



# Drive sales and reach more customers with Google





# Be discoverable

Every day, hundreds of millions of people turn to Google to find, discover and shop for what they care about.



- 
- 1 Be discoverable**
  - 2 Build your brand
  - 3 Acquire new customers
  - 4 Increase sales
  - 5 Marketing checklist

## 1 Be discoverable



**The online shopping journey has multiple touchpoints that can influence what people buy and who they buy it from.**

For marketers, the challenge is how to show up at all of these moments, while delivering the personalised, relevant experiences that shoppers have come to expect.

That's where Google can help. Every day, hundreds of millions of people turn to Google to find, discover and shop for what they care about. And not just Google Search – people also look for inspiration when they're browsing their Google news feeds, watching YouTube videos or checking their Gmail.

40% of Great Britain (UK) shoppers say they use Google before buying something new.<sup>1</sup>

# 23%

**of items being shopped for were prompted by something the shopper said they saw on a Google product (Search, Maps, YouTube)<sup>2</sup>**

Nearly half (47%) of Global shoppers say they use Google before buying something new.<sup>3</sup>

## 1 Be discoverable

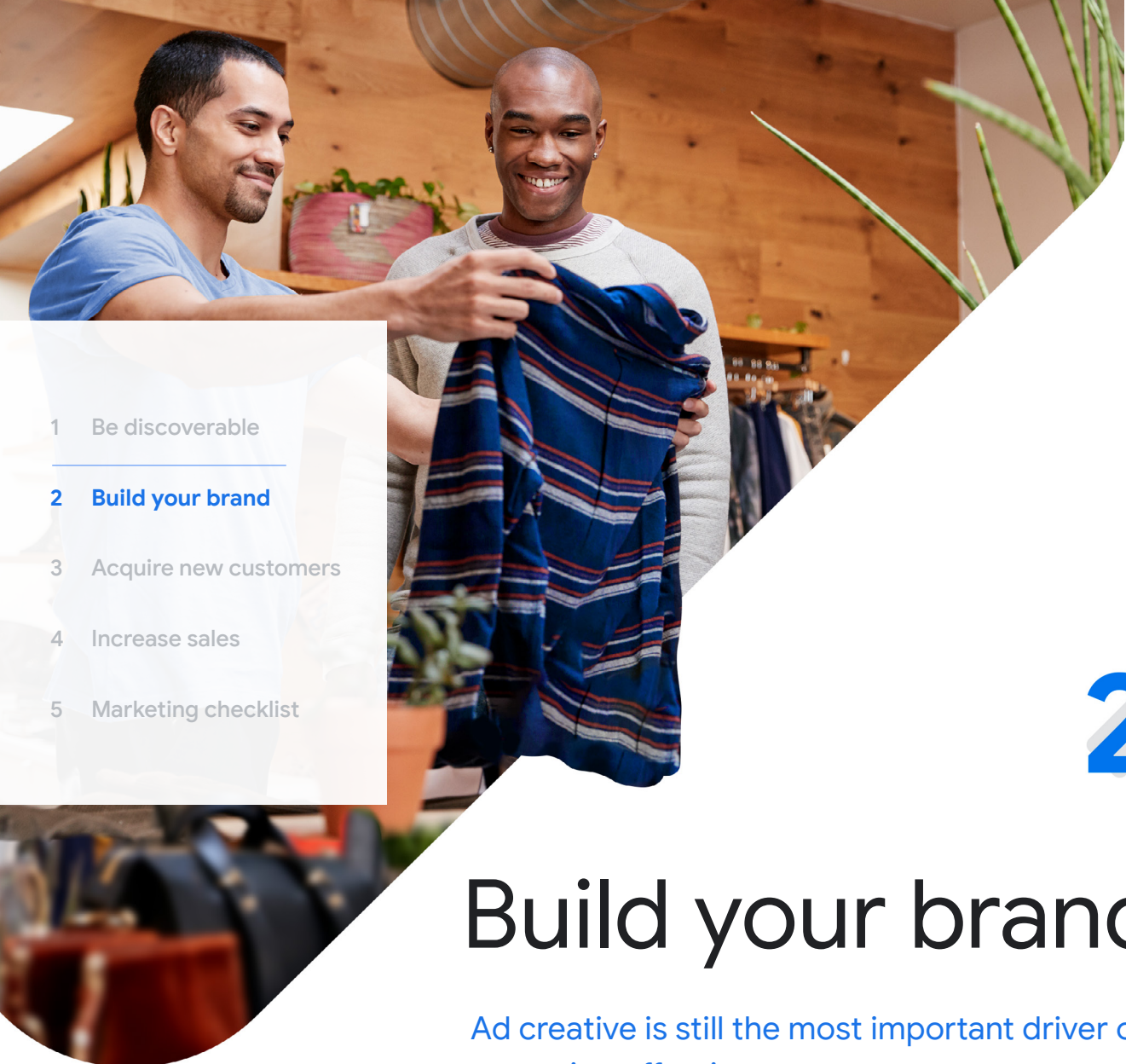
Every one of these moments is a window into what your customers care about – which is why no one understands them better than Google.



In this guide, you'll learn how to **meet your customers every step of the way**, from the beginning of their journeys to driving discovery, influencing purchase decisions and ultimately, increasing your overall sales.



Take a look at our [best practices](#) to learn more



- 1 Be discoverable
- 2 **Build your brand**
- 3 Acquire new customers
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# 2

## Build your brand

Ad creative is still the most important driver of campaign effectiveness.

### WHY

Over  
**90%**

people say they discover new brands or products on YouTube<sup>4</sup>

### HOW



Learn how to create effective videos with the [ABCs of Effective Creative.](#)



## Tell your brand story

That's why it's important for brands to not only appear in those searches but to create real value that is meaningful and distinct. Immersive creative on video and Search can help build awareness and differentiate your brand with shoppers across Google.

# 51%

Great Britain (UK) shoppers say they use Google to discover or find a new brand and that's significantly higher than any other source.<sup>5</sup>

## 2 Build your brand

### Connect and inspire with video

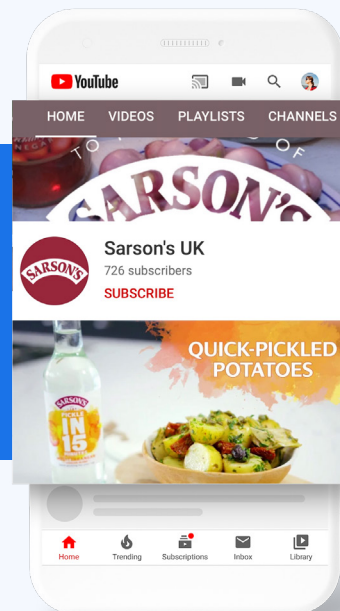
In a world of limited attention spans, it's important to create video ads that engage consumers. 90% people say they discover new brands or products on YouTube<sup>6</sup>, whether it's through how-to videos, unboxing videos or

influencer content. Excellent creative, combined with robust demographic and affinity targeting, can help you [drive brand awareness with video](#).

#### SUCCESS STORY



Sarson, along with digital agency Reprise, taught a new generation to pickle with [YouTube](#) and saw **20% YoY increase in sales**.



## 2 Build your brand



### Be the answer when they search

Use [responsive search ads](#) to answer those searches with flexible and personalised ads.



popular clothing brands

popular clothing brands **2020**

popular clothing brands **near me**

popular clothing brands **for women**

popular clothing brands **for men**

popular clothing brands **in the '80s**

popular clothing brands **stores**

popular clothing brands **shopping**

#### SUCCESS STORY



Dell tested responsive search ads in its gaming account and drove **25% more clicks and conversions.**

Make more visible and useful ads:



Learn how to [customise your search ads with extensions](#)



## 2 Build your brand



# Measure brand metrics

To raise awareness and visibility, create a Google Ads campaign using the [brand awareness and reach goal](#).

Then measure success by monitoring the right metrics:

- ✓ [Impressions](#)  
How many customers actually saw your ad?  
You can prioritise impressions with a cost-per-thousand-impressions campaign.
- ✓ [Reach and frequency](#)  
'Reach' is the number of visitors exposed to an ad in a display or video campaign. 'Frequency' is the average number of times a visitor was exposed to an ad over a period of time.
- ✓ [Brand lift](#)  
Brand lift studies use surveys to measure a viewer's reaction to the content, message or product in your video ads.

If TV is a part of your strategy, you can extend your TV campaigns online with [affinity targeting](#) and [connected TV. Reach Planner](#), which uses Nielsen TV data, can help you find and reach audiences while moving away from traditional TV.



# 3

## Acquire new customers

Reach new potential customers who are in the market for products like yours.

### WHY

# 47%

Nearly half of Global shoppers say they use Google before buying something new.<sup>7</sup>

### HOW



Turn inspiration into action with Google's actionable brand formats: [TrueView for action](#), [Showcase Shopping ads](#) and [Discovery ads](#)

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### 3 Acquire new customers



## Turn discovery into purchase intent

Engaging ad formats can help you reach the 47% of surveyed global shoppers who say that they use Google before buying something new.<sup>8</sup>

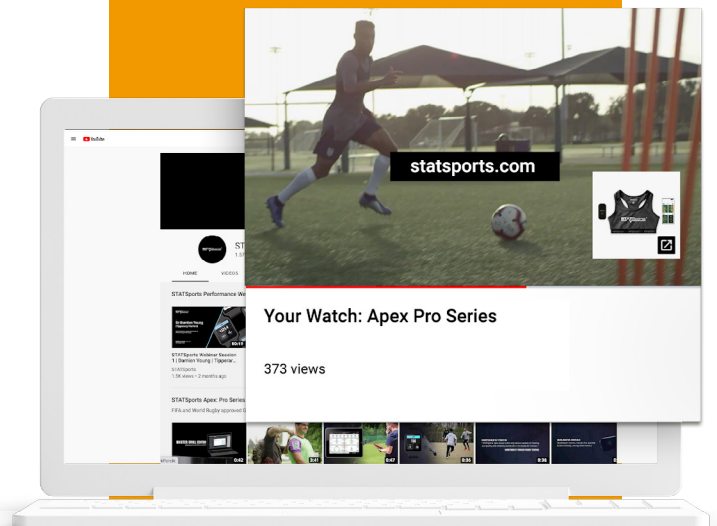
## Make your videos actionable for shoppers

TrueView for action drives leads and conversions by adding prominent calls-to-action, headline text overlays and an end screen to your video ads. Add compelling product imagery to make your ads shoppable, and optimise for your goals with Smart Bidding.

#### SUCCESS STORY



With **TrueView for Action**, STATSports was able to drive both a **30% lift in consideration** and a **36% lift in awareness**. This resulted in a **2,578% lift in brand interest** driving a **20% increase in new users** to their site.



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### 3 Acquire new customers

## Engage new customers across feeds on Google

Discovery ads can help you drive action with up to 2.6 billion consumers within the feeds on YouTube, Discover and Gmail.<sup>9</sup>

#### SUCCESS STORY



**Discovery ads** is a great new customer acquisition channel for MandM Direct, bringing in more qualified leads than social campaigns. Visitors from Discovery ads spent 2.6X longer on the brand's website with a significantly lower bounce rate, and had a 42% higher average order value than via Social.



Learn more about [optimising Discovery campaigns](#)

### 3 Acquire new customers

## Help people discover and explore your brand and products

**Showcase Shopping ads** let you group a selection of related products and present them to introduce your brand or business. 85% of traffic from Showcase Shopping ads to retailers' sites is new visitors,<sup>10</sup> many of whom are deciding where to buy when they search for general terms like 'backpacks' or 'furniture'.



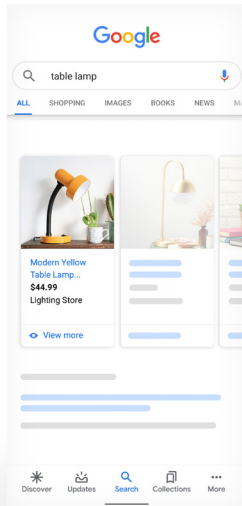
#### SUCCESS STORY

## MADE.COM

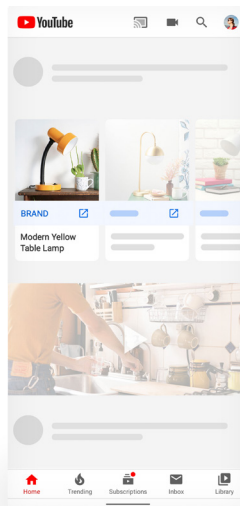
Made.com conducted numerous tests of different **Showcase Shopping ads** to improve performance, which more than paid off. Shopping Showcase ads produced a **1.52% click-through rate** (compared to 1.18% for their Product Shopping ads) and **1.85% engagement rate**.

### 3 Acquire new customers

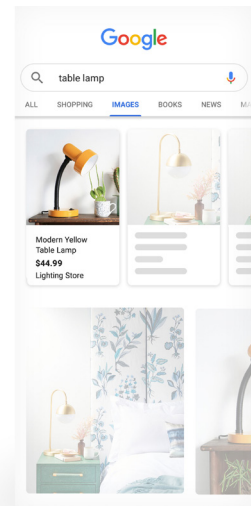
Here are some of the places your Shopping ads will appear to shoppers across Google:



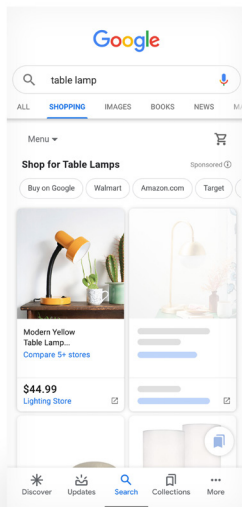
Search



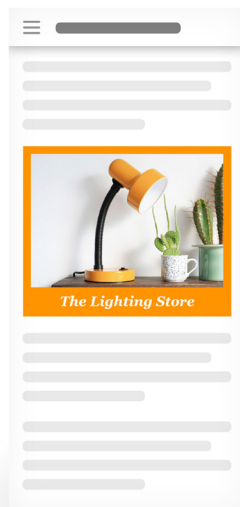
YouTube



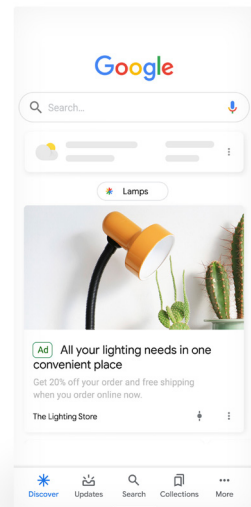
Images



Shopping



Display



Discover

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### 3 Acquire new customers

## Remarketing across all of Google

Now that potential customers are connecting with your brand campaigns, it's time to build customer [remarketing](#) lists to re-engage shoppers and

convert that brand discovery into purchase intent. Get started by [tagging your site](#) for remarketing.

You can also upload your first-party data to connect with these shoppers across Google:



#### Standard remarketing

Show ads to your past visitors as they browse sites and apps on the Display Network. [Learn more](#)



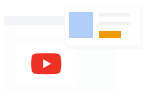
#### Dynamic remarketing

Show ads that include products or services that people viewed on your website or app. [Learn more](#)



#### Remarketing lists for search ads

Show ads to your past visitors as they do follow-up searches for what they need on Google. [Learn more](#)



#### Video remarketing

Show ads to people who have interacted with your videos or YouTube channel. [Learn more](#)



#### Customer Match

Show ads to your customers across Google, using information that your customers have shared with you. [Learn more](#)



#### App deep linking

Show ads that send your users to a specific page in your app encouraging them to complete a specific action. [Learn more](#)

### 3 Acquire new customers



## Reach new, in-market shoppers

To reach new shoppers with purchase intent, you can select audiences who are in the market for products like yours across your Display, Search and Video campaigns:

- ✔ Use **in-market audiences** to show ads to people who have been searching for products and services like yours but have not interacted with your business.
- ✔ Use **similar audiences** to reach new customers with interests related to the users in your audience lists.

Use our insights tools to find new opportunities to reach potential customers:

- ✔ **Discover rising product trends** to see what's gaining momentum this season.
- ✔ **Audience Insights** can help you find new customers by revealing valuable insights about the people in your remarketing lists.
- ✔ **Find my audience** helps you understand who your most valuable customers are on YouTube so you can reach similar audiences with relevant messages.
- ✔ **Audience reports** in Google Analytics can give you a deep-dive into who has visited your website, including their interests and behaviours.
- ✔ **Market Finder** helps you take your business to new markets and start selling around the world.





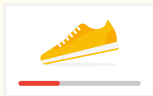
### 3 Acquire new customers



## Launch a new product

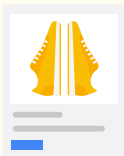
New products build your brand and can be a way to find new customers. To successfully launch a new product, you need to start by building consumer interest, then drive continued sales post-launch.

### Product launch guide



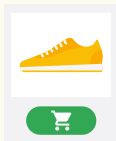
#### Build pre-launch interest

Leverage immersive storytelling with video to build excitement and drive new leads. Start building remarketing lists to drive sales post-launch.



#### Advertise your launch moment

Focus on driving action with video, text ads and formats that showcase your products.



#### Drive continued sales

Continue to share your message and turn intent into action.

#### SUCCESS STORY

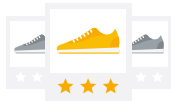


OANDA, a leader in currency data, offering financial services for a wide range of organizations and investors, **diversified their export marketing strategy to become video pioneers** in the UK financial trading industry. As a result, they **boosted profits by over \$200k on video alone**.

### 3 Acquire new customers

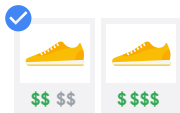
## Shopper and product insights

Use our product insights to help with your new product strategy.



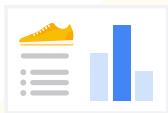
#### Add popular products to your feed

Use the [best sellers report](#) to see the most popular brands and products across Shopping ads and find out if they're in your feed and in stock.



#### Push popular products when you're price-competitive

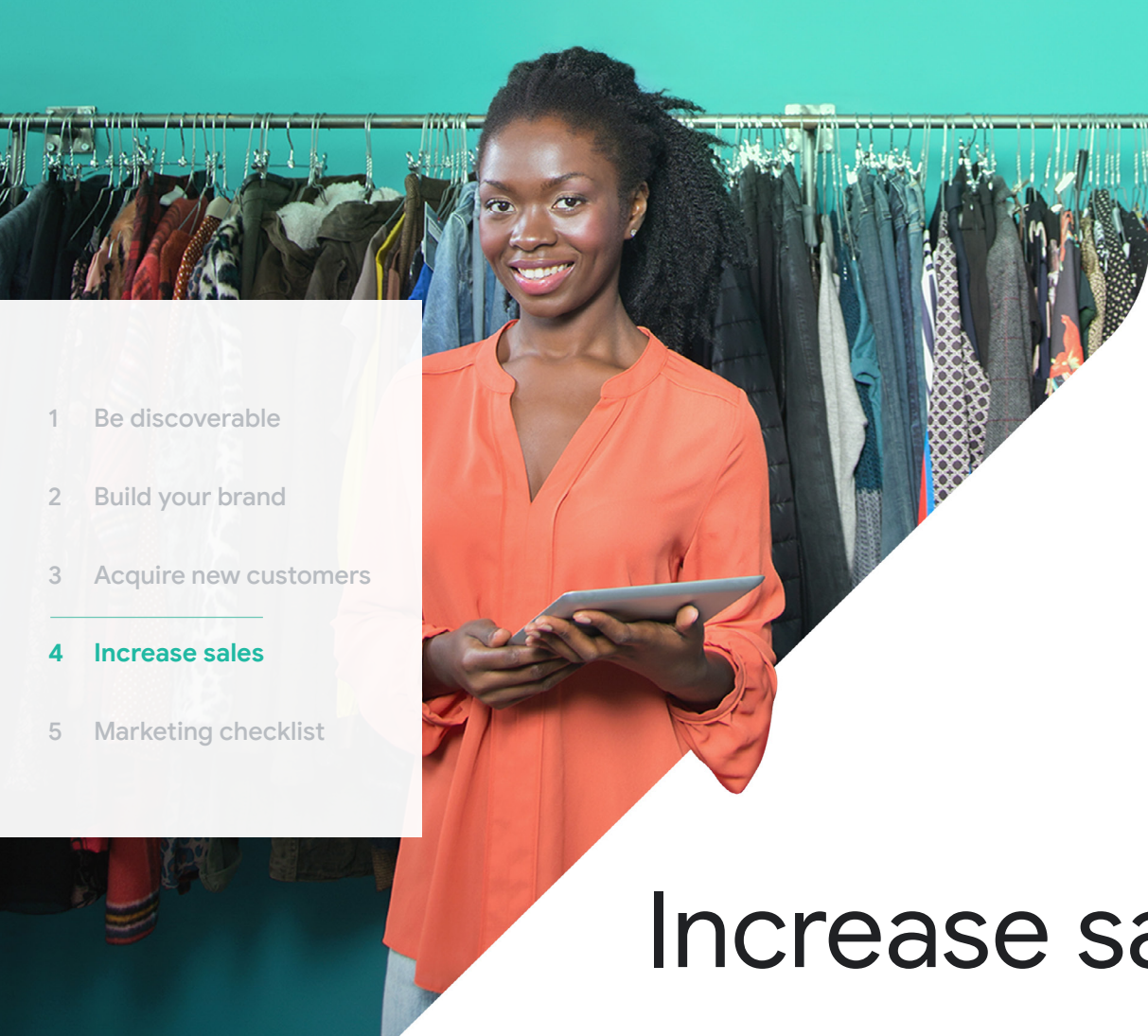
The [price competitiveness report](#) shows you the price point at which shoppers are clicking on ads to inform your pricing and assortment strategy.



#### Learn what shoppers want

Use our [Shopping Insights tool](#) to create a personalised weekly email about the product and category trends that matter to you.





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# Increase sales

Use your product feed to help shoppers discover your products, both online and offline.

## WHY

# 71%

of British Christmas shoppers used 3+ channels to do their Christmas shopping.<sup>11</sup>

## HOW



Upload your online and in-store products to [Merchant Center](#) and activate [Smart Shopping campaigns\\*](#)

\*In Europe, Smart Shopping campaigns can be used with any Comparison Shopping Service (CSS) you work with. The ads will show on general search results pages and on any other surfaces the CSS has opted in to.

## 4 Increase sales



### Drive omnichannel sales

Today's consumers are living – and shopping – in a channel-less world, making an omnichannel strategy more important than ever. In fact, Christmas shoppers that shop across five or more channels reported spending 1.9x more and purchasing 2.6x more than people who shop across one to two channels.<sup>12</sup>

# 90%

of surveyed global shoppers who visited a shop in the last week said that they searched online first.<sup>13</sup>

## 4 Increase sales

### Create a frictionless shopping experience online

A frictionless shopping experience for omnichannel shoppers maximises sales. Your website or app is your digital shop front, so put your best foot forward online with a quick and easy evaluation on [Grow My Store](#).



Use the [Test My Site](#) tool to test your mobile website speed

### Meet shoppers where they are – online and off

You can make a shopper's experience frictionless as they engage with your brand on Google, too. Just tell us about your available products, both online and offline, and we'll showcase them for potential shoppers across the web.

Search interest in “near me”  
has grown

**10x**

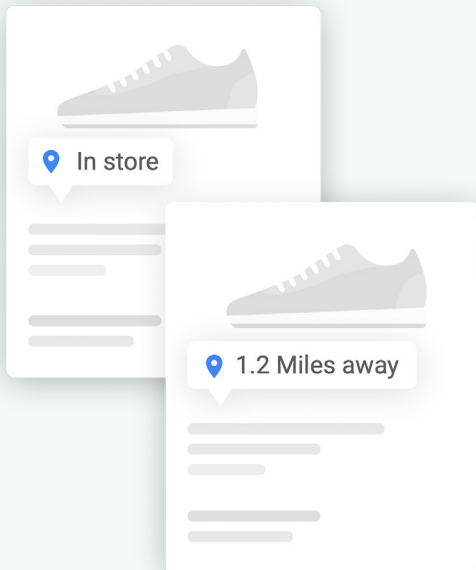
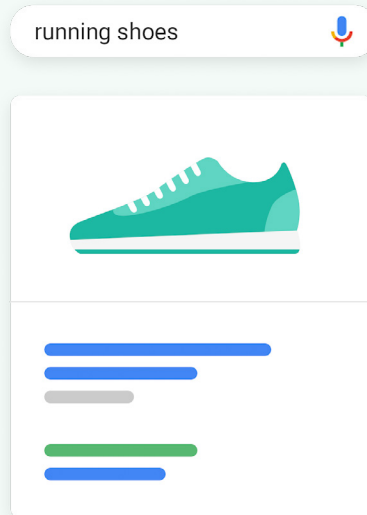
in the past 5 years.<sup>14</sup>



## 4 Increase sales

### Upload your products to [Merchant Center](#) to get started

Use [Smart Shopping campaigns](#) for automated bidding and ad placement to promote your products. Advertisers see more than a 30% increase in conversion value on average when using Smart Shopping campaigns.<sup>15</sup> [Shopping ads](#) use product data, not keywords. They promote your online inventory, boost traffic to your website and can help you find better-qualified leads.



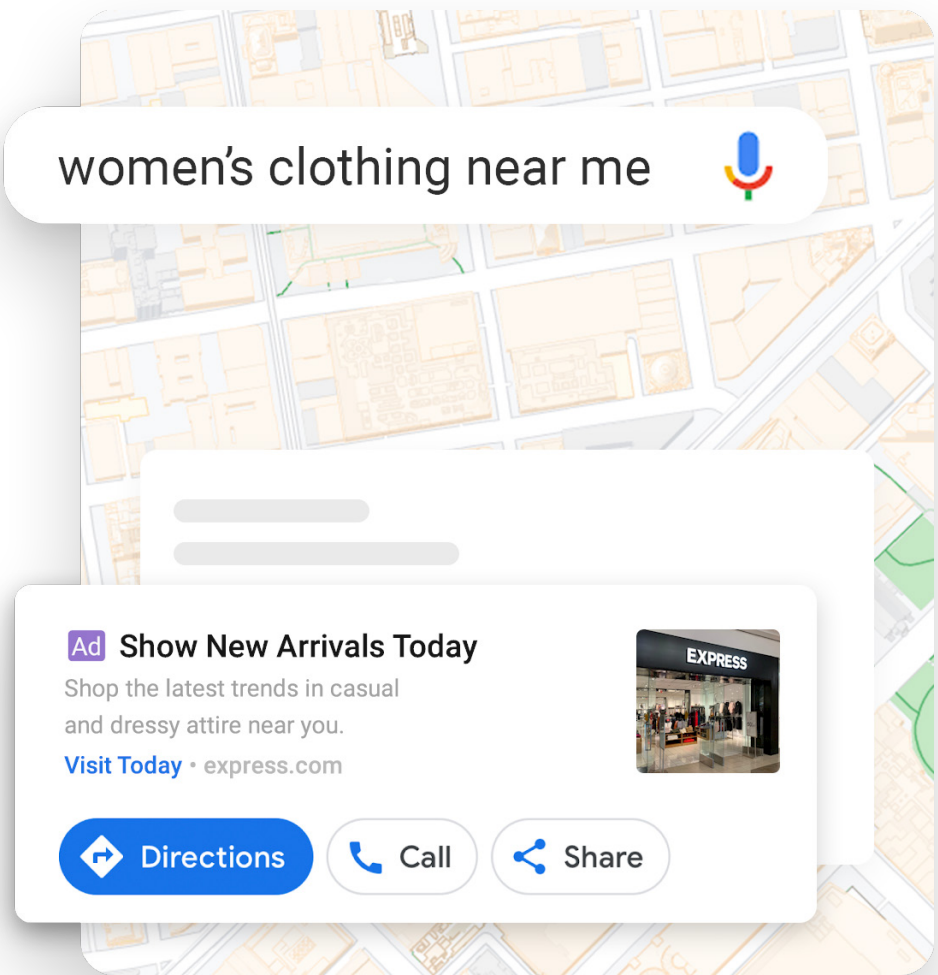
### Promote your in-store items with [Local inventory ads](#)

Local inventory ads highlight your products and shop information to nearby shoppers searching with Google. Make sure that you link your [Google My Business](#) account with your Merchant Center account to display your shop information across Google services.

## 4 Increase sales

### Drive more shoppers to your shops with [Local campaigns](#)

They use best-in-class machine learning and local formats to drive shoppers to all of your shop locations. They can also be used to support specific shops and events.



## 4 Increase sales

### Drive more users to your app with App Campaigns

App campaigns uses your ad text ideas and assets, including assets from your app's store listing, to design a variety of ads across several formats and networks.

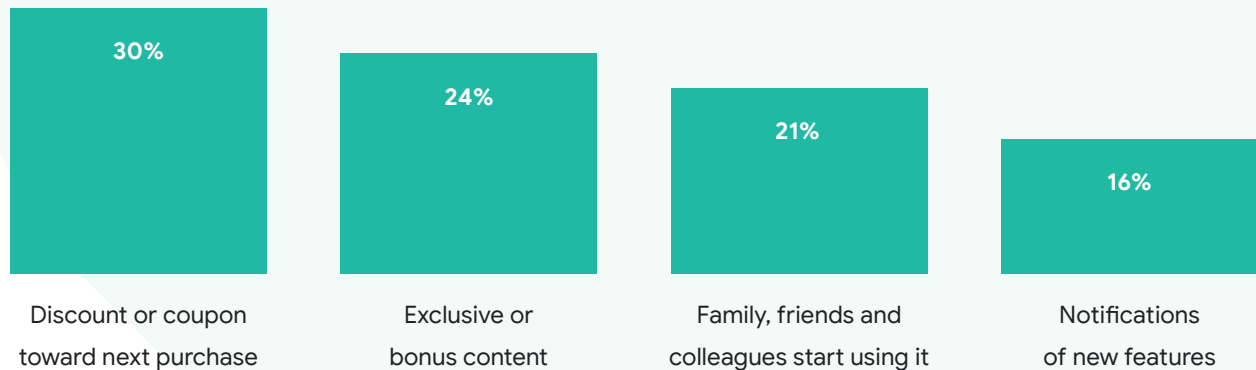
#### RETAIL APP USERS...<sup>16</sup>

- Buy **33%** more frequently
- Buy **34%** more items
- Spend **37%** more than non-app customers



### Reengagement Drivers for App Use

Incentives can prompt **renewed app usage**. Prompts for restarting use of apps not used or uninstalled: <sup>17</sup>





## 4 Increase sales

### Measure omnichannel performance

As part of your measurement strategy, remember to account for the conversions that happen **both online and offline**. Use **conversion basket reporting** to measure online transactions, revenue and profit, and include **shop visits** and **shop sales** to identify the campaigns, keywords and devices that drive the most offline value for your business. To maximise total omnichannel value, add shop visits into your **Smart Bidding** campaigns for Search and include them in Target ROAS bidding for Shopping and Smart Shopping campaigns.



### Increase customer lifetime value

Use the **Lifetime Value report** to understand how valuable different customers are to your business. You can also compare the **lifetime value** (LTV) of the customers that you've acquired through different channels. For example, you can compare customers acquired through organic search to those from social to see which method brings the higher-value users. This can help inform your channel strategy and achieve the right marketing mix to maximise your overall customer LTV.

## 4 Increase sales



### Maximise promotional periods

Plan your marketing strategy for before, during, and after your promotion or holiday to drive as many sales as possible.

#### WHY



Over the festive period, shoppers make the most purchases and shop visits during Cyber Week<sup>18</sup>

#### HOW



Follow these [best practices](#) to set up your campaigns for success over the festive period

## 4 Increase sales

### Drive sales during the festive period

#### Festive highlights from 2019

Last year, retail had its largest holiday season ever with global digital revenue growing 8% and totaling \$723B in sales.<sup>19</sup> Even in shops, digital played a critical role.

- 57% of British Christmas purchases were made online and 43% were in-store.<sup>20</sup>
- Shoppers searched online ahead of 86% of in store purchases.<sup>21</sup>
- 38% of British Christmas shoppers say they use their smartphone while in-store during the season.<sup>22</sup>

When consumers were looking online for help with their holiday shopping, they often turned to Google. Google had the largest number of daily shoppers in its history over the 2019 Black Friday and Cyber Monday



holiday weekend. <sup>23</sup> Google properties (Search, YouTube or Maps) are used in 44% of British Christmas shopping occasion.<sup>24</sup>

When consumers were looking online for help with their holiday shopping, they often turned to Google.

## 4 Increase sales

Shoppers want to discover new items, find what they need and purchase products with the least amount of friction. Consider these five shopping trends to lay the digital groundwork for a successful festive season.



### Festive-period shoppers are open to buying from new retailers

#### INSIGHTS

**11%**

of British Christmas purchases are with a new retailer that shoppers never purchased from before.<sup>25</sup>

**18%**

of British Christmas shoppers say they shopped at new retailers more this Christmas season than in previous years.<sup>26</sup>

#### GET STARTED

Connect with new customers through engaging [video content](#), like shop tours, product reviews and seasonal gift recommendations

Find new audience segments and re-engage them during the peak festive season by creating [audience lists](#)



### Festive-period shoppers are starting earlier and ending later

#### INSIGHTS

**9%**

of gift shoppers start thinking about the gifts they need to buy before the summer.<sup>27</sup>

**54%**

of festive-period shopping remains to be completed after Black Friday/Cyber Monday week.<sup>28</sup>

**18%**

of Christmas shopping is completed during the week of Christmas and the week after Christmas.<sup>29</sup>

#### GET STARTED

Offer compelling gift guides in visual formats, like [TrueView for action](#), [Showcase Shopping ads](#) and [Discovery ads](#)

Forecast and allocate enough budget for the entire season using [Performance Planner](#)

Capture early and late festive-period traffic by setting adequate budgets and competitive targets for [Smart Shopping campaigns](#) or [Smart Bidding](#)

Improve your [optimisation score](#) by regularly checking your account [recommendations](#) throughout the festive period

## 4 Increase sales



### Festive-period shoppers value price, convenience and availability

#### INSIGHTS

Top factors for purchasing from a retailer:<sup>30</sup>

**37%**

Price/promotion

**33%**

Convenience

**26%**

Product availability

#### GET STARTED

Highlight holiday offers with [Merchant Promotions](#) or [sale price annotations](#)

Feature convenient delivery options, like [fast and free delivery](#) or [click and collect](#)

Make your products discoverable across Google by uploading and optimising your online and in-store inventory in [Merchant Center](#)



### Holiday shoppers shop across multiple channels

#### INSIGHTS

**71%**

of British Christmas shoppers used 3+ channels to do their Christmas shopping.<sup>31</sup>

**88%**

of in-store purchases were preceded by an online search.<sup>32</sup>

#### GET STARTED

Promote seasonal events or special services like gift wrapping by creating a [Google My Business post](#)

Drive more shop visits by using [Smart Shopping campaigns](#) and [Local campaigns](#)

## 4 Increase sales



### Holiday shoppers turn to mobile

#### INSIGHTS

Shoppers reported making

**53%**

of online British Christmas purchases are mobile (i.e. made on a smartphone).<sup>33</sup>

**60%**

of British Christmas shoppers used apps related to their shopping with **44%** downloading new apps last season.<sup>34</sup>

#### GET STARTED

**Create** a seamless festive period shopping experience on your website by **testing** your mobile speed

Promote your app across Google with **App campaigns**

## Maximise promotional periods



### Create awareness

Build momentum around your promotions and capture shoppers' initial interest so you can alert them on the day of your actual sale



### Capture demand

To maximise performance when your promotion arrives:

- Put your promotional products into their own campaign
- Set adequate budgets to capture increased traffic
- Use Smart Shopping campaigns or Smart Bidding with lower targets to set more competitive bids based on real-time signals



Follow these **best practices** to set up your campaigns for success over the festive period

## 4 Increase sales

### Think beyond the festive season

#### Year-round consumer shopping

Today's retail landscape is filled with events of all kinds, from public holidays to sales and promotions.

Make sure that you include all of these consumer moments in your marketing strategy, to maximise your sales.



#### Back to School

Mintel research puts a £915m price tag on the cost of sending children back to a new academic year, starting next week, with £436m spent on school uniform and shoes alone.<sup>35</sup>



#### Halloween

Halloween spending is expected to total £474 million in 2019.<sup>36</sup>

#### Drive sales through non-festive promotions

Sales give customers the urgency and desire to purchase. Outside of the holidays, you can create promotions to increase how often people shop with your brand.

#### Make your non-festive promotions stand out

Customise your ads with [sales countdowns](#). You can display dynamic ad copy, such as an hourly countdown, for a sale that you'd like to promote.

# 77%

of surveyed global shoppers say getting a special promotion is important to them when deciding which brand or retailer to buy from.<sup>37</sup>

## 4 Increase sales

### 2020 Global holiday calendar

JANUARY		FEBRUARY		MARCH		APRIL	
1	New Year's Day (Global)	2	Super Bowl Sunday (US)	14	White Day (JP, TW, VN, KO)	8-16	Passover (Global)
20	Martin Luther King Jr. Day (US)	14	Valentine's Day (Global)	17	St. Patrick's Day (Global)	10-12	Good Friday, Holy Saturday, Easter Sunday (Global)
25	Lunar New Year (TW, HK, VN, KO, JP)	21-29	Carnival (BR)	9-10	Holi Festival (Global)	22	Earth Day (US)
				20	Spring Equinox (JP)	23-30	Ramadan (Global)
				22	Mother's Day (UK) Back to School (AR, CL)		
MAY		JUNE		JULY		AUGUST	
1-23	Ramadan cont. (Global)	21	Father's Day (US)	1	Canada Day (CA)	11	Mountain Day (JP)
1	May Day (Global)			4	Independence Day (US)		Back to School (US)
2-6	Golden Week (JP)			14	Bastille Day (FR)		
5	Cinco de Mayo (US, MX)			20	Sea Day (JP)		
10	Mother's Day (US)				Back to School (CO, MX)		
18	Victoria Day (CA)						
25-31	Hot Sale (AR, MX), Cyber Day (AR, MX)						
25	Memorial Day (US)						
SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER	
7	Labor Day (US)	1-4	Oktoberfest cont. (DE)	3	Culture Day (JP)	10-18	Hanukkah (Global)
19-30	Oktoberfest (DE)	3	Day of German Unity (DE)	8	Remembrance Day (CA, AU, UK)	14	Green Monday (Global), Free Shipping Day (Global)
21	Respect for the Aged Day (JP)	12	Thanksgiving (CA), Health and Sports Day (JP)	11	Singles Day (TW, HK), Veterans Day (US), Armistice Day (FR)	21	December Solstice (JP)
22	Autumn Equinox (JP) Back to School (UK)	31	Halloween (Global)	14	Diwali (Global)	25	Christmas Day (Global)
				20-23	El Buen Fin (MX)	26	Boxing Day (Global)
				23	Labor Thanksgiving Day (JP)		
				26	Thanksgiving (US)		
				27	Black Friday (Global)		
				28	Small Business Saturday (US)		
				30	Cyber Monday (Global)		



# 5

## Your marketing checklist

Here are our recommendations to help you build a successful strategy with Google Ads.



- 1 Be discoverable
- 2 Build your brand
- 3 Acquire new customers
- 4 Increase sales

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- 5 Marketing checklist**

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## 5 Marketing checklist

### Find the right customers

- ✓ Find new customers with [in-market and similar audiences](#) pg. 16
- ✓ Discover new opportunities with our insights tools pg. 16
  - [Audience insights](#) help you find potential customers based on information about the people in your remarketing lists
  - [Find my audience](#) reveals your most valuable customers on YouTube to help you discover new audiences and learn how to reach them with relevant messages
  - [Audience reports](#) in Google Analytics can tell you more about who has visited your website, allowing you to dig into details such as interests and behaviours
- ✓ Set up [remarketing lists](#) to turn brand discovery into purchase intent pg. 15

### Choose the right message

- ✓ Tell your brand story with [compelling assets](#) across all types of ads pg. 7
- ✓ Drive leads and conversions with [TrueView for action](#) pg. 11
- ✓ Help people explore your products with [Showcase Shopping ads](#) pg. 13

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## 5 Marketing checklist

### Drive omnichannel sales

- ✔ Create a frictionless shopping experience by [making your website or app your digital shop front](#) [pg. 21](#)
- ✔ Drive product sales online and offline with [Smart Shopping Campaigns](#) [pg. 22](#)
- ✔ Increase foot traffic to your shop with [Local campaigns](#) [pg. 23](#)
- ✔ Set up your Search and Shopping campaigns for [success in the festive period](#) [pg. 30](#)

### Optimise and measure for success

- ✔ Measure and optimise for the right metrics for your campaigns [pg. 25](#)
- ✔ Use both [online and offline data for bidding and reporting](#) to see the full value of your campaigns [pg. 25](#)
- ✔ Use product insights to understand demand and pricing for your products [pg. 18](#)
  - Add popular products to your feed with the [best sellers report](#)
  - Push popular products when you're price-competitive with the [price competitiveness report](#)
  - Learn what shoppers want with our [Shopping Insights tool](#)

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