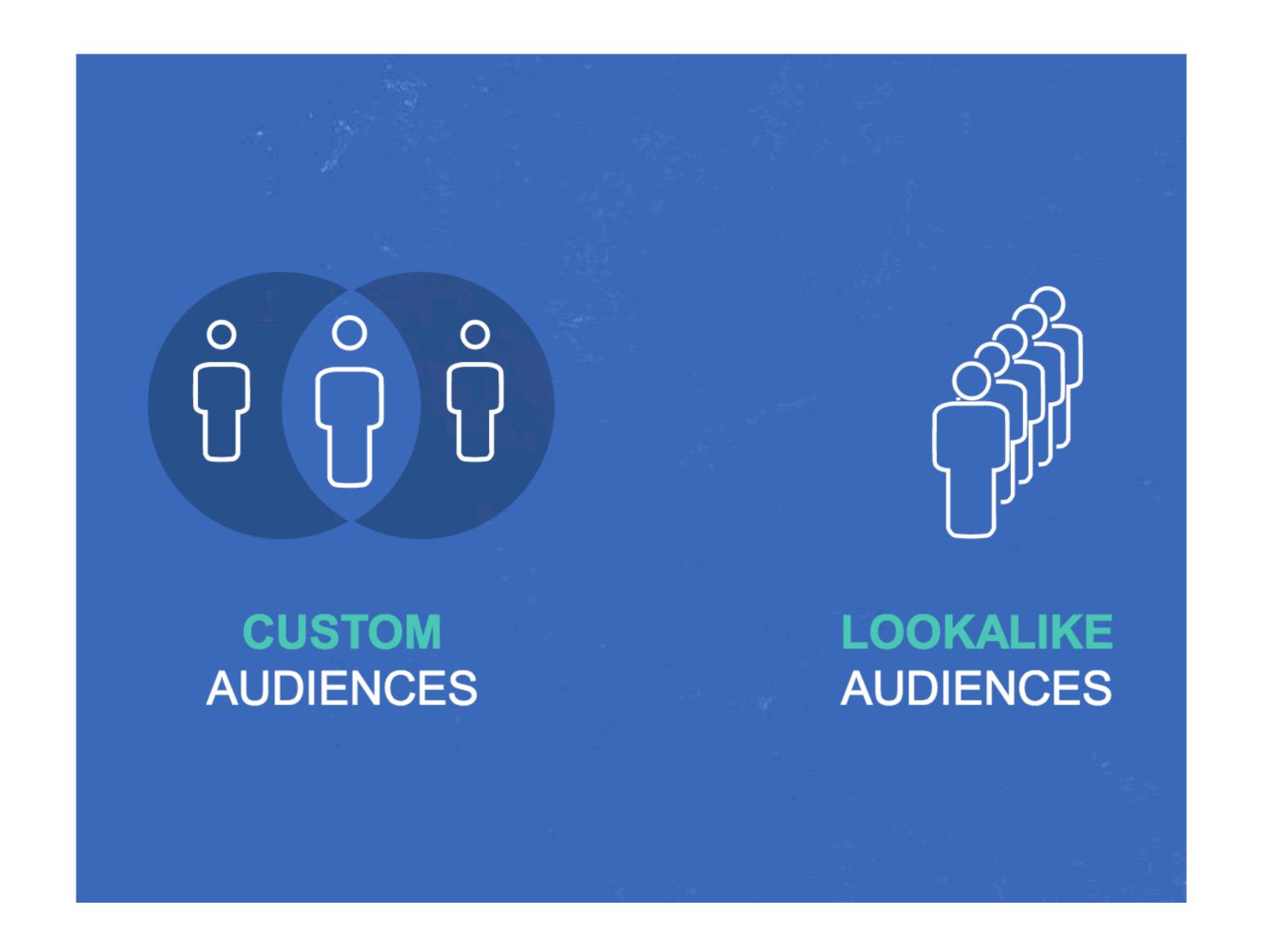




LOOKALIKE AUDIENCES

100% lift in sales year over year



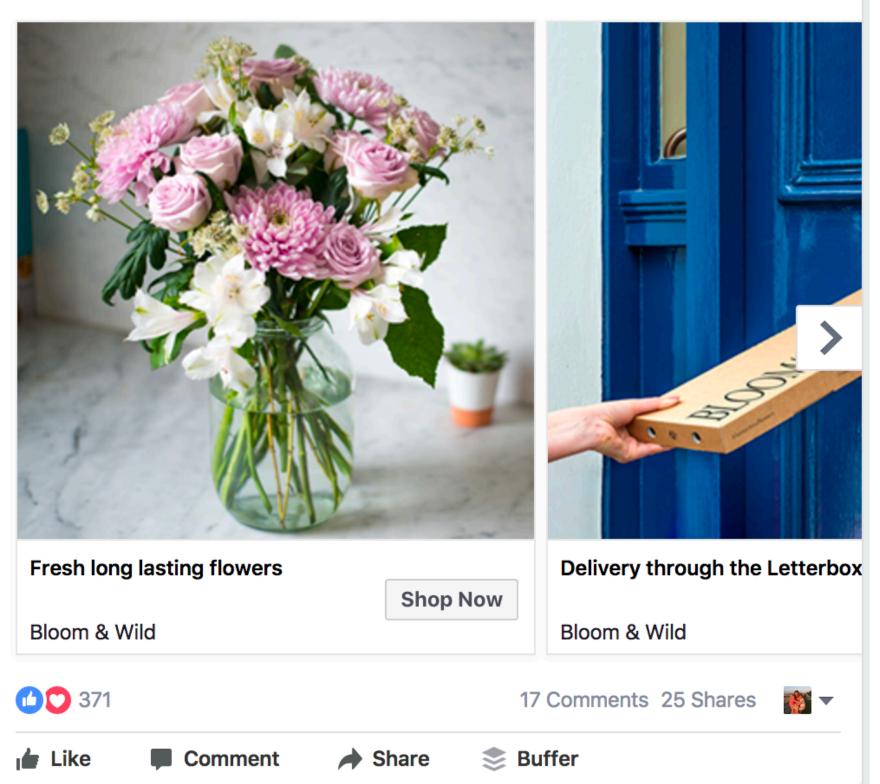


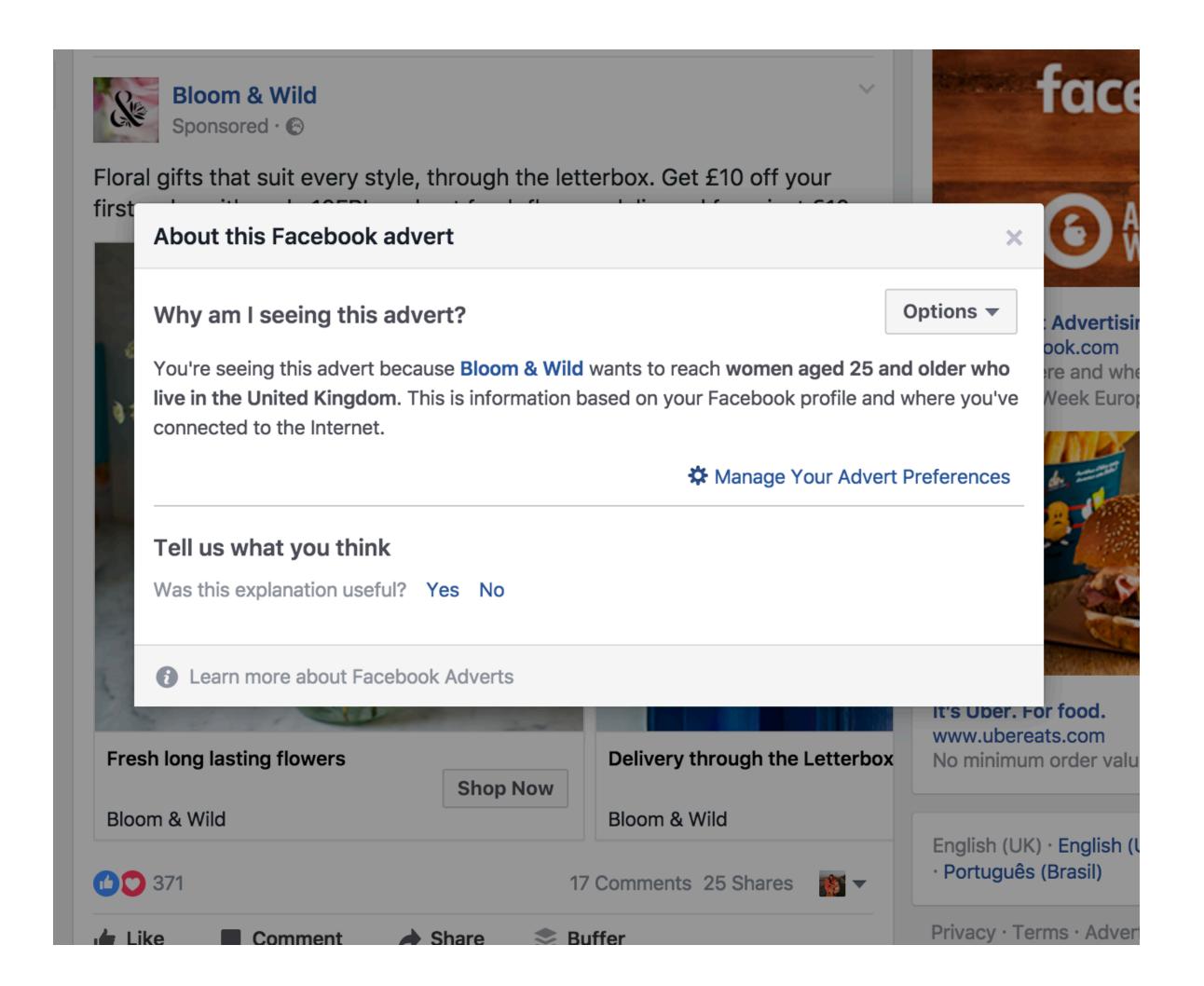


Suggested Post

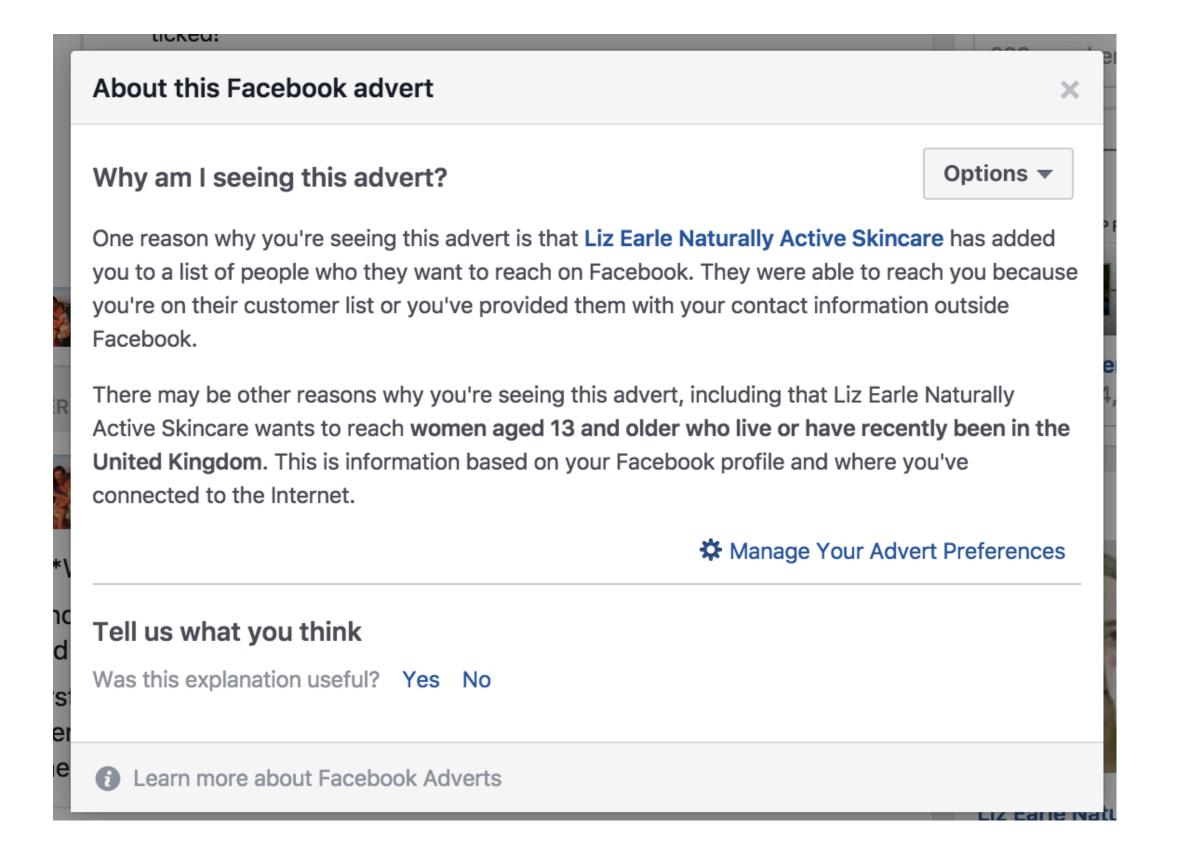


Floral gifts that suit every style, through the letterbox. Get £10 off your first order with code 10FBL and get fresh flowers delivered from just £10









Sponsored Create Advert





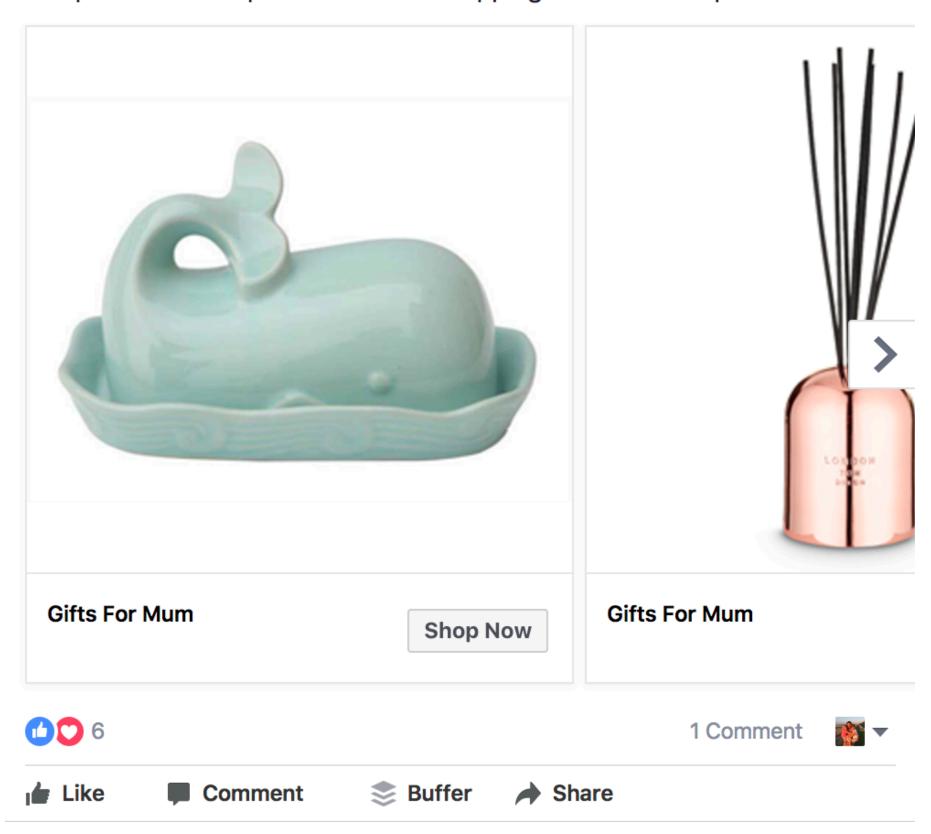
Liz Earle Naturally Active Skincare
uk.lizearle.com
Reveal your natural glow with Cleanse & Polish
200ml – only £19.50, worth £30.50



Katie Chapman, Andrew Dagnell and Philippa Reece Winter like Trouva.



Looking for a gift for Mother's day? We've done the hard work for you. Discover a selection of hand-picked products from the UK's best independent boutiques. Fast & free shipping over £50. Shop now.



About this Facebook advert

K

Why am I seeing this advert?

Options ▼

One reason why you're seeing this advert is that **Trouva** wants to reach **people who may be** similar to their customers. Learn more.

There may be other reasons why you're seeing this advert, including that Trouva wants to reach women aged 22 to 40 who live or have recently been in England. This is information based on your Facebook profile and where you've connected to the Internet.

* Manage Your Advert Preferences

Tell us what you think

Was this explanation useful? Yes No

Learn more about Facebook Adverts



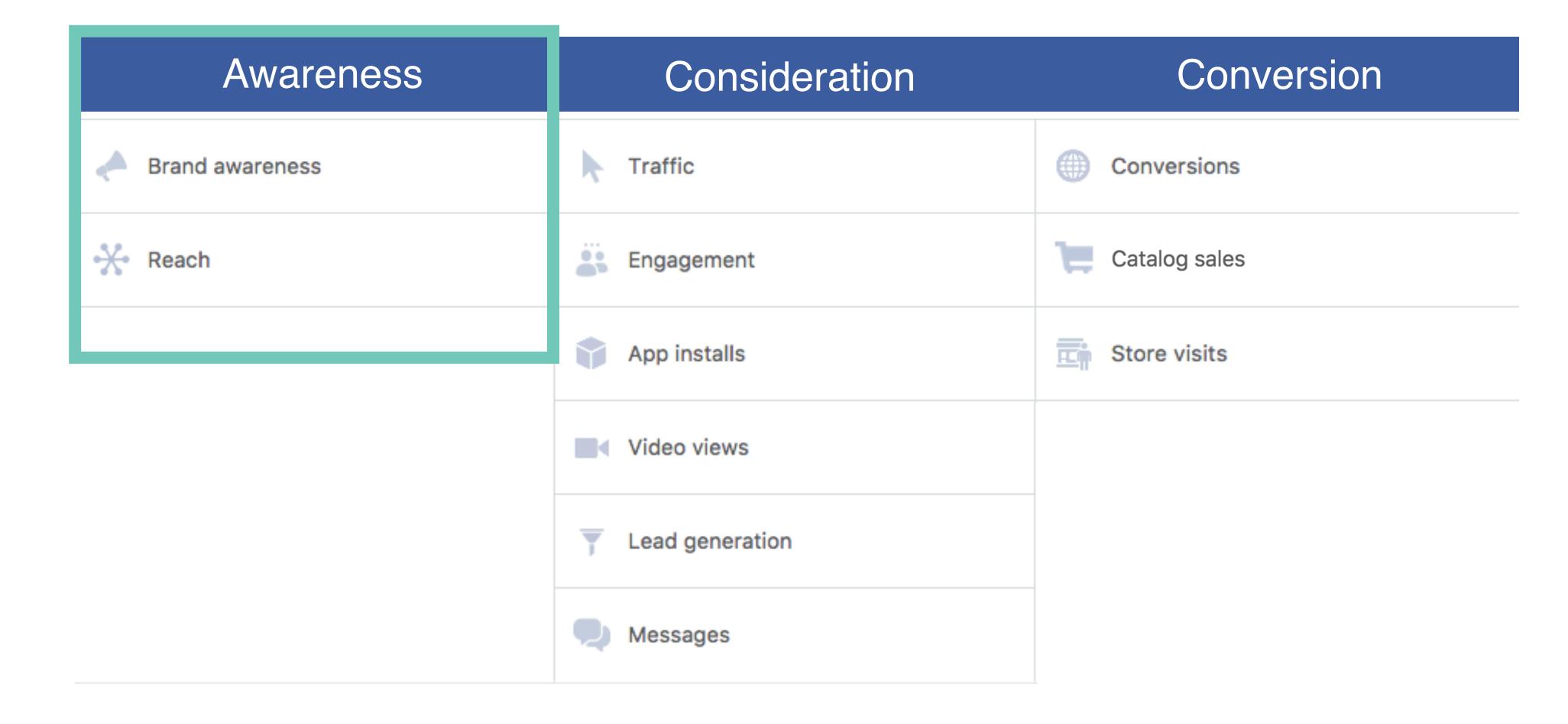
Ad Objectives

Translate your business goal into your ad objective

I want to drive...

Ad objective categories

Ad objectives



Ad Objectives
Translate your business goal into your ad objective

I want to drive...

Ad objective categories

Ad objectives

Awareness	Consideration	Conversion
Brand awareness	Traffic	Conversions
Reach	Engagement	Catalog sales
	App installs	Store visits
	■ Video views	
	T Lead generation	
	Messages	

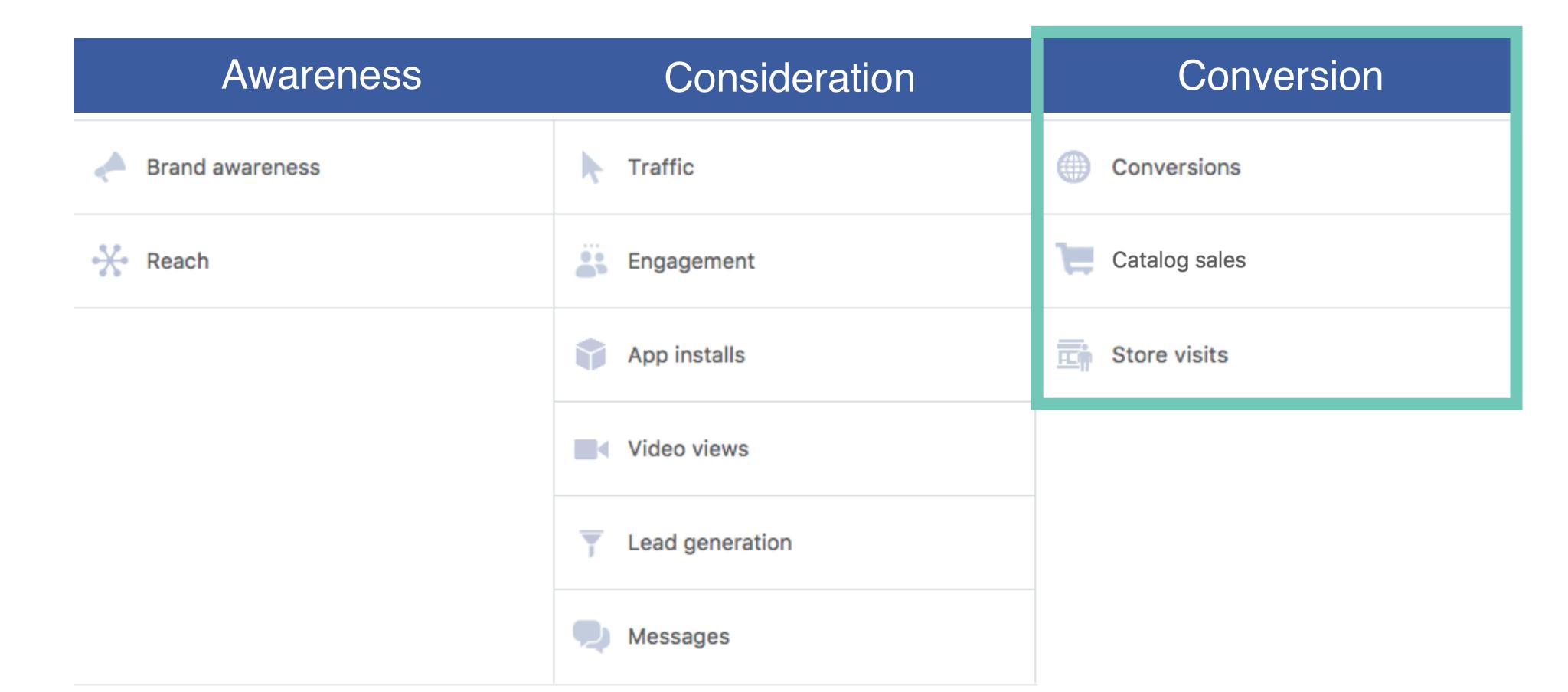
Ad Objectives

Translate your business goal into your ad objective

I want to drive...

Ad objective categories

Ad objectives



Objective:

Conversion

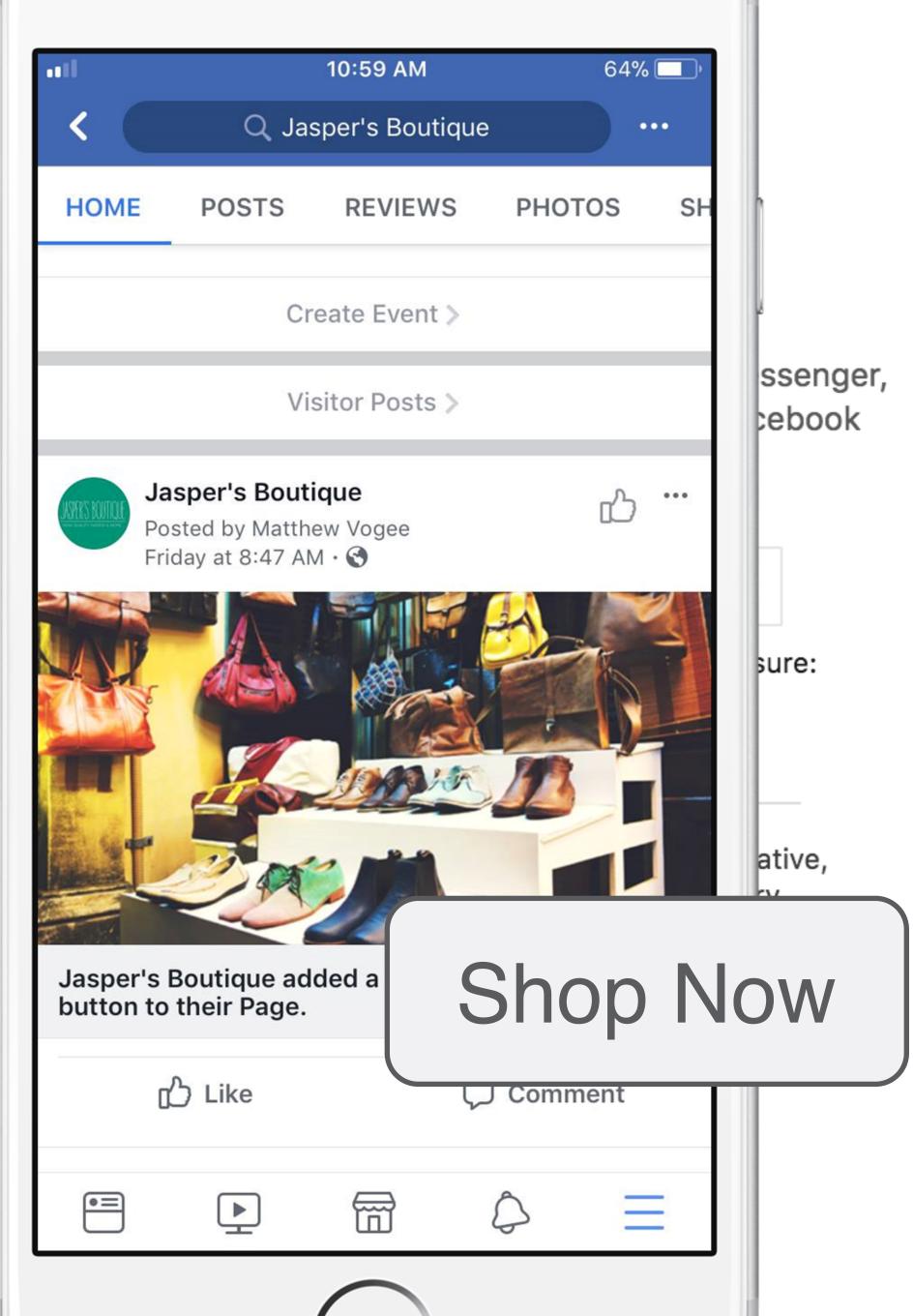
Get people to such as addi

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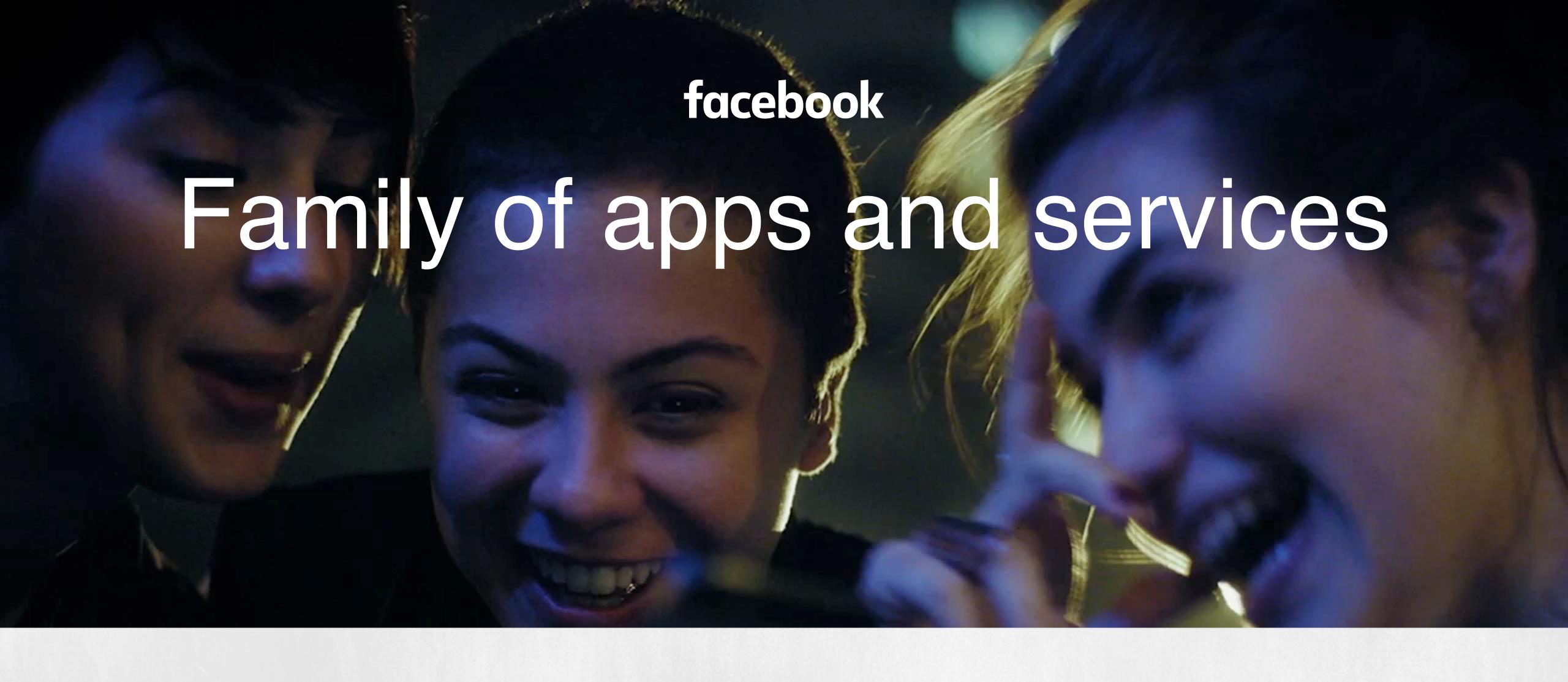
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NEW Budget (

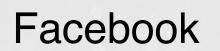




Reaching people across the Facebook family of apps and services









Instagram



Audience Network



Messenger



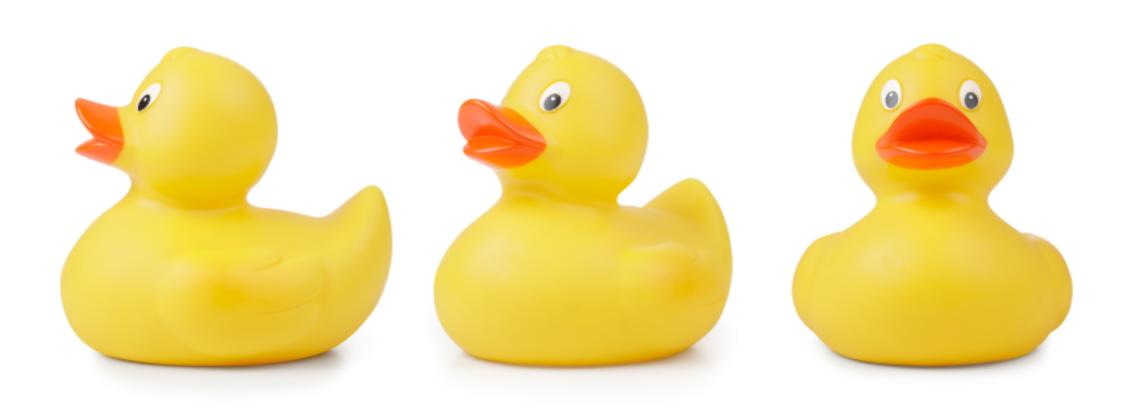
Workplace



STOP AGAIN!



THE ECOMMERCE FUNNEL FOR CUSTOMER ACQUISITION



Get your ducks in a row

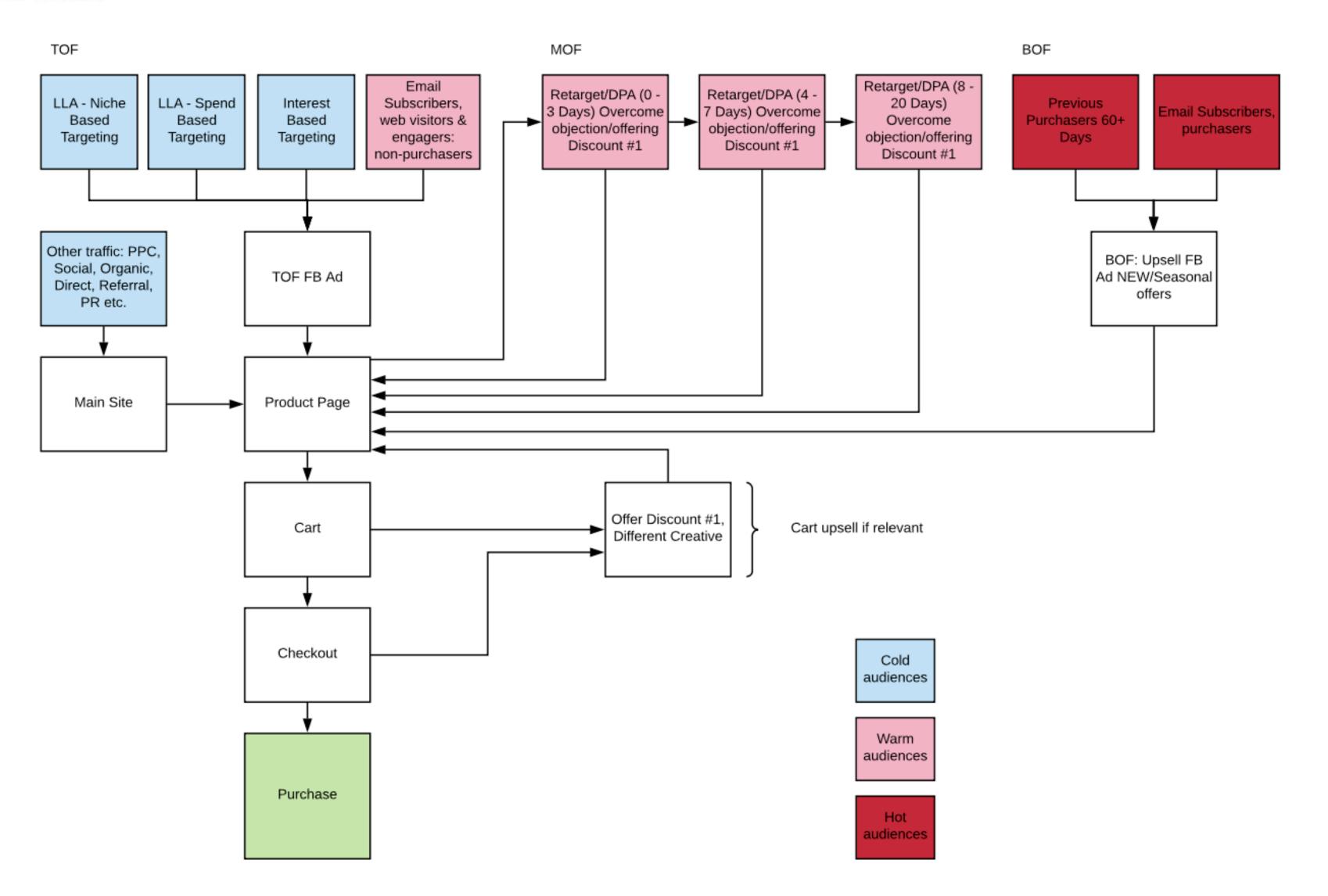
- You will get better results if you focus first on building custom audiences: increasing website traffic, building up email lists, increasing social followers, increasing video engagement.
- Unless you have large pockets, get your ducks in a row for more efficient advertising.
- Build your own world/custom audiences.
- KEEP DOING THIS EVEN WHEN YOU START ADVERTISING



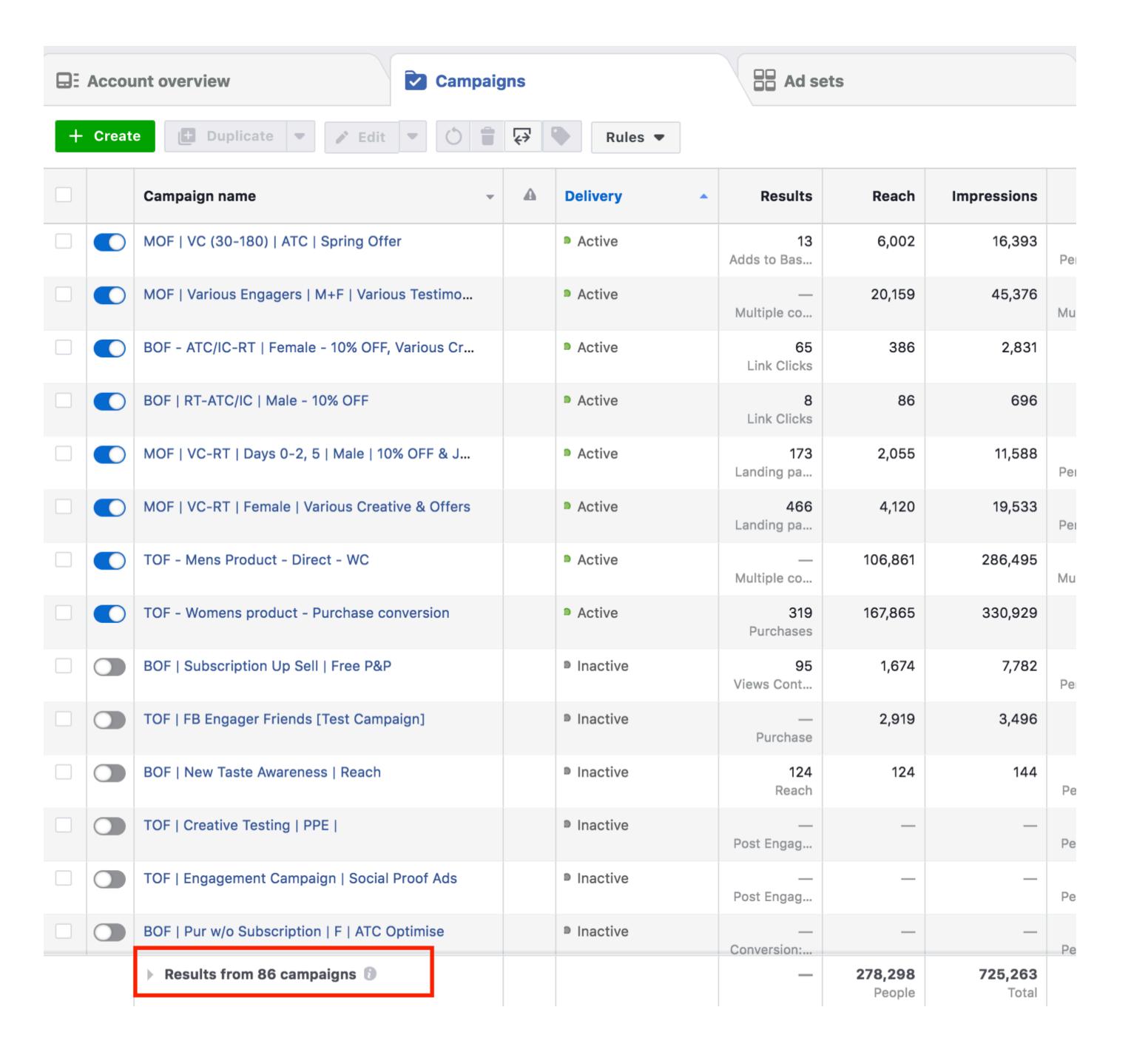










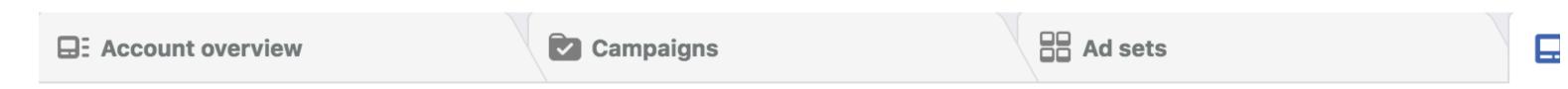






+ 0	Create	Duplicate	▼ Edit	-	0	Î	2,1	₹≯	Rules ▼					
		Ad set name				~	A	De	elivery	•	Results	Reach	Impressions	
		6. MENS 3s TOF Video	o Views (7 Day	s) Au	uto				Active (learning 2 approved) 👩	4 Purchases	3,249	5,329	
		5. WOMENS 3s TOF V	ideo Views (7 I	Days)	Aut				Active (learning 1 approved) 🕣	4 Purchases	3,938	5,031	
		ATC & IC (0-14) Fema	le INSTA STO	RIES					Active (learning 1 approved) 🕖	14 Landing pa	65	207	Pe
		VC (14 - 28 Days) Fem	nale Auto Ab	strac	t Cre				Active (learning 2 approved) 🕖	102 Landing pa	1,781	7,694	Pe
		LLA (5%, GB) - ATC Me	ns Product (30	Days	s) M				Active (learning 2 approved) 🕖	36 Purchases	46,134	83,884	
		LLA (GB, 10%) ATC (30	0 Days) F35-6	65+					Active Initial learning co	mplet	79 Purchases	68,801	95,715	
		Interest Based Audienc	e 1 M35-60	M+D	(Fee				Active (learning 2 approved) 👩	58 Purchases	51,710	123,064	
		VC (0 - 7 Days) Femal	e Auto Testi	monia	al Pa				Active Initial learning co	mplet	328 Landing pa	2,957	10,184	Pe
		Interest Based Audienc	e 1 F45-55 I	И+D ((Feed				Active Initial learning co	mplet	69 Purchases	34,479	77,860	
		1. VC (30-180 Days) A	TC F M+D (F	В&І	nsta)				Active (learning 3 approved) 🕖	13 Adds to Bas	6,002	16,393	Pe
		ATC (0-7) & IC (14) Ma	ale M+D Fee	d & Ir	nsta				Active 2 approved		8 Link Clicks	86	696	
		VC (0 - 7 Days) Male	M+D, FB + Ins	ta 10	0% O				Active Initial learning co	mplet	108 Landing pa	1,539	7,240	Pe
		ATC (0-7) Female M-	+D Automatic	Place	ement				Active 3 approved		13 Link Clicks	177	1,085	
		ATC (8 - 15 Days) Fem	nale Automati	Plac	ceme				Active Initial learning co	mplet	23 Link Clicks	214	1,038	
		Results from 307 a Loading	d sets 📵								_	278,298 People	725,263 Total	





+	Create	₹⇒	Preview	Rules ▼				
	Ad name	A	Delivery	•	Results	Reach	Impressions	
	1. Squared Lemon Creative - 100FF		Active		Add to Bask	112	143	Pei
	Insta Story Creative - 10% OFF		Active		3 Adds to Bas	3,055	4,723	Pei
	Jamie BENEFITS video		Active		4 Purchases	12,459	15,911	
	Jamie BENEFITS video		Active		10 Purchases	25,288	36,329	
	Subscribe social proofed		Active		28 Landing pa	982	2,104	Per
	Insta Story Creative - 10% OFF		Active		14 Landing pa	65	207	Per
	Jamie Testimonial - How to take		Active		4 Purchases	2,868	4,286	
	Maxine Story		Active		4 Purchases	3,938	5,031	
	2. Bri Slideshow Video		Active		32 Purchases	41,776	67,973	
	1. Abstract Creative Video		Active		74 Landing pa	1,518	5,590	Per
	1. Kamal Video Cut Creative		Active		108 Purchases	50,511	88,332	
	1. Kamal Video Cut Creative		Active		55 Purchases	32,751	67,236	
	1. Kamal Video Cut Creative		Active		79 Purchases	68,801	95,715	
	Interest Based Audience 1 F35-60 M+D (Fee		Active		14 Purchases	5,730	10,624	
	Results from 433 ads 📵					278,298 People	725,263 Total	



Funnel optimisation...

Once the funnel is in place, ongoing campaign management involves:

- Continuing building upon Campaign, Audience, Targeting, and conversion lessons learned.
- On-going Campaign Management, including: Strategy, Copy, Creatives, Split-Testing.
- Optimisation and Scaling of Successful Ad campaigns and Retargeting campaigns.
- Continued creation & improvement of Facebook Ads campaigns based on strategies that work.
- Continued creation & improvement of Facebook retargeting campaigns based on strategies that work
- Audience and conversion data collection and analysis.
- Advising on Recommend Ad Spend to enable scaling.
- Monthly reporting of ad results.
- Management of bot and continued improvement of bot campaign.

We call it babysitting - and every account we work on needs babysitting for at least 27 hours per month





SPLIT TESTING

Signup



Why not get more money from your Facebook Ads with less work? Claim your free 14-day trial of AdEspresso now.



No Credit Card Required!





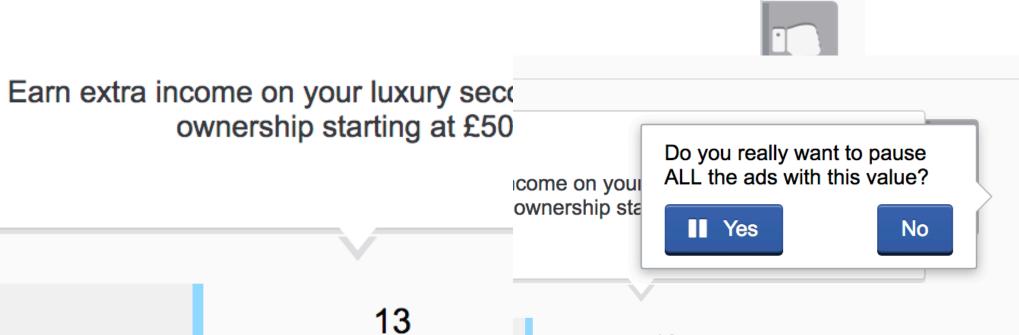
AdEspresso by Hootsuite







Only a few hours from the capital and set in the blissful, private Somerleyton estate. Bespoke and concierge service Shedrooms offer a high end, magical second home in the country.



34	Clicks	13	13
1.555%	Click through	1.060%	4 0000/
£0.553	Cost per click	£0.828	
7	Conversions	3	
20.588%	Conversion rate	23.077%	
£2.687	▼ Cost per conversion	£3.590	
£8.605	Cost per 1k imp.	£8.785	
2,186	Impressions	1,226	
£18.81	Spent	£10.77	

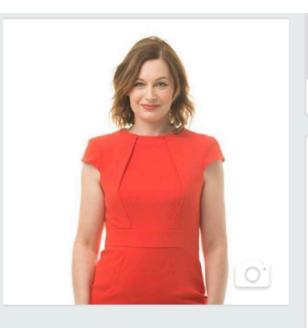
Custom audience

£0.141 Cost per click 824 Clicks 20,264 Impressions £116.04 Spent	4.066%	Click through
20,264 Impressions	£0.141	Cost per click
	824	Clicks
£116.04 Spent	20,264	Impressions
	£116.04	Spent

Lookalike

1.299%	Click through
£1.007	Cost per click
67	Clicks
5,159	Impressions
£67.44	Spent





Natasha Courtenay-Smith @natashacourtenaysmith

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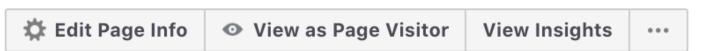
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Natasha Courtenay-Smith

Published by Natasha Courtenay-Smith [?] ⋅ 8 June at 16:43 ⋅ 6

It's Friday, which means its time for my FB ads creative round up of the week. If you're running ads for your ecom business or brand then use what other brands are doing to help spark creative ideas.

I'm sharing some creative inspiration from the brands that are targeting me on Facebook - remember never stop testing creatives (alongside the technical stuff like audiences and optimisation) as there's always room for ads to improve and get better results!

FACEBOOK AD CREATIVE IDEAS JUNE 2018

TASH COURTENAY-SMITH, CEO BOLT DIGITAL MEDIA









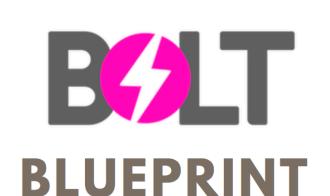




Your choices

- **DIY** Manage the deep complexity of the campaigns and ad spend and try to figure out how to acquire the level of experience and expertise that you need to not waste money and optimise every pound that you spend.
- DWY Recruit a part time or full time employee or employees with all of the associated costs and commitment necessary to recruit, train and manage more employees.
- **DFY** Work with an agency and people you like and trust that can minimise your time and ad spend and maximise your revenue and profits.



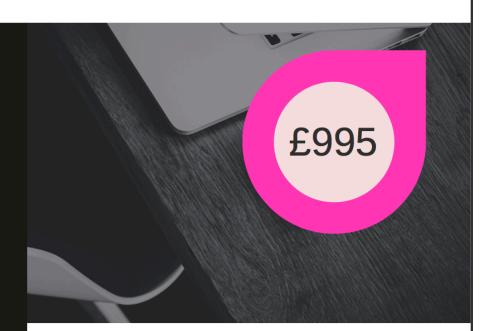


WHAT IS A FACEBOOK FUNNEL?

Facebook has huge selling power, but not without a sales funnel. Users log onto Facebook for fun and entertainment, not purchase products or services they've never thought of before.

A Facebook sales funnel is designed to capture users' interest and nurture them until they're ready to purchase.

Funnels use relevant messages/content to appeal to users at different stages of consideration for purchasing in order to slowly move them closer to conversion.

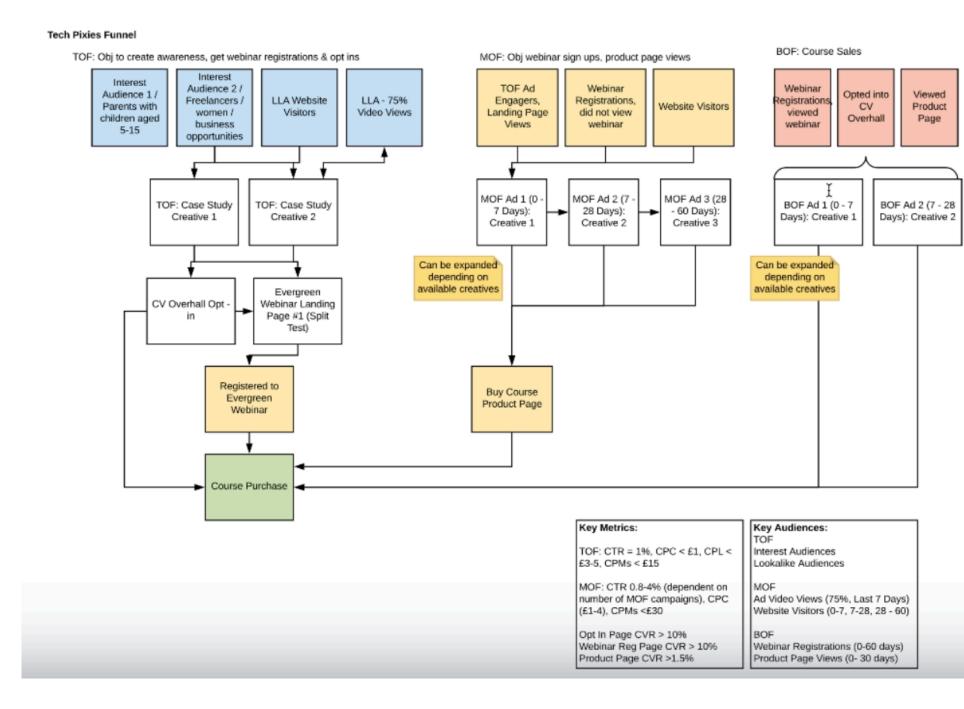


YOUR PERSONALISED AUDIT & STRATEGY SESSION

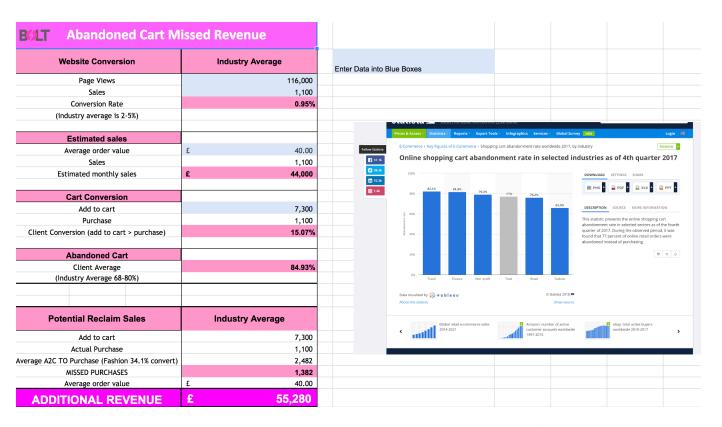
You know that Facebook funnels and ads will work for your business, but you feel overwhelmed by what to do and where to start.

Bolt Blueprint allows us to audit, strategise and map out a personalised social, content, email and advertising plan for your business. The final Blueprint report will be entirely customised to you and your needs and will be a strategy you and your team could implement directly.

B/LT BLUEPRINT



BOLT RETUR	RN ON INVESTMENT CALCULATOR - BETA	T	ech pixies
Revenue Target		£	20,
Average Revenue Per Sale		£	240
No of sales at Price Point required to h	it revenue targets		
Website conversion rate			
ink clicks required			4,
Ad CTR			
Stimated CPC		£	
Reach required to hit target			208
FB Ad Spend Required		£	6
Cost Per Sale (CPA)		£	7
	Return on Investment		
etimental Casas Partitoly	Return on investment	•	
stimated Gross Profit %			
No of months of Bolt			
Repurchase rate (accreditation)			
ED Ad Coard Arrivat Davis			
FB Ad Spend Against Revenue			
Income			
	Initial Order		£20
	2nd Order		£10
	3rd Order		
Total Income			£30
Costs			
	Direct Costs		£
	FB Ad Spend		£
	Bolt Fees		
Total Cost			£15
MONTHLY NET PROFIT from Campaign			£14
Return on Investment		•	:





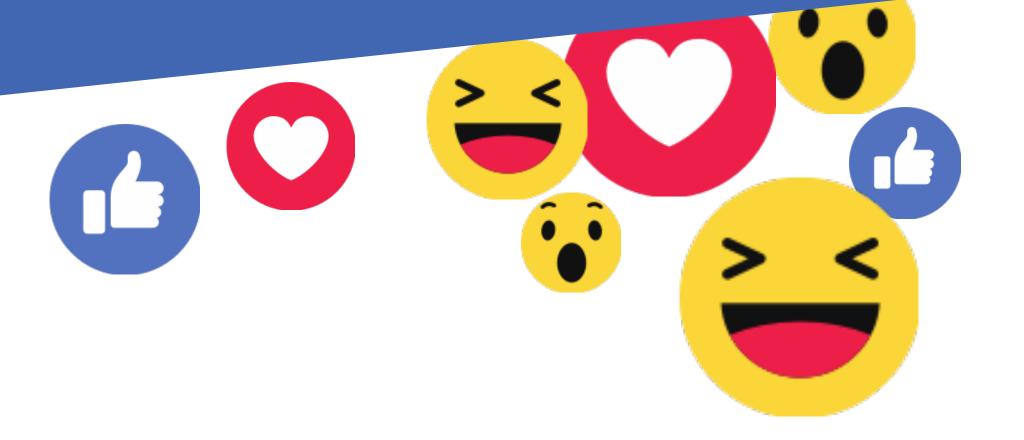
Let's talk.

Got a question?

tash@boltdigital.media







Thank you!